



# Registrar’s Office Survey Results

## Assessment Day 2024

**Q1 - 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	17	43	49	226	150	485
2	Registration processes are easy to follow	14	43	48	221	156	482
3	Services are provided in a timely manner	14	28	56	218	164	480
4	Online registration is easy to use	10	38	55	195	179	477
5	Online course schedule is easy to navigate	17	34	57	204	171	483

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

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Procedures are clearly explained	11	31	68	202	119	431
2	Transcript request form is easy to use	12	15	77	173	116	393
3	Timeliness of processing is appropriate	9	20	67	189	125	410
4	Cost of official transcript is reasonable	40	64	91	112	70	377
5	Access to unofficial transcript is useful	4	4	47	165	201	421

**Q3 - 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	11	18	57	114	86	286
2	Timeliness of certification is appropriate	7	8	69	104	81	269
3	Accessibility of certification official is adequate	10	5	67	108	76	266

**Q4 - 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	10	9	60	188	110	377
2	Verification form is easy to use	8	11	56	191	102	368

**Q5 - 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	5	4	73	81	62	225
2	Name change form is easy to use	6	7	73	64	62	212

**Q6 - 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	7	10	60	112	67	256
2	Address change form is easy to use	7	7	55	105	73	247

**Q7 - 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	6	18	51	238	130	443
2	Easy to navigate	6	27	45	224	140	442
3	Information is up to date	9	15	64	223	125	436
4	Website is well designed	11	17	75	216	121	440
5	Website is visually appealing	6	24	76	201	133	440
6	Site contains relevant information	6	8	45	243	141	443

**Q8 - 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	9	15	41	179	167	411
2	Employees are knowledgeable of University policies and procedures	10	12	38	187	164	411
3	Employees communicate clearly	11	14	46	181	160	412
4	Overall, customer service is excellent	11	15	52	172	163	413

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

**All responses were shared with the Registrar's Office**

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

**All recommendations were shared with the Registrar's Office.**

**Q11 - Additional Comments**

**All comments were shared with the Registrar's Office.**