

DATE: August 28, 2018
TO: Vanessa Smith, Director, Marketing and Public Relations
FROM: Elaine Kuo, College Researcher
Jose Almonté, Research Assistant
RE: Course Registration Satisfaction Survey – Spring 2018

Overview

The survey was distributed online via email to students who registered for one or more courses during Spring 2018. Student responses were captured between March 13th and April 13th. Five questions were listed. Students were asked for their satisfaction with the overall registration process and whether they were able to register for their intended courses. Students could also request follow up by providing their name and contact information. A total of 430 respondents completed the survey with 52 (12%) of those requesting follow up.

Highlights

- The majority of respondents (360/430; 84%) reported being either “Very Satisfied” or “Somewhat Satisfied” with their experience registering for courses.
- The majority of respondents (339/426; 80%) reported being able to register for all of the classes they were looking to take.
- The top challenge to registering for courses for a quarter of respondents whom could not register for their courses (45/179; 25%) was the courses in question being full.
- The second top challenge to registering for courses, reported by 32 of 179 respondents (18%), was that the course they needed was not offered at the time they needed.

Q1. How satisfied were you with the OVERALL registration process from the time you entered MyPortal to the time you received this survey?

Table 1: Breakdown of Overall Satisfaction	Respondents	Percent
Very satisfied	189	44%
Somewhat satisfied	171	40%
Not very satisfied	48	22%
Very unsatisfied	22	5%
Total	430	100%

Q2. Of all the courses you had planned to take this term, how many were you able to register for?

Table 2: Breakdown of Course Availability	Respondents	Percent
All of the courses I planned to take	245	58%
Most of the courses I planned to take	94	22%
Only a few of the courses I planned to take	65	15%
None of the courses I planned to take	22	5%
Total	426	100%

Q3. Please select the MAIN reason you were not able to register for all of the courses you had planned to take this term: (select one)

Table 3: Reasons for Being Unable to Register	Respondents	Percent
The courses I wanted were full	45	25%
Other	38	21%
The courses I needed were not offered at the time I needed	32	18%
I did not have the prerequisite clearance	18	10%
I wanted a particular instructor but their course was not available	9	5%
The online registration system was slow or confusing	9	5%
I wasn't sure what courses to take	8	4%
I wanted an online course and only face-to-face sections were available	7	4%
I wanted a face-to-face course and only online sections were available	7	4%
The course I wanted to take is not offered at this college	5	3%
I could not contact anyone for assistance	1	1%
Total	179	100%

Q4. What department most closely matches the department in which the course you were trying to enroll in but could not enroll because it was full?

Table 4: Department Match to Courses Reported Full	Respondents	Percent
Mathematics	9	21%
English/Writing	6	14%
Psychology	4	9%
Biology	4	9%
Accounting	3	7%
Arts	3	7%
Computer Information Systems	3	7%
English as a Second Language	3	7%
Other	3	7%
Speech/Communication	2	5%
Chemistry	2	5%
Child Development	1	2%
Total	43	100%

Note: Two "Other" responses were Engineering and Media.

Q5. Which courses would you like to take that are not offered? (Open-ended)

"Cisco CCNP"

"Classical Sociological Theory Online"

"conversations"

"GIST 53 and ITRN 52"

"recording in home studio 2"