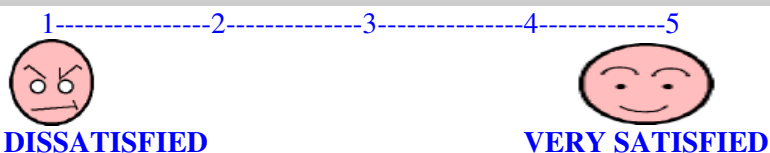


AUB Student Satisfaction Feedback Pre-registration & Registration Fall 2008-2009

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



Indicate your rating of AUB at the time you applied for admission (new students):

It was my first choice It was my second choice It was my third choice It was my fourth choice or lower

Steps 1 -3 apply to New Students only

Step 1: Placement Tests (EPT, APT) & EEE (If taken)

Exam administration of English Placement Test	1	2	3	4	5
Exam administration of Arabic Placement Test	1	2	3	4	5
Administration of the English Entrance Examination (EEE)	1	2	3	4	5
Any Comments? _____					

Step 2: Pre-registration (Office of Admissions)

Organization of the pre-registration process:	1	2	3	4	5
Staff Professionalism	1	2	3	4	5
Information in Admission package supplied	1	2	3	4	5
Time Taken	1	2	3	4	5
Any Comments? _____					

Step 3: New Student Orientation (Office of Students Affairs)

Did you attend?	Yes					No				
If yes, which orientation did you attend?	ISOP				FROP			SOP		
Registration for the Student Affairs' Orientation programs (TOP ISOP FROP)	1	2	3	4	5					
Was the literature provided for orientation registration easy to understand?	1	2	3	4	5					
Was online information on the 'New Student Orientation' helpful?	1	2	3	4	5					
Staff Professionalism	1	2	3	4	5					
Orientation activities	1	2	3	4	5					
Orientation Facilitators (Leaders) performance	1	2	3	4	5					
Any Comments? _____										

Step 4: Academic Advising (Faculties –Registrar's Office)

Was an adviser assigned to you in time?	Yes					No					
Did you meet with your adviser?	Yes					No					
Availability of adviser					1	2	3	4	5		
Helpfulness of adviser					1	2	3	4	5		
Academic requirements were clearly stated by my advisor					1	2	3	4	5		
Any comments? _____											

Step 5: On-line Registration (Registrar's Office-Faculties)

Source of information:	Web				Campus circulars					Mail-in circulars		
Clarity of deadlines					1	2	3	4	5			
SIS access	On-campus	1	2	3	4	5						
	Off-campus	1	2	3	4	5						
	Both	1	2	3	4	5						
Fairness of registration slot allocation by faculty/class					1	2	3	4	5			
Capacity of scheduled courses					1	2	3	4	5			
Resolving capacity problems in required courses					1	2	3	4	5			
The variety of courses matched my interests					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 Availability of Course sections Capacity Problem Other, specify: _____

In which type of course did you have difficulty?

Lower level required courses in major Upper level required courses in major
 University required courses Electives Other, specify: _____

Did you need staff support in the Registrar's Office?	Yes					No					
Staff: Professionalism	1	2	3	4	5						
Helpfulness	1	2	3	4	5						
Efficiency of on-line registration	1	2	3	4	5						
Any comments? _____											

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



DISSATISFIED



VERY SATISFIED

Step 6: Comptroller's Office

Final Registration (Confirmation for students with 0 Balance) 1 2 3 4 5
 View statement of fees on the web 1 2 3 4 5
 Payment process 1 2 3 4 5
 Staff helpfulness and friendliness at the student account sect. 1 2 3 4 5

Any comments? _____

Step 7: ID Card & Renewal of Stickers (ID Center)

Validating the AUB ID process 1 2 3 4 5

Any comments? _____

Step 8: AUBnet Account (Registrar's Office)

Activating AUBnet Account process 1 2 3 4 5
 Adequacy of instructions 1 2 3 4 5

Any comments? _____

Drop & Add (if applicable) (Registrar's Office)

Found needed courses? Yes No
 Drop & Add process 1 2 3 4 5

Any comments? _____

Registration

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

Financial Aid (if applicable) (Financial Aid Office)

Did you apply for financial aid? Yes No
 Time of Decision 1 2 3 4 5
 Decision 1 2 3 4 5
 Overall process 1 2 3 4 5

Other Matters, if applicable, please evaluate the following:

Dormitory Registration process 1 2 3 4 5

College Impressions

Indicate your level of agreement with each statement about this college.

It has high-quality academic programs 1 2 3 4 5
 It has high-quality classroom & laboratory facilities 1 2 3 4 5

Other Comments / Suggestions

Please tell us about yourself:

What is your Nationality?

Lebanese Arab Other, please specify: _____

Gender

Female Male

What faculty are you in?

Arts and Sciences Suliman S. Olayan School of Business Health Sciences Medicine
 Engineering and Architecture Agricultural and Food Sciences School of Nursing

What is your status?

New Current Old Returning Cross Registering Special Prospective Graduate Other

What year are you in?

Freshman Sophomore Graduate Special
 Junior Senior Year 4 Medicine Prospective Graduate