



Fall 2016 Admissions & Records Point of Service Survey Results

Prepared by Benjamin Gamboa

Purpose of Brief

This brief analyzes the 106 responses received to the Admissions & Records point of service survey between August 16 and December 16, 2016.

Summary of Findings

- 43% of respondents selected **Other** as the reason for their visit, which included major declaration and registration issues.
- 27% of respondents selected **Register for courses** as the reason for their visit.
- 93% of respondents either agreed or strongly agreed that staff were friendly.
- 92% either agreed or strongly agreed that they felt comfortable asking the staff any questions they had.
- 91% of respondents either agreed or strongly agreed that the staff were helpful.
- While only 10% of respondents disagreed or strongly disagreed that they were able to resolve their issue(s)/question(s), 30% of those respondents agreed that their issue(s)/question(s) moved closer to resolution because of their visit.

Overview

Student Services adopted the QLess electronic queuing system in fall 2016, which allowed the Crafton Hills College (CHC) Admissions & Records department to deploy a point of service survey. This brief analyzes the 106 responses received to the point of service survey during the first semester it was deployed between August 16 and December 16, 2016.

Methodology

In collaboration with the Office of Institutional Effectiveness, Research, and Planning (OIERP), an online survey was developed with two questions. The survey link was delivered via text message by the QLess electronic queuing system after the student's visit. A multiple choice question collected the reason for the respondents visit to the Admissions & Records Office. Respondents then selected their level of agreement with various statements about their visit.

Findings

Table 1 identifies the reason for the respondents' visit. Forty-three percent of respondents selected "Other" as the reason for their visit, and 27% selected "Register for courses." Respondents selecting "Other" were asked to specify the reason for their visit. Of those selecting "Other", nine students specified declaring a major, another nine specified registration issues, and seven students specified transcript/evaluation issues as the reason for their visit. Table 1a (on page 2) identifies the other categories of reasons for respondents' visit.

Table 1. Reason for respondents' visit.

Reason for visit	#	%
Register for courses	28	26.9
Apply to attend CHC	15	14.4
General questions	11	10.6
Request transcripts	9	8.7
Apply for graduation	6	5.8
Hold on my account	5	4.8
Review veteran benefits	4	3.8
Other (specified below)	45	43.3
Major declaration/change	9	
Registration issues	9	
Transcript/evaluations issues	7	
Pay fees	5	
Verify enrollment	4	
Residency issue	2	
Records change	2	

Table 1a. Other reasons for respondents' visit.

Registration issues = 9	Major declaration/change = 9
Credit by examination	Declare a major and get past registration statements.
Credit overload	Declaration of major
Drop classes	Declare a major
Exemption form	Declare a major
I was dropped from my courses for no reason	Declare major
My class had been cancelled so I added another class and was charged more money even though it was	Declare major
Priority Registration	Declared my major
Registration date fix	To change my major.
Wanted confirmation that I had dropped a class	Pay fees = 5
Transcript/evaluation issues = 7	Apply To Use The Gym
Deliver transcripts from previous university	Pay my student recreational fee
Drop off needed transcripts for graduation.	Pay rec fee
Drop off transcripts	Recreation fee
Dropping off transcript.	Sign up for gym
Evaluation of transcript	Verify enrollment = 4
Question for evaluator	Declare a major and get past registration statements.
Transcript re-evaluation	Enrollment verification request
Records change = 2	Pick up verification
Change email address on blackboard account	Verification request
Name change	Residency issue = 2
	Residency amendment
	Residency update

Table 2 indicates respondents' level of agreement with various statements about their visit. Ninety-three percent of respondents either agreed or strongly agreed that staff were friendly, and 92% either agreed or strongly agreed that they felt comfortable asking the staff any questions they had. Furthermore, 91% of respondents either agreed or strongly agreed that the staff were helpful.

While only 10% of respondents disagreed or strongly disagreed that they were able to resolve their issue(s) or question(s), 30% of those respondents agreed that their issue(s) or question(s) moved closer to resolution because of their visit.

Table 2. Respondents' level of agreement with various statements about their visit.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I was able to resolve my issue(s) or question(s).	77	72.6	18	17.0	3	2.8	8	7.5
<i>My issue(s) or question(s) moved closer to resolution because of my visit to Admissions & Records.</i>	0	0.0	3	30.0	1	10.0	6	60.0
Staff were helpful.	84	80.0	12	11.4	2	1.9	7	6.7
Staff were friendly.	84	79.2	15	14.2	2	1.9	5	4.7
I felt comfortable asking the staff any questions I had.	78	73.6	19	17.9	3	2.8	6	5.7
Staff presented multiple options to resolve my issue or question.	67	63.8	23	21.9	5	4.8	10	9.5
My time at Admissions & Records was productive.	78	74.3	15	14.3	2	1.9	10	9.5
I felt better about my issue(s) or question(s) after my visit to Admissions & Records.	77	73.3	13	12.4	4	3.8	11	10.5