

# Registrar's Survey Report

## Assessment Day 2017

*Registrar's Office Survey-2017*

April 13th 2017, 12:51 pm MDT

### Q1 - Please indicate your opinion about the registration process:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Registration processes are clearly defined	81	144	43	36	1	305
2	Registration processes are easy to follow	80	155	38	31	1	305
3	Services are provided in a timely manner	80	147	42	28	6	303
4	Online registration is easy to use	108	126	36	28	3	301
5	Online course schedule is easy to navigate	98	127	39	33	7	304

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Registration processes are clearly defined	1.00	5.00	3.88	0.95	0.89	305
Registration processes are easy to follow	1.00	5.00	3.92	0.90	0.82	305
Services are provided in a timely manner	1.00	5.00	3.88	0.97	0.94	303
Online registration is easy to use	1.00	5.00	4.02	0.97	0.94	301
Online course schedule is easy to navigate	1.00	5.00	3.91	1.04	1.08	304

**Q2 - Please indicate your opinion about transcript services:**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Procedures are clearly explained	67	120	54	34	5	280
2	Transcript request form is easy to use	66	111	50	11	7	245
3	Timeliness of processing is appropriate	61	119	55	22	11	268
4	Cost of official transcript is reasonable	47	70	63	50	19	249
5	Access to unofficial transcript is useful	136	110	26	6	2	280

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Procedures are clearly explained	1.00	5.00	3.75	1.01	1.02	280
Transcript request form is easy to use	1.00	5.00	3.89	0.95	0.90	245
Timeliness of processing is appropriate	1.00	5.00	3.74	1.03	1.06	268
Cost of official transcript is reasonable	1.00	5.00	3.31	1.20	1.45	249
Access to unofficial transcript is useful	1.00	5.00	4.33	0.79	0.62	280

**Q3 - Please indicate your opinion about Veteran Certification:**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Educational benefits are adequately defined	43	85	36	13	2	179
2	Timeliness of certification is appropriate	45	76	35	10	2	168
3	Accessibility of certification official is adequate	41	74	41	5	1	162

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Educational benefits are adequately defined	1.00	5.00	3.86	0.90	0.81	179
Timeliness of certification is appropriate	1.00	5.00	3.90	0.90	0.81	168
Accessibility of certification official is adequate	1.00	5.00	3.92	0.82	0.68	162

**Q4 - Please indicate your opinion about Enrollment Verification:**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Timeliness of processing is appropriate	57	135	37	16	3	248
2	Verification form is easy to use	56	127	43	10	4	240

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Timeliness of processing is appropriate	1.00	5.00	3.92	0.86	0.74	248
Verification form is easy to use	1.00	5.00	3.92	0.85	0.72	240

**Q5 - Please indicate your opinion about Name Changes:**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Name changes are processed effectively	33	44	54	7	2	140
2	Name change form is easy to use	35	42	56	4	3	140

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Name changes are processed effectively	1.00	5.00	3.71	0.93	0.86	140
Name change form is easy to use	1.00	5.00	3.73	0.94	0.88	140

**Q6 - Please indicate your opinion about Address Changes:**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Address changes are processed effectively	48	72	41	3	1	165
2	Address change form is easy to use	48	70	43	2	3	166

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Address changes are processed effectively	1.00	5.00	3.99	0.82	0.67	165
Address change form is easy to use	1.00	5.00	3.95	0.87	0.76	166

**Q7 - 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
1	Information clearly presented	70	157	34	15	3	279
2	Easy to navigate	68	144	49	18	2	281
3	Information is up to date	72	143	46	13	5	279
4	Website is well designed	65	136	54	22	5	282
5	Website is visually appealing	62	118	67	29	5	281
6	Site contains relevant information	67	162	46	4	2	281

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Information clearly presented	1.00	5.00	3.99	0.83	0.68	279
Easy to navigate	1.00	5.00	3.92	0.85	0.73	281
Information is up to date	1.00	5.00	3.95	0.88	0.77	279
Website is well designed	1.00	5.00	3.83	0.93	0.86	282
Website is visually appealing	1.00	5.00	3.72	0.98	0.95	281
Site contains relevant information	1.00	5.00	4.02	0.72	0.52	281

### Q8 - Please indicate your opinion about personnel in the Registrar's Office

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Employees are courteous and helpful	91	132	37	18	8	286
2	Employees are knowledgeable of University policies and procedures	97	121	39	17	7	281
3	Employees communicate clearly	93	132	37	15	8	285
4	Overall, customer service is excellent	85	119	53	22	6	285

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Employees are courteous and helpful	1.00	5.00	3.98	0.97	0.95	286
Employees are knowledgeable of University policies and procedures	1.00	5.00	4.01	0.97	0.95	281
Employees communicate clearly	1.00	5.00	4.01	0.96	0.92	285
Overall, customer service is excellent	1.00	5.00	3.89	0.99	0.97	285

### Q9 - What is your overall assessment of the Registrar's Office?

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

---

All comments were sent to the Registrar's Office.

### Q10 - What changes do you recommend to improve customer service in the Registrar's Office?

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

---

All recommendations were sent to the Registrar's Office.

### Q11 - Additional Comments:

**Additional Comments:**

---

All comments were sent to the Registrar's Office.