



Gallaudet University

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

Survey for Students

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 grade level?

- English Language Institute (ELI)
- Freshman
- Sophomore
- Junior
- Senior
- Graduate / Continuing Education
- Professional Studies Training (PST)
- Prospective Student
- Other: _____

How long did you have to wait before being served by a staff of the Registrar's Office?

- Service was promptly received.
- A few minutes, the wait was reasonable.
- 10 minutes.
- More than 15 minutes.

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

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

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

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

Please rate your satisfaction with the Verification request order and the delivery process.

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

What is the primary reason for your visit today?

- Transcript Request
- Transfer Credits
- Leave of Absence / University Withdrawal
- Consortium
- Verification Documents
- Class Registration (Add/Drop; WD)
- Graduation
- General Information
- 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: _____

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 satisfaction with the Transcript request order and the delivery process.

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

Please rate your overall transfer credit evaluation experience?

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

Please continue to the other side.

Please rate your Leave of Absence / University Withdrawal request process.

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

Please rate your Graduation application process.

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

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 overall experience with Consortium requests?

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

Please rate your Class Registration experience.

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

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.

Please rate your Readmission application process.

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

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?

- 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!!!