**Project Summary**

**Registrar’s Office Student Satisfaction Survey 2015**

**Goal and desired outcomes of the program or service:**
Staff service excellence, seamless navigation, and student success and support

**Goal of assessment:**
Measure student satisfaction with services of the Registrar’s Office and solicit suggestions for improvement.

**Population sampled:**
Students with senior standing, and first year graduate students (excluding law and medicine).

**Response Rate:** 8.3% (735 of 8870)
**Administration Type:** E-mail invitation through Campus Labs

**Summary of Key Findings**

- **Areas of Strength** – over 90% satisfaction (Note: “didn’t use” and “N/A” included)
  - 91% indicated they receive friendly and courteous service from the registrar’s office
  - 92% satisfied or neutral with changing password
  - 96% satisfied or neutral with filing repeated class petitions
  - 93% satisfied or neutral with providing consent to release private info to others
  - 91% satisfied or neutral with requesting record verifications
  - 92% satisfied or neutral with viewing unofficial transcripts
  - 94% satisfied or neutral with withholding permission to release directory information

- **Areas of Concern** – drop of more than 5% in satisfaction or less than 75% satisfaction (Note: “didn’t use” and “N/A” included)
  - None

**Actions Taken/Planned based on the findings from this assessment:**

<table>
<thead>
<tr>
<th>Selected Issues from Student Comments</th>
<th>Notes</th>
<th>Action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desire for better communication with graduating students</td>
<td></td>
<td>Graduation communications have been reviewed. Possible changes will occur with the implementation of an electronic application and use of graduation tracking which will reflect status changes as students advance through the process.</td>
</tr>
<tr>
<td>Concern about long hold</td>
<td>It is currently unclear</td>
<td>Conor will review data on long</td>
</tr>
<tr>
<td>Concern</td>
<td>Description</td>
<td>Action</td>
</tr>
<tr>
<td>---------</td>
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<tr>
<td>times on phone</td>
<td>when long hold times occur and how wide spread the problem is.</td>
<td>hold times and see if a strategy can be developed to reduce these during peak calling seasons.</td>
</tr>
<tr>
<td>Concern about getting consistent (i.e. accurate) information from everyone in the office</td>
<td>This is a notorious problem.</td>
<td>Student Service Supervisors will develop a plan to ensure that all staff are responding to inquiries in a consistent manner.</td>
</tr>
<tr>
<td>Concern about professionalism and enthusiasm of staff</td>
<td>Transcript prices were increased this year. We are in the range of our PAC-12 counterparts but much higher than other Utah schools.</td>
<td>Student Service Supervisors will implement an incentive and motivation program this academic year.</td>
</tr>
<tr>
<td>12 responders criticized the high cost of official transcripts</td>
<td>It takes as much time to generate an unofficial transcript as an official one. Not sure much can be done about this since it is tied to PeopleSoft processes.</td>
<td>Staff will be prepared to respond consistently expressing sympathy and understanding as appropriate.</td>
</tr>
</tbody>
</table>

**Alignment**

**Student Affairs Key Activity:** [still in process]

**Departmental Key Activity:** Seamless Navigation

**Departmental goal this project addresses:** Developing Staff Service Excellence

**Student Affairs Learning Domain Connection:** *Academic Persistence & Achievement*

*Please explain how this project connects to this Learning Domain:* The services of our office directly support academic persistence and achievement—facilitating course registration, record keeping, and awarding credentials for learning. This survey is intended to measure student satisfaction related to using these services which support their learning.
Student Affairs Learning Domain Connection: *Practical Competence*

*Please explain how this project connects to this Learning Domain:* Much of the work of the registrar’s office is driven by the academic calendar and related due dates for students to take necessary actions. Our office supports the development of practical competence by helping students understand relevant policies and processes related to the academic offerings they are seeking and participating in and supporting their compliance with these provisions.