

2017 Carleton Satisfaction Survey for Students

Online Course Registration

Online Course Registration	
% Using Service	Number of Users
100%	637

Mean of Responses

	Online Course Registration		
	N	Avg.	Std. Dev.
My overall experience with online course registration	618	7.5	2.2
My overall experience with Student Registration Assistance by phone, email or in-person	434	7.8	2.1
Responsive and helpful staff	487	8.0	2.1
The ability to search for courses	625	7.6	2.2
The ability to build conflict-free timetables prior to registration	615	7.4	2.4
Ease of registering for courses	630	7.4	2.4
Ease of submitting an override request	475	7.3	2.5
Ease of making changes to my timetable	563	7.6	2.2
Usefulness of communications on the registration process	515	7.4	2.3
Ease of using the waitlisting feature where available	374	7.3	2.6

Percentage of Responses

	Online Course Registration		
	Low	Med.	High
My overall experience with online course registration	10.6%	33.0%	56.4%
My overall experience with Student Registration Assistance by phone, email or in-person	8.0%	28.8%	63.2%
Responsive and helpful staff	8.1%	25.7%	66.2%
The ability to search for courses	9.7%	31.2%	59.1%
The ability to build conflict-free timetables prior to registration	14.3%	28.0%	57.8%
Ease of registering for courses	13.7%	27.6%	58.7%
Ease of submitting an override request	16.0%	25.5%	58.5%
Ease of making changes to my timetable	10.5%	27.4%	62.0%
Usefulness of communications on the registration process	11.6%	30.9%	57.4%
Ease of using the waitlisting feature where available	16.4%	24.8%	58.8%

Source: 2017 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

2017 Carleton Satisfaction Survey for Students

Online Course Registration

Online Course Registration			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
100%	227	100%	485

Mean of Responses

	Online Course Registration					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with online course registration	216	7.3	2.1	473	7.6	2.2
My overall experience with Student Registration Assistance by phone, email or in-person	174	7.9	2.0	318	7.8	2.2
Responsive and helpful staff	190	8.1	2.0	360	7.9	2.2
The ability to search for courses	222	7.5	2.1	476	7.6	2.3
The ability to build conflict-free timetables prior to registration	220	7.3	2.3	468	7.4	2.5
Ease of registering for courses	224	7.2	2.2	480	7.5	2.4
Ease of submitting an override request	144	7.5	2.4	379	7.3	2.5
Ease of making changes to my timetable	193	7.4	2.2	434	7.7	2.2
Usefulness of communications on the registration process	189	7.5	2.2	389	7.4	2.4
Ease of using the waitlisting feature where available	132	7.5	2.4	286	7.2	2.6

Percentage of Responses

	Online Course Registration					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with online course registration	9.3%	43.5%	47.2%	11.0%	29.8%	59.2%
My overall experience with Student Registration Assistance by phone, email or in-person	7.5%	27.6%	64.9%	8.2%	29.2%	62.6%
Responsive and helpful staff	5.8%	25.3%	68.9%	8.9%	25.8%	65.3%
The ability to search for courses	8.6%	34.2%	57.2%	10.1%	30.3%	59.7%
The ability to build conflict-free timetables prior to registration	12.7%	32.7%	54.5%	14.7%	26.5%	58.8%
Ease of registering for courses	12.9%	39.3%	47.8%	14.0%	24.0%	62.1%
Ease of submitting an override request	14.6%	27.1%	58.3%	16.4%	25.1%	58.6%
Ease of making changes to my timetable	11.9%	33.7%	54.4%	10.1%	25.6%	64.3%
Usefulness of communications on the registration process	7.9%	39.2%	52.9%	12.9%	28.3%	58.9%
Ease of using the waitlisting feature where available	12.9%	23.5%	63.6%	17.5%	25.2%	57.3%

Source: 2017 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.