

## Registrar's Office Student Satisfaction Survey

### Brief description of program / project:

Assess student satisfaction with the services provided by the Registrar's Office.

### Who was asked to complete the survey:

Seniors and first year graduate students

**Response Rate: 11.37 % (980 of 8619)**

### Administration Type:

CampusLabs e-mail

### Summary of Key Findings:

- 92.25% indicated they were "very satisfied or satisfied" with the services of the Registrar's Office.
- 90.66% indicated they "strongly agree or somewhat agree" they receive clear and accurate information from the Registrar's Office [Note: those that responded N/A were excluded.]
- 90.55% indicated they "strongly agree or somewhat agree" they receive friendly and courteous service from staff in the Registrar's Office [Note: those that responded N/A were excluded.]
- 84.43% indicated they "strongly agree or somewhat agree" they receive prompt assistance when they need help from the Registrar's Office [Note: those that responded N/A were excluded.]
- 14 commented about accessibility and usefulness of the academic calendar; several suggestions for being able to upload calendar information into personal calendars.
- 13 commented with concerns about the availability of the online student directory and misunderstanding about how to prevent the release of directory information.

### Actions Planned and/or Taken as of 7/2/2014:

Issues from written comments	Notes	Action(s)
Phone service: not friendly, long wait times, many transfers, not knowledgeable	New phone service to be installed June 20: will allow for fewer transfers, more people to answer incoming calls, more self-help messages, etc.	<ul style="list-style-type: none"><li>• Install new phone service.</li><li>• Provide training and/or materials to admissions staff to reduce mis-transferred calls.</li></ul>

Concerns about accessibility and functionality of academic calendar		<ul style="list-style-type: none"> <li>• Consider establishing a twitter account that would auto tweet calendar dates</li> <li>• Explore options for downloading calendar info</li> <li>• Ask about including a link to the calendar on the main Utah.edu landing page</li> </ul>
Concerns about online student directory and process for preventing release of directory info		<ul style="list-style-type: none"> <li>• Suggest including more detail in Orientation presentation</li> <li>• Inquire if it's possible to allow students to opt out of online directory only without doing a full privacy restriction through Registrar's Office</li> <li>• Review forms for possible revision</li> </ul>
Complaints about completing post-term surveys in order to access grades.	Survey response data is available from the student schedule. Students can select "finish" without providing data. Others are known click through questions thoughtlessly to get to grades.	<ul style="list-style-type: none"> <li>• Inquire about current value of these surveys and if continued use is appropriate.</li> </ul>
Better publicity of graduation application dates.	Within the last six months the graduation application message in the student message center has been updated, these dates have been added to several calendars available across campus, and more prominence given to these dates on our website.	<ul style="list-style-type: none"> <li>• Consider additional approaches for publicity of these dates.</li> </ul>
Concerns about font size and ability to get PDF of unofficial transcript.		<ul style="list-style-type: none"> <li>• Inquire with Student Systems if it's possible to implement these suggestions.</li> </ul>
Default to current (not completed) semester when viewing grades.		<ul style="list-style-type: none"> <li>• Inquire with Student Systems if it's possible to adjust default.</li> </ul>
Default to 1999 when searching for classes		<ul style="list-style-type: none"> <li>• Inquire with Student Systems if it's possible to adjust default.</li> </ul>

Suggestion to apply for graduation online	There is a current request for service to implement this.	
Suggestion to give email reminder about last day to drop		<ul style="list-style-type: none"> <li>• Will add these dates to the Student Message Center</li> </ul>
Better communication about priority registration appointments		<ul style="list-style-type: none"> <li>• Review related webpage and see if revisions are appropriate.</li> </ul>
DARS available for graduate students and/or understanding that its only for undergraduates		<ul style="list-style-type: none"> <li>• Communicate student comments to Undergraduate Studies</li> </ul>
Proof of registration needed to get health insurance		<ul style="list-style-type: none"> <li>• Inquire with Student Wellness Center if proof is needed for health insurance through the U of U</li> </ul>
Combining double majors and minors (a student's entire program) into a single DARS		<ul style="list-style-type: none"> <li>• Communicate student comments to Undergraduate Studies</li> </ul>
Should not have to send U of U transcripts to U of U		<ul style="list-style-type: none"> <li>• Work with new Scholarships Office to see if department need can be met without official transcript from a student.</li> <li>• Work with admissions to ensure that all communications no longer ask for U of U transcripts</li> </ul>
Clarity/reassurance about how to graduate with honors		<ul style="list-style-type: none"> <li>• Edit webpage to make requirements bulleted and easier to read.</li> </ul>
Online chat feature		<ul style="list-style-type: none"> <li>• Explore how other schools have benefited (or not) from implementing this service.</li> </ul>
Don't feel like questions are fully answered	Many student issued are multi-faceted and cannot be answered by a single office.	
Online information not clear		<ul style="list-style-type: none"> <li>• Continue revising webpages so that information is more clear and concise.</li> </ul>
Complaint about changes to class schedules that occur after registration and that are not communicated to students	Departments should be taking responsibility for this communication.	<ul style="list-style-type: none"> <li>• Consider ways of supporting departments with communicating this information.</li> </ul>

**Which department and/or program goals does this program / project align with?**

2013-2014 Goal: Improve customer service to all of our customers. Top priority is students first.

**Which Student Affairs goals does this program / project align with?**

1, 6, 7, 8

**Which Learning Domain(s) does this program / project align with?**

Practical competence

Critical thinking