

E-Registration Survey: Survey 1 and 2 Combined

1. Overall, how would you rate your online registration experience?

Response	No.	Pct.
Worked very well	17	58.6%
Adequate	4	13.8%
Neutral	0	0.0%
Had some problems	6	20.7%
Did not work	2	6.9%
Total	29	100.0%

2. What form of eRegistration did you use?

Response	No.	Pct.
Search & register for sections	8	27.6%
Express registration	18	62.1%
Register for previously selected sections	2	6.9%
Touchtone	1	3.4%
Total	29	100.0%

3. How would you rate the system responsiveness (speed)?

Response	No.	Pct.
Responded as quickly as expected	17	58.6%
Response was adequate, but slow	6	20.7%
No opinion	0	0.0%
Response was slow and negatively impacted my registration	4	13.8%
Was too slow and unusable	2	6.9%
Total	29	100.0%

4. How convenient was the starting time for priority registration?

Response	No.	Pct.
Worked very well	17	58.6%
Adequate	6	20.7%
Neutral	3	10.3%
Had some problems	1	3.4%
Did not work	0	0.0%
Total	27	93.1%

5. Do you plan to use the eResources (web-based) registration process in the future?

Response	No.	Pct.
Yes	28	96.6%
No	1	3.4%
Total	29	100.0%

Comments

For fall 2006 registration went good without problems. When I registered for Summer 2006 it was terrible. It took me an hour and a half to get on to register. It was very frustrating and moved very slow.

I could not use priority registration because I am not currently enrolled this spring. I do have 64 credit hours that I earned at JJC and I thought that it was very unfair that I could not register. I needed upper level classes and couldn't get into some

The system didn't recognize that I had taken and passed a pre-requisist. (Obviously, it wasn't in spelling) Because of this, I had to register for it again just so I could guarantee getting my desired course. I've taken a spot someone else might need, and

I was emailed for priority registration, but then eresources told me I did not have enough credit hours. Then when I signed on to sign up for general registration it told me my maximum sessions has be reached and did not allow me in, then by the time I go

Using the web is definately improved from the past couple of years. (Usually you could not even get through) It worked alright but it was weird getting used to everything and where everything was. The setup is a little weird with the "student menu" DEF

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Its good that you guys do this, because I am almost done with school and would of been mad if I wouldnt of been able to get into the few classes I need to graduate. But it just stinks I had to wait so long to actually take thoes classes. You guys need mor

i had a problem where i tried to register for ca114 and it automatically registered me for ca115 which is suppose to be taken at the same time but doesnt neccessarily need to be. and it wouldnt let me register for other classes unless i registered for 115

The computer kept kicking me off telling me the server was to busy to process my request.

make sure servers can handle an overload when registration opens up

I was very satisfied with my registration experience.

I wish the system had identified to me that I was ineligible to register online early when I logged in - in lieu of after I spent several hours finding the best sections and courses. Because of the "early registration" lockout, I was unable to register f

The main problem with web registration is the fact that it seems to be down a lot. It is also very hard to get onto when registration opens. Registration opens late enough as is...and having to wait at least 3 extra hours trying to register is frustrati

E-Registration Survey: Survey 1

1. Overall, how would you rate your online registration experience?

Response	No.	Pct.
Worked very well	14	56.0%
Adequate	4	16.0%
Neutral	0	0.0%
Had some problems	5	20.0%
Did not work	2	8.0%
Total	25	100.0%

2. What form of eRegistration did you use?

Response	No.	Pct.
Search & register for sections	5	20.0%
Express registration	17	68.0%
Register for previously selected sections	2	8.0%
Touchtone	1	4.0%
Total	25	100.0%

3. How would you rate the system responsiveness (speed)?

Response	No.	Pct.
Responded as quickly as expected	14	56.0%
Response was adequate, but slow	6	24.0%
No opinion	0	0.0%
Response was slow and negatively impacted my registration	3	12.0%
Was too slow and unusable	2	8.0%
Total	25	100.0%

4. How convenient was the starting time for priority registration?

Response	No.	Pct.
Responded as quickly as expected	17	68.0%
Response was adequate, but slow	4	16.0%
No opinion	2	8.0%
Response was slow and negatively impacted my registration	1	4.0%
Was too slow and unusable	0	0.0%
Total	24	96.0%

5. Do you plan to use the eResources (web-based) registration process in the future?

Response	No.	Pct.
Yes	24	96.0%
No	1	4.0%
Total	25	100.0%

Comments

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make sure servers can handle an overload when registration opens up

I was very satisfied with my registration experience.

E-Registration Survey: Survey 2

1. Overall, how would you rate your online registration experience?

Response	No.	Pct.
Worked very well	3	75.0%
Adequate	0	0.0%
Neutral	0	0.0%
Had some problems	1	25.0%
Did not work	0	0.0%
Total	4	100.0%

2. What form of eRegistration did you use?

Response	No.	Pct.
Search & register for sections	3	75.0%
Express registration	1	25.0%
Register for previously selected sections	0	0.0%
Touchtone	0	0.0%
Total	4	100.0%

3. How would you rate the system responsiveness (speed)?

Response	No.	Pct.
Responded as quickly as expected	3	75.0%
Response was adequate, but slow	0	0.0%
No opinion	0	0.0%
Response was slow and negatively impacted my registration	1	25.0%
Was too slow and unusable	0	0.0%
Total	4	100.0%

4. How convenient was the starting time for priority registration?

Response	No.	Pct.
Worked very well	0	0.0%
Adequate	2	50.0%
Neutral	1	25.0%
Had some problems	0	0.0%
Did not work	0	0.0%
Total	3	75.0%

5. Do you plan to use the eResources (web-based) registration process in the future?

Response	No.	Pct.
Yes	4	100.0%
No	0	0.0%
Total	4	100.0%

Comments

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