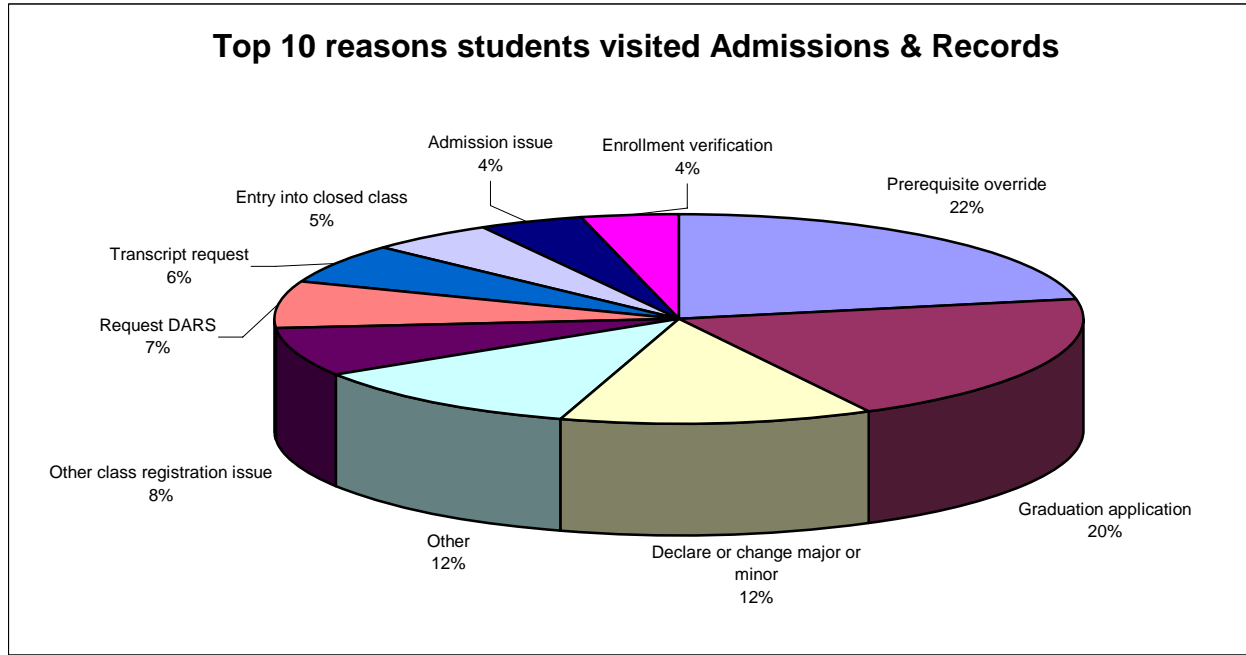


University of Nevada, Reno—Admissions and Records
Counter Services Satisfaction Survey
Report of Results

Question 1: What was the purpose of the student’s visit to Admissions and Records?

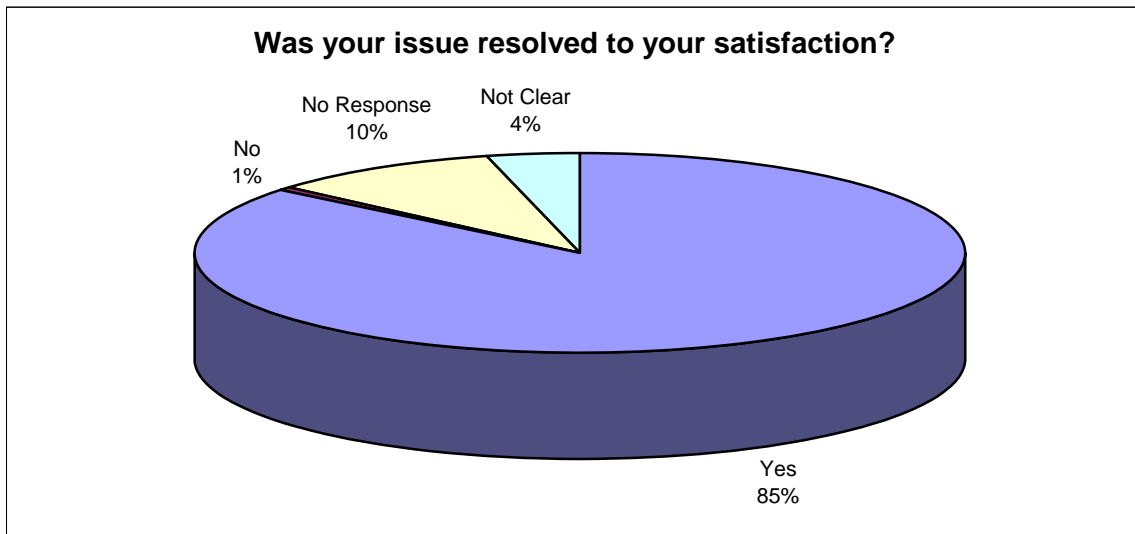


Frequency	Visit Types
64	Prerequisite override
60	Graduation application
36	Declare or change major or minor
34	Other
22	Other class registration issue
21	Request DARS
18	Transcript request
14	Entry into closed class
13	Admission issue
11	Enrollment verification
10	Residency issue
9	"What-if" DARS
7	Transfer course evaluation
6	DARS issues/discrepancies
5	Change personal info
4	Repeat adjustment
4	DARS exception
3	Higher/lower level class adjustment
1	Graduation reconciliation
0	Grade appeal
0	How to read my DARS

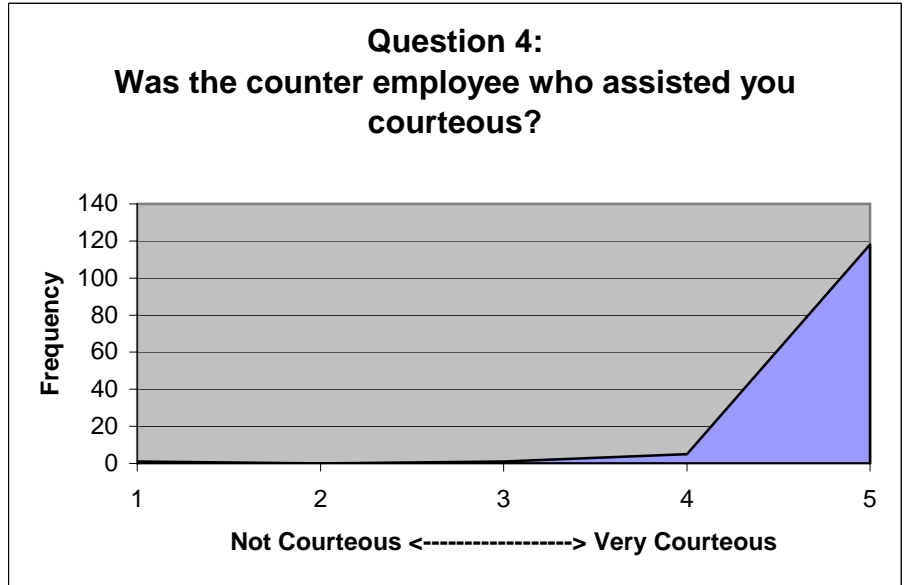
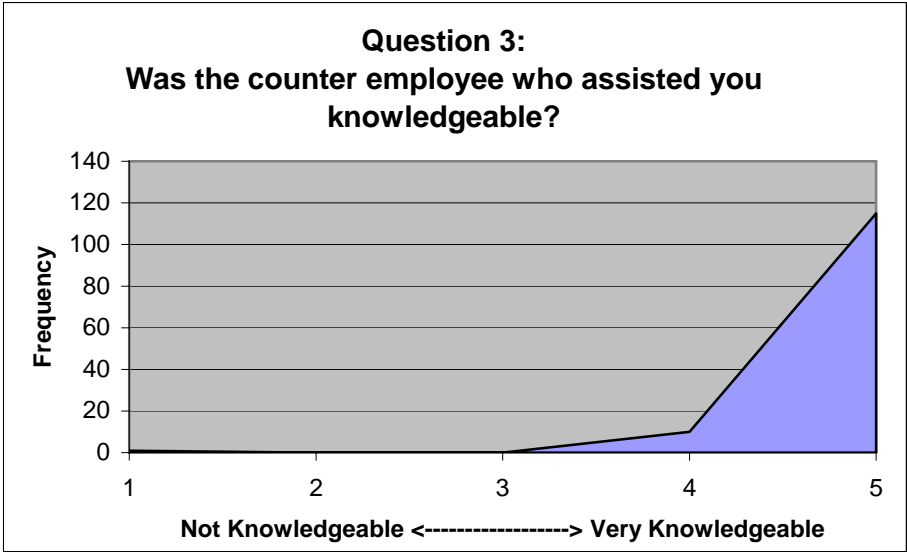
Other Responses
Check on class capacity change
Class schedules (4)
Credit by exam (3)
DQ memo
ePaws problem
Fall schedule
Full time student verification
Grad special
Hold
Immunization (6)
Major change catalog year
Name change
Really mad at financial aid
Reg. into grad classes
Returning app (7)
Second degree
Temp immunization waiver-register
Time conflict-register
Transcripts
Transfer center

There was a total of 345 recorded counter visits with only 126 evaluations of services.

Question 2: Was your issue resolved to your satisfaction? If not, please explain.



Explanations
Although I could not get an official copy, the person who helped me was very kind and very helpful, and I knew I probably couldn't get one
Beverly was very helpful
DARS report
Great job, quick and efficient
He entered me into the system for graduate level classes very quickly!
I still need to go see some other person to have a more clear answer, but up to this step I was helped as much as the clerk could help me.
It was resolved
More than satisfied
Quick and helpful!
She helped me with all I needed to know
So far I had trouble with my credit by examination exam for Spanish 309. I need the credit for a grade and it was mistakenly not recorded for a grade. Unfortunately, after repeated trips form admissions and records to my advisor, it still has not been sorted out after a month or two.
Unknown
Upon, second return
Very helpful
Yes it was, but I still have to get my DARS changed and that will take more effort.
Yes it was. The gentleman who helped me was fast and courteous.
Yes, and more
Yes, as much as possible
Yes, but because of CPU system I have a transfer class that always keep me from register. (prereq.)
Yes, everything was resolved
Yes, fantastic service from Maggie
Yes, it took two trips
Yes, very well



Questions 3 & 4 show us that the vast majority of respondents felt that the Admissions and Records counter staff were both very knowledgeable and very courteous.

Question 5: Please tell us how we can improve our services.

[In reference to #3 & #4] and hot, more coverage @11
[In reference to #3 & #4] Excellent service. I can't think of any at this time.
[In reference to #3] For what she could do =-)
[In reference to #4] very much so, Thanks
Allow students to register online, even if there is an immunization waiver. The point of a waiver is a Dr. agrees you are safe to mingle with the community. Why should registration differ?
Communicate with advisors so two different things aren't being said
Did great
Double check everything
Everything was great
Everything was great!!
Everything was perfect
Get more people like Beverly!
Great Job!
Have a list of important phone numbers available at the counter for students to have
Have more counters open.
Have more windows open to keep line moving faster.
In the past I have had problems with which floor to go to (2nd or 3rd) maybe there is another way to advertise what is here.
It was great
It went well
It would be great if you had more employees working during the busy days of the semester.
It's all good!
Keep up the good work!
Keep up the good work. Maybe reward students who enroll online??
Leave the same
Longer hours & Saturday
Maintain excellence
Make DARS more easily accessible/changeable
Maybe shorter wait times or an 'express' line for quick questions, but other than that everything's great.
More clerks =-)
More employees!
More positions open at a time
More staff during midday hours.
None, doing good
Not make me transverse the entire campus to get signatures from people who either are very busy or appointment only. Make thing easier.
Nothing, keep up the good work.
She did a great job. Thanks
She was excellent!!
The credit by examination process could be made easier.
The employee was very kind, but I had to wait a little while for her and another employee to finish a conversation
There was only one person working and the line was rather long
This place works the best out of the whole campus.
Well done

Recommendations

1. More staffing
A third permanent counter position will be in effect as of July 1, 2005. Admissions and Records currently uses a 5:1 ratio before pulling staff from other areas to serve the counter. That is, one counter person should be working for every 5 in line.
2. Phone numbers
Copies of the faculty and staff directory will be made available at each window for student use.
3. DARS accessibility
DARWIN was implemented in late spring 2005. As System Computing Services increases server capacity students and advisors will have access to more functional online services such as 'What if?' DARS scenarios.
4. Longer hours and Saturday hours
Admissions and Records has done this in the past but there has been no volume and many security issues. There is not enough traffic for regular evening hours. As the university infrastructure grows and a critical mass of students make use of non-standard business hours, Admissions and Records will be better able to meet this need.
5. Express Line
Experience has shown that there are no "quick" questions. Those questions that individuals feel are "quick" are usually the most complex. This suggestion is therefore not feasible.
6. Credit by exam
The university's credit by exam policy has not been examined in many years. The Assistant Registrar for Enrollment will raise this issue for review at the Academic/Student Affairs Council.
7. Immunization
Admissions and Records follows the requirements of the Nevada Administrative Code. Documentation of immunization prior to registration is required and non-negotiable.
8. Communicate with Advisors
The Assistant Registrars and Associate Registrars for DARS have developed an Advisor training program to be conducted on a regular basis throughout the school year.
9. Cashier/Signage
Despite much signage having already been posted, individuals still believe that the second floor is the cashier. Additional and more intrusive signage will be in place by August 2005 to avoid individuals waiting in the wrong line.
10. Signatures
With increased enforcement of prerequisites and special entry requirements, this is unavoidable. Admissions and Records actively discourages the requirement of signatures. These requirements ultimately are at the discretion of the academic departments.

Observations

In a previous survey and productivity analysis, the largest number of students who stood in line at the front counter were those requesting transcripts, changing addresses and requesting enrollment verification.

Enhancement to the online registration program now enables students to change addresses, view/print unofficial transcripts and view/print DARS reports. In cooperation with the national clearinghouse, students may also obtain their own enrollment verification. This has substantially reduced this type of traffic as indicated by this sample in Spring 2005.