

Johnson College
2023 Assessment Day - Student Business Services

1 - How have you contacted the Student Business Office?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Email	(1)	0	0.00%			
Phone	(2)	0	0.00%			
Office Visit	(3)	1	7.14%			
Text Message	(4)	0	0.00%			
Other (please note)	(5)	0	0.00%			
I have not contacted the Student Business Office	(6)	13	92.86%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
14/14 (100%)	5.79	0.80				

2 - The purpose of your contact with the Student Business Office was (select all that apply):						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Billing question	(1)	1	100.00%			
Bill payment	(2)	1	100.00%			
Past due balance	(3)	0	0.00%			
Payment arrangement	(4)	1	100.00%			
Financial hold	(5)	1	100.00%			
Refund	(6)	1	100.00%			
Form 1098T	(7)	0	0.00%			
Other	(8)	0	0.00%			
				0 25 50 75 100	Question	
Response Rate	1/14 (7.14%)					

3 - How satisfied were you with the promptness of service provided by the Student Business Office?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Very Satisfied	(4)	0	0.00%			
Satisfied	(3)	1	100.00%			
Dissatisfied	(2)	0	0.00%			
Very Dissatisfied	(1)	0	0.00%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
1/14 (7.14%)	3.00	0.00				

4 - How satisfied are you with the knowledge of the staff in the Student Business Office?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Very Satisfied	(4)	1	100.00%			
Satisfied	(3)	0	0.00%			
Dissatisfied	(2)	0	0.00%			
Very Dissatisfied	(1)	0	0.00%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
1/14 (7.14%)	4.00	0.00				

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5 - How satisfied were you with the Student Business Office's staff to be sensitive to your situation?									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Very Satisfied	(4)	1	100.00%			4.00			
Satisfied	(3)	0	0.00%						
Dissatisfied	(2)	0	0.00%						
Very Dissatisfied	(1)	0	0.00%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
1/14 (7.14%)	4.00	0.00							

6 - Do you have any other comments about the Student Business Services department?	
Response Rate	0/14 (0%)

7 - What is your program?									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Advanced Manufacturing	(1)	2	14.29%			8.43			
Architectural Drafting & Design	(2)	1	7.14%						
Automotive Technology	(3)	2	14.29%						
Biomedical Equipment Technology	(4)	0	0.00%						
Building & Property Maintenance	(5)	0	0.00%						
Carpentry and Cabinetmaking	(6)	1	7.14%						
Computer Information Technology	(7)	0	0.00%						
Diesel Truck Technology	(8)	0	0.00%						
Diesel Preventative Maintenance	(9)	0	0.00%						
Electrical Construction & Maintenance	(10)	3	21.43%						
Electronic Engineering	(11)	0	0.00%						
HVAC	(12)	2	14.29%						
Heavy Equipment Technology	(13)	0	0.00%						
Logistics & Supply Chain Management	(14)	0	0.00%						
Physical Therapist Assistant	(15)	0	0.00%						
Radiologic Technology	(16)	3	21.43%						
Veterinary Technology	(17)	0	0.00%						
Welding	(18)	0	0.00%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
14/14 (100%)	8.43	5.69							