

Student Satisfaction Feedback Survey

Registration Fall 2000-1

The Oversight Team, and as part of the process improvement initiative, requested the Office of Tests and Measurements to conduct a survey evaluating student satisfaction with the Fall 2000 Registration procedure.

Objectives

- To measure students' level of satisfaction with the registration process as a whole, and with its different processes.
- To evaluate the effect of changes initiated this year (e.g. new student orientation, information package, prebilling, and help desk) on student satisfaction with the process.
- To identify existing problems, if any, and recommend changes.

Method

Instrument

The Student Satisfaction Feedback Survey was prepared using the same guidelines adopted for the 1999 survey. A five-point rating scale was used to assess students satisfaction / dissatisfaction with various phases of the registration process. The Survey included the following components:

- Biographical data. A number of questions requesting information on student background, gender, status, major, etc.. .
- The nine registration steps: Placement Tests, Pre-registration, New Student Orientation, Course Listings, Academic Advising, On-line Registration, Statement of Fees, ID Card & Renewal of Stickers, and AUB net Account. Items measuring the time each step took and the level of student satisfaction with that specific phase of the process were also included.
- Global items measuring students' overall satisfaction with the process, in general, and with specific elements like ambiance, courtesy, instructions given, etc.
- Other related issues like Drop & Add, Financial Aid, etc.
- Comments section at the end of every step and at the end of the Survey to solicit feedback and suggestions.

Sample

The sample consisted of 625 students from all faculties representing 11% of the population. Cluster sampling was used. The sample came from 21 classrooms selected using similar guidelines to the ones followed in selecting the 1999 sample. Table 1 provides a list of course sections covered by the Survey. A breakdown of the sample by faculty, gender, nationality, class, and status is presented in Tables 2 – 6. In addition, these tables provide the population figures (if available at time of writing of report) for the University on each of these dimensions. A close comparison reveals that the sample is quite representative of the population.

Table 1**Sample of Classes Selected for Fall 2000 Survey**

<u>Course #</u>	<u>Section</u>	<u>Time</u>	<u>Place</u>	<u>Prof.</u>
<u>Monday, October 16, 2000</u>				
Bus. 251	001	08:00	Bus. 2	Shibl
Ed. 215	-	9:00	F.104	El-Hassan
EN 102	5	10:00	N.417	M.Khuri
EN 204	8	10:00	N.414	N. Khuri
EN 204	11	11:00	N.414	Khalaf
EN 203	30	12:00	N.410	Mikati
Bus 201	-	3:00	N.103	B. Hut
<u>Tuesday, October 17, 2000</u>				
Histology 209	-	8:00	Tamari, B11	Jurjus
EN 204	6	9:00	N.412	N. Khuri
MS 255	1	10:00	Bliss 206	Baydun
HSAD 251	-	11:00	V.D. 107	Tanzi
FTN 221	-	11:00	Agr. 102	N. Baba
CS 201	-	12:00	N.206	Arabi
HSAD 204	-	1:00	V.D. 107	Osseiran
<u>Wednesday, October 18, 2000</u>				
SIM 265	-	8:00	Wing A, 201	Bashshur
EN 203	7	9:00	N.417	N. Khuri
Eng CV 041	-	9:00	Bechtel 407	Mabsut
BY 254	-	10:00	Bust. 329	Sadik
Engg. 79C	-	10:00	Lecture Hall	Diab
EN 203	28	12:00	N.329	R. Iskandarani
<u>Friday, October 20, 2000</u>				
Nursing Critical Care	-	9:00	Old OPD	Dumit

Table 2**Sample and Population Distribution by Faculty**

	Sample		Population	
	N	%	N	%
FAFS	58	9	351	6
FAS	226	36	2739	46
FEA	142	23	1220	21
Business	61	10	895	15
FHS	48	8	268	5
Medicine	72	11	337	6
School of Nursing	18	3	101	2
Total	625	100	5911	100

Table 3**Sample and Population Distribution**

by Gender				
	<u>Sample</u>		<u>Population</u>	
	N	%	N	%
Female	289	46	2672	45
Male	337	54	3225	55

Table 4

Sample and Population Distribution by Nationality

	<u>Sample</u>		<u>Population</u>	
	N	%	N	%
Lebanon	554	88.5	4872	83
Arab Countries	52	8.3	529	9
Europe	5	1	155	2.6
USA / Canada	7	1	243	4
Other	8	1	98	1.4
Total	626	100	5897	100

Table 5

Sample Distribution by Class

Class	N	%
Freshman	17	3
Sophomore	171	27
Junior	147	24
Senior	199	32
Graduate	21	3
Medicine	68	11

Table 6

Sample Distribution by Status

	N	%
New	125	20
Currently registered	476	76
Old returning	23	4
Special	1	2

Administration

The Survey was administered by OTM staff members just after the Drop & Add. Faculty members concerned were contacted a week before the Survey, and arrangements were made with them so that OTM staff can administer the Survey. Coding, data entry and analysis followed.

Data Analysis

Frequencies and descriptives were used to report the results for the whole sample and by faculty and class. The Kruskal Wallis Test was used to test for significant differences in responses to different items between faculties and between classes.

Results

Student Satisfaction

Tables 7 and 8 report student mean rating for each registration process, and the percentage of satisfied (those circling satisfied / highly satisfied, i.e. 4 & 5) and dissatisfied (those somewhat dissatisfied / dissatisfied, i.e. 1 & 2) for the whole sample. The means for the steps ranged between 2.5 – 3.8, while for the overall ratings between 2.1 – 3.5. The steps that were most satisfying to students (> 50%) were ID Labeling, Net Account Activation, and Payment of Fees. The least satisfying ones were the Drop & Add, New Student Orientation, and Academic Advising. With respect to the overall ratings, the highest satisfactory evaluation went to Campus Security Staff (x = 3.5, 52%), followed by AUB Guide Service (x = 3.3, 44%) and Maps & Handouts (x = 3.2, 41%). The least satisfying was Financial Aid (X = 2.1, 15%), followed by Deferred Payment (x = 2.7, 27%) and Bureaucracy (x = 2.8, 25%).

Comparing Fall 2000 registration with that of 1999, we find significant improvement in the following steps: Pre-registration, On-line Registration, Receiving Statement of Fees/Prebilling, and Drop & Add. New Student Orientation and Payment of Fees slightly went down in 2000, while all other steps maintained position. The percentage of satisfied (4 - 5) went up in 2000 on most of the steps. With respect to the overall ratings, mean 2000 ratings were considerably higher than 1999, with the exception of Financial Aid which went down drastically.

Table 7

Registration Process Steps / Descriptives for 1999 and 2000

Process	2000				1999			
	N	Mean	% Diss.	% Sat.	N	Mean	% Diss.	% Sat.
Placement Test – English	119	3.5	17	54			33	31
Placement Test –Arabic	77	3.3	21	43			41	22
Pre-Registration	128	3.1	34	37	160	2.2	63	16
New Student Orientation	41	2.8	49	41	43	3.0	39	33
Course Listings- Location	573	3.3	25	44	489	3.3	25	48
Course Listings- Legibility	539	3.0	32	35	476	3.1	29	41
Academic Advising	537	3.0	38	39	470	3.0	38	39
On-Line Registration	434	2.9	39	37	254	2.2	62	21
Receive Statement of Fees*	555	3.1	25	36	521	1.4	80	13
Payment of Fees	563	3.5	18	55	449	3.8	12	66
ID & Renewal of Sticker	464	3.8	13	66	445	3.7	17	59
Net account activate	497	3.6	17	57			41	22
Net account instructions	498	3.4	19	50				
Drop & Add	299	2.5	53	27	222	2.1	62	16

* For 2000, it is Prebilling Process

Time Taken

Table 9 reports time taken by students to complete certain steps in registration process and provides comparison with 1999. An overview of the table reveals an improvement in average time taken. However, one needs to evaluate these figures with care as many students just put days, minutes or hours without specifying exact figure and these cases were disregarded (around 50%). More accurate conclusions can be derived from comparing the medians (50th percentile). Median time went down drastically on Pre-registration, On-line Registration and Drop & Add.

Student Satisfaction by Faculty

Tables 10 – 11 report mean satisfaction ratings by faculty on the registration steps and on the overall ratings. Using Kruskal Wallis Test (Table 12), helped to identify areas where significant differences (in bold) exist between faculties. All students from all faculties agree on financial aid (-), dormitory registration (+), campus security / handouts / AUB guide service (+), prebelling / payment of fees, and pre-registration / new student orientation processes. There are significant differences on the other items.

Table 8

Overall Evaluation of Registration Process / Descriptives for 1999 and 2000

	2000				1999			
Process	N	Mean	% Diss.	% Sat.	N	Mean	% Diss.	% Sat.
Overall Process	588	3.1	28	35	521	2.1	62	15
Ambiance	559	2.9	32	29	495	2.3	55	14
Time Taken	578	2.8	44	31	520	1.7	76	13
Efficiency	577	3.0	30	32	520	2.2	61	15
Bureaucracy	552	2.8	37	25	498	2.3	53	16
Courtesy	555	3.0	31	32	493	2.5	47	22
Instructions	561	3.0	28	33	504	2.7	44	30
AUB Guide Service	547	3.3	24	44	494	3.3	23	50
Maps & Handouts	530	3.2	25	41	463	3.1	29	42
Campus Security Staff	547	3.5	16	52	483	3.4	19	52
New Student Orientation	288	3.1	27	40	-	-	-	-

Financial Aid	367	2.1	70	15	267	3.0	39	38
Dormitories	145	3.1	35	35	93	3.2	26	39
Deferred Payments	164	2.7	41	27	81	2.6	45	26

Table 9

Process	Time Taken in Minutes					
	<u>2000</u>			<u>1999</u>		
	Mean	Median	Mode	Mean	Median	
Pre-Registration (obtain white card)	138	40	-	329	180	180
Academic Advising	39	10	10	64	15	10
On-Line Registration	226	45	10	364	120	120
Receive Statement of Fees	-	-	-	2880	30	48
Payment of Fees	50	15	10	-	15	10
Drop & Add	124	60	120	261	120	120

Table 10**Registration Process Steps by Faculty**

	FAFS		FAS		Bus.		FEA		FHS		Nurs.		Med.	
Process	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Pre-Registration	6	2.7	78	3.1	8	3.1	18	3.3	10	24	2	3.0	5	3.80
New Student Orientation	0	-	28	2.9	2	1.0	5	3.0	2	3.0	2	2.5	1	2.0
Course Listings-Location	54	3.3	213	3.0	60	3.1	136	3.3	44	3.7	17	3.8	48	3.9
Course Listings-Legibility	51	3.1	196	2.6	59	2.6	132	3.2	42	3.5	13	4.0	45	4.0
Academic Advising	55	3.2	210	2.8	61	2.5	108	2.9	47	3.4	18	4.1	37	3.9
On-line Registration	45	2.9	171	2.4	51	2.2	98	3.6	29	3.3	11	4.2	28	3.8
Receive statement of fees	52	3.2	205	3.1	58	3.0	126	3.0	40	3.1	13	3.2	60	3.3
Payment of fees	53	3.7	211	3.5	58	3.7	131	3.4	41	3.6	12	3.5	56	3.5
ID & Renewal of Sticker	41	3.7	179	4.1	50	3.6	114	3.7	27	3.7	13	3.5	40	3.7
Net account activate	43	3.8	190	3.6	51	3.2	117	3.4	39	3.7	14	3.9	43	4.0
Net account instructions	42	3.6	191	3.3	53	3.0	118	3.2	41	3.7	14	4.0	41	3.9
Drop & Add	31	2.7	129	2.5	40	1.9	72	2.7	13	3.2	1	4.0	12	2.7

Table 11**Overall Evaluation of Registration Process by Faculty**

	FAFS		FAS		Bus.		FEA		FHS		Nurs.		Med.	
Process	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall Process	55	3.1	220	2.7	61	2.6	133	3.4	48	3.2	18	3.8	52	3.6
Ambiance	54	2.9	211	2.6	59	2.5	126	3.2	44	3.3	16	3.6	49	3.4
Time Taken	55	2.8	216	2.3	61	2.0	132	3.3	45	3.1	18	3.6	50	3.5
Efficiency	55	3.1	216	2.6	60	2.4	132	3.3	45	3.4	17	3.7	51	3.5
Bureaucracy	53	2.8	207	2.6	60	2.3	126	3.1	43	3.1	14	3.6	48	3.3
Courtesy	54	2.9	204	2.8	60	2.6	127	3.2	44	3.3	15	3.4	50	3.4
Instructions	53	3.1	212	2.8	60	2.6	127	3.1	42	3.3	18	3.9	48	3.4
AUB Guide Service	53	3.5	210	3.2	60	3.2	124	3.2	38	3.3	16	3.9	45	3.5
Maps and Handouts	52	3.3	201	3.1	56	2.9	119	3.2	40	3.5	15	3.7	46	3.4
Campus Security Staff	50	3.3	206	3.5	59	3.4	125	3.3	42	3.6	16	3.8	48	3.7
New Student Orientation	20	3.0	113	2.9	23	3.2	64	3.0	20	3.3	7	4.1	34	3.8
Financial Aid	31	2.3	127	2.0	30	1.7	93	1.9	30	2.3	8	2.8	48	2.4
Dormitories	21	4.6	48	2.8	12	3.1	32	2.6	9	2.7	2	4.0	21	3.2
Deferred Payment	16	3.2	53	2.6	16	2.6	41	2.4	16	3.4	2	3.0	20	3.2

Nurs.	Med.		FAFS		FAS		Bus.		FEA		FHS		Chi-square	Sig.		
	N	Mean Rank	N	Mean Rank	N	Mean Rank	N	Mean Rank	N	Mean Rank	N	Mean Rank				
Pre-Registration	6	54	78	64	8	65	18	71	10	46	2	62	5	84	5.16	.520
New Student Orientation			28	22	2	7	5	22	2	23	2	18	1	17	3.62	.605
Course Listings-Location	54	286	213	248	60	259	136	302	44	342	17	371	48	369	38.39	.000
Course Listings-Legibility	51	282	196	212	59	212	132	299	42	336	13	394	45	397	91.83	.000
Academic Advising	55	297	210	244	61	209	108	261	47	315	18	388	37	372	50.29	.000
On-line Registration	45	218	171	173	51	147	98	283	29	252	11	331	28	299	91.59	.000
Receive statement of fees	52	288	205	279	58	254	126	268	40	283	13	292	60	298	3.37	.761
Payment of fees	53	314	211	278	58	304	131	261	41	292	12	282	56	283	6.06	.420
ID & Renewal of Sticker	41	217	179	264	50	199	114	220	27	215	13	176	40	216	19.68	.003
Net account activate	43	276	190	253	51	200	117	222	39	267	14	291	43	303	20.97	.002
Net account instructions	42	277	191	245	53	204	116	223	41	289	14	330	41	308	26.95	.000
Drop & Add	31	157	129	147	40	112	72	162	13	188	1	245	12	160	14.48	.025
Overall Process	55	304	220	242	61	218	133	355	48	319	18	416	52	373	78.31	.000
Ambiance	54	278	211	237	59	206	126	329	44	337	16	376	49	351	64.92	.000
Time Taken	55	291	216	232	61	195	132	356	45	341	18	403	50	381	98.88	.000
Efficiency	55	302	216	235	60	207	132	344	45	354	17	392	51	358	80.44	.000

Bureaucracy	53	275	207	243	60	209	126	314	43	321	14	387	48	332	46.75	.000
Courtesy	54	263	204	253	60	216	127	305	44	323	15	346	50	336	33.32	.000
Instructions	53	289	212	258	60	226	127	292	42	324	18	412	48	320	31.90	.000
AUB Guide Service	53	301	210	261	60	270	124	265	38	267	16	353	45	304	9.77	.135
Maps and Handouts	52	276	201	260	56	231	119	257	40	296	15	327	46	291	9.91	.129
Campus Security Staff	50	248	206	284	59	260	125	250	42	289	16	316	48	306	9.72	.137
New Student Orientation	20	133	113	127	23	147	64	134	20	149	7	211	34	183	19.86	.003
Financial Aid	31	200	127	181	30	154	93	171	30	202	8	225	48	208	10.45	.107
Dormitories	21	83	48	70	12	78	32	63	9	64	2	104	21	82	5.95	.429
Deferred Payment	16	100	53	75	16	76	41	69	16	107	2	93	20	100	15.10	.020

Table 12

Analysis of Faculty Differences in Registration Process*

- Kruskal Wallis Test

Table 13**Registration Process Steps by Class**

Process	Freshman		Sophomore		Junior		Senior		Graduate	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Pre-Registration	13	3.9	89	2.9	6	2.3	5	3.0	10	3.6
New Student Orientation	11	3.4	25	2.5	-	-	-	-	-	-
Course Listings-Location	16	2.9	165	2.9	138	3.2	186	3.4	20	3.8
Course Listings-Legibility	15	2.7	156	2.5	130	2.9	174	3.2	19	3.8
Academic Advising	16	3.8	154	2.8	126	2.6	185	3.1	21	3.6
On-line Registration	12	2.6	115	2.7	120	2.9	144	2.9	16	3.3
Receive statement of fees	17	3.1	151	3.2	134	3.2	173	2.9	21	3.4
Payment of fees	17	3.6	159	3.6	134	3.4	180	3.5	18	3.5
ID & Renewal of Sticker	10	4.5	133	4.1	123	3.8	146	3.6	14	3.6
Net account activate	13	3.2	149	3.7	121	3.5	156	3.4	16	3.6
Net account instructions	93	3.0	148	3.4	123	3.3	157	3.3	17	3.5
Drop & Add	12	3.1	88	2.5	83	2.4	96	2.5	10	3.4

Table 14**Overall Evaluation of Registration Process by Class**

Graduate	Freshman		Sophomore		Junior		Senior			
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall Process	16	3.4	169	2.9	144	3.0	188	3.0	21	3.3
Ambiance	14	3.0	163	2.8	140	2.9	175	2.9	20	3.4
Time Taken	16	2.6	168	2.4	140	2.7	186	2.9	20	3.2
Efficiency	16	3.1	166	2.8	141	3.0	185	2.9	20	3.2
Bureaucracy	15	2.7	157	2.8	139	2.8	175	2.7	19	3.0
Courtesy	15	3.2	155	2.9	139	2.9	179	2.9	19	3.5
Instructions	16	3.3	162	2.9	137	3.0	180	2.9	20	3.5
AUB Guide Service	15	3.1	161	3.3	140	3.2	169	3.3	19	3.2
Maps and Handouts	16	3.5	158	3.3	133	3.1	160	3.2	19	3.2
Campus Security Staff	16	4.0	156	3.6	136	3.4	173	3.3	20	3.4
New Student Orientation	14	3.6	93	2.8	60	3.1	73	3.3	8	2.9
Financial Aid	3	1.3	92	2.0	92	1.9	122	2.0	10	2.2
Dormitories	6	3.8	34	3.7	42	2.7	39	3.1	3	3.3
Deferred Payment	2	3.0	40	2.8	47	2.4	49	2.9	4	2.8

Table 15

Analysis of Class Differences in Registration Process

	Freshman		Sophomore		Junior		Senior		Graduate		Medicine		Total			
Process	N	Mean Rank	N	Mean Rank	N	Mean Rank	N	Mean Rank	N	Mean Rank	N	Mean Rank	N	Mean Rank	Chi-square	Sig.
Pre-Registration	13	86	89	60	6	44	5	63	10	80	5	85	128		11.18	.048
New Student Orientation	11	25	25	19	1	7	2	33	1	29	1	17	41		6.92	.227
Course Listings-Location	16	240	165	238	138	274	186	311	20	355	45	377	570		39.79	.000
Course Listings-Legibility	15	233	156	210	130	256	174	289	19	371	42	407	536		73.29	.000
Academic Advising	16	361	154	247	126	230	185	276	21	340	33	374	535		38.12	.000
On-line Registration	12	185	115	200	120	212	144	215	16	256	25	312	432		19.90	.001
Receive statement of fees	17	264	151	290	134	289	173	244	21	308	56	301	552		12.19	.032
Payment of fees	17	286	159	288	134	267	180	282	18	278	52	289	560		1.59	.902
ID & Renewal of Sticker	10	320	133	264	123	228	146	204	14	201	36	221	462		20.91	.001
Net account activate	13	225	149	270	121	235	156	227	16	240	40	298	495		13.92	.016
Net account instructions	13	218	148	254	123	238	157	239	17	265	38	308	496		9.813	.081
Drop & Add	12	185	88	146	83	143	96	148	10	203	10	169	299		7.32	.198
Overall Process	16	336	169	269	144	278	188	296	21	331	48	385	586		22.79	.000

Ambiance	14	295	163	265	140	272	175	268	20	340	45	360	557		18.20	.003
Time Taken	16	270	168	240	140	289	186	303	20	349	46	388	576		36.84	.000
Efficiency	16	296	166	267	141	292	185	281	20	313	47	364	575		14.44	.013
Bureaucracy	15	268	157	271	139	277	175	263	19	296	45	330	550		7.27	.201
Courtesy	15	311	155	264	139	264	179	272	19	356	46	336	553		14.92	.011
Instructions	16	324	162	270	137	278	180	269	20	349	44	323	559		10.38	.065
AUB Guide Service	15	262	161	278	140	259	169	274	19	247	41	315	545		5.17	.396
Maps and Handouts	16	307	158	274	133	247	160	257	19	260	42	299	528		6.55	.256
Campus Security Staff	16	354	156	285	136	264	173	254	20	252	44	312	545		12.24	.032
New Student Orientation	14	174	93	119	60	136	73	150	8	118	33	184	281		21.40	.001
Financial Aid	3	130	92	185	92	168	122	181	10	189	45	211	364		6.811	.235
Dormitories	6	99	34	68	42	63	39	76	3	83	19	79	143		6.30	.278
Deferred Payment	2	91	40	81	47	67	49	88	4	81	19	96	161		7.82	.166

Student Satisfaction by Class

Tables 13 – 14 report Student Satisfaction by Class. There are significant differences by class as revealed by Table 15, and they are quite similar to the ones identified by Faculty.

Additional Findings by Registration Step.

Placement Tests

- 77% of students felt that they got adequate notice of the tests
- On the average, students had 25 days notice of placement tests.

Pre-registration

- Time of pre-registration, 57% were satisfied with pre-registration period (Sept. 4-28) vs 16% dissatisfied.

- Location: Admission Office or West Hall. Students were more satisfied with Admission Office location than West Hall (43%), ($x = 3.5$ vs 3.1).
- Information Package: 53% were satisfied with the package ($x = 3.4$). It got lower ratings however, from FHS, FAFS and Business.

New Student Orientation

- It was attended by 26% of the sample's 128 new students.
- 41% of the sample were satisfied with the process vs 49 dissatisfied.

Course Listings

- 72% of students checked course listings in their departments, while 20% checked them in West Hall and 8% in other locations. The percentage of those who checked at West Hall was higher for A&S (35%) and Business students (25%).
- A&S and Business students had lower mean satisfaction with both location and legibility of listings than other faculties. Freshman and Sophomore students also had lower means. The number of students involved in each category could be the reason.

Academic Advising

- Only 16% of academic advising was done by appointment.
- With respect to time, 90% reported that it took one hour or less.
- With respect to the process, 39% were satisfied with it, while 38% were dissatisfied. Lowest mean ratings were given by A&S and Business students, and by sophomores and juniors. Freshman were highly satisfied ($x = 3.8$).

On-line Registration

- With respect to process, nearly equal percentages between satisfied and dissatisfied. (37 vs 39).
- Mean rating for undergraduates (2.6 – 2.9) lower than graduates.
- Location of on-line registration was satisfactory ($x = 3.4$) except for Business students.

Statement of Fees

- Prebilling process was more satisfactory (36%) than dissatisfactory. The process was similarly rated by all faculties, but looked at less favorably by seniors.
- Help Desk. Average rating ($x = 3.0$), nearly equal number of satisfied (32%) and dissatisfied (31%). Business and Engineering students were least satisfied and it was more satisfactory to Freshman students than others. The mean rating went down with upper grades.
- Payment Process. Highly satisfactory (55%) with $x = 3.5$ and median = 4.0.
- Payment time ranged between 21 – 40 minutes for all faculties with a median time of 15 minutes, except for Engineering.
- Bank. 10% chose Arab Bank, 42% Audi, 40% HSBC and 7% Mediterranean. Satisfaction level was nearly the same for the first three banks ($x = 3.5$, md. = 4.0, 54 – 58%), but was lower for Bank Mediterranean ($x = 3.3$, md. = 3.0, 47%). Median time was nearly the same for all four banks (10 – 15 minutes).

Labeling AUB ID

- The process was highly satisfactory (66%) with a mean of 3.8 and a median of 4.0. It was highest in A&S and satisfaction level went down with higher classes.

Net Account

- Activating net account process was satisfactory (57%). It was lowest among Business and Freshman students.

- Instructions for activating net account were satisfactory (50%), but also lowest among Business and Freshman students.

Drop & Add

- Time. 70% of students took them two hours or less, while it took 30% more than two hours. Mean time ranged from half an hour to three hours for different faculties with FHS having the lowest mean time (30 min.).
- Process was highly unsatisfactory (53%). FHS had highest satisfaction with process and Business lowest.

Summary of Students' Comments on Registration Steps

Following is a summary of main and frequently mentioned comments made by students on various steps of registration process. The Appendix provides a more detailed listing of statements made by students.

Placement Tests

- Students questioned their validity for accurate placement and doubted the objectivity of scoring.

Pre-registration

- Some students complained about organization and the crowds.
- Some information packages were missing some papers and students suggested that they should be supplied ahead of registration time.

New Student Orientation

- It was lower than student expectations.

Course Listings

- Need for more locations (was main problem). Many suggested posting them on web, or sending them to mailboxes.
- Abrupt changes in schedule, lack of accurate time and name of instructor or room numbers were frequent complaints.

Academic Advising

- Advisors are not available during advising period nor during office hours.
- Advisors do not care, they don't advise, and they just sign cards.
- Advisors do not know how to advise, need training, need to know more about courses and about regulations.

On-line Registration

- Need more organization, more computers, larger centers, and more capacity.
- Should be run by professors and not students.
- Better than last year.
- Unfriendly, aggressive employees.

Statement of Fees

- Students need to be given longer period to pay. Statements should be sent ahead of time.
- Cash should be accepted.
- Mistakes in statements, which take a long, time to be corrected.
- Complaints about help desk, financial aid staff and policy, and HSBC.
- Some fees in statement should be made optional like internet, social activities and NSSF.

ID Card & Renewal of Stickers

- Efficient, quick and good job. Great improvement.
- They break and students have to get new ones and pay \$20.
- Need for more than one desk, ID should be changed every year.
- Students were not notified sufficiently in advance.

Net Account

- Insufficient instructions, old and slow computers, insufficient downloading space, expensive.
- Extend time limit and announce ahead of time the location and deadline.
- Should not be obligatory.
- Do not like to have their photos on the screen especially as prior permission was not taken.

Drop & Add

- Unorganized, humiliating, time consuming, no places, few computers.
- People who know staff are given priority.
- Advisors come late.

Overall Registration

- Please change each and every business assistant in the Business Department. We want more helpful and welcoming assistants.

- Lots of changes in the registration system, but not better at all. Besides, the financial aid system is very bad.
- Why do we have to pay extra charge for deferred payment.
- One committee should be created to deal with all things regarding registration.
- You have to move to less bureaucracy.
- The staff of the financial aid office was not very helpful.
- Handling the financial aid application was a disaster.
- Dorms should be opened during registration and without paying anything. We're AUB students!!!!!!!
- A committee and not only one subjective person should check financial aid applications.
- They should give priority to old students in the dorms.
- I was very disappointed with the registration process; it was very unpleasant and made me feel negative about starting AUB.
- To have a private room was a nightmare!!!!!!! You should clarify the policy and apply it.
- Registration should be via phone or Internet.
- I must insist that EPT is "UNFAIR", you can't judge any language proficiency by 30 minutes writing essay test.
- There should be a book that tells about each professor and his efficiency in learning.
- Students from abroad didn't find anywhere to stay in registration period because they made students pay \$10, which is unfair, they should open the dorms on registration days.
- People working in the university are always angry and mad and don't like to answer students and if they do they are very rude.
- The schedule of the labs and classes has been changed after registration, and this is really annoying.
- Financial aid not well handled by AUB.
- Not enough advising is given regarding courses that can be taken from the faculty of Arts & Sciences.
- I think they should be more kind to people asking for an application for the deferred payment, because we are already having a hard time.