

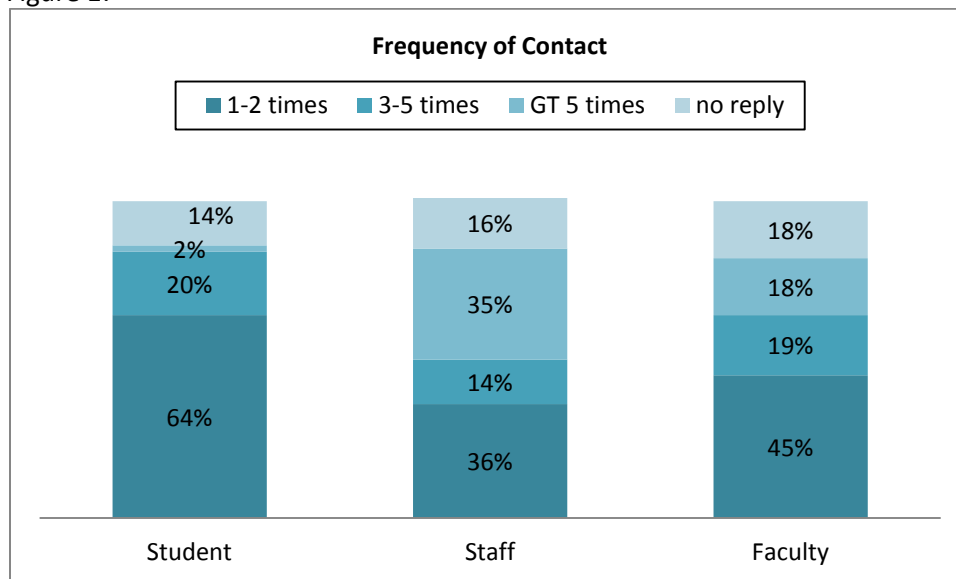
## Office of the Registrar Client Satisfaction Survey – Winter 2013

A link to the Registrar’s Client Services Survey was emailed to faculty, staff and students on January 30<sup>th</sup>, 2013. The survey was completed by 1,244 individuals who had contacted the Office of the Registrar at least once in the Fall 2012 or so far in the Winter 2013 semesters. Of the 1,244 responses, 874 were students, 220 were staff, 144 were faculty members and 6 did not provide this information.

### Frequency of Contact

Nearly two-thirds of students who completed the survey contacted the Office of the Registrar one or two times and only 2% had more than 5 contacts. More than one-third of staff made contact more than 5 times; the majority of faculty had only one or two contacts. See **Figure 1**.

Figure 1:



### Method of Contact

**Table 2** shows that two-thirds of students contacted the Office of the Registrar in person, compared to less than one-fifth of staff and faculty. About half of staff made contact by telephone while faculty were more likely to use email rather than phone.

Table 2: Method of contact

	In person	Email	Phone
<b>Student</b>	67%	18%	15%
<b>Staff</b>	19%	28%	53%
<b>Faculty</b>	18%	45%	37%

Overall, about 6 in 10 respondents waited 4 minutes or less for walk-in service and two minutes or less on the phone. Three-quarters of email users waited two business days or less.

**Table 3** shows the breakdown of wait times by contact method for each group of clients.

Table 3: Wait times for service

		0-2 minutes	3-4 minutes	5 minutes	GT 5 minutes
<b>In Person</b>	Student	38%	27%	16%	19%
	Staff	49%	18%	20%	13%
	Faculty	48%	24%	8%	20%
		LT 1 day	1-2 days	3-4 days	GT 4 days
<b>Email</b>	Student	18%	55%	11%	16%
	Staff	51%	33%	7%	9%
	Faculty	43%	36%	10%	10%
		0-2 minutes	3-4 minutes	5 minutes	GT 5 minutes
<b>Phone</b>	Student	46%	26%	11%	17%
	Staff	77%	11%	4%	8%
	Faculty	62%	14%	4%	20%

### *Purpose of Most Recent Inquiry*

Respondents were asked about the purpose of their most recent inquiry. **Table 4** shows that when a student is contacting in person, it is likely to add/drop a course or for a transcript question, while if a student is emailing or phoning, the question is likely related to admissions or to add/drop a course. Three in ten students on the phone and one-quarter who are emailing have questions relating to admissions.

Table 4: Student purpose of inquiry

	In person	Email	Phone
<b>Add/drop courses</b>	31%	17%	17%
<b>Transcripts</b>	22%	14%	8%
<b>Enrollment verification</b>	14%	10%	9%
<b>General question</b>	10%	10%	17%
<b>Admissions</b>	10%	24%	29%
<b>Other</b>	8%	9%	7%
<b>Change of program</b>	2%	7%	8%
<b>Graduation eligibility</b>	2%	9%	4%
<b>DARS/transcript adjustment</b>	1%	1%	1%

The reasons given by staff and faculty for contacting the Office of the Registrar were similar regardless of the method of contact. **Table 5** shows the overall purpose of their last contact for staff and faculty.

Table 5: Staff/Faculty purpose of inquiry

	Staff	Faculty
<b>Specific student file /record</b>	43%	37%
<b>General question</b>	34%	40%
<b>Reports</b>	10%	3%
<b>Policy question</b>	9%	10%
<b>DARS/transcript adjustment</b>	4%	8%

Overall, about 8 in 10 issues were not referred to anyone by the initial Registrar's staff representative. Twenty-one percent were referred to another area within the Office of the Registrar and/or 22% were referred to another university department. Areas within the Office of the Registrar that students, staff and faculty were referred to were undergraduate, graduate & law and SIS access. For those referred to another university department, the most common areas were a faculty office, the cashier's office as well as the advising centre for students.

### *Satisfaction with Office of the Registrar*

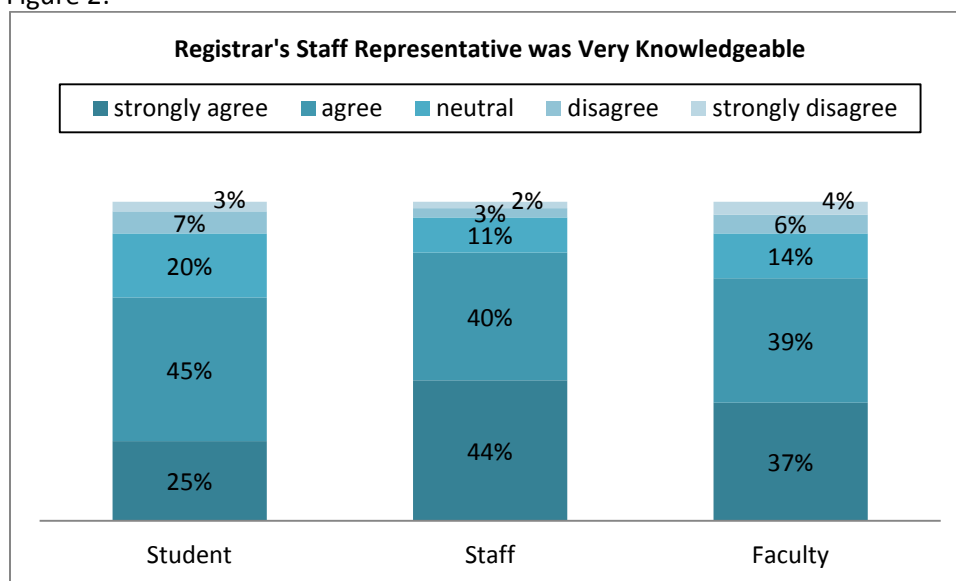
**Table 6** shows that more than 8 in 10 staff issues were resolved quickly compared to about three-quarters of students and faculty inquiries

Table 6:

	Student	Staff	Faculty
<b>Issue resolved quickly</b>	74%	82%	71%
<b>Issue resolved but not quickly</b>	2%	0%	5%
<b>Answers given were unclear</b>	10%	4%	7%
<b>Wrong information given</b>	3%	2%	2%
<b>Issue not resolved</b>	6%	4%	8%
<b>Other</b>	5%	8%	7%

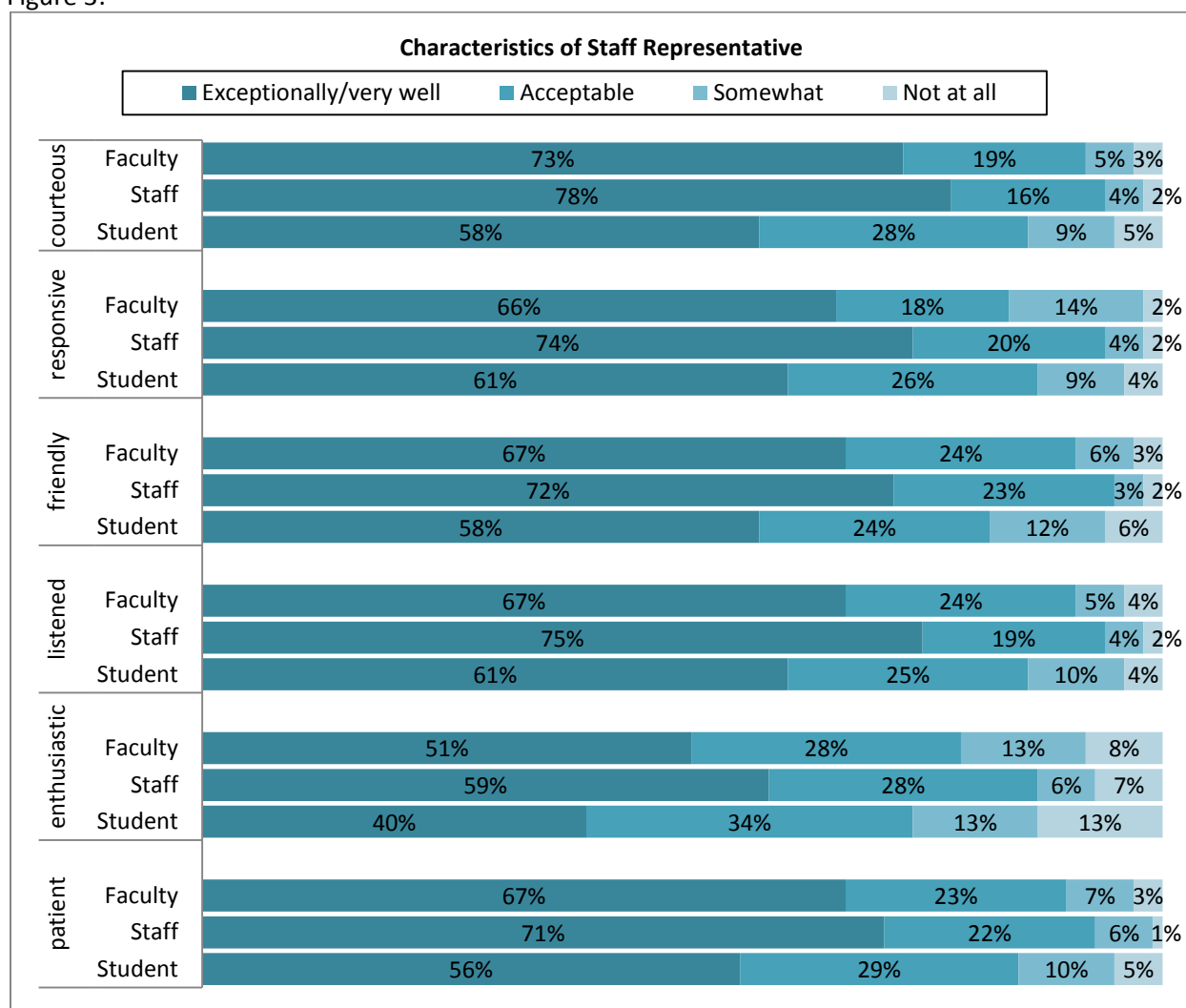
Given that a larger percentage of staff said their issues were resolved quickly, it is not surprising that staff were more likely than students or faculty to agree that the Registrar's staff representative was very knowledgeable. See **Figure 2**.

Figure 2:



**Figure 3** shows how well each characteristic describes the respondents' most recent experience with the Registrar's staff representative. Staff generally reported more positive ratings than students or faculty.

Figure 3:



The final question on the survey asked participants to rate their level of satisfaction with the service they had received from the Office of the Registrar. Due to technical difficulties at the time the survey was launched, nearly half (48%) of respondents did not give an answer to this question. For this reason, care should be taken when interpreting this result particularly within the three client groups.

Overall, based on the responses of the 648 individuals who responded to this question, 76% were satisfied or very satisfied, 15% were somewhat satisfied and 9% were dissatisfied or very dissatisfied.

**Figure 4** shows the satisfaction level for each client type based on the number of respondents who answered the question (shown in brackets). More than 8 in 10 staff and faculty and three-quarters of students are satisfied with the service they received from the Office of the Registrar.

Figure 4:

