



Registrar's Office Survey Results

Assessment Day 2022

1 - Please indicate your opinion about the registration process:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Registration processes are clearly defined	0	8	5	37	34	84
2	Registration processes are easy to follow	0	7	10	33	34	84
3	Services are provided in a timely manner	0	9	6	39	31	85
4	Online registration is easy to use	2	4	6	29	44	85
5	Online course schedule is easy to navigate	2	6	8	30	41	87

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Registration processes are clearly defined	2.00	5.00	4.15	0.91	0.82	84
2	Registration processes are easy to follow	2.00	5.00	4.12	0.92	0.84	84
3	Services are provided in a timely manner	2.00	5.00	4.08	0.92	0.85	85
4	Online registration is easy to use	1.00	5.00	4.28	0.95	0.91	85
5	Online course schedule is easy to navigate	1.00	5.00	4.17	1.01	1.02	87

2 - Please indicate your opinion about transcript services:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Procedures are clearly explained	1	4	8	40	28	81
2	Transcript request form is easy to use	0	7	7	30	25	69
3	Timeliness of processing is appropriate	2	5	6	37	25	75
4	Cost of official transcript is reasonable	7	13	17	21	12	70
5	Access to unofficial transcript is useful	0	2	8	35	35	80

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Procedures are clearly explained	1.00	5.00	4.11	0.86	0.74	81
2	Transcript request form is easy to use	2.00	5.00	4.06	0.93	0.87	69
3	Timeliness of processing is appropriate	1.00	5.00	4.04	0.96	0.92	75
4	Cost of official transcript is reasonable	1.00	5.00	3.26	1.23	1.51	70
5	Access to unofficial transcript is useful	2.00	5.00	4.29	0.74	0.55	80

3 - Please indicate your opinion about Veteran Certification:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Educational benefits are adequately defined	0	2	10	15	16	43
2	Timeliness of certification is appropriate	0	0	9	16	14	39
3	Accessibility of certification official is adequate	0	0	12	14	12	38

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Educational benefits are adequately defined	2.00	5.00	4.05	0.89	0.79	43
2	Timeliness of certification is appropriate	3.00	5.00	4.13	0.76	0.57	39
3	Accessibility of certification official is adequate	3.00	5.00	4.00	0.79	0.63	38

4 - Please indicate your opinion about Enrollment Verification:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Timeliness of processing is appropriate	0	5	7	36	21	69
2	Verification form is easy to use	0	3	13	32	21	69

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Timeliness of processing is appropriate	2.00	5.00	4.06	0.83	0.69	69
2	Verification form is easy to use	2.00	5.00	4.03	0.82	0.67	69

5 - Please indicate your opinion about Name Changes:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Name changes are processed effectively	1	2	9	13	12	37
2	Name change form is easy to use	1	1	8	15	13	38

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Name changes are processed effectively	1.00	5.00	3.89	1.01	1.02	37
2	Name change form is easy to use	1.00	5.00	4.00	0.95	0.89	38

6 - Please indicate your opinion about Address Changes:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Address changes are processed effectively	0	2	7	25	19	53
2	Address change form is easy to use	0	1	6	24	21	52

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Address changes are processed effectively	2.00	5.00	4.15	0.79	0.62	53
2	Address change form is easy to use	2.00	5.00	4.25	0.73	0.53	52

**7 - Please indicate your opinion about the registrar's website
(www.marshall.edu/registrar):**

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Information clearly presented	0	2	3	58	23	86
2	Easy to navigate	0	2	7	49	28	86
3	Information is up to date	0	3	11	43	29	86
4	Website is well designed	0	4	9	48	24	85
5	Website is visually appealing	0	5	13	41	25	84
6	Site contains relevant information	0	2	5	48	30	85

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Information clearly presented	2.00	5.00	4.19	0.60	0.36	86
2	Easy to navigate	2.00	5.00	4.20	0.68	0.46	86
3	Information is up to date	2.00	5.00	4.14	0.76	0.59	86
4	Website is well designed	2.00	5.00	4.08	0.75	0.57	85
5	Website is visually appealing	2.00	5.00	4.02	0.83	0.69	84
6	Site contains relevant information	2.00	5.00	4.25	0.67	0.44	85

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

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Employees are courteous and helpful	2	5	5	37	29	78
2	Employees are knowledgeable of University policies and procedures	1	1	3	40	33	78
3	Employees communicate clearly	1	4	5	38	31	79
4	Overall, customer service is excellent	3	6	7	32	29	77

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Employees are courteous and helpful	1.00	5.00	4.10	0.96	0.91	78
2	Employees are knowledgeable of University policies and procedures	1.00	5.00	4.32	0.72	0.53	78
3	Employees communicate clearly	1.00	5.00	4.19	0.86	0.74	79
4	Overall, customer service is excellent	1.00	5.00	4.01	1.06	1.13	77

9 – What is your overall assessment of the Registrar’s Office?

All responses were shared with the Registrar’s Office.

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

All responses were shared with the Registrar’s Office.

13 - Additional Comments:

All comments were shared with the Registrar’s Office.