

# Recent Graduate Survey 2010-2011

**Description:** Could we have the preview by 8/26/10 (only change is two new questions)? See uploaded file. Please provide access to Michael Bard and Tim Ebner.

**Date Created:** 8/20/2010 6:59:08 PM

**Date Range:** 9/1/2010 12:00:00 AM - 8/31/2011 11:59:00 PM

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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 FERPA Consent to Release Information to a Third Party

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

Q3 Change to Withhold or Release Directory Information

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

Q4 Add/drop Classes

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

**Q5 Change Password**

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

**Q6 File Repeated Class Petition**

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

**Q7 Update Personal Information (address, phone, e-mail, etc.)**

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

**Q8 Access Grades**

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

**Q9 View Registration Dates**

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

*Required answers: 1 Allowed answers: 1*

Q10 View Class Schedule

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q11 View Unofficial Transcript

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q12 Generate Degree Audit Report (DARS)

Very satisfied [Code = 4]

Somewhat satisfied [Code = 3]

Somewhat dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q13 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]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q14 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:

Q15 I received clear and accurate information.

Strongly agree [Code = 4]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q16 Staff members were friendly and courteous.

Strongly agree [Code = 4]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q17 I was assisted promptly.

Strongly agree [Code = 4]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q18 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 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]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q20 Staff members were friendly and courteous.

Strongly agree [Code = 4]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q21 I was assisted promptly.

Strongly agree [Code = 4]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

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]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q24 Staff members were friendly and courteous.

Strongly agree [Code = 4]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

Required answers: 1 Allowed answers: 1

Q25 I was assisted promptly.

Strongly agree [Code = 4]

Somewhat agree [Code = 3]

Somewhat disagree [Code = 2]

Strongly disagree [Code = 1]

Did not use service [Code = 0]

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:

[TextBox]

Required answers: 0 Allowed answers: 1

Q27 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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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

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]

Satisfied [Code = 3]

Dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Required answers: 1 Allowed answers: 1

Q29='Yes'

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

[TextBox]

Required answers: 0 Allowed answers: 1

Q30='Very dissatisfied'

Q32 What prevented you from using the online graduation information?

[TextBox]

Required answers: 0 Allowed answers: 1

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