

Assessment Day Registrar's Survey Report – 2012

Likert Scale Items have a scale ranging from 1 = Excellent to 5 = Unsatisfactory. Therefore, lower means are more positive than higher means.

Last Modified: 04/20/2012

1. Please indicate your opinion about the registration process:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Registration processes are clearly defined	99	119	28	12	2	260	1.84
2	Registration processes are easy to follow	93	126	20	19	3	261	1.90
3	Services are provided in a timely manner	81	127	24	21	7	260	2.02
4	Online registration is easy to use	107	99	27	16	5	254	1.87
5	Online course schedule is easy to navigate	99	97	30	21	8	255	1.99

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	1.84	1.90	2.02	1.87	1.99
Variance	0.72	0.82	0.97	0.94	1.12
Standard Deviation	0.85	0.91	0.99	0.97	1.06
Total Responses	260	261	260	254	255

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	71	122	36	11	3	243	1.98
2	Transcript request form is easy to use	69	99	28	10	4	210	1.96
3	Timeliness of processing is appropriate	65	105	34	12	6	222	2.05
4	Cost of official transcript is reasonable	45	68	44	39	15	211	2.58
5	Access to unofficial transcript is useful	128	88	18	1	1	236	1.56

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	1.98	1.96	2.05	2.58	1.56
Variance	0.74	0.83	0.91	1.47	0.48
Standard Deviation	0.86	0.91	0.95	1.21	0.69
Total Responses	243	210	222	211	236

3. 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	52	69	19	6	2	148	1.90
2	Timeliness of certification is appropriate	51	59	26	5	3	144	1.96
3	Accessibility of certification official is adequate	52	56	28	2	4	142	1.94

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	1.90	1.96	1.94
Variance	0.76	0.87	0.88
Standard Deviation	0.87	0.93	0.94
Total Responses	148	144	142

4. 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	68	116	25	7	4	220	1.92
2	Verification form is easy to use	68	109	33	4	2	216	1.90

Statistic	Timeliness of processing is appropriate	Verification form is easy to use
Min Value	1	1
Max Value	5	5
Mean	1.92	1.90
Variance	0.71	0.62
Standard Deviation	0.84	0.79
Total Responses	220	216

5. 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	35	35	18	4	3	95	2.00
2	Name change form is easy to use	30	39	21	4	2	96	2.05

Statistic	Name changes are processed effectively	Name change form is easy to use
Min Value	1	1
Max Value	5	5
Mean	2.00	2.05
Variance	1.02	0.89
Standard Deviation	1.01	0.94
Total Responses	95	96

6. 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	47	55	16	5	2	125	1.88
2	Address change form is easy to use	45	61	14	3	2	125	1.85

Statistic	Address changes are processed effectively	Address change form is easy to use
Min Value	1	1
Max Value	5	5
Mean	1.88	1.85
Variance	0.80	0.69
Standard Deviation	0.89	0.83
Total Responses	125	125

**7. 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	77	129	22	8	1	237	1.85
2	Easy to navigate	83	119	20	14	1	237	1.86
3	Information is up to date	76	114	34	10	4	238	1.96
4	Website is well designed	80	102	40	13	2	237	1.97
5	Website is visually appealing	74	99	42	16	4	235	2.05
6	Site contains relevant information	81	127	22	6	2	238	1.83

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	1.85	1.86	1.96	1.97	2.05	1.83
Variance	0.57	0.69	0.78	0.80	0.92	0.58
Standard Deviation	0.76	0.83	0.88	0.90	0.96	0.76
Total Responses	237	237	238	237	235	238

8. 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	88	116	32	13	4	253	1.93
2	Employees are knowledgeable of University policies and procedures	93	115	30	11	2	251	1.86
3	Employees communicate clearly	87	118	28	14	4	251	1.92
4	Overall, customer service is excellent	95	96	36	18	6	251	1.98

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	1.93	1.86	1.92	1.98
Variance	0.82	0.72	0.82	1.03
Standard Deviation	0.91	0.85	0.91	1.01
Total Responses	253	251	251	251

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

Text Response

Comments are summarized in themes below.

A large number of respondents complimented the office for its excellent service. One respondent used the word “exceptional” to describe the Registrar’s Office.

One respondent said that the service was good overall.

Some respondents said that customer service could be improved.

One respondent complimented the Office on its timely responses to emails.

One respondent said that it’s easy to drop or add a class at the Registrar’s Office.

One respondent commented that the Office needs to be able to assist more students at a time during registration.

One respondent does not like the address change process.

One respondent commented on the Office’s convenient location.

One respondent said that the requirements to meet and the signatures needed for different requests are not clear.

A graduate student said s/he would like to register online, rather than having to go through the Graduate College.

One respondent said that, as a transfer student, s/he had sometimes had difficulty with communication.

Statistic	Value
Total Responses	104

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

Text Response

Comments are summarized in general themes below.

A significant number of respondents said they were satisfied with the services of the Registrar's Office and had no recommendations for improvement.

A number of respondents recommended additional staffing for the office.

Have a system that sends students automated emails if there are problems/issues.

Helpful in the next step process. (where to go if there are further issues)

Some students stressed that it was important for all staff to be thoroughly familiar with University policies.

A few respondents recommended general improvements to customer service.

Improve the website.

Several respondents recommended putting all information and registration procedures online and to use this as a way to improve communication with students.

One respondent recommended fewer forms.

One respondent recommended clearer signs.

If possible, offer a link to students who are Veterans of the military.

Statistic	Value
Total Responses	75

11. Additional Comments:

Text Response

Comments are summarized in general themes below.

Reduce the cost of transcripts.

Publish course schedules sooner.

Conduct degree evaluations.

Keep website links up to date.

Request made for total online registration.

Two respondents liked the previous online course search process better than the current one.

Statistic	Value
Total Responses	19