

Recent Graduate Survey 2010-2011

Brief description of project:

A survey to gauge the level of satisfaction students feel toward a range of services offered by the Registrar's Office both in person or using our online features.

Who was asked to complete survey: About 7,000 students who have graduated during the fall 2010, spring 2011, and summer 2011 terms.

Respondents: 532 students: 65% bachelors, 26% Masters, 9% Doctorate

Administration Type: department-sent e-mails

Summary of Key Findings:

The large majority of students that used our services were either very satisfied or somewhat satisfied with our offered services and the level of customer service provided.

Actions Taken:

Findings were shared office-wide and published in the office's annual report. Constructive comments submitted by students were compiled and reviewed in order to consider possible improvements.

Which department and/or program goals does this survey align with?

The survey assists our office in ensuring that the best quality of customer service is being offered to our students and that our technology is keeping pace with expectations.

Which Student Affairs goals does this project align with?

2a, 6a, and 7d – We utilize the survey to identify possible needs in staff training and professional development. The survey also provides insightful information regarding technological trends to ensure that we are providing leading edge technologies, as perceived by our student population.