Recent Graduate Survey 2012-2013

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Thank you for taking the Registrar's Office survey. This survey should take 5 minutes or less to complete. Your answers will be used to assess the quality of our services so that we can better assist students. Your responses are confidential and no personally identifying information will be used.

Required answers: 0   *Allowed answers: 0*

Q1 Which of the following degree(s) did you most recently earn from the University of Utah? (Check all that apply)

Bachelors*[Code = 1]*

Masters*[Code = 2]*

Doctorate*[Code = 3]*

Required answers: 1   *Allowed answers: 3*

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Q2 Please provide any comments or suggestions regarding the online services:

[Textbox]

Required answers: 0   *Allowed answers: 1*

Please indicate your level of satisfaction with each of the following ONLINE SERVICES:

Q3 FERPA Consent to Release Information to a Third Party

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   *Allowed answers: 1*

Q4 Change to Withhold or Release Directory Information

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   *Allowed answers: 1*

Q5 Add/drop Classes

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   *Allowed answers: 1*

Q6 Please provide any comments or suggestions regarding your experience in person or on the phone with the Registrar's Office regarding **REGISTRATION**:

[Code = 1] [Textbox]

Required answers: 0   Allowed answers: 1

Please indicate your level of satisfaction with each of the following ONLINE SERVICES:

Q7 Change Password

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q8 File Repeated Class Petition

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q9 Update Personal Information (address, phone, e-mail, etc.)

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q10 Access Grades

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q11 View Registration Dates

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*

Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q12 View Class Schedule

Very satisfied*[Code = 4] [Numeric Value = 4]*

Somewhat satisfied*[Code = 3] [Numeric Value = 3]*
Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*
Very dissatisfied*[Code = 1] [Numeric Value = 1]*
Did not use service*[Code = 0] [N/A]*
Required answers: 1   *Allowed answers: 1*

Q13 View Unofficial Transcript

Very satisfied*[Code = 4] [Numeric Value = 4]*
Somewhat satisfied*[Code = 3] [Numeric Value = 3]*
Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*
Very dissatisfied*[Code = 1] [Numeric Value = 1]*
Did not use service*[Code = 0] [N/A]*
Required answers: 1   *Allowed answers: 1*

Q14 Generate Degree Audit Report (DARS)

Very satisfied*[Code = 4] [Numeric Value = 4]*
Somewhat satisfied*[Code = 3] [Numeric Value = 3]*
Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*
Very dissatisfied*[Code = 1] [Numeric Value = 1]*
Did not use service*[Code = 0] [N/A]*
Required answers: 1   *Allowed answers: 1*

Q15 Find information on policies and procedures in the Student Handbook http://registrar.utah.edu/handbook/index.php

Very satisfied*[Code = 4] [Numeric Value = 4]*
Somewhat satisfied*[Code = 3] [Numeric Value = 3]*
Somewhat dissatisfied*[Code = 2] [Numeric Value = 2]*
Very dissatisfied*[Code = 1] [Numeric Value = 1]*
Did not use service*[Code = 0] [N/A]*
Required answers: 1   *Allowed answers: 1*

Please indicate your level of agreement with the following statements regarding your interaction (IN PERSON OR BY PHONE) with the Registrar's Office regarding **REGISTRATION**:

Q16 I received clear and accurate information.

Strongly agree*[Code = 4] [Numeric Value = 4]*
Somewhat agree*[Code = 3] [Numeric Value = 3]*
Somewhat disagree*[Code = 2] [Numeric Value = 2]*
Strongly disagree*[Code = 1] [Numeric Value = 1]*
Did not use service*[Code = 0] [N/A]*
Required answers: 1   *Allowed answers: 1*

Q17 Staff members were friendly and courteous.

Strongly agree*[Code = 4] [Numeric Value = 4]*
Somewhat agree*[Code = 3] [Numeric Value = 3]*
Somewhat disagree*[Code = 2] [Numeric Value = 2]*
Strongly disagree*[Code = 1] [Numeric Value = 1]*
Did not use service*[Code = 0] [N/A]*

	Required answers: 1	*Allowed answers: 1*

Q18 I was assisted promptly.

Strongly agree*[Code = 4] [Numeric Value = 4]*

Somewhat agree*[Code = 3] [Numeric Value = 3]*

Somewhat disagree*[Code = 2] [Numeric Value = 2]*

Strongly disagree*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

	Required answers: 1	*Allowed answers: 1*

Please indicate your level of agreement with the following statements regarding your interaction (IN PERSON OR BY PHONE) with the Registrar's Office regarding **GRADUATION**:

Q19 I received clear and accurate information.

Strongly agree*[Code = 4] [Numeric Value = 4]*

Somewhat agree*[Code = 3] [Numeric Value = 3]*

Somewhat disagree*[Code = 2] [Numeric Value = 2]*

Strongly disagree*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

	Required answers: 1	*Allowed answers: 1*

Q20 Staff members were friendly and courteous.

Strongly agree*[Code = 4] [Numeric Value = 4]*

Somewhat agree*[Code = 3] [Numeric Value = 3]*

Somewhat disagree*[Code = 2] [Numeric Value = 2]*

Strongly disagree*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

	Required answers: 1	*Allowed answers: 1*

Q21 I was assisted promptly.

Strongly agree*[Code = 4] [Numeric Value = 4]*

Somewhat agree*[Code = 3] [Numeric Value = 3]*

Somewhat disagree*[Code = 2] [Numeric Value = 2]*

Strongly disagree*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

	Required answers: 1	*Allowed answers: 1*

Q22 Please provide any comments or suggestions regarding your experience in person or on the phone with the Registrar's Office regarding GRADUATION:

[Textbox]

	Required answers: 0	*Allowed answers: 1*

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Please indicate your level of agreement with the following statements regarding your interaction (IN PERSON OR BY PHONE) with the Registrar's Office regarding **TRANSCRIPTS AND VERIFICATION**:

Q23 I received clear and accurate information.

Strongly agree*[Code = 4] [Numeric Value = 4]*

Somewhat agree*[Code = 3] [Numeric Value = 3]*

Somewhat disagree*[Code = 2] [Numeric Value = 2]*

Strongly disagree*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q24 Staff members were friendly and courteous.

Strongly agree*[Code = 4] [Numeric Value = 4]*

Somewhat agree*[Code = 3] [Numeric Value = 3]*

Somewhat disagree*[Code = 2] [Numeric Value = 2]*

Strongly disagree*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q25 I was assisted promptly.

Strongly agree*[Code = 4] [Numeric Value = 4]*

Somewhat agree*[Code = 3] [Numeric Value = 3]*

Somewhat disagree*[Code = 2] [Numeric Value = 2]*

Strongly disagree*[Code = 1] [Numeric Value = 1]*

Did not use service*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

Q26 Please provide any comments or suggestions regarding your experience in person or on the phone with the Registrar's Office regarding **TRANSCRIPTS AND VERIFICATION**:

[Code = 1] [Textbox]

Required answers: 0   Allowed answers: 1

Q27 Did you use the online Academic Calendar? (http://registrar.utah.edu/academic-calendars/index.php)

Yes*[Code = 1]*

No*[Code = 2]*

Unsure*[Code = 0] [N/A]*

Required answers: 1   Allowed answers: 1

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Q28 Was the online Academic Calendar helpful to you?

Yes (please explain)*[Code = 1] [Textbox]*

No (please explain)*[Code = 2] [Textbox]*

Required answers: 1   Allowed answers: 1

Display if Q27='Yes'

Q29 Did you use the online graduation information?

Yes*[Code = 1]*

No*[Code = 2]*

Required answers: 1   Allowed answers: 1

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Q30 Please rate your satisfaction with the online graduation information:

Very satisfied*[Code = 4] [Numeric Value = 4]*

Satisfied*[Code = 3] [Numeric Value = 3]*

Dissatisfied*[Code = 2] [Numeric Value = 2]*

Very dissatisfied*[Code = 1] [Numeric Value = 1]*

| | *Required answers: 1* | *Allowed answers: 1* |

Display if Q29='Yes'

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Q31 What would make the online graduation information more helpful to students?

[Code = 1] [Textbox]

| | *Required answers: 0* | *Allowed answers: 1* |

Display if Q30='Very dissatisfied'

Q32 What prevented you from using the online graduation information?

[Code = 1] [Textbox]

| | *Required answers: 0* | *Allowed answers: 1* |

Display if Q29='No'

Q33 Please provide any additional comments or suggestions to improve the services offered by the Registrar's Office:

[Code = 1] [Textbox]

| | *Required answers: 0* | *Allowed answers: 1* |