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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Proposal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Scheduling</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Substitution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Degree Audit Inquiry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grade Submission</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grade Changes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration: Special Permissions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration: Over-tally or Prerequisite Waiver</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Data Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room Reservation Request</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfer Credit Inquiry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other: ____________________________</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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
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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Timing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessibility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accuracy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completeness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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: ____________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Please tell us how we can improve our services.
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Thank you for your participation!