

## Appendix B

### Detailed Listing of Students' Comments by Step

#### Step 1: Placement Tests

- ★ I got accepted in EN 203 with TOFEL results.
- ★ The placement test was not well organized.
- ★ The placement would not depend on the SAT score.
- ★ Didn't take any of these 2 tests.
- ★ Should be more organized when taking the marks or giving TOEFEL marks.
- ★ In my opinion, you shouldn't place students following their EEE score because may be he/she had accident or something like that.
- ★ No organization, unsuitable timing, long waits
- ★ Time conflict with online registration

#### Step 2 : Pre registration

- ★ Long waiting line.
- ★ My second package was too late.
- ★ Very crowded.
- ★ Somewhat of a mess, not enough info supplied, unsuitable time period
- ★ More organization & more space for students in the admission office

#### Step 3: New Student Orientation

- ★ Very Boring.
- ★ Very nice and interesting but should include new sophomore students from abroad.
- ★ Excellent.
- ★ Make it more specific and less boring.
- ★ Disorganized, not very informative
- ★ EPT/APT/Registration/Orientation session → all in the same day!
- ★ Members at the Dean of health sciences faculty are great!
- ★ I had to leave earlier for the APT, so.....

#### Step 4: Academic Advising

- ★ I wasn't advised.
- ★ I did not go.
- ★ Advising doesn't help.
- ★ I believe that my advisor is so nice to first year students. It makes it much easier to get used to our new academic life.
- ★ Sociable advisor.
- ★ Sometimes the advisor is not in the office.
- ★ Three days waiting to see my advisor.
- ★ Advisors should take a little more time with students to see what is really best for them.

- ★ Not beneficial.
- ★ No real advising, just ticking on the emphasis sheet.
- ★ It was fine.
- ★ The advisor should abide by the time schedule he/she gives.
- ★ Bad Advisor
- ★ It was not organized. Moreover, the advisor couldn't answer all my questions.
- ★ It was not useful and offered no real information.
- ★ There is no communication between departments.
- ★ My advisor was not in his office during the advising process.
- ★ Normal, not much advising, I had to do all the work myself and pick out the courses.
- ★ They don't know what they are doing, we go in and talk to them, all that they say is yes.
- ★ We need to see the advisors at least one day before the registration
- ★ The advisor didn't know what to advise me
- ★ The advisors are not always available
- ★ Most advisors do not know enough about the system and do not provide efficient help
- ★ Non exiting
- ★ In three years I have seen my advisor once. He is pretty useless.
- ★ Our advisor is only reached by email, I never saw him.
- ★ In engineering, our courses are already set so we don't need advising
- ★ Real bad. Seems as if they want to get rid of you. Each advisor says something different than the other.
- ★ The advisor didn't help in anything. He just sent me to the department's office.
- ★ Waste of time. Advisors don't help in anything.
- ★ Advisors must be more updated to the computer registration.
- ★ Advisors should be more patient and understanding.
- ★ There almost weren't academic advising because it was very slow and the registration was directly after all people were in the labs.
- ★ No advising, since we have to follow course schedule according to the catalogue.
- ★ No advising was done.
- ★ No need.
- ★ I didn't do advising anyway, it's useless.
- ★ Did not go for advising, because it is useless.
- ★ No advising done.
- ★ Very helpful advisor but she was not able to open capacities in the courses I need.
- ★ I'm a senior student and I know the courses I have left and should take.
- ★ Advisors were too busy.
- ★ There was good advising.
- ★ Didn't take any. Haven't seen my advisor for a year.
- ★ We know what to take.
- ★ Did not have an advisor. Did not get advised- also in previous years when I was advised, the advisor was not very helpful.
- ★ I didn't go to my advisor this semester because he doesn't help me or tell me anything consistent. He doesn't know the answers to my questions relative to courses and transfers etc. So it is useless (from sophomore till now).

- ★ Didn't do advising I registered for my courses alone. Advisors usually don't know what is going on.
- ★ Not satisfying at all.
- ★ It isn't useful, but personal tutors may be more helpful.
- ★ I know what I had to do; advisor just signed his name.
- ★ It's a little disorganized; few advisors know what to do in particular situations.
- ★ No need for advising.
- ★ A lot of people waiting inefficiently at the advisor's door. Waste of time.
- ★ I was transferring to Business and I had no advisor. I picked my courses.
- ★ Advisors should respect their times and students.
- ★ Never did advising in the last year.
- ★ I didn't even know that there was advising in May.
- ★ I never found my advisor.
- ★ Had to wait until my advisor gives me my turn.
- ★ No point unless you don't know what to have.
- ★ Should give more time to students and explain more.
- ★ The advisors should know more about the process than us.
- ★ All courses required. Advising is not very important.
- ★ You're your own advisor in the school of nursing.
- ★ In the school of nursing your courses are limited, so you have to stick to what the advisor tells you, otherwise your graduation will be delayed.
- ★ The advisors do not know about the courses that they are giving (difficulty wise), they just put the course without advising.
- ★ Instructor did it all.
- ★ Should be more efficient.
- ★ In the school of nursing (senior year): NO ADVISING.
- ★ Professors don't know anything. They don't like students! They don't care!
- ★ Be more patient with students.
- ★ I've never talked to my advisor.
- ★ I didn't go and see the advisor.
- ★ I did not go to see the advising sessions.
- ★ Some advisors know nothing about electives they should require.
- ★ Advisors need to do more advising.
- ★ My advisor said that he does not want to advise this semester! He did not advise any of his students!
- ★ Let advisors be always available in their offices during advising week.
- ★ Make it better.
- ★ Not very well, advisors are not friendly, nor are they knowledgeable to give help about courses. Advisor only wants to get on with his/her day and get you out of the office.
- ★ Better than last year.
- ★ Advisors usually don't really know what to advise. They give freedom to a new student to choose his/her classes, when that student is still unaware of anything. They should be more convincing and more like advisors.
- ★ Actually I had no advisor assigned for myself and so I had to come during the first week to ask about my advisor but they directly assigned someone for me.

- ★ Too rushed. Need more time.
- ★ Advisors should be more updated on the material of the curriculum.
- ★ The advisor was very nice but couldn't really help because he didn't have my file! So I had to go back and forth to the Dean's office ... .
- ★ I did not make any advising because everytime I visit my advisor, he's not able to help me. Obviously I know better than him, and his answers were always:" I'm not sure about this, Why don't You ask someone".
- ★ I didn't know who is my advisor! I did no advising! I did the work all by myself.
- ★ Registration and advising were very far apart.
- ★ I did no advising because the advising period was far apart from the registration period.
- ★ Advisors are not all helpful in all majors.
- ★ Our advising was in May and we weren't notified, so we missed it! How come?
- ★ We didn't have advising because it wasn't needed.
- ★ Advising for current students should be just before registration. Not in May and registration in September.
- ★ It was not very organized. My advisor did not have any idea about my courses and I didn't benefit from him in the fall so I didn't come in spring.
- ★ Actually no advising. Advice from old students is better.
- ★ Didn't know about the advising period (not clear enough).
- ★ My advisor was assigned after the registration period. So no advising.
- ★ The advisor made no real difference. I already knew what courses I wanted to take. He just approved.
- ★ Didn't answer my questions the way I wanted.
- ★ Very bad.
- ★ Because some advisors don't help they just make it worse and they are so rude.
- ★ My current advisor is very nice.
- ★ You don't know nothing about what is going on.
- ★ I did not my advisor since the start of the semester.
- ★ Advisors aren't that good.
- ★ Advisors know nothing about the courses we've to take.
- ★ Better advising. More organized.
- ★ We didn't have advising because we already knew what courses to register for.
- ★ There was some chaos regarding the courses and a misunderstood priority for some students in registering for rotation courses in AUH over other students.
- ★ The advisor doesn't know what courses to give us! She has no idea!
- ★ It should be more organized, like assign less students to one advisor.
- ★ The advisor should be more organized.

#### **Step 5: On Line Registration**

- ★ It was too much of a race for vacant places in the most convenient hours.
- ★ Registration at AUB is more competitive than the finals and the capacity of some courses is pitiful.
- ★ On line registration is a great idea!
- ★ It was easy for me to have a set schedule but it was difficult for others.
- ★ CS lectures should give more scheduled times.

- ★ There were conflicts between many required courses; CS & BADM.
- ★ We didn't have choices concerning the marketing courses. (Only one section).
- ★ A major course in Business was entered in the computer in the wrong way, so it created conflicts in our schedules for no reason and we couldn't register.
- ★ The system should be evaluated and updated continuously.
- ★ There are no real electives in the university.
- ★ Terrible process.
- ★ Please more capacity
- ★ We registered for English before we the results of EPT
- ★ My schedule is not what I expected
- ★ It is too slow
- ★ Capacity is a big problem
- ★ On Line registration is a huge improvement
- ★ It is expected that about 200 people need to take Math 230, how can they open one section of only 30 students that was closed before I register early morning.
- ★ We were more than 200 students who took M212 last year and now there were only 4 sections.
- ★ There was not enough capacity but later on after the registration they opened capacity.
- ★ Please upgrade your servers and plan for classes and their capacity better.
- ★ Some people almost didn't graduate for 1 credit.
- ★ P.C. was very slow and stopped millions of times. Had to repeat everything.
- ★ We were given a required course SBS 217 for graduation but it had a prerequisite SBS 202, which wasn't required, so we couldn't register it.
- ★ No places in required courses.
- ★ I had no problem with registration.
- ★ Labs sections capacities are less than the demand.
- ★ The system crashed for 4 hours and I was registering in AUB.
- ★ It was the best.
- ★ Elective humanities. I wanted to take CS 202, however the lecture conflicted with one of my major courses and no section was available.
- ★ Open more sections for some courses or at least increase capacities.
- ★ The system is bad. I was even put as a junior although I was a senior and I had to change my status.
- ★ Problem was I was still considered an AG 3 and couldn't register a course.
- ★ Courses of electives offered in the faculty ( FAFS ) were very limited to a special department ( No elective offered in CPP department nor in culture specially ).
- ★ The system did not overcome the problem until it was resolved by registrar after the deadline date by 1 day.
- ★ The online system is sometimes mixing up/missing some courses that must be registered.
- ★ I was registering abroad and if my brother wasn't here to go to the registrar's and fix my problem it would have been bad.
- ★ Courses should hold as much capacity as needed.
- ★ Capacity-capacity we need more of it.
- ★ The new system is very unorganized.

- ★ The system is very unprofessional and unorganized, and needs extreme updating.
- ★ You should make sure the course list contains all the exact (correct) information or do not let the system refuse any course by itself.
- ★ Actually in both required and electives.
- ★ We have about 200 students wanting to take the course, and only 50 have place.
- ★ There is not available choices and sections in electives of finance.
- ★ Not enough sections available and capacities.
- ★ As a senior these courses should be very easy to acquire.

## **OTHER REASONS OF DIFFICULTY IN ON-LINE REGISTRATION**

- ★ Server errors
- ★ Faculty restrictions
- ★ Lot of pressure on the internet
- ★ Problem in registration office
- ★ Logging in
- ★ Not well guided
- ★ Registered late
- ★ The system was not working in a continual period
- ★ Server down
- ★ On-line traffic, system overcrowded
- ★ No help was provided, internet outside AUB was terrible so I had to come from Bekaa early in the morning to find no place to sit in
- ★ Server jam
- ★ Time conflict
- ★ The system didn't work at first
- ★ Status problem
- ★ Wrong timing of course from registrar
- ★ Departmental problem
- ★ Didn't find place in some sections
- ★ Not fair
- ★ Prerequisites and changes in schedules.
- ★ The delay and crowd
- ★ Registration from home was very slow
- ★ Unable to enter the registration area
- ★ Very difficult access
- ★ Time to register was too long due to the large # of students registering
- ★ Server down
- ★ High traffic is blocking the system
- ★ The computer in the library was not working well
- ★ Timings of courses sometimes make it hard, if more than one course needed is offered at the same time
- ★ System was too slow, server couldn't handle large volume of students
- ★ The system crashed
- ★ It was slow and inefficient.
- ★ The server couldn't support all the students and kept writing "Session Expired"

- ★ No restriction on students
- ★ Took so much time, I was in Jordan
- ★ Very slow because everyone is registering at the same time.
- ★ It was very slow and the system blocked the first day.
- ★ AUB network.
- ★ Your system registered for me a course that needs a prerequisite and it showed even on my statement of fees. “Bug in the system”.
- ★ Could not access AUB SIS abroad due to overcrowding.
- ★ Very unorganized. Nobody knows what to do.
- ★ Course timings were changed without previous notice, and sections were cancelled after registration.
- ★ The only problem I faced was trying to get connected to the SIS from my house but after that it took 3 minutes if not less.
- ★ Error in timing courses. They put a course that finishes at 12 instead of 11:50, it created a conflict in my schedule.
- ★ Server efficiency in AUB. Very slow Internet response.
- ★ Too many students trying to register at the same time.
- ★ Internet traffic.
- ★ Slow server, need for more RAM.
- ★ It took me 2 hours just to log on the AUB system.
- ★ Conflict between courses.
- ★ The system kept on facing problems.
- ★ Everytime I advance in the process, the error page shows and I have to start over from the previous page. This happened 30 times or more.
- ★ The course times were printed wrong and so I was automatically dropped out of one course by the system on grounds of conflict with another course- however the 2 courses do not actually conflict with each other. You should make sure the course list contains all the exact (correct) information or do not let the system refuse any course by itself.
- ★ The timing of the courses is bad, not varied, all courses are tied to one common lecture.
- ★ The process was slow.
- ★ Timing of courses conflicted ( and as a senior some courses were very important to me ).
- ★ When a rule is put let all the faculty know about it.
- ★ The computer connection is slow.
- ★ No one really gives you a direct answer concerning this registration.
- ★ I had a Biology course to register and they were giving me some error.
- ★ Very unorganized, a lot of pressure during registration time.
- ★ I live in Jordan and registration took so long and getting into the web pages took forever.
- ★ Traffic while registering.
- ★ Crowded departments.
- ★ Prerequisite restrictions.
- ★ Couldn't register from home.
- ★ The AUB SIS was very crowded and the server was blocked for several hours.

- ★ Overloaded computer system.
- ★ SIS related problems.
- ★ Drop and add last day for second year.
- ★ High load on computers.
- ★ Students did not abide by their schedules for registration so the system was so pressured; moreover, advisors didn't know anything about the system.
- ★ The mail was so busy and slow.
- ★ Problem in automation.
- ★ Courses made conflict due to faculty errors.
- ★ Prerequisite courses: Errors in system analysis of pre and co-requisite courses.
- ★ Nursing courses were not activated, plus system crashed down more than once.
- ★ Conflicts in times of courses.
- ★ Too much load on the server.
- ★ Too much stress on the system.
- ★ When drop and add.
- ★ System errors.
- ★ The system was very slow due to jamming of the line.
- ★ The system was not working.
- ★ The system was not working at the beginning, we had to wait for it to be functional.
- ★ A computer problem (it jammed). A schedule conflict between two courses.
- ★ Courses time.
- ★ I couldn't find capacity in some of the desired courses. Many sections were closed and many courses conflicted with one another.
- ★ Always do disconnection.
- ★ The system has too many errors, I had to change my status and take off the holds on my file that were put by error.
- ★ I could not log in to the system. Overloaded.
- ★ System placed me as junior and I couldn't register with seniors so I lost capacity.
- ★ The system cannot open from abroad (in public Internet access). Because of the needing of proceeding.
- ★ Organization.
- ★ We were not scheduled as seniors and we didn't know till noon.
- ★ We weren't scheduled as seniors.
- ★ The inability to change from junior to senior.
- ★ I was considered a PH 2 although I was a PH 3, this problem was in summer and again in this fall.
- ★ Time conflict.
- ★ Bad server.
- ★ It is always hard to open the system from outside AUB especially if outside Lebanon.
- ★ Wrong time and schedule of course of the AUB SIS.
- ★ Bad Internet connection.
- ★ Long time needed for the system to open.
- ★ Difficulty with the system.
- ★ Computers were too slow.
- ★ Change of status.
- ★ Wrong status.

- ★ Disorganization of system.
- ★ Load on the site made it very slow in terms of transmission.
- ★ The computer was very slow.
- ★ Busy network.
- ★ Defaults in the system.
- ★ Slow server.
- ★ I was registering from Jordan and the system didn't work well. I registered after 4 hours.
- ★ Status registration ( the course before was a graduate one, and now undergraduate but they didn't change it during registration ).
- ★ Our status was not changed, we were ND 3 but we were put as ND 2 students so we could not register unless we changed our status.
- ★ A lot of computer pressure.
- ★ The system was too slow, and it broke several times.
- ★ Some students check in courses not required just to take place for their friends.
- ★ The computer is too slow. Some students didn't want the course but took it for accumulation of credits.
- ★ No directions. I needed help.
- ★ System overload.
- ★ The Internet connection is often too weak to support all the traffic.
- ★ Lack of planning especially in the Arts and Sciences courses (Math 274/287 and physics 2282).
- ★ No capacity.

### **OTHER TYPES OF COURSES**

- ★ Required major senior courses.
- ★ CS 203 opens more sections for new students.
- ★ Special
- ★ All courses
- ★ Freshman
- ★ Pre med courses
- ★ Marketing courses
- ★ There are no sports or any activity courses

### **Step 6: Statement of Fees**

- ★ My father paid it.
- ★ It seems that AUB is very efficient on collecting the fees.
- ★ I didn't like the idea of the additional 100,000 LL for being only 1 day late after deadline.
- ★ Statements should come out earlier.
- ★ No there was no crowd.
- ★ Very effective.
- ★ There was a lot of mix up in our files, many students were told that they didn't pay the 300\$ admission fees.

- ★ I have an account in other bank so I had to bring a cheque to HSBC which always try its best to find something wrong to comment on my cheque and annoy me as possible as they can.
- ★ Very easy
- ★ The tuition fees is too high
- ★ I missed my classes to pay my tuition
- ★ The payment process was good
- ★ It is not cheap
- ★ When paid, try to have the AUB network knowledgeable of the payment in order not to carry the statement of fees all the time
- ★ Reception of statement should be notified by e-mail.
- ★ The fees are the only thing the university cares about, that's why it's easy and fast.
- ★ Didn't do it myself.
- ★ The first statement I received did not include merit scholarship exemption. This happens each semester, and I have to go to registrar to fix it and get new statement.
- ★ Don't know how long mom paid.
- ★ They forgot the AUB pink copy with me. I had few problems to cancel the holds.
- ★ Too expensive.
- ★ I didn't pay my Dad did.
- ★ Great service and fast, better than AUB.
- ★ I had my payment deferred and paid it here at AUB.
- ★ Simple and straightforward.
- ★ Staff-dependent.
- ★ Let the amount paid less.
- ★ Very good service.
- ★ Cashiers and registrar were all very helpful.
- ★ No penalty for lateness.
- ★ Should be in university.
- ★ Well, mmm it takes some time.
- ★ I only stamped the statement.
- ★ First at the HSBC, then at AUB (payment).
- ★ The HSBC refused to let me pay immediately as my account is in \$ and I had to wait for 2 more days for them to have an exchange rate!
- ★ Disorganized.
- ★ Very organized.
- ★ They had no knowledge about the deadline of payment.
- ★ Too crowded banks.
- ★ When it comes to money everything is quick.
- ★ As usual, no change.
- ★ They included HIP in my statement and I have my own insurance since last fall. Hope to receive a refund.
- ★ AUB should consider the branches of the specified banks for payment in other areas out of Beirut.
- ★ When it comes to fees, you're the best.
- ★ Why we don't pay directly?
- ★ Too expensive, many students can't pay it and AUB is still increasing the tuition.

- ★ Why do we need to pay only in the branches of Beirut? Make the payment of fees period longer please.
- ★ I paid at AUB cashier.

### Step 7: ID Card & Renewal of Stickers

- ★ I tried to validate it many times for it to work.
- ★ There was not enough information given about use of the AUB SIS.
- ★ Practical.
- ★ Very good but needs to be more professional & faster.
- ★ Didn't like the new ID. The old was much better.
- ★ I didn't renew my ID.
- ★ I didn't like the design of the card.
- ★ The process was really bad, what could have happened if they only asked us to bring a photo.
- ★ Not very organized.
- ★ In the first year I didn't know that we should do it.
- ★ They lost my ID & I had to wait so they can do another one
- ★ No one was told to do so.
- ★ Loss of time, no body checked it.
- ★ The ID is really ugly and horrible
- ★ The ID is too colorful
- ★ Good work with new ID cards & equipment
- ★ We should be able to keep our old ID
- ★ Make it quicker.
- ★ The crews that renew the ID are very loveable.
- ★ Didn't do it yet.
- ★ Not validated yet.
- ★ I went to the ID center last week on Friday at 10:30 and there was no one there!
- ★ The old one was better.
- ★ The previous ID was much more presentable.
- ★ Bad work, bad photo.
- ★ Pictures should be better taken.
- ★ However I didn't find the need to. The budget could have been spent in other ways.
- ★ The new ID is very dark in color and gloomy.
- ★ The old ID was much better.
- ★ ID is ugly with graphic design so poor. A university could expect better.
- ★ Too many people.
- ★ I hate the AUB ID it sucks big time.
- ★ Not necessary.
- ★ The process was relatively fast, but the old ID looks better.
- ★ My family name starts with J. didn't validate it yet.
- ★ The pictures.
- ★ Why change the old one? It was more classy and respectable.

- ★ I have not validated it and I have no idea how too.
- ★ Takes too long. Is pointless.
- ★ Excellent, fast and practical.
- ★ Still haven't renewed my ID.
- ★ I didn't take the new ID. I've been keeping preciously the old one for 3 years and I don't want to give it away. It's a souvenir from AUB. The new one is very ugly and it wasn't fair of you to take the old one.
- ★ Students who lose their ID's shouldn't have to pay to get new ones.
- ★ Renewed ID before payment, very fast processes and did not renew stickers yet.
- ★ I did not know about it. Not yet.
- ★ We were told that there is no validation for ID.
- ★ Next time if a student has a picture just scan it because it is more professional.

### Step 8: AUBnet Account

- ★ More help for students should be provided.
- ★ Some errors occurred at first.
- ★ Too slow; not always reliable.
- ★ It should be able to run more promptly.
- ★ Small account size compared to the 40\$ you are taking.
- ★ There is a limit WHY it is quiet unfair.
- ★ Difficult process.
- ★ The way of proceeding is not clear enough
- ★ Should be free and unlimited
- ★ Why do we need the barcode?
- ★ 60,000LL
- ★ Make the Internet fee optional
- ★ Sometimes it's hard to get in AUB SIS because of password change and other technical problems
- ★ Fees need to be decreased a little
- ★ Always facing problems while logging into AUB net account
- ★ Why do you have to go to the lab during a specified time to apply it
- ★ You finally got something right
- ★ New students need help doing this
- ★ Very slow connection
- ★ No problems!
- ★ If I hadn't done it last year, I wouldn't have known this year. A lot of new students didn't get enough guidance.
- ★ The pin code!?!?
- ★ I got help.
- ★ I went to the computer lab but I didn't have my pin so I had to go to the cafeteria....  
Not very well organized
- ★ It was hard for connection to take place
- ★ The student affairs didn't help us (Jordanians) at all; we couldn't get through line.
- ★ I didn't have to activate it, it was from last year.
- ★ When registering, the server was evaded. It was a little bit slow.
- ★ I did not activate it, it was activated.

- ★ Lack of information.
- ★ An overloaded AUB server.
- ★ Too slow when logging on from outside the country.
- ★ It doesn't always open.
- ★ The system locked at the beginning.
- ★ The account is too complicated to use.

### Drop & Add

- ★ The fact that we are given 1 week or more to decide which is too easy & comfortable.
- ★ We were the lasts to drop & add → most classes were already taken.
- ★ I did not do any.
- ★ Very good.
- ★ We have to go from 1 person to another urging them to open capacity.
- ★ The system worked well because the number of students dropping & adding was reasonable.
- ★ I couldn't do anything, it was only for one day.
- ★ Difficult to carry out.
- ★ Easy
- ★ It depends on the course to add
- ★ There were capacity/course/section problems
- ★ Graduating students should have drop & add during the entire drop & add period.
- ★ Each class should have 2 days to do it because course are taken by both seniors & juniors
- ★ I couldn't find any places in the courses I wanted to take
- ★ Same as registration, slow server response
- ★ Could not drop & add since there were no capacities whatsoever
- ★ It's good that we could at least open capacity, good job for the business school
- ★ I think it shouldn't be limited to the year we are in because maybe for instance a junior student drops from a certain course that I need and there is no capacity in the section
- ★ The course I wanted to add only needed teacher approval but the system continued to put pre-registration error. In 2 hours of going to several offices, it worked finally.
- ★ I was afraid to drop because I might not find classes to add!
- ★ Excellent
- ★ Should be opened all the week for all the students
- ★ We engineers of 2<sup>nd</sup> year had the last day only so all the elective courses had full capacity.
- ★ There was a disorganization in the day of drop of add
- ★ Very very very bad
- ★ The same difficulty as registration
- ★ In Beirut you are well, but you're not taking into consideration students living out of Lebanon
- ★ I couldn't drop and add. System opened at 8:00 supposed to open at 8:30.
- ★ It is still hard to find any valid causes.
- ★ Fortunately there were vacancies in the class I needed
- ★ I didn't do it.

- ★ Short time span.
- ★ Students (seniors, juniors, and sophomores) must be able to drop during all days but add during 1 day.
- ★ Other faculties took courses required by Engineering.
- ★ There's a lot of pressure on the use of Internet, which made it stressful.
- ★ I couldn't add a course because there were not capacities in any section and when capacities were opened it was restricted for major students.
- ★ It's very easy on the net.
- ★ Status was wrong again and I had to change it. The course I had to add wasn't on line
- ★ So I had to look for the CRN and take it from the faculty.
- ★ Not opening capacity for the students not in the faculty of the course demanded.
- ★ I had problem in changing my status another time.
- ★ We are seniors now, but during the period of drop and add we're juniors back, so we had to pass time diff. Processes.

### Other Comments / Suggestions

- ★ We have chosen some sections based on chosen doctors but then there were changes, which was unpleasant.
- ★ I guess even though it would be difficult if there was a way to make the web registration process more organized.
- ★ Some students had large problems with the on-line registration. The server was doing problems & errors.
- ★ The day of registration was very tiring especially for the web registration and the errors the server gave. It made me drop almost all the courses in order to rearrange the schedule and the classes are not enough for all the students.
- ★ Hope that for registration, it could be more organized.
- ★ Most administrative staff at this university are in need of a customer service course or seminar. Most are rude, apathetic, uncaring and right down insulting. One exception is Mr. Sobhi Renno. Believe me, if he was not the first one they see at this school, most of them would change their minds about attending. He is an excellent example of how the administrative people at this school should be courteous, helpful and positively friendly.
- ★ New students should be able to know who to refer to in case of unsolved problems concerning registration, statement of fees.....
- ★ The EPT should not be done on the same day as registration because it is unfair to students presenting the test.
- ★ I suggest that EPT & APT are held a week earlier than on – line registration
- ★ Thanks for everything.
- ★ Lower the AUB bookstore fees + financial aid for one semester, we have an average of 220\$ of book fees.
- ★ Please more accurate.
- ★ We are having problems with bookstore → very expensive books.
- ★ Bravo, hoping for constant new and faster ways.
- ★ Thank you, the online registration is much better than the old one.
- ★ Overload registration location.

- ★ You should place more buses to take us from down to above because 10 min. are not enough to take the long and very hired stairs.
- ★ The university should have course such as PE, music, drama.....
- ★ Why don't they count the students who want to take any course and find capacity for all?
- ★ Advisors are very bad. In my first year I didn't know when to apply for a major and I knew before the last day.
- ★ I dropped a class then I saw it on the Internet with a grade of 40. I wrote a petition and it was accepted. After I came back to Lebanon I saw it again on the Internet and it was still a 40 instead of withdrawal. Twice they said it was done and it was not. The lady in the registrar said she doesn't have a clue, then who does!!!
- ★ Thanks for your caring.
- ★ Thank you for the idea of feedback, hoping you'll take our notes into consideration.
- ★ More organization in the registration is needed.
- ★ Give more help in advising
- ★ Fasten internet access when registration starts at 8:30am so we can access from home or AUB
- ★ Deferred payment has an interest that is not mentioned. Most applications at AUB require payments (financial aid application).....
- ★ I registered for lab on Wednesday knowing the capacity for 25, but it turns out that lab has 15 capacity but registration offices didn't know that. I was assigned to Thursday keeping in mind I had MWF schedule.
- ★ Increase capacity and let us have more computers.
- ★ Very slow connection for the registration process with session expiring, out of time.....
- ★ Very slow servers but online registration is a good idea
- ★ Financial aid application was a joke. People forged their statements and got 40% aid. We are in need and were honest and we got nothing. We paid 300,000LL→for nothing. The financial aid and course registration processes need to be heavily improved.
- ★ Everything is fine, it just need more organization
- ★ Sections are being opened without taking into consideration the capacity creating overload of students especially in lab courses (Eng.)
- ★ There is a traffic problem in online registration.
- ★ Decrease tuition fees
- ★ Attention to the capacity on AUB SIS and on the updating of the course schedules.
- ★ I think the registration period should be more than 48 hours. Many students missed the deadline due to the shortage of computer access and due to the very slow system at that time.
- ★ Technology is great but if it was to be used it should be efficient and time saving.
- ★ Staff at the registrar should respect the time they give for their students (when asking for legal issues or papers in class).
- ★ I did not apply for financial aid because the application form is not well prepared (at all!)

- ★ On line registration was very helpful, it replaced waiting hours to get registered at the office, allowed registering courses during my stay outside Lebanon! The web site is great! Thank you.
- ★ On line registration was supposed to make things easier while it created a whole set of new problems. You should look further into it.
- ★ It would be much better if the staff would be more friendly and helpful with the students. These students are paying very high tuition to get better treatment
- ★ For the on line registration, the system should be more quick and able to facilitate the whole process by considering the many students who trying to register at the same time
- ★ Events such as receipt of statement and dates of exams such as placement tests should appear in e-mails and PO boxes. Internet must be faster for registration and drop and add
- ★ The registration process needs more coordination between staff and review of course schedules.
- ★ The system should be able to handle all students during registration without every other hour
- ★ We paid 5200\$ and we don't even take the courses we want to take or even we need, not even enough teachers. For what is this raise in the tuition fees???
- ★ Students from other countries don't take any financial aids although some of them do need some aid.
- ★ Advisors should spend more time with students in order to help them choose the appropriate courses.
- ★ The on line registration was a great idea especially the fact that we can do it from home
- ★ Registration process is pretty good except for the fact that the server was frequently crashing and that should be urgently fixed. In addition, some courses example→chemistry 206 include 4 sections but all these have 1 common lecture at 4:00. What if someone cannot attend this lecture.
- ★ During registration and drop & add, 2<sup>nd</sup> year engineering students were the last to have the ability to register, so all the sections for electives like SBS 202 were filled by 3<sup>rd</sup> year & 1<sup>st</sup> year students. I urge you badly to find a solution because this semester I was obliged to take a non-desirable elective that nobody chose just because I didn't have the chance to register from the first day of registration.
- ★ Cultural courses for Engineering students should be expanded so that we are allowed to take some prerequisite courses for our masters
- ★ Add capacity to classes to enable students to take the classes they want
- ★ The university is very overcrowded and the fees are extremely high
- ★ Improve the Student Information System for the students and make it faster for registration
- ★ The whole process is unfair and more very bad. The old one should replace it.
- ★ The whole process was unfair towards sophomore students especially during the drop and adds, as all the availability of classes are not present.
- ★ Regarding financial aid, it should be given more often to students whose average is above 85

- ★ The computers while registration are too slow sometimes, which makes it more difficult to find places in our required courses.
- ★ Parents are trying their best to get the money to pay for AUB so please have mercy on them and on us the students.
- ★ Very little percentage of financial aid is given.
- ★ At registration, every student should have a paper on which you tell him what to do & where to go, such as for having pin code for net account. EEE results should be on the net & placement too.
- ★ Fees are too high. A lot of students can't pay it. Raise should stop.
- ★ The new system was very bad, it was meant to help students but it made everything worse. Most of the staff were very unfriendly and mean.
- ★ Sorry to say but instead of moving fund in making things easier this university is definitely moving blood, to say the truth I am really glad this is my last year here. The only good thing is that the students are friendly but sorry I can't say the same for staff members!! Definitely the secretaries of certain departments are very very unfriendly.