Recent Graduate Survey Summary
Summer 2007

166 Respondents
147 Completed

64.85% of respondents reported most recently earning a Bachelor's Degree from the U.
31.52% of respondents reported most recently earning a Master's degree.
4.24% of respondents reported most recently earning a Doctorate.

89.86% of respondents reported being satisfied with the **Add/Drop Classes** online service. 7.43% reported Service Not Used.
81.76% of respondents reported being satisfied with the **Change Password** online service. 2.03% reported Service Not Used.
25.68% of respondents reported being satisfied with the **File Repeated Class Petition** online service. 69.59% reported Service Not Used.
87.84% of respondents reported being satisfied with the **Update Personal Information** online service. 10.14% reported Service Not Used.
97.97% of respondents reported being satisfied with the **Access Grades** online service. 0.00% reported Service Not Used.
94.59% of respondents reported being satisfied with the **View Registration Dates** online service. 2.70% reported Service Not Used.
97.29% of respondents reported being satisfied with the **View Class Schedule** online service. 1.35% reported Service Not Used.
91.89% of respondents reported being satisfied with the **View Unofficial Transcript** online service. 6.08% reported Service Not Used.
77.70% of respondents reported being satisfied with the **Generate Degree Audit Report** online service. 15.54% reported Service Not Used.
49.32% of respondents reported being satisfied with the **Find Information on Policies and Procedures in the Student Handbook** online service. 38.51% reported Service Not Used.
Open ended comments regarding the online services included:
      Unclear understanding of "catalog year"
      Dissatisfaction with frequency of required password changes
      Schedule layout/registration and add/drop dates could be made clearer
      Separate listings for undergrad/grad classes

Regarding their interaction in person or by phone with the Registrar's Office regarding REGISTRATION:
73.65% of respondents reported **Receiving clear and accurate information**. 20.95% reported Service Not Used.
73.65% of respondents reported **Staff members were friendly and courteous**. 22.30% reported Service Not Used.
67.56% of respondents reported **They were assisted promptly**. 22.30% reported Service Not Used.

Open-ended comments regarding interaction in person or by phone with the Registrar's Office regarding REGISTRATION included:

      Received misinformation/contradictory information upon calling

      Transferred too many times/left on hold too long upon calling

      Experienced delay in updating academic status

Regarding their interaction in person or by phone with the Registrar's Office regarding GRADUATION:

75.00% of respondents reported **Receiving clear and accurate information**. 10.14% reported Service Not Used.

81.76% of respondents reported **Staff members were friendly and courteous**. 13.51% reported Service Not Used.

80.41% of respondents reported **They were assisted promptly**. 11.49% reported Service Not Used.

Open-ended comments regarding interaction in person or by phone with the Registrar's Office regarding GRADUATION included:

      Inefficient process of submitting graduation lists

      Problems updating graduation credits

      Miscommunication regarding graduation status

Regarding their interaction in person or by phone with the Registrar's Office regarding TRANSCRIPTS and VERIFICATION:

70.55% of respondents reported **Receiving clear and accurate information**. 24.66% reported Service Not Used.

72.60% of respondents reported **Staff members were friendly and courteous**. 26.03% reported Service Not Used.

69.86% of respondents reported **They were assisted promptly**. 25.34% reported Service Not Used.

Open-ended comments regarding interaction in person or by phone with the Registrar's Office regarding TRANSCRIPTS and VERIFICATION included:

      Transferred too many times/left on hold too long upon calling

      Problems updating transfer credits

65.75% of respondents reported using the Academic Calendar.

Of those who reported using it, 98.96% reported the Academic Calendar was helpful.

86.30% of respondents reported using the Online Graduation Information.

Of those who reported using it, 98.42% reported being satisfied with the Online Graduation Information.

Those who did not use the online graduation information reported the reasons as:

      Not knowing about it

      Not needing it