

Texas Southern University

Registration Survey

Fall 2006-2008, 2011



An Institutional Comparative Analysis

Prepared By:

Institutional
Effectiveness

TEXAS SOUTHERN UNIVERSITY
Registration Survey Graphics Report

*Prepared by IE (The Office of Institutional Effectiveness)
06/20/12*

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.

Sallie Bridges, B.A.
Sr. Systems Analyst
bridges_sa@tsu.edu

Ryan McDonald, B.B.A.
Support Staff
tsudata@tsu.edu

Deonte' Richard, M.S. MIS
Data Manager
richarddm@tsu.edu

Raijanel S. Crockem, Ed.D.
Director
crockem_rs@tsu.edu

*Total Enrollment & Number of Respondents
by Fall Semester*

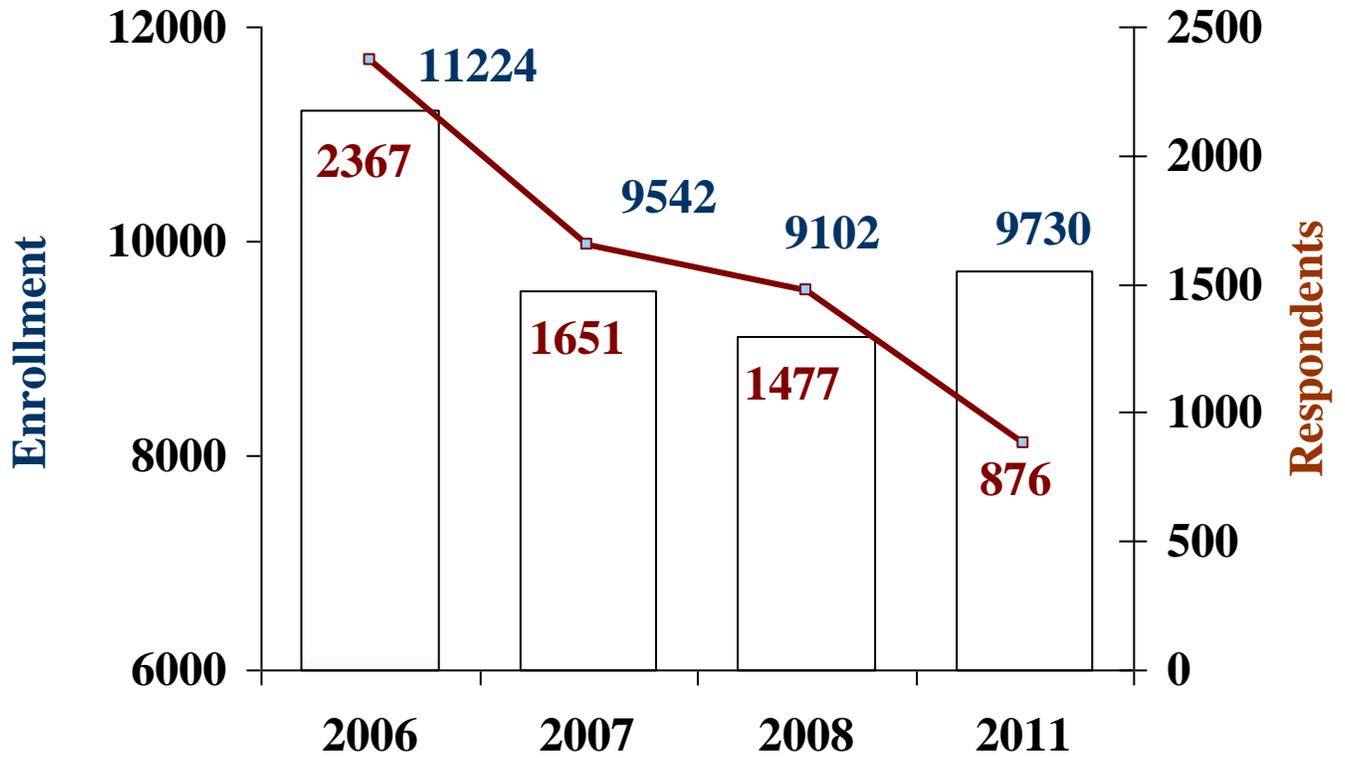
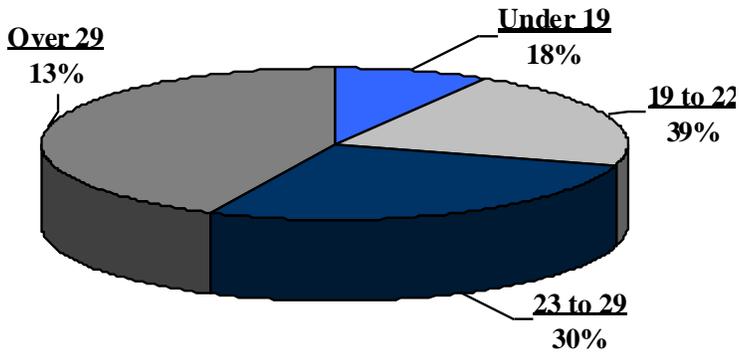


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Fall 2011 Sample



Fall 2011 TSU Population

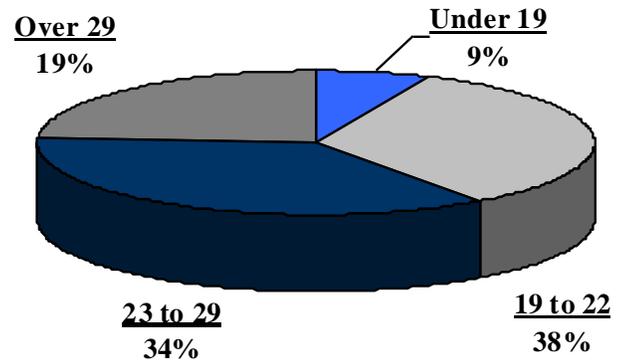


Figure 1& 2-Background Information, Age

<i>Age</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2011</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>8.6</i>	<i>6.8</i>
<i>19 to 22</i>	<i>46.1</i>	<i>43.8</i>	<i>38.8</i>	<i>20.9</i>	<i>33.1</i>
<i>23 to 25</i>	<i>17.3</i>	<i>20.2</i>	<i>19.9</i>	<i>14.5</i>	<i>20.2</i>
<i>26 to 29</i>	<i>9.2</i>	<i>11.5</i>	<i>10.3</i>	<i>12.9</i>	<i>15.9</i>
<i>30 to 39</i>	<i>9.4</i>	<i>9.4</i>	<i>9.5</i>	<i>21.5</i>	<i>14.3</i>
<i>40 or Over</i>	<i>5.3</i>	<i>4.6</i>	<i>3.8</i>	<i>21.7</i>	<i>9.7</i>
<i><19</i>	<i>12.7</i>	<i>10.6</i>	<i>17.5</i>	<i>8.6</i>	<i>6.8</i>
<i>19 to 22</i>	<i>46.1</i>	<i>43.8</i>	<i>38.8</i>	<i>20.9</i>	<i>33.1</i>
<i>23 to 29</i>	<i>26.5</i>	<i>31.7</i>	<i>30.2</i>	<i>27.4</i>	<i>36.1</i>
<i>>29</i>	<i>14.7</i>	<i>14.0</i>	<i>13.3</i>	<i>43.2</i>	<i>24.0</i>

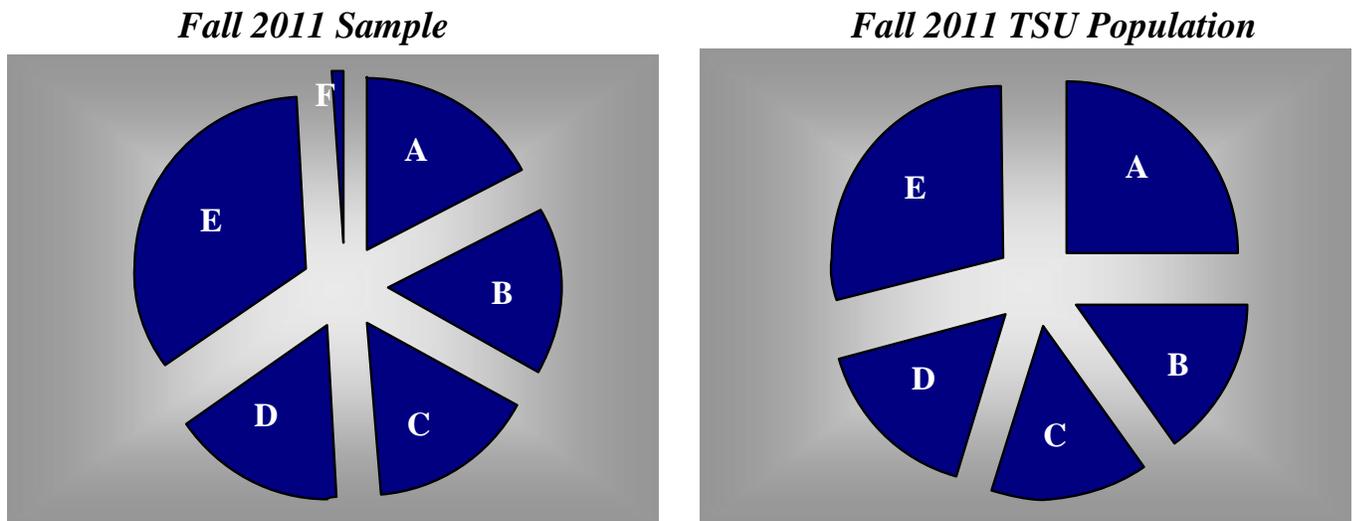
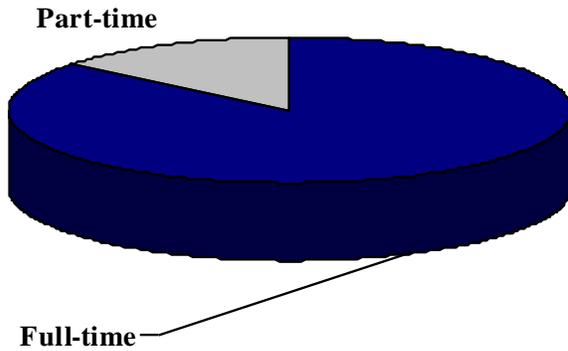


Figure 3 & 4-Background Information, Classification

<i>Classification</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2011</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>17.6</i>	<i>25.1</i>
<i>B. Sophomore</i>	<i>25.6</i>	<i>20.6</i>	<i>20.0</i>	<i>15.5</i>	<i>15.0</i>
<i>C. Junior</i>	<i>23.8</i>	<i>21.1</i>	<i>16.9</i>	<i>15.8</i>	<i>14.5</i>
<i>D. Senior</i>	<i>16.0</i>	<i>20.0</i>	<i>17.2</i>	<i>16.5</i>	<i>16.1</i>
<i>E. Graduate or Professional</i>	<i>12.2</i>	<i>20.2</i>	<i>19.5</i>	<i>33.8</i>	<i>29.2</i>
<i>F. Other/Unclassified</i>	<i>-</i>	<i>.9</i>	<i>.7</i>	<i>.8</i>	

Fall 2011 Sample



Fall 2011 TSU Population

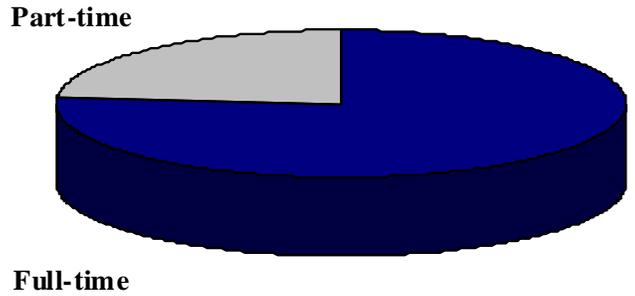
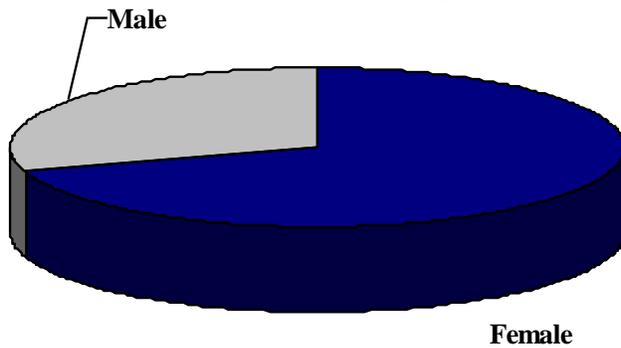


Figure 5 & 6-Background Information, Enrollment Status

<i>Enrollment Status</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2011</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>85.8</i>	<i>76.0</i>
<i>Part-time</i>	<i>10.3</i>	<i>5.5</i>	<i>8.0</i>	<i>14.2</i>	<i>24.0</i>

Fall 2011 Sample



Fall 2011 TSU Population

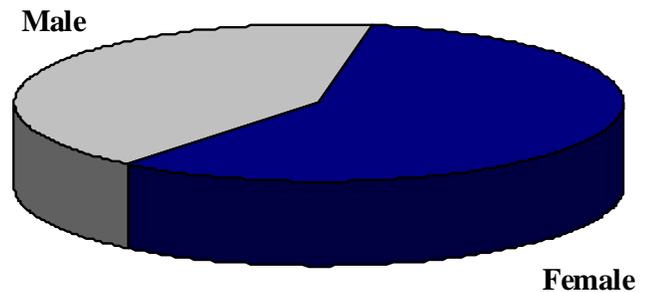


Figure 7 & 8-Background Information, Gender

<i>Gender</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2011</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>30.0</i>	<i>41.7</i>
<i>Female</i>	<i>59.6</i>	<i>58.5</i>	<i>59.1</i>	<i>70.0</i>	<i>58.3</i>

Fall 2011 Sample

Fall 2011 TSU Population

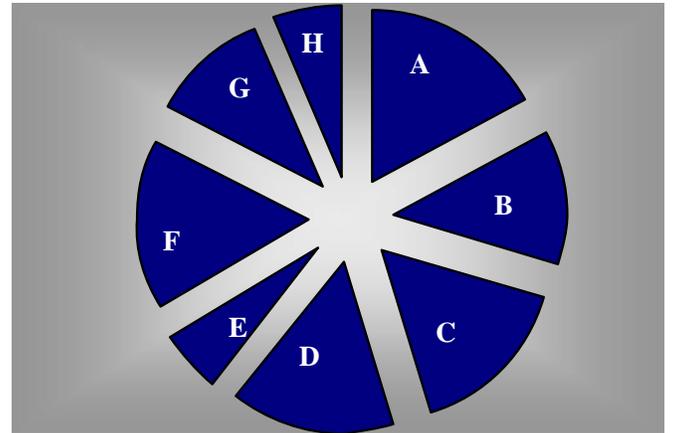
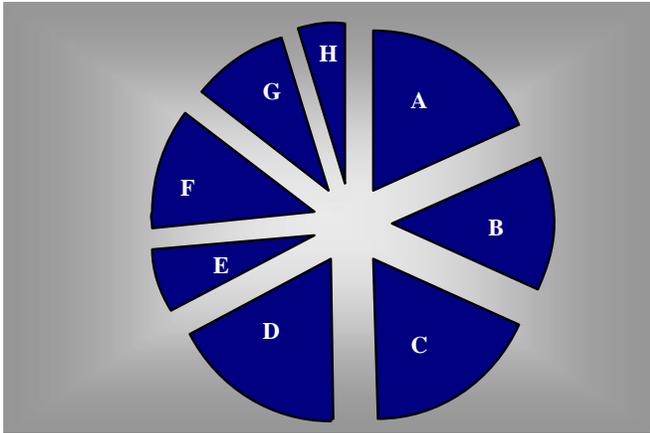


Figure 9& 10-Background Information, School or College

<i>School or College</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2011</i>	<i>TSU Total Population</i>
	<i>Percentages</i>				
<i>A. Liberal Arts & Behavioral Sciences</i>	<i>15.4</i>	<i>12.2</i>	<i>9.7</i>	<i>18.4</i>	<i>17.3</i>
<i>B. Education</i>	<i>13.7</i>	<i>7.7</i>	<i>10.0</i>	<i>13.5</i>	<i>12.3</i>
<i>C. Pharmacy & Health Science</i>	<i>27.5</i>	<i>23.4</i>	<i>24.8</i>	<i>17.8</i>	<i>15.6</i>
<i>D. Business</i>	<i>12.2</i>	<i>19.7</i>	<i>19.8</i>	<i>17.4</i>	<i>15.4</i>
<i>E. Law</i>	<i>7.8</i>	<i>7.7</i>	<i>6.4</i>	<i>6.5</i>	<i>5.9</i>
<i>F. Science & Technology</i>	<i>15.4</i>	<i>16.9</i>	<i>21.2</i>	<i>11.9</i>	<i>16.0</i>
<i>G. Public Affairs</i>	<i>5.7</i>	<i>6.0</i>	<i>4.7</i>	<i>9.8</i>	<i>11.0</i>
<i>H. Communications</i>	<i>2.2</i>	<i>6.2</i>	<i>3.4</i>	<i>4.7</i>	<i>6.5</i>

Fall 2008 Sample

Fall 2011 Sample

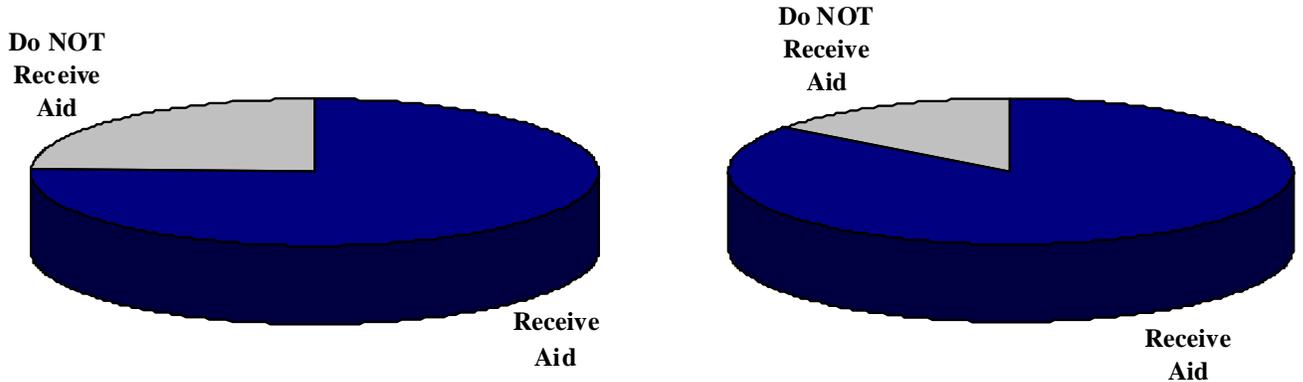


Figure 11& 12-Background Information, Aid

<i>Financial Aid</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2011</i>
	<i>Percentages</i>			
<i>Receive Financial Aid</i>	<i>75.6</i>	<i>80.5</i>	<i>77.6</i>	<i>85.1</i>
<i>Do Not Receive Financial Aid</i>	<i>24.4</i>	<i>19.5</i>	<i>22.4</i>	<i>14.9</i>

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

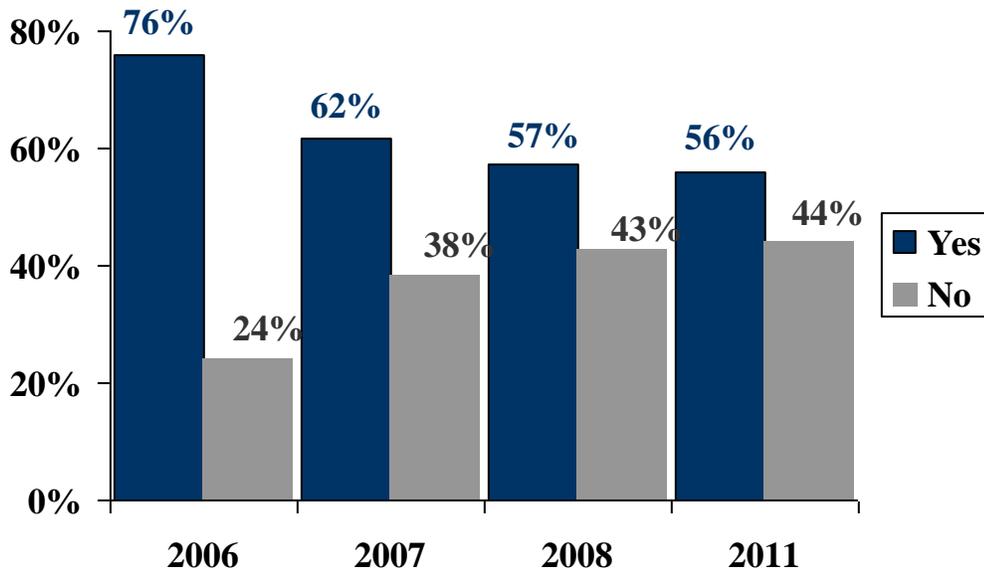


Figure 14-Survey Item: Did you use the web registration services?

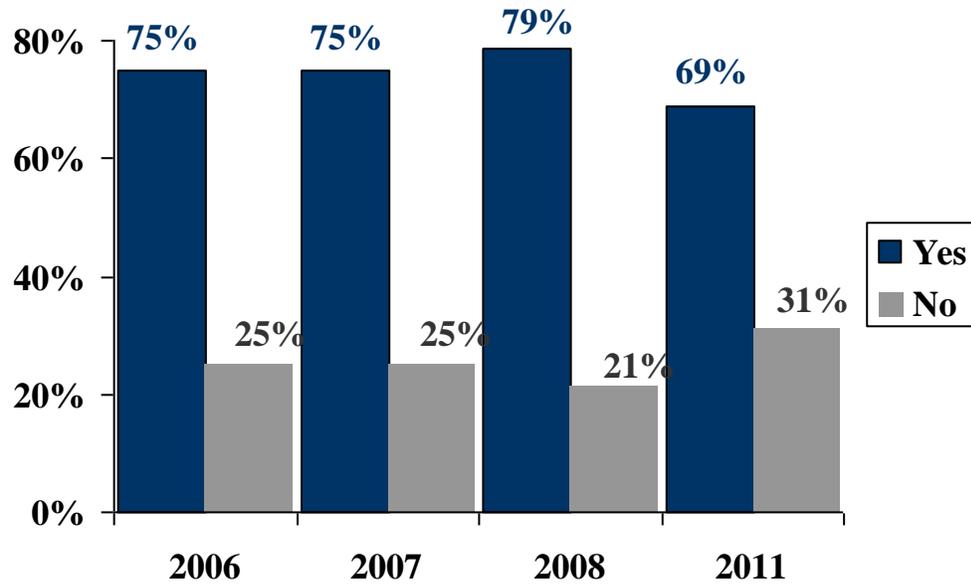


Figure 15-Survey Item: Did you use the web registration services for purposes other than registering for classes?

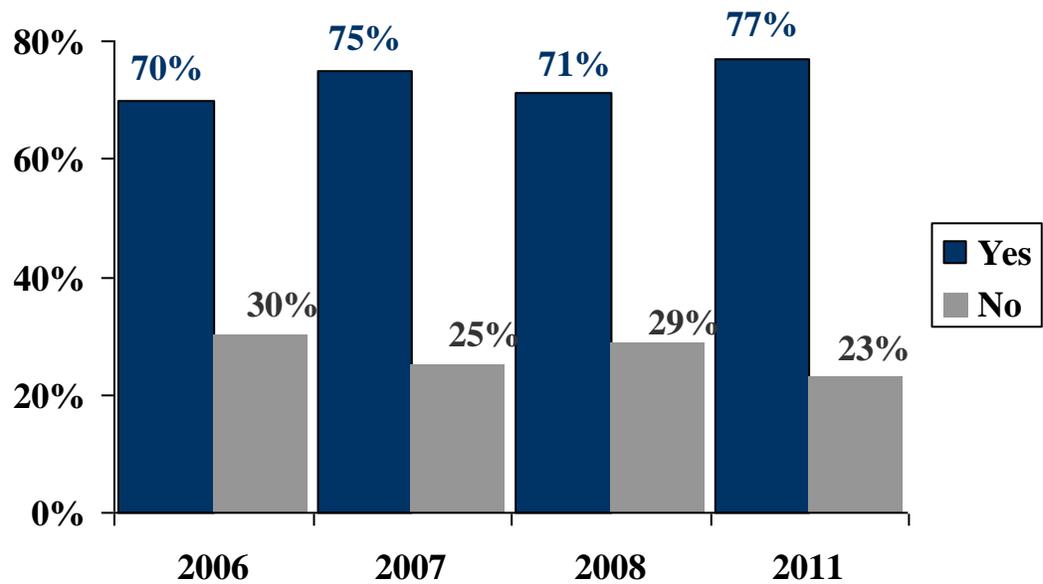


Table 1: Mean Satisfaction with Registration Services & Registration Service Areas

Survey Item	2006	2007	2008	2011	Mean Difference*
Staff Friendliness: Financial Aid	3.86	3.95	3.77	4.64	0.775
Staff Friendliness: Payment of Fees	3.97	3.94	3.78	4.61	0.640
University Service Delivered: Financial Aid	3.77	3.82	3.63	4.35	0.579
Staff Availability: Financial Aid	3.81	3.97	3.70	4.38	0.568
Information Received: Financial Aid	3.84	3.87	3.74	4.39	0.541
University Service Delivered: Payment of Fees	3.88	3.83	3.74	4.40	0.513
Staff Availability: Payment of Fees	3.91	3.93	3.78	4.42	0.509
Information Received: Admissions Office	4.20	4.21	3.81	4.69	0.489
Information Received: Payment of Fees	3.96	3.87	4.17	4.40	0.438
Staff Friendliness: Advisement	4.33	4.32	4.24	4.74	0.412
Information Received: Registrars Office	4.07	4.09	3.97	4.47	0.402
Staff Friendliness: Course Selection	4.39	4.38	4.45	4.78	0.395
Information Received: Academic Department	4.43	4.36	4.40	4.79	0.359
University Service Delivered: Advisement	4.13	4.04	4.04	4.45	0.317
Staff Availability: Advisement	4.15	4.20	4.13	4.41	0.258
University Service Delivered: Course Selection	4.18	4.13	4.18	4.43	0.246
Staff Availability: Course Selection	4.33	4.38	4.38	4.50	0.166

**Mean Difference rank largest to smallest based on 2006 to 2011 difference.*

Tables 2 & 3- Freshmen & Non-Freshmen Population

Fall 2011 Mean Service By Classification

Freshmen & Non-Freshmen Classification		Staff Availability	Friendliness & Courteousness	Information Received	University's Overall Service
Freshmen	Mean	4.2308	4.5589	4.3583	4.2690
	N	143	140	144	145
Other Classifications	Mean	4.4597	4.7178	4.5833	4.4206
	N	677	660	657	680
Total	Mean	4.4198	4.6900	4.5428	4.3939
	N	820	800	801	825

Fall 2011 Mean Area By Classification

Freshmen & Non-Freshmen Classification		Area: Advisement	Area: Course Selection	Area: Financial Aid	Area: Payment of Fees (Bursars)
Freshmen	Mean	4.5469	4.7447	4.0179	4.0616
	N	142	141	140	142
Other Classifications	Mean	4.5098	4.5115	4.5226	4.5507
	N	678	679	663	671
Total	Mean	4.5163	4.5516	4.4346	4.4653
	N	820	820	803	813

Table 4 School/College Comparison

Fall 2011 Mean Services By School/College

School or College		Staff Availability	Friendliness & Courteousness	Information Received	University's Overall Service
Liberal Arts, & Behavioral Sciences	Mean	4.2890	4.4679	4.4227	4.3381
	N	154	148	150	156
Education	Mean	4.4732	4.7162	4.6505	4.4757
	N	112	111	107	113
Pharmacy & Health Sciences	Mean	4.3455	4.6028	4.5071	4.3379
	N	144	141	140	145
Business	Mean	4.6136	4.7847	4.6814	4.5682
	N	143	137	140	143
Law School	Mean	4.1727	4.4773	4.4786	3.9732
	N	55	55	56	56
Science & Technology	Mean	4.2010	4.6596	4.4265	4.1727
	N	97	94	98	97
Public Affairs	Mean	4.9679	5.4058	5.0053	5.0096
	N	78	77	75	78
Communications	Mean	4.2500	4.5244	4.0488	4.0061
	N	41	41	41	41
Total	Mean	4.4245	4.6956	4.5519	4.3993
	N	824	804	807	829

Table 5- School/College Comparison

Fall 2011 Mean of Areas By School/College

School or College		Area: Advisement	Area: Course selection	Area: Financial Aid	Area: Payment of Fees (Bursars)
Liberal Arts, & Behavioral Sciences	Mean	4.3860	4.4227	4.2785	4.2230
	N	152	153	149	148
Education	Mean	4.6246	4.4273	4.6059	4.7205
	N	111	110	111	110
Pharmacy & Health Sciences	Mean	4.3264	4.5868	4.4507	4.4966
	N	145	146	142	146
Business	Mean	4.7506	4.7273	4.5000	4.5982
	N	143	143	138	140
Law School	Mean	3.9167	4.0595	4.5714	4.2361
	N	56	56	56	54
Science & Technology	Mean	4.3715	4.4570	4.1763	4.3214
	N	96	97	95	98
Public Affairs	Mean	5.2583	5.0667	4.8799	4.9756
	N	80	80	77	82
Communications	Mean	4.4797	4.7724	3.8537	3.7683
	N	41	41	41	41
Total	Mean	4.5267	4.5642	4.4354	4.4679
	N	824	826	809	819

Figure 16- Overall, what letter grade would you give the total registration process (i.e. from advising to payment of fees)?

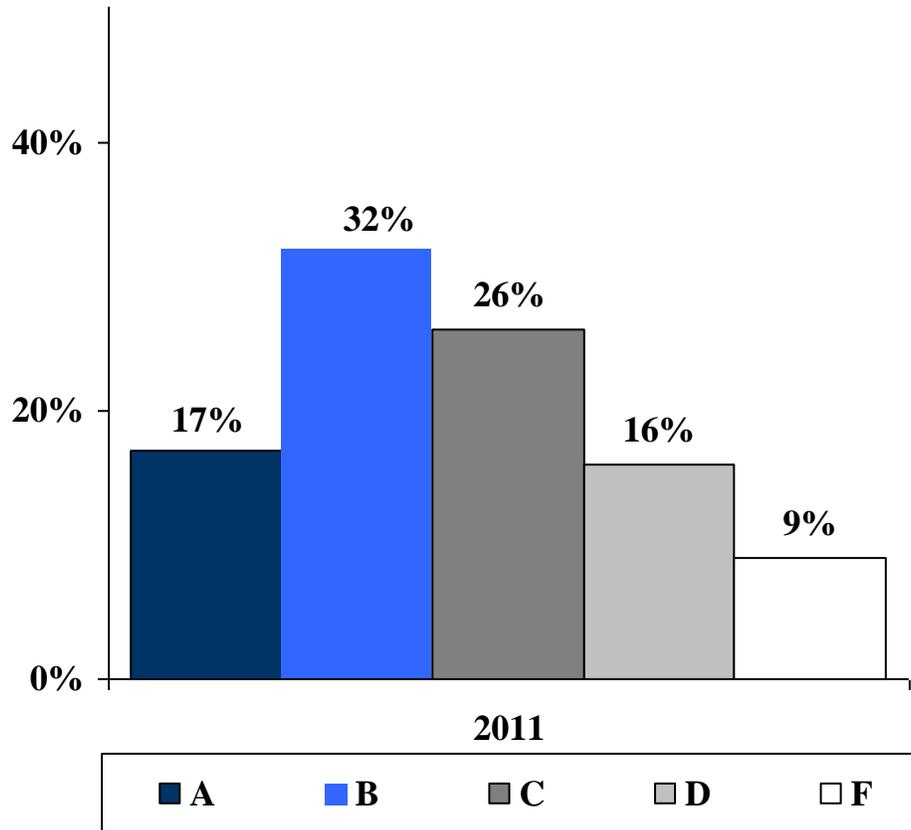
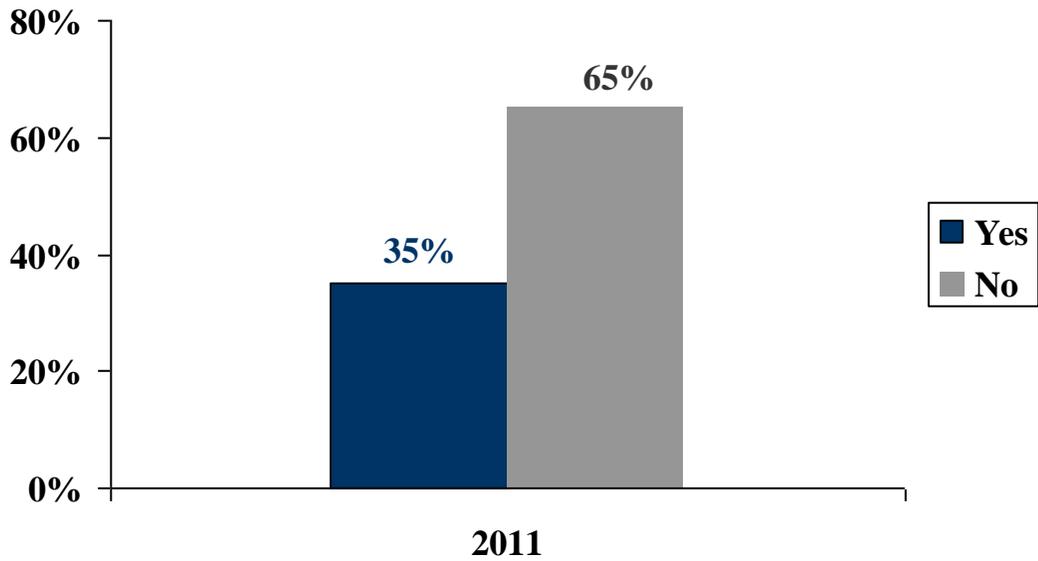
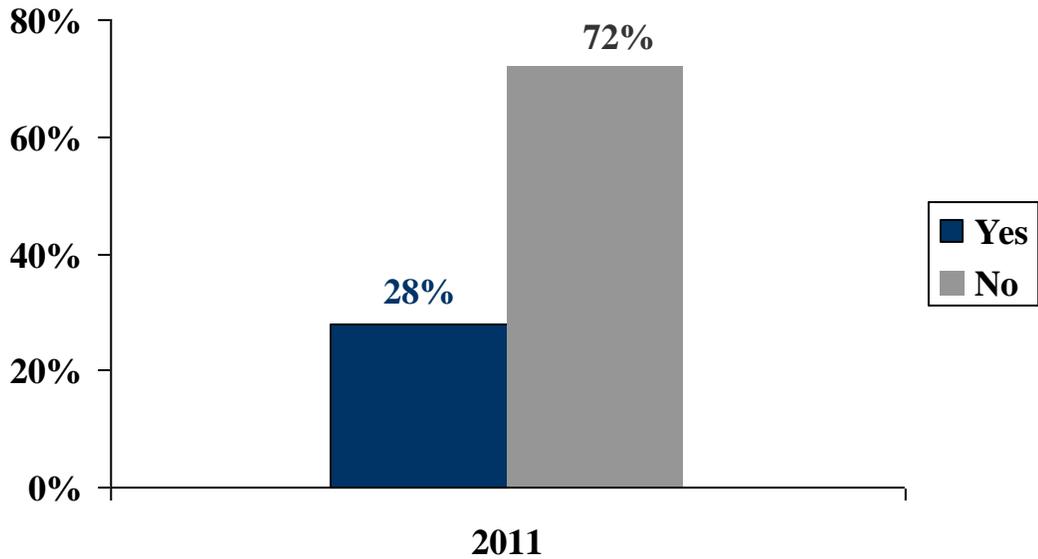


Figure 17- Did you use the One Stop Registration services that were available in the Recreation Center?*



*This is a new survey item added in Fall 2011.

Figure 18-If you did not use the One Stop Registration services, were you aware of services available in the Recreation Center?*



*This is a new survey item added in Fall 2011.

***Common Reasons Students listed for not using One-Stop
Registration services.***

- Registration was completed prior to One-stop services being offered.
 - I prefer using the online registration services.
- I am required to register through my department, i.e., certain levels of professional students, Honor's College, Band, specific academic programs.
- The One-Stop registration area was too crowded and/or the lines were too long.