

## 2010 Registrar's Office Assessment Day Survey Results

Last Modified: 04/15/2010

**1. Please indicate your opinion about the registration process: For all Lickert Scale Questions, "Strongly Agree" = 1 and "Strongly Disagree" = 5, so lower means are more positive than higher means.**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Registration processes are clearly defined	261	501	78	98	9	947	2.04
2	Registration processes are easy to follow	260	510	74	92	10	946	2.03
3	Services are provided in a timely manner	245	507	107	74	14	947	2.05
4	Online registration is easy to use	358	375	107	79	25	944	1.98
5	Online course schedule is easy to navigate	284	349	116	142	49	940	2.28

Statistic	Registration processes are clearly defined	Registration processes are easy to follow	Services are provided in a timely manner	Online registration is easy to use	Online course schedule is easy to navigate
Min Value	1	1	1	1	1
Max Value	5	5	5	5	5
Mean	2.04	2.03	2.05	1.98	2.28
Variance	0.86	0.84	0.82	1.07	1.42
Standard Deviation	0.93	0.91	0.90	1.03	1.19
Total Responses	947	946	947	944	940

## 2. Please indicate your opinion about transcript services:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Procedures are clearly explained	205	462	166	79	14	926	2.17
2	Transcript request form is easy to use	222	389	261	37	7	916	2.15
3	Timeliness of processing is appropriate	201	417	221	66	14	919	2.21
4	Cost of official transcript is reasonable	118	296	276	159	66	915	2.74
5	Access to unofficial transcript is useful	460	341	106	10	4	921	1.65

Statistic	Procedures are clearly explained	Transcript request form is easy to use	Timeliness of processing is appropriate	Cost of official transcript is reasonable	Access to unofficial transcript is useful
Min Value	1	1	1	1	1
Max Value	5	5	5	5	5
Mean	2.17	2.15	2.21	2.74	1.65
Variance	0.85	0.74	0.84	1.23	0.58
Standard Deviation	0.92	0.86	0.92	1.11	0.76
Total Responses	926	916	919	915	921

### 3. Please indicate your opinion about the readmission process:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Procedures clearly explained	163	285	399	42	7	896	2.38
2	Application is easy to complete	180	300	395	18	5	898	2.30
3	Timeliness of processing is appropriate	168	289	406	27	4	894	2.34

Statistic	Procedures clearly explained	Application is easy to complete	Timeliness of processing is appropriate
Min Value	1	1	1
Max Value	5	5	5
Mean	2.38	2.30	2.34
Variance	0.74	0.68	0.69
Standard Deviation	0.86	0.83	0.83
Total Responses	896	898	894

### 4. Please indicate your opinion about Veteran Certification:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Educational benefits are adequately defined	128	192	519	25	5	869	2.52
2	Timeliness of certification is appropriate	125	181	531	22	4	863	2.54
3	Accessibility of certification official is adequate	122	173	548	18	4	865	2.55

Statistic	Educational benefits are adequately defined	Timeliness of certification is appropriate	Accessibility of certification official is adequate
Min Value	1	1	1
Max Value	5	5	5
Mean	2.52	2.54	2.55
Variance	0.64	0.62	0.60
Standard Deviation	0.80	0.79	0.77
Total Responses	869	863	865

## 5. Please indicate your opinion about Enrollment Verification:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Timeliness of processing is appropriate	208	423	224	39	5	899	2.12
2	Verification form is easy to use	214	408	246	27	2	897	2.10

Statistic	Timeliness of processing is appropriate	Verification form is easy to use
Min Value	1	1
Max Value	5	5
Mean	2.12	2.10
Variance	0.69	0.64
Standard Deviation	0.83	0.80
Total Responses	899	897

## 6. Please indicate your opinion about Name Changes:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Name changes are processed effectively	120	160	564	14	5	863	2.56
2	Name change form is easy to use	116	170	566	7	5	864	2.55

Statistic	Name changes are processed effectively	Name change form is easy to use
Min Value	1	1
Max Value	5	5
Mean	2.56	2.55
Variance	0.59	0.57
Standard Deviation	0.77	0.75
Total Responses	863	864

## 7. Please indicate your opinion about Address Changes:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Address changes are processed effectively	175	250	413	25	5	868	2.35
2	Address change form is easy to use	182	255	408	18	3	866	2.31

Statistic	Address changes are processed effectively	Address change form is easy to use
Min Value	1	1
Max Value	5	5
Mean	2.35	2.31
Variance	0.72	0.70
Standard Deviation	0.85	0.84
Total Responses	868	866

**8. Please indicate your opinion about the registrar's website  
([www.marshall.edu/registrar](http://www.marshall.edu/registrar)):**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Information clearly presented	227	500	124	44	3	898	1.99
2	Easy to navigate	226	483	118	64	7	898	2.05
3	Information is up to date	224	450	175	45	2	896	2.05
4	Website is well designed	200	405	197	82	10	894	2.21
5	Website is visually appealing	194	367	227	95	14	897	2.30
6	Site contains relevant information	239	503	119	32	4	897	1.95

Statistic	Information clearly presented	Easy to navigate	Information is up to date	Website is well designed	Website is visually appealing	Site contains relevant information
Min Value	1	1	1	1	1	1
Max Value	5	5	5	5	5	5
Mean	1.99	2.05	2.05	2.21	2.30	1.95
Variance	0.62	0.74	0.66	0.87	0.95	0.58
Standard Deviation	0.79	0.86	0.82	0.93	0.97	0.76
Total Responses	898	898	896	894	897	897

## 9. Please indicate your opinion about personnel in the Registrar's Office

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Employees are courteous and helpful	268	457	99	60	19	903	2.01
2	Employees are knowledgeable of University policies and procedures	273	458	110	47	14	902	1.97
3	Employees communicate clearly	271	446	111	60	14	902	2.00
4	Overall, customer service is excellent	253	412	154	59	23	901	2.10

Statistic	Employees are courteous and helpful	Employees are knowledgeable of University policies and procedures	Employees communicate clearly	Overall, customer service is excellent
Min Value	1	1	1	1
Max Value	5	5	5	5
Mean	2.01	1.97	2.00	2.10
Variance	0.86	0.77	0.83	0.93
Standard Deviation	0.93	0.88	0.91	0.97
Total Responses	903	902	902	901

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

### Text Response

The responses were overwhelmingly positive! Some themes are below.

Friendly and timely service

Multiple windows make the wait time less

Very helpful

Overall good, but more staff needed at the beginning of the semester

It's a well oiled machine.

Well organized

I think that transcript prices should be lowered to \$3, because I think \$8 is really high for a transcript.

In general, I am happy with the service that I get at the Registrar's Office.

The clerks at the office are amazingly helpful.

Very nice, professional - they do a great job helping students.

Quick and Efficient

Statistic	Value
Total Responses	381

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

### Text Response

Numerous comments simply said the services were already great! Other comments are summarized below:



More smiling faces :)

If I wanted to take an elective and I wanted to just browse through the courses offered, I can't do that on the website very easily. Although I understand that making paper course schedules are a pain you should have at least a few of them for students to browse through at your office. And if you already do it would help if you advertised it.

Open more windows around scheduling period - mentioned several times

Maybe have all the windows open on days that are busy.

Maybe longer hours.

make sure that all students that need to be on early registration are on early registration

It would be helpful to students to have more staff available to help with their problems especially at the busier times of each semester.

Make the website more user-friendly - mentioned several times.

Make online course listing easier to navigate, Banner is old.

More information geared toward graduate students.

Faster processing times

Have a poster, etc. showing important dates. I know these are available on Marshall's main site, and a few other sites, but it's helpful to see things out there in the wild, when I'm just walking around, or through an area. My advisor has a sheet with important scheduling dates posted just outside her office, and it's helpful to see occasionally.

Make the course schedule easier to locate, or post the list of offered classes for the following semester on the home page.

The only difficulty I've had with registration has been in figuring out what types of signatures I'd need to add or drop a class once the semester had already begun; perhaps this information can be posted somewhere--maybe in the e-mails we receive when we are told the date of the last day to drop a course.

Get new employees that care about students and can be cheerful. It isn't like we like having to fill out paperwork. / Maybe give students a checklist so we know what we need for certain things. I hate coming and then they say I need something else and I get sent somewhere else.

Need to have posted dates for early registration for disabled students

I would recommend have a larger area for registrar services so that more students can be assisted at the same time.

Statistic	Value
Total Responses	284

## 12. Additional Comments:

### Text Response

Again, there were a lot of positive comments. Others are summarized below:  
Several students expressed concern with the online registration process.  
Requested making unofficial transcripts available in PDF format.  
Transcripts are too expensive.  
Complaints about having to have registration forms signed by Department heads.  
Put a N/A option on the survey.  
Should register by seniority.  
Some respondents want paper schedules.

Statistic	Value
Total Responses	81

## 13. Gender

Value	Total
F	681
M	288

## 14. Race

Value	Total
White	847
Asian/Pacific Islander	23
African American	41
American Indian/Alaskan Native	4
Hispanic	15
International Student	3
[No Value]	36

## 15. Class

Value	Total
GR	198
SO	150
JR	164
SR	346
FR	111