Johnson College
2021 Assessment Day - Registrar

1 - I have used the following services provided by the Registrar's Office (select all that apply):

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Register for classes	(1)	66	66.67%		
Transfer-in credits	(2)	25	25.25%		
Request a transcript	(3)	18	18.18%		
Drop a class	(4)	12	12.12%		
Change my schedule	(5)	11	11.11%		
Graduation requirements	(6)	9	9.09%		
General questions	(7)	27	27.27%		
Other	(8)	1	1.01%		
I have never contacted the Registrar's Office	(9)	17	17.17%		

Response Rate	99/433 (22.86%)

2 - How satisfied are you with the services you received from the Registrar's Office?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(4)	31	31.00%		3.33
Satisfied	(3)	58	58.00%		
Dissatisfied	(2)	1	1.00%		
Very Dissatisfied	(1)	0	0.00%		
Not Applicable	(0)	10	10.00%		

Response Rate	Mean	STD
100/433 (23.09%)	3.33	0.50

3 - I have used the Registrar's Office webpage to complete the following (select all that apply):

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Obtain / submit an electronic form	(1)	23	23.47%		
Review semester course offerings	(2)	37	37.76%		
Obtain information on transfer credit	(3)	16	16.33%		
Request a transcript	(4)	15	15.31%		
Review general information	(5)	27	27.55%		
Other	(6)	3	3.06%		
I have never used the Registrar's Office webpage	(7)	38	38.78%		

Response Rate	98/433 (22.63%)

4 - The Registrar's Office webpage is easy to navigate.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
I have trouble finding the Registrar's webpage	(1)	2	2.02%		4.11
Strongly Disagree	(2)	0	0.00%		
Disagree	(3)	2	2.02%		
Agree	(4)	46	46.46%		
Strongly Agree	(5)	15	15.15%		
I've never visited the Registrar's Office webpage.	(0)	34	34.34%		

Response Rate	Mean	STD
99/433 (22.86%)	4.11	0.73

5 - What information would you find useful to include on the Registrar's Office webpage?
Response Rate   9/433 (2.08%)

• None
• Better Mobile optimization
• No
• Request a meeting
• I would find reviewing the general questions useful to include.
• How to register at the college.
• No complaints or changes- good as is
• I think including information about just scheduling, transferring, transcripts, and the regular general information is plenty, because mainly everything else has its own department.
• none

6 - What program are you in?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing	(1)	1	1.01%		
Architectural Drafting & Design	(2)	6	6.06%		
Automotive Technology	(3)	4	4.04%		
Biomedical Equipment Technology	(4)	8	8.08%		
Building & Property Maintenance	(5)	0	0.00%		
Carpentry and Cabinetmaking	(6)	9	9.09%		
Computer Information Technology	(7)	6	6.06%		
Diesel Truck Technology	(8)	6	6.06%		
Diesel Preventative Maintenance	(9)	0	0.00%		
Electrical Construction & Maintenance	(10)	12	12.12%		
Electronic Engineering	(11)	4	4.04%		
HVAC	(12)	9	9.09%		10.48
Heavy Equipment Technology	(13)	0	0.00%		
Logistics & Supply Chain Management	(14)	1	1.01%		
Physical Therapist Assistant	(15)	4	4.04%		
Radiologic Technology	(16)	7	7.07%		
Veterinary Technology	(17)	17	17.17%		
Welding	(18)	5	5.05%		

Response Rate	Mean	STD
99/433 (22.86%)	10.48	5.26