

Recent Graduate Survey 2009-2010

Description: Please provide access to Tim Ebner, Michael Bard and Emily Johnson.

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

Q2 Add/drop Classes

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q3 Change Password

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q4 File Repeated Class Petition

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q5 Update Personal Information (address, phone, e-mail, etc.)

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q6 Access Grades

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q7 View Registration Dates

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q8 View Class Schedule

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q9 View Unofficial Transcript

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q10 Generate Degree Audit Report (DARS)

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q11 Find information on policies and procedures in the Student Handbook <http://www.acs.utah.edu/sched/handbook/toc.htm>

Very Satisfied [Code = 4]

Somewhat Satisfied [Code = 3]

Somewhat Dissatisfied [Code = 2]

Very Dissatisfied [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q12 Please provide any comments or suggestions regarding the online services:

[TextBox]

Required answers: 0 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:

Q13 I received clear and accurate information.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q14 Staff members were friendly and courteous.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q15 I was assisted promptly.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service Not Used [Code = 0]

Required answers: 1 Allowed answers: 1

Q16 Please provide any comments or suggestions regarding your experience in person or on the phone with the Registrar's Office regarding REGISTRATION:

[TextBox]

Required answers: 0 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:

Q17 I received clear and accurate information.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service not used [Code = 0]

Required answers: 1 Allowed answers: 1

Q18 Staff members were friendly and courteous.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service not used [Code = 0]

Required answers: 1 Allowed answers: 1

Q19 I was assisted promptly.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service not used [Code = 0]

Required answers: 1 Allowed answers: 1

Q20 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:

Q21 I received clear and accurate information.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service not used [Code = 0]

Required answers: 1 Allowed answers: 1

Q22 Staff members were friendly and courteous.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service not used [Code = 0]

Required answers: 1 Allowed answers: 1

Q23 I was assisted promptly.

Strongly Agree [Code = 4]

Somewhat Agree [Code = 3]

Somewhat Disagree [Code = 2]

Strongly Disagree [Code = 1]

Service not used [Code = 0]

Required answers: 1 Allowed answers: 1

Q24 Please provide any comments or suggestions regarding your experience in person or on the phone with the Registrar's Office regarding TRANSCRIPTS AND VERIFICATION:

[TextBox]

Required answers: 0 Allowed answers: 1

Q25 Did you use the online Academic Calendar? (<http://www.sa.utah.edu/regist/pages/Deadlines.html>)

Yes [Code = 1]

No [Code = 2]

Unsure [Code = 3]

Required answers: 1 Allowed answers: 1

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Q26 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

Q25='Yes'

Q27 Did you use the online graduation information?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

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Q28 Please rate your satisfaction with the online graduation information:

Very satisfied [Code = 4]

Satisfied [Code = 3]

Dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Required answers: 1 Allowed answers: 1

Q27='Yes'

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Q29 What would make the online graduation information more helpful to students?

[TextBox]

Required answers: 0 Allowed answers: 1

Q28='Very dissatisfied'

Q30 What prevented you from using the online graduation information?

[TextBox]

Required answers: 0 Allowed answers: 1

Q27='No'

Q31 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

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