

Registration

**Student Survey
Spring 2002, Spring 2003**

Friendliness of Registration						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	17	4.4%	14	4.4%	3	0.0%
Fair	16	4.1%	17	5.3%	-1	-1.2%
Average	60	15.5%	58	18.2%	2	-2.6%
Good	139	36.0%	127	39.8%	12	-3.8%
Excellent	154	39.9%	103	32.3%	51	7.6%
Total	386	100.0%	319	100.0%	67	0.0%
Never Used	48	10.5%	28	7.8%	20	2.7%
Missing	23	5.0%	14	3.9%	9	1.2%
Total	457	100.0%	361	100.0%	96	0.0%

Friendliness of Registration					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
293	75.9%	230	72.1%	63	3.8%

Knowledge of Registration Staff						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	7	1.8%	7	2.2%	0	-0.4%
Fair	15	3.9%	18	5.8%	-3	-1.8%
Average	64	16.7%	65	20.8%	-1	-4.1%
Good	167	43.6%	122	39.0%	45	4.6%
Excellent	130	33.9%	101	32.3%	29	1.7%
Total	383	100.0%	313	100.0%	70	0.0%
Never Used	47	10.3%	29	8.0%	18	2.3%
Missing	27	5.9%	19	5.3%	8	0.6%
Total	457	100.0%	361	100.0%	96	0.0%

Knowledge of Registration Staff					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
297	77.5%	223	71.2%	74	6.3%

Convenience of Hours Open						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	8	2.1%	6	1.9%	2	0.2%
Fair	11	2.9%	21	6.7%	-10	-3.8%
Average	70	18.2%	70	22.4%	0	-4.1%
Good	173	45.1%	105	33.5%	68	11.5%
Excellent	122	31.8%	111	35.5%	11	-3.7%
Total	384	100.0%	313	100.0%	71	0.0%
Never Used	48	10.5%	30	8.3%	18	2.2%
Missing	25	5.5%	18	5.0%	7	0.5%
Total	457	100.0%	361	100.0%	96	0.0%

Convenience of Hours Open					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
295	76.8%	216	69.0%	79	7.8%

Simplicity of Applications Forms						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	7	1.9%	2	0.7%	5	1.2%
Fair	9	2.4%	13	4.3%	-4	-1.9%
Average	68	18.0%	66	21.7%	2	-3.7%
Good	163	43.1%	113	37.2%	50	6.0%
Excellent	131	34.7%	110	36.2%	21	-1.5%
Total	378	100.0%	304	100.0%	74	0.0%
Never Used	50	10.9%	36	10.0%	14	1.0%
Missing	29	6.3%	21	5.8%	8	0.5%
Total	457	100.0%	361	100.0%	96	0.0%

Simplicity of Applications Forms					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
294	77.8%	223	73.4%	71	4.4%

**Student Survey
Spring 2002, Spring 2003**

Easy to Understand Registration Materials						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	9	2.4%	1	0.3%	8	2.0%
Fair	14	3.7%	13	4.2%	1	-0.5%
Average	65	17.0%	64	20.6%	1	-3.6%
Good	160	41.9%	121	38.9%	39	3.0%
Excellent	134	35.1%	112	36.0%	22	-0.9%
Total	382	100.0%	311	100.0%	71	0.0%
Never Used	49	10.7%	30	8.3%	19	2.4%
Missing	26	5.7%	20	5.5%	6	0.1%
Total	457	100.0%	361	100.0%	96	0.0%

Easy to Understand Registration Materials					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
294	77.0%	233	74.9%	61	2.0%

Response Time to Concerns/Questions						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	11	3.0%	7	2.4%	4	0.6%
Fair	14	3.8%	20	7.0%	-6	-3.2%
Average	74	20.1%	70	24.4%	4	-4.3%
Good	161	43.8%	101	35.2%	60	8.6%
Excellent	108	29.3%	89	31.0%	19	-1.7%
Total	368	100.0%	287	100.0%	81	0.0%
Never Used	61	13.3%	52	14.4%	9	-1.1%
Missing	28	6.1%	22	6.1%	6	0.0%
Total	457	100.0%	361	100.0%	96	0.0%

Response Time to Concerns/Questions					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
269	73.1%	190	66.2%	79	6.9%

Ease of Registering						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	15	3.9%	20	6.4%	-5	-2.5%
Fair	24	6.3%	21	6.7%	3	-0.5%
Average	61	15.9%	60	19.2%	1	-3.3%
Good	148	38.6%	106	34.0%	42	4.7%
Excellent	135	35.2%	105	33.7%	30	1.6%
Total	383	100.0%	312	100.0%	71	0.0%
Never Used	46	10.1%	29	8.0%	17	2.0%
Missing	28	6.1%	20	5.5%	8	0.6%
Total	457	100.0%	361	100.0%	96	0.0%

Ease of Registering					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
283	73.9%	211	67.6%	72	6.3%

Easy to Understand Class Schedule						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	9	2.4%	2	0.6%	7	1.7%
Fair	8	2.1%	14	4.5%	-6	-2.4%
Average	55	14.6%	48	15.3%	7	-0.8%
Good	143	37.8%	117	37.4%	26	0.5%
Excellent	163	43.1%	132	42.2%	31	0.9%
Total	378	100.0%	313	100.0%	65	0.0%
Never Used	50	10.9%	30	8.3%	20	2.6%
Missing	29	6.3%	18	5.0%	11	1.4%
Total	457	100.0%	361	100.0%	96	0.0%

Easy to Understand Class Schedule					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
306	81.0%	249	79.6%	57	1.4%

**Student Survey
Spring 2002, Spring 2003**

Drop/Add Policy						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	12	3.5%	6	2.2%	6	1.4%
Fair	15	4.4%	15	5.4%	0	-1.0%
Average	51	15.0%	53	19.2%	-2	-4.2%
Good	139	41.0%	106	38.4%	33	2.6%
Excellent	122	36.0%	96	34.8%	26	1.2%
Total	339	100.0%	276	100.0%	63	0.0%
Never Used	89	19.5%	64	17.7%	25	1.7%
Missing	29	6.3%	21	5.8%	8	0.5%
Total	457	100.0%	361	100.0%	96	0.0%

Drop/Add Policy					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
261	77.0%	202	73.2%	59	3.8%

Ease of Getting Transcript						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	6	2.0%	9	4.1%	-3	-2.0%
Fair	16	5.4%	6	2.7%	10	2.6%
Average	54	18.1%	42	18.9%	12	-0.9%
Good	114	38.1%	84	37.8%	30	0.3%
Excellent	109	36.5%	81	36.5%	28	0.0%
Total	299	100.0%	222	100.0%	77	0.0%
Never Used	128	28.0%	115	31.9%	13	-3.8%
Missing	30	6.6%	24	6.6%	6	-0.1%
Total	457	100.0%	361	100.0%	96	0.0%

Ease of Getting Transcript					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
223	74.6%	165	74.3%	58	0.3%

Classes Offered When Needed						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	23	6.1%	22	7.1%	1	-1.1%
Fair	40	10.6%	33	10.7%	7	-0.1%
Average	89	23.5%	88	28.5%	1	-5.0%
Good	121	31.9%	99	32.0%	22	-0.1%
Excellent	106	28.0%	67	21.7%	39	6.3%
Total	379	100.0%	309	100.0%	70	0.0%
Never Used	50	10.9%	30	8.3%	20	2.6%
Missing	28	6.1%	22	6.1%	6	0.0%
Total	457	100.0%	361	100.0%	96	0.0%

Classes Offered When Needed					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
227	59.9%	166	53.7%	61	6.2%