



Registrar's Survey Results

Assessment Day 2025

Q1 - 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	2	8	15	49	33	107
2	Registration processes are easy to follow	2	6	18	53	30	109
3	Services are provided in a timely manner	2	3	14	56	33	108
4	Online registration is easy to use	1	5	20	46	35	107
5	Online course schedule is easy to navigate	2	7	11	48	38	106

Q2 - Please indicate your opinion about transcript services:

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	Procedures are clearly explained	1	4	17	51	26	99
2	Transcript request form is easy to use	2	4	18	41	26	91
3	Timeliness of processing is appropriate	2	3	15	49	28	97
4	Cost of official transcript is reasonable	4	16	25	30	16	91
5	Access to unofficial transcript is useful	1	3	12	39	44	99

Q3 - 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	1	17	23	19	61
2	Timeliness of certification is appropriate	1	0	21	22	14	58
3	Accessibility of certification official is adequate	1	0	20	20	15	56

Q4 - 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	1	13	44	29	89
2	Verification form is easy to use	2	2	14	44	24	86

Q5 - 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	3	1	17	10	15	46
2	Name change form is easy to use	2	2	14	12	14	44

Q76- 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	0	3	11	24	20	58
2	Address change form is easy to use	0	2	10	25	20	57

Q7 - 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	0	2	10	52	33	97
2	Easy to navigate	0	2	14	49	33	98
3	Information is up to date	0	1	15	47	32	95
4	Website is well designed	0	5	17	46	30	98
5	Website is visually appealing	0	5	19	45	29	98
6	Site contains relevant information	1	1	6	57	33	98

Q8 - 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	0	3	9	47	28	87
2	Employees are knowledgeable of University policies and procedures	0	3	4	50	30	87
3	Employees communicate clearly	1	4	6	42	34	87
4	Overall, customer service is excellent	2	5	10	38	32	87

Q9 - What is your overall assessment of the Registrar's Office?

All responses were sent to the Registrar's Office

Q10 - What changes do you recommend to improve customer service in the Registrar's Office?

All responses were sent to the Registrar's Office

Q11 - Additional Comments:

All comments were sent to the Registrar's Office