Johnson College

Assessment Day Survey: Registrar's Office

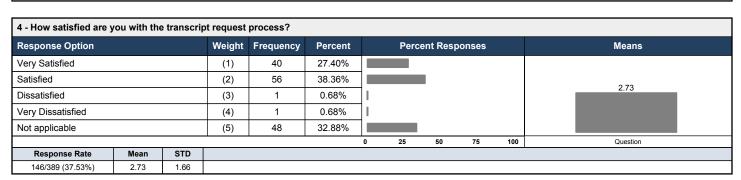
1 - I have contacted the Registrar's Office f					
Response Option	Weight	Frequency	Percent	Percent Responses	Means
Register for classes	(1)	90	59.60%		
Transfer-in credits	(2)	40	26.49%		
Request a transcript	(3)	22	14.57%		
Drop a class	(4)	24	15.89%		
Change my schedule	(5)	31	20.53%		
Graduation requirements	(6)	14	9.27%		
General questions	(7)	36	23.84%		
Other	(8)	11	7.28%		
I have never contacted the Registrar's Office	(9)	19	12.58%		
	•			0 25 50 75 100	
Response Rate 151/389 (38.82%)				·	

2 - How satisfied are you with the timely manner of transfer credit evaluation?												
Response Option			Weight	Frequency	Percent		Perc	cent Re	sponses		Means	
Very satisfied			(1)	48	32.43%							
Satisfied			(2)	61	41.22%							
Dissatisfied			(3)	4	2.70%						2.40	
Very dissatisfied			(4)	2	1.35%	ı						
Not applicable			(5)	33	22.30%							
			•			0	25	50	75	100	Question	
Response Rate	Mean	STD										
148/389 (38.05%)	2.40	1.51										

Response Option	Weight	Frequency	Percent		Perc	ent Res	ponses		Means		
Very Satisfied			(1)	58	38.93%		_				
Satisfied			(2)	76	51.01%						
Dissatisfied			(3)	1	0.67%	1					1.89
Very Dissatisfied			(4)	1	0.67%	1					1:55
Not applicable			(5)	13	8.72%						
						0	25	50	75	100	Question
Response Rate	Mean	STD									
149/389 (38.3%)	1.89	1.10									

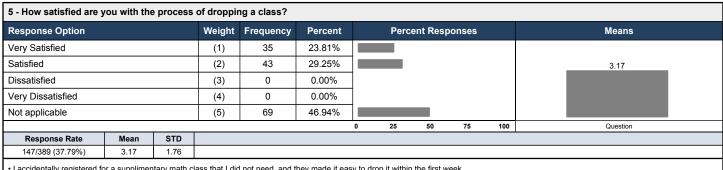
[•] The registrar was very nice and helpful! Every time i felt confused she was more than willing to explain everything to me.

[•] I had many things that were needed to be able to attend class and the registers office helped every step of the way.



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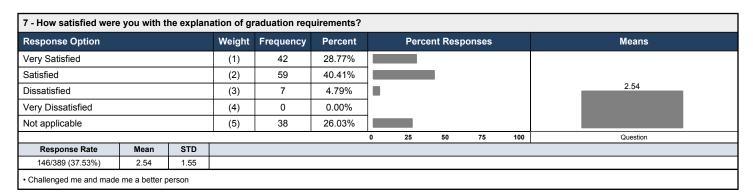
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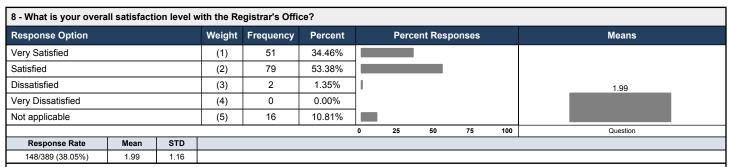


[•] I accidentally registered for a supplimentary math class that I did not need, and they made it easy to drop it within the first week.

[•] They made it easy I went down to the office and signed a form after they checked to make sure I would not lose any financial aid.

Baananaa Ontian	Majaht	Frequency	Percent		Daves	nt Door			Means		
Response Option	esponse Option Weight Free				Percent		Perce	nı Kest	onses		Wearis
Very Satisfied			(1)	43	29.25%						
Satisfied			(2)	46	31.29%						2.84
Dissatisfied			(3)	4	2.72%						2.04
Very Dissatisfied			(4)	0	0.00%	1					
Not applicable			(5)	54	36.73%						
			1	'		0	25	50	75	100	Question
Response Rate	Mean	STD									
147/389 (37.79%)	2.84	1.72									





[·] When scheduledinf for the spring 2019 semester. I had a transfer credit that I had to bring to their attention. She said it would transfer and would be removed from my schedule, it was never removed not even up until about a week before classes were starting and I had to contact them again & go to the office. I know many other people that had problems with the people that handle the transfer credits. Most of the time they tell students no it won't transfer (even tho it's the exact class) and they go back and later say it will transfer. I know another girl in my class, had the same class as me that was able to be transferred in, & they told her it wouldn't. I mean same exact class and school and everything. She took the class for a few weeks and asked again and they said it would transfer. They are the only complaint about registrar office I have.

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