Faculty evaluation for Online Registration at Woodbury University (Fall 2005)  
Data Collection and Survey Design by Emmanuel Lopez and Julie Oinonen  
Supervised by Dr. Phyllis Cremer  
Report prepared by Devin Wallace

Faculty advisors responded to a survey assessing their feelings about the online registration process during Fall, 2005. This survey consisted of 15 items, and it inquired about difficulties, problems, and suggestions for improving this process. Fourteen faculty advisors completed this survey, and their responses are as follows.

Figure 1: How many advisees do you have?

Figure 1 shows the numbers of advisees assigned to each advisor. Advisors reported having between 10 and 40 advisees. The average number of advisees per faculty member was 21.

Figure 2: How many students came to your office for advising?
Figure 2 shows the numbers of students who met with their advisor. Each advisor met with 6 to 30 students. The average number of students with whom advisors met was 14.

**Figure 3:** How many of your students were eligible to register online?

![Bar chart showing the distribution of eligible students per advisor.]

Figure 3 shows the numbers of students who were eligible for online registration. Each advisor had between 2 and 15 eligible students. The average number of eligible students for each advisor was 8.

**Figure 4:** How many students had pre-selected their courses on IQ Web?

![Bar chart showing the distribution of pre-selected courses per advisor.]

Figure 4 shows the number of students who had pre-selected their courses. Each advisor had between 1 and 10 prepared students, and the average number of prepared students per advisor was 5.
Figure 5: Of the eligible and prepared students, how many did you attempt to online register?

Figure 5 shows the numbers of students that each advisor attempted to register online. Each advisor attempted between 1 and 13 online registrations. The average number of students that each advisor attempted to register online was 5.

Figure 6: Did you attempt to register any students who came to your office unprepared?

Figure 6 shows that 6 advisors attempted to register students who had not pre-registered on IQ Web, and 7 advisors did not attempt to register their unprepared students.
Figure 7: For how many students could you successfully register 100% of their courses?

Figure 7 shows the numbers of students that each advisor successfully registered online. Each advisor had between 0 and 9 successful online registrations. The average number of successful online registrations per advisor was 3.

Figure 8: How many students did you send to the Registrar because of problems with the online registration process?

Figure 8 shows the numbers of students that each advisor sent to the Registrar's office because of problems during the online registration process. Each advisor sent between 0 and 12 students to the Registrar, and advisors sent an average of 4 students to the Registrar for assistance.
Figure 9: What was the average number of courses per student that you could not successfully register?

Figure 9 shows the numbers of courses per student that advisors could not successfully register. When registration could not be completed online, advisors had problems with 1 to 3 courses per student.

Figure 10: What were the specific reasons the system would not allow you to online register?
Figure 10 shows that the most frequently cited problem with online registration was that the system did not recognize transfer credits as pre-requisites.

Figure 11: Online registration and advising went very smoothly for me.

Figure 11 shows the distribution of responses for this question. Most advisors reported that advising was generally positive.

Figure 12: I ran into a few problems with online registration.

Figure 12 shows that most advisors faced some problems with the online registration process.
Figure 13: Overall, online registration went okay.

Figure 13 shows that most advisors had a positive experience with online registration, but some advisors faced significant problems and did not rate their experience positively.

Figure 14: Online registration was a big headache!

Figure 14 shows that online registration was not a "big headache" for most advisors, although the process was more problematic for other advisors.
Question 15: "Please provide general feedback on any obstacles you experienced or recommendations you have to improve the process." A summary of the responses is as follows:

- Make the shopping cart empty as a default between registrations.
- The double screen is a problem.
- Show classes on a weekly calendar once they have been added to the cart.
- The new process streamlined registration, but there were a few glitches.
- The program could be improved if it gave immediate feedback about problems with pre-requisites or enrollment.
- It might be helpful for professors to waive or substitute certain classes online.
- Overall, this was not a bad experience, although I had a small number of advisees.
- I need more training in online registration.
- Placing the worksheet for each student on IQ Web would be helpful, as it gives an overview of the courses each student needs to take.
- I could use more practice with the process of online registration.
- The system is awkward and impractical.
- The system is a technical nightmare because it requires so many steps.
- I will continue to use the paper forms unless the process becomes more streamlined.
- I had difficulty confirming that students were at least registered in SOME courses.
- The system needs to be changed so that students can register 100% online. Students should be allowed to register for a class, but if they fail the pre-requisite, they should be removed from the roll. If a student needs permission to register for a class, they should get a signature and then bring all paperwork to their advisor.
- Faculty and students should be consulted about the software.
- I had a problem because some of the pre-requisites had changed between semesters, and the system did not recognize this.
- Step-by-step instructions should be issued.
- A few students had problems registering due to a STOP from the business office.
- My list of online advisees was not up to date.
- After registering the first few students, the process seemed easier.