

# 2010 Enrollment Services Effectiveness Summary

## Count and Percent

	Count	Percent
<b>1. Over the past six months, have you contacted The Office of Enrollment Services for any service, assistance or information?</b>		
(Not Answered)	6	6.67 %
Yes	70	77.78 %
No (Skip to Question 6)	14	15.56 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>
<b>2. To which of the following do you belong?</b>		
(Not Answered)	19	21.11 %
Administration	14	15.56 %
Faculty	37	41.11 %
Staff	17	18.89 %
Student	3	3.33 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>
<b>3. About how long did it take The Office of Enrollment Services to respond to your request?</b>		
(Not Answered)	20	22.22 %
Immediately	35	38.89 %
In one hour or less	12	13.33 %
Two to four hours	7	7.78 %
One day	6	6.67 %
Several days	6	6.67 %
Several weeks	2	2.22 %
I did not receive a response.	2	2.22 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>
<b>4. Did the time required to complete your request meet your needs?</b>		
(Not Answered)	21	23.33 %
My request was completed faster than I required.	34	37.78 %
My request took longer to complete than I required.	12	13.33 %
I really had no specific time requirements.	23	25.56 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>

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<b>5. How satisfied were you with the service you received?</b>		
(Not Answered)	20	22.22 %
Very satisfied	34	37.78 %
Satisfied	25	27.78 %
Neither satisfied nor dissatisfied	4	4.44 %
Very dissatisfied	4	4.44 %
Dissatisfied	3	3.33 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>
<b>6a. How often do you use Recruitment Assistance (Attract Prospective Students)?</b>		
(Not Answered)	24	26.67 %
Use Frequently	1	1.11 %
Use Often	4	4.44 %
Use Occasionally	16	17.78 %
Never Use	45	50.00 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>
<b>6b. How often do you use Admissions Assistance (New Student Admissions, Current/Former Student Major Changes)?</b>		
(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 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>
<b>6c. How often do you use the Registrar (Registration: Schedule Changes/Add/Drop/Withdrawal, Grade: Posting/Changes, Graduation Services)?</b>		
(Not Answered)	23	25.56 %
Use Frequently	18	20.00 %
Use Often	11	12.22 %
Use Occasionally	27	30.00 %
Never Use	11	12.22 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>

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Count      Percent

**6d. How often do you use Records (Enrollment Verification, Transcript Request, Campus 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 %

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**Total Responses      90      100 %**

**7a. How useful or beneficial has Recruitment Assistance (Attract Prospective Students) been to you?**

(Not Answered)	43	47.78 %
Always Useful	13	14.44 %
Often Useful	7	7.78 %
Occasionally Useful	10	11.11 %
Never Useful	17	18.89 %

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**Total Responses      90      100 %**

**7b. How useful or beneficial has Admissions Assistance (New Student Admission, Current/Former Student Major Changes) been?**

(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 %

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**Total Responses      90      100 %**

**7c. How useful or beneficial has the Registrar (Registration: Schedule Changes/Add/Drop/Withdrawal, Grade: Posting/Changes, Graduation Services) been to you?**

(Not Answered)	32	35.56 %
Always Useful	26	28.89 %
Often Useful	17	18.89 %
Occasionally Useful	13	14.44 %
Never Useful	2	2.22 %

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**Total Responses      90      100 %**

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## Count and Percent

Count      Percent

### 7d. How useful or beneficial has Records (Enrollment Verification, Transcript Request, Campus Room 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 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>

### 8a. How would you rate your level of satisfaction 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 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>

### 8b. How would you rate your level of satisfaction with Admissions?

(Not Answered)	28	31.11 %
Very Satisfied	13	14.44 %
Satisfied	26	28.89 %
Very Dissatisfied	2	2.22 %
Dissatisfied	4	4.44 %
Didn't Use	17	18.89 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>

### 8c. How would you rate your level of satisfaction with the Registrar?

(Not Answered)	28	31.11 %
Very Satisfied	20	22.22 %
Satisfied	29	32.22 %
Very Dissatisfied	2	2.22 %
Dissatisfied	3	3.33 %
Didn't Use	8	8.89 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>

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	Count	Percent
<b>8d. How would you rate your level of satisfaction with Records?</b>		
(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 %
<b>Total Responses</b>	<b>90</b>	<b>100 %</b>