	C	Count	Percent
		Jount	
1. Over the past six months, have you contacted TI Enrollment Services for any service, assistance or			
•			/
(Not Answered)		6	6.67 %
Yes		70	77.78 %
No (Skip to Question 6)		14	15.56 %
	Total Responses	90	100 %
2. To which of the following do you belong?			
(Not Answered)		19	21.11 %
Administration		14	15.56 %
Faculty		37	41.11 %
Staff		17	18.89 %
Student		3	3.33 %
	Total Beenenees	90	100 %
-	Total Responses ent Services to		
•	-		
respond to your request?	-	20	22.22 %
-	-		
respond to your request? (Not Answered)	-	20	22.22 %
respond to your request? (Not Answered) Immediately	-	20 35	22.22 % 38.89 %
respond to your request? (Not Answered) Immediately In one hour or less	-	20 35 12	22.22 % 38.89 % 13.33 %
respond to your request? (Not Answered) Immediately In one hour or less Two to four hours	-	20 35 12 7	22.22 % 38.89 % 13.33 % 7.78 %
respond to your request? (Not Answered) Immediately In one hour or less Two to four hours One day	-	20 35 12 7 6	22.22 % 38.89 % 13.33 % 7.78 % 6.67 %
respond to your request? (Not Answered) Immediately In one hour or less Two to four hours One day Several days	-	20 35 12 7 6 6	22.22 % 38.89 % 13.33 % 7.78 % 6.67 % 6.67 %
respond to your request? (Not Answered) Immediately In one hour or less Two to four hours One day Several days Several weeks	-	20 35 12 7 6 6 2	22.22 % 38.89 % 13.33 % 7.78 % 6.67 % 6.67 % 2.22 %
Immediately In one hour or less Two to four hours One day Several days Several weeks	ent Services to	20 35 12 7 6 6 2 2	22.22 % 38.89 % 13.33 % 7.78 % 6.67 % 6.67 % 2.22 % 2.22 %
respond to your request? (Not Answered) Immediately In one hour or less Two to four hours One day Several days Several weeks I did not receive a response.	ent Services to	20 35 12 7 6 6 2 2	22.22 % 38.89 % 13.33 % 7.78 % 6.67 % 6.67 % 2.22 % 2.22 %
 respond to your request? (Not Answered) Immediately In one hour or less Two to four hours One day Several days Several weeks I did not receive a response. 4. Did the time required to complete your request mathematical procession of the second	ent Services to	20 35 12 7 6 6 2 2 90	22.22 % 38.89 % 13.33 % 7.78 % 6.67 % 2.22 % 2.22 % 2.22 %
<pre>respond to your request? (Not Answered) Immediately In one hour or less Two to four hours One day Several days Several weeks I did not receive a response. 4. Did the time required to complete your request m (Not Answered)</pre>	ent Services to Total Responses neet your needs?	20 35 12 7 6 2 2 90 21	22.22 % 38.89 % 13.33 % 7.78 % 6.67 % 2.22 % 2.22 % 100 %
<pre>respond to your request? (Not Answered) Immediately In one hour or less Two to four hours One day Several days Several days I did not receive a response. 4. Did the time required to complete your request re (Not Answered) My request was completed faster than I required.</pre>	ent Services to Total Responses neet your needs?	20 35 12 7 6 6 2 2 90 21 34	22.22 % 38.89 % 13.33 % 7.78 % 6.67 % 2.22 % 2.22 % 100 % 23.33 % 37.78 %

	Cou	t	Percent	
How satisfied were you with the servic	e you received?			
(Not Answered)	20		22.22 %	
Very satisfied	34		37.78 %	
Satisfied	25		27.78 %	
Neither satisfied nor dissatisfied			4.44 %	
Very dissatisfied			4.44 %	
	:		3.33 %	
Dissatisfied	•			
	Total Responses 9)	100 %	, D
Dissatisfied a. How often do you use Recruitment As (Not Answered)	Total Responses 9) ts)?	100 %	
a. How often do you use Recruitment As	Total Responses Sesistance (Attract Prospective Stude) ts)?	100 %	
a. How often do you use Recruitment As (Not Answered)	Total Responses Sesistance (Attract Prospective Studer) ts)?	100 % 26.67 %	
a. How often do you use Recruitment As (Not Answered) Use Frequently	Total Responses Sesistance (Attract Prospective Stude) ts)?	100 % 26.67 % 1.11 %	
a. How often do you use Recruitment As (Not Answered) Use Frequently Use Often	Total Responses Sesistance (Attract Prospective Studer) ts)?	100 % 26.67 % 1.11 % 4.44 %	

(Not Answered)		23	25.56 %
Use Frequently		4	4.44 %
Use Often		12	13.33 %
Use Occasionally		25	27.78 %
Never Use		26	28.89 %
	Total Responses	90	100 %

6c. How often do you use the Registrar (Registration: Schedule Changes/Add/Drop/Withdrawal, Grade: Posting/Changes, Graduation Services)?

	Total Responses	90	100 %
Never Use		11	12.22 %
Use Occasionally		27	30.00 %
Use Often		11	12.22 %
Use Frequently		18	20.00 %
(Not Answered)		23	25.56 %

	Co	ount	Percent
d. How often do you use Records (Enrollme	nt Verification, Transcript Req	uest, C	ampus Room
Scheduling)?			
(Not Answered)		23	25.56 %
Use Frequently		6	6.67 %
Use Often		19	21.11 %
Use Occasionally		26	28.89 %
Never Use		16	17.78 %
	Total Responses	90	100 %
a. How useful or beneficial has Recruitment	Assistance (Attract Prospecti	ve Stu	dents) been to you?
(Not Answered)		43	47.78 %
Always Useful		43 13	14.44 %
Often Useful		7	7.78 %
Occasionally Useful		, 10	11.11 %
Never Useful		17	18.89 %
	Total Responses	90	100 %
b. How useful or beneficial has Admissions	Assistance (New Student Adn	nission	, Current/Former Student Major
(Not Answered)		38	42.22 %
Always Useful		15	16.67 %
Often Useful		16	17.78 %
Occasionally Useful		12	13.33 %
Never Useful		9	10.00 %
	Total Responses	90	100 %
c. How useful or beneficial has the Registra		nges/A	dd/Drop/Withdrawal,
-	$rac{1}{2}$		
Grade: Posting/Changes, Graduation Service	s) been to you?		
-	s) been to you?	32	35.56 %
Grade: Posting/Changes, Graduation Service	s) been to you?	32 26	35.56 % 28.89 %
Grade: Posting/Changes, Graduation Service (Not Answered)	s) been to you?		
Grade: Posting/Changes, Graduation Service (Not Answered) Always Useful	s) been to you ?	26	28.89 %
Grade: Posting/Changes, Graduation Service (Not Answered) Always Useful Often Useful	s) been to you ?	26 17	28.89 % 18.89 %

	C	ount	Percent
7d. How useful or beneficial has Records (I	Enrollment Verification, Transc	ript Req	uest, Campus Roo
Scheduling) been to you?			
(Not Answered)		32	35.56 %
Always Useful		21	23.33 %
Often Useful		17	18.89 %
Occasionally Useful		13	14.44 %
Never Useful		7	7.78 %
	Total Responses	90	100 %
8a. How would you rate your level of satisf	action with Recruitment?		
(Not Answered)		28	31.11 %
Very Satisfied		12	13.33 %
Satisfied		17	18.89 %
Very Dissatisfied		2	2.22 %
Dissatisfied		1	1.11 %
Didn't Use		30	33.33 %
	Total Responses	90	100 %
8b. How would you rate your level of satisf	action with Admissions?		
		28	31.11 %
(Not Answered)			
(Not Answered) Very Satisfied		13	14.44 %
			14.44 % 28.89 %
Very Satisfied		13	28.89 % 2.22 %
Very Satisfied Satisfied		13 26	28.89 % 2.22 % 4.44 %
Very Satisfied Satisfied Very Dissatisfied		13 26 2	28.89 % 2.22 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied	Total Responses	13 26 2 4	28.89 % 2.22 % 4.44 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied		13 26 2 4 17	28.89 % 2.22 % 4.44 % 18.89 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied Didn't Use		13 26 2 4 17	28.89 % 2.22 % 4.44 % 18.89 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied Didn't Use 8c. How would you rate your level of satisfa		13 26 2 4 17 90	28.89 % 2.22 % 4.44 % 18.89 % 100 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied Didn't Use 8c. How would you rate your level of satisfa		13 26 2 4 17 90 28	28.89 % 2.22 % 4.44 % 18.89 % 100 % 31.11 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied Didn't Use 8c. How would you rate your level of satisfied (Not Answered) Very Satisfied		13 26 2 4 17 90 28 20	28.89 % 2.22 % 4.44 % 18.89 % 100 % 31.11 % 22.22 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied Didn't Use 8c. How would you rate your level of satisfa (Not Answered) Very Satisfied Satisfied		13 26 2 4 17 90 28 20 29	28.89 % 2.22 % 4.44 % 18.89 % 100 % 31.11 % 22.22 % 32.22 %
Very Satisfied Satisfied Very Dissatisfied Dissatisfied Didn't Use 8c. How would you rate your level of satisfied (Not Answered) Very Satisfied Satisfied Very Dissatisfied		13 26 2 4 17 90 28 20 29 2	28.89 % 2.22 % 4.44 % 18.89 % 100 % 31.11 % 22.22 % 32.22 % 2.22 %

	Count	Percent
I. How would you rate your level of satisfaction with Records?		
(Not Answered)	28	31.11 %
Very Satisfied	16	17.78 %
Satisfied	30	33.33 %
Very Dissatisfied	3	3.33 %
Dissatisfied	2	2.22 %
Didn't Use	11	12.22 %
Total Respo	nses 90	100 %