INTRODUCTION

The Spring 2005 Cashiers Satisfaction Survey gathered information about administration, faculty, staff, and student satisfaction with the services provided by the Cashiers Office at Sul Ross State University. It provided a snapshot of how they feel about the importance of a variety of topics.

The survey was introduced on March 28, 2005 by an email message to stu-alpine@sulross.edu and fs-alpine@sulross.edu. It included a link to the online survey form. The online survey consisted of eight satisfaction statements with Likert Scale responses; four multiple choice questions about preferences, usage, and demographics; and three opportunities to enter comments. The questions were designed to provide a benchmark of information about satisfaction with the services provided by the Cashier's Office that will provide trends and predictions when combined with previous surveys. This is a report on the results as of April 14, 2005.

There were a total of 165 responses to the survey. The number of responses is up from 76 in the Spring 2004 survey. The graphic illustrates the dates when responses were returned. After the first three days, the responses trickled in.

RESPONSES TO LIKERT SCALE QUESTIONS

The eight statements had five Likert Scale choices of "Very Satisfied," "Satisfied," "Sometimes Satisfied," "Dissatisfied," and "No Opinion." The results are displayed graphically along with the number of responses of each choice for each question and for all participants. The scale of the bar graph is the same for each question.
COMPARISONS WITH SPRING 2004 SURVEY

The table shows percents in each category for each question for comparison purposes. Four of the questions asked in 2004 were not asked in 2005. Percentages highlighted in green show significant improvements. Percentages highlighted in red are significant losses. The yellow highlighting notes a large increase in "No Opinion" responses to the last two questions; probably because of the increased web presence in 2005.

<table>
<thead>
<tr>
<th>PERCENTAGES</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Dissatisfied</th>
<th>No Opinion</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpfulness of Cashiers</td>
<td>46.10%</td>
<td>43.90%</td>
<td>39.50%</td>
<td>40.20%</td>
<td>9.20%</td>
<td>100.00%</td>
</tr>
<tr>
<td>Knowledge of Cashiers</td>
<td>35.50%</td>
<td>39.90%</td>
<td>47.40%</td>
<td>41.70%</td>
<td>6.60%</td>
<td>100.00%</td>
</tr>
<tr>
<td>Availability of Cashiers at the Office</td>
<td>31.60%</td>
<td>39.90%</td>
<td>50.00%</td>
<td>44.30%</td>
<td>10.50%</td>
<td>12.70%</td>
</tr>
<tr>
<td>Availability of</td>
<td>27.60%</td>
<td>26.50%</td>
<td>32.90%</td>
<td>35.80%</td>
<td>14.50%</td>
<td>8.00%</td>
</tr>
</tbody>
</table>
SATISFACTION SHOWN BY AVERAGE RESPONSES

To compute an average satisfaction score for each of the Likert Scale questions for comparison purposes, a weight of 4 is assigned to "Very Satisfied," 3 to "Satisfied," 2 to "Sometimes Satisfied," 1 to "Dissatisfied," and 0 to "Strongly Disagree." The average is the sum of these weighted responses divided by the number of responses, not counting the "No Opinion" responses. Thus the highest averages are the ones showing the most satisfaction. The overall average is 3.04 with standard deviation 0.19.

ALL
Helpfulness of Cashiers 3.26
Knowledge of Cashiers 3.20
Availability of Cashiers at the Office 3.19
Availability of Cashiers via the Phone 3.11
Timeliness of Refund Checks 2.85
Timeliness of Call or Email Returns 3.04
Communication between Cashiers and Financial Aid Office 2.73
Communication between Cashiers and Registrar Office 2.90

UNDERGRADUATE STUDENT
Helpfulness of Cashiers 3.09
Knowledge of Cashiers 3.08
Availability of Cashiers at the Office 3.19
Availability of Cashiers via the Phone 3.12
Timeliness of Refund Checks 2.75
Timeliness of Call or Email Returns 2.97
Communication between Cashiers and Financial Aid Office 2.62
Communication between Cashiers and Registrar Office 2.77

GRADUATE STUDENT
Helpfulness of Cashiers 3.30
SATISFACTION SHOWN BY "DOTS"

The chart of "dots" displays a graphic representation of survey results for various subgroups. To observe responses for a question for various subgroups, look at a row. To observe responses to all questions by a particular subgroup, look at a column. This graphic gives a quick visual way to see the results of the survey without getting into detailed numbers.

ABSOLUTE SATISFACTION

The symbols represent:
- Strong Dissatisfaction (Averages from 0.00 to 1.25)
- Dissatisfaction (Averages from 1.25 to 2.50)
- Satisfaction (Averages from 2.50 to 3.25)
- Strong Satisfaction (Averages from 3.25 to 4.00)

ABSOLUTE SATISFACTION SHOWN BY DOTS

This chart shows the responses in strong dissatisfaction, dissatisfaction, satisfaction and strong satisfaction categories for each subgroup.

1. Helpfulness of Cashiers
2. Knowledge of Cashiers
3. Availability of Cashiers at the Office
4. Availability of Cashiers via the Phone
5. Timeliness of Refund Checks
6. Timeliness of Call or Email Returns
7. Communication between Cashiers and Financial Aid Office
8. Communication between Cashiers and Registrar Office

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>SRSU Student Undergraduate</th>
<th>SRSU Student Graduate</th>
<th>Faculty/Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of Cashiers</td>
<td>3.19</td>
<td>3.27</td>
<td>3.23</td>
<td>3.39</td>
</tr>
<tr>
<td>Availability of Cashiers at the Office</td>
<td>3.07</td>
<td>3.08</td>
<td>3.23</td>
<td>3.39</td>
</tr>
<tr>
<td>Availability of Cashiers via the Phone</td>
<td>3.32</td>
<td>3.08</td>
<td>3.23</td>
<td>3.39</td>
</tr>
<tr>
<td>Timeliness of Refund Checks</td>
<td>2.84</td>
<td>3.00</td>
<td>3.00</td>
<td>3.00</td>
</tr>
<tr>
<td>Timeliness of Call or Email Returns</td>
<td>3.29</td>
<td>3.02</td>
<td>3.02</td>
<td>3.00</td>
</tr>
<tr>
<td>Communication between Cashiers and Financial Aid Office</td>
<td>2.70</td>
<td>3.13</td>
<td>3.13</td>
<td>3.00</td>
</tr>
<tr>
<td>Communication between Cashiers and Registrar Office</td>
<td>3.00</td>
<td>3.27</td>
<td>3.27</td>
<td>3.00</td>
</tr>
</tbody>
</table>

165 65 27 67
Since these absolute satisfaction dots show all subgroups satisfied with all questions, it was decided to recompute this table showing relative satisfaction, i.e. satisfaction relative to the average (3.04) and standard deviation (0.19).

**RELATIVE SATISFACTION**

The symbols represent:
- ○ Averages more than one standard deviation to the left of the mean (0 to 2.85)
- ▢ Averages less than one standard deviation to the left of the mean (2.85 to 3.04)
- □ Averages less than one standard deviation to the right of the mean (3.04 to 3.23)
- ● Averages more than one standard deviation to the right of the mean (3.23 to 4.00)

**RELATIVE SATISFACTION SHOWN BY DOTS**

This chart shows the responses relative to the mean and standard deviation for each subgroup.

1. Helpfulness of Cashiers
   - All: ●
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ●
   - Faculty/Staff: ●

2. Knowledge of Cashiers
   - All: ○
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ○
   - Faculty/Staff: ●

3. Availability of Cashiers at the Office
   - All: ○
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ○
   - Faculty/Staff: ●

4. Availability of Cashiers via the Phone
   - All: ○
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ●
   - Faculty/Staff: ○

5. Timeliness of Refund Checks
   - All: ○
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ○
   - Faculty/Staff: ○

6. Timeliness of Call or Email Returns
   - All: ○
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ○
   - Faculty/Staff: ○

7. Communication between Cashiers and Financial Aid Office
   - All: ○
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ○
   - Faculty/Staff: ○

8. Communication between Cashiers and Registrar Office
   - All: ○
   - SRSU Student Undergraduate: ○
   - SRSU Student Graduate: ○
   - Faculty/Staff: ●

Note that the chart should not be interpreted as with disagreement as red and agreement as blue. Rather, the chart should be interpreted as an indication of relative agreement. The red dots indicate relatively less agreement than the blue dots.

Note that the column showing the subgroup of SRSU Student - Undergraduates stands out with relatively less satisfaction for last four questions. Also note that questions 5, 7, and 8 showed the most relative less satisfaction in all groups except Faculty/Staff.

**RESPONSES TO "Please describe your experience with Spring 2005 "Arena-less" Registration**

The qualitative comments about Please describe your experience with Spring 2005 "Arena-less Registration" were analyzed by creating a spreadsheet with the comments in the first column along with several columns to categorize them (Positive, No Lines, Easier, Time, etc.). Plus 1 for each positive comment or minus 1 for each negative comment was placed in the appropriate cells. The following table lists these sums for several categories.
The next four questions asked for information. The results are displayed graphically along with the number of responses of each choice for each question and for all participants. The scale of the bar graph is the same for each question.

### What would be your preferred method of receiving your refund checks?

- **EFT to my bank account with email notification**: 39 responses
- **Mailed to my local address**: 33 responses
- **Pick up in person at Registration**: 40 responses
- **Other (Specify)**: 15 responses
- **No Answer**: 32 responses

### What would be your preferred method of receiving bills or reminder letters?

- **Email**: 71 responses
- **Mailed to my local address**: 63 responses
- **Contact by phone**: 4 responses
- **Other (Specify)**: 3 responses
- **No Answer**: 27 responses
COMPARISONS WITH SPRING 2004 SURVEY

- What would be your preferred method of receiving your refund checks?
  - EFT went from 21.3% to 28.9%
  - Mail went from 31.2% to 24.4%
  - Pick up in person went from 47.5% to 35.6%
  - Other went from 0% to 11.1%
- What would be your preferred method of receiving bills or reminder letters?
  - Email went from 43.4% to 50.4%
  - Mail went from 50.0% to 44.7%
  - Phone went from 1.3% to 2.8%
  - Other went from 5.3% to 2.1%
- How many times have you received your account information on Web for Students?
  - Many went from 17.4% to 16.8%
  - Several went from 47.8% to 26.6%
Once or Twice went from 23.2% to 23.8%
Never went from 11.6% to 32.9%

- Which of the following best describes you?
  - SRSU Student - Undergraduate went from 69.7% to 40.4%
  - SRSU Student - Graduate went from 9.9% to 16.7%
  - Faculty/Staff went from 9.2% to 41.6%
  - Other went from 0.0% to 1.2%

ABOUT HOW OFTEN DO YOU VISIT THE CASHIER'S OFFICE?
Respondents could choose between answering the number of times per week, per month, or per semester. Of those who responded to the number of times per week, the average was 2.4. Of those who responded to the number of times per month, the average was 2.1. Of those who responded to the number of times per semester, the average was 5.4.

SUGGESTIONS FOR IMPROVEMENTS TO THE CASHIER'S OFFICE
The qualitative suggestions about improvements to the cashier's office were analyzed by creating a spreadsheet as before. Plus 1 was placed in the appropriate cells to indicate interest in that category. No -1s were used for negative comments. Sums at the bottom of each column provided a quantitative indication of the degree of interest in the category.

The greatest number of suggestions (7) was about the attitudes of the clerks. The second greatest number (5) was in three categories: Hours, Organization, and More Cashiers/Space. Four asked for faster refund payments and four made suggestions about phone usage. Other suggestions were about Communications with Financial Aid, Incorrect Checks, Professionalism, etc.

OTHER COMMENTS
Other comments were analyzed by creating a spreadsheet as before. Eighteen of the comments were positive in categories such as Helpful, Courteous, and Friendly. Eight of the comments were negative, in categories like Unprofessional, Office Size, Reliable Notification, and Dress.

Actual text of the comments is available at the office of Institutional Research and Effectiveness.