

Registrar Survey Report: Assessment Day 2016

For the Likert Scale Questions, Higher Means are More Positive than Lower Means

Last Modified: 03/01/2016

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	99	110	22	23	3	257	4.09
2	Registration processes are easy to follow	98	108	22	25	3	256	4.07
3	Services are provided in a timely manner	95	107	32	20	2	256	4.07
4	Online registration is easy to use	109	96	18	17	9	249	4.12
5	Online course schedule is easy to navigate	107	97	20	22	3	249	4.14

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	77	97	35	26	1	236	3.94
2	Transcript request form is easy to use	68	92	30	14	2	206	4.02
3	Timeliness of processing is appropriate	66	103	27	14	3	213	4.01
4	Cost of official transcript is reasonable	46	72	38	41	17	214	3.42
5	Access to unofficial transcript is useful	136	87	18	3	0	244	4.46

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	57	56	25	14	1	153	4.01
2	Timeliness of certification is appropriate	52	50	36	7	1	146	3.99
3	Accessibility of certification official is adequate	50	50	38	7	1	146	3.97

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	74	105	31	9	4	223	4.06
2	Verification form is easy to use	70	103	38	4	1	216	4.10

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	36	39	38	3	3	119	3.86
2	Name change form is easy to use	36	38	38	3	3	118	3.86

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	61	44	31	5	2	143	4.10
2	Address change form is easy to use	58	49	32	3	1	143	4.12

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	74	135	18	14	1	242	4.10
2	Easy to navigate	75	127	18	20	2	242	4.05
3	Information is up to date	80	112	32	13	3	240	4.05
4	Website is well designed	69	110	32	26	5	242	3.88
5	Website is visually appealing	71	107	42	18	5	243	3.91
6	Site contains relevant information	79	134	29	2	0	244	4.19

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	95	105	23	16	8	247	4.06
2	Employees are knowledgeable of University policies and procedures	98	113	17	12	4	244	4.18
3	Employees communicate clearly	91	104	26	18	5	244	4.06
4	Overall, customer service is excellent	89	96	39	13	9	246	3.99

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

Text Response

All comments were shared with the Registrar's Office.

Statistic	Value
Total Responses	136

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

Text Response

All comments were shared with the Registrar's Office

Statistic	Value
Total Responses	106

11. Additional Comments:

Text Response

All comments were shared with the Registrar's Office.

Statistic	Value
Total Responses	35