

# Student Satisfaction Feedback Survey

## Registration Fall 2011 Student Satisfaction Feedback Survey Registration Fall 2011

As part of the process improvement initiative, the Office of Institutional Research & Assessment (OIRA) administered in October 2011 a survey that evaluates student satisfaction with the fall 2011-12 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- 2010, Appendix A). In consultation with the Registrar's, Admissions Office, Student Affairs and Enrollment Management Committee, modifications were introduced to previous survey to reflect changes in the processes. The five-point rating scale, previously used, was replaced with yes/no response format to make it easier for students. The Survey included the following components:

-  Biographical data. A number of questions requesting information on student background, gender, status, major, etc... .
-  The eight 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. 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
-  Items soliciting information on nationality and socio-economic status to meet strategic planning committees' needs.

## Sample

The sample initially consisted of 875 undergraduate students from all faculties representing 14% the population; however it was filled out by only 715 students (82% response rate). Cluster sampling was used. The sample came from 26 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. As evident from the tables, sample who filled out Survey is quite representative of faculties and some class levels (over representation of UPP and under- representation of juniors), though over-representative of males.

**Table 1**  
**Survey Registration Satisfaction Survey Course Sample, fall 2011-12**

<b>Course</b>	<b>#</b>	<b>Enrollment</b>	<b>Course</b>	<b>#</b>	<b>Enrollment</b>
PHYS	103	33	ECON	221	26
BIOL	252	37	MECH	435	10
CIVE	420	31	PHIL	216	16
PSYC	213	28	BIOL	202	30
ENGL	204	25	AGSC	232	15
PHIL	211	19	EECE	442	22
ARAB	201B	24	EECE	503	22
ENGL	204	26	NFSC	294	17
MATH	201	70	BIOL	202	15
PHIL	210	20	INFO	200	25
MATH	203	60	BUSS	215	23
PSPA	277	23	CVSP	203	23
ENMG	502	27	CHEM	201	30

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

	<b>Sample</b>		<b>Population</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>FAS</b>	264	37	2612	41
<b>OSB</b>	110	15	1056	17
<b>FHS</b>	16	2	213	3
<b>FM</b>	9	1		
<b>FEA</b>	213	30	1823	29
<b>FAFS</b>	42	6	490	8
<b>HSO</b>	5	1	155	2
<b>Did not Specify</b>	56	8		
<b>Total</b>	<b>715</b>	<b>100</b>	<b>6349</b>	<b>100</b>

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

	N	%
Female	302	42
Male	362	51
Did not specify	51	7
<b>Total</b>	<b>715</b>	<b>100</b>

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

Nationality	N	%
Lebanese	534	75
Other	130	18
Did not specify	51	7
<b>Total</b>	<b>715</b>	<b>100</b>

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

Class	Sample		Population	
	N	%		
<b>Freshman</b>	67	9	443	6
<b>Sophomore</b>	173	24	1970	26
<b>Special</b>	5	1	128	2
<b>Junior</b>	115	<b>16</b>	1743	23
<b>Senior</b>	188	26	2044	27
<b>UPP</b>	106	<b>15</b>	34	0.4
<b>Graduate</b>	9	1	1198	16
<b>Did not Specify</b>	52	7	11	1
<b>Total</b>	<b>715</b>	<b>100</b>	7594	

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

	N	%
New	180	25.2
Current	441	61.7
Old Returning	44	6.2
Cross registering	4	.6
Special	3	.4
Graduate	2	.3
Other	6	.8
Did not specify	35	4.9
<b>Total</b>	<b>715</b>	<b>100</b>

## Administration

For this year's administration, surveys were administered in classrooms. Instructors of selected course sections were contacted and their support was solicited. OIRA staff member administered the survey either at beginning or end of class section, depending on instructor request.

## Data Analysis

Percentages and means were used to report the results for the whole sample and by faculty and class.

## Results

**Table 7: Registration Process 2011**

Process	Yes	No
<b>Placement Test APT &amp; EEE</b>		
Placement Test –Arabic	59	41
EEE	54	46
<b>Pre-registration (Office of Admissions)</b>		
Was it easy to pre-register?	70	30
Was the pre-registration process lengthy?	55	45
Was the staff welcoming and helpful?	77	23
Did the staff give you clear answers to your questions	65	35
If the staff could not help you, did they refer you to other resources?	64	36
Is the information in the admissions package clear and concise	78	22
<b>New Student Orientation Programs (Office of Student Affairs)</b>		
Did you attend the orientation?	31%	5%
If yes, which Orientation did you attend?		
International Student	4	
Freshman	7	
New Student	18	
When did you attend orientation?		
July	48	
September	52	
Was the information provided during orientation clear and helpful?	85	15
Were the activities and meetings held as part of orientation well-organized?	65	35
Were orientation workshops helpful?	71	29
Was the orientation staff welcoming and helpful	95	5
Did the orientation staff give you clear answers to your questions	82	18
Were the student guides able to answer your questions?	86	14
<b>Academic Advising (Faculties)</b>		
Was an adviser assigned to you in time for registration?	89	11
Did you meet with your adviser before registration?	56	44
Was it easy for you to meet with your adviser?	60	40
Is your adviser helpful?	53	47
Were the academic requirements clearly stated by your advisor?	52	48
Did the variety of general education courses match your interests?	52	48

<b>On-line Registration</b>		
How did you obtain information about registering on-line		
Web	25	
Registration Guide	33	
Academic Calendar	6	
Other	36	
Was it easy for you to access AUBsis?	92	8
Did you have difficulty registering online for courses?	55	45
If yes, what was the nature of your problem?		
Desired course sections not available	32	
No places left in any section	46	
Other	10	
How successful were you in finding places in elective courses? (1-5)	2.9	
How successful were you in finding places in required courses? (1-5)	3.5	
Did you register in Wait listed section(s)?	30	70
If yes, were you able to register the desired course (s) by the end of the registration period?	45	55
Did you seek the help of the Registrar's Office?	34	66
If yes, did the Registrar's office staff offer the help you expected?	61	39
If the staff could not help you, did they refer you to other resources?	47	53
Did you solve your registration problems by the end of the drop and add period?	83	17
What was your overall experience registering for classes? (1-5)	2.9	
<b>Comptroller's Office</b>		
Was the procedure for the payment of fees clear?	82	18
Was the procedure for the payment of fees easy?	82	18
Was the staff welcoming and helpful?	74	26
Did the staff give you clear answers to your questions	78	22
If the staff could not help you, did they refer you to other resources	40	60
<b>ID Card &amp; Renewal of Stickers (ID Center)</b>		
Was the process of validating your AUB ID easy?	89	11
Was the staff welcoming and helpful?	79	21
Did the staff give you clear answers to your questions	88	12
<b>AUBnet Account (CNS)</b>		
Was it easy to activate your AUB net account?	88	12
Were the instructions to activate your AUB net account clear?	89	11
<b>Financial Aid (Financial Aid Office)</b>		
Did you apply for financial aid?	41	59
Was the application procedure clear?	82	18
Was the staff welcoming and helpful?	72	28
Did the staff give you clear answers to your questions	75	25
Was the financial aid decision timely?	65	35

<b>Dormitories</b>		
Did you apply for placement in a dorm?	33	67
Was the application procedure clear?	91	9
Did you find a place in the dorms?	90	10
Are you satisfied with the placement decision?	76	24
Was the staff helpful?	83	17
Did the staff give you clear answers to your questions?	84	16
My overall experience with the AUB system has been positive so far	3.2	

### Other Findings

Other results are reported below. Most of the findings are quite similar to 2010 results. Areas which differed either positively or negatively are highlighted in yellow.

#### ***AUB and Student Choice***

AUB 1<sup>st</sup> choice            70 vs. (84)            AUB 2<sup>nd</sup> choice    11 (14)  
AUB 3<sup>rd</sup> choice            3 vs. (2)

#### ***New Student Orientation***

Attended:                    Yes 31 (39)            No 5 (16)    Did Not Answer 64 (45)

#### ***Advising***

Advisor assigned in time for registration    Yes 89 (88)            No 11%  
Met with advisor                                    Yes 56 (69)            No 44 (31)

#### ***On-line Registration***

***Difficulty in on-line registration:***    Yes 55% (same)            No 45%

#### ***Reason for difficulty:***

46% (44%) Capacity , no places left in any section  
32 (25) Availability of course sect.

#### ***Financial Aid***

41% (38%) of respondents applied for financial aid

### Student Satisfaction by Faculty

Results by faculty are reported below.

#### ***New Student Orientation***

	FAS	OSB	FHS	FEA	FAFS	HSON
Attendance (% Yes)	89	79	38	87	38	-
International Student	17	25	17	3	15	-
Freshman	33	12.5	-	11	8	-
New Student	50	62.5	83	87	77	-

**Advising**

<b>(%Yes):</b>	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>HSO</b>
Advisor assigned on time	91	90	87	86	95	100
Did you meet with advisor	73	66	88	26	71	80

<b>Difficulty in on-line registration</b>	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>HSO</b>
<b>(%Yes):</b>	50	51	50	59	76	60

<b>Reasons for difficulty:</b>	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>HSO</b>
Desired course sect. not available	34	28	44	33	33	40
No places left in any section	41	46	38	53	62	60
Other	8	10	13	13	14	20

<b>Needed Registrar's office staff support</b>	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>HSO</b>
<b>(%Yes):</b>	37	33	25	28	55	40

<b>Found Needed courses:</b>	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>HSO</b>
<b>(%Yes):</b>	50	52	13	37	36	40

<b>Applied for Financial Aid</b>	<b>FAS</b>	<b>OSB</b>	<b>FHS</b>	<b>FEA</b>	<b>FAFS</b>	<b>HSO</b>
<b>(%Yes):</b>	33	34	43	54	51	60

**Table 8. Satisfaction by Faculty**

Descriptive statistics for RS 2011 by faculty	FAS		OSB		FHS		FEA		FAFS		HSO	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
32. How successful were you in finding places in elective courses?	244	3.1	100	3.1	16	2.7	196	2.6	38	2.7	4	1.8
33. How successful were you in finding places in required courses	254	3.4	107	3.2	16	4.1	205	3.6	40	3.6	5	4.4
42. What was your overall experience registering for classes?	239	3.0	98	3.0	16	3.3	194	2.8	38	2.8	5	2.8
71. My overall experience with the AUB system has been positive so far	220	3.2	89	3.2	14	3.4	160	3.2	36	3.4	4	3.8

**Table 9. Student Satisfaction by Class**

Descriptive statistics for RS 2011 by class	Freshman		Sophomore		Junior		Senior	
	N	Mean	N	Mean	N	Mean	N	Mean
32. How successful were you in finding places in elective courses?	55	3.6	146	3.3	110	2.7	185	2.6
33. How successful were you in finding places in required courses	62	3.6	162	3.4	112	3.3	186	3.5
42. What was your overall experience registering for classes?	60	3.3	149	3.2	104	2.7	176	2.8
71. My overall experience with the AUB system has been positive so far	58	3.5	144	3.5	85	3.0	151	3.1

Juniors have lowest satisfaction, while freshmen have highest.

### Conclusion

Could not evaluate performance on registration steps and processes especially in terms of comparison with previous years because wording of most of the items has been changed and rating scale has also been modified from 5-point rating scale to yes/no. Results also revealed differences by faculties and by class.

### Socio-Economic Background

A. What is approximate monthly income of your family (% of Frequencies)							
\$ Income	< 1000	1000-3000	3001-5000	5001-7000	7001-9000	>9000	Did not specify
%	7	17	15	10	8	18	25
B. What type of residence does your family live in?							
kind of residence	Villa	House	Apart< 10 yrs old	Apart > 10 yrs old	Compound	Other	Missing
%	9	19	22	31.5	1.5	1	16
C. Is your family's residence rented or owned?							
	Rented		Owned		Did not specify		
%	17		68		15		