



Registration Survey Report Spring 2001- 2003

Introduction

The Office of Institutional Effectiveness has continued to conduct the Registration Survey over the past few years. The survey is conducted every semester and is designed to ascertain the level of satisfaction of our students with the registration process. 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 semesters included in the analysis are Spring 2001, 2002 and 2003.

Methods

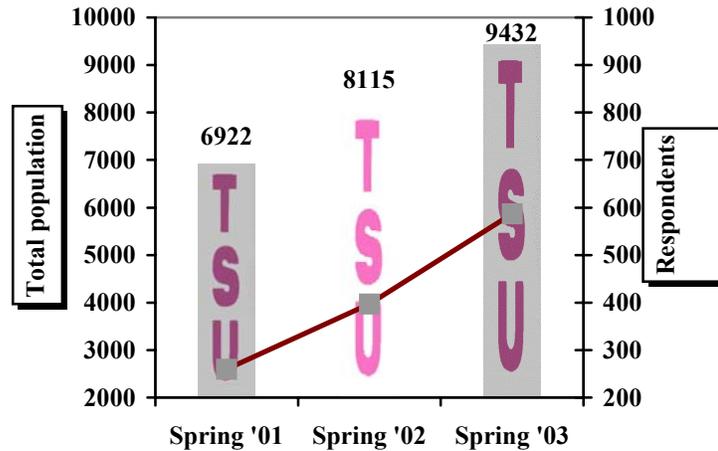
Participants and Procedure

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. The response rates are



4%, 5% and 6% for Spring 2001, 2002 and 2003 for student population sizes of 6922, 8115 and 9432 respectively.

Figure 1: Number of Responses and Population Size



The Instrument

Along with demographic data (Appendix 1), 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 (3.5 to 4.0) in Spring 2001, peaks at slightly above neutral (4.0 to 4.2) in Spring 2002 and declines again to neutral (3.8 to 4.1) in Spring 2003. Student satisfaction appears to have improved somewhat from somewhat dissatisfied to a neutral view during the three-year period.

Table 1: Satisfaction with Registration Services

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

Satisfaction Mean of Services

Survey Item	Spring 2001	Spring 2002	Spring 2003
Staff Availability	3.8	4.0	4.0
Staff Friendliness and Courteousness	4.0	4.2	4.1
Information received from staff	3.8	4.0	4.0
University overall services	3.8	4.0	3.9
Total registration process (convenience)	3.5	4.1	4.0
Length of time to register	3.5	4.0	3.8

Students appear to be most satisfied with the friendliness and courteousness of the staff each semester (4.0 – 4.2). Students are least satisfied with the length of time required to complete the registration process (3.5 – 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 (4.0 – 4.3). “Payment of Fees” and “Financial Aid” receive the lowest average ratings each year. The satisfaction ratings for “Payment of Fees” range from 3.6 to 3.8 and from 3.6 to 3.9 for “Financial Aid” for the three-year period. Other areas and their mean scores are displayed in Table 2.

Table 2: Satisfaction with Registration Areas

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

Survey Item	Spring 2001	Spring 2002	Spring 2003
Advisement	4.1	4.1	4.2
Course selection	4.0	4.3	4.3
Financial aid	3.6	3.9	3.8
Payment of fees	3.6	3.8	3.8

Demographic Results and Comparisons

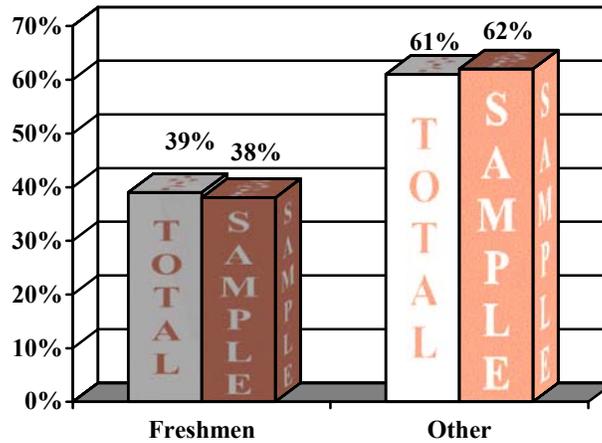
Demographic questions and statements were added to the survey instrument the semester following its initial distribution. The addition of demographic information allows us to identify specific differences that may exist amongst the various groups.

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, 39% of the samples are freshmen. Thirty-eight percent of the corresponding TSU populations are freshmen (Figure 2).



Figure 2: Proportion of Freshmen



Freshmen and non-freshmen are most in agreement on the friendliness of the staff in assisting them in selecting their courses (Table 3). Satisfaction with the friendliness of the staff in providing assistance in selecting courses is ranked highest by both freshmen and non-freshmen. Freshmen rate staff friendliness with a mean score of 4.3 while the remainder of the student population rates it slightly lower with a score of 4.2 (Table 3).

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

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

Survey Item	Highest Rating	Lowest rating
Staff Friendliness: Course Selection Freshmen	4.3	
Staff Friendliness: Course Selection Non-freshmen	4.2	
University Service Delivered: Financial Aid Freshmen		4.0
Staff Availability: Financial Aid Non-Freshmen		3.7



Freshmen are least satisfied with the financial aid received from the university with a score of 4.0 while non-freshmen are least satisfied with the availability of financial aid staff during the registration process with a score of 3.7 (Table 3).

School and College Comparisons

In general, “staff friendliness relating to course selection” receives the highest average rating from a majority of students across the schools and colleges (Table 4). Students from Liberal Arts and Behavioral Sciences, Pharmacy and Health Sciences and Law rate this attribute highest with ratings of 4.6, 4.5 and 3.7 respectively. Students from the College of Education rate “staff availability relating to advisement” highest with an average rating of 4.9. Students from the schools of Business and Science and Technology are most satisfied with the “information received relating to their academic departments” with average ratings of 4.7 and 4.8 respectively.

Table 4: Satisfaction Ratings by Schools and Colleges

Satisfaction Scale						
Very satisfied						Very satisfied
1	2	3	4	5	6	7

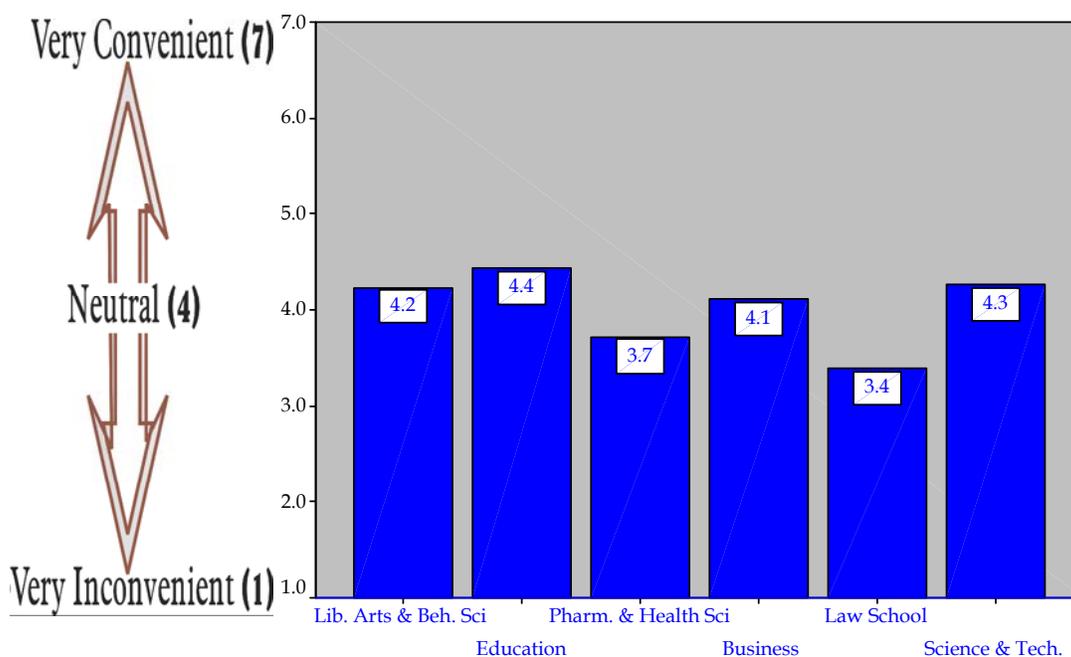
School or College	Highest Rated Item (Mean)	Lowest Rated Item (Mean)
Liberal Arts & Behavioral Sciences	Staff Friendliness relating to Course Selection (4.6)	Staff Availability Relating to Financial Aid (3.6)
Education	Staff Availability Relating to the Advisement (4.9)	Information Received Relating to Financial Aid (4.2)
Pharmacy & Health Sciences	Staff Friendliness Relating to Course Selection (4.5)	Length of Time Taken to Register (3.6)
Business	Information Received Relating to the Academic Department (4.7)	Length of Time Taken to Register (3.8)
Law	Staff Friendliness Relating to Course Selection (3.7)	Services Delivered Relating to Financial Aid (2.5)
Science & Technology	Information Received Relating to the Academic Department (4.8)	Services Delivered relating to Financial Aid (3.9)



The lowest satisfaction levels differ across the schools and colleges. Pharmacy & Health Sciences and Business students are least satisfied with the “length of time taken to register.” Law and Science and Technology students are least satisfied with “services delivered relating to Financial Aid.” Liberal Arts and Behavioral Science students rate “staff availability in Financial Aid” lowest. Education students are least satisfied with the “information received relating to Financial Aid.”

Student satisfaction with the convenience of the registration process is displayed in Figure 3. The overall mean score of all respondents is 4.0, which is a neutral response. Students from Liberal Arts and Behavioral Sciences, Education, Business, and Science and Technology rate the registration process as somewhat convenient with scores above 4.0. Students from two professional schools, Pharmacy and Health Sciences and Law, believe that the registration process is somewhat inconvenient.

Figure 3: Convenience of Registration

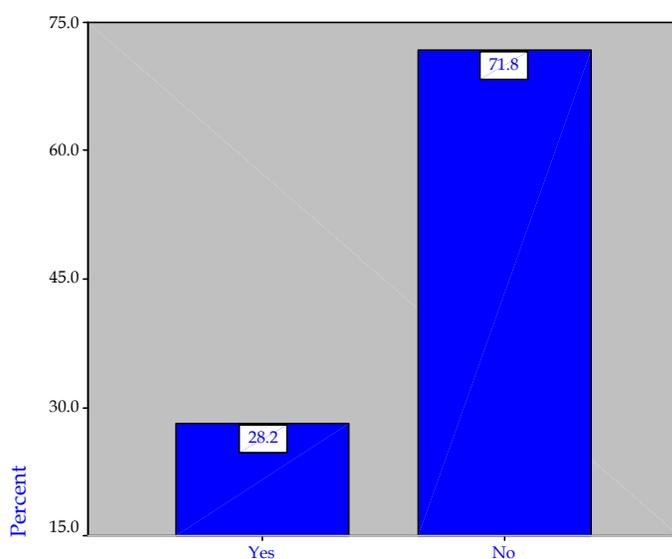




Online Services

Enrollment Management has automated a number of services relating to registration. This portion of the survey measures the degree to which students utilize these online registration services. Only 28% of our students report registering online (Figure 4).

Figure 4: Registered Online



Students are also asked about their use of online services for purposes other than registration. The proportion of students declaring their use of other online services and the types of services utilized are displayed in Figures 5 and 6, respectively.

Figure 5: Proportion of Students Utilizing Other Online Services

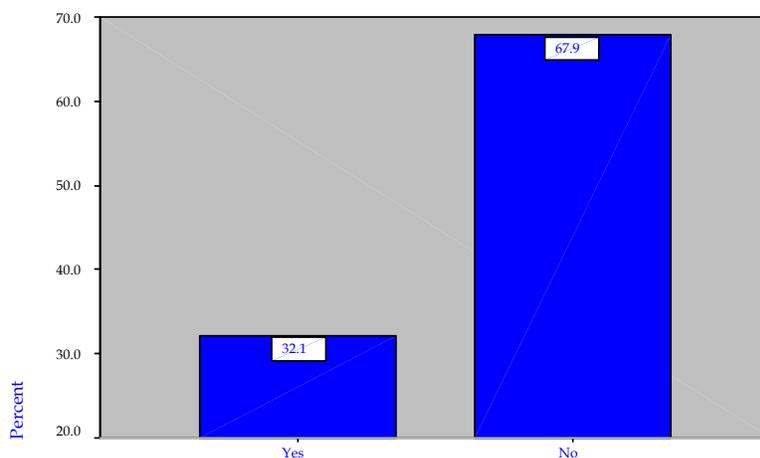
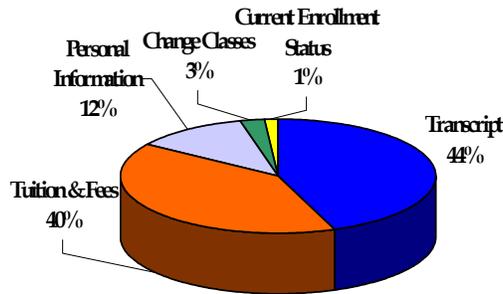




Figure 6: Types of Online Services Utilized



Thirty-two percent of students report using online registration services for purposes other than registering for classes. Forty-four percent of students indicate they use the services to view and print their transcripts. Forty percent view and print their tuition and fee statements online. Other students use online services to alter their personal information, such as making changes to names, home or e-mail addresses. Only 3% of the population report that they alter their schedule online. As students begin to increase their use of online registration services, it will be interesting to observe if a change occurs in the level of satisfaction associated with the various areas and services offered.

Conclusions

Student satisfaction with many aspects of the services received during the registration process has improved since Spring 2001. With most mean scores falling near the neutral section of the scale however, 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 with the selection of courses offered. They



are least satisfied with the length of time required to complete the registration process, the process of paying fees and the financial aid received.

Various techniques have been employed to enhance the registration processes throughout the years. Registration-related staff members are outsourced to other offices to assist in functions that are directly related to the registration process. Multidimensional problem resolution teams, consisting of personnel from various offices, have also been utilized. 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.



Appendix 1

What is your age?

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

What is your classification?

- Freshmen
- Sophomore
- Junior
- Senior
- Graduate or Professional
- Other/Unclassified

What is your present enrollment status?

- Full-Time
- Part-Time

What is your gender?

- Male
- Female

What is Your College or School?

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