



*Quality Service Survey:
Registration & Records*

Fall 2000

September 8 - 22



An Overview

- ◆ **Survey Purpose:** to gather students' opinions & feelings about the quality of the services provided by the Registration and Records offices at OCC.

- ◆ **Requester:** The Dean of Enrollment Services, Jon Campbell.

- ◆ The survey will be used to identify the strengths and weaknesses of the Registration & Records offices, for the purpose of making improvements.

- ◆ We will conduct these surveys on a regular basis so that efforts to monitor & improve upon the quality of these services will occur on a continuous basis.



Methods:

The Population

- ◆ **Population to be surveyed:** a sample will be drawn from all OCC students who participated in the registration process during the Fall 2000 semester.



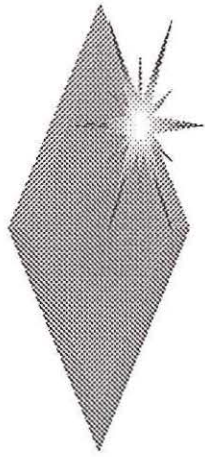
Methods: The Sample

- ◆ **Sample:** approximately 475 students will be surveyed
- ◆ The sample of students surveyed will represent as closely as possible, the entire student population. For this, we will be targeting groups such as age, race, and gender.
- ◆ In this way, we can ensure that individuals from these groups will be surveyed in appropriate numbers.



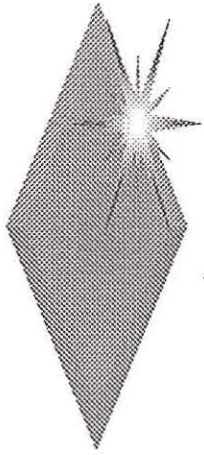
Methods: The Sample

- ◆ The phone lists you will use will already be stratified by age, race and gender. There will be codes on the labels that indicate different targeted groups or categories.
- ◆ Using the phone list for a particular category, you will simply work on reaching the assigned quota for that category.



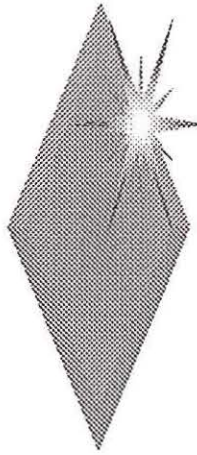
The Survey

- ◆ We'll spend about 2 weeks on this project.
- ◆ The survey is moderately long -- it is 4 pages in length.
- ◆ There are a few 'skips,' so take particular care when reading the survey to respondents.



Pick-up & Drop-off

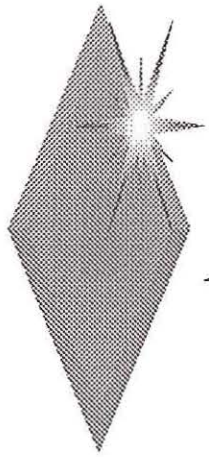
- ◆ You will pick-up your surveys and phone lists from Noelle and/or the ‘sign-in’ table.
- ◆ The phone lists will be printed out as labels, so that upon completion you will simply remove the label from the sheet and place it on the first page of the survey.
- ◆ Once your surveys have been completed, return them to Noelle so that she may track the survey activity. Eleanor will collect the surveys from Noelle.



Little but Important Reminders:

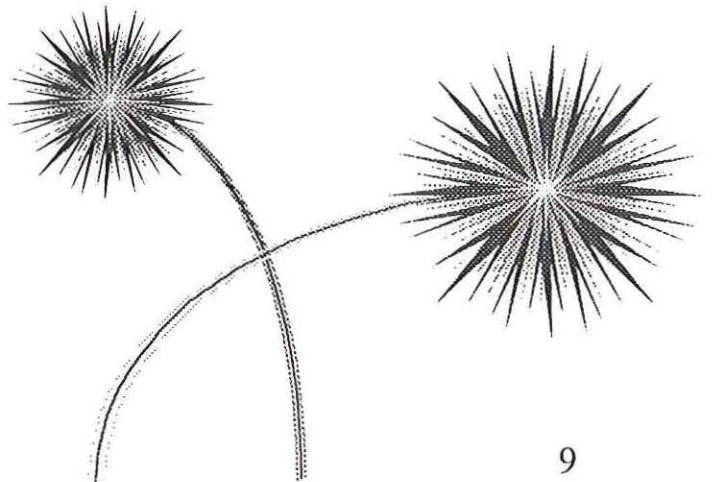
- ◆ Read the survey **precisely** as it is written; please do not take short cuts and avoid adding any unnecessary commentary.
- ◆ Italicized items are only for your information-- **do not** read them to respondents. In most cases this includes the ‘don’t know’ response category.
- ◆ As always, please write neatly, and make sure that the options selected by the respondents are marked clearly.





A Final Note

- ◆ Questions? ASK-- Noelle or Eleanor!
- ◆ Improvement is ALWAYS a possibility, so if you have any suggestions or comments, please feel free to make them!!
- ◆ AND, last but not least, **THANK-YOU** for all your hard work!



Quality Service Survey: Registration and Records'
Fall 2000
Interviewer Orientation Update

NUMBER OF COMPLETED SURVEYS NEEDED: 475

DURATION OF PROJECT: SEPTEMBER 8 – SEPTEMBER 22

- Why are we doing this again? Because fall students may not be the same as those who attend in the Winter, Spring &/or Summer.
- As before, a quota system will be used to reach the final target number of completed surveys. The sheets of labels will be grouped into 12 different categories (100, 101, 110, 111, 200, 201, etc..., 311) and a specified number of surveys will have to be completed from each of these categories, so that ultimately, 475 students are surveyed.
- Changes made from the Summer 2000 survey
 - 3 changes:
 1. All occurrences of 'Summer' changed to 'Fall.'
 2. An open-ended question was inserted in the group of statements regarding the TELEPHONE registration process.
 3. The option of "Does not apply" for the statement groups will not be offered as an answer, but will still appear on the survey if the respondent is not able to choose another response.
- When we talk about Registration, it should be understood as a process, which includes enrolling in courses and/or dropping courses AND paying for the courses in which the student has enrolled.
- *Remember:* Students may have registered using BOTH the telephone and in-person methods (e.g. student may have enrolled in courses over the phone, then paid for them in-person). Therefore, it is perfectly reasonable that some students will be required to answer questions from both the Telephone Registration section (que. #5) AND the In-person Registration section (que. #8).
- Pick-up and drop-off of surveys through Noelle, similar to before with Mary.

Quality Service: Registration & Records Fall 2000

Place Label Here

Hello, my name is _____, and I'm calling from Oakland Community College. I would like to take a moment of your time and ask you some questions regarding your recent experiences with the registration and records departments at OCC. Your answers will help us in our efforts to identify and best meet your needs and the needs of all our students.

1. Did you register for classes at OCC for the Fall 2000 semester?

1 ___ yes (*Go to question #2.*)

0 ___ no (*If no, then thank them for their time, and terminate the call.*)

2. Including the current Fall 2000 semester, how many times have you registered for classes at OCC?

3 ___ more than 6 times

2 ___ 3 – 6 times

1 ___ 1 – 2 times

3. Overall, how would you characterize the registration process?

4 ___ Very Easy

3 ___ Pretty Easy

2 ___ Pretty Difficult

1 ___ Very Difficult

4. Did you use the **TELEPHONE** registration system to enroll in or drop and/or pay for classes for the Fall 2000 semester at OCC?

- 1 ___ Yes (*Go to Question # 5*)
- 0 ___ No (*Skip to Question #6*)

5. Based on your most recent **TELEPHONE** registration experiences, please tell me if you: Strongly Agree, Somewhat Agree, Somewhat Disagree, or Strongly Disagree with the following statements. (*If respondent did not use the telephone to register, skip to Question #6.*)

		Strongly Agree (4)	Somewhat Agree (3)	Somewhat Disagree (2)	Strongly Disagree (1)	Does Not Apply (8)
a.	Registering by telephone was convenient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Registering by telephone was simple.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Instructions for telephone registration were clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	I had ample time to register using the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	I encountered no difficulties when registering by telephone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In what way did you find registering by telephone difficult?

Still reflecting on your most recent **TELEPHONE** registration experience, please tell me if you: Strongly Agree, Somewhat Agree, Somewhat Disagree, or Strongly Disagree with the following statements.

		Strongly Agree (4)	Somewhat Agree (3)	Somewhat Disagree (2)	Strongly Disagree (1)	Does Not Apply (8)
f.	The hours for telephone registration were convenient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	The times of day during which I could register for classes by telephone were adequate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	I received my payment invoice/ confirmation of payment notice promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	My payment invoice/ confirmation of payment notice was accurate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	The payment process for telephone registration was convenient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Paying for classes over the telephone was easy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	I am satisfied with the telephone registration process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Did you enroll in **or** drop and/or pay for classes **IN-PERSON** for the Fall 2000 semester at OCC?

- 1 ___ Yes (*Go to Question # 7*)
 0 ___ No (*Skip to Question #9*)

7. At which campus did you enroll in **or** drop and/or pay for classes?

- 5 ___ Royal Oak
 4 ___ Southfield
 3 ___ Orchard Ridge
 2 ___ Highland Lakes
 1 ___ Auburn Hills

8. Based on your most recent **IN-PERSON** registration experiences, please tell me if you: Strongly Agree, Somewhat Agree, Somewhat Disagree, or Strongly Disagree with the following statements. (*If respondent did not use in-person registration, skip to Question #9.*)

		Strongly Agree (4)	Somewhat Agree (3)	Somewhat Disagree (2)	Strongly Disagree (1)	Does Not Apply (8)
a.	The registration office's hours of operation were convenient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	The registration office's hours were late enough for me to conduct my business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	The registration office's hours were early enough for me to conduct my business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	I had ample opportunity to register.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	The staff was flexible and adapted to my particular situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	The staff was courteous and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Every effort was made to ensure my needs were met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	My wait to speak with the registration staff was brief.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	My business was taken care of in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	The staff was very knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	The information I received from the staff was accurate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	I was able to accomplish what I needed to in a satisfactory manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	I am satisfied with the in-person registration process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. The next 3 statements relate to the accuracy of your OCC student record. As you did in the previous question, please tell me if you: Strongly Agree, Somewhat Agree, Somewhat Disagree or Strongly Disagree with the next 3 statements.

		Strongly Agree (4)	Somewhat Agree (3)	Somewhat Disagree (2)	Strongly Disagree (1)	Does Not Apply (8)
a.	My information is/has been correctly maintained by the college. (e.g. name, address, course/credit information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	The OCC staff did <u>not</u> make any unexpected changes with my registration information after my first visit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	My request for an unofficial transcript was processed promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We are just about finished.

10. How many credits are you currently taking this semester?

- 2 ___ 12 or more credits
- 1 ___ 1-11 credits
- 0 ___ zero

11. At which campus have you taken/are you taking **at least half** of your courses during your OCC career?
(Check only ONE.)

- 5 ___ Royal Oak
- 4 ___ Southfield
- 3 ___ Orchard Ridge
- 2 ___ Highland Lakes
- 1 ___ Auburn Hills

And before we end,

12. Do you have any other comments to offer, with regards to the service you received at OCC?

That's all the questions I have. You have been very patient and helpful and I greatly appreciate your time. Thank you and have a good day.

Interviewer: _____ **Date:** _____

Quality Service Survey Quotas

Fall 2000

Please note that the 'Group Code #' is the 3-digit number found in the TOP LEFT HAND corner of each label.

Group Code#:	Number Needed:
100	55
101	45
110	20
111	20

Group Code#:	Number Needed:
200	65
201	50
210	30
211	20

Group Code#:	Number Needed:
300	75
301	45
310	35
311	15

Total = 475