The Registrar's Office Program Review was conducted via an online survey instrument in May/June of 2004. Students eligible to login to MySCCC and faculty members eligible to use the Faculty Web Access site were able to participate. A total of 1,121 students and 288 faculty responded to the survey. The survey asked the respondents to evaluate services that take place at the three campus Registrar’s Offices and the Central Records Office, and included in-person, telephone and online services.

The rate of favorable responses was high, with 77% of respondents indicating that they received prompt service; 83% agreeing or strongly agreeing that the services were helpful; and 78% indicating that their problems were resolved. While 78% indicated satisfaction with current office hours, additional comments reflect requests for earlier openings (8:00 a.m.), later closings (8:00 p.m.) and Saturday office hours for both the Registrar’s Office and the Cashier’s Office.

Forty-six percent of respondents indicated that they receive information about Registrar policies and procedures via the Web; with 40% visiting MySCCC 2-4 times a week, and 84% who feel that MySCCC provides the services they need. The features most used by respondents are registration (77%), check of class schedule (85%), and SAIN review (75%).

Of the total number of respondents, only 20% indicated that they have contacted the Central Records office for graduation and/or transcript services. Of these respondents, 3% or under indicated that the services were not helpful. Forty-four percent of respondents chose Web/E-Mail as the preferred method of processing for these services.

Additional Student Comments

**Online Services**

- Show instructor name next to courses on class schedule.
- Include a message that “course is dropped” when DROP is selected.
- Highlight a course that meets the student’s degree requirement.
- Simplify the password process.
- Sort courses by time block.
- Link the Academic Calendar to MySCCC.
- Establish a Help Desk
- Provide ability to e-mail other students.
- Provide online advising/registration for all students
Telecommunications:

Provide better telephone menus.
Provide additional features.
Provide forwarding options.

Other:

Provide online change of curriculum.
Provide more knowledgeable advisors.
Provide more evening advisement and activities.

Of the 288 faculty respondents, 90% were classroom faculty; the remainder identified themselves as department chairs, administrators and P.A/Specialists. Seventy one percent visit the Registrar’s Office 1-2 times per semester; 52% call the office; 14% e-mail staff and 8% have communicated via memo/campus mail. There was high satisfaction overall with regard to service provided by staff, with 86% of respondents receiving effective and timely responses; and 81% feeling that the staff is knowledgeable and friendly.

Ninety-four percent of respondents think the Faculty Web Access site is very useful, with 82% satisfied with the availability of the site. Ninety-six percent use the site for roster access/submission; 57% use it for Notice of Reasonable Assurance (NORA).

With regard to registration, 61% are satisfied with the advising/registration procedures, while only 54% were satisfied with the late registration process. Other procedures received satisfactory ratings in the range of 45 – 62%. Ninety-one percent indicated that services provided were either good or excellent.

Additional Faculty Comments:

Provide for electronic grade changes.
Employ more full-time staff; reduce the number of part-time personnel and student aides.
Provide Web information to all new full-time and adjunct faculty.