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

1----------------2--------------3---------------4-------------5
DISSATISFIED                                         VERY SATISFIED

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
Exam administration of Arabic Placement Test
Any Comments?

Step 2: Pre-registration (Office of Admissions)
Organization of the pre-registration process:
Staff Professionalism
Information in Admission package supplied
Time Taken
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    ☐ TOP
Registration for the Student Affair's Orientation programs (TOP ISOP FROP)
Was the literature provided for registration easy to understand?
Was online information on the 'New Student Orientation' helpful?
Was the literature provided for registration easy to understand?
Staff Professionalism
Orientation activities
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
Helpfulness of adviser
Any comments?

Step 5: On-line Registration (Registrar’s Office)
Source of information:
☐ Web    ☐ Campus circulars    ☐ Mail-in circulars
Clarity of deadlines
SIS access
☐ On-campus    ☐ Off-campus    ☐ Both
Internet provider:
Fairness of registration slot allocation by faculty/class
Capacity of scheduled courses
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
Helpfulness
Efficiency of on-line registration
Any comments: __________________________________________________________
### Step 6: Statement of Fees (Comptroller’s Office)

<table>
<thead>
<tr>
<th>Receiving Statement</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferred Payment Application process</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Payment process</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Any comments?

### Step 7: ID Card & Renewal of Stickers (Registrar’s Office)

<table>
<thead>
<tr>
<th>Validating the AUB ID process at the Office of Registrar</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>

Any comments?

### Step 8: AUBnet Account (Registrar’s Office)

<table>
<thead>
<tr>
<th>Activating AUBnet Account process</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>Adequacy of instructions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Any comments?

### Drop & Add (if applicable) (Registrar’s Office)

<table>
<thead>
<tr>
<th>Found needed courses?</th>
<th>☐ Yes</th>
<th>☐ No</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Drop &amp; Add process</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
</table>

Any comments?

### Registration

<table>
<thead>
<tr>
<th>Overall process</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambiance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Time Taken</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Efficiency</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Bureaucracy</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Courtesy</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Instruction</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUB Student Guide Service</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Maps &amp; Handouts</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Campus Security Staff</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Orientation (for new students)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Advising</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

### Financial Aid (if applicable) (Financial Aid Office)

<table>
<thead>
<tr>
<th>Did you apply for financial aid?</th>
<th>☐ Yes</th>
<th>☐ No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time of Decision</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Decision</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Overall process</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

### Other Matters, if applicable, please evaluate the following:

| Dormitory Registration process | 1 | 2 | 3 | 4 | 5 |

### College Impressions

- It has high-quality academic programs
- It has high-quality classroom & laboratory facilities

### Other Comments / Suggestions

- 
- 
- 

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### 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