

## Graduated Student Survey Summary Summer 2007

2114 Respondents  
1467 Completed (69.39%)

66.51% of respondents reported most recently earning a Bachelor's Degree from the U.  
25.54% of respondents reported most recently earning a Master's degree.  
7.05% of respondents reported most recently earning a Doctorate.  
1.99% of respondents reported most recently earning a Law degree.  
0.19% of respondents reported most recently earning a Medical degree.

When asked to indicate the term in which they graduated, responses were as follows:

Spring 2007	0.00%
Fall 2006	13.62%
Summer 2006	14.52%
Spring 2006	46.05%
Fall 2005	18.43%
Summer 2005	1.76%
Spring 2005	0.57%
Fall 2004	0.00%
Summer 2004	0.14%
Spring 2004	0.05%
Other	4.86%

### Online Services

82.31% of respondents reported being satisfied (Somewhat Satisfied/Very Satisfied) with the **Add/Drop Classes**. 7.03% reported Service Not Used.

61.52% of respondents reported being satisfied with the **Change Password**. 3.10% reported Service Not Used.

24.28% of respondents reported being satisfied with the **File Repeated Class Petition**. 57.35% reported Service Not Used.

32.34% of respondents reported being satisfied with the **Elect CR/NC Option**. 47.42% reported Service Not Used.

79.06% of respondents reported being satisfied with the **Update Personal Information**. 6.88% reported Service Not Used.

92.88% of respondents reported being satisfied with the **Access Grades**. 0.34% reported Service Not Used.

84.82% of respondents reported being satisfied with the **View Registration Dates**. 2.65% reported Service Not Used.

92.14% of respondents reported being satisfied with the **View Class Schedule**. 0.98% reported Service Not Used.

90.57% of respondents reported being satisfied with the **View Academic Summary**. 0.54% reported Service Not Used.

72.68% of respondents reported being satisfied with the **Generate DARS Report**. 11.89% reported Service Not Used.

62.06% of respondents reported being satisfied with the **Consult the Class Schedule/Student Handbook**. 14.45% reported Service Not Used.

### **In Person or By Phone**

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

68.39% of respondents reported they **Received complete and accurate information**.

12.61% reported Service Not Used.

69.39% of respondents reported **Staff members were friendly and courteous**. 13.36% reported Service Not Used.

63.81% of respondents reported **They were assisted promptly**. 14.51% reported Service Not Used.

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

64.99% of respondents reported they **Received complete and accurate information**.

8.00% reported Service Not Used.

73.49% of respondents reported **Staff members were friendly and courteous**. 9.90% reported Service Not Used.

68.87% of respondents reported **They were assisted promptly**. 9.36% reported Service Not Used.

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

65.84% of respondents reported they **Received complete and accurate information**.

13.91% reported Service Not Used.

67.94% of respondents reported **Staff members were friendly and courteous**. 15.61% reported Service Not Used.

65.26% of respondents reported **They were assisted promptly**. 15.92% reported Service Not Used.

### **Information on Registrar's Office Website**

75.42% of respondents reported being satisfied (Somewhat Satisfied/Very Satisfied) with the Academic Calendars.

63.95% of respondents reported being satisfied with the Final Exam Schedules.

56.00% of respondents reported being satisfied with the Graduation/Commencement Information.

63.25% of respondents reported being satisfied with the Transcripts Information.

53.95% of respondents reported being satisfied with the Student Handbook.

53.39% of respondents reported being satisfied with the Registration Policies.

When asked how their perception of the Registrar's Office changed during the time they were enrolled at the U of U, respondents reported the following:

Improved 39.37%

Did not Change 56.50%

Worsened 4.13%