



Registrar's Survey Results

Assessment Day 2020

Registrar's Office Survey-2020

April 23rd 2020, 6:40 am MDT

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	4	26	24	163	123	340
2	Registration processes are easy to follow	2	22	31	173	111	339
3	Services are provided in a timely manner	12	18	38	161	110	339
4	Online registration is easy to use	8	15	31	140	138	332
5	Online course schedule is easy to navigate	8	29	38	136	128	339

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Registration processes are clearly defined	1.00	5.00	4.10	0.91	0.83	340
2	Registration processes are easy to follow	1.00	5.00	4.09	0.85	0.72	339
3	Services are provided in a timely manner	1.00	5.00	4.00	0.98	0.97	339
4	Online registration is easy to use	1.00	5.00	4.16	0.94	0.88	332
5	Online course schedule is easy to navigate	1.00	5.00	4.02	1.02	1.04	339

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	7	22	43	126	105	303
2	Transcript request form is easy to use	5	13	50	108	95	271
3	Timeliness of processing is appropriate	7	12	39	130	97	285
4	Cost of official transcript is reasonable	10	43	75	92	52	272
5	Access to unofficial transcript is useful	3	7	34	123	130	297

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Procedures are clearly explained	1.00	5.00	3.99	0.99	0.99	303
2	Transcript request form is easy to use	1.00	5.00	4.01	0.94	0.89	271
3	Timeliness of processing is appropriate	1.00	5.00	4.05	0.93	0.86	285
4	Cost of official transcript is reasonable	1.00	5.00	3.49	1.08	1.17	272
5	Access to unofficial transcript is useful	1.00	5.00	4.25	0.82	0.68	297

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	2	6	36	86	72	202
2	Timeliness of certification is appropriate	3	5	43	70	69	190
3	Accessibility of certification official is adequate	4	3	48	67	67	189

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Educational benefits are adequately defined	1.00	5.00	4.09	0.86	0.73	202
2	Timeliness of certification is appropriate	1.00	5.00	4.04	0.91	0.84	190
3	Accessibility of certification official is adequate	1.00	5.00	4.01	0.93	0.86	189

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	8	9	41	134	99	291
2	Verification form is easy to use	6	8	42	134	94	284

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Timeliness of processing is appropriate	1.00	5.00	4.05	0.92	0.85	291
2	Verification form is easy to use	1.00	5.00	4.06	0.88	0.78	284

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	2	7	55	46	49	159
2	Name change form is easy to use	2	7	52	46	49	156

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Name changes are processed effectively	1.00	5.00	3.84	0.96	0.92	159
2	Name change form is easy to use	1.00	5.00	3.85	0.96	0.92	156

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	7	5	37	78	65	192
2	Address change form is easy to use	7	4	37	73	70	191

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Address changes are processed effectively	1.00	5.00	3.98	0.98	0.96	192
2	Address change form is easy to use	1.00	5.00	4.02	0.99	0.97	191

**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	2	12	28	152	114	308
2	Easy to navigate	5	21	30	142	114	312
3	Information is up to date	2	12	43	132	117	306
4	Website is well designed	6	19	37	136	113	311
5	Website is visually appealing	7	14	40	139	111	311
6	Site contains relevant information	3	7	21	151	129	311

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Information clearly presented	1.00	5.00	4.18	0.80	0.64	308
2	Easy to navigate	1.00	5.00	4.09	0.93	0.87	312
3	Information is up to date	1.00	5.00	4.14	0.85	0.72	306
4	Website is well designed	1.00	5.00	4.06	0.95	0.90	311
5	Website is visually appealing	1.00	5.00	4.07	0.93	0.86	311
6	Site contains relevant information	1.00	5.00	4.27	0.76	0.58	311

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	7	19	20	148	116	310
2	Employees are knowledgeable of University policies and procedures	4	22	22	143	118	309
3	Employees communicate clearly	7	18	26	145	113	309
4	Overall, customer service is excellent	9	21	32	139	108	309

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Employees are courteous and helpful	1.00	5.00	4.12	0.93	0.87	310
2	Employees are knowledgeable of University policies and procedures	1.00	5.00	4.13	0.92	0.84	309
3	Employees communicate clearly	1.00	5.00	4.10	0.94	0.88	309
4	Overall, customer service is excellent	1.00	5.00	4.02	0.99	0.99	309

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

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?

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

All responses were shared with the Registrar's Office

11 - Additional Comments:

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All responses were shared with the Registrar's Office