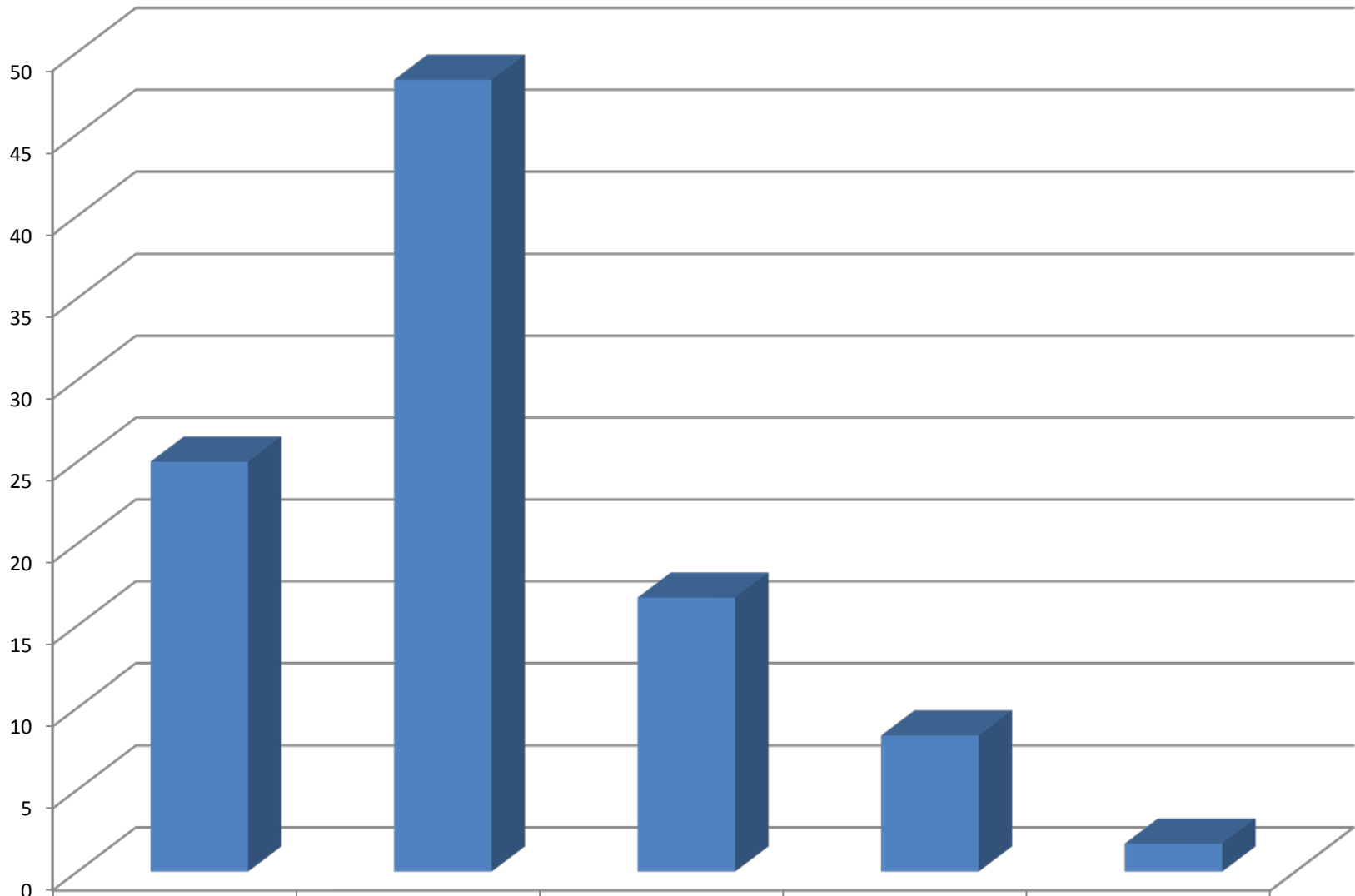


### C1a. Services: Financial aid: application/award process



UNCP (N=60)

25

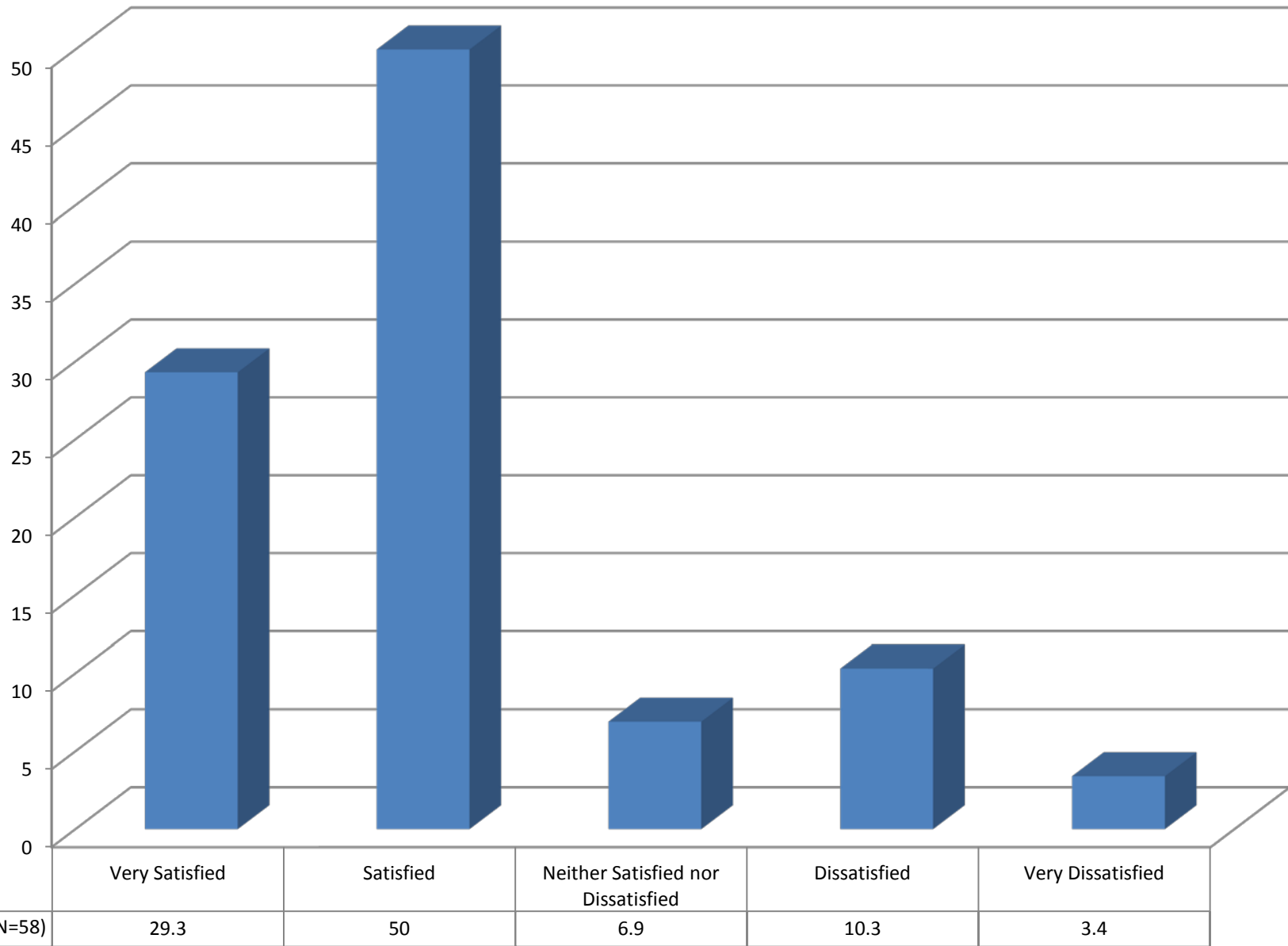
48.3

16.7

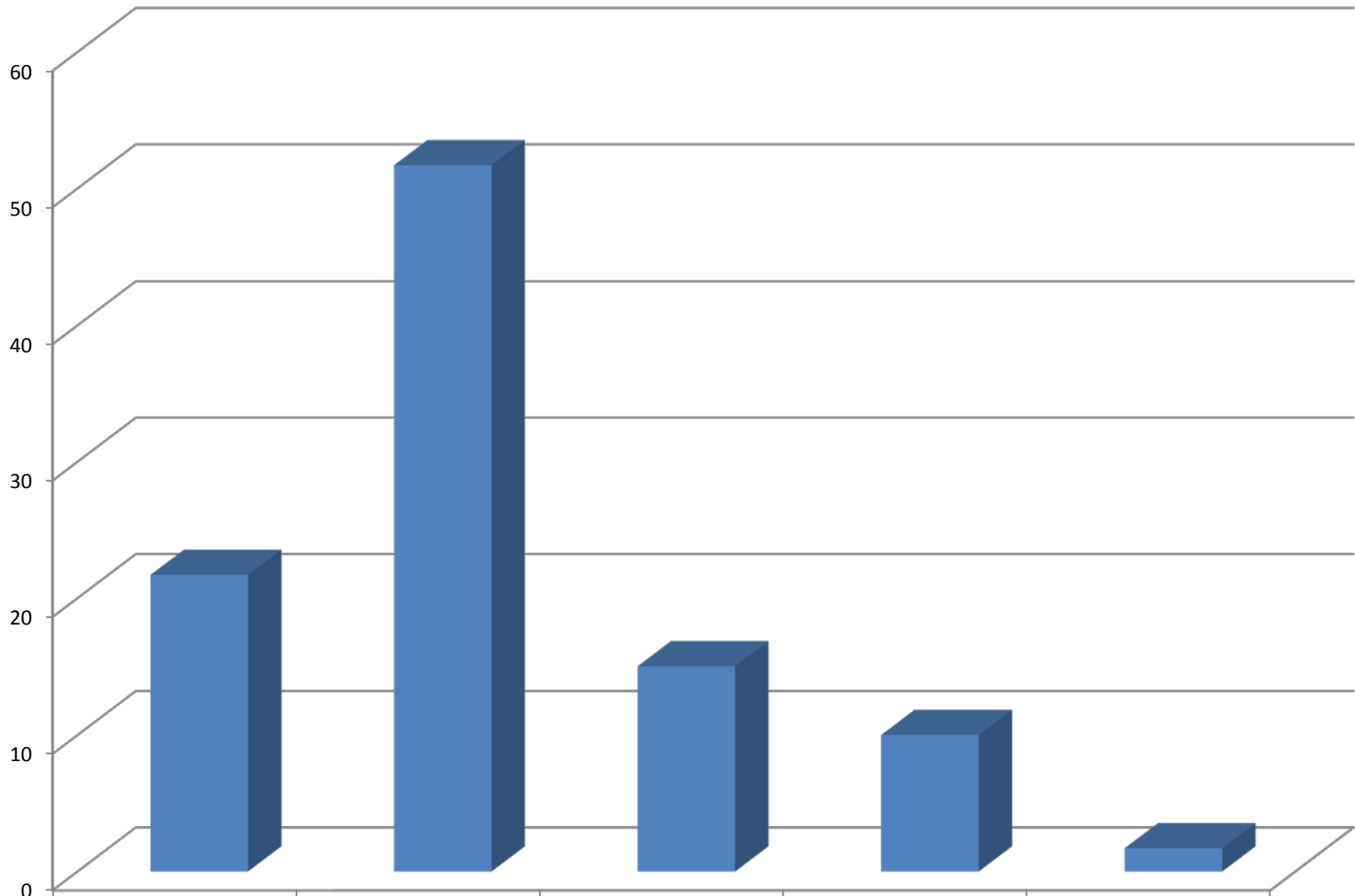
8.3

1.7

### C1b. Services: Financial aid: disbursement process

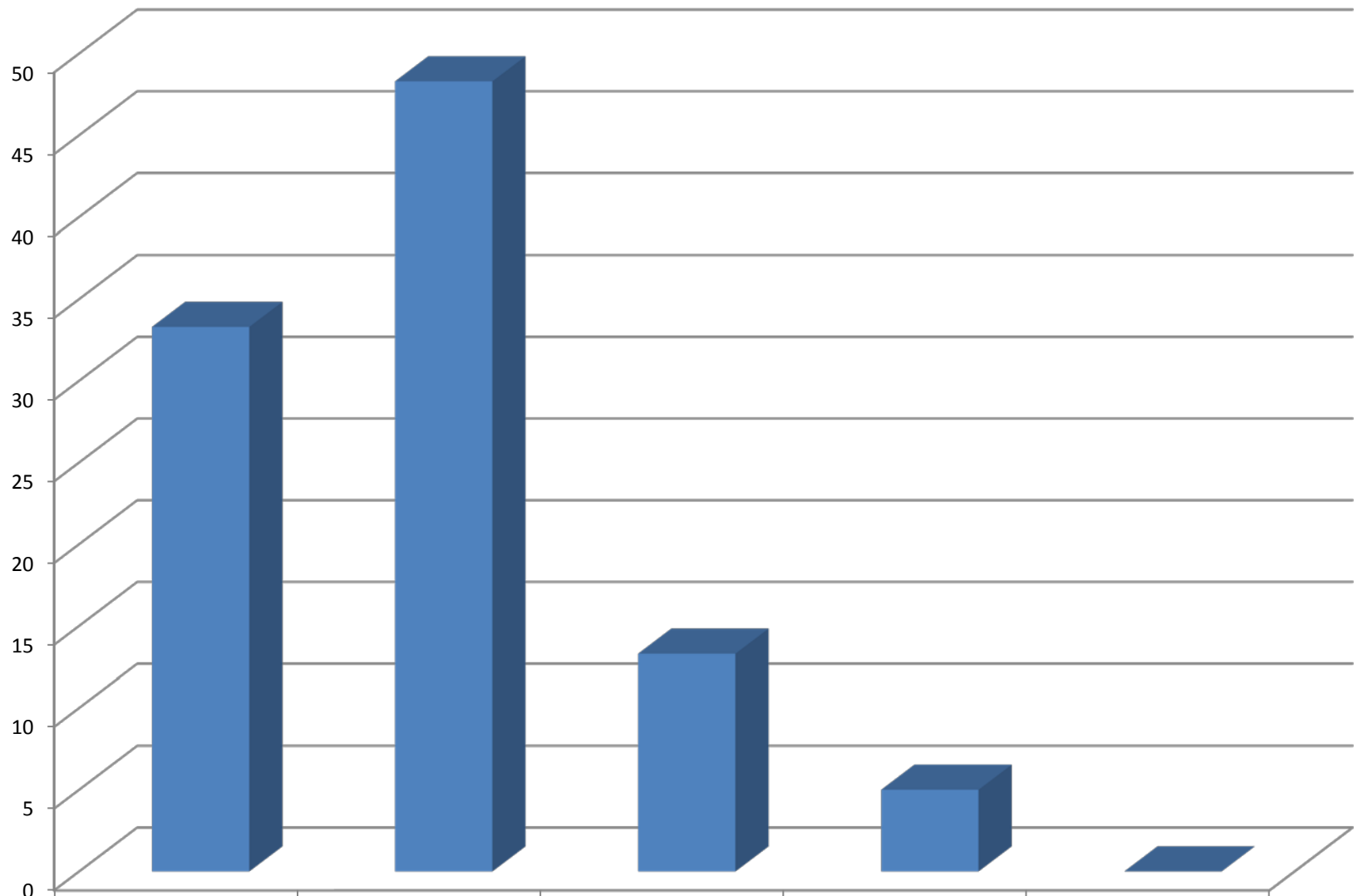


### C1c. Services: Cashier/student accounts/billing office



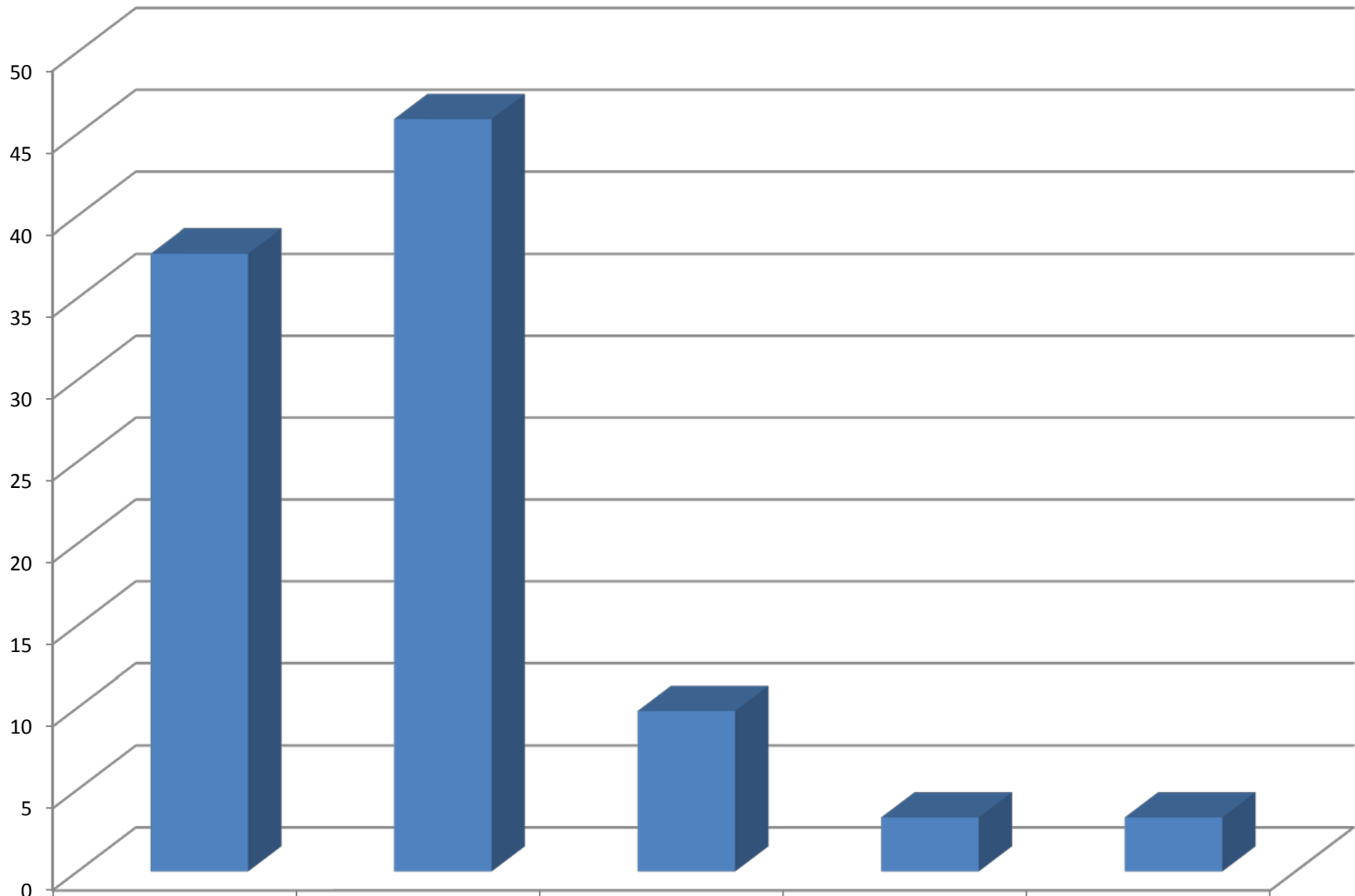
UNCP (N=60)	21.7	51.7	15	10	1.7
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### C1d. Services: Registrar's office



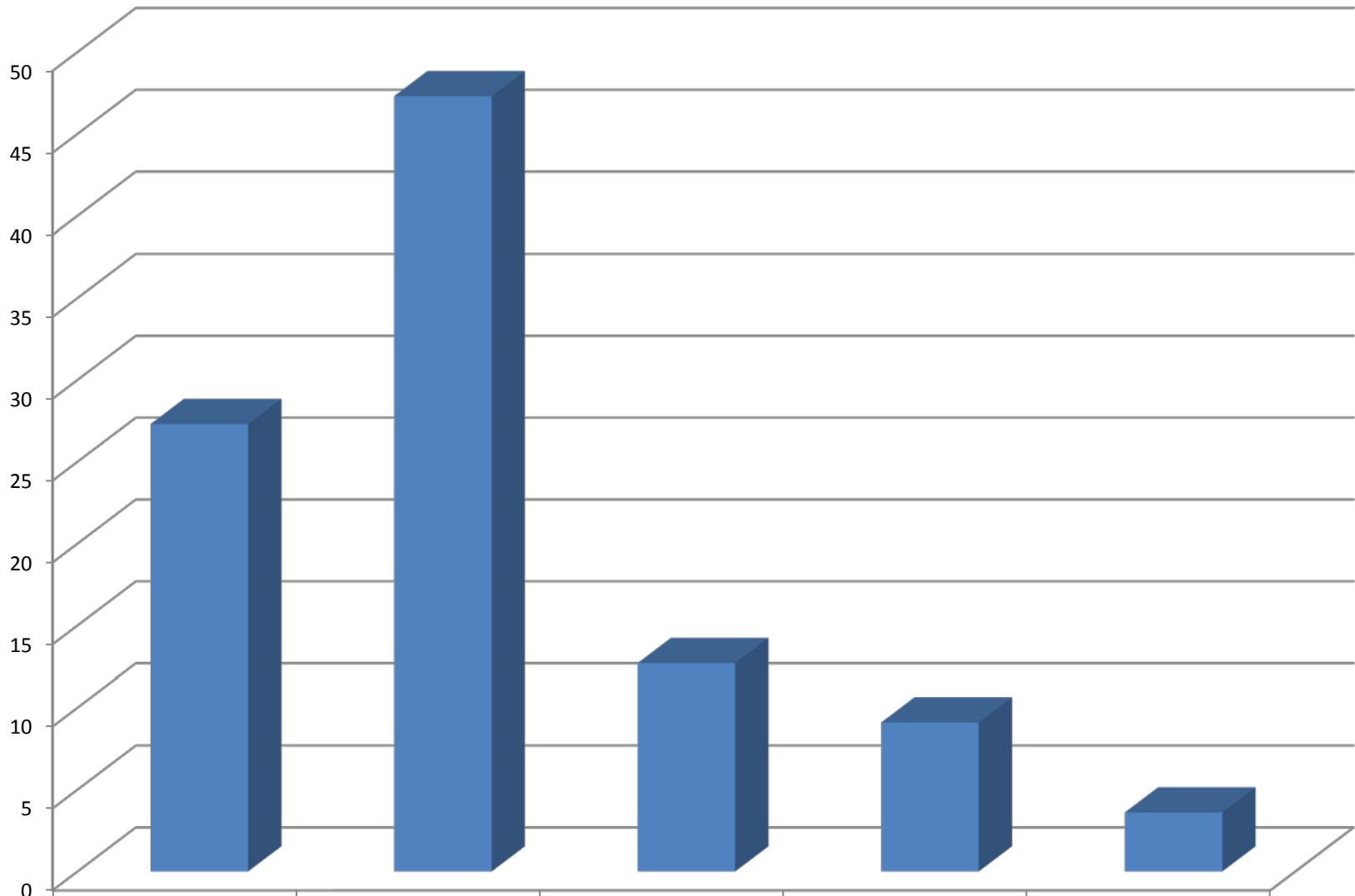
UNCP (N=60)	33.3	48.3	13.3	5	0
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### C1e. Services: Bookstore



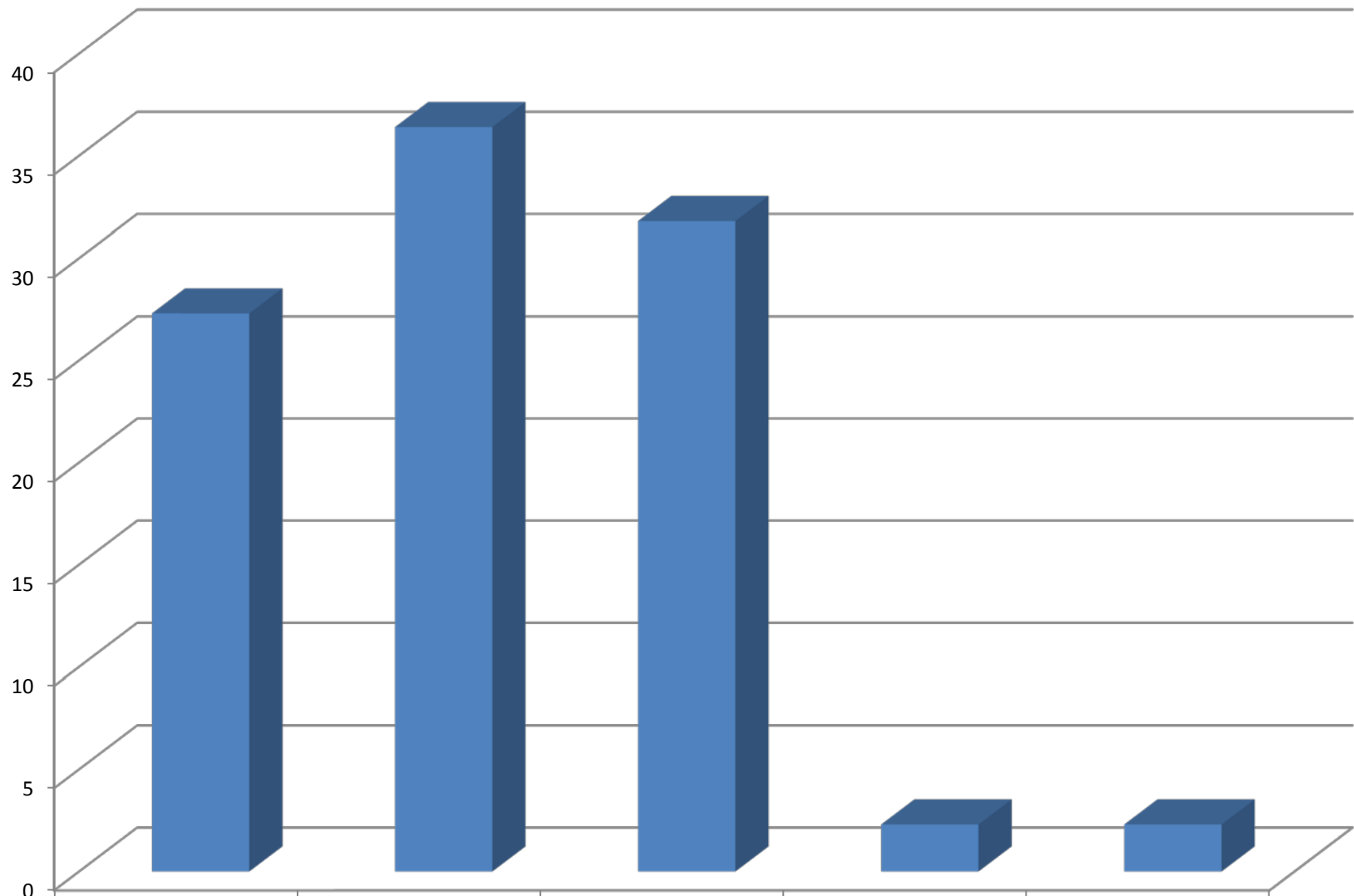
	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
UNCP (N=61)	37.7	45.9	9.8	3.3	3.3

### C1f. Services: Health services



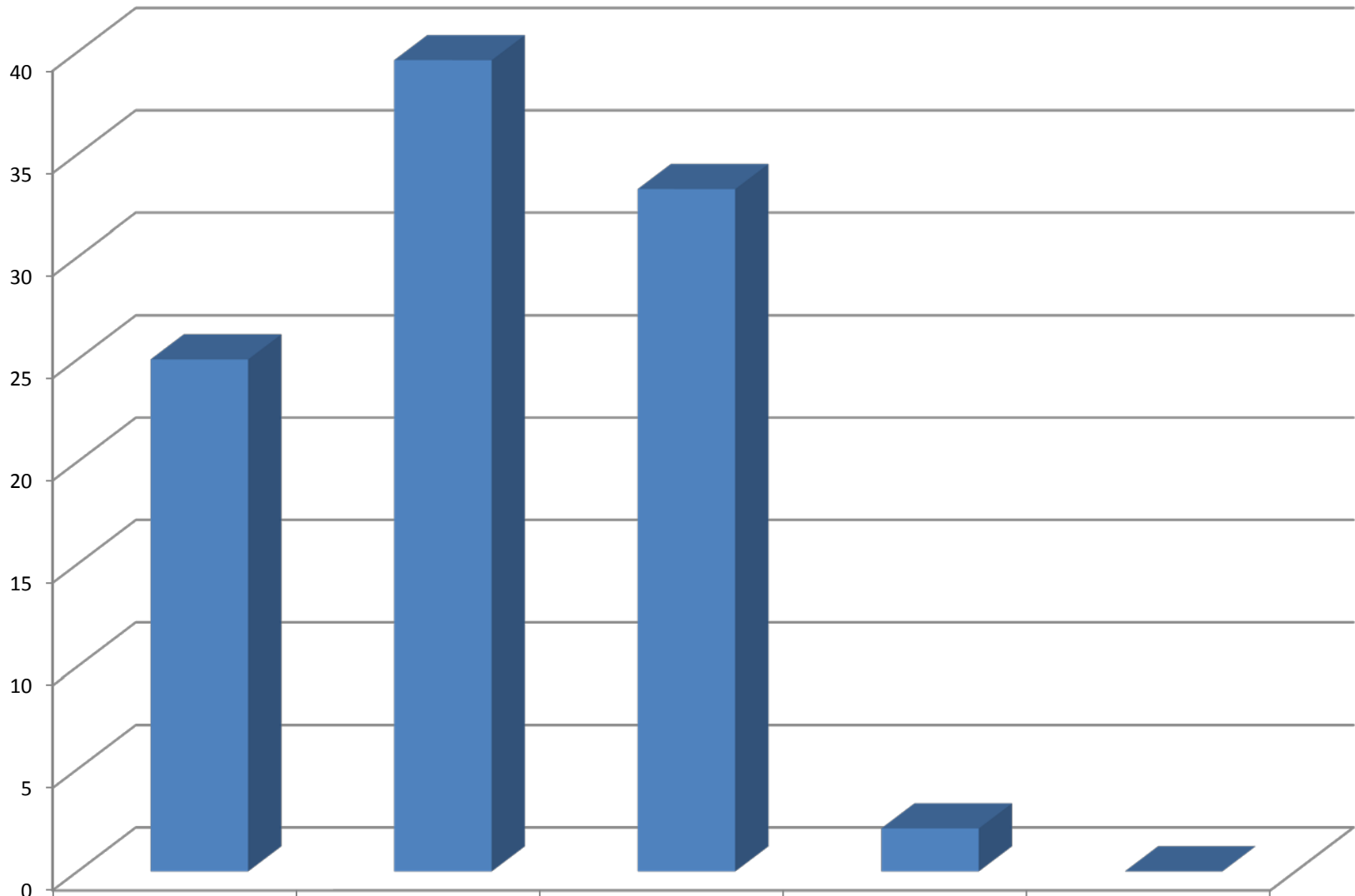
	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
UNCP (N=55)	27.3	47.3	12.7	9.1	3.6

**C1g. Services: Counseling (personal, interpersonal, or psychological)**



	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
UNCP (N=44)	27.3	36.4	31.8	2.3	2.3

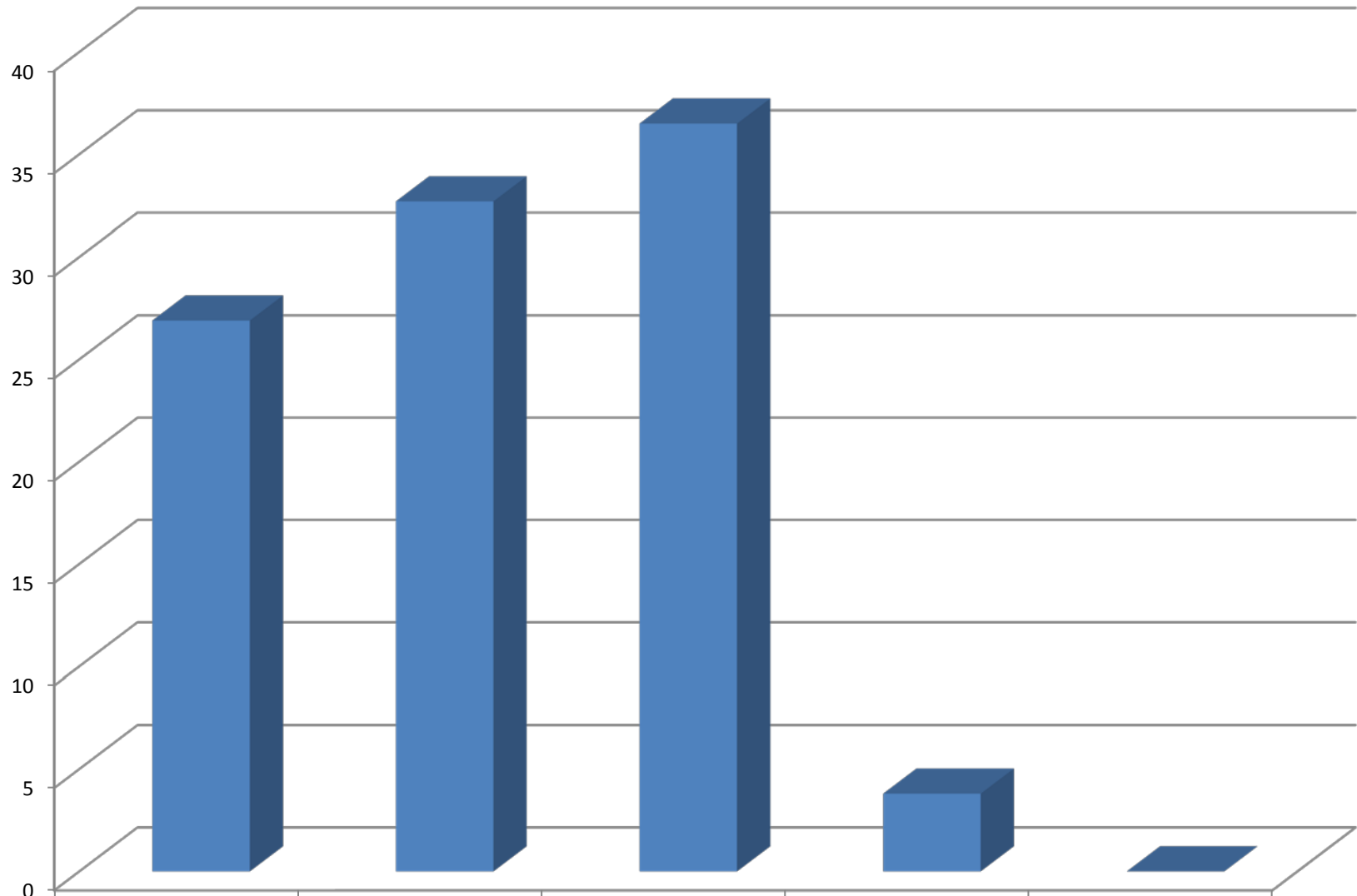
### C1h. Services: Housing and residence life



UNCP (N=48)	25	39.6	33.3	2.1	0
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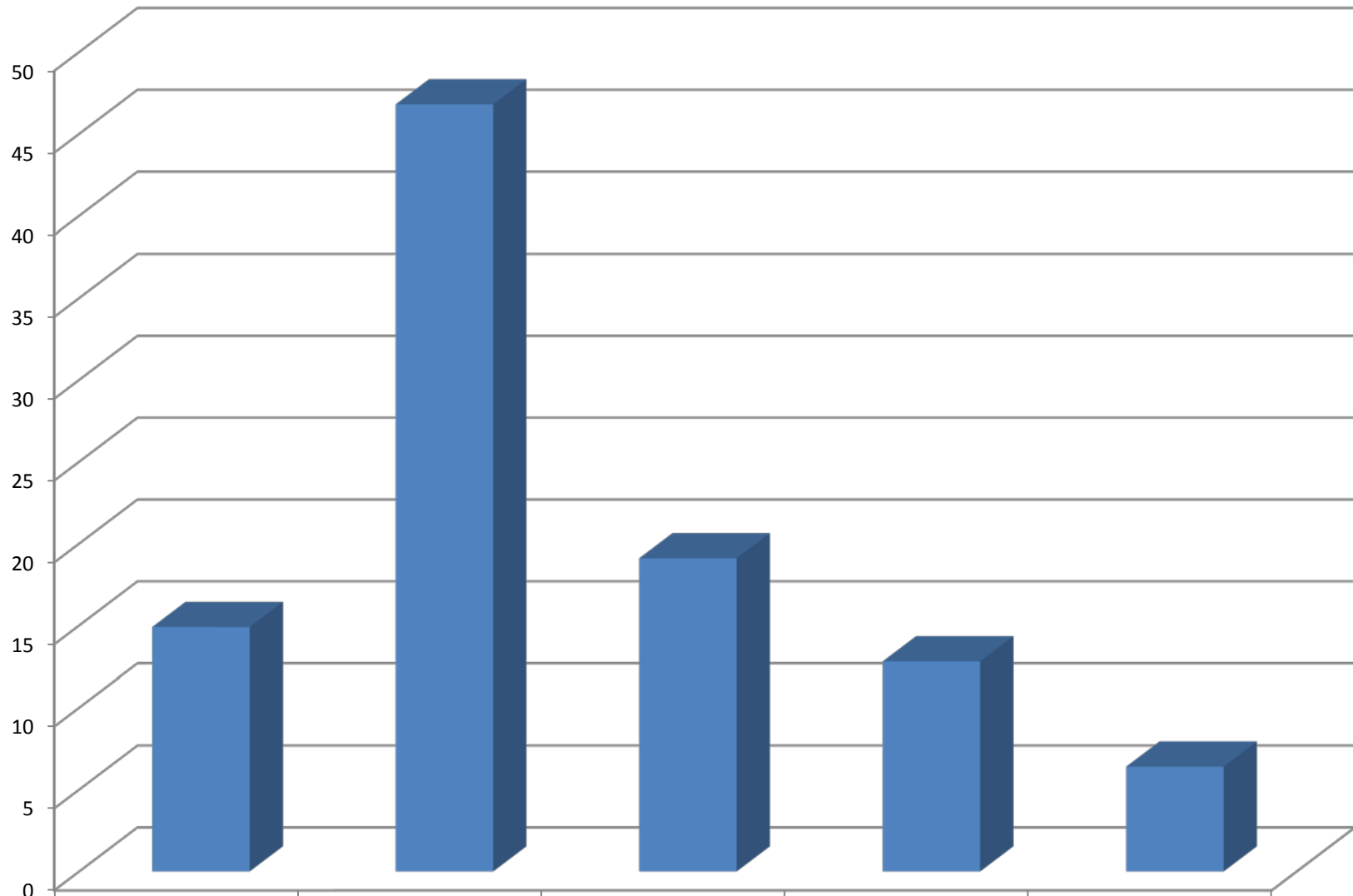


### C1i. Services: Campus recreation



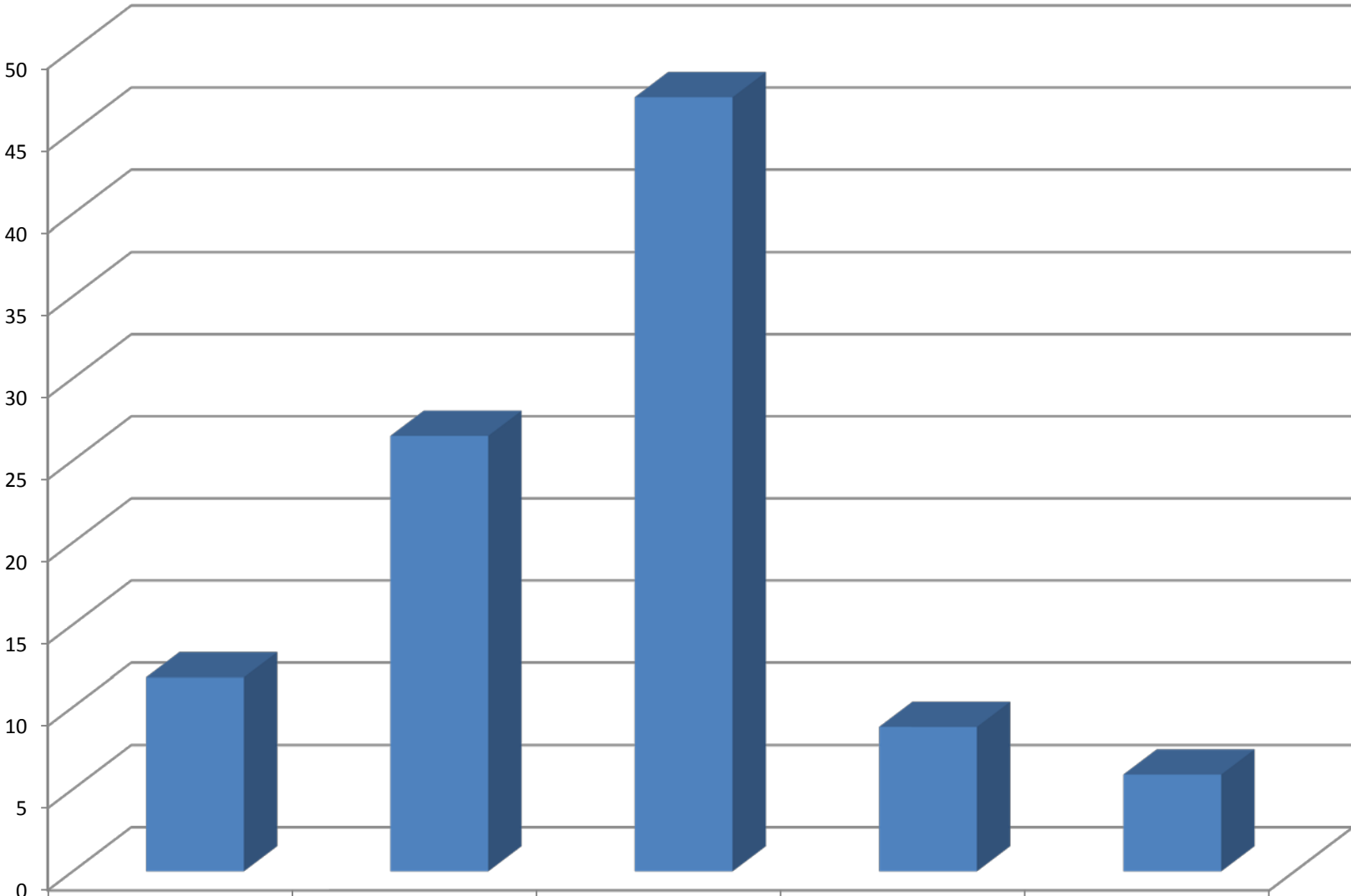
	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
UNCP (N=52)	26.9	32.7	36.5	3.8	0

### C1j. Services: Dining services



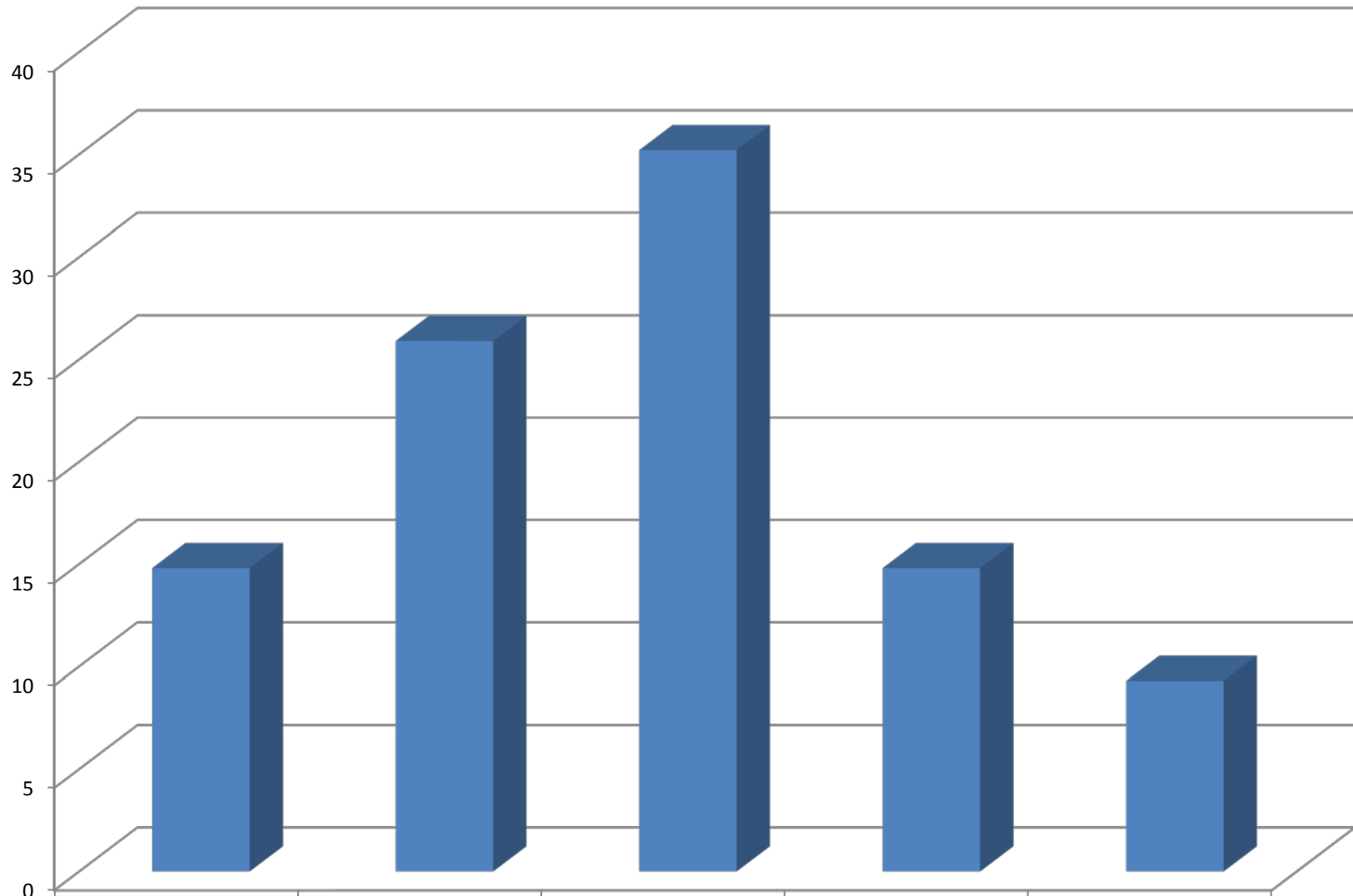
UNCP (N=47)	14.9	46.8	19.1	12.8	6.4
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### C1k. Services: On-campus shuttle/transportation services



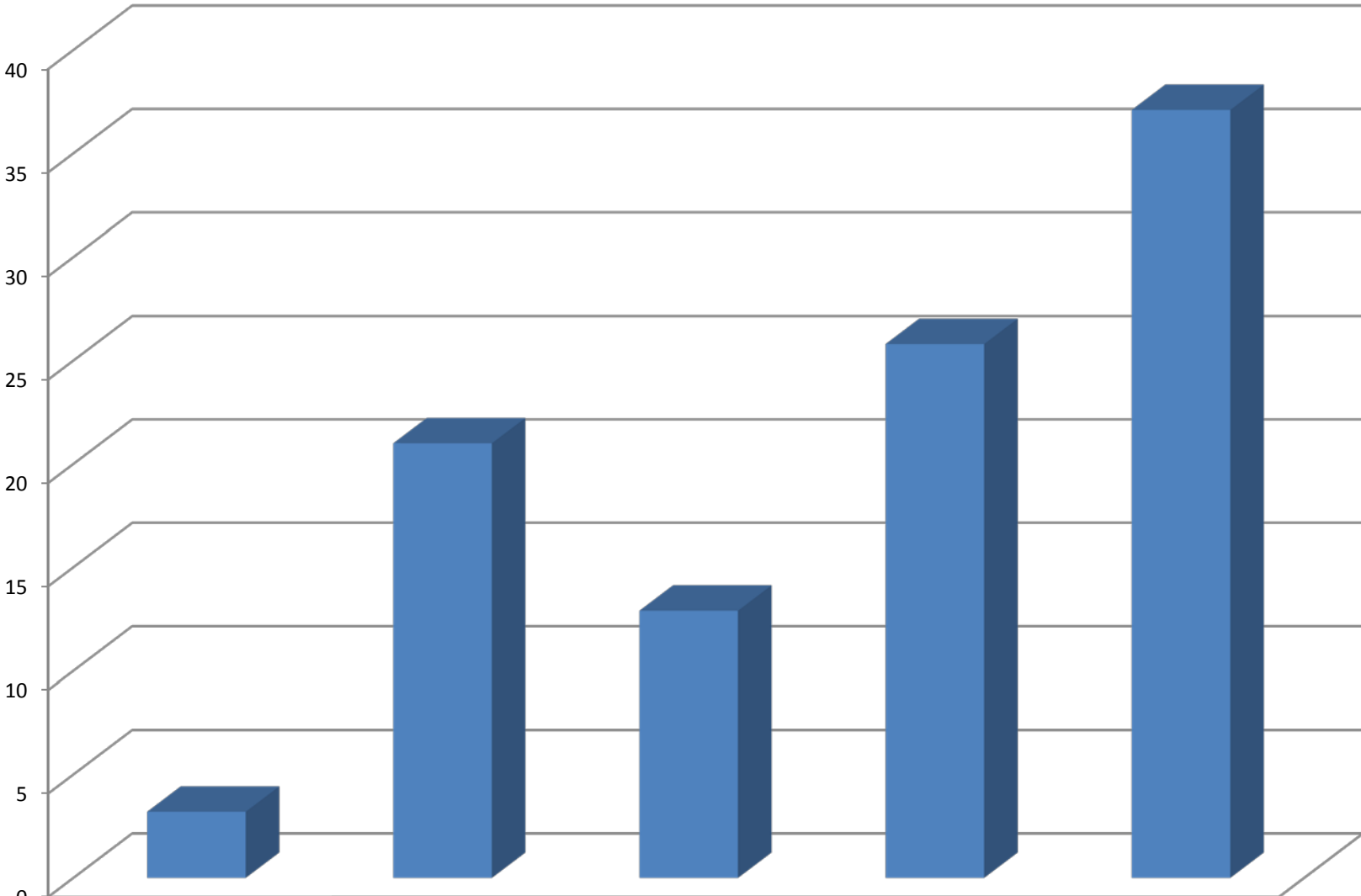
UNCP (N=34)	11.8	26.5	47.1	8.8	5.9
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### C1I. Services: Campus police department



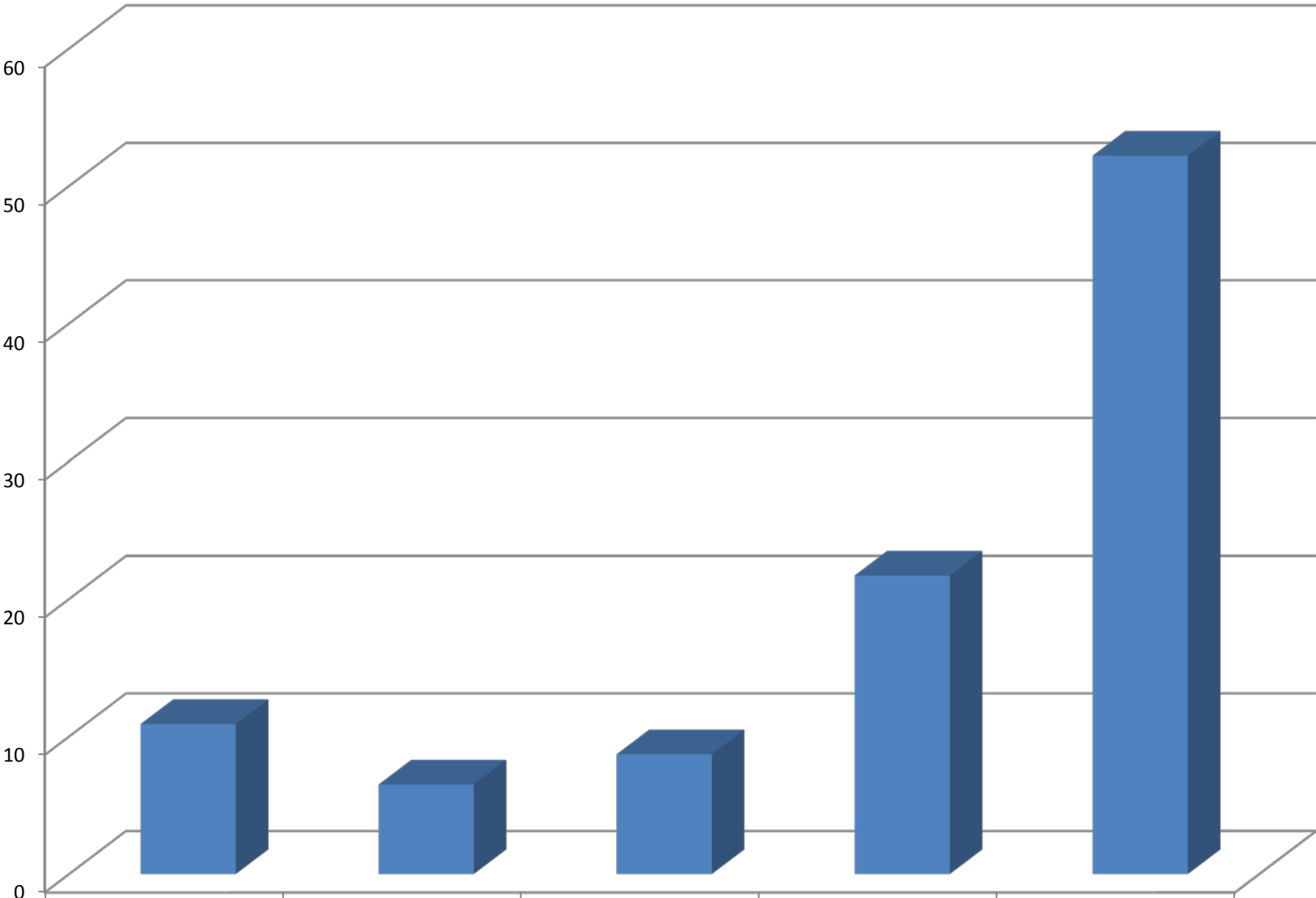
UNCP (N=54)	14.8	25.9	35.2	14.8	9.3
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### C1m. Services: Parking



UNCP (N=62)	3.2	21	12.9	25.8	37.1
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### C2a. Staff: Financial aid: application/award process



UNCP (N=46)

Excellent

10.9

Good

6.5

Average

8.7

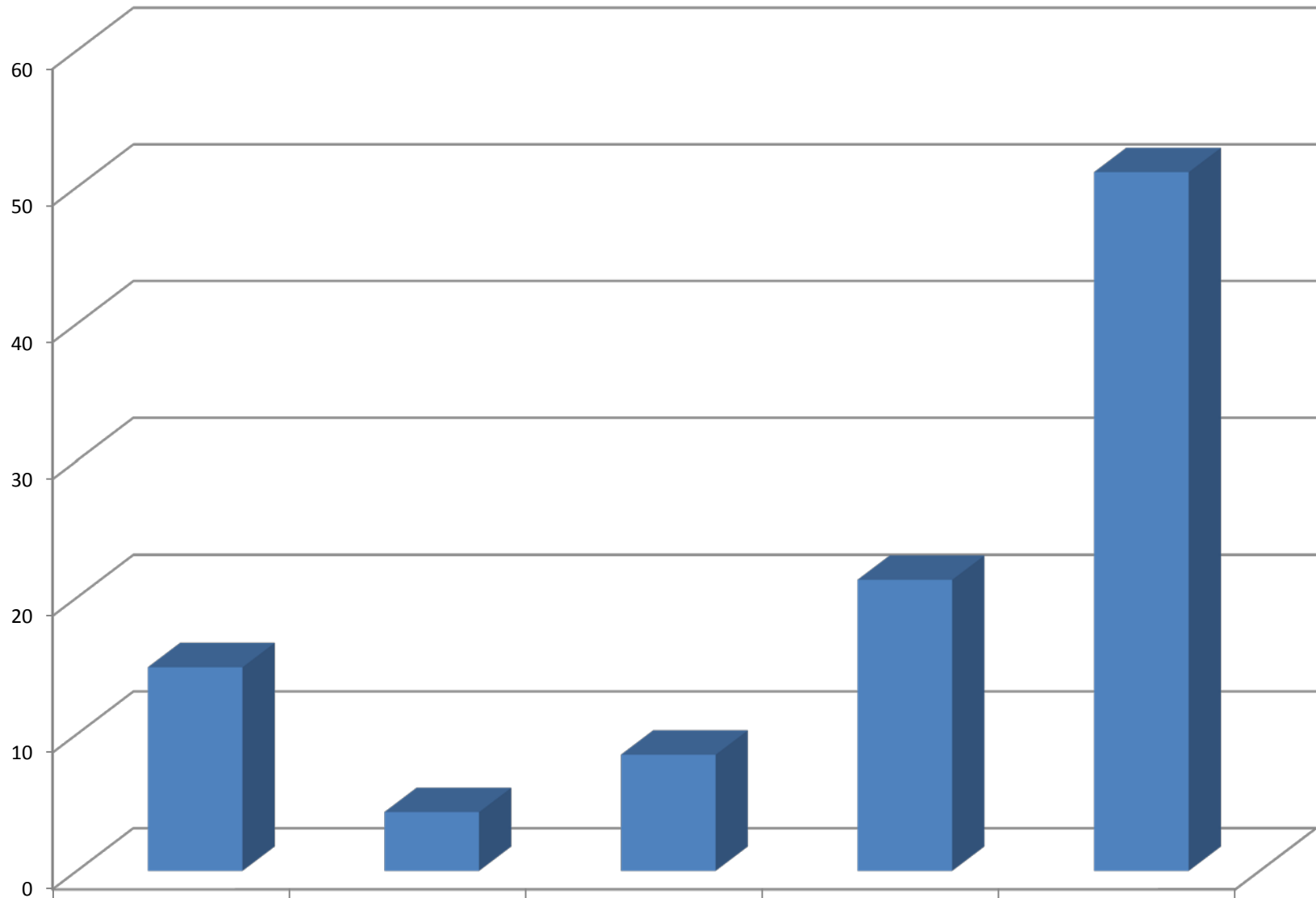
Fair

21.7

Poor

52.2

## C2b. Staff: Financial aid: disbursement process



UNCP (N=47)

Excellent

14.9

Good

4.3

Average

8.5

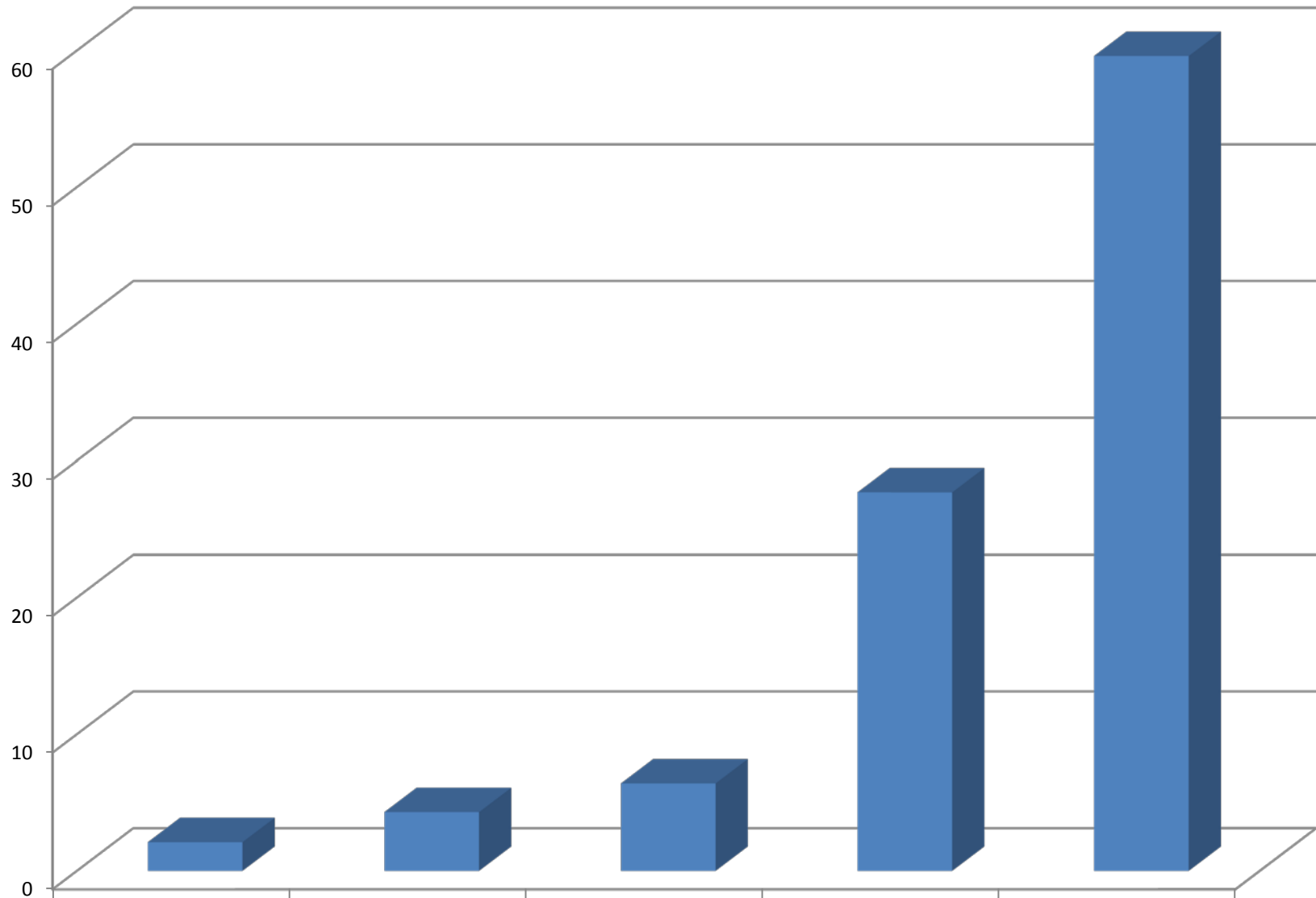
Fair

21.3

Poor

51.1

### C2c. Staff: Cashier/student accounts/billing office



UNCP (N=47)

Excellent

2.1

Good

4.3

Average

6.4

Fair

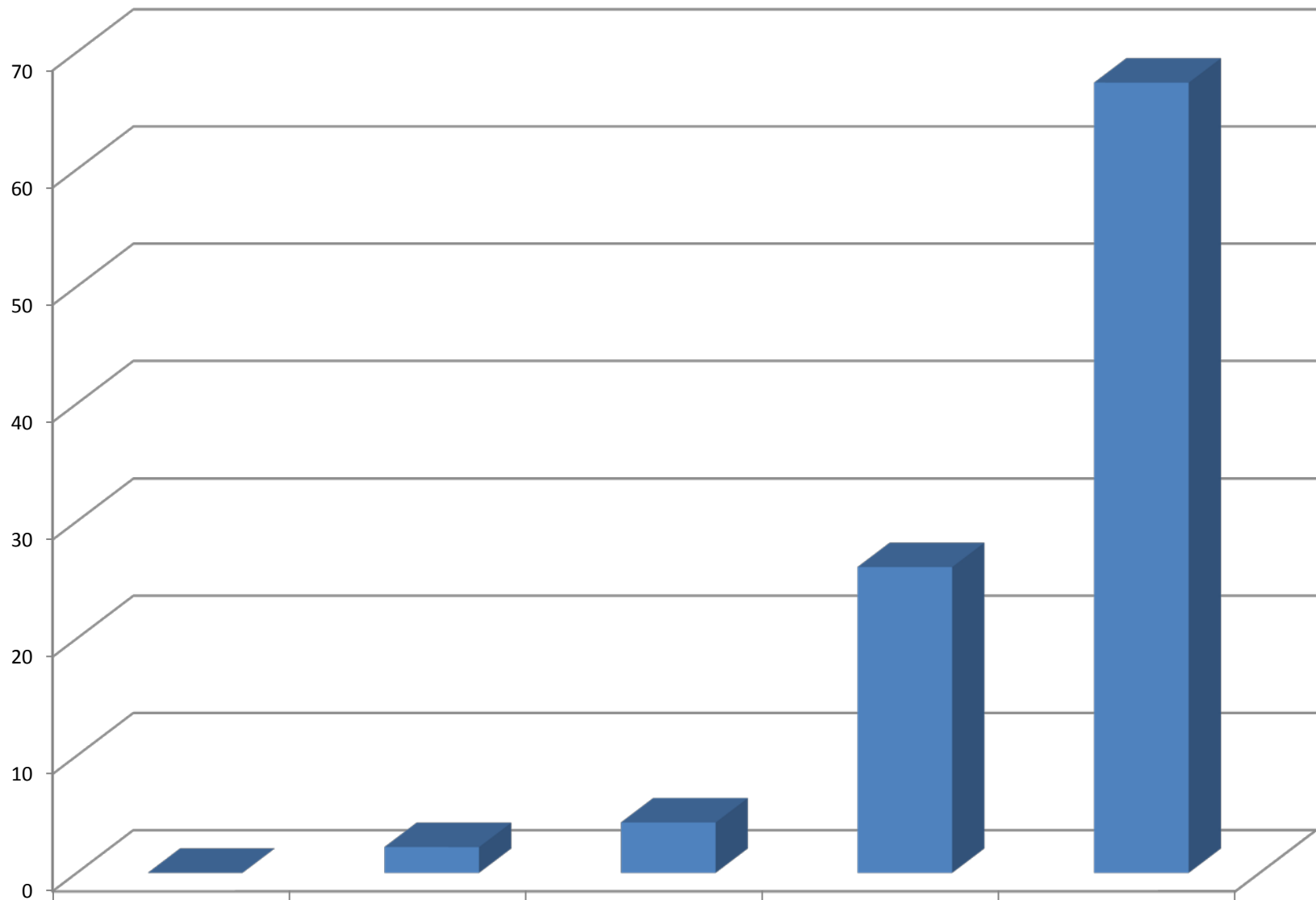
27.7

Poor

59.6



### C2d. Staff: Registrar's office



UNCP (N=46)

Excellent

0

Good

2.2

Average

4.3

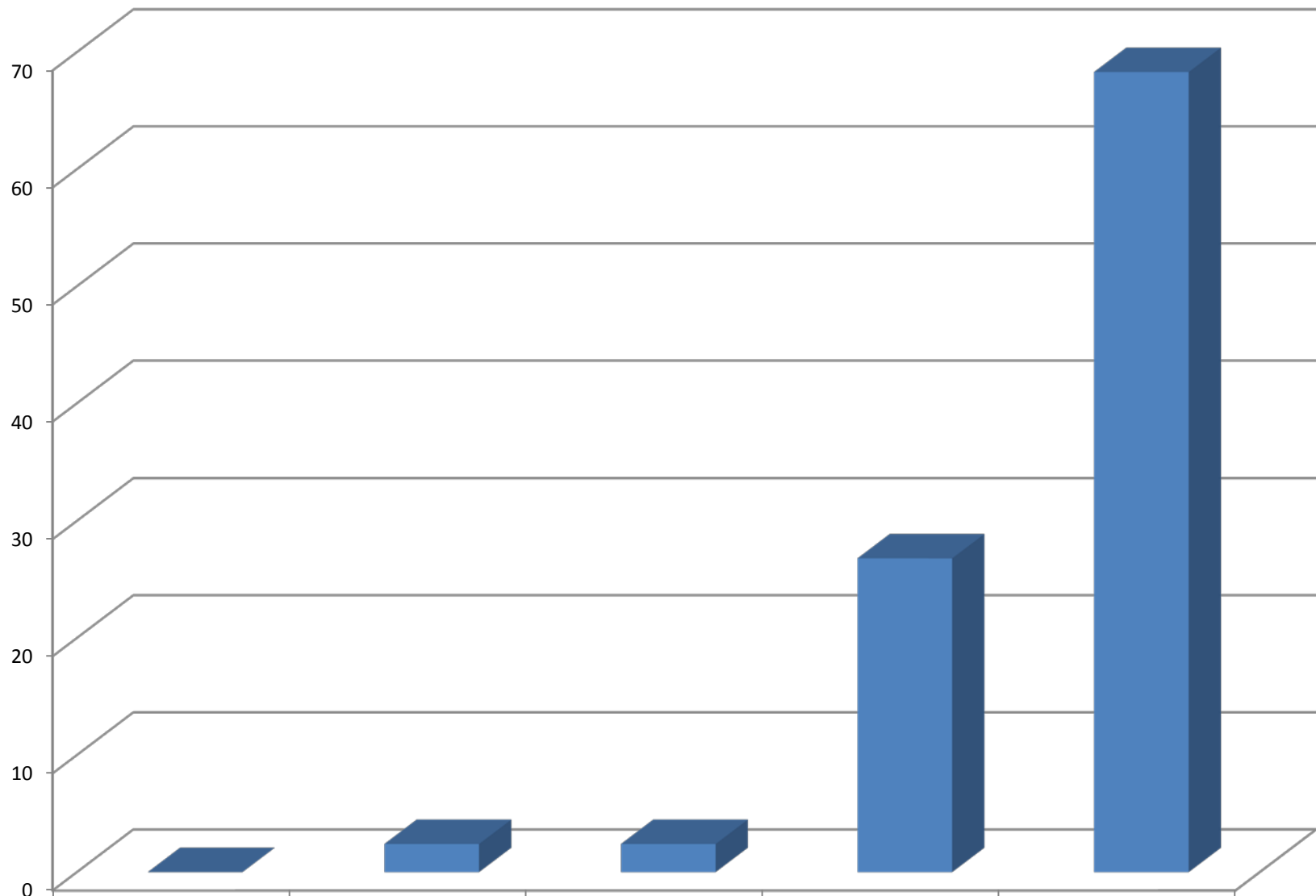
Fair

26.1

Poor

67.4

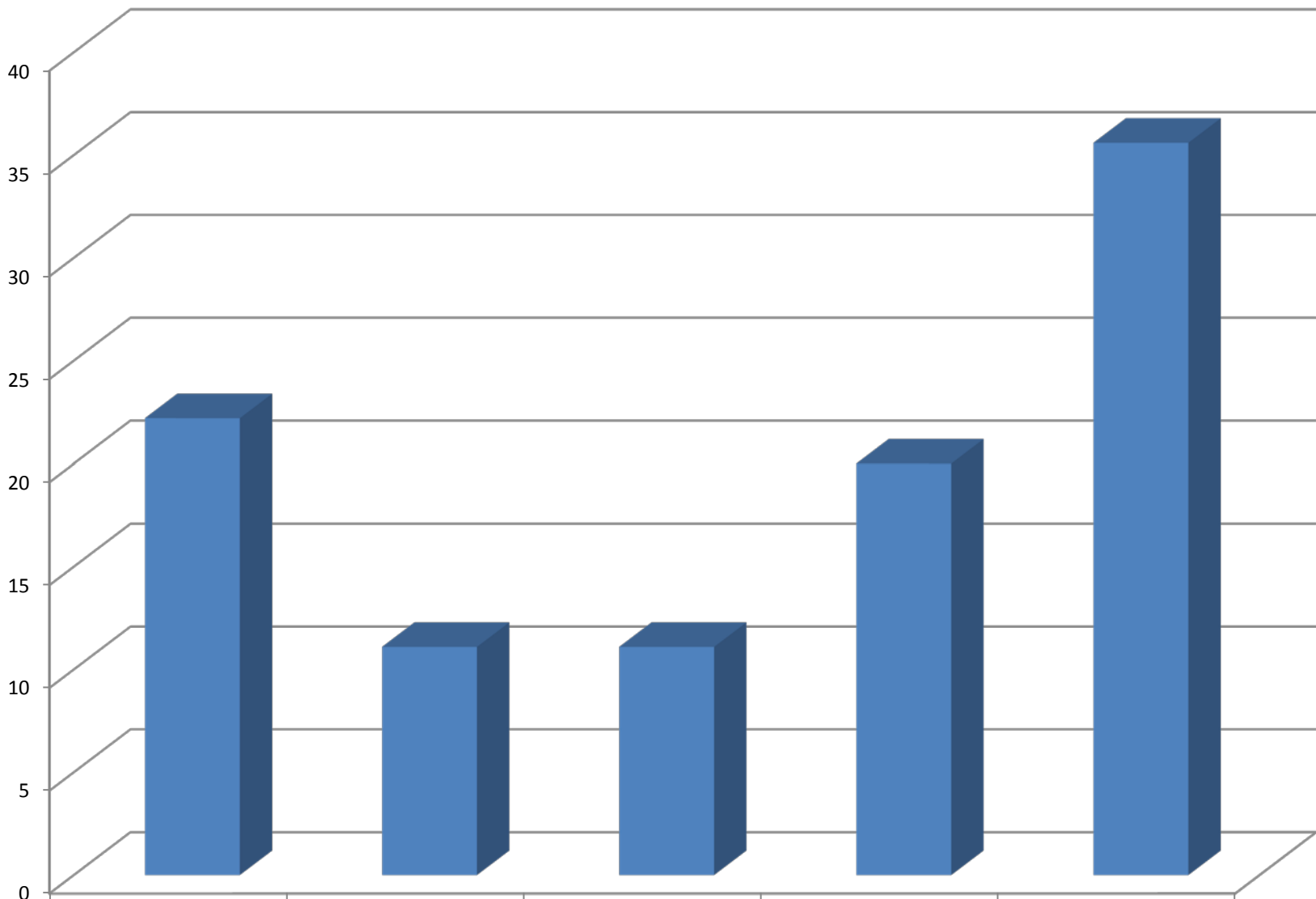
### C2e. Staff: Bookstore



UNCP (N=41)

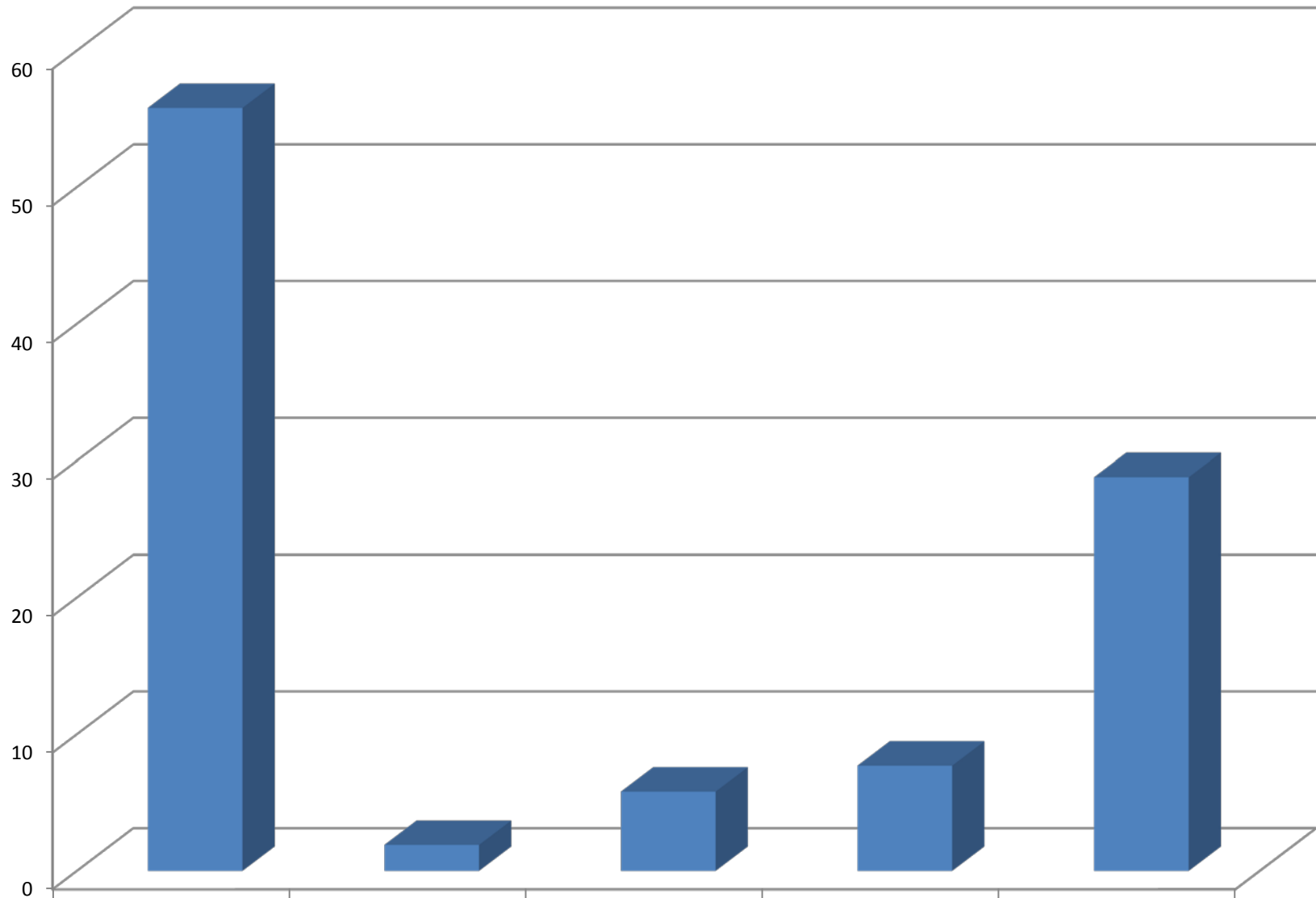
	Excellent	Good	Average	Fair	Poor
UNCP (N=41)	0	2.4	2.4	26.8	68.3

### C2f. Staff: Health services



	Excellent	Good	Average	Fair	Poor
UNCP (N=45)	22.2	11.1	11.1	20	35.6

### C2g. Staff: Counseling (personal, interpersonal etc)



UNCP (N=52)

Excellent

55.8

Good

1.9

Average

5.8

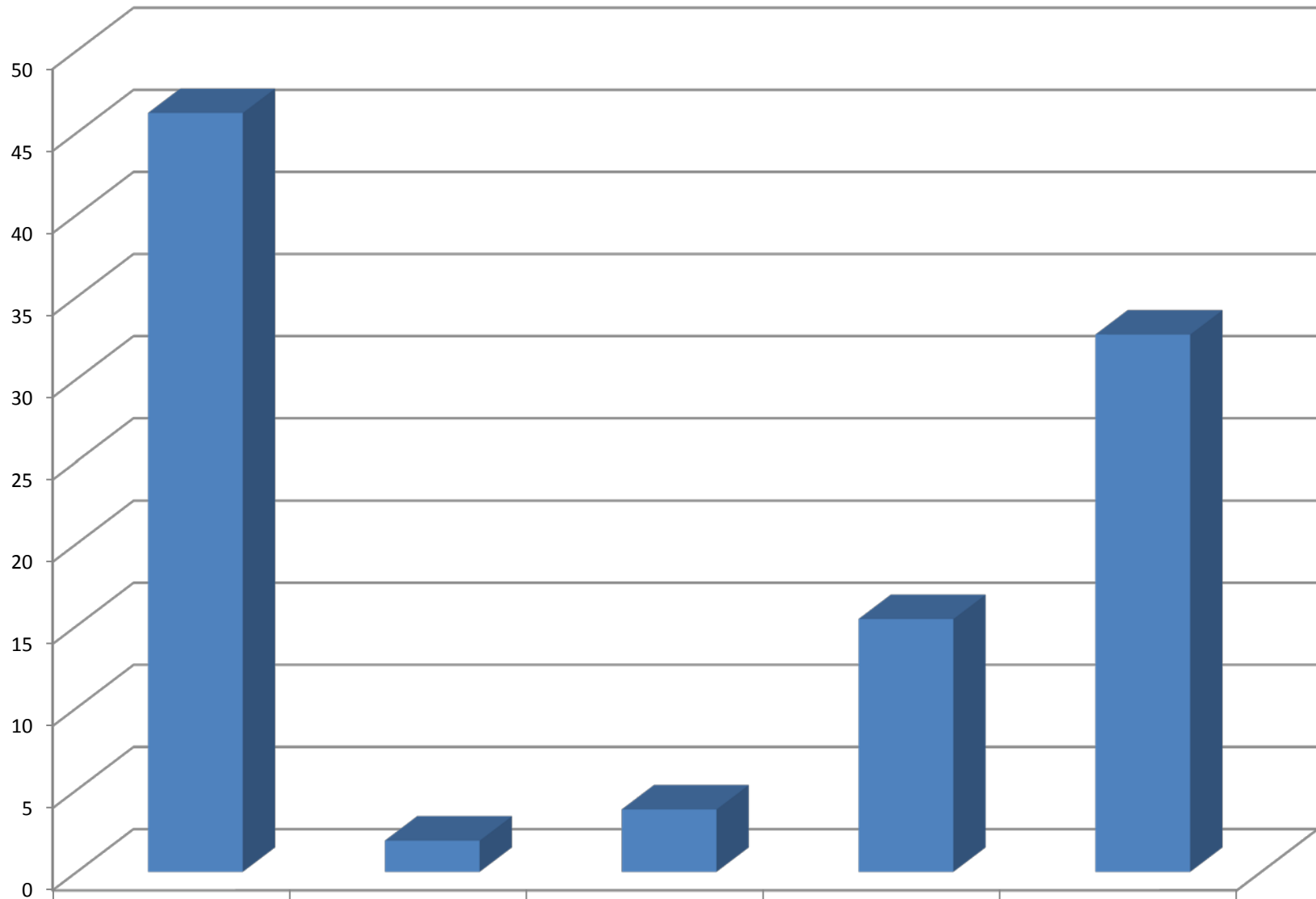
Fair

7.7

Poor

28.8

## C2h. Staff: Housing and residence life



UNCP (N=52)

Excellent

46.2

Good

1.9

Average

3.8

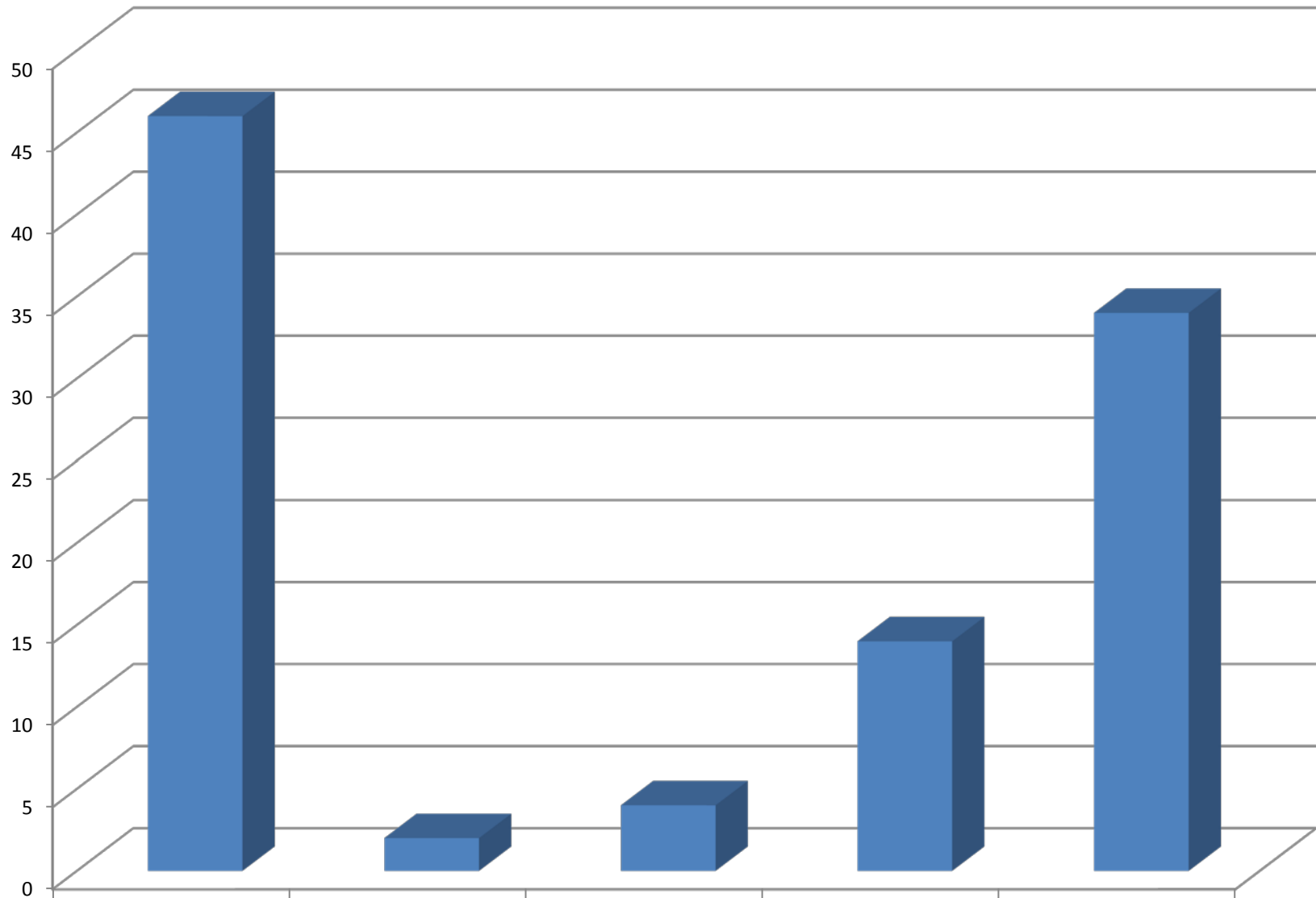
Fair

15.4

Poor

32.7

## C2i. Staff: Campus recreation



UNCP (N=50)

Excellent

46

Good

2

Average

4

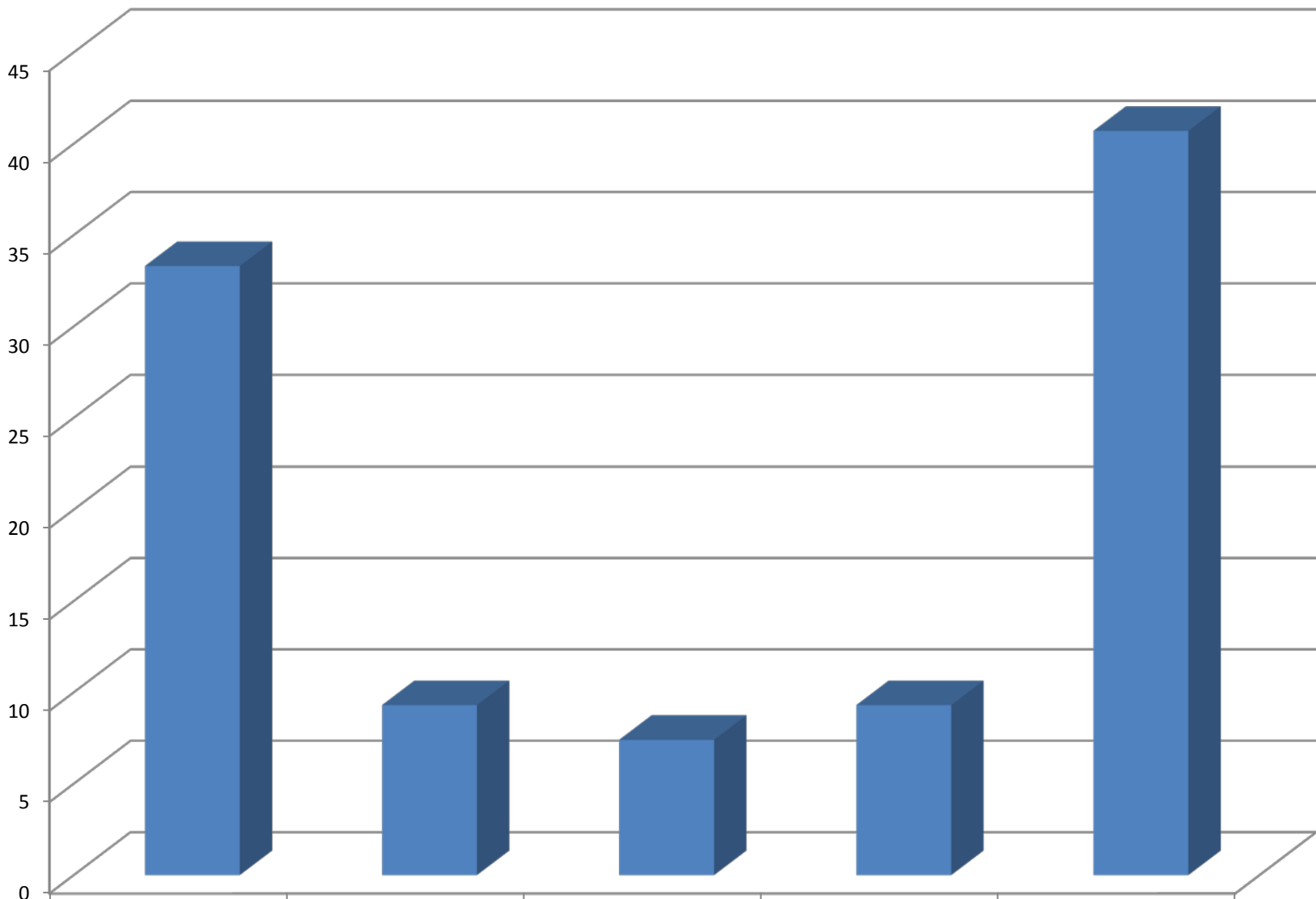
Fair

14

Poor

34

### C2j. Staff: Dining services



UNCP (N=54)

Excellent

33.3

Good

9.3

Average

7.4

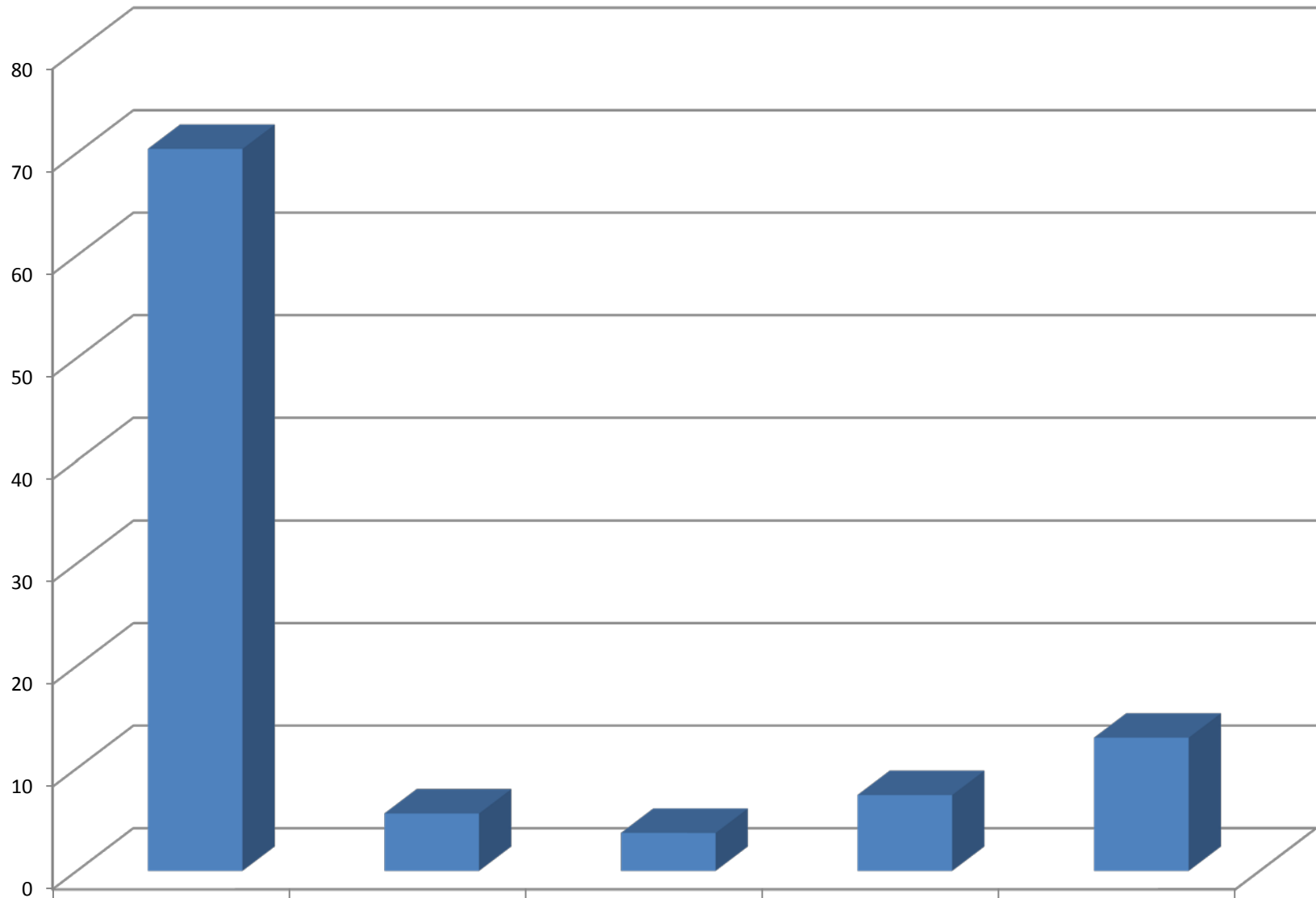
Fair

9.3

Poor

40.7

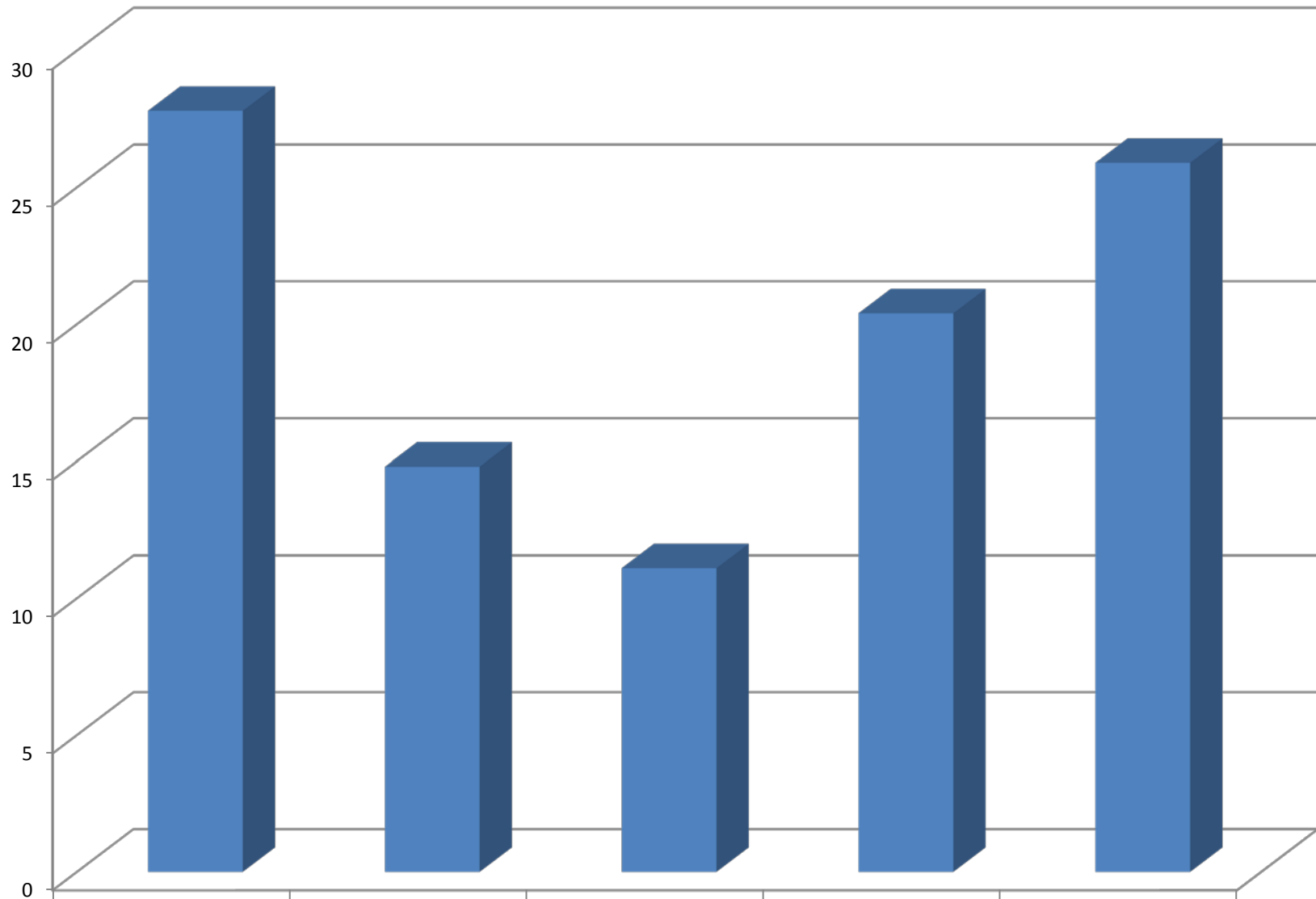
### C2k. Staff: On-campus shuttle/transportation services



UNCP (N=54)	Excellent	Good	Average	Fair	Poor
	70.4	5.6	3.7	7.4	13



## C2I. Staff: Campus police department



UNCP (N=54)

Excellent

27.8

Good

14.8

Average

11.1

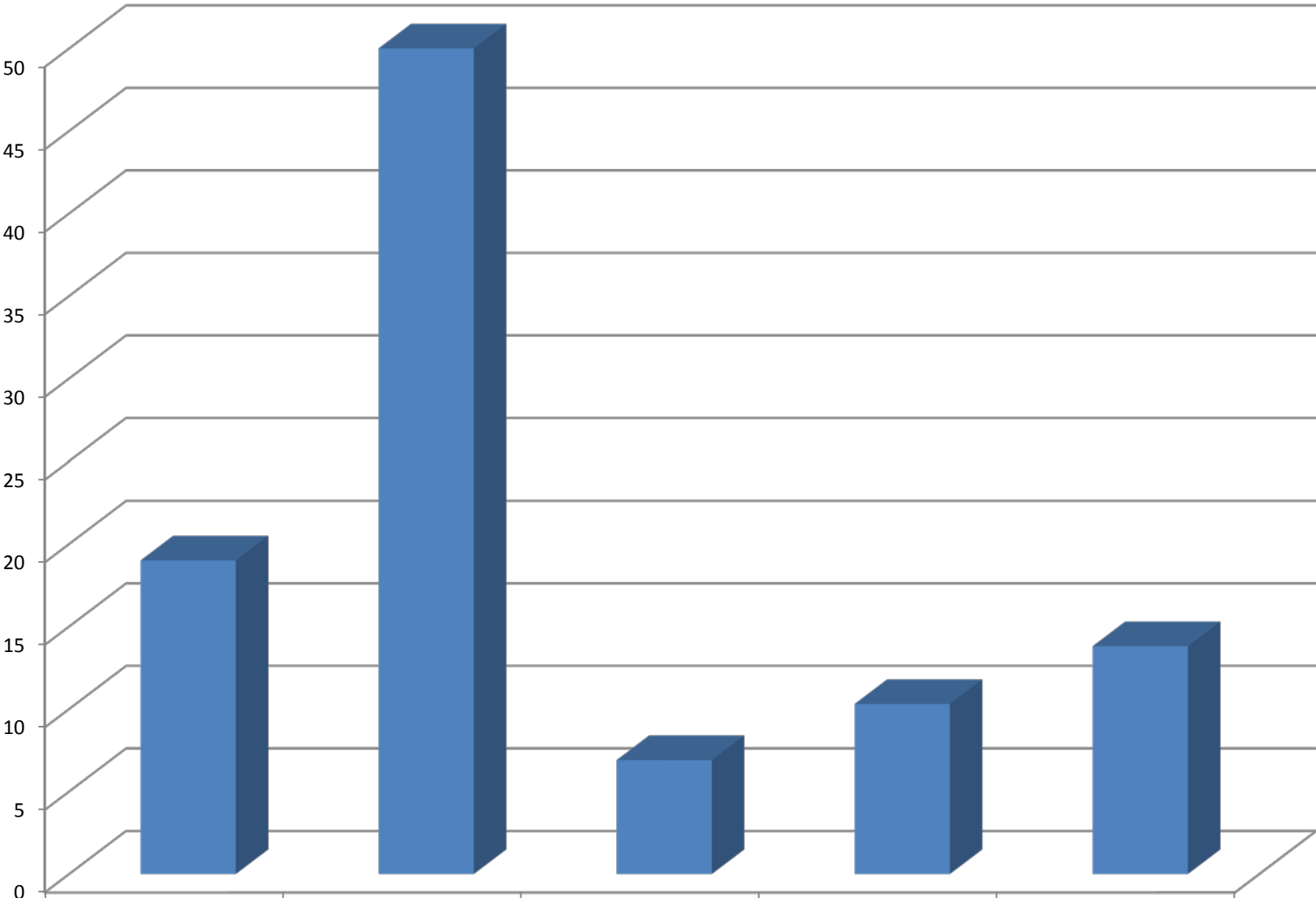
Fair

20.4

Poor

25.9

### C2m. Staff: Parking



UNCP (N=58)

Excellent

19

Good

50

Average

6.9

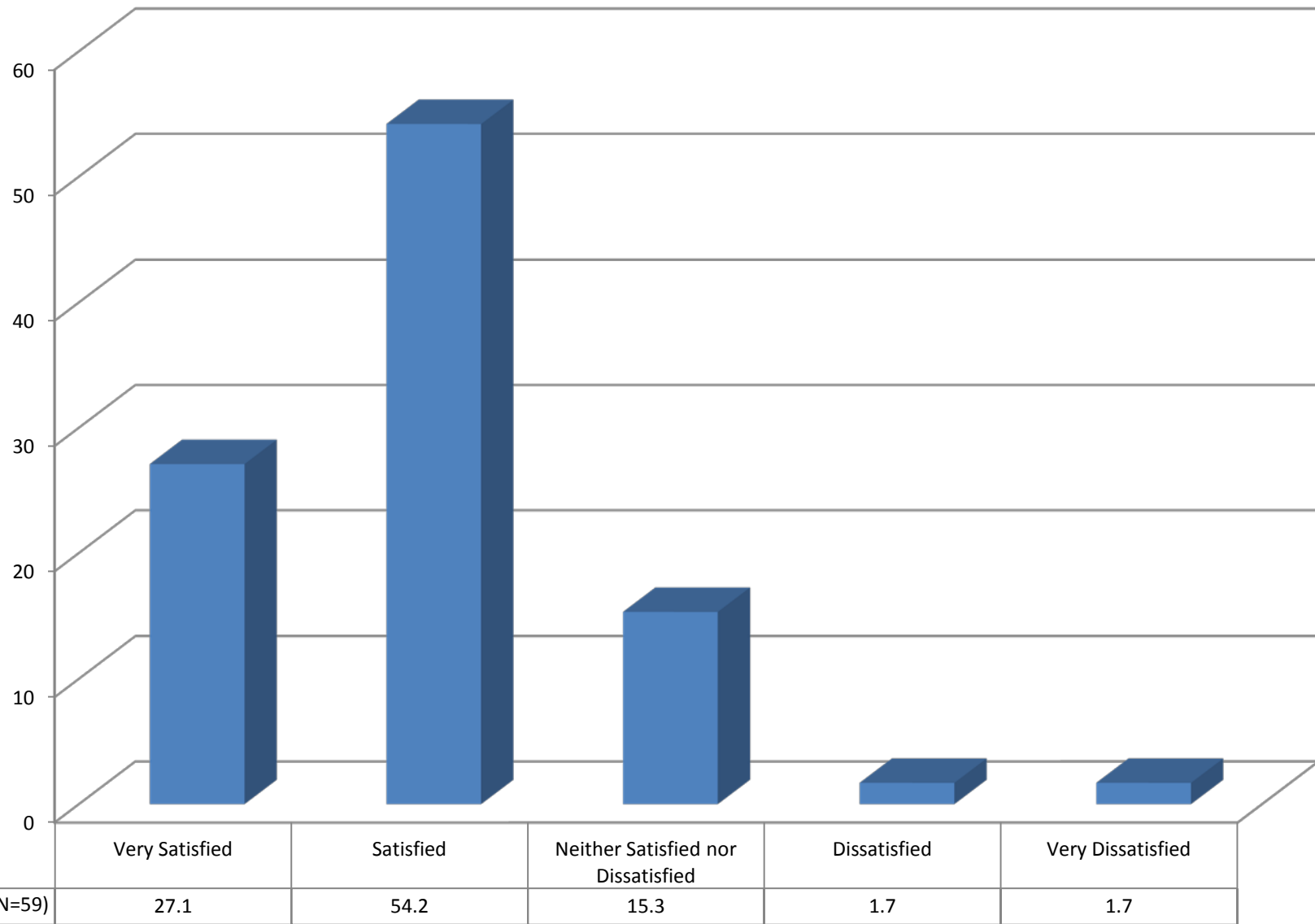
Fair

10.3

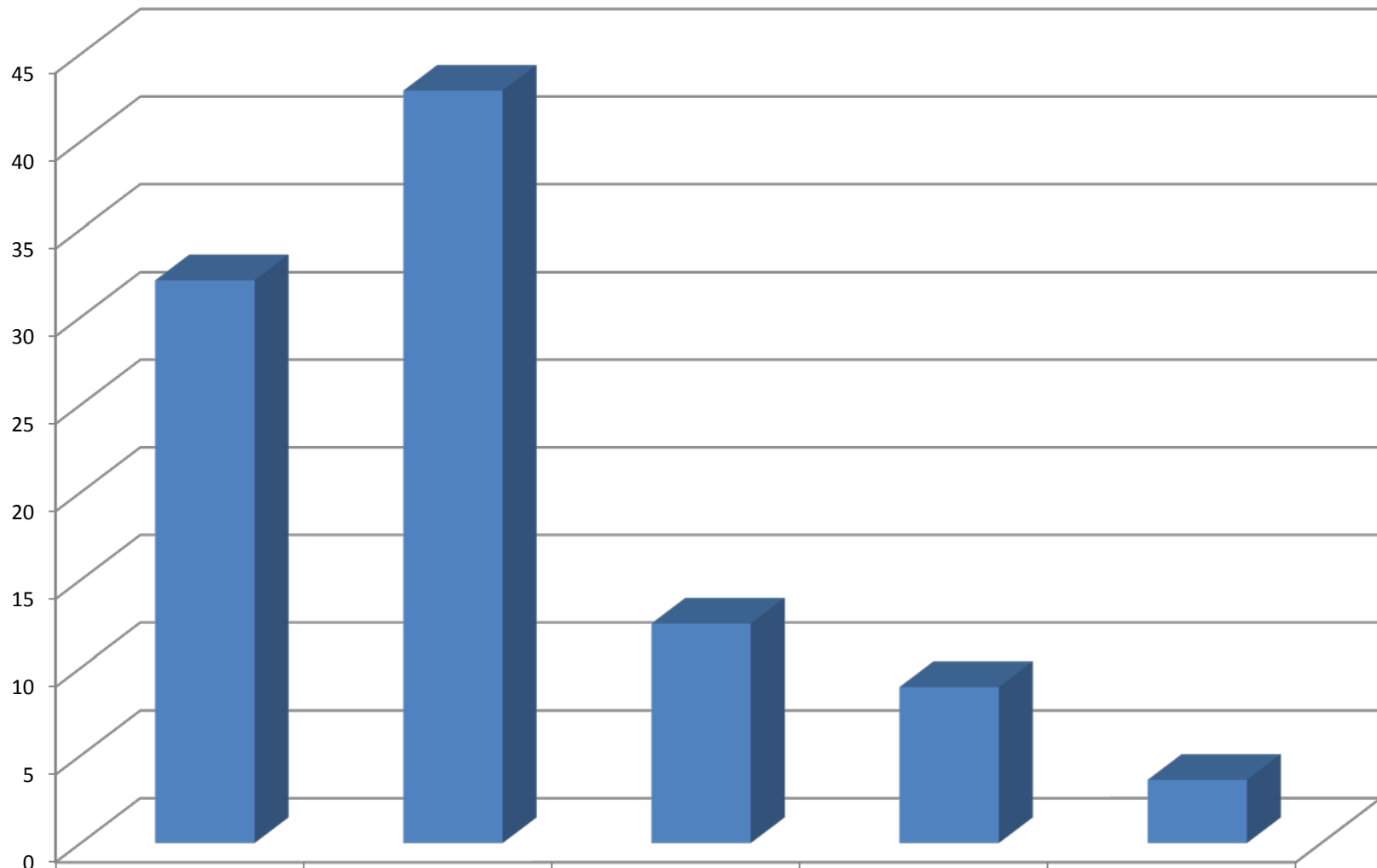
Poor

13.8

### C3a. How satisfied are you with the ease with which you can navigate the online billing system?

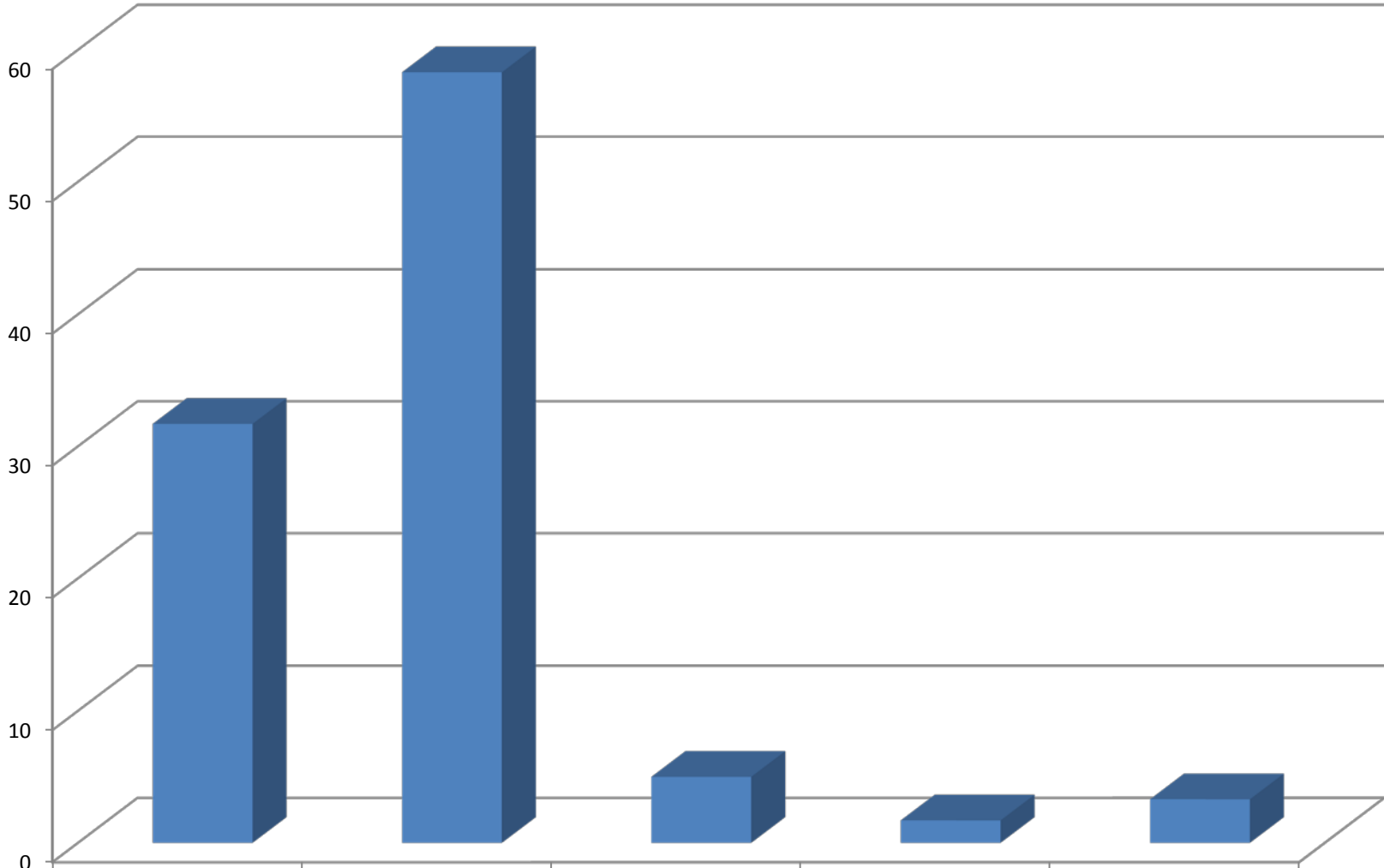


### C3b. How satisfied are you with the ease with which you can navigate the online financial aid?



UNCP (N=56)	32.1	42.9	12.5	8.9	3.6
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### C3c. How satisfied are you with the ease with which you can navigate the online course registration system?



	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
UNCNCP (N=60)	31.7	58.3	5	1.7	3.3