

Admissions and Records Survey (Spring 10)

Introduction

In an effort to learn more about the students experiences with Admissions and Records, a survey was administered to students during the Spring 10 term. There were a total of 54 respondents.

Results

Table 1: Respondents reported purpose of visit..

	Yes	
	Count	%
<i>Purposed of visit: Registration</i>	10	18.5%
<i>Purposed of visit: Application</i>	4	7.4%
<i>Purposed of visit: Bill payment</i>	3	5.6%
<i>Purposed of visit: Dropping or adding classes</i>	27	50.0%
<i>Purposed of visit: Buying a parking permit</i>	2	3.7%
<i>Purposed of visit: Other services</i>	11	20.4%

Other services suggestions: *Withdraw, drop classes, grant application, assessment test, transcript, student id number, graduation, ASB.*

Table 2: Reason for coming in-person.

	Yes	
	Count	%
<i>Why in-person: No computer access</i>	4	7.4%
<i>Why in-person: No computer access</i>	4	7.4%
<i>Why in-person: No credit card</i>	2	3.7%
<i>Why in-person: Tried online but didn't work</i>	5	9.3%
<i>Why in-person: Didn't know</i>	9	16.7%
<i>Why in-person: Prefer to come in</i>	32	59.3%
<i>Why in-person: Other</i>	5	9.3%

Other reasons: *Grant application, I am athlete and cannot do it otherwise, already here anyway, ASB card, needed other information.*

Table 3: Likelihood of using computer kiosk..

	Not at all likely		A little likely		Likely		Very likely	
	Count	%	Count	%	Count	%	Count	%
<i>How likely to use computer kiosk without people to help</i>	7	17.9%	10	25.6%	9	23.1%	13	33.3%
<i>How likely to use computer kiosk with people to help</i>	5	12.2%	7	17.1%	17	41.5%	12	29.3%

Table 4: Satisfaction with services.

	Strongly agree		Agree		Disagree		Strongly disagree	
	Count	%	Count	%	Count	%	Count	%
<i>Staff person at front desk was very helpful</i>	35	72.9%	10	20.8%	0	.0%	3	6.3%
<i>Staff person at front desk was very knowledgeable</i>	29	69.0%	11	26.2%	0	.0%	2	4.8%
<i>I accomplished what I needed to do on this visit</i>	29	70.7%	9	22.0%	0	.0%	3	7.3%

Table 5: Overall satisfaction

	Not at all		A little satisfied		Satisfied		Very satisfied	
	Count	%	Count	%	Count	%	Count	%
<i>How satisfied are you with the A&R services</i>	0	.0%	0	.0%	19	39.6%	29	60.4%

Suggestions:

Longer office hours, None at the time, more assistance and services, keep it up, everything is ok, It's a great system, I like it, they are always helpful, fix her printer, no suggestions very happy, need more people at front desk at times there is already a long line and you have to wait for a long time for a second question.