

Quality Improvement

ACTION FOR EXCELLENCE

Student Accounts 05/06 Customer Satisfaction Survey Report

Campus: San Marcos

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

Freshmen	6
Sophomore	4
Junior	20
Senior	37
Graduate	8

Are you primarily a:

Day Student	37
Evening Student	4
Both day and evening student	31
Weekend Student	3

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						05/06 Response Average	Compared to 05/06 Mean	05/06 CSU Mean	04/05 Mean	03/04 Mean	01/02 Mean
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know						
Office hours for walk-in services	3	6	14	28	12	13	3.63	→	3.62	3.58	3.66	3.70
Clarity of the registration bill statement	5	7	6	34	17	7	3.74	↑	3.61	3.72	3.63	3.70
Availability to access account (PeopleSoft)	1	5	11	23	12	24	3.77	N/A	N/A	N/A	N/A	N/A
Ease of navigation to locate fees owed (PeopleSoft)	1	6	14	20	10	25	3.63	N/A	N/A	N/A	N/A	N/A
Availability of Information: How to use the installment payment plan	7	2	7	14	6	40	3.28	→	3.33	3.36	3.43	3.20
Availability of Information: Payment Deadlines	4	5	16	26	15	10	3.65	→	3.62	3.67	3.61	3.60
Availability of Information: How to get a refund	4	5	5	13	4	44	3.26	↑	3.09	3.24	3.29	3.20
Timeliness of refund	6	3	5	13	3	45	3.13	↓	3.42	3.25	3.23	2.90
Courtesy of staff	5	7	8	27	20	9	3.75	↓	3.86	3.77	3.83	N/A
Knowledge of staff	4	11	6	25	20	10	3.70	N/A	N/A	N/A	N/A	N/A
Resolving problems quickly	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.37	3.46	N/A
Length of lines/ wait time (walk in traffic)	2	9	15	23	14	13	3.60	↑	3.37	3.48	3.55	N/A
Length of wait (telephone)	3	10	11	11	4	37	3.08	N/A	N/A	N/A	N/A	N/A
Response time for voice messages	5	4	14	4	2	45	2.79	N/A	N/A	N/A	N/A	N/A
Overall Services of Student Financial Services	2	12	10	30	13	8	3.60	→	3.67	3.71	3.70	3.60