



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



**DISSATISFIED**

**VERY SATISFIED**

Did you need staff support?		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? \_\_\_\_\_

**Step 6: Statement of Fees**

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

Any comments? \_\_\_\_\_

**Step 7: ID Card & Renewal of Stickers**

Validating the AUB ID process at the Office of Registrar	1	2	3	4	5
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Any comments? \_\_\_\_\_

**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)**

Found needed courses?		Yes			No
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 Student 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 evaluate the following:**

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

**Other Comments / Suggestions**

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**Please tell us about yourself:**

What is your Nationality?

Lebanese                      Arab                      Other, please specify: \_\_\_\_\_

Where did you attend high school?

Lebanon                      Arab countries                      Other, please specify: \_\_\_\_\_

Gender

Female                                      Male

What faculty are you in?

Arts and Sciences                      School of Business & Management                      Health Sciences  
Medicine  
Engineering and Architecture                      Agriculture & Food Sciences                      School of Nursing

What is your status?

New              Current              Old Returning              Cross Registering              Special              Prospective  
Other

What year are you in?

Freshman                      Sophomore                      Graduate                      Special  
Junior                      Senior                      Medicine                      Prospective