

2015 Assessment Day Registrar's Office Survey Report For Likert Scale Questions, Higher Means are More Positive than Lower Means

Last Modified: 03/06/2015

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	98	91	15	15	6	225	4.16
2	Registration processes are easy to follow	94	93	15	20	4	226	4.12
3	Services are provided in a timely manner	95	93	13	18	6	225	4.12
4	Online registration is easy to use	94	83	16	14	10	217	4.09
5	Online course schedule is easy to navigate	93	80	21	23	6	223	4.04

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	74	81	23	25	4	207	3.95
2	Transcript request form is easy to use	68	74	18	13	6	179	4.03
3	Timeliness of processing is appropriate	64	88	20	15	4	191	4.01
4	Cost of official transcript is reasonable	46	57	26	34	17	180	3.45
5	Access to unofficial transcript is useful	111	77	10	5	4	207	4.38

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	50	49	23	8	3	133	4.02
2	Timeliness of certification is appropriate	43	50	23	9	3	128	3.95
3	Accessibility of certification official is adequate	44	54	17	10	2	127	4.01

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	79	82	18	10	4	193	4.15
2	Verification form is easy to use	75	80	24	8	3	190	4.14

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	37	24	17	4	3	85	4.04
2	Name change form is easy to use	37	24	18	2	3	84	4.07

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	50	41	16	3	4	114	4.14
2	Address change form is easy to use	46	43	16	2	3	110	4.15

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	80	89	23	11	3	206	4.13
2	Easy to navigate	73	93	26	14	2	208	4.06
3	Information is up to date	70	97	26	11	3	207	4.06
4	Website is well designed	73	80	35	17	1	206	4.00
5	Website is visually appealing	69	84	35	15	3	206	3.98
6	Site contains relevant information	80	96	20	8	1	205	4.20

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	93	90	15	12	4	214	4.20
2	Employees are knowledgeable of University policies and procedures	84	97	20	8	3	212	4.18
3	Employees communicate clearly	81	99	19	11	3	213	4.15
4	Overall, customer service is excellent	82	86	27	13	4	212	4.08

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

Text Response

All responses were shared with the Registrar's Office.

Statistic	Value
Total Responses	97

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

Text Response

All responses were shared with the Registrar's Office.

Statistic	Value
Total Responses	74

11. Additional Comments:

Text Response

All responses were shared with the Registrar's Office.

Statistic	Value
Total Responses	17