

Recent Graduate Survey 2012-2013

Brief description of program / project:

This survey is used to gauge the level of satisfaction students' associate with a range of services offered by the Registrar's Office both in person and using online features.

Who was asked to complete the survey:

Students who graduated during the fall 2012, Spring 2013, and Summer 2013 terms.

How many people were asked? About 7,000

Respondents: 425, 62% Bachelors, 28% Masters, 10% Doctorate

Administration Type: department sent emails

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. We've also decided to redesign this survey and how it will be administered to hopefully increase the response rate and to better measure student satisfaction.

Which department and/or program goals does this project 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.