



LAGUARDIA COMMUNITY COLLEGE
CITY UNIVERSITY OF NEW YORK
DIVISION OF STUDENT AFFAIRS

Registrar's Office Satisfaction Survey

*Please take a moment to help us understand your experience with the Registrar's Office.
 Check the answer that is most true for each question.*

1. What is your position at LaGuardia Community College?

- Academic Advisor / Student Advisor
- Adjunct Faculty
- Continuing Education VP/Dean/Director
- Continuing Education Staff/Faculty
- Department Chair / Deputy Chair
- Full-time Faculty Member
- Department Head/Director/Manager
- Staff Member

2. How often have you interacted with the Registrar's Office in the past year (including phone, email, and in-person)?

- Frequently (five or more times a semester)
- Occasionally (one to four times a semester)
- Seldom (one to two times in the academic year)
- Never

3. What was the primary reason for your contact with the Registrar's Office? (Select all that apply)

- Attendance (WebAttendance)
- Course Proposal
- Course Scheduling
- Course Substitution
- Degree Audit Inquiry
- General Information
- Grade Submission
- Grade Changes
- Registration: Special Permissions
- Registration: Over-tally or Prerequisite Waiver
- Student Data Request
- Room Reservation Request
- Transfer Credit Inquiry
- Other: _____

4. Please rate your satisfaction for each item you selected

Excellent = Excl, Above Average = Abv. Avg, Average = Avg., Below Average = Bel. Avg. or, Very Poor

	Excl	Abv. Avg.	Avg.	Bel. Avg.	Very Poor
Attendance					
Course Proposal					
Course Scheduling					
Course Substitution					
Degree Audit Inquiry					
General Information					
Grade Submission					
Grade Changes					
Registration: Special Permissions					
Registration: Over-tally or Prerequisite Waiver					
Student Data Request					
Room Reservation Request					
Transfer Credit Inquiry					
Other					

5. If you rated any interaction from item 4 average or below average, explain why.

6. Generally, the Registrar's Office staff is knowledgeable about College's academic policies and procedures.

- Strongly Agree.
- Agree.
- Neutral
- Disagree.
- Strongly Disagree.

7. Please rate the overall satisfaction of your experience with the Registrar Office's timing, accessibility, quality,

8. Please rate your satisfaction with the Registrar's Office's communication of College/University policies and deadlines

accuracy, and completeness of information/assistance).

Please rate your satisfaction with each aspect of your interaction.

Excellent = Excl, Above Average = Abv. Avg, Average = Avg., Below Average = Bel. Avg. or, Very Poor

	Excl	Abv. Avg.	Avg.	Bel. Avg.	Very Poor
Timing					
Accessibility					
Accuracy					
Quality					
Completeness					

9. If you have visited the Registrar Office's website, please rate (<http://www.lagcc.cuny.edu/registrar>).

- Excellent
- Above Average
- Average
- Below Average
- Very Poor

Comments: _____

10. Overall, what was the result of your visit / contact with the Registrar's Office?

- Very Helpful
- Helpful
- Somewhat Helpful
- No Difference
- Not Helpful

Comments: _____

related to the following variables:

1. Attendance Reporting

- Excellent
- Above Average
- Average
- Below Average
- Very Poor

2. Final Grades

- Excellent
- Above Average
- Average
- Below Average
- Very Poor

3. Course Scheduling

- Excellent
- Above Average
- Average
- Below Average
- Very Poor

Comments: _____

Please tell us how we can improve our services.

Thank you for your participation!