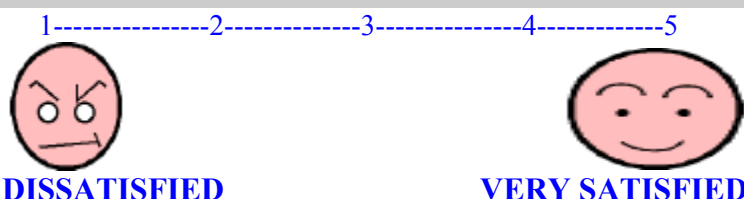


# AUB Student Satisfaction Feedback

## Pre-registration & Registration Fall 2004-2005

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



**Indicate your rating of this college 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)

Exam administration of English Placement Test	1	2	3	4	5
Exam administration of Arabic Placement Test	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?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
If yes, which orientation did you attend?	<input type="checkbox"/> ISOP	<input type="checkbox"/> FROP	<input type="checkbox"/> TOP		
Orientation activities	1	2	3	4	5
Any Comments? _____					

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

Was an advisor assigned to you in time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Did you meet with your advisor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Availability of advisor	1	2	3	4	5
Helpfulness of advisor	1	2	3	4	5
Any comments? _____					

### Step 5: On-line Registration (Registrar’s Office)

Source of information:	<input type="checkbox"/> Web	<input type="checkbox"/> Campus circulars	<input type="checkbox"/> Mail-in circulars			
Clarity of deadlines	1	2	3	4	5	
SIS access	<input type="checkbox"/> On-campus	1	2	3	4	5
	<input type="checkbox"/> Off-campus	1	2	3	4	5
	<input type="checkbox"/> Both	1	2	3	4	5

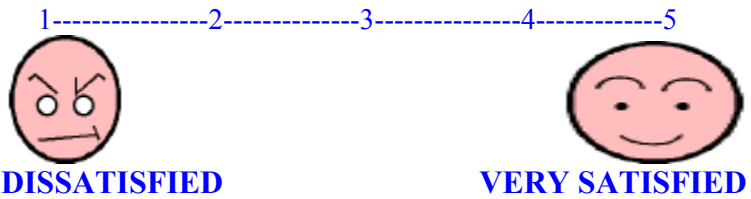
Internet provider: \_\_\_\_\_

Fairness of registration slot allocation by faculty/class	1	2	3	4	5
Capacity of scheduled courses	1	2	3	4	5
Did you have difficulty in on-line registration for courses?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
If yes, what in your opinion is the reason?					
<input type="checkbox"/> No. of courses offered <input type="checkbox"/> Course sections <input type="checkbox"/> capacity/course/section					
<input type="checkbox"/> Other, specify: _____					

In which type of course?

- Lower level required courses in major  
  Upper level required courses in major  
 University required courses  
  Electives  
 Other, specify: \_\_\_\_\_

Did you need staff support?	<input type="checkbox"/> Yes	<input type="checkbox"/> 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 (Comptroller's Office)**

Receiving Statement 1 2 3 4 5  
 Deferred Payment Application process 1 2 3 4 5  
 Payment process 1 2 3 4 5  
 Any comments? \_\_\_\_\_

**Step 7: ID Card & Renewal of Stickers (Registrar's Office)**

Validating the AUB ID process at the Office of Registrar 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	Instruction	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	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  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