

Recent Graduate Survey 2009-2010

Brief description of project background:

A survey to gauge the level of satisfaction students feel toward a range of services offered by the Registrar's Office both in person or online.

Who was asked to complete survey:

Students who have graduated during the fall 2009, spring 2010, and summer 2010 terms.

How many people were asked? The survey was sent to over 6,000 students, 417 students responded.

Administration Type: Department e-mail

Summary of Key Findings:

The majority of students that used our services were very satisfied with either the service itself or the level of customer service received.

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 ways of improving current services.

Which department and/or program goals does this survey 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 survey 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.