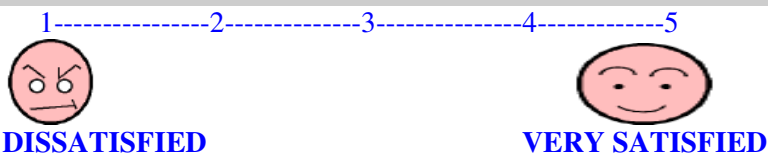


AUB Student Satisfaction Feedback
Pre-registration & Registration Fall 2007-2008

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) & EEE (If taken)

Exam administration of English Placement Test	1	2	3	4	5
Exam administration of Arabic Placement Test	1	2	3	4	5
Administration of the English Entrance Examination (EEE)	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?	Yes	No			
If yes, which orientation did you attend?	ISOP	FROP	SOP		
Registration for the Student Affair's Orientation programs (TOP ISOP FROP)	1	2	3	4	5
Was the literature provided for orientation 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
Orientation Facilitators (Guides) performance	1	2	3	4	5
Any Comments? _____					

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

Was an adviser assigned to you in time?	Yes	No			
Did you meet with your adviser?	Yes	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:	Web	Campus circulars	Mail-in circulars			
Clarity of deadlines	1	2	3	4	5	
SIS access	On-campus	1	2	3	4	5
	Off-campus	1	2	3	4	5
	Both	1	2	3	4	5

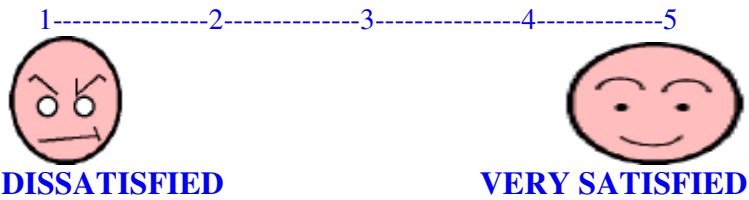
Internet provider: _____

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?	Yes	No			
If yes, what in your opinion is the reason?					
No. of courses offered	Course sections	Capacity/course/section			
Other, specify: _____					

In which type of course did you have difficulty?

Lower level required courses in major Upper level required courses in major
 University required courses Electives
 Other, specify: _____

Did you need staff support in the Registrar’s Office?	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? _____					



DISSATISFIED

VERY SATISFIED

Step 6: Comptroller's Office

Final Registration 1 2 3 4 5
 View statement of fees on the web 1 2 3 4 5
 Payment process 1 2 3 4 5
 Staff helpfulness and friendliness at the student account sect. 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		Instructions provided	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 Graduate Other

What year are you in?

Freshman Sophomore Graduate Special
 Junior Senior Year 4 Medicine Prospective Graduate