

Registrar's Office Survey Results: Assessment Day 2013

**For Likert Scale Items, Strongly Agree = 1 and Strongly Disagree = 5.
Therefore, lower means are more positive than higher means.**

Last Modified: 03/12/2013

1. Please indicate your opinion about the registration process:

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Total Responses | Mean |
|---|--|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Registration processes are clearly defined | 68 | 98 | 16 | 16 | 6 | 204 | 1.99 |
| 2 | Registration processes are easy to follow | 62 | 100 | 22 | 16 | 5 | 205 | 2.03 |
| 3 | Services are provided in a timely manner | 61 | 100 | 24 | 15 | 4 | 204 | 2.02 |
| 4 | Online registration is easy to use | 86 | 79 | 17 | 12 | 4 | 198 | 1.83 |
| 5 | Online course schedule is easy to navigate | 66 | 90 | 17 | 17 | 8 | 198 | 2.05 |

| 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 | 1.99 | 2.03 | 2.02 | 1.83 | 2.05 |
| Variance | 0.99 | 0.94 | 0.89 | 0.92 | 1.13 |
| Standard Deviation | 1.00 | 0.97 | 0.94 | 0.96 | 1.06 |
| Total Responses | 204 | 205 | 204 | 198 | 198 |

2. Please indicate your opinion about transcript services:

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Total Responses | Mean |
|---|---|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Procedures are clearly explained | 56 | 96 | 26 | 12 | 4 | 194 | 2.03 |
| 2 | Transcript request form is easy to use | 52 | 84 | 21 | 11 | 5 | 173 | 2.03 |
| 3 | Timeliness of processing is appropriate | 45 | 89 | 25 | 14 | 5 | 178 | 2.13 |
| 4 | Cost of official transcript is reasonable | 32 | 62 | 26 | 31 | 17 | 168 | 2.64 |
| 5 | Access to unofficial transcript is useful | 105 | 70 | 11 | 4 | 3 | 193 | 1.60 |

| 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 | 2.03 | 2.03 | 2.13 | 2.64 | 1.60 |
| Variance | 0.86 | 0.94 | 0.95 | 1.60 | 0.67 |
| Standard Deviation | 0.93 | 0.97 | 0.97 | 1.26 | 0.82 |
| Total Responses | 194 | 173 | 178 | 168 | 193 |

3. Please indicate your opinion about Veteran Certification:

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Total Responses | Mean |
|---|---|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Educational benefits are adequately defined | 35 | 59 | 16 | 6 | 5 | 121 | 2.07 |
| 2 | Timeliness of certification is appropriate | 30 | 57 | 19 | 3 | 7 | 116 | 2.14 |
| 3 | Accessibility of certification official is adequate | 36 | 55 | 16 | 5 | 5 | 117 | 2.04 |

| 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 | 2.07 | 2.14 | 2.04 |
| Variance | 1.00 | 1.06 | 1.01 |
| Standard Deviation | 1.00 | 1.03 | 1.00 |
| Total Responses | 121 | 116 | 117 |

4. Please indicate your opinion about Enrollment Verification:

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Total Responses | Mean |
|---|---|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Timeliness of processing is appropriate | 59 | 73 | 27 | 6 | 5 | 170 | 1.97 |
| 2 | Verification form is easy to use | 56 | 77 | 28 | 6 | 3 | 170 | 1.96 |

| Statistic | Timeliness of processing is appropriate | Verification form is easy to use |
|--------------------|---|----------------------------------|
| Min Value | 1 | 1 |
| Max Value | 5 | 5 |
| Mean | 1.97 | 1.96 |
| Variance | 0.92 | 0.80 |
| Standard Deviation | 0.96 | 0.89 |
| Total Responses | 170 | 170 |

5. Please indicate your opinion about Name Changes:

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Total Responses | Mean |
|---|--|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Name changes are processed effectively | 25 | 28 | 20 | 1 | 3 | 77 | 2.08 |
| 2 | Name change form is easy to use | 23 | 32 | 21 | 1 | 2 | 79 | 2.08 |

| Statistic | Name changes are processed effectively | Name change form is easy to use |
|--------------------|--|---------------------------------|
| Min Value | 1 | 1 |
| Max Value | 5 | 5 |
| Mean | 2.08 | 2.08 |
| Variance | 0.99 | 0.84 |
| Standard Deviation | 1.00 | 0.92 |
| Total Responses | 77 | 79 |

6. Please indicate your opinion about Address Changes:

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Total Responses | Mean |
|---|---|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Address changes are processed effectively | 31 | 49 | 18 | 2 | 5 | 105 | 2.06 |
| 2 | Address change form is easy to use | 35 | 47 | 16 | 1 | 5 | 104 | 1.98 |

| Statistic | Address changes are processed effectively | Address change form is easy to use |
|--------------------|---|------------------------------------|
| Min Value | 1 | 1 |
| Max Value | 5 | 5 |
| Mean | 2.06 | 1.98 |
| Variance | 0.98 | 0.97 |
| Standard Deviation | 0.99 | 0.99 |
| Total Responses | 105 | 104 |

**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 | Total Responses | Mean |
|---|------------------------------------|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Information clearly presented | 53 | 101 | 22 | 4 | 5 | 185 | 1.96 |
| 2 | Easy to navigate | 55 | 96 | 24 | 7 | 5 | 187 | 1.99 |
| 3 | Information is up to date | 49 | 105 | 24 | 3 | 5 | 186 | 1.98 |
| 4 | Website is well designed | 46 | 96 | 31 | 8 | 4 | 185 | 2.07 |
| 5 | Website is visually appealing | 51 | 88 | 32 | 10 | 5 | 186 | 2.09 |
| 6 | Site contains relevant information | 52 | 105 | 22 | 3 | 4 | 186 | 1.94 |

| 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 | 1.96 | 1.99 | 1.98 | 2.07 | 2.09 | 1.94 |
| Variance | 0.74 | 0.82 | 0.70 | 0.78 | 0.90 | 0.66 |
| Standard Deviation | 0.86 | 0.90 | 0.84 | 0.88 | 0.95 | 0.81 |
| Total Responses | 185 | 187 | 186 | 185 | 186 | 186 |

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

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Total Responses | Mean |
|---|---|----------------|-------|----------------------------|----------|-------------------|-----------------|------|
| 1 | Employees are courteous and helpful | 59 | 89 | 22 | 18 | 6 | 194 | 2.09 |
| 2 | Employees are knowledgeable of University policies and procedures | 61 | 94 | 21 | 12 | 6 | 194 | 2.01 |
| 3 | Employees communicate clearly | 60 | 94 | 21 | 14 | 5 | 194 | 2.02 |
| 4 | Overall, customer service is excellent | 61 | 81 | 32 | 15 | 5 | 194 | 2.08 |

| 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 | 2.09 | 2.01 | 2.02 | 2.08 |
| Variance | 1.06 | 0.95 | 0.94 | 1.02 |
| Standard Deviation | 1.03 | 0.98 | 0.97 | 1.01 |
| Total Responses | 194 | 194 | 194 | 194 |

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

Text Response

All comments were provided to the Registrar's Office immediately after Assessment Day.

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

Text Response

All comments were provided to the Registrar's Office immediately after Assessment Day.

11. Additional Comments:

Text Response

All comments were provided to the Registrar's Office immediately after Assessment Day.