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Students' Comments on Registration Process

PLACEMENT TESTS

- I don't think these placement tests show the real ability of a student.
- These exams are not enough for placement of students.
- The grading of EPT should be more precise.
- The teachers actually didn't correct the essays frankly and they just put any level they wanted.

PRE-REGISTRATION

- Some information packages were missing some papers.

- The registration was not organized as mentioned.
- The package must be supplied ahead of time.
- The computers are never working at AUB.
- Too crowded with no respect for personal cases.
- Students must be separated in many locations in order to complete pre-registration faster.

NEW STUDENT ORIENTATION

- It was not really announced, I didn't know about it until the last minute.
- They told us how to do everything we had already done.
- In the way it was given, it is useless.

COURSE LISTINGS

- Elective timings should come out earlier.
- Sections changed their timing.
- The assistants are very mean and don't give us much time.
- They should be put in other places too, especially within eye reach.
- Seniors should have priority over new students.
- Put course listings on the Internet.
- Course listings should be sent to our mailboxes.
- Every department should have listings of all courses.
- The location of courses is always crowded.
- Listings should be posted on the AUB Home page.
- It should be easier to access.
- They put them up too late.
- Accessing courses is a very disorganized hassle and the course listings should be made more plentiful and accessible with all the courses offered.
- Names of teachers should be listed too.
- Sections cancelled – No more capacity, there must be places for everyone everywhere.
- There should be room for all students in elective courses.
- They were not satisfying.
- You should put a protection layer or something to prevent people from ripping them off the walls for a closer look.
- Listings are not accurate.
- Lots of changes in the schedule.
- When a new section is opened, it is not added in all listings.
- There's only one computer for the whole department.
- Hang cultural courses in English Department so that students won't have to go to the West Hall to check courses and sections.

- Course listing on the West Hall were not very clear.
- Lists of courses should be in all departments.
- Could you please copy them and send them to us, we could pay the cost, it is OK for a few thousands L.L.
- There should be a timetable in the package for students to check the course listings.
- Some courses had no room number or time or even missing.
- I think there should be more course listings distributed in other corners of the campus.

ACADEMIC ADVISING

- Advisors are not always present during advising period, nor during office hours (frequently mentioned).
- Advisors should advise students what to take and not let them take what they want because they don't know.
- Some advisors should be more helpful and care for students (frequently mentioned).
- They don't advise, they just write down course numbers (repeated with high frequency).
- We were treated like farm animals.
- Not much interest is shown by advisors, I actually take what old students took.
- There is no advising, advisors don't know much.
- Very bad.
- Many students for one advisor.
- Advisors should know better about the courses.
- He didn't have time for us; I didn't know what it was all about.
- Advisors need a training course.
- What academic advising????????????????????
- Advising was better than last year in general, but still it was unorganized.
- The advisors would give us any courses just so that they can get rid of us and turn to the next student.
- My advisor came at 10:00 and all places for CS and English were taken by 9:00.
- Problem is that you change advisors from one semester to the other.
- I came to my department early in the morning (at 7:00 a.m.) and my advisor didn't come. I waited until 11:00 begging the other advisor to sign my white card (repeated with high frequency).
- More advisors!!!!
- The chairman changed every five minutes his mind about the courses we could take.
- It took 3 days to meet with out advisor!!!!!!!!!!!!He was never there.
- She always makes us take the courses she wants and not what we prefer.
- Sometimes you're not allowed to take a course you want.
- Teachers should know more about university rules.
- We have almost no advisors.
- Advising is absent in a way.
- We are required to take some courses each term se we don't really need to do advising (Engineering).
- We never see our advisor.
- Advisors couldn't care less.

ON-LINE REGISTRATION

- The process was highly unorganized.

- The status of students is not properly put on the white card.

- I was not satisfied because I wasn't given the courses I chose.
- More organized with numbers.
- They start before the assigned dates.
- We pay \$10,000 with no satisfaction.
- The numbering of students is bad.
- Centers are small compared to number of students.
- Painful process.
- Not enough places in the sections.
- Add more computers.
- It should be more organized.
- Crowded.
- You have to be the first person down at registration to have any chance of getting the courses you want.
- I am so much satisfied with the on-line registration. It improved a lot than last year.
- Should open more computers and capacity.
- Should be run by professors and not by students since they don't know anything.
- Very messy, bad, couldn't find the timing I wanted, waited too long.
- The registration process is an example of the SURVIVAL OF THE FITTEST when each person fights to get what they need.
- I arrived at 6:00 in the morning and entered at 12:00 noon.
- Why won't students register their courses by themselves using Internet.
- To help the students, AUB can add a computer program that outputs the schedule of every student so he will not check the course listing.
- A person with # 40 enters before a person with # 2.
- Nicer employees, very aggressive.
- I hate the registration process in AUB.
- We were supposed to go to the chairman of the department when there were no places and to wait one hour to open a new section.
- The one responsible for registration is always angry and not friendly at all.
- Engineers have the best system.
- I didn't do my own registration. I was travelling and the secretary did it for me.

STATEMENT OF FEES

- They should give students more time to pay.
- The pre-billing process had no sense and the dates assigned to receive the corrected statements of fees should be more accurate.
- Why can't we do the drop and add if we are late in paying our fees.
- Most students got 4 statements of fees.
- They make too many mistakes in the statement of fees and to correct them takes a long time.
- Stop increasing the fees.
- Why don't they accept cash anymore?
- AUB is very expensive (mentioned repeatedly).
- It took ages for the statement of fees to arrive in our mailbox – it just barely made the due date.
- It took me 5 statements to get the right one.
- In the financial aid FA officer should be changed, she is mean, as if one is taking money from her pocket.

- Statements should be sent to students at least two weeks before payment deadline and financial aid problems should be finished before sending the statements.
 - They are **really** slow at HSBC, should change HSBC.
 - The people who were put to help new students were extremely full headed and stingy, shame on such staff. The staff does not include the "Ask Me" people.
 - The help desk is so unfriendly; they don't even look at you or say Hi or anything.
 - The HIP waive is still a problem, I submitted it before the deadline and they still insisted that I have to pay it.
 - The process was very good and the problem was in financial aid and in HSBC, I had to go get a check because they wouldn't take cash- which was a time consuming problem. Cash should be acceptable.
 - Some people didn't get their last statement of fees in the box. So we had to go for 2 days and wait for long hours at West Hall to get it.
 - They should give more time for the payment.
 - There was a difference between the statement of fees. The difference was around 250,000 L.L
 - This year, it was better than last year when we had to wait in line to get our statements.
 - Deadlines on statement of fees are always wrong.
 - The payment process is not easy: crowd and takes a lot of time.
 - Why can't we pay on campus?
 - The statement of fees includes some fees that should be made optional like:
- Internet – Social activities and NSSF.

ID CARD AND RENEWAL OF STICKERS

- Good job, very quick and very efficient.
- A great improvement over last years
- People concerned should be more helpful.
- Should be more organized in terms of keeping students in an organized line.
- They always break and we have to get new ones for \$20.
- Should be done on computer.
- There should be more than one desk for ID renewal, and ID's should be changed every year.
- We weren't notified sufficiently in advance.
- The only thing that didn't take a long time.
- Why should a person pay 50,000 L.L when losing hid ID card???????
- The ID looks ugly because of the large number of stickers.
- Can't see the use of it. No one checks for it anyway.
- We would like to have it in our department (Engineering).
- I knew we were renewing by chance: you have to post roster to inform us about renewal.

AUB NET ACCOUNT

- Taking money for a poor service.
- It has to be a bit faster.
- Computer rooms are always busy.
- Extend the limit or at least let us know how to check it. We end up being denied access.
- Computers too old and too slow.
- No instructions.
- It is simply great.
- I didn't like the presence of our photos displayed on the screen.
- We shouldn't pay for using the Internet (ayb).
- Too expensive.

- Nobody asked our permission to put our picture on the desktop. I think it is a bad idea.
- We need guides.
- Try to make the PCs a little bit faster so that our accounts don't finish before we even get connected.
- It shouldn't be obligatory to have AUB net account especially if we already have our own account at home.
- You should announce the location of activating net accounts.
- Nobody told us about how to use this account.
- The Web page is not very helpful.
- 50 MB of free downloading space is not enough, 60,000 L.L at INCONET gets you unlimited for four months.

DROP & ADD

- Like registration, we wake up early and stay for hours.
- Should be more organized.
- Very tiring, humiliating ----don't ask!!!!!!!!!!
- Very unorganized and all sections are full. It's only by chance that you find a place.
- Too many students and only 4 computers, limited number of courses and too many students.
- It was crazy.
- Drop & Add is useless since there is no space to add to any course.
- Extremely annoying process.
- Advisors should do the Drop & Add because the people that work there let their friends in first.
- We are paying 6 million not to have to beg responsibly to find capacity.
- Many students pass in front of you because they know someone from inside.
- Make the duration longer, meaning more days.
- The advisors should be at AUB as early as possible for Drop & Add.

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!!!!!!!!!!
- Financial aid applications should be checked by a committee and not only one subjective person.
- 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.
- It 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 have 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.