

Quality Improvement

ACTION FOR EXCELLENCE

Student Accounts 04/05 Customer Satisfaction Survey Report

Campus: San Marcos

Based on the number of academic units you have completed, what is your present class level:

Freshmen	51
Sophomore	52
Junior	223
Senior	195
Graduate	44

Are you primarily a:

Day Student	328
Evening Student	69
Both day and evening student	167
Weekend Student	1

Rate your satisfaction with the service during the last 12 months. If you cannot rate the item (or it's not applicable) select "Don't Know".

	Response Distribution						Response Average	CSU Mean	03/04 Mean	01/02 Mean
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know				
Office hours for walk-in services	9	54	101	182	64	85	3.58	3.54	3.66	3.70
Clarity of the registration bill statement	11	34	98	218	77	57	3.72	3.62	3.63	3.70
Availability of Information: How to use the installment payment plan	18	43	90	110	38	199	3.36	3.34	3.43	3.20
Availability of Information: Payment Deadlines	16	50	90	224	86	35	3.67	3.49	3.61	3.60
Availability of Information: How to get a refund	22	63	92	108	38	175	3.24	3.16	3.29	3.20
Timeliness of refund	10	47	91	78	26	244	3.25	3.25	3.23	2.90
Courtesy of staff	16	41	94	178	122	50	3.77	3.63	3.83	
Resolving problems quickly	24	49	104	126	51	143	3.37	3.29	3.46	
Length of lines/ wait time	17	51	142	171	64	56	3.48	3.32	3.55	
Overall Services of Student Financial Services	9	30	120	226	74	42	3.71	3.56	3.7	3.60

Please rate how important each of the following services are to you. If you cannot rate the item (or it's not applicable) select "Don't Know".

	Not at all important	Somewhat Important	Neutral	Important	Very Important	Don't Know	Response Average
Office hours for walk-in services	6	8	37	169	224	29	4.34
Clarity of the registration bill statement	3	3	32	153	247	36	4.46
Availability of Information: How to use the installment payment plan	9	12	60	142	187	67	4.19
Availability of Information: Payment Deadlines	2	3	17	103	326	27	4.66
Availability of Information: How to get a refund	3	9	44	131	245	46	4.40
Timeliness of refund	4	7	41	120	265	41	4.45
Resolving problems quickly	1	1	13	104	331	25	4.70
Length of lines/ wait time	4	8	48	150	242	24	4.37