

Johnson College

Assessment Day Survey: Registrar's Office

1 - I have contacted the Registrar's Office for the following services (select all that apply):

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	Percent Responses	Means
Very satisfied	(1)	48	32.43%		2.40
Satisfied	(2)	61	41.22%		
Dissatisfied	(3)	4	2.70%		
Very dissatisfied	(4)	2	1.35%		
Not applicable	(5)	33	22.30%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
148/389 (38.05%)	2.40	1.51			

3 - How satisfied were you with the registration process?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	58	38.93%		1.89
Satisfied	(2)	76	51.01%		
Dissatisfied	(3)	1	0.67%		
Very Dissatisfied	(4)	1	0.67%		
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.

4 - How satisfied are you with the transcript request process?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	40	27.40%		2.73
Satisfied	(2)	56	38.36%		
Dissatisfied	(3)	1	0.68%		
Very Dissatisfied	(4)	1	0.68%		
Not applicable	(5)	48	32.88%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
146/389 (37.53%)	2.73	1.66			

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5 - How satisfied are you with the process of dropping a class?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	35	23.81%		3.17
Satisfied	(2)	43	29.25%		
Dissatisfied	(3)	0	0.00%		
Very Dissatisfied	(4)	0	0.00%		
Not applicable	(5)	69	46.94%		

Response Rate	Mean	STD
147/389 (37.79%)	3.17	1.76

- I accidentally registered for a supplementary 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.

6 - How satisfied were you with the process of changing your schedule?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	43	29.25%		2.84
Satisfied	(2)	46	31.29%		
Dissatisfied	(3)	4	2.72%		
Very Dissatisfied	(4)	0	0.00%		
Not applicable	(5)	54	36.73%		

Response Rate	Mean	STD
147/389 (37.79%)	2.84	1.72

- This was very easy.

7 - How satisfied were you with the explanation of graduation requirements?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	42	28.77%		2.54
Satisfied	(2)	59	40.41%		
Dissatisfied	(3)	7	4.79%		
Very Dissatisfied	(4)	0	0.00%		
Not applicable	(5)	38	26.03%		

Response Rate	Mean	STD
146/389 (37.53%)	2.54	1.55

- Challenged me and made me a better person

8 - What is your overall satisfaction level with the Registrar's Office?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	51	34.46%		1.99
Satisfied	(2)	79	53.38%		
Dissatisfied	(3)	2	1.35%		
Very Dissatisfied	(4)	0	0.00%		
Not applicable	(5)	16	10.81%		

Response Rate	Mean	STD
148/389 (38.05%)	1.99	1.16

- When scheduled in 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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9 - What program are you in?					
Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing	(1)	6	4.14%	■	<p>9.77</p>
Architectural Drafting & Design	(2)	6	4.14%	■	
Biomedical Equipment Technology	(3)	8	5.52%	■	
Building & Property Maintenance	(4)	1	0.69%		
Business/Logistics	(5)	0	0.00%		
Carpentry and Cabinetmaking	(6)	13	8.97%	■	
Computer Information Technology	(7)	18	12.41%	■	
Diesel Truck Technology	(8)	8	5.52%	■	
Diesel Preventative Maintenance	(9)	0	0.00%		
Electrical Construction & Maintenance	(10)	18	12.41%	■	
Electronic Engineering	(11)	5	3.45%	■	
HVAC	(12)	8	5.52%	■	
Physical Therapist Assistant	(13)	9	6.21%	■	
Radiologic Technology	(14)	25	17.24%	■	
Veterinary Technology	(15)	15	10.34%	■	
Welding	(16)	5	3.45%	■	
				0 25 50 75 100	Question
Response Rate	Mean	STD			
145/389 (37.28%)	9.77	4.38			