

2016 Carleton Satisfaction Survey for Students

Registrar's Office

Registrar's Office	
% Using Service	Number of Users
57.4%	268

Mean of Responses

	Registrar's Office		
	N	Avg.	Std. Dev.
My overall experience with the Registrar's Office	258	8.1	2.0
The ability to contact a staff member in person	219	8.3	1.9
The ability to contact a staff member by telephone	183	7.7	2.4
The ability to contact a staff member by e-mail	209	8.3	2.0
Response to requests or issues within an acceptable time	251	8.2	2.1
Ease of using the worksheet planning tool and Registration system	218	7.7	2.2
Understanding of my needs and requirements	251	7.7	2.3

Mean of Responses-cont'd

	Registrar's Office		
	N	Avg.	Std. Dev.
Frequency and content of communications from the Registrar's Office	221	7.8	2.0
Usefulness of the online registration information session	170	7.8	2.0
Usefulness of the electronic registration information package sent to first year students	173	7.8	2.2
Usefulness of the first year course selection guide for first year students	172	7.6	2.3
Ease of finding relevant services and information on the Registrar's Office website	219	7.4	2.3
My experience with the Student Registration Assistance Centre	166	8.0	2.2
Professional and helpful staff	233	8.3	1.9

Percentage of Responses

	Registrar's Office		
	Low	Med.	High
My overall experience with the Registrar's Office	5.4%	23.6%	70.9%
The ability to contact a staff member in person	5.0%	19.6%	75.3%
The ability to contact a staff member by telephone	9.3%	28.4%	62.3%
The ability to contact a staff member by e-mail	4.8%	19.6%	75.6%
Response to requests or issues within an acceptable time	6.8%	17.5%	75.7%
Ease of using the worksheet planning tool and Registration system	7.8%	32.1%	60.1%
Understanding of my needs and requirements	11.6%	27.1%	61.4%

Percentage of Responses-cont'd

	Registrar's Office		
	Low	Med.	High
Frequency and content of communications from the Registrar's Office	5.9%	34.4%	59.7%
Usefulness of the online registration information session	5.3%	33.5%	61.2%
Usefulness of the electronic registration information package sent to first year students	8.7%	27.2%	64.2%
Usefulness of the first year course selection guide for first year students	11.6%	27.3%	61.0%
Ease of finding relevant services and information on the Registrar's Office website	11.4%	35.2%	53.4%
My experience with the Student Registration Assistance Centre	5.4%	25.9%	68.7%
Professional and helpful staff	3.9%	19.7%	76.4%

Source: 2016 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

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