



**AUB Student Satisfaction Feedback Pre-registration & Registration
Fall 2011-2012**

Dear Student: *Please remember you cannot be identified through this survey.*

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

1 = Very dissatisfied 2 = Dissatisfied 3 = Neutral 4 = Satisfied 5 = Very satisfied

1. Was AUB your:

first choice second choice third choice

Section 1 -3 apply to New Students only

Section 1: Placement Test APT & EEE (if taken).

2. Are you satisfied with the administration of the Arabic Placement Test Yes No

3. Are you satisfied with the administration of the English Entrance Examination (EEE) Yes No

4. Any Comments? _____

Section 2: Pre-registration (Office of Admissions) (presentation of diplomas and other documents at the Office of Admissions and/or activating files for registration).

5. Was it easy to pre-register? Yes No

6. Was the pre-registration process lengthy? Yes No

7. Was the staff welcoming and helpful? Yes No

8. Did the staff give you clear answers to your questions Yes No

9. If the staff could not help you, did they refer you to other resources? Yes No

10. If yes, who did they refer you to? _____

11. Is the information in the admissions package clear and concise Yes No

12. Any Comments? _____

Section 3: New Student Orientation Programs (Office of Student Affairs)

13. Did you attend the orientation? Yes No (If No go to step 4)

If yes, which Orientation did you attend? International Student Freshman New Student

14. When did you attend orientation? July September

15. Was the information provided during orientation clear and helpful? Yes No

16. Were the activities and meetings held as part of orientation well-organized? Yes No

17. Were orientation workshops helpful? Yes No

18. Was the orientation staff welcoming and helpful Yes No

19. Did the orientation staff give you clear answers to your questions Yes No

20. Were the student guides able to answer your questions? Yes No

21. Any Comments? _____

Section 4: Academic Advising (Faculties)

- 22. Was an adviser assigned to you in time for registration? Yes No
- 23. Did you meet with your adviser before registration? Yes No
- 24. Was it easy for you to meet with your adviser? Yes No
- 25. Is your adviser helpful? Yes No
- 26. Were the academic requirements clearly stated by your advisor? Yes No
- 27. Did the variety of general education courses match your interests? Yes No
- 28. Any comments? _____

Section 5: On-line Registration

- 29. How did you obtain information about registering on-line
Web Registration Guide Academic Calendar Other, Please specify: _____
- 30. Was it easy for you to access AUBsis? Yes No
- 31. Did you have difficulty registering online for courses? Yes No
If yes, what was the nature of your problem (check all that apply)?
Desired course sections not available No places left in any section Other, specify: _____
- 32. How successful were you in finding places in elective courses? 1 2 3 4 5
- 33. How successful were you in finding places in required courses? 1 2 3 4 5
- 34. Did you register in Wait listed section(s)? Yes No
- 35. If yes, were you able to register the desired course (s) by the end of the registration period? Yes No
- 36. Did you seek the help of the Registrar's Office? Yes No
If No, go to question 40.
- 37. If yes, did the Registrar's office staff offer the help you expected? Yes No
- 38. If the staff could not help you, did they refer you to other resources? Yes No
- 39. If yes, who did they refer you to? _____
- 40. Did you solve your registration problems by the end of the drop and add period? Yes No
- 41. If not, explain what was the nature of the problem: _____
- 42. What was your overall experience registering for classes? 1 2 3 4 5
- 43. Any comments? _____

Section 6: Comptroller's Office

- 44. Was the procedure for the payment of fees clear? Yes No
- 45. Was the procedure for the payment of fees easy? Yes No
- 46. Was the staff welcoming and helpful? Yes No
- 47. Did the staff give you clear answers to your questions Yes No
- 48. If the staff could not help you, did they refer you to other resources? Yes No
- 49. If yes, who did they refer you to? _____
- 50. Any comments? _____

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

- 51. Was the process of validating your AUB ID easy? Yes No
- 52. Was the staff welcoming and helpful? Yes No
- 53. Did the staff give you clear answers to your questions Yes No
- 54. Any comments? _____

Section 8: AUBnet Account (CNS)

- 55. Was it easy to activate your AUB net account? Yes No
- 56. Were the instructions to activate your AUB net account clear? Yes No
- Any comments? _____

Financial Aid (if applicable) (Financial Aid Office)

57. Did you apply for financial aid? Yes No

If No, go to question 63

58. Was the application procedure clear? Yes No

59. Was the staff welcoming and helpful? Yes No

60. Did the staff give you clear answers to your questions Yes No

61. Was the financial aid decision timely? Yes No

62. Any comments? _____

Dormitories (complete only if applicable)

63. Did you apply for placement in a dorm? Yes No

If No, go to question 71

64. Was the application procedure clear? Yes No

65. Did you find a place in the dorms? Yes No

66. Are you satisfied with the placement decision? Yes No

67. If no, what is the nature of your problem? _____

68. Was the staff helpful? Yes No

69. Did the staff give you clear answers to your questions Yes No

70. Any comments? _____

71. My overall experience with the AUB system has been positive so far 1 2 3 4 5

72. Other Comments / Suggestions

Please tell us about yourself:

73. What is your Nationality? Please indicate if you have more than one nationality.

Lebanese Other, please specify: _____

74. Gender

Female Male

75. What faculty are you in?

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

76. What is your status? Check all boxes that apply.

New Current Old Returning Cross Registering Special (not expecting an AUB degree) UPP Graduate
Other

77. What year are you in?

Freshman Sophomore Special (not expecting an AUB degree) Junior Senior Year 4 Year 5

Dear student: *The below information is for strategic planning purposes only and please remember you cannot be identified through this survey.*

Socio-Economic Background

78. What is the approximate monthly income of your parents? (Check one)

Less than \$1,000 \$1,001 - \$3,000 3,001 - \$5,000
\$5,001 - \$7,000 \$7,001 - \$9,000 Above \$9,000

79. What type of residence does your family live in? (Check one)

Villa House Apartment less than 10 years old
Apartment over 10 years old Compound Other, specify _____

80. Is your family's residence rented or owned? (Check one)

Rented Owned