## 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**

<table>
<thead>
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<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tbody>
<tr>
<td>DISSATISFIED</td>
<td>VERY SATISFIED</td>
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### 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

#### 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

#### Step 3: New Student Orientation (Office of Students Affairs)

- Did you attend?  
  - [ ] Yes  
  - [ ] No
- If yes, which orientation did you attend?  
  - [ ] ISOP  
  - [ ] FROP  
  - [ ] TOP
- Orientation activities
  - 1 2 3 4 5

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

- Was an advisor assigned to you in time?  
  - [ ] Yes  
  - [ ] No
- Did you meet with your advisor?  
  - [ ] Yes  
  - [ ] No
- Availability of advisor
  - 1 2 3 4 5
- Helpfulness of advisor
  - 1 2 3 4 5

#### 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
  - [ ] Off-campus
  - [ ] 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?  
  - [ ] Lower level required courses in major
  - [ ] Upper level required courses in major
  - [ ] University required courses
  - [ ] Electives
  - [ ] Other, specify: ____________________

- 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 (Comptroller’s Office)
Receiving Statement
Deferred Payment Application process
Payment process
Any comments?

Step 7: ID Card & Renewal of Stickers (Registrar’s Office)
Validating the AUB ID process at the Office of Registrar
Any comments?

Step 8: AUBnet Account (Registrar’s Office)
Activating AUBnet Account process
Adequacy of instructions
Any comments?

Drop & Add (if applicable) (Registrar’s Office)
Found needed courses?
No
Drop & Add process
Any comments?

Registration

Overall process
Ambiance
Time Taken
Efficiency
Bureaucracy
Courteous
Instruction
AUB Student Guide Service
Maps & Handouts
Campus Security Staff
Orientation (for new students)
Advising

Financial Aid (if applicable) (Financial Aid Office)
Did you apply for financial aid?
Time of Decision
Decision
Overall process

Other Matters, if applicable, please evaluate the following:
Dormitory Registration process

College Impressions
Indicate your level of agreement with each statement about this college.
It has high-quality academic programs
It has high-quality classroom & laboratory facilities

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