

## Registrar's Office Student Satisfaction Survey 2014

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The Registrar's Office processes registration for classes, maintains your official academic records, confirms requirements are completed for graduation, and issues official transcripts and verification letters. The purpose of this survey is to assess your satisfaction with these services throughout your enrollment at the university. We estimate that it will take less than 5 minutes to complete the survey. Your time and feedback are greatly appreciated.

Required answers: 0      Allowed answers: 0

Please indicate your level of satisfaction with the following services available online.

### Q1 Accessing the academic calendar

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1      Allowed answers: 1

### Q2 Viewing registration dates

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1      Allowed answers: 1

### Q3 Registering for and dropping classes

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1      Allowed answers: 1

### Q4 Accessing grades

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1      Allowed answers: 1

### Q5 Generating degree audit reports (DARS)

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]		
Did not use service[Code = 0] [N/A]		
	Required answers: 1	Allowed answers: 1

Q6 Updating personal information (address, phone, email, etc.)		
Very satisfied[Code = 4] [Numeric Value = 4]		
Somewhat satisfied[Code = 3] [Numeric Value = 3]		
Somewhat dissatisfied[Code = 2] [Numeric Value = 2]		
Very dissatisfied[Code = 1] [Numeric Value = 1]		
Did not use service[Code = 0] [N/A]		
	Required answers: 1	Allowed answers: 1

Q7 Changing password		
Very satisfied[Code = 4] [Numeric Value = 4]		
Somewhat satisfied[Code = 3] [Numeric Value = 3]		
Somewhat dissatisfied[Code = 2] [Numeric Value = 2]		
Very dissatisfied[Code = 1] [Numeric Value = 1]		
Did not use service[Code = 0] [N/A]		
	Required answers: 1	Allowed answers: 1

Q8 Viewing Personal Graduation Information		
Very satisfied[Code = 4] [Numeric Value = 4]		
Somewhat satisfied[Code = 3] [Numeric Value = 3]		
Somewhat dissatisfied[Code = 2] [Numeric Value = 2]		
Very dissatisfied[Code = 1] [Numeric Value = 1]		
Did not use service[Code = 0] [N/A]		
	Required answers: 1	Allowed answers: 1

Q9 Filing repeated class petitions		
Very satisfied[Code = 4] [Numeric Value = 4]		
Somewhat satisfied[Code = 3] [Numeric Value = 3]		
Somewhat dissatisfied[Code = 2] [Numeric Value = 2]		
Very dissatisfied[Code = 1] [Numeric Value = 1]		
Did not use service[Code = 0] [N/A]		
	Required answers: 1	Allowed answers: 1

Q10 Finding information on policies and procedures		
Very satisfied[Code = 4] [Numeric Value = 4]		
Somewhat satisfied[Code = 3] [Numeric Value = 3]		
Somewhat dissatisfied[Code = 2] [Numeric Value = 2]		
Very dissatisfied[Code = 1] [Numeric Value = 1]		
Did not use service[Code = 0] [N/A]		
	Required answers: 1	Allowed answers: 1

Q11 Requesting record verifications		
Very satisfied[Code = 4] [Numeric Value = 4]		
Somewhat satisfied[Code = 3] [Numeric Value = 3]		

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q12 Ordering official transcripts

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q13 Viewing my unofficial transcript

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q14 Providing consent to release your private information to others

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q15 Withholding permission to release your directory information

Very satisfied[Code = 4] [Numeric Value = 4]

Somewhat satisfied[Code = 3] [Numeric Value = 3]

Somewhat dissatisfied[Code = 2] [Numeric Value = 2]

Very dissatisfied[Code = 1] [Numeric Value = 1]

Did not use service[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q16 Please provide any comments or suggestions related to the online services listed above.

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q17 Overall, how satisfied are you with the services of the Registrar's Office?

Very satisfied[Code = 1]

Somewhat satisfied[Code = 2]

Somewhat dissatisfied[Code = 3]

Very dissatisfied[Code = 4]

Required answers: 1 Allowed answers: 1

Please indicate your agreement with the following:

Q18 I receive clear and accurate information from the Registrar's Office.

Strongly agree[Code = 4] [Numeric Value = 4]

Somewhat agree[Code = 3] [Numeric Value = 3]

Somewhat disagree[Code = 2] [Numeric Value = 2]

Strongly disagree[Code = 1] [Numeric Value = 1]

N/A[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q19 I receive friendly and courteous service from staff in the Registrar's Office.

Strongly agree[Code = 4] [Numeric Value = 4]

Somewhat agree[Code = 3] [Numeric Value = 3]

Somewhat disagree[Code = 2] [Numeric Value = 2]

Strongly disagree[Code = 1] [Numeric Value = 1]

N/A[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q20 I receive prompt assistance when I need help from the Registrar's Office.

Strongly agree[Code = 4] [Numeric Value = 4]

Somewhat agree[Code = 3] [Numeric Value = 3]

Somewhat disagree[Code = 2] [Numeric Value = 2]

Strongly disagree[Code = 1] [Numeric Value = 1]

N/A[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q21 Please provide any comments or suggestions related to how the Registrar's Office provides prompt, friendly and accurate service.

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q22 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