

Spring 2005 Registration Survey Results

Frequencies

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did Not Use or No Opinion
1. Overall, how satisfied were you with Winter 2005 registration?	104	188	36	16	5
2. How satisfied were you with eSIMS registration?	160	150	16	10	14
3. How satisfied were you with in-person registration?	51	132	41	39	85
4. How satisfied were you with billing and payment procedures?	97	160	45	27	18
5. How satisfied were you with the Financial Aid Office?	59	116	51	37	82
6. If you are a new freshman this semester, how satisfied were you with the admissions process?	39	106	30	13	37
7. If you are a new freshman this semester, how satisfied were you with testing procedures?	24	102	41	11	134
8. If you are a new transfer student this semester, how satisfied were you with the admissions process?	21	56	17	9	68
9. How satisfied were you with academic advising?	70	166	43	23	41
10. How satisfied were you with the availability of classes?	61	149	76	53	6

Spring 2005 Registration Survey Results

Percentages

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1. Overall, how satisfied were you with Winter 2005 registration?	30.2%	54.7%	10.5%	4.7%
2. How satisfied were you with eSIMS registration?	47.6%	44.6%	4.8%	3.0%
3. How satisfied were you with in-person registration?	19.4%	50.2%	15.6%	14.8%
4. How satisfied were you with billing and payment procedures?	29.5%	48.6%	13.7%	8.2%
5. How satisfied were you with the Financial Aid Office?	22.4%	44.1%	19.4%	14.1%
6. If you are a new freshman this semester, how satisfied were you with the admissions process?	20.7%	56.4%	16.0%	6.9%
7. If you are a new freshman this semester, how satisfied were you with testing procedures?	13.5%	57.3%	23.0%	6.2%
8. If you are a new transfer student this semester, how satisfied were you with the admissions process?	20.4%	54.4%	16.5%	8.7%
9. How satisfied were you with academic advising?	23.2%	55.0%	14.2%	7.6%
10. How satisfied were you with the availability of classes?	18.0%	44.0%	22.4%	15.6%

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Comparison with Previous Surveys

	Spring 2005 Registration Survey	Winter 2005 Registration Survey	Middle States Self-Study Survey Fall 2004	CUNY Student Experience Survey Spring 2004	CUNY Student Experience Survey Spring 2002	CUNY Student Experience Survey 1995
	Percent Very Satisfied or Satisfied	Percent Very Satisfied or Satisfied	Percent Strongly Agree or Agree	Percent Very Satisfied or Satisfied	Percent Very Satisfied or Satisfied	Percent Very Satisfied or Satisfied
Registration (overall)	84 (87 Regular Reg / 74 Late Reg)	93		64	23	72
eSIMS registration	92	93	86			
In-person registration	70	46	55			
Admissions	Fresh 77 / Trans 75	Fresh 80 / Trans 80		81	51	86
Academic advising	78	84		79	72	80
Availability of courses	62 (64 Regular Reg / 47 Late Reg)	76	75			
Billing and payment	78	81		75	68	86
Financial Aid	67	64		75	58	73
Testing	71	75		80	63	