



Gallaudet University

Registrar's Office
Chapel Hall, 101
800 Florida Avenue, N.E.
Washington, DC 20002

Survey for Faculty / Staff

Please take a moment to help us understand your experience with the Registrar's Office.

Check the ONE ANSWER that is most true for each question.

What is your position at Gallaudet University?

- English Language Institute (ELI) Instructors
- Undergraduate Adjunct/Staff/Faculty
- Graduate Adjunct/Staff/Faculty
- Continuing Education Adjunct/Staff/Faculty
- Professional Studies Training (PST) Staff
- Academic Advisor / Student Advisor
- Other: _____

What is the primary reason for your contact with the Registrar's Office today?

- Degree Audit / Graduation
- Transfer Credits
- Class Registration
- Course Scheduling
- Grades
- General Information
- Other: _____

How often have you interacted with the Registrar's Office in the past year (including phone, email, Videophone, front counter service)?

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

My experience with the Registrar's Office today was very positive.

- Strongly Agree.
- Slightly Agree.
- Slightly Disagree.
- Strongly Disagree.

Generally, the Registrar's Office staff is knowledgeable about university policies and procedures.

- Strongly Agree.
- Slightly Agree.
- Slightly Disagree.
- Strongly Disagree.

The Registrar's Office staff is clear with their explanation on what I need to do.

- Strongly Agree.
- Slightly Agree.
- Slightly Disagree.
- Strongly Disagree.

Please rate your overall satisfaction with your interaction with the Registrar's Office (include timing, accessibility, quality, accuracy, and completeness of information/assistance).

- Excellent.
- Satisfactory.
- Not Satisfactory.
- Other: _____

How would you best describe the staff of the Registrar's Office that helped you?

- Knowledgeable, courteous, and helpful.
- Somewhat helpful, with difficulty to understand or communicate
- Unable to understand or communicate the information I needed.
- Disinterested or not helpful.
- Other: _____

How often do you have a question regarding a student's Degree Audit?

- Frequently (three or more times a semester)
- Occasionally (one to two times a semester)
- Seldom (one to two times in the academic year)
- Never
- Not Applicable.

How often do you correspond with the Registrar's Office regarding a student's transfer credits?

- Frequently (three or more times a semester)
- Occasionally (one to two times a semester)
- Seldom (one to two times in the academic year)
- Never
- Not Applicable.

Please continue to the other side.

Please rate your satisfaction with room reservation requests.

- Excellent (1 day).
- Satisfactory (2 days).
- Not Satisfactory (3 days – 1 week).
- Poor (more than a week)
- Not applicable.

Please rate your course scheduling experience.

- Excellent.
- Satisfactory.
- Not Satisfactory.
- Not applicable.

Please rate your satisfaction with the Registrar’s Office’s communication of university policies and deadlines (in regard to midterm grades, final grades, course scheduling, etc).

- Excellent.
 - Satisfactory.
 - Not Satisfactory.
 - Not applicable.
 - Need Improvement: _____
- _____
- _____

Please rate your experience with the BISON webpage.

- I was able to find the information and applications I needed without any difficulties.
- I was able to find the information I needed, but it was not easy.
- I have not visited the web page: I prefer to get the required applications and information from the Registrar’s Office.
- I do not have access to a computer.

How would you rate the Registrar’s Office’s webpage?
(<http://registrar.gallaudet.edu>)

- I was able to find the information and applications I needed without any difficulties.
- I was able to find the information I needed, but it was not easy.
- I have not visited the web page: I prefer to get the required applications and information from the Registrar’s Office.
- I do not have access to a computer.

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

- Satisfactory: the information and/or the help I needed was provided.
- Somewhat satisfactory: I got most of the information and/or the help I needed.
- Neither satisfactory nor unsatisfactory.
- Not satisfactory: my questions were not answered or information and/or help were not provided.
- No comments.

Please tell us how we can improve our services:

Who in the Registrar’s Office helped you today? _____

Today’s Date: _____

Thank you for your participation!!!