

# Student Satisfaction Feedback Survey

## Student Satisfaction Feedback Survey Registration Fall 2006

As part of the process improvement initiative, the Office of Institutional Research & Assessment (OIRA) administered in October 2006 a survey that evaluates student satisfaction with the fall 2006 registration procedure. This report presents a summary of results, in addition to a comparison with previous registration survey results.

### 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 on student satisfaction with the process.
- ✓ To identify existing problems, if any, and recommend changes.
- ✓ To identify changes in student satisfaction with various registration processes, as compared with previous surveys.
- ✓ To provide some specific information on nationality background and socio-economic status of AUB students.

### Method

#### Instrument

The Student Satisfaction Feedback Survey was prepared using, in general, the same guidelines adopted for previous similar surveys (1999- 2004, Appendix A). In consultation with the Registrar's and Admissions Offices and Student Affairs, modifications were introduced to previous survey to reflect changes in the processes. 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, Academic Advising, On-line Registration, Statement of Fees, ID Card & Renewal of Stickers, and AUB net Account and Drop & Add. Items measuring level of student satisfaction with specific aspects of each phase of the process.
- ✎ 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.
- ✎ Items soliciting student opinion and perception of the quality of AUB programs, classrooms and laboratories were introduced to provide information required by the Balanced Score Card, especially as Entering Student Survey was not conducted this year.
- ✎ Items soliciting information on nationality and socio-economic status to meet strategic planning committees' needs.

#### Sample

The sample consisted of 1223 undergraduate students from all faculties representing 21% of the population. Cluster sampling was used. The sample came from 19 undergraduate classrooms representative of fall undergraduate population. 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 for the University on each of these dimensions.

**Table 1.**  
**Registration Satisfaction Survey Course Sample, Fall 2006-7**

	SUBJ	NUMB	ENRL
1	MATH	101	110
2	CVSP	202	238
3	CVSP	203	276
4	CVSP	204	230
5	PHYS	210	194
6	ECON	212	213
7	CIVE	580	55
8	MLTP	208	34
9	NURS	300	27
10	ARAB	201B	22
11	ARAB	201B	18
12	ARAB	201B	22
13	ARAB	201B	14
14	ARAB	201B	14
15	ARAB	201B	17
16	ARAB	201B	22
17	ARAB	201B	24
18	ARAB	201B	16
19	LDEM	262	28

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

	Sample		Population	
	N	%	N	%
FAS	426	35	2271	40
OSB	217	18	1151	20
FHS	46	4.0	220	4
FM	7	0.6	13	0
FEA	254	21	1441	25
FAFS	62	5	497	9
SN	26	2	127	2
Missing	185	15		
<b>Total</b>	<b>1223</b>	<b>100.0</b>	<b>5720</b>	<b>100</b>

**Table 3**  
**Sample and Population Distribution by Gender**

	<u>Sample</u>		<u>Population</u>	
	N	%	N	%
Female	504	41.2	2736	47.8%
Male	535	43.7	2983	52.1%
Missing	184		2	
<b>Total</b>	<b>1223</b>		<b>5721</b>	

**Table 4**  
**Sample Distribution by Nationality**

<b>Nationality</b>	<b>N</b>	<b>%</b>
Lebanese	786	64
Arab(Gulf-States)	27	2
Arab(Non-Gulf)	68	6
European	16	1
North American	28	2
Other nationalities	17	1
Missing	281	23
<b>Total</b>	<b>1223</b>	<b>100</b>

**Table 5**  
**Sample Distribution by Class**

Class	<u>Sample</u>		<u>Population</u>	
	N	%	N	%
Freshman	100	8	430	8
Sophomore	334	27	1979	35
Junior	298	24	1414	25
Senior	245	20	1360	24
Special	5	.4	62	1
Year 4	49	4	309	5
Prospective	16	.2	28	0
Did not specify	188	15		
<b>Total</b>	<b>1223</b>	<b>100</b>	<b>5721</b>	<b>100</b>

**Table 6**  
**Sample Distribution by Status**

	N	%
New	343	28.0
Currently registered	635	51.9
Old returning	31	2.5
Cross registering	3	0.2
Special	6	0.5
Prospective	16	1.3
Other	1	0.1
Did not specify	188	15
<b>Total</b>	<b>1223</b>	<b>100</b>

### Administration

OIRA staff members administered the Survey just after the Drop & Add. Faculty members concerned were contacted by e-mail a week before the Survey, and arrangements were made so that OIRA 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 2.3-3.8 (vs. 2.3-3.9 for 2005), while for the overall ratings between 2.7-3.9 (vs. 2.8-3.9 for 2004). The steps that were most satisfying to students (>60%) were mostly same as last year and were: **Validation Process, SIS Access on-campus, Receiving/Payment of Fees, and Clarity of Deadlines**. In addition, the **literature provided for registration and Activating AUBnet Account and adequacy of its instructions** were also satisfying to students. The most dissatisfying ones were **Capacity of Scheduled Courses** (60%, same as last year), **SIS access off –campus** (40% vs. 45%), **Id Slot Registration Procedure** (46% vs. 47%), and **Efficiency of on-line registration** (35%). Helpfulness of Advisor improved to 35% dissatisfied vs. 40% for last year. With respect to the overall ratings, the highest satisfactory evaluation went to **AUB has high quality academic programs (75%)** followed by **Campus Security Staff** (x = 3.7, 63%), **AUB has high quality classroom & lab facilities**, and **Deferred payments**. The least satisfying were **Bureaucracy** (x = 2.7, 39%), **Time Taken** ((x=2.7, 43%), **Financial Aid process** (x = 2.9, 33%), and **Efficiency of registration** (x=2.9, 35%).

**Table 7**  
**Registration Process Steps / Descriptives for 2005 and 2006**

Process	2005				2006				
	N	Mean	%Dis	%Sat	N	Mean	Δ	%Dis	%Sat
Placement Test – English	340	3.2	22	40	218	3.0	-.2	35.3	33.9
Placement Test –Arabic	339	3.1	28	40	289	3.1	–	27.3	40.1
EEE					243	3.0		31.3	35.4
Organization of the Pre-Registration	517	3	33	37	578	3.1	+1	32.7	38.2
Staff Professionalism	530	3.2	27	46	582	3.3	+1	20.1	45
Adequacy of information in Admission package	526	3.6	18	58	580	3.5	-.1	17.2	58.1
Time Taken					569	3.0		32.2	36.2
Registration for (TOP ISOP FROP)	363	3.5	17	50	387	3.5	–	16.3	49.1
Was literature provided for registration easy	402	3.6	12	59	466	3.8	+2	12.2	66.1
Was online info on New Student Orientation helpful	387	3.2	27	41	448	3.3	+1	22.8	45.3
Staff professionalism	405	3.4	19	47	469	3.4	–	17.9	50.7
Orientation activities	389	3.3	22	44	466	3.3	–	21	41.8
Orientation Facilitators					462	3.6		17.7	55.6
Availability of Advisor	984	3.2	29	44	1030	3.3	+1	22.7	47.6
Helpfulness of advisor	979	3	40	38	1031	3.1	+1	34.7	40.3
Clarity of deadlines	899	3.7	17	61	988	3.7	–	15.1	62.1
SIS access on-campus	679	3.9	13	70	998	3.8	-.1	16.3	63.8
SIS access Off -campus	506	2.7	45	27	903	2.8	+1	40	31
SIS access both on and off campus	493	3.5	12	50	783	3.3	-.2	18	41.3
Fairness of registration slot allocation by ID	940	2.5	47	21	994	2.6	+1	45.7	22.8
Capacity of scheduled courses	980	2.3	60	15	1008	2.3	–	58.9	17.6
Staff professionalism	721	3.1	27	36	824	3.2	+1	22.1	38.3
Staff helpfulness	734	2.9	36	30	839	3.1	+2	28.1	37.4
Efficiency of on-line registration	857	3.2	26	41	947	2.9	-.3	34.5	33.4
Receiving Statement	991	3.6	17	62	1027	3.7	+1	16.6	60.1
Payment process	978	3.6	16	60	1025	3.6	–	15.5	60.7
Validation process	980	3.9	14	70	1025	3.8	-.1	13.9	66.5
Activating AUBnet Account process	979	3.6	15	59	1020	3.8	+2	11.3	66.4
Adequacy of instruction	955	3.5	17	52	998	3.7	+2	13.8	62.1
Drop and Add process	895	3.1	31	36	930	3.2	+1	26.6	39.4

**Table 8**  
**Overall Evaluation of Registration Process for 2005 and 2006**

Process	2005				2006				
	N	Mean	% Dis.	% Sat.	N	Mean	% Dis.	% Sat.	
<b>Overall Process</b>	971	3.1	25	34	1006	3.0	-.1	27	32.8
<b>Ambiance</b>	935	2.9	31	29	959	3.0	+.1	28.4	29.5
<b>Time Taken</b>	971	2.8	40	29	1003	2.7	-.1	43.3	25.9
<b>Efficiency</b>	963	3.1	30	37	992	2.9	-.2	35.2	30.8
<b>Bureaucracy</b>	929	2.8	36	25	947	2.7	-.1	39	25
<b>Courtesy</b>	921	2.9	31	28	932	2.9	_	30.3	28.5
<b>Instructions</b>	958	3.3	20	45	971	3.3	_	21.9	43.7
<b>AUB Guide Service</b>	935	3.3	21	44	956	3.4	+.1	19.7	47.4
<b>Maps &amp; Handouts</b>	948	3.4	19	51	959	3.4	_	20.5	51.3
<b>Campus Security</b>	948	3.7	12	62	957	3.7	_	13.2	62.7
<b>Staff</b>									
<b>New Student Orientation</b>	674	3.3	23	45	748	3.4	+.1	17.4	49.3
<b>Advising</b>	959	2.9	37	33	973	3.0	+.1	35.3	37.8
<b>Financial Aid Decision</b>	402	2.8	40	33	906	2.9	+.1	39.1	31.4
<b>Time of FA Decision</b>	407	3	34	35	441	3.0	_	32	34.9
<b>Financial Aid Process</b>	406	2.8	39	32	438	2.9	+.1	32.9	33.1
<b>Dormitories</b>	249	3.3	25	46	225	3.4	+.1	21.8	48
<b>Deferred Payments</b>	819	3.3	19	44	855	3.5	+.2	18.7	52
<b>AUB has high quality academic programs</b>	927	3.9	9	70	950	3.9	_	8.5	74.7
<b>AUB has high quality classroom &amp; lab facilities</b>	922	3.4	21	52	945	3.5	+.1	17.6	53.3

The tables also provide comparison with 2005 results in terms of difference ( $\Delta$ ) in mean satisfaction on each process. Nine of the 21 items in Table 8 showed a positive change (43%) between 2005 and 2006, six items did not show any change, while six others went down. Financial aid process and decision continued to show improvement. Largest improvement was on Deferred payment and highest deterioration was on Efficiency. Overall evaluation went down by 0.1. With respect to Steps, 14 of the 30 items showed improvement with highest being on Literature provided, Staff helpfulness, and AUBnet Account activation. Largest deterioration was on 'Efficiency of on-line registration', (-.3), SIS Access, and English Placement Test (-.2).

### Other Findings

#### *AUB and Student Choice*

AUB 1 <sup>st</sup> choice	83%	AUB 2 <sup>nd</sup> choice	11%
AUB 3 <sup>rd</sup> choice	4%	AUB 4 <sup>th</sup> or lower	2%

### *New Student Orientation*

Attended:            Yes 35%            No 9%    Did Not Answer 55%  
% is of those who answered item, n=430  
Orientation attended:    **FROP** 22%            **SOP** 57%            **ISOP** 14%

### *Advising*

Advisor assigned in time for registration    Yes 85%            No 15%  
Met with advisor                                    Yes 83% (78%)

### *On-line Registration*

-Source of information on on-line registration

Web 50%            Campus Circulars 12%            Mail-in Circulars 6%

-Difficulty in on-line registration:    Yes 76% (73%)    No 24% (27%)

-Needed staff support                            Yes 62% (57%)    No 38% (43%)

-Reason for difficulty:

3 % No. of courses offered.                    8 % Course sections  
89% Capacity/course/ section

-Type of course difficulty found in:

28% University required courses                    16% Upper level courses in major  
14% Lower level courses in major                    28% Electives  
4 % other (outlined in comment section)

### *Drop & Add*

Found needed courses in Drop & Add:    Yes 52% (52%)    No 48% (48%)

### *Financial Aid*

43% of respondents applied for financial aid

## **Student Satisfaction by Faculty**

Tables 9-10 report mean satisfaction ratings by faculty on the registration steps and on the overall ratings. The Kruskal Wallis Test was used to identify areas where significant differences existed between faculties. The differences were on 31 of the 68 rating items, i.e. 46%. Items where significant differences existed are marked with asterisks in the Tables and detailed in Tables 11-12. Faculties with highest ratings were highlighted green while those were lowest were highlighted grey.

### *Placement Tests*

No significant differences among faculties.

*Pre-registration*

Significant differences were noted on all items of pre-registration (organization of the process, staff professionalism, Information in admission package, except time taken) with FHS students having higher mean satisfaction and FAFS lowest.

*New Student Orientation*

Attendance %s:	<b>FAS46, OSB28, FHS54, FEA42, FAFS23</b>	<b>SNU 23</b>
ISOP	7% 5%, 4% 5%, 2%,	4
FROP	15% 2%, 9% 3%, 5%	4
SOP	21% 16%, 41%, 32%, 13%,	4

Significant differences in satisfaction with orientation sessions among faculties were noted on most of items except satisfaction with activities and their choice of kind of orientation.

*Advising*

	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>SNU</b>
Advisor assigned on time (% Yes)	87	80	96	76	79	85
Met with advisor (% Yes)	89	76	91	69	82	92

Significant differences in satisfaction with advising between faculties on all items. FHS had highest satisfaction, while FEA had lowest means.

*On-line Registration*

There were significant differences on most of the items (9) except for reasons for difficulty encountered.

Difficulty in on-line registration (% Yes):	71%FAS	77%FEA	71%FAFS
	78% FHS	77% OSB	46% SNU

Needed staff support (% Yes) FAS46, OSB53, FHS59, FEA 48, FAFS 58, SNU 39

Reasons for difficulty:

	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>SNU</b>
No. of courses offered	2	2	7	3		4
Course sections	5	7	7	4	7	12
Capacity/course/section	59	64	72	65	70	31

Type of course, in which difficulty was found:

	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>SNU</b>
University required courses	35	37	24	26	29	27
Univ. upper level courses in major	19	28	2	17	7	4
Univ. lower level courses in major	17	14	11	16	16	12
<b>Electives</b>	<b>25</b>	<b>27</b>	<b>70</b>	<b>36</b>	<b>44</b>	<b>27</b>
Other	4	5	4	4		

It is to be noted that difficulty in finding elective course has considerably increased this year.

*Statement of Fees*

There were significant differences between faculties on items relating to receiving statement and payment of fees but not with respect to deferred payment, with FHS showing highest satisfaction.

*ID Card & Renewal of stickers*

Significant differences were found between faculties on items relating to ID Card & Renewal of stickers with OSB showing highest satisfaction.

*AUB Net Account*

Significant differences were found between faculties on items relating to AUB Net Account with OSB showing highest satisfaction.

*Drop & Add*

Non-significant differences were noted on drop & add.

% of students who found needed courses at D&A

FAS 46, OSB 43, FHS26, FEA41, FAFS 44, SNU 54.

*Financial Aid*

Non-significant differences were found between faculties on items relating to financial aid.

Percentage who applied for financial aid

FAS 36, OSB24, FHS 54 FEA44, FAFS 27, SNU 77.

*Overall Items*

There were significant differences between faculties on all of the overall items, except satisfaction with Campus Security Staff. FHS and SNU obtaining highest mean satisfaction.

**Table 9: Registration Process Steps by Faculty**

Process	FAFS		FAS		OSB		FEA		FHS		SN	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
EPT	14	3.1	83	3.1	35	3	46	2.5	10	3.0	7	2.7
APT	15	2.9	115	3.1	45	3	67	3.1	20	3.7	4	2.3
EEE	16	2.9	83	3.0	42	3	58	3.1	14	2.6	7	2.3
Organization of Pre-Registration*	25	2.9	246	3.1	89	3	141	3.0	29	3.5	9	2.3
Staff Professionalism*	26	2.7	250	3.5	86	3	142	3.2	29	3.6	9	2.7
Information in Adm. Pac.	26	3.2	250	3.7	85	4.0	144	3.4	28	3.8	9	3.0
Time Taken	25	2.7	242	3.1	84	3	144	2.9	28	3.3	7	2.3
Registration for Student Affairs Orientation programs (Top Isop Frop)	17	3.7	171	3.6	56	3.0	93	3.2	24	4.0	3	3.3
Literature provided for registration easy to understand	18	3.6	211	4.0	3.61	62	115	3.6	27	3.7	5	4.0
Online information on new student orientation helpful	18	3.5	203	3.4	63	3.0	111	3.2	26	3.6	4	3.0
Staff Professionalism	18	3.2	213	3.5	62	3.0	117	3.3	27	3.6	5	3.4
Orientation activities	18	3.4	213	3.3	63	3.0	116	3.1	25	3.8	5	3.2
Orientation Facilitators	18	3.4	209	3.8	64	3.0	116	3.3	26	3.8	5	3.0
Availability of Advisor	59	3.3	416	3.5	206	3.0	227	3.0	44	4.4	26	3.8
Helpfulness of advisor	58	3.3	417	3.1	209	3.0	227	2.8	44	4.3	26	3.8
On-line Registration clarity of deadlines	57	3.9	387	3.8	200	4.0	229	3.6	43	4.0	22	3.6
SIS access On Campus	57	4.0	389	3.8	203	4	235	3.5	42	3.8	21	4.1
SIS access Off Campus	49	2.9	344	2.9	195	3.0	212	2.6	34	3.0	20	2.9
SID access Both	44	3.3	297	3.5	177	3.0	184	3.0	28	3.6	16	3.4
Fairness of reg. slots	55	2.7	392	2.7	202	3	236	2.3	39	3.5	23	3.0
Capacity of courses	55	2.2	398	2.3	201	2.0	238	2.1	43	2.3	25	3.2
Staff: Professionalism	44	3.5	319	3.3	178	3.0	195	3.0	38	3.4	17	3.6
Staff Helpfulness	45	3.3	323	3.2	181	3.0	198	3.0	40	3.3	17	3.2
Efficiency of on-line reg.	53	3.0	376	3.0	190	3	224	2.7	43	3.2	21	3.4
Receiving Statement	61	3.7	408	3.8	214	4	246	3.5	43	4.1	24	3.9
Deferred Payment	53	3.7	327	3.6	190	3.0	203	3.4	39	3.6	18	3.6
Payment process	58	3.6	412	3.7	212	4.0	243	3.6	44	4.2	24	3.4
ID Validation	62	3.8	409	3.9	213	4.0	242	3.8	45	3.9	25	3.8
Net account activate	61	3.7	410	3.9	206	4.0	247	3.7	45	4.0	24	3.6
Net account instructions	60	3.6	401	3.7	204	4.0	239	3.6	44	3.9	24	3.7
Drop & Add process	55	3.3	372	3.1	197	3.0	221	3.1	42	3.4	19	3.3

**Table 10**  
**Overall Evaluation of Registration Process by Faculty**

Process	FAFS		FAS		OSB		FEA		FHS		SN	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
<b>Registration Overall Process</b>	59	3.0	406	3.1	209	3.1	243	2.8	46	3.3	22	3.4
<b>Ambiance</b>	57	2.9	379	3.0	206	2.9	235	2.9	39	3.2	22	3.3
<b>Time Taken</b>	59	2.8	403	2.8	209	2.7	245	2.5	46	2.8	20	3.3
<b>Efficiency</b>	58	2.9	403	3.0	204	3.0	241	2.7	45	3.2	21	3.3
<b>Bureaucracy</b>	57	2.9	375	2.7	196	2.8	238	2.6	43	3.0	19	3.1
<b>Courtesy</b>	56	3.0	369	3.0	198	2.8	230	2.8	40	3.3	21	3.4
<b>Instructions</b>	55	3.4	391	3.3	203	3.3	238	3.1	43	3.3	21	3.6
<b>AUB Guide Service</b>	55	3.5	385	3.5	202	3.4	233	3.1	42	3.6	20	3.5
<b>Maps and Handouts</b>	54	3.3	390	3.4	202	3.5	231	3.3	42	3.9	20	3.5
<b>Campus Security Staff</b>	55	3.9	383	3.6	201	3.9	235	3.6	41	4.0	22	3.7
<b>New Student Orientation</b>	39	3.4	299	3.5	151	3.5	186	3.2	39	3.8	16	3.6
<b>Advising</b>	54	3.2	397	3.0	205	2.9	232	2.8	43	3.9	22	3.7
<b>Financial Aid: did you apply</b>	50	1.7	365	1.6	174	1.7	228	1.5	45	1.4	25	1.2
<b>Time of decision</b>	23	3.0	176	3.1	67	3.0	118	2.9	27	3.0	19	3.0
<b>Decision</b>	23	3.0	173	2.9	66	2.8	120	2.7	25	2.7	19	3.2
<b>Overall process</b>	23	2.9	175	2.9	66	2.9	120	2.9	25	3.1	18	3.3
<b>Dorms registration</b>	17	3.7	98	3.3	43	3.2	43	3.4	12	4.1	4	4.0
<b>AUB has high quality academic programs</b>	53	3.9	390	3.9	195	4.0	228	4.0	45	4.2	22	4.0
<b>AUB has high quality classroom &amp; lab facilities</b>	53	3.7	392	3.4	193	3.5	223	3.5	45	4.0	22	3.9

**Table 11.**  
**Faculty Differences in Registration Satisfaction**

<b>Item</b>	<b>Significance</b>	<b>Faculty/High</b>	<b>Faculty/low</b>
<b>I. Placement Tests (EPT, APT)</b>	NS		
<b>II. Pre-registration (Office of Admissions)</b>			
Organization of the pre-registration process	NS		
Staff Professionalism	Sig.	FHS	FAFS
Information in Admission package supplied	Sig.	FHS	FAFS
Time Taken	NS		
<b>III. New Student Orientation (Office of Students Affairs)</b>			
Attendance	Sig.	FAFS	FHS
Registration	Sig.	FHS	FEA
Facilitators	Sig.	FAS	OSB
Orientation activities	Sig.	FHS	FEA
<b>IV. Academic Advising (Faculties)</b>			
Advisor assigned on time	Sig.	FEA	FHS
Met with advisor	Sig.	FEA	FHS
Availability of advisor	Sig.	FHS	FEA
Helpfulness of advisor	Sig.	FHS	FEA
<b>V. On-line Registration (Registrar Office)</b>			
Clarity of deadlines			
SIS access -On-campus	NS		
Off-campus	NS.		
Both	Sig.	FAS,FHS	FEA
Fairness of registration slot allocation	Sig.	FHS	FEA
Capacity of scheduled courses	Sig.	SNU	FHS
Staff: Professionalism	Sig.	OSB	FEA
Staff Helpfulness	Sig.	SNU, FAFS	FEA
Efficiency of on-line registration	Sig.	SNU, FHS	FEA
<b>VI. Statement of Fees (Comptroller's Office)</b>			
Receiving Statement	Sig.	FHS	FEA
Deferred Payment Application process	NS		
Payment process	Sig.	FHS	FEA
<b>VII. ID Card &amp; Renewal of Stickers (Registrar's Office)</b>			
Validating the AUB ID process at the Office of Registrar	NS		
<b>IX. AUBnet Account (Registrar's Office)</b>			
Activating AUBnet Account process	NS		
Adequacy of instructions	NS		
<b>X. Drop &amp; Add (Registrar's Office)</b>			
Drop & Add process	NS		
<b>XI. Financial Aid (Financial Aid Office)</b>			
Time of Decision	NS		
Decision	NS		
Overall process	NS		

**Table 12**  
**Faculty Differences in Satisfaction – Overall Items**

<b>Item</b>	<b>Significance</b>	<b>Faculty/High</b>	<b>Faculty/low</b>
Overall process	Sig.	SNU, FHS	FEA
Ambiance	NS		
Time Taken	Sig.	SNU	FEA
Efficiency	Sig.	SNU, FHS	FEA
Bureaucracy	NS		
Courtesy	Sig.	SNU, FHS	FEA, OSB
Instruction	NS		
AUB Student Guide Service	Sig.	FHS	FEA
Maps & Handouts	NS		
Campus Security Staff	Sig.	FHS	FEA
Orientation (for new students)	Sig.	FHS	FEA
Advising	Sig.	FHS, SNU	FEA
Dormitory Registration	NS		
College Impressions			
AUB has high-quality academic programs	NS		
AUB has high-quality classroom & laboratory facilities	Sig.	FHS	FAS

### **Student Satisfaction by Class**

Tables 13-14 report student satisfaction by Class. Kruskal Wallis Test of significance helped to identify areas of significant differences. There were significant differences by class on nearly all of the items, except those related to EPT, APT, Drop & Add, Financial Aid Decision, and Dormitories. The results revealed higher mean ratings and satisfaction for freshmen and sometimes sophomores on most of the steps and processes while lowest were exhibited by Year 4 and senior students. The same trend prevailed with respect to differences in the overall processes. Tables 13 and 14 highlight mean ratings by class; highest ratings by color blue and lowest are colored grey.

**Table 13**  
**Registration Process Steps by Class**

Process	Freshman		Sophomore		Junior		Senior		Year 4	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
EPT	10	2.5	73	2.9	60	2.9	34	3.2	14	2.9
APT	7	3.0	132	3.2	66	3.2	41	3.1	14	2.9
EEE8*	14	2.6	105	3.1	56	2.6	29	3.1	13	3.6
Organization pre-regist*	95	3.1	271	3.1	92	3.1	64	2.6	18	3.1
Staff Professionalism*	96	3.7	275	3.3	90	3.4	66	2.9	17	2.9
Information in Adm Pac*	97	4.0	277	3.5	87	3.5	65	3.2	17	3.1
Time Taken	96	3.1	269	3.0	86	3.1	62	2.9	17	2.6
Registration for TOP ISOP FROP *	78	4.0	193	3.4	52	3.3	33	3.4	10	2.8
Literature provided for registration easy to understand *	87	4.3	244	3.8	60	3.4	38	3.5	10	2.9
Online information on orientation helpful*	77	3.7	241	3.2	58	3.3	40	3.4	9	2.6
Staff Professionalism*	86	3.8	246	3.4	60	3.4	40	3.3	11	2.9
Orientalation activities	85	3.4	247	3.2	59	3.3	39	3.4	10	3.3
Orientation Facilitators*	87	4.1	243	3.4	61	3.4	37	3.5	9	2.7
Availability of Advisor*	98	3.9	301	3.2	289	3.4	240	3.3	46	3.0
Helpfulness of advisor*	99	3.6	302	3.1	289	3.0	241	3.0	46	2.8
On-line Registration clarity of deadlines*	90	3.9	303	3.6	273	3.8	221	3.7	45	3.6
SIS access On Campus*	78	4.2	310	3.6	277	3.9	230	3.7	45	3.6
SIS access Off Campus*	59	3.6	262	2.8	261	2.9	220	2.7	44	2.2
SIS access Both*	59	3.8	221	3.4	225	3.4	192	3.2	39	2.7
Fairness of reg. slots*	88	3.1	296	2.5	278	2.5	232	2.7	48	2.4
Capacity of courses*	90	2.7	301	2.2	288	2.3	230	2.3	47	2.0
Staff: Professionalism*	71	3.6	265	3.2	228	3.2	190	3.1	37	3.2
Staff Helpfulness*	75	3.6	274	3.2	229	2.9	189	2.9	38	3.1
Efficiency of on-line reg. *	81	3.4	299	2.7	260	2.9	217	3.0	45	2.7
Receiving Statement*	96	4.0	318	3.7	288	3.7	240	3.7	49	3.3
Deferred Payment	74	3.7	256	3.5	238	3.5	215	3.5	41	3.1
Payment process*	95	3.8	317	3.8	292	3.6	238	3.6	47	3.3
ID Validation*	90	4.4	317	4.0	291	3.7	243	3.6	49	3.2
Net account activate*	99	4.1	326	3.9	282	3.8	233	3.6	48	3.2
Net account instructions*	100	4.0	316	3.7	278	3.8	229	3.6	46	3.3
Drop & Add process	77	3.3	275	3.1	278	3.1	227	3.1	45	3.2

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

Process	Freshman		Sophomore		Junior		Senior		Year 4	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
<b>Registration Overall Process*</b>	94	3.5	320	2.9	282	3.1	237	2.9	48	2.9
<b>Ambiance*</b>	85	3.4	304	3.1	268	3.0	232	2.7	47	2.5
<b>Time Taken*</b>	94	3.3	319	2.6	280	2.7	237	2.7	48	2.4
<b>Efficiency*</b>	94	3.5	314	2.8	278	2.9	234	2.8	48	2.6
<b>Bureaucracy*</b>	87	3.3	291	2.8	272	2.7	227	2.6	48	2.6
<b>Courtesy*</b>	88	3.5	287	3.0	262	2.9	226	2.7	48	2.7
<b>Instructions*</b>	93	3.8	301	3.2	275	3.3	231	3.2	48	3.1
<b>AUB Guide Service*</b>	92	4.0	299	3.4	268	3.4	226	3.2	48	3.1
<b>Maps &amp; Handouts*</b>	92	3.8	300	3.6	270	3.3	226	3.2	47	3.0
<b>Campus Security Staff</b>	92	3.8	300	3.7	269	3.8	225	3.6	48	3.5
<b>New Student orientation*</b>	88	3.8	277	3.4	178	3.4	153	3.3	35	3.0
<b>Advising*</b>	93	3.5	304	3.0	272	2.9	232	3.0	48	2.7
<b>Time of Financial Aid decision</b>	24	3.1	137	3.2	147	2.9	96	3.0	25	2.8
<b>Decision</b>	23	3.0	135	3.1	146	2.8	96	2.7	25	2.4
<b>Overall process</b>	24	3.3	134	3.0	149	2.9	94	2.8	25	2.5
<b>Dorms registration</b>	35	3.3	70	3.4	58	3.4	48	3.3	9	3.4
<b>AUB has high quality academic programs*</b>	91	4.1	307	4.1	268	4.0	215	3.7	48	3.7
<b>AUB has high quality classroom /lab facilities*</b>	92	3.7	305	3.7	267	3.5	212	3.2	48	3.3

\* Significant differences by class

## Student Satisfaction Feedback Survey

### Additional Items

### Student Satisfaction Feedback Survey

### Additional Items

### Registration Fall 2006

## Socio-Economic Background

<b>A. What is approximate monthly income of your family (% of Frequencies)</b>								
\$ Income	< 1000	1000-3000	3001-5000	5001-7000	7001-9000	>9000	Did not specify	Ave.
%	10	35	19	12	8	16	33	\$3400
<b>B. What type of residence does your family live in?</b>								
kind of residence	Villa	House	Apart< 10 yrs old	Apart > 10 yrs old	Compound	Other	Missing	
%	10	32	19	36	2	1	23	
<b>C. Is your family's residence rented or owned?</b>								
	Rented		Owned		Did not specify			
%	23		77		22			

<b>D. Does your family own any of following?</b>	<b>%</b>	<b>Did not specify</b>
TV	76	24
Video	61	39
CD player	61	39
Personal Computer	71	29
Mobile phone	73	27
DVD	63	37
Own satellite dish	31	69
Satellite membership	58	42

<b>Number of cars your family owns</b>	<b>% of frequencies</b>
0 car	
One car	21
Two cars	24
Three cars	13
Four cars	7
Five cars	2
Six cars	1
Seven cars	.4
Eight cars	.3
Ten cars	.2
Did not specify	31
<b>Average</b>	<b>2.4</b>

<b>E. Check statement that best represents father's and mother's education</b>		
	<b>Father's education</b>	<b>Mother's education</b>
Has not attended school	2	2
Elementary	3	2
Intermediate	4	4
Secondary	11	21
University	77	69
Other	3	2
Did not specify	25	26

## Nationality

<b>A. Nationality</b>	<b>%</b>
Lebanese	<b>83</b>
Arab (Gulf-States)	<b>3</b>
Arab (Non-Gulf)	<b>7</b>
European	<b>2</b>
North American	<b>3</b>
Other nationalities	<b>2</b>
Did not specify	<b>23</b>
<b>Total = 942 who responded</b>	

<b>B. If you have dual nationality, indicate your second one (24%)</b>	
Lebanese	22
Arab (Gulf-States)	4
Arab (Non-Gulf)	4
European	21
North American	31
Other nationalities	17
Did not specify	77
<b>Total = 280 who responded</b>	

<b>C. Of the last 12 years, how many years have you lived outside Lebanon</b>	
0	56
1 – 5	19
6 – 9	9
10 – 12	16
Did not specify	27
<b>Total = 899 who responded</b>	

## Summary of Students' Comments

### Step 1:EPT,APT

The Arabic Placement Test is not qualified to determine the student's level in Arabic  
I don't believe that the Arabic placement test was well developed and fair  
Inefficient because students purposely do badly to get placed in lower level and students who are weak in Arabic get placed in high levels and can't change  
APT is a very wrong way to determine a student's level  
EEE hard!  
EPT not enough time.

### Step 2: Pre-registration

The required steps and places to which we had to go should have been more clear  
I felt as if the people there were confused and rushed  
More help and info should be given for new students  
Not organized  
Pre-registration at Mr. Renno's office was too crowded  
Students were jammed in one area in a disorganized manner  
Advising should be better  
System errors at registration are many  
It wasn't really clear among all the staff of AUB  
More comprehensive and more organized staff must give some information to student. They have to cooperate  
It was too hot and tiring  
Most activities were repetitive  
Too complicated.

### Step 3:New Student Orientation

Advisor should be more knowledgeable  
It's just people in the registrar are not helpful  
It got boring several times  
The facilitators were very friendly and left no question unanswered  
Very good  
Couldn't have done anything without the guides  
Not enough orientation activities  
Guides seemed very unenthusiastic and told us little useful information, they don't know anything  
More organized

### Step 4:Academic Advising

Forms were outdated ( major map, reg. courses weren't correct )  
They must know more about the courses and how to choose them  
No need for advisor  
Most of the time the advisor has no clue about the material  
The advising is horrible  
Rarely found advisor  
The advisor is no good  
The advisor didn't help me, on the contrary he gave me a bad advice  
My advisor doesn't know anything. Is really rude. Never available  
The advisor should be more interested in helping and more applied  
There should be more advisors  
We only had one day to create a schedule-we needed more time

### Step 5: On-line Registration

Provider	%
AUB	24
Cable	10
Cyberia	19
IDM	17
Inconet	6
Terranet	24

Registration time slots sometimes conflicting with classes we have to skip class to register  
Try improving the registration process, make it easier.

There was a rush on the server and all faculties were registering at the same time

The connection is really dissatisfying at registration

It is good but very slow, both on campus and off campus

Increase memory capacity of AUB SIS

Too rushed and not much help from the staff who were overworked

The guides did a great job and helped a lot

Open up more sections in electives

Extremely unfriendly! Smiling should be obligatory! We're paying our tuition. Aren't we?

Connection fails during registration

Open more capacities

### Step 6: Payment process

We get to know the amount a few days before the payment it is not fair

The tuition is already high so we do not need further increase

Should be directly to AUB and not through only specific bank

My statement had errors and nobody could direct me to correct them

There is 1 or 2 windows for more than 10,000 students and a limited time

The amount paid for application for deferred payment is considered high ( LL 50000 ) for an application!

Information concerning dates was not adequate and minimal!

A little time for transfer of money they only give us a week's notice

We should also be able to pay in cash and not through bank everytime

I wish we can pay the tuition fees in the university cashier

They are really helpful

HIP waivers are very hard to follow, staff not knowledgeable

The bureaucracy is horrible here; Information is hard to access via internet and people very unhelpful

### Step 7: ID renewal

It is waste of time for us and for the employee

Only one office for more than 5000 students

Send ID to PO Box

Why validate second semester

Why do we need this process again?

Very slow process

Information difficult to access, ended up running around

### Step 8: AUB net Account

The instructions were pretty easy to follow

Very good

### **Step 9: Drop & Add**

Too much work to do in order to drop a course!  
Be more understanding of students' need of capacity  
Open up capacity!  
The period is too short  
Need more changes in diff phases, add more classes in add/drop phase 2 or 3  
Begging for capacity and running from one place to another is not something I want to go through each year  
Drop and add period should be longer  
Done but in extreme difficulty

### **General comments and suggestions**

Classroom not always available we do not have our faculty classes unlike bussiness  
Material in various courses are not up to date the way professors teach is old fashion  
I think that AUB has to introduce new majors. All other universities are, which are not at the level of AUB.  
The university is too crowded! Facilities cannot accommodate for the imposing number of scholars every year.  
No place in the cafeteria/library/PC labs  
Increasing number of computers in library  
Lab do not work, equipment is very old and there is no review what so ever on teachers  
The amount of bureaucracy at this university is stupifying. This is my second year here and I'm continually astounded at the lack but blatant absence of organization and professionalism  
Financial aid not fair and need Wastah  
The system here is very disorganized and the AUB staff often exhibit a complete lack of interest in students' problems  
Some teachers are not qualified to teach since they have low explanation capability ( Math 201 )  
It has a high quality academic program but not all teachers know how to cooperate with it  
Personally, I am very disapointed, each time we need something we have to fill a petition that takes forever and even nothing is facilitated  
AUB is overrated, I was shocked with the weak curriculum especially engineering.

## RS 2005-06 FATHER'S OCCUPATION

Occupation	Frequency	Occupation	Frequency
A/C Technician	1	Homerepair	1
Accountant	10	Industrial	2
Africa-Nigeria	1	Insurance	2
Agr engineer	4	Interior Design	1
Air conditioning contractor	1	Internal security	4
Airline manager	1	International consolor	1
Airline pilot	1	Investment	1
Ambassador	2	Iron monger	1
Architect	18	IT Manager at Siemens LTD	1
Army	15	Janitor	1
Assistant attorney	1	Jeweler	3
At a hotel	1	Journalist	5
At public sector	1	Judge	5
AUB staff	5	Landscape Agricultural Engineer	1
Auditor	2	Lawyer	11
AUH	3	Manager	25
Autospare parts dealer	1	Math professor	1
Bank employee	6	Math teacher in International College	1
Barber	1	Mechanic	2
Billing manager	1	Mechanical Eng	10
Businessman	81	Media consultant	1
Butcher	1	Medical engineer	1
Cafeteria manager	1	Medical lab teacher	1
Call engineer	1	Merchant	2
Car exhibition	1	Minister	1
Cashier	2	Mortgage	1
CEO	4	Musician	2
Chief accountant	3	NGO	1
Chief manager at a company	1	Notary	2
Civil Eng	38	Nurse	1
Clerk	1	Oil studies	1
Commerce	4	Operations Manager ( Pepsi Cola )	1
Commodities	1	Own Company	31
Communication	1	Packaging manager	1
Company manager/owner	4	Parliament member	1
Computer engineer	2	Partner in a company	2
Computer Sales Manager	1	Petroleum engineer	1
Construction/engineer	2	Pharmacist	5
Consultant	3	Photographer	2
Contracting	7	Physics coordinator	1
CDC Director	1	Physiotherapist	1
CSO/Shatila	1	Pilot	1
Customer relation ( MEA )	1	Plumber	1
Customs agent	1	Printing press director	1
Dealer	1	Professor	13
Dean	2	Project manager	2
Dentist	5	Purchasing manager	1
Deputy principle	1	Real estate developer	1

Developing agent ( Subway frenchise )	1	Restaurant manager	2
Directing manager	9	Retired	27
Doctor	52	Sales Manager	14
Draft man	1	School director	4
Economic field	1	Self-employed	2
Education	1	Sells car parts	1
Electric contractor	1	Senior bank manager	2
Electric engineer	13	Senior MEA	1
Electronics	1	Shareholder	1
Employee	24	Shoe designer	1
Engineer	55	Shoes agent	1
English literature teacher	1	Shoes seller	1
Entrepreneur	1	Shop	2
Executive manager	3	Supervisor	1
Farmer	3	Supervisor in an architecture company	1
Finance manager	6	Teacher	20
Foreman	1	Technical Director	2
Founded the NGO	1	Technician	3
Free lance	3	Telecom engineer	1
Furniture selling	1	TMA	1
G.M. of a worldwide company	2	Topograph	1
Garbage collector	1	Trade	10
Gardener	2	Transportation	1
General Director	1	Travel agent	1
General Manager	19	U.N.	3
Graphic designer	2	Veterenary	1
Hair dresser	1	Vice president	3
Head advisor	1	Wholesaler	1
Head chief	4	Worker	3
History professor	1	X-ray technician ( radiology )	1

<b>RS 2005 -06 (Mother's occupation)</b>			
<b>Occupation</b>	<b>Frequency</b>	<b>Occupation</b>	<b>Frequency</b>
Academic advisor	2	IT manager/hospital/MR in hotel	1
Accountant	8	Jewelry designer	1
Administrative secretary	2	Lab technician	1
Admissions	1	Lawyer	5
Advertising agent	1	Librarian	1
Anesthesiologist	2	Make up artist	1
Arab fund	1	Manager	7
Arabic teacher	2	National social security	1
Architect	8	Nursing profession	9
Army	1	Nutritionist	1
Assistant manager	1	Orthodontist	1
Assistant of chairman	1	Own business	3
AUB	5	P.R.	1
AUH	3	Painter	3
Bank employee	9	Partner in ashopping boutique	1

Bookstore keeper	1	Pharmacist	4
Broker	1	Philosopher	1
Business	10	Physiotherapist	1
C.D.R.	1	Principal	2
Chef	1	Professor	7
Chemistry teacher	1	Quality Manager	1
Civil Eng	2	Real estate broker	1
Civil societies field	1	Researcher in philatelic stamps	1
Cleaner	1	Sales woman	3
Consultant	1	School principal	3
Dentist	3	secretaire de direction	1
Doctor	16	Secretary	6
Drugstore manager	1	Senior copywriter for advertising agency	1
Education	1	Shop owner	1
Educational Consultant	1	Social affairs ministry	1
Electrical engineer	1	Social assistant	1
Elementary supervisor at a school	1	Sport trainer	1
Employee	13	Supervisor	2
Employer business	1	Teacher	73
Engineer	6	Teller	1
Ethiopian embassy	1	Translator	2
Executive moneyer	1	Travel agent	1
Financial manager	1	Vaccine supervisor	1
First lady	1	Vice CEO	1
G. Manager	2	Volunteer NGO	1
Genetic engineer	1	Web designer	1
Haute Couture	1	Wholesaler	1
Head manager	3	Works in a hospital	1
Instructor	5	X journalist	1
Insurance company	2	X-ray technician ( radiology )	2
Interior design	2		