



Registrar's Office

Assessment Day 2019

Registrar's Office Survey-2019

April 11th 2019, 1:21 pm MDT

1 - 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	151	225	51	25	5	457
2	Registration processes are easy to follow	153	212	61	25	5	456
3	Services are provided in a timely manner	152	205	69	21	6	453
4	Online registration is easy to use	166	192	49	30	8	445
5	Online course schedule is easy to navigate	162	200	42	38	8	450

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Registration processes are clearly defined	1.00	5.00	4.08	0.87	0.75	457
2	Registration processes are easy to follow	1.00	5.00	4.06	0.89	0.78	456
3	Services are provided in a timely manner	1.00	5.00	4.05	0.89	0.79	453
4	Online registration is easy to use	1.00	5.00	4.07	0.95	0.91	445
5	Online course schedule is easy to navigate	1.00	5.00	4.04	0.97	0.95	450

2 - Please indicate your opinion about transcript services:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	Procedures are clearly explained	111	195	65	34	3	408
2	Transcript request form is easy to use	106	167	72	31	5	381
3	Timeliness of processing is appropriate	107	189	66	21	5	388
4	Cost of official transcript is reasonable	71	124	100	70	19	384
5	Access to unofficial transcript is useful	186	154	52	7	2	401

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Procedures are clearly explained	1.00	5.00	3.92	0.91	0.83	408
2	Transcript request form is easy to use	1.00	5.00	3.89	0.95	0.90	381
3	Timeliness of processing is appropriate	1.00	5.00	3.96	0.88	0.78	388
4	Cost of official transcript is reasonable	1.00	5.00	3.41	1.13	1.27	384
5	Access to unofficial transcript is useful	1.00	5.00	4.28	0.79	0.63	401

3 - 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	78	118	58	15	5	274
2	Timeliness of certification is appropriate	77	116	64	6	2	265
3	Accessibility of certification official is adequate	72	123	60	5	2	262

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Educational benefits are adequately defined	1.00	5.00	3.91	0.93	0.87	274
2	Timeliness of certification is appropriate	1.00	5.00	3.98	0.83	0.69	265
3	Accessibility of certification official is adequate	1.00	5.00	3.98	0.81	0.65	262

4 - 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	123	180	54	13	7	377
2	Verification form is easy to use	114	186	53	11	4	368

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Timeliness of processing is appropriate	1.00	5.00	4.06	0.88	0.77	377
2	Verification form is easy to use	1.00	5.00	4.07	0.82	0.67	368

5 - 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	55	73	73	6	3	210
2	Name change form is easy to use	58	72	67	8	1	206

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Name changes are processed effectively	1.00	5.00	3.81	0.90	0.82	210
2	Name change form is easy to use	1.00	5.00	3.86	0.89	0.79	206

6 - 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	85	108	50	10	1	254
2	Address change form is easy to use	85	105	50	8	2	250

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Address changes are processed effectively	1.00	5.00	4.05	0.85	0.72	254
2	Address change form is easy to use	1.00	5.00	4.05	0.86	0.74	250

**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
1	Information clearly presented	113	231	39	13	6	402
2	Easy to navigate	120	211	42	23	6	402
3	Information is up to date	116	205	60	15	5	401
4	Website is well designed	113	194	61	28	5	401
5	Website is visually appealing	110	186	67	33	5	401
6	Site contains relevant information	131	224	37	4	4	400

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Information clearly presented	1.00	5.00	4.07	0.80	0.64	402
2	Easy to navigate	1.00	5.00	4.03	0.87	0.76	402
3	Information is up to date	1.00	5.00	4.03	0.84	0.70	401
4	Website is well designed	1.00	5.00	3.95	0.91	0.82	401
5	Website is visually appealing	1.00	5.00	3.91	0.93	0.87	401
6	Site contains relevant information	1.00	5.00	4.18	0.72	0.52	400

8 - 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	146	173	38	24	7	388
2	Employees are knowledgeable of University policies and procedures	149	169	45	15	6	384
3	Employees communicate clearly	143	173	42	18	6	382
4	Overall, customer service is excellent	139	165	44	23	9	380

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Employees are courteous and helpful	1.00	5.00	4.10	0.93	0.87	388
2	Employees are knowledgeable of University policies and procedures	1.00	5.00	4.15	0.88	0.78	384
3	Employees communicate clearly	1.00	5.00	4.12	0.89	0.80	382
4	Overall, customer service is excellent	1.00	5.00	4.06	0.97	0.93	380

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

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

All comments were shared with the Registrar's Office

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

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11 - Additional Comments:

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All comments were shared with the Registrar's Office