



# Registration Survey Spring 2003

Directions: Please check the box that corresponds with your selection.

**What is your age?**

18 or Under       26 to 29  
 19 to 22       30 to 39  
 23 to 25       40 or Over

**What is your classification?**

Freshman       Senior  
 Sophomore       Graduate or Professional  
 Junior       Other/Unclassified

**What is your present enrollment status?**

Full-Time     Part-Time

**What is your gender?**

Male       Female

**What is Your College or School?**

Liberal Arts & Behavioral Sciences       School of Business  
 College of Education       Law School  
 College of Pharmacy & Health Sciences       Science & Technology

**Do you receive financial aid?**

Yes     No

Directions: Please circle the corresponding number that best reflects your opinion of each item listed.

(1) How would you rate the staff availability in the following areas:

<b>Advisement</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Course selection</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Financial Aid</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Payment of Fees</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied

(2) How would you rate the friendliness & courteousness of the staff in the following areas:

<b>Advisement</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Course selection</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Financial Aid</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Payment of Fees</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied

(More items on reverse side)



(3) How would you rate the information received from the following areas:

<b>Admissions Office</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Registrar's Office</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Financial Aid Office</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Payment of Fees (eg. Bursar's Office)</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Academic Departments</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied

(4) How would you rate the University's overall service delivery in the following areas:

<b>Advisement</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Course selection</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Financial Aid</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
<b>Payment of Fees</b>	Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied

(5) Overall, how convenient was the total registration process (i.e. from advising to payment of fees)?

Very Inconvenient	1	2	3	4	5	6	7	Very Convenient
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(6) Overall, how satisfied were you with the length of time it took to complete the registration process (i.e. from advising to payment of fees)?

Very Dissatisfied	1	2	3	4	5	6	7	Very Satisfied
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(7) Do you think communications were adequate regarding registration procedures? Yes No

(8) Did you use the Web registration services? Yes No

(9) Did you use the Web Registration services for purposes other than registering for classes (i.e. view/transcript, view/print tuition and fees, review personal contact information)? Yes No

Please list services used


Comments...




*The Office of Institutional Effectiveness*

*Texas Southern University*