

Graduate Survey 2008-2009

Key Findings:

In this recent survey respondents were generally very satisfied with the myriad of on-line services provided by the university through the Campus Information System including: Update Personal Information, Access Grades, View Registration Dates, Class Schedule and their Unofficial Transcript. Respondents also felt they received 'clear and accurate information' when interacting with the office with a 77% approval. Over 76% of the respondents felt the staff were 'friendly and courteous'. Overall satisfaction with the 'online graduation information' was approved by 93% of the respondents.

Actions Taken:

We continue to seek ways to improve our graduation processes with our monthly Graduation Review Task Force meetings. This group has both short term and long term goals for quality improvement from making communications as clear as possible to implementing the GPS (Graduation Planning System) which is part of the Graduation Guarantee program. Our goal eventually will be to use DAR's (Degree Audit Report) to 'clear' candidates for graduation in a much more timely and accurate manner. We have 'crossed trained' staff in the Registration area to work with the Graduation area during 'peak' times to assist with the approval process. We always look for ways to use technology to enhance and improve our overall office efficiency and effectiveness.