

2017 Carleton Satisfaction Survey for Students

Business Office - Student Accounts

Student Accounts	
% Using Service	Number of Users
38.6%	272

Mean of Responses

	Student Accounts		
	N	Avg.	Std. Dev.
My overall experience with managing my student financial account	259	7.6	2.3
Clarity and accuracy of my financial account information	260	7.4	2.5
Clarity of the payment deadlines	252	7.6	2.5
Ease of payment process	252	7.8	2.4
Ease of assigning my Teaching Assistant or Research Assistant funding toward my tuition online	123	7.5	2.5
Clarity of the monthly e-statement	204	7.6	2.5
Ease of requesting a refund through Carleton Central	150	6.9	2.9
Accessibility of Student Accounts office (via telephone, e-mail, website, physical office, etc.)	225	7.9	2.3
Response to requests or inquiries within an acceptable time	220	7.7	2.4
Responsive and helpful staff	228	7.9	2.3

Percentage of Responses

	Student Accounts		
	Low	Med.	High
My overall experience with managing my student financial account	9.4%	28.1%	62.5%
Clarity and accuracy of my financial account information	14.9%	27.6%	57.5%
Clarity of the payment deadlines	11.9%	25.3%	62.8%
Ease of payment process	10.3%	21.2%	68.4%
Ease of assigning my Teaching Assistant or Research Assistant funding toward my tuition online	15.4%	20.1%	64.5%
Clarity of the monthly e-statement	13.1%	23.7%	63.2%
Ease of requesting a refund through Carleton Central	21.8%	24.9%	53.3%
Accessibility of Student Accounts office (via telephone, e-mail, website, physical office, etc.)	8.6%	23.0%	68.4%
Response to requests or inquiries within an acceptable time	9.9%	27.4%	62.8%
Responsive and helpful staff	7.8%	24.6%	67.6%

Source: 2017 Carleton Satisfaction Survey for Students

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

2017 Carleton Satisfaction Survey for Students

Business Office - Student Accounts

Student Accounts			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
37.5%	97	38.9%	207

Mean of Responses

	Student Accounts					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with managing my student financial account	91	8.0	1.7	198	7.5	2.4
Clarity and accuracy of my financial account information	92	7.8	2.0	198	7.2	2.6
Clarity of the payment deadlines	90	8.2	1.9	192	7.5	2.7
Ease of payment process	86	7.9	2.2	194	7.7	2.4
Ease of assigning my Teaching Assistant or Research Assistant funding toward my tuition online	45	7.6	2.2	93	7.5	2.6
Clarity of the monthly e-statement	72	7.7	2.4	156	7.6	2.5
Ease of requesting a refund through Carleton Central	51	6.8	2.7	116	6.9	3.0
Accessibility of Student Accounts office (via telephone, e-mail, website, physical office, etc.)	84	7.9	2.2	169	7.9	2.4
Response to requests or inquiries within an acceptable time	74	8.0	2.1	170	7.6	2.5
Responsive and helpful staff	79	8.3	1.8	175	7.8	2.4

Percentage of Responses

	Student Accounts					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with managing my student financial account	2.2%	30.8%	67.0%	11.6%	27.3%	61.1%
Clarity and accuracy of my financial account information	7.6%	23.9%	68.5%	17.2%	28.8%	54.0%
Clarity of the payment deadlines	3.3%	27.8%	68.9%	14.6%	24.5%	60.9%
Ease of payment process	7.0%	23.3%	69.8%	11.3%	20.6%	68.0%
Ease of assigning my Teaching Assistant or Research Assistant funding toward my tuition online	13.3%	28.9%	57.8%	16.1%	17.2%	66.7%
Clarity of the monthly e-statement	9.7%	27.8%	62.5%	14.1%	22.4%	63.5%
Ease of requesting a refund through Carleton Central	19.6%	33.3%	47.1%	22.4%	22.4%	55.2%
Accessibility of Student Accounts office (via telephone, e-mail, website, physical office, etc.)	6.0%	26.2%	67.9%	9.5%	21.9%	68.6%
Response to requests or inquiries within an acceptable time	5.4%	28.4%	66.2%	11.2%	27.1%	61.8%
Responsive and helpful staff	1.3%	26.6%	72.2%	9.7%	24.0%	66.3%

Source: 2017 Carleton Satisfaction Survey for Students

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