

# Texas Southern University

## Registration Survey

Fall 2006-2008



## An Institutional Comparative Analysis

Prepared By:

**I**nstitutional  
**E**ffectiveness

**TEXAS SOUTHERN UNIVERSITY**  
*Registration Survey Graphics Report*

*Prepared by IE (The Office of Institutional Effectiveness)  
11/13/08*

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*This report provides graphical information for demographic items for Texas Southern University. For all Likert scale items (e.g. 7 point Satisfaction scale, 1 being least satisfactory & 7 being most satisfactory), data are displayed with a mean satisfaction score.*

*For more information about the Registration Survey and other Institutional data, contact the Office of Institutional Effectiveness staff listed below.*

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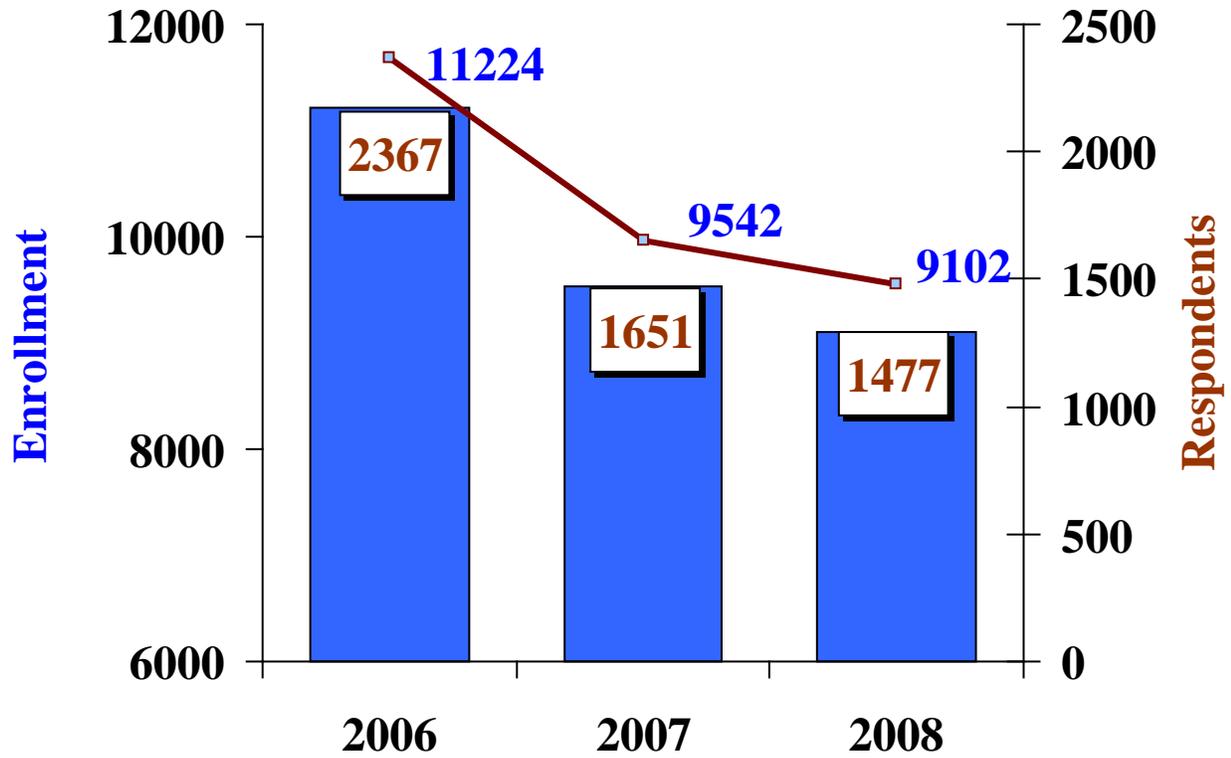
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## *Total Enrollment & Number of Respondents by Year*

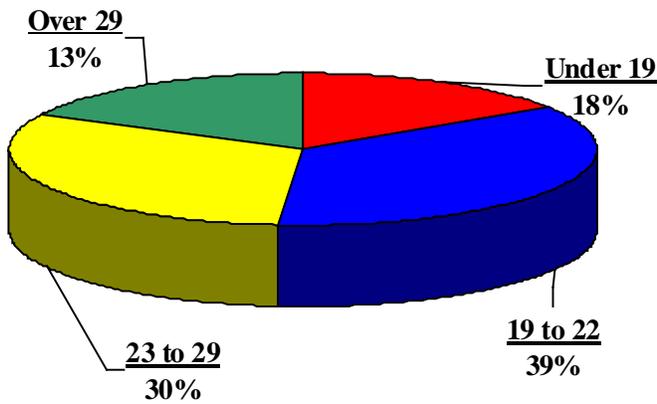


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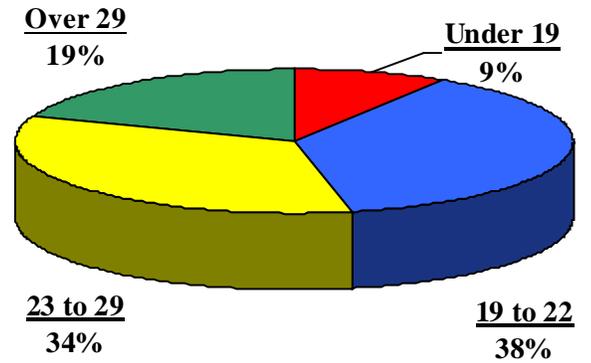
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*Fall 2008 Sample*



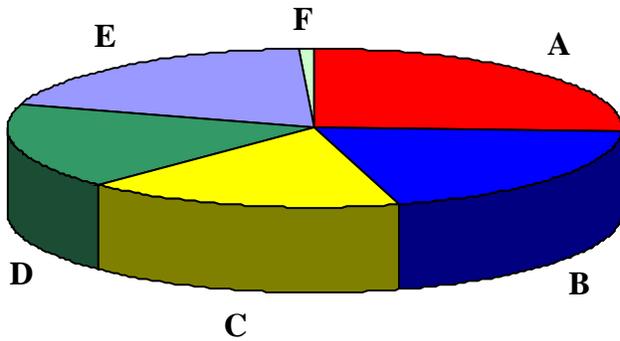
*Fall 2008 TSU Population*



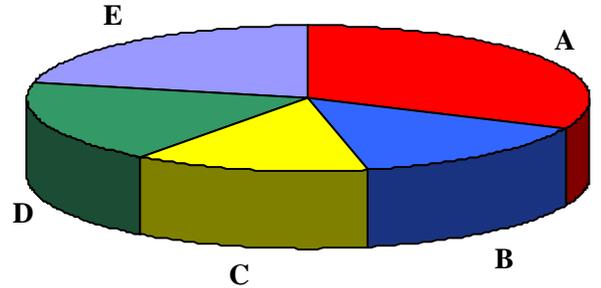
*Figure 1& 2-Background Information, Age*

<i>Age</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>TSU Total Population</i>
	<i>Percentages</i>			
<i>18 or Under</i>	<i>12.7</i>	<i>10.6</i>	<i>17.5</i>	<i>9.0</i>
<i>19 to 22</i>	<i>46.1</i>	<i>43.8</i>	<i>38.8</i>	<i>37.6</i>
<i>23 to 25</i>	<i>17.3</i>	<i>20.2</i>	<i>19.9</i>	<i>21.4</i>
<i>26 to 29</i>	<i>9.2</i>	<i>11.5</i>	<i>10.3</i>	<i>12.9</i>
<i>30 to 39</i>	<i>9.4</i>	<i>9.4</i>	<i>9.5</i>	<i>12.1</i>
<i>40 or Over</i>	<i>5.3</i>	<i>4.6</i>	<i>3.8</i>	<i>7.0</i>
<i>&lt;19</i>	<i>12.7</i>	<i>10.6</i>	<i>17.5</i>	<i>9.0</i>
<i>19 to 22</i>	<i>46.1</i>	<i>43.8</i>	<i>38.8</i>	<i>37.6</i>
<i>23 to 29</i>	<i>26.5</i>	<i>31.7</i>	<i>30.2</i>	<i>34.3</i>
<i>&gt;29</i>	<i>14.7</i>	<i>14.0</i>	<i>13.3</i>	<i>19.1</i>

*Fall 2008 Sample*



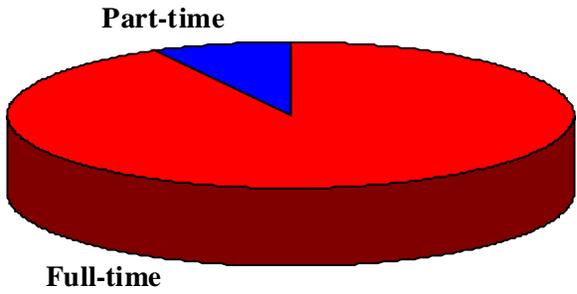
*Fall 2008 TSU Population*



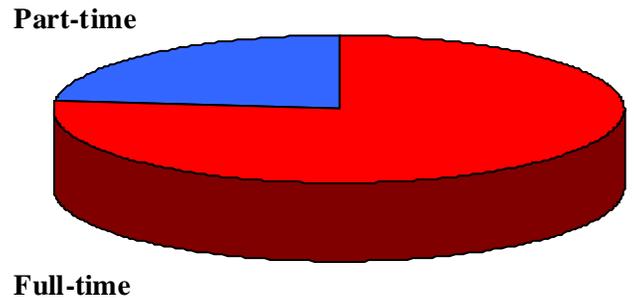
*Figure 3 & 4-Background Information, Classification*

<i>Classification</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>TSU Total Population</i>
	<i>Percentages</i>			
<i>A. Freshmen</i>	<i>22.4</i>	<i>17.1</i>	<i>25.6</i>	<i>31.6</i>
<i>B. Sophomore</i>	<i>25.6</i>	<i>20.6</i>	<i>20.0</i>	<i>15.1</i>
<i>C. Junior</i>	<i>23.8</i>	<i>21.1</i>	<i>16.9</i>	<i>13.6</i>
<i>D. Senior</i>	<i>16.0</i>	<i>20.0</i>	<i>17.2</i>	<i>18.0</i>
<i>E. Graduate or Professional</i>	<i>12.2</i>	<i>20.2</i>	<i>19.5</i>	<i>21.7</i>
<i>F. Other/Unclassified</i>	<i>-</i>	<i>.9</i>	<i>.7</i>	

*Fall 2008 Sample*



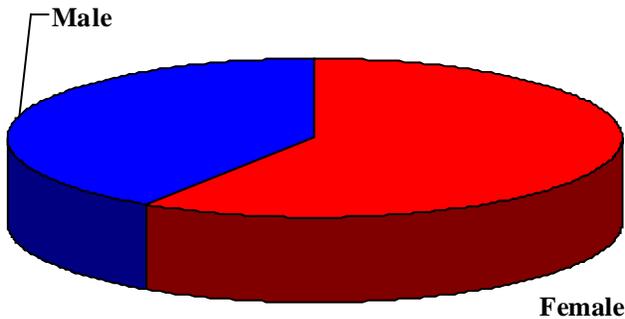
*Fall 2008 TSU Population*



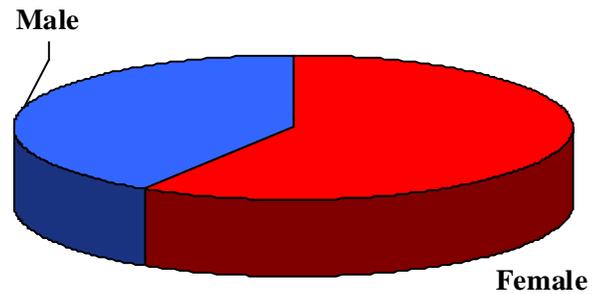
*Figure 5 & 6-Background Information, Enrollment Status*

<i>Enrollment Status</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>TSU Total Population</i>
	<i>Percentages</i>			
<i>Full-time</i>	<i>89.7</i>	<i>94.5</i>	<i>92.0</i>	<i>77.0</i>
<i>Part-time</i>	<i>10.3</i>	<i>5.5</i>	<i>8.0</i>	<i>23.0</i>

*Fall 2008 Sample*



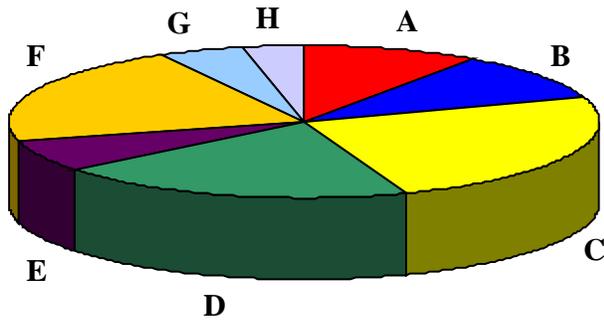
*Fall 2008 TSU Population*



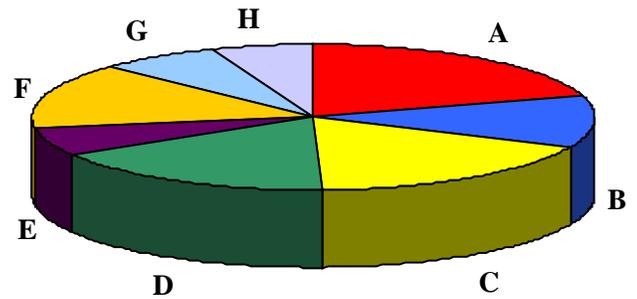
*Figure 7 & 8-Background Information, Gender*

<i>Gender</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>TSU Total Population</i>
	<i>Percentages</i>			
<i>Male</i>	<i>40.4</i>	<i>41.5</i>	<i>40.9</i>	<i>41.0</i>
<i>Female</i>	<i>59.6</i>	<i>58.5</i>	<i>59.1</i>	<i>59.0</i>

*Fall 2008 Sample*



*Fall 2008 TSU Population*

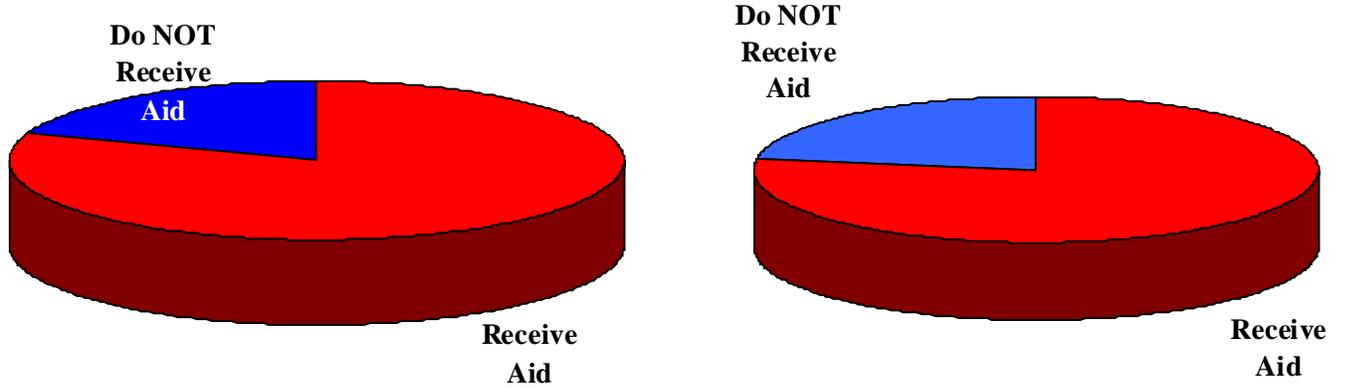


*Figure 9& 10-Background Information, School or College*

<i>School or College</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>TSU Total Population</i>
	<i>Percentages</i>			
<i>A. Liberal Arts &amp; Behavioral Sciences</i>	<i>15.4</i>	<i>12.2</i>	<i>9.7</i>	<i>20.1</i>
<i>B. Education</i>	<i>13.7</i>	<i>7.7</i>	<i>10.0</i>	<i>11.5</i>
<i>C. Pharmacy &amp; Health Science</i>	<i>27.5</i>	<i>23.4</i>	<i>24.8</i>	<i>17.8</i>
<i>D. Business</i>	<i>12.2</i>	<i>19.7</i>	<i>19.8</i>	<i>16.9</i>
<i>E. Law</i>	<i>7.8</i>	<i>7.7</i>	<i>6.4</i>	<i>6.0</i>
<i>F. Science &amp; Technology</i>	<i>15.4</i>	<i>16.9</i>	<i>21.2</i>	<i>14.7</i>
<i>G. Public Affairs</i>	<i>5.7</i>	<i>6.0</i>	<i>4.7</i>	<i>7.1</i>
<i>H. Communications</i>	<i>2.2</i>	<i>6.2</i>	<i>3.4</i>	<i>5.7</i>

*Fall 2007 Sample*

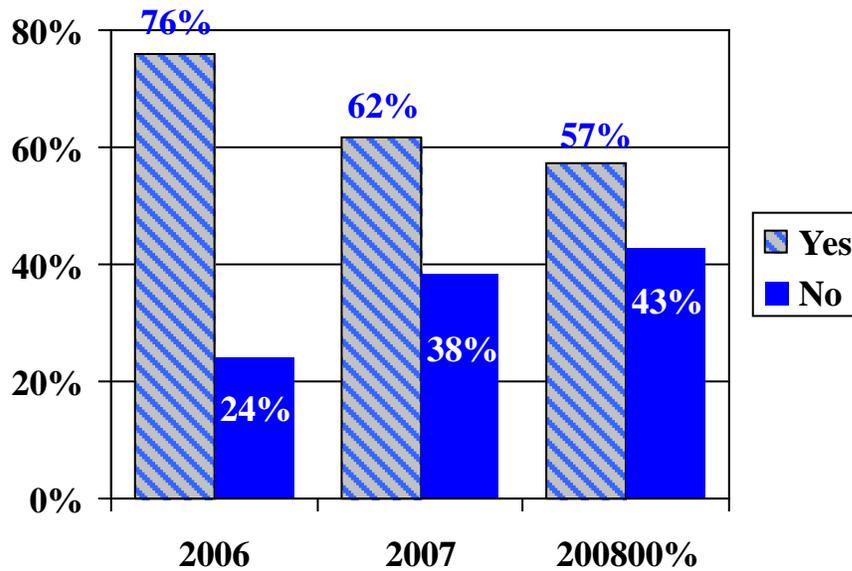
*Fall 2008 Sample*



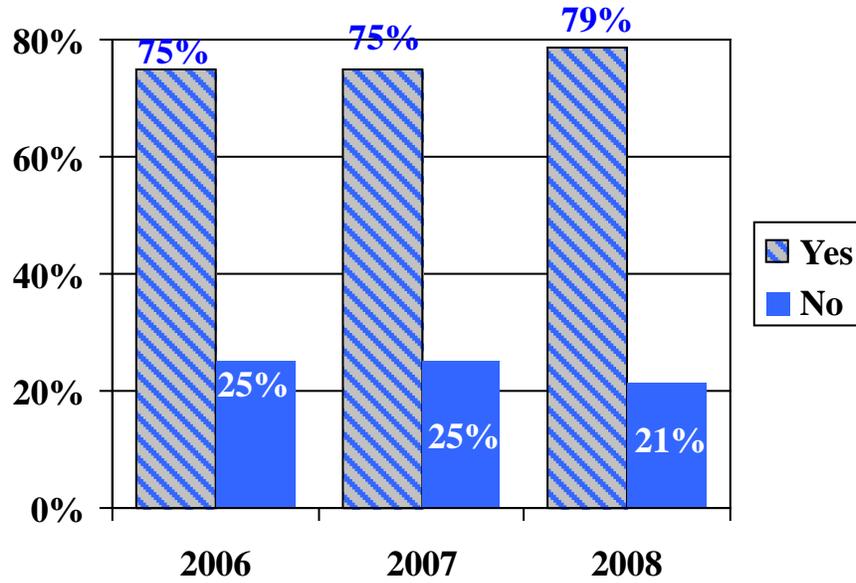
*Figure 11& 12-Background Information, Aid*

<i>Financial Aid</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>
	<i>Percentages</i>		
<i>Receive Financial Aid</i>	<i>75.6</i>	<i>80.5</i>	<i>77.6</i>
<i>Do Not Receive Financial Aid</i>	<i>24.4</i>	<i>19.5</i>	<i>22.4</i>

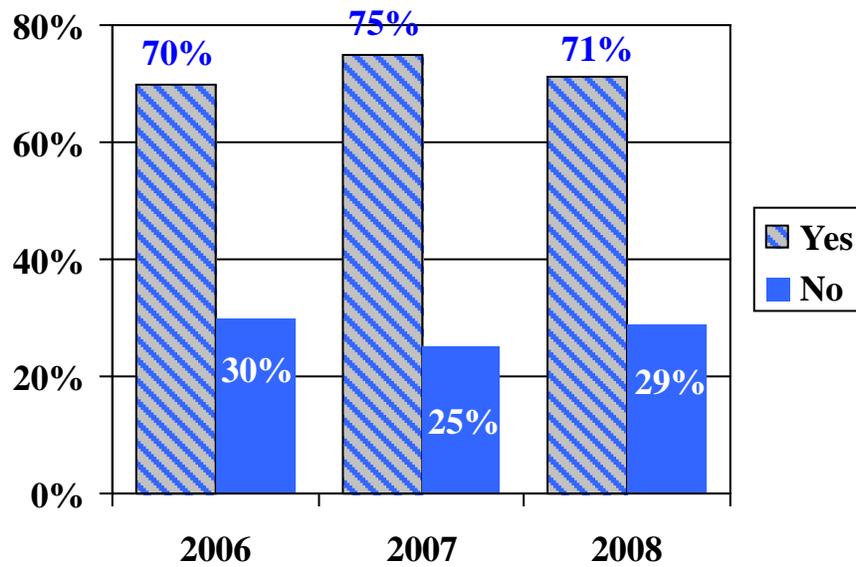
*Figure 13-Survey Item: Were registration procedures adequately communicated?*

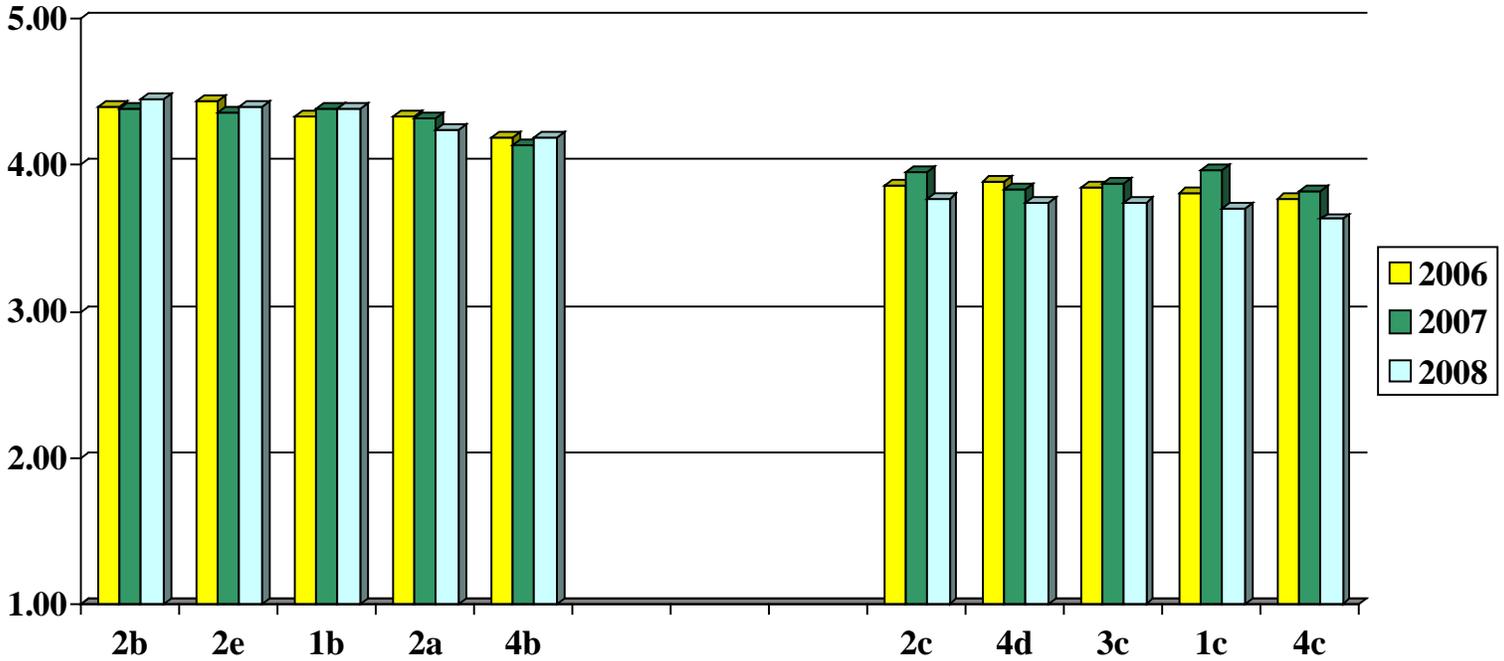


*Figure 14-Survey Item: Did you use the web registration services?*



*Figure 15-Survey Item: Did you use the web registration services for purposes other than registering for classes?*





**Figure 16-Satisfaction with Registration Services and Registration Service Areas**

<i>Item</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>
<b>Top 5 Mean Ratings</b>			
<i>2b Staff Friendliness: Course Selection</i>	<i>4.39</i>	<i>4.38</i>	<i>4.45</i>
<i>2e Information Received: Academic Department</i>	<i>4.43</i>	<i>4.36</i>	<i>4.40</i>
<i>1b Staff Availability: Course Selection</i>	<i>4.33</i>	<i>4.38</i>	<i>4.38</i>
<i>2a Staff Friendliness Advisement</i>	<i>4.33</i>	<i>4.32</i>	<i>4.24</i>
<i>4b University Service: Course Selection</i>	<i>4.18</i>	<i>4.13</i>	<i>4.18</i>
<b>Bottom 5 Mean Ratings</b>			
<i>2c Staff Friendliness: Financial Aid</i>	<i>3.86</i>	<i>3.95</i>	<i>3.77</i>
<i>4d University Service: Payment of Fees</i>	<i>3.88</i>	<i>3.83</i>	<i>3.74</i>
<i>3c Information Received: Financial Aid</i>	<i>3.84</i>	<i>3.87</i>	<i>3.74</i>
<i>1c Staff Availability: Financial Aid</i>	<i>3.81</i>	<i>3.97</i>	<i>3.70</i>
<i>4c University Service: Financial Aid</i>	<i>3.77</i>	<i>3.82</i>	<i>3.63</i>



**Tables 1& 2- Freshmen & Non-Freshmen Population**

**Fall 2008 Mean Service By Classification**

Freshmen & Non-Freshmen Classification		Staff Availability	Friendliness & Courteousness	Information Received	University's Overall Service
Freshmen	Mean	3.9000	4.0671	4.1054	3.9490
	N	360	369	353	363
Other Classifications	Mean	4.0138	4.0485	3.9871	3.8713
	N	1018	1026	996	1008
Total	Mean	3.9840	4.0534	4.0181	3.8919
	N	1378	1395	1349	1371

**Fall 2008 Mean Area By Classification**

Freshmen & Non-Freshmen Classification		Advisement	Course Selection	Financial Aid	Payment of Fees (Bursars)
Freshmen	Mean	4.0750	4.4554	3.6645	3.8437
	N	369	366	354	363
Other Classifications	Mean	4.1531	4.2968	3.7057	3.8702
	N	1045	1031	994	1025
Total	Mean	4.1327	4.3383	3.6949	3.8633
	N	1414	1397	1348	1388



**Table 3 School/College Comparison**

**Fall 2008 Mean Services By School/College**

School or College		Staff Availability	Friendliness & Courteousness	Information Received	University's Overall Service
Liberal Arts, & Behavioral Sciences	Mean	4.1942	4.1884	4.1603	4.0448
	N	130	134	131	134
Education	Mean	4.3975	4.3643	4.2526	4.1835
	N	139	140	137	139
Pharmacy & Health Sciences	Mean	3.7961	3.9152	3.9315	3.8378
	N	342	348	327	339
Business	Mean	3.9491	4.0327	3.9833	3.8444
	N	280	283	275	278
Law School	Mean	3.7608	3.7444	3.5281	3.2967
	N	93	90	89	91
Science & Technology	Mean	3.9904	4.0651	4.0521	3.9336
	N	285	292	284	286
Public Affairs	Mean	4.4735	4.4848	4.4677	4.4219
	N	66	66	65	64
Communications	Mean	3.6600	3.8950	3.8163	3.4167
	N	50	50	49	48
Total	Mean	3.9897	4.0561	4.0168	3.8907
	N	1385	1403	1357	1379



**Table 4- School/College Comparison**

**Fall 2008 Mean of Areas By School/College**

School or College		Advisement	Course Selection	Financial Aid	Payment of Fees (Bursars)
Liberal Arts, & Behavioral Sciences	Mean	4.3453	4.6078	3.8633	4.0504
	N	139	136	128	134
Education	Mean	4.6437	4.6385	4.0423	4.0087
	N	145	142	136	143
Pharmacy & Health Sciences	Mean	4.0028	4.2371	3.5371	3.8201
	N	353	350	337	346
Business	Mean	4.1072	4.3333	3.5885	3.7918
	N	286	282	274	281
Law School	Mean	3.3478	3.6304	3.8222	3.7000
	N	92	92	90	90
Science & Technology	Mean	4.1849	4.3345	3.6664	3.8659
	N	292	289	278	289
Public Affairs	Mean	4.4798	4.8687	4.2154	4.3731
	N	66	66	65	65
Communications	Mean	3.9097	4.2083	3.1979	3.2656
	N	48	48	48	48
Total	Mean	4.1368	4.3419	3.6949	3.8643
	N	1421	1405	1356	1396

