Registrar's Survey Results

Assessment Day 2023

3 - 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	3	10	22	30	69
2	Registration processes are easy to follow	2	4	7	25	31	69
3	Services are provided in a timely manner	4	3	6	27	29	69
4	Online registration is easy to use	2	4	5	20	36	67
5	Online course schedule is easy to navigate	1	4	8	23	32	68

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Registration processes are clearly defined	1.00	5.00	4.03	1.13	1.27	69
2	Registration processes are easy to follow	1.00	5.00	4.14	1.01	1.02	69
3	Services are provided in a timely manner	1.00	5.00	4.07	1.09	1.20	69
4	Online registration is easy to use	1.00	5.00	4.25	1.03	1.06	67
5	Online course schedule is easy to navigate	1.00	5.00	4.19	0.96	0.92	68

4 - Please indicate your opinion about transcript services:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Procedures are clearly explained	3	5	9	15	28	60
2	Transcript request form is easy to use	1	1	9	18	28	57
3	Timeliness of processing is appropriate	1	2	8	20	26	57
4	Cost of official transcript is reasonable	7	12	8	11	20	58
5	Access to unofficial transcript is useful	1	0	5	13	41	60

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Procedures are clearly explained	1.00	5.00	4.00	1.18	1.40	60
2	Transcript request form is easy to use	1.00	5.00	4.25	0.90	0.82	57
3	Timeliness of processing is appropriate	1.00	5.00	4.19	0.93	0.86	57
4	Cost of official transcript is reasonable	1.00	5.00	3.43	1.44	2.07	58
5	Access to unofficial transcript is useful	1.00	5.00	4.55	0.78	0.61	60

5 - 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	2	7	6	16	33
2	Timeliness of certification is appropriate	2	0	7	7	15	31
3	Accessibility of certification official is adequate	2	0	7	6	15	30

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Educational benefits are adequately defined	1.00	5.00	3.97	1.22	1.48	33
2	Timeliness of certification is appropriate	1.00	5.00	4.06	1.13	1.29	31
3	Accessibility of certification official is adequate	1.00	5.00	4.07	1.15	1.33	30

6 - 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	2	2	6	17	25	52
2	Verification form is easy to use	3	1	8	15	25	52

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Timeliness of processing is appropriate	1.00	5.00	4.17	1.03	1.07	52
2	Verification form is easy to use	1.00	5.00	4.12	1.10	1.22	52

7 - 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	1	1	5	3	8	18
2	Name change form is easy to use	1	1	5	3	9	19

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Name changes are processed effectively	1.00	5.00	3.89	1.20	1.43	18
2	Name change form is easy to use	1.00	5.00	3.95	1.19	1.42	19

8 - 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	3	5	10	15	34
2	Address change form is easy to use	1	1	5	12	15	34

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Address changes are processed effectively	1.00	5.00	4.03	1.10	1.21	34
2	Address change form is easy to use	1.00	5.00	4.15	0.97	0.95	34

9 - 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	3	2	5	25	29	64
2	Easy to navigate	3	2	6	24	29	64
3	Information is up to date	4	3	5	27	25	64
4	Website is well designed	4	2	5	25	28	64
5	Website is visually appealing	4	1	12	18	28	63
6	Site contains relevant information	3	0	4	26	30	63

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Information clearly presented	1.00	5.00	4.17	1.02	1.05	64
2	Easy to navigate	1.00	5.00	4.16	1.03	1.07	64
3	Information is up to date	1.00	5.00	4.03	1.10	1.22	64
4	Website is well designed	1.00	5.00	4.11	1.09	1.19	64
5	Website is visually appealing	1.00	5.00	4.03	1.13	1.27	63
6	Site contains relevant information	1.00	5.00	4.27	0.95	0.90	63

10 - 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	4	3	8	18	26	59
2	Employees are knowledgeable of University policies and procedures	3	0	7	20	27	57
3	Employees communicate clearly	3	1	8	22	24	58
4	Overall, customer service is excellent	4	2	11	17	24	58

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Employees are courteous and helpful	1.00	5.00	4.00	1.18	1.39	59
2	Employees are knowledgeable of University policies and procedures	1.00	5.00	4.19	1.02	1.03	57
3	Employees communicate clearly	1.00	5.00	4.09	1.04	1.08	58
4	Overall, customer service is excellent	1.00	5.00	3.95	1.17	1.36	58

11 - 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

12 - 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.

13 - Additional Comments:

Additional Comments:
All responses were shared with the Registrar's Office