



Registration Survey Fall 2000-2002

Introduction

Fall semester 1999 marks the initial administration of the Registration Survey by the Office of Institutional Effectiveness. The survey is conducted every semester and is designed to ascertain the level of satisfaction of our students with the registration process. Other than the addition of demographic questions in the Spring semester 2002, the items on the survey are unchanged since 1999 (Appendix 1). The survey instrument attempts to measure student perceptions of the following:

- the availability of staff during the registration process,
- friendliness and courteousness of the staff,
- satisfaction with information received concerning registration,
- satisfaction with the convenience and time taken to complete the process and
- overall satisfaction with various service areas involved in the registration process.

This report provides a three-year comparative analysis of the students' responses to the survey's statements and questions. The years included in the analysis are 2000 to 2002.

Methods

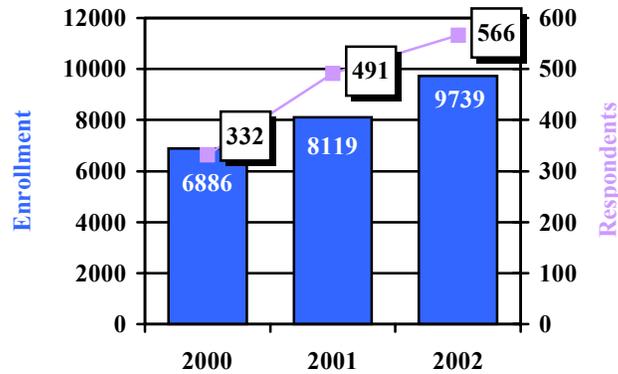
Participants and Procedure

The survey is administered to students two weeks after the start of the semester. Stratified sampling of the student population based on class size is used in an effort to gain a representative sample of the total population and increase survey responses. Relatively large, core classes are weighed more heavily in the administration of the survey so that the number of responses may be increased. Students are advised to complete only one survey, to prevent duplicated responses. Figure 1 displays the number



of survey respondents and the size of the student populations for each year. Approximately 6% of the student population is surveyed in the fall semester of each year.

Figure 1: Number of Responses and Population Size



The Instrument

Along with demographic data, the survey attempts to gauge student satisfaction of the following service areas that are involved in the registration process (Appendix 2):

- Admissions Office,
- Registrar's Office,
- Office of Financial Aid and
- Office of the Bursar.

Satisfaction with the information received from academic departments is also measured. Student satisfaction is measured on a Likert scale with 1 indicating the lowest satisfaction level and 7 representing the highest level of satisfaction.

Satisfaction Results

Registration Services

Table 1 displays student satisfaction levels with the services offered during registration. Taken as a whole, student satisfaction with all aspects of the services



received during the registration process is somewhat dissatisfied to neutral (3.6 to 4.3) in Fall 2000, peaks at slightly above neutral (4.0 to 4.5) in Fall 2001 and declines again to somewhat dissatisfied to neutral (3.9 to 4.2) in Fall 2002.

Table 1: Satisfaction with Registration Services

Satisfaction Scale						
Very Dissatisfied		Neutral			Very Satisfied	
1	2	3	4	5	6	7

Satisfaction Mean of Services

Survey Item	Fall 2000	Fall 2001	Fall 2002
Staff Availability	3.9	4.2	3.9
Staff Friendliness and Courteousness	4.3	4.5	4.2
Information received from staff	3.9	4.4	4.0
University overall services	4.0	4.3	3.9
Total registration process (convenience)	3.9	4.2	4.0
Length of time to register	3.6	4.0	3.9

Students appear to be most satisfied with the friendliness and courteousness of the staff each semester (4.2 – 4.5). This appears to validate the staff’s efforts to be more cordial to our students. Students are least satisfied with the length of time required to complete the registration process (3.6 – 4.0). It should be noted that although improvements have been made in delivering various services during the three-year period, satisfaction levels still appear to cluster around the “neutral” category.

Registration Areas

This portion of the survey addresses our students’ satisfaction with the following aspects of the registration process:

- Advisement,
- Course selection,
- Financial Aid and



- Payment of fees.

Satisfaction levels for these areas are displayed in Table 2. Students are most satisfied with the selection of courses offered each semester (4.3 – 4.6). Financial Aid receives the lowest average rating each year. The 2000 and 2002 semesters rate this area with a mean score of 3.7 while the 2001 respondents rates the area with an average score of 4.2. Other areas and their mean scores are displayed in Table 2.

Table 2: Satisfaction with Registration Areas

Satisfaction Scale						
Very Dissatisfied			Neutral			Very Satisfied
1	2	3	4	5	6	7

Satisfaction Mean of Areas

Survey Item	Fall 2000	Fall 2001	Fall 2002
Advisement	4.3	4.5	4.2
Course selection	4.4	4.6	4.3
Financial aid	3.7	4.2	3.7
Payment of fees	3.9	4.3	3.9

Demographic Results and Comparisons

Demographic questions and statements were added to the survey instrument the semester following its initial distribution. The addition of demographic information allows us to identify specific differences that may exist amongst the various groups.

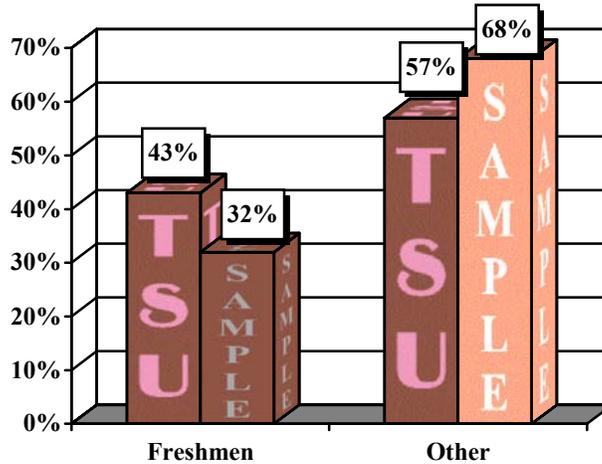
Freshmen and Non- Freshmen Comparisons

This study also compares the satisfaction levels of freshmen versus non-freshmen, with various aspects of the registration process. For the three-year period examined, 32% of



the samples are freshmen. Forty-three percent of the corresponding TSU populations are freshmen (Figure 2).

Figure 2: Proportion of Freshmen



In general, freshmen and non-freshmen are most in agreement on the friendliness and courteousness of the registration staff. Satisfaction with the registration staff is ranked highest by both freshmen and non-freshmen. Freshmen rate staff friendliness with a mean score of 4.5 while the remainder of the student population rates it slightly lower with a score of 4.2 (Table 3). The freshmen score is within the somewhat satisfied range, which reflects an improvement from previous years.

Table 3: Overall Satisfaction Levels of Freshmen versus Non-Freshmen

Satisfaction Scale						
Very Dissatisfied	Neutral			Very Satisfied		
1	2	3	4	5	6	7

Satisfaction Mean of Services

Survey Item	Highest Rating	Lowest rating
Staff Friendliness Freshmen	4.5	
Staff Friendliness Non-freshmen	4.2	
Staff Availability Freshmen		4.2
University's Overall Service Non-Freshmen		3.9



Freshmen are least satisfied with the availability of staff with a score of 4.2 while non-freshmen are least satisfied the overall services offered by the university with a rating of 3.9 (Table 3). This category of overall services includes advisement, course selection, financial aid, and payment of fees.

More specifically, freshmen and non-freshmen are most satisfied the friendliness and courteousness of the registration staff in assisting them with selecting their courses, with average rating of 4.5 and 4.2 respectively (Table 4). Freshmen are least satisfied with the financial aid received with an average rating of 3.9. Non-freshmen are least satisfied with the availability of the financial staff during the registration process (average rating is 3.7).

Table 4: Specific Satisfaction Levels of Freshmen versus Non-Freshmen

Satisfaction Scale						
Very Dissatisfied		Neutral			Very Satisfied	
1	2	3	4	5	6	7

Satisfaction Mean of Services		
Survey Item	Highest Rating	Lowest rating
Staff Friendliness: Course Selection Freshmen	4.5	
Staff Friendliness: Course Selection Non-freshmen	4.2	
University Service Delivered: Financial Aid Freshmen		3.9
Staff Availability: Financial Aid		3.7

School and College Comparisons

In general, “staff friendliness and courteousness” receives the highest average rating from students across all schools and colleges. Liberal Arts & Behavioral Sciences students rate this category highest with a mean score of 4.7 while Law School students rate this category lowest with an average score of 3.8. Table 5 displays the average rating for all schools and colleges.



Table 5: Overall Satisfaction Ratings by Schools and Colleges

School or College		Staff Availability	Friendliness & Courteousness	Information Received	University's Overall Service
Liberal Arts, & Behavioral Sciences	Mean	4.3835	4.6657	4.4366	4.4576
	N	176	181	153	171
Education	Mean	4.3359	4.5361	4.2912	4.3125
	N	160	166	136	156
Pharmacy & Health Sciences	Mean	4.1292	4.3279	4.2286	4.1234
	N	240	244	203	239
Business	Mean	4.1096	4.4711	4.3000	4.2203
	N	276	285	246	278
Law School	Mean	3.4989	3.7967	3.3804	3.3493
	N	232	241	194	214
Science & Technology	Mean	4.2036	4.3680	4.2571	4.1720
	N	140	142	126	141
Total	Mean	4.0774	4.3392	4.1312	4.0857
	N	1224	1259	1058	1199

The lowest satisfaction levels differ across the schools and colleges. Pharmacy & Health Science, Law School, and Science & Technology students rate the university’s overall services as least satisfactory. Liberal Arts & Behavioral Sciences and School of Business students are least satisfied with the availability of staff from functional areas involved in the registration process. College of Education students are least satisfied with the information received from various offices involved in the registration process. A majority of students enrolled in the College of Education are graduate students who attend school in the late afternoon and evening when most university offices are closed. This may explain their dissatisfaction with the information received from offices involved in the registration process.

More specifically, students from the colleges of Liberal Arts and Behavioral Sciences, Education, Pharmacy and Health Sciences and Law are most satisfied with the selection of course offerings (Table 6). Students from the schools of Business and Science & Technology are most satisfied with the advisement received. A majority of students are least satisfied with financial aid received. Only Law School student rate “payment of fees” as their least satisfactory.



Table 6: Specific Satisfaction Ratings by Schools and Colleges

School or College		Advisement	Course Selection	Financial Aid	Payment of Fees (Bursars)
Liberal Arts, & Behavioral Sciences	Mean	4.6315	4.8140	4.1392	4.3952
	N	180	181	167	167
Education	Mean	4.6919	4.7206	4.1156	4.1730
	N	172	173	147	159
Pharmacy & Health Sciences	Mean	4.3266	4.5048	3.9011	4.0848
	N	246	243	225	233
Business	Mean	4.4966	4.4795	3.8333	4.2248
	N	290	292	264	278
Law School	Mean	3.5348	3.7732	3.5060	3.4267
	N	220	219	207	215
Science & Technology	Mean	4.5374	4.5158	3.8214	3.9798
	N	147	148	140	136
Total	Mean	4.3456	4.4469	3.8667	4.0419
	N	1255	1256	1150	1188

A noteworthy observation resulting from the above analysis is that students in general are most satisfied with advising and course selection, services offered within their schools and colleges. Students are least satisfied with university-wide services, those of Financial Aid or the Bursar’s offices.

Table 7: Convenience of the Registration Process

Convenience Scale

Very inconvenient			Neutral			Very convenient
1	2	3	4	5	6	7

Total Registration Process

School or College	Mean
Liberal Arts, & Behavioral Sciences	4.40
Education	4.35
Pharmacy & Health Sciences	4.02
Business	4.31
Law School	3.17
Science & Technology	4.24
Total	4.06



The convenience associated with the total registration process as rated by student across schools and colleges is displayed in Table 7. Students from a majority of the schools and colleges rate the convenience of the registration process as slightly above neutral. Only Law School students view the process as slightly inconvenient.

Conclusions

Student satisfaction with services received during the registration process fluctuates over the years. Satisfaction levels improves from somewhat dissatisfied to neutral in Fall 2000, peaks at slightly above neutral in Fall 2001 and declines again to somewhat dissatisfied to neutral in Fall 2002. It should be noted that although improvements have been made in various service areas during the three-year period, satisfaction levels still appear to cluster around the “neutral” category. Clearly, there is still a need for improvements to be made to enhance the satisfaction levels of our students regarding the registration process.

Our students appear to be most satisfied with the friendliness and courteousness of the staff during the registration process and the selection of courses offered. They are least satisfied with the length of time required to complete the registration process and with the services received from the Office of Financial Aid.

Improvements to registration-related functions are now more visible around campus. Registration-related staff members are outsourced to other offices to assist in functions that are directly related to the registration process. Temporary workers provide assistance in General University Academic Center (GUAC), Admissions and Financial Aid during peak registration periods. The posting of signs around campus informing students about registration locations, tuition deferment, late registration and student refund checks also appears to enhance the registration process.

The centralization of offices relating to registration in Bell Hall is another visible attempt to make the registration process less time consuming and more convenient for our students. The restructuring of the Enrollment Management web site, <http://em.tsu.edu/>, now provides easier access to online registration, unofficial transcripts, financial aid awards, class schedules and selection of courses. An online registration



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“help tutorial” and a customer service call center are also available to our students to assist in the registration process.



Appendix 1

What is your age?

- | | |
|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> 18 or Under | <input type="checkbox"/> 26 to 29 |
| <input type="checkbox"/> 19 to 22 | <input type="checkbox"/> 30 to 39 |
| <input type="checkbox"/> 23 to 25 | <input type="checkbox"/> 40 or Over |

What is your classification?

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Freshmen | <input type="checkbox"/> Senior |
| <input type="checkbox"/> Sophomore | <input type="checkbox"/> Graduate or Professional |
| <input type="checkbox"/> Junior | <input type="checkbox"/> Other/Unclassified |

What is your present enrollment status?

- Full-Time Part-Time

What is your gender?

- Male Female

What is Your College or School?

- | | |
|---|---|
| <input type="checkbox"/> College of Liberal Arts & Behavioral Science | <input type="checkbox"/> School of Business |
| <input type="checkbox"/> College of Education | <input type="checkbox"/> Law School |
| <input type="checkbox"/> College of Pharmacy & Health Sciences | <input type="checkbox"/> School of Science & Technology |

Do you receive financial aid?

- Yes No



Appendix 2

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

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

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

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

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

Admissions Office	Very Dissatisfied	1	2	3	4	5	Very Satisfied	6	7
Registrar's Office	Very Dissatisfied	1	2	3	4	5	Very Satisfied	6	7
Financial Aid Office	Very Dissatisfied	1	2	3	4	5	Very Satisfied	6	7
Payment of Fees (e.g. Bursar's Office)	Very Dissatisfied	1	2	3	4	5	Very Satisfied	6	7
Academic Departments	Very Dissatisfied	1	2	3	4	5	Very Satisfied	6	7



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

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

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

Very Inconvenient							Very Convenient
1	2	3	4	5	6	7	

(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					Very Satisfied	
1	2	3	4	5	6	7

(7) Do you think communications were adequate regarding registration procedures? Yes No