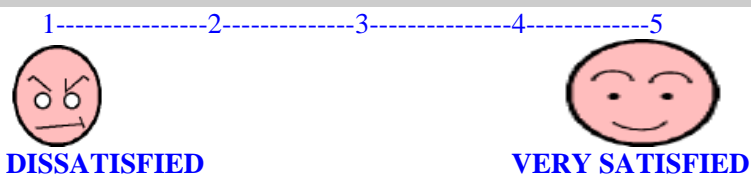


**AUB Student Satisfaction Feedback
Pre-registration & Registration Fall 2005-2006**

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)

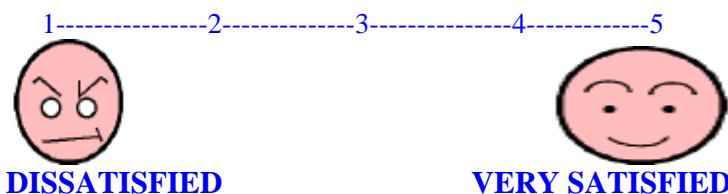
Did you attend?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
If yes, which orientation did you attend?	<input type="checkbox"/> ISOP	<input type="checkbox"/> FROP	<input type="checkbox"/> TOP		
Registration for the Student Affairs Orientation programs (TOP ISOP FROP)	1	2	3	4	5
Was the literature provided for 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
Any Comments? _____					

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

Was an adviser assigned to you in time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Did you meet with your adviser?	<input type="checkbox"/> Yes	<input type="checkbox"/> No			
Availability of adviser	1	2	3	4	5
Helpfulness of adviser	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?						
	<input type="checkbox"/> Lower level required courses in major	<input type="checkbox"/> Upper level required courses in major				
	<input type="checkbox"/> University required courses	<input type="checkbox"/> Electives				
	<input type="checkbox"/> 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 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 Other

What year are you in?

Freshman Sophomore Graduate Special
 Junior Senior Medicine Prospective