

2014 Assessment Day Registrar's Office Survey Report For the Likert Scale Question, Higher Means are More Positive than Lower Means

Last Modified: 04/24/2014

1. Please indicate your opinion about the registration process:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Mean
1	Registration processes are clearly defined	107	165	24	29	11	336	3.98
2	Registration processes are easy to follow	103	172	29	26	6	336	4.01
3	Services are provided in a timely manner	104	157	42	20	5	328	4.02
4	Online registration is easy to use	124	133	35	23	15	330	3.99
5	Online course schedule is easy to navigate	119	141	34	25	13	332	3.99

2. Please indicate your opinion about transcript services:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Mean
1	Procedures are clearly explained	92	138	36	35	7	308	3.89
2	Transcript request form is easy to use	87	126	43	12	4	272	4.03
3	Timeliness of processing is appropriate	82	144	46	10	5	287	4.00
4	Cost of official transcript is reasonable	50	103	57	42	23	275	3.42
5	Access to unofficial transcript is useful	156	131	23	6	1	317	4.37

3. Please indicate your opinion about Veteran Certification:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Mean
1	Educational benefits are adequately defined	75	98	29	16	4	222	4.01
2	Timeliness of certification is appropriate	63	92	43	9	2	209	3.98
3	Accessibility of certification official is adequate	69	86	45	8	1	209	4.02

4. Please indicate your opinion about Enrollment Verification:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Mean
1	Timeliness of processing is appropriate	89	147	40	3	5	284	4.10
2	Verification form is easy to use	83	132	47	2	5	269	4.06

5. Please indicate your opinion about Name Changes:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Mean
1	Name changes are processed effectively	54	46	41	3	3	147	3.99
2	Name change form is easy to use	49	51	42	5	3	150	3.92

6. Please indicate your opinion about Address Changes:

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Mean
1	Address changes are processed effectively	66	85	37	6	4	198	4.03
2	Address change form is easy to use	71	83	38	5	4	201	4.05

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 Responses	Mean
1	Information clearly presented	103	160	34	18	6	321	4.05
2	Easy to navigate	101	151	37	26	7	322	3.97
3	Information is up to date	101	158	47	10	4	320	4.07
4	Website is well designed	88	150	46	27	10	321	3.87
5	Website is visually appealing	85	144	58	27	5	319	3.87
6	Site contains relevant information	110	161	36	11	2	320	4.14

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

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total Responses	Mean
1	Employees are courteous and helpful	117	151	31	15	9	323	4.09
2	Employees are knowledgeable of University policies and procedures	121	160	22	12	6	321	4.18
3	Employees communicate clearly	117	146	36	18	7	324	4.07
4	Overall, customer service is excellent	126	127	41	22	8	324	4.05

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

Text Response

All comments were shared with the staff of the Registrar's Office.

Statistic	Value
Total Responses	149

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

Text Response

All comments were shared with the staff of the Registrar's Office.

Statistic	Value
Total Responses	111

11. Additional Comments:

Text Response

All comments were shared with the staff of the Registrar's Office.

Statistic	Value
Total Responses	27