

FOR THE FOLLOWING QUESTIONS, PLEASE FILL IN YOUR ANSWER AND CIRCLE THE NUMBER THAT BEST DESCRIBES YOUR LEVEL OF SATISFACTION

1-----2-----3-----4-----5



DISSATISFIED



VERY SATISFIED

Steps 1 -3 apply to New Students only

Step 1: Placement Tests

Did you get adequate advance notice of the tests? Yes No
 How many days/weeks advance notice did you get? ___ Days ___ Weeks

Exam administration of English Placement Test 1 2 3 4 5
 Exam administration of Arabic Placement 1 2 3 4 5

Any Comments? _____

Step 2: Pre-registration

Having got all the documents mentioned in your acceptance letter,
 How long did it take to complete pre-registration? ___ Minutes ___ Hours

Pre-registration process 1 2 3 4 5
 Time Period (Sept. 3 – 21) 1 2 3 4 5
 Location: Admission Office 1 2 3 4 5
 West Hall 1 2 3 4 5
 Information package supplied 1 2 3 4 5

Any Comments? _____

Step 3: New Student Orientation

Did you attend? Yes No
 How long did it take? ___ Minutes ___ Hours

Orientation process 1 2 3 4 5

Any Comments? _____

Step 4: Academic Advising

How long did it take? ___ Minutes ___ Hours
 Was it by appointment? Yes No

Advising process 1 2 3 4 5

Any comments? _____

FOR THE FOLLOWING QUESTIONS, PLEASE FILL IN YOUR ANSWER AND CIRCLE THE NUMBER THAT BEST DESCRIBES YOUR LEVEL OF SATISFACTION

1-----2-----3-----4-----5



DISSATISFIED



VERY SATISFIED

Step 5: On-line Registration

How long did it take? _____

Registration process		1	2	3	4	5
Registration centers: Location		1	2	3	4	5
Adequacy		1	2	3	4	5
Scheduled course lists: Variety		1	2	3	4	5
Capacity		1	2	3	4	5

Did you have difficulty in on-line registration for courses? Yes No

If yes, what in your opinion is the reason?

No. of courses offered Course sections capacity/course/section

Other, specify: _____

In which type of course?

Lower level required courses in major Upper level required courses in major
University required courses Electives

Other, specify: _____

Any comments? _____

Step 6: Statement of Fees

Receiving Statement		1	2	3	4	5
Payment process		1	2	3	4	5

How long did payment of fees take? _____ Minutes _____ Hours

At which bank did you pay?
Arab Bank
Audi Bank
British Bank (HSBC)
Mediterranean Bank

Any comments? _____

Step 7: ID Card & Renewal of Stickers

Obtaining the AUB ID process		1	2	3	4	5
Having brought your payment receipt, how long did it take to validate your ID?						
		_____	Minutes	_____	Hours	
Validating the AUB ID process		1	2	3	4	5

Any comments? _____

FOR THE FOLLOWING QUESTIONS, PLEASE FILL IN YOUR ANSWER AND CIRCLE THE NUMBER THAT BEST DESCRIBES YOUR LEVEL OF SATISFACTION

1-----2-----3-----4-----5



DISSATISFIED



VERY SATISFIED

Step 8: AUBnet Account

Activating AUBnet Account process	1	2	3	4	5
Adequacy of instructions	1	2	3	4	5
Any comments? _____					

Drop & Add (if applicable)

How long did it take? _____ Minutes _____ Hours

Drop & Add process	1	2	3	4	5
Any comments? _____					

Registration

Overall process	1	2	3	4	5
Ambiance	1	2	3	4	5
Time Taken	1	2	3	4	5
Efficiency	1	2	3	4	5
Bureaucracy	1	2	3	4	5
Courtesy	1	2	3	4	5
Instruction	1	2	3	4	5
AUB Guide Service	1	2	3	4	5
Maps & Handouts	1	2	3	4	5
Campus Security Staff	1	2	3	4	5
Orientation (for new students)	1	2	3	4	5

Other Matters

If applicable, please answer the following

Financial Aid Application	1	2	3	4	5
Dormitory Registration	1	2	3	4	5
Deferred Payment Application	1	2	3	4	5

Other Comments / Suggestions
