

Service Center

**Student Survey
Spring 2002, Spring 2003**

Friendliness of Service Center						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	6	2.0%	6	2.3%	0	-0.3%
Fair	16	5.3%	15	5.8%	1	-0.5%
Average	52	17.1%	39	15.0%	13	2.1%
Good	107	35.2%	101	38.8%	6	-3.6%
Excellent	123	40.5%	99	38.1%	24	2.4%
Total	304	100.0%	260	100.0%	44	0.0%
Never Used	123	26.9%	79	21.9%	44	5.0%
Missing	30	6.6%	22	6.1%	8	0.5%
Total	457	100.0%	361	100.0%	96	0.0%

Friendliness of Service Center					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
230	75.7%	200	76.9%	30	-1.3%

Knowledge of Service Center Staff						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	2	0.7%	4	1.6%	-2	-0.9%
Fair	13	4.3%	16	6.3%	-3	-2.1%
Average	53	17.5%	42	16.7%	11	0.8%
Good	123	40.6%	96	38.1%	27	2.5%
Excellent	112	37.0%	94	37.3%	18	-0.3%
Total	303	100.0%	252	100.0%	51	0.0%
Never Used	121	26.5%	81	22.4%	40	4.0%
Missing	33	7.2%	28	7.8%	5	-0.5%
Total	457	100.0%	361	100.0%	96	0.0%

Knowledge of Service Center Staff					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
235	77.6%	190	75.4%	45	2.2%

Convenience of Hours Open						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	1	0.3%	6	2.3%	-5	-2.0%
Fair	10	3.3%	10	3.9%	0	-0.6%
Average	58	19.2%	50	19.4%	8	-0.2%
Good	124	41.1%	104	40.3%	20	0.7%
Excellent	109	36.1%	88	34.1%	21	2.0%
Total	302	100.0%	258	100.0%	44	0.0%
Never Used	121	26.5%	76	21.1%	45	5.4%
Missing	34	7.4%	27	7.5%	7	0.0%
Total	457	100.0%	361	100.0%	96	0.0%

Convenience of Hours Open					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
233	77.2%	192	74.4%	41	2.7%

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**Student Survey
Spring 2002, Spring 2003**

Convenience of Payment Options						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	4	1.3%	5	2.0%	-1	-0.6%
Fair	8	2.6%	10	3.9%	-2	-1.3%
Average	50	16.5%	50	19.6%	0	-3.1%
Good	127	41.9%	93	36.5%	34	5.4%
Excellent	114	37.6%	97	38.0%	17	-0.4%
Total	303	100.0%	255	100.0%	48	0.0%
Never Used	121	26.5%	78	21.6%	43	4.9%
Missing	33	7.2%	28	7.8%	5	-0.5%
Total	457	100.0%	361	100.0%	96	0.0%

Convenience of Payment Options					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
241	79.5%	190	74.5%	51	5.0%

Timing of Billing						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	11	3.7%	8	3.2%	3	0.5%
Fair	15	5.0%	12	4.8%	3	0.2%
Average	54	17.9%	57	22.8%	-3	-4.9%
Good	122	40.5%	91	36.4%	31	4.1%
Excellent	99	32.9%	82	32.8%	17	0.1%
Total	301	100.0%	250	100.0%	51	0.0%
Never Used	123	26.9%	79	21.9%	44	5.0%
Missing	33	7.2%	32	8.9%	1	-1.6%
Total	457	100.0%	361	100.0%	96	0.0%

Timing of Billing					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
221	73.4%	173	69.2%	48	4.2%

Ease of Understanding Billing						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	6	2.0%	5	2.0%	1	0.0%
Fair	14	4.7%	7	2.8%	7	1.9%
Average	40	13.4%	44	17.5%	-4	-4.1%
Good	131	43.8%	101	40.1%	30	3.7%
Excellent	108	36.1%	95	37.7%	13	-1.6%
Total	299	100.0%	252	100.0%	47	0.0%
Never Used	125	27.4%	78	21.6%	47	5.7%
Missing	33	7.2%	31	8.6%	2	-1.4%
Total	457	100.0%	361	100.0%	96	0.0%

Ease of Understanding Billing					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
239	79.9%	196	77.8%	43	2.2%

**Student Survey
Spring 2002, Spring 2003**

Ease of Making Payments						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	5	1.7%	6	2.4%	-1	-0.7%
Fair	16	5.4%	13	5.2%	3	0.2%
Average	42	14.1%	42	16.8%	0	-2.7%
Good	130	43.6%	89	35.6%	41	8.0%
Excellent	105	35.2%	100	40.0%	5	-4.8%
Total	298	100.0%	250	100.0%	48	0.0%
Never Used	124	27.1%	83	23.0%	41	4.1%
Missing	35	7.7%	28	7.8%	7	-0.1%
Total	457	100.0%	361	100.0%	96	0.0%

Ease of Making Payments					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
235	78.9%	189	75.6%	46	3.3%