

Table 1.

SAO Data from 2013-14

**I. Admissions Area**

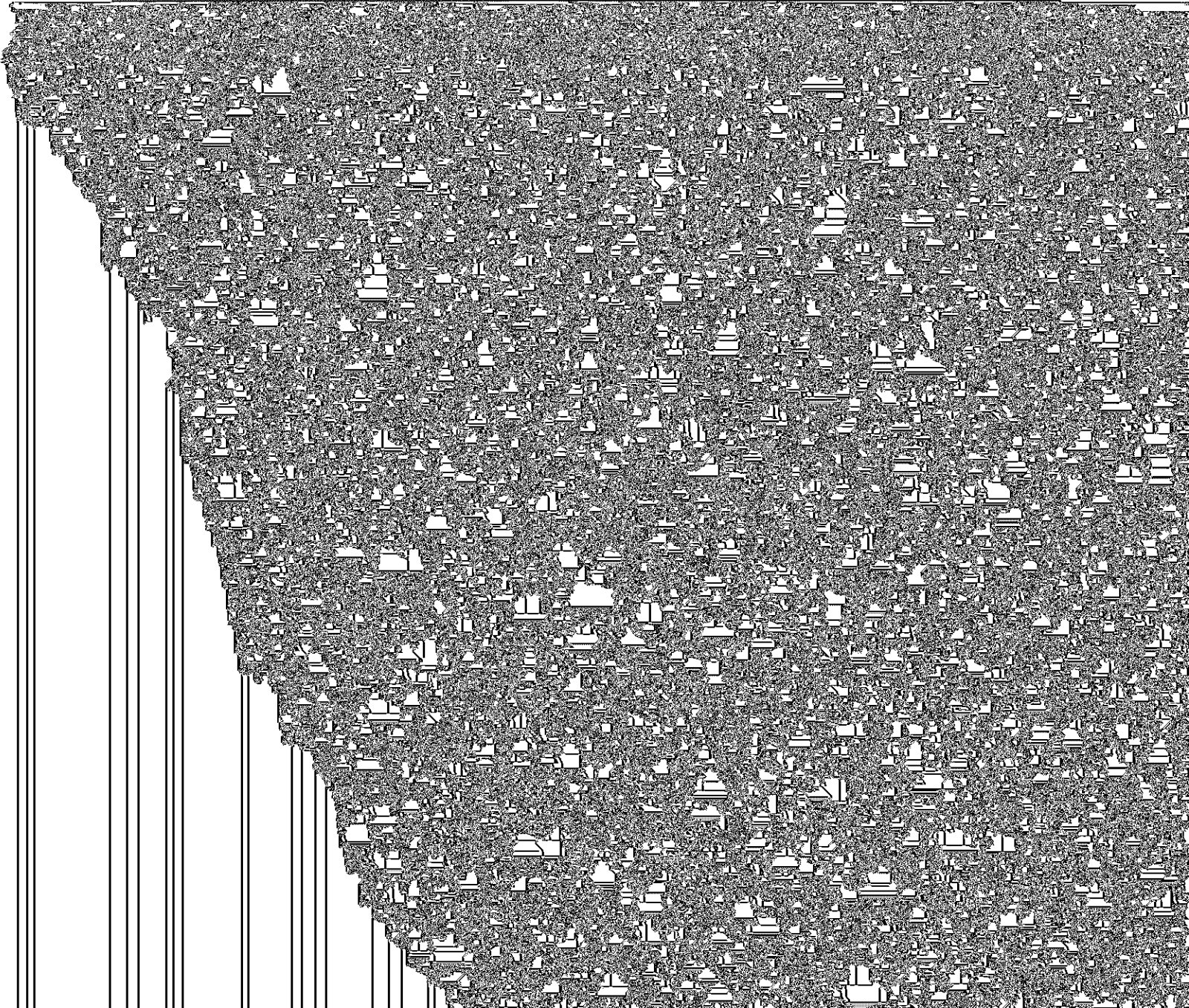
Outcome #1: See Table 2.

Outcome #2:

Staff	Number of Help Desk Tickets submitted during 2013-14
Gloria	8
Isabel	20
David	

**II. Registration Area**

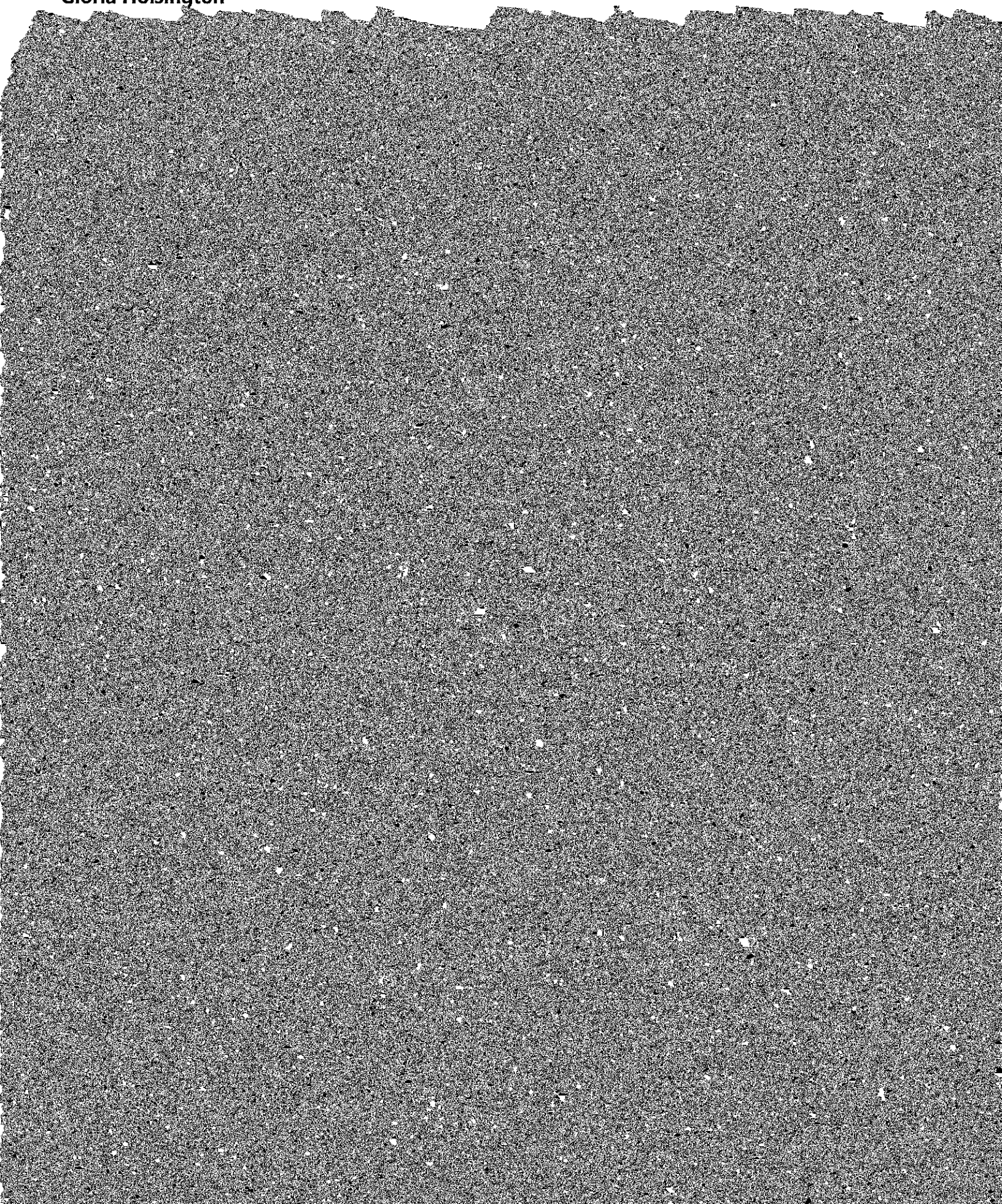
Outcome #1:







**Gloria Hoisington**





# Monkey



Response Percent	Response Count
0.4%	65
6.5%	116
2.4%	103
5.0%	16
5.7%	18
tion	318
tion	3







### 3. Is the online Class Schedule easy to use?

		Response Percent	Response Count
Very Easy		46.0%	144
Somewhat Easy		42.8%	134



6. I like having the Class Schedule available only online.

Response  
Percent      Response  
Count

Yes



67.6%

213



**8. The people working in the Admissions & Records office are courteous and helpful.**

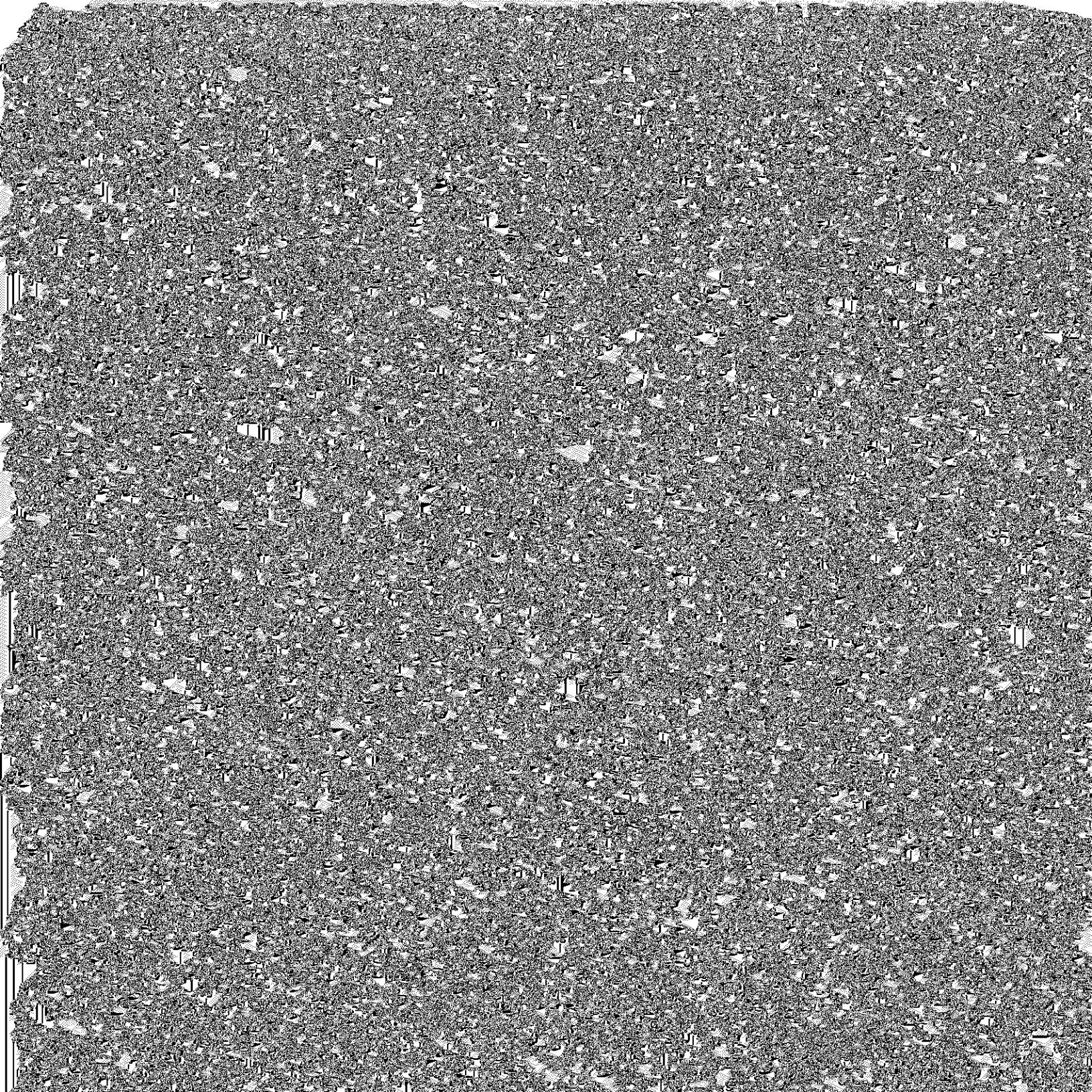
**Response  
Percent      Response  
Count**

Strongly agree 

29.5%      94

Agree 

51.7%      165





10. I understand it is my responsibility to keep my contact information current with the







44. The Admissions & Records Office has added other online services. Please indicate...