

2014 Carleton Satisfaction Survey for Students

Business Office

Business Office	
% Using Service	Number of Users
20.9%	119

Mean of Responses

	Business Office					
	Yes			No		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with managing my student financial account	112	7.6	2.5	394	7.6	2.2
Clarity and accuracy of my financial account information	112	7.2	3.0	405	7.4	2.4
Clarity of the payment deadlines	111	7.6	2.7	406	7.7	2.4
Ease of payment process	104	7.6	2.7	388	8.0	2.3
Ease of assigning my scholarship, bursary, TAsip or RAship funding toward my tuition online	77	7.4	2.8	297	7.6	2.6
Clarity of the monthly e-statement	90	7.4	2.9	332	7.5	2.5
Accessibility of Business Office (via telephone, voice mail, e-mail, web, etc.)	104	7.3	2.7			
Response to requests or inquiries within an acceptable time	100	7.6	2.6			
Professional and helpful staff	107	7.9	2.5			

Percentage of Responses

	Business Office					
	Yes			No		
	Low	Med.	High	Low	Med.	High
My overall experience with managing my student financial account	11.6%	25.9%	62.5%	9.1%	30.2%	60.7%
Clarity and accuracy of my financial account information	21.4%	18.8%	59.8%	12.8%	27.9%	59.3%
Clarity of the payment deadlines	14.4%	20.7%	64.9%	11.8%	23.6%	64.5%
Ease of payment process	16.3%	19.2%	64.4%	8.2%	23.2%	68.6%
Ease of assigning my scholarship, bursary, TAsip or RAship funding toward my tuition online	16.9%	22.1%	61.0%	14.1%	23.6%	62.3%
Clarity of the monthly e-statement	17.8%	22.2%	60.0%	13.9%	27.4%	58.7%
Accessibility of Business Office (via telephone, voice mail, e-mail, web, etc.)	15.4%	27.9%	56.7%			
Response to requests or inquiries within an acceptable time	15.0%	18.0%	67.0%			
Professional and helpful staff	11.2%	16.8%	72.0%			

Source: Carleton Satisfaction Survey for Students, 2014

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.