



Registrar's Survey Report

Assessment Day – 2018

Registrar's Office Survey-2018

April 20th 2018, 9:13 am 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	78	96	12	14	3	203
2	Registration processes are easy to follow	77	94	11	18	3	203
3	Services are provided in a timely manner	72	101	14	13	2	202
4	Online registration is easy to use	91	75	17	10	6	199
5	Online course schedule is easy to navigate	84	92	11	8	4	199

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Registration processes are clearly defined	1.00	5.00	4.14	0.91	0.83	203
2	Registration processes are easy to follow	1.00	5.00	4.10	0.95	0.91	203
3	Services are provided in a timely manner	1.00	5.00	4.13	0.87	0.76	202
4	Online registration is easy to use	1.00	5.00	4.18	0.99	0.98	199
5	Online course schedule is easy to navigate	1.00	5.00	4.23	0.88	0.77	199

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	62	87	19	15	4	187
2	Transcript request form is easy to use	49	74	16	16	3	158
3	Timeliness of processing is appropriate	51	78	25	12	3	169
4	Cost of official transcript is reasonable	33	46	27	36	14	156
5	Access to unofficial transcript is useful	94	73	13	1	4	185

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Procedures are clearly explained	1.00	5.00	4.01	0.97	0.95	187
2	Transcript request form is easy to use	1.00	5.00	3.95	0.99	0.98	158
3	Timeliness of processing is appropriate	1.00	5.00	3.96	0.94	0.89	169
4	Cost of official transcript is reasonable	1.00	5.00	3.31	1.28	1.64	156
5	Access to unofficial transcript is useful	1.00	5.00	4.36	0.81	0.66	185

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	44	47	11	6	2	110
2	Timeliness of certification is appropriate	39	44	13	4	2	102
3	Accessibility of certification official is adequate	40	41	12	5	1	99

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Educational benefits are adequately defined	1.00	5.00	4.14	0.93	0.86	110
2	Timeliness of certification is appropriate	1.00	5.00	4.12	0.91	0.83	102
3	Accessibility of certification official is adequate	1.00	5.00	4.15	0.89	0.80	99

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	56	81	18	8	1	164
2	Verification form is easy to use	56	77	20	5	1	159

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Timeliness of processing is appropriate	1.00	5.00	4.12	0.83	0.69	164
2	Verification form is easy to use	1.00	5.00	4.14	0.80	0.64	159

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	23	13	4	1	74
2	Name change form is easy to use	34	23	11	5	1	74

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Name changes are processed effectively	1.00	5.00	4.12	0.97	0.94	74
2	Name change form is easy to use	1.00	5.00	4.14	0.99	0.98	74

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	39	38	15	2	1	95
2	Address change form is easy to use	42	34	15	2	2	95

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Address changes are processed effectively	1.00	5.00	4.18	0.85	0.72	95
2	Address change form is easy to use	1.00	5.00	4.18	0.92	0.84	95

**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	71	96	16	6	3	192
2	Easy to navigate	68	93	19	8	3	191
3	Information is up to date	69	91	21	5	4	190
4	Website is well designed	67	85	25	12	1	190
5	Website is visually appealing	67	81	30	10	3	191
6	Site contains relevant information	69	101	14	6	1	191

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Information clearly presented	1.00	5.00	4.18	0.83	0.69	192
2	Easy to navigate	1.00	5.00	4.13	0.87	0.75	191
3	Information is up to date	1.00	5.00	4.14	0.87	0.75	190
4	Website is well designed	1.00	5.00	4.08	0.88	0.78	190
5	Website is visually appealing	1.00	5.00	4.04	0.93	0.86	191
6	Site contains relevant information	1.00	5.00	4.21	0.75	0.56	191

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	81	79	18	8	7	193
2	Employees are knowledgeable of University policies and procedures	85	84	12	7	4	192
3	Employees communicate clearly	87	82	11	6	6	192
4	Overall, customer service is excellent	83	78	18	5	8	192

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Employees are courteous and helpful	1.00	5.00	4.13	0.99	0.99	193
2	Employees are knowledgeable of University policies and procedures	1.00	5.00	4.24	0.88	0.78	192
3	Employees communicate clearly	1.00	5.00	4.24	0.93	0.86	192
4	Overall, customer service is excellent	1.00	5.00	4.16	0.99	0.98	192

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

All responses were sent to the Registrar's office

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

All responses were sent to the Registrar's office

Q11 - Additional Comments:

All comments were sent to the Registrar's office