DATE: August 28, 2018
TO: Vanessa Smith, Director, Marketing and Public Relations
FROM: Elaine Kuo, College Researcher
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The survey was distributed online via email

                                                    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.

                          respondents (339/426; 80%) reported being able to register for all of the
          classes they were looking to take.
    x The top challenge to registering for courses for a quarter of respondents whom could
       not register for their courses (45/179; 25%) was the course in question being full.
    x 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?

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?

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)

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	

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?

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%

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