



Registrar's Survey Results

Assessment Day 2021

Registrar's Office Survey-2021

April 19th 2021, 3:39 pm 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	7	13	16	105	93	234
2	Registration processes are easy to follow	6	14	22	105	87	234
3	Services are provided in a timely manner	6	13	35	95	83	232
4	Online registration is easy to use	4	15	19	96	92	226
5	Online course schedule is easy to navigate	9	15	20	92	93	229

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Registration processes are clearly defined	1.00	5.00	4.13	0.97	0.94	234
2	Registration processes are easy to follow	1.00	5.00	4.08	0.96	0.93	234
3	Services are provided in a timely manner	1.00	5.00	4.02	0.98	0.97	232
4	Online registration is easy to use	1.00	5.00	4.14	0.95	0.90	226
5	Online course schedule is easy to navigate	1.00	5.00	4.07	1.05	1.10	229

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	5	13	40	78	61	197
2	Transcript request form is easy to use	4	7	35	77	60	183
3	Timeliness of processing is appropriate	3	10	35	75	63	186
4	Cost of official transcript is reasonable	13	28	44	60	38	183
5	Access to unofficial transcript is useful	1	2	19	72	99	193

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Procedures are clearly explained	1.00	5.00	3.90	1.00	0.99	197
2	Transcript request form is easy to use	1.00	5.00	3.99	0.93	0.87	183
3	Timeliness of processing is appropriate	1.00	5.00	3.99	0.94	0.89	186
4	Cost of official transcript is reasonable	1.00	5.00	3.45	1.18	1.39	183
5	Access to unofficial transcript is useful	1.00	5.00	4.38	0.75	0.56	193

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	1	8	21	43	48	121
2	Timeliness of certification is appropriate	1	4	27	36	45	113
3	Accessibility of certification official is adequate	0	5	30	34	44	113

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Educational benefits are adequately defined	1.00	5.00	4.07	0.95	0.90	121
2	Timeliness of certification is appropriate	1.00	5.00	4.06	0.92	0.85	113
3	Accessibility of certification official is adequate	2.00	5.00	4.04	0.91	0.83	113

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	1	9	27	86	66	189
2	Verification form is easy to use	4	7	22	82	67	182

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Timeliness of processing is appropriate	1.00	5.00	4.10	0.85	0.72	189
2	Verification form is easy to use	1.00	5.00	4.10	0.91	0.83	182

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	7	4	30	24	30	95
2	Name change form is easy to use	3	3	33	24	29	92

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Name changes are processed effectively	1.00	5.00	3.69	1.17	1.37	95
2	Name change form is easy to use	1.00	5.00	3.79	1.03	1.06	92

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	1	5	26	46	44	122
2	Address change form is easy to use	2	4	27	44	44	121

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Address changes are processed effectively	1.00	5.00	4.04	0.90	0.81	122
2	Address change form is easy to use	1.00	5.00	4.02	0.93	0.87	121

**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	1	5	24	99	79	208
2	Easy to navigate	4	7	23	93	84	211
3	Information is up to date	1	6	28	100	74	209
4	Website is well designed	1	13	21	107	67	209
5	Website is visually appealing	2	10	31	93	72	208
6	Site contains relevant information	1	4	18	102	84	209

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Information clearly presented	1.00	5.00	4.20	0.77	0.59	208
2	Easy to navigate	1.00	5.00	4.17	0.88	0.78	211
3	Information is up to date	1.00	5.00	4.15	0.79	0.62	209
4	Website is well designed	1.00	5.00	4.08	0.84	0.71	209
5	Website is visually appealing	1.00	5.00	4.07	0.88	0.77	208
6	Site contains relevant information	1.00	5.00	4.26	0.73	0.54	209

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	8	21	84	85	200
2	Employees are knowledgeable of University policies and procedures	3	4	18	90	84	199
3	Employees communicate clearly	2	8	20	87	83	200
4	Overall, customer service is excellent	4	8	23	84	82	201

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Employees are courteous and helpful	1.00	5.00	4.21	0.86	0.74	200
2	Employees are knowledgeable of University policies and procedures	1.00	5.00	4.25	0.82	0.67	199
3	Employees communicate clearly	1.00	5.00	4.21	0.85	0.72	200
4	Overall, customer service is excellent	1.00	5.00	4.15	0.91	0.84	201

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

All comments were shared with the Registrar's Office.

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

All suggestions and comments were shared with the Registrar's Office.

11 - Additional Comments:

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