2011 Registrar's Assessment Day Survey

1. Please indicate your opinion about the registration process: Please note that, for Lickert questions, strongly agree = 1 and strongly disagree = 5, so lower means are more positive than higher means.

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Registration processes are clearly defined	114	172	15	18	2	321	1.82
2	Registration processes are easy to follow	111	162	23	22	3	321	1.89
3	Services are provided in a timely manner	112	154	28	23	4	321	1.92
4	Online registration is easy to use	152	124	17	16	3	312	1.70
5	Online course schedule is easy to navigate	125	124	24	30	15	318	2.01

Statistic	Registration processes are clearly defined	Registration processes are easy to follow	Services are provided in a timely manner	Online registration is easy to use	Online course schedule is easy to navigate
Min Value	1	1	1	1	1
Max Value	5	5	5	5	5
Mean	1.82	1.89	1.92	1.70	2.01
Variance	0.65	0.77	0.83	0.74	1.27
Standard Deviation	0.81	0.88	0.91	0.86	1.13
Total Responses	321	321	321	312	318

2. Please indicate your opinion about transcript services:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Procedures are clearly explained	100	161	27	13	2	303	1.86
2	Transcript request form is easy to use	99	127	34	11	3	274	1.88
3	Timeliness of processing is appropriate	92	127	45	15	5	284	1.99
4	Cost of official transcript is reasonable	65	82	46	55	23	271	2.59
5	Access to unofficial transcript is useful	156	122	18	3	2	301	1.58

Statistic	Procedures are clearly explained	Transcript request form is easy to use	Timeliness of processing is appropriate	Cost of official transcript is reasonable	Access to unofficial transcript is useful
Min Value	1	1	1	1	1
Max Value	5	5	5	5	5
Mean	1.86	1.88	1.99	2.59	1.58
Variance	0.63	0.73	0.86	1.64	0.50
Standard Deviation	0.80	0.86	0.92	1.28	0.71
Total Responses	303	274	284	271	301

3. Please indicate your opinion about the readmission process:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Procedures are clearly explained	70	78	18	7	2	175	1.82
2	Application is easy to complete	75	77	20	1	3	176	1.75
3	Timeliness of processing is appropriate	73	76	19	6	2	176	1.80

Statistic	Procedures are clearly explained	Application is easy to complete	Timeliness of processing is appropriate
Min Value	1	1	1
Max Value	5	5	5
Mean	1.82	1.75	1.80
Variance	0.74	0.66	0.72
Standard Deviation	0.86	0.81	0.85
Total Responses	175	176	176

4. Please indicate your opinion about Veteran Certification:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Educational benefits are adequately defined	54	51	19	5	1	130	1.83
2	Timeliness of certification is appropriate	49	54	20	3	1	127	1.84
3	Accessibility of certification official is adequate	44	54	24	4	1	127	1.93

Statistic	Educational benefits are adequately defined	Timeliness of certification is appropriate	Accessibility of certification official is adequate
Min Value	1	1	1
Max Value	5	5	5
Mean	1.83	1.84	1.93
Variance	0.76	0.69	0.73
Standard Deviation	0.87	0.83	0.86
Total Responses	130	127	127

5. Please indicate your opinion about Enrollment Verification:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Timeliness of processing is appropriate	86	134	25	9	1	255	1.84
2	Verification form is easy to use	88	132	26	4	1	251	1.80

Statistic	Timeliness of processing is appropriate	Verification form is easy to use
Min Value	1	1
Max Value	5	5
Mean	1.84	1.80
Variance	0.59	0.51
Standard Deviation	0.77	0.72
Total Responses	255	251

6. Please indicate your opinion about Name Changes:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Name changes are processed effectively	42	44	19	4	2	111	1.92
2	Name change form is easy to use	43	45	16	3	2	109	1.86

Statistic	Name changes are processed effectively	Name change form is easy to use
Min Value	1	1
Max Value	5	5
Mean	1.92	1.86
Variance	0.86	0.80
Standard Deviation	0.93	0.90
Total Responses	111	109

7. Please indicate your opinion about Address Changes:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Address changes are processed effectively	63	53	14	6	3	139	1.80
2	Address change form is easy to use	63	59	14	4	2	142	1.75

Statistic	Address changes are processed effectively	Address change form is easy to use
Min Value	1	1
Max Value	5	5
Mean	1.80	1.75
Variance	0.89	0.73
Standard Deviation	0.94	0.85
Total Responses	139	142

8. Please indicate your opinion about the registrar's website (www.marshall.edu/registrar):

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Information clearly presented	100	164	23	8	2	297	1.81
2	Easy to navigate	101	158	23	13	4	299	1.87
3	Information is up to date	97	151	35	9	3	295	1.88
4	Website is well designed	93	145	46	11	4	299	1.96
5	Website is visually appealing	93	142	45	13	4	297	1.97
6	Site contains relevant information	107	164	21	4	1	297	1.75

Statistic	Information clearly presented	Easy to navigate	Information is up to date	Website is well designed	Website is visually appealing	Site contains relevant information
Min Value	1	1	1	1	1	1
Max Value	5	5	5	5	5	5
Mean	1.81	1.87	1.88	1.96	1.97	1.75
Variance	0.55	0.69	0.65	0.73	0.76	0.45
Standard Deviation	0.74	0.83	0.81	0.86	0.87	0.67
Total Responses	297	299	295	299	297	297

9. Please indicate your opinion about personnel in the Registrar's Office

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Employees are courteous and helpful	117	150	22	16	3	308	1.82
2	Employees are knowledgeable of University policies and procedures	114	148	33	5	5	305	1.82
3	Employees communicate clearly	110	150	34	10	5	309	1.87
4	Overall, customer service is excellent	114	145	37	8	5	309	1.85

Statistic	Employees are courteous and helpful	Employees are knowledgeable of University policies and procedures	Employees communicate clearly	Overall, customer service is excellent
Min Value	1	1	1	1
Max Value	5	5	5	5
Mean	1.82	1.82	1.87	1.85
Variance	0.72	0.66	0.73	0.72
Standard Deviation	0.85	0.81	0.85	0.85
Total Responses	308	305	309	309

10. What is your overall assessment of the Registrar's Office?

Text Response
The vast majority of responses were positive. Most respondents praised the office for its helpfulness and friendly staff, Several respondents liked the ability to register online.

Statistic	Value
Total Responses	164

11. What changes do you recommend to improve customer service in the Registrar's Office?

Text Response
Numerous respondents recommended no changes. A summary of recommended changes is below.
Use email correspondence.
Hire more people for busy times of the year.
Be more responsive to veterans.
Needs to be better communication between Registrar's Office and Academic Departments and Colleges.
A better system should be developed to inform students of beginning of the semester changes.
Filling out one transcript request rather than one request per transcript needed would have been helpful (allow them to be sent to more than one school).
Transcripts should be processed within three days.
Make paper registration forms more accessible.
Lower price for official transcripts.
Improve website navigation.
When registering for summer classes online, it would be very helpful to see all of the classes offered, with the terms stated out from them.

Statistic	Value
Total Responses	92

12. Additional Comments:

Text Response
Most additional comments were positive. Complaints were situation and person specific and have been shared with the Registrar's Office.

Statistic	Value
Total Responses	20

13. Do you want to be entered into Assessment Day Prize Drawings?

#	Answer		Response	%
1	Yes		313	98%
2	No		6	2%
	Total		319	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.02
Variance	0.02
Standard Deviation	0.14
Total Responses	319