

**FALL 1997 REGISTRATION
SUMMARY OF STUDENT INTERVIEWS**

**Susan Lanham and Carolyn Pace
Julia Pet-Edwards
& the UCF 21 PROJECT TEAM**

**UCF 21-TR-97-003
October 1997**

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ABSTRACT

This Technical Report summarizes the results of structured interviews that were conducted by the UCF 21 project team during the Fall 1997 registration period (August 19-20). The primary objective of the study was to examine students' satisfaction with registration and financial aid processes, as well as other student services at the University of Central Florida. A secondary objective was to "jump-start" the UCF 21 project by immersing its members in an initial data collection and analysis effort.

Students who had just undergone regular Fall 1997 registration were randomly selected from one of the following testing sites: 1) Cashier's Office; 2) Financial Aid Line; 3) Parking Services; 4) Student ID; and 5) Bookstore. Following the completion of every two surveys, a member of the UCF 21 team documented the time, number of servers and total number of students waiting in line. Because the survey was performed opportunistically, the sample size is small and it does not constitute a statistical sample. Consequently, the conclusions and observations are merely suggestive. The survey results suggest that students are dissatisfied with campus parking and several information related issues. It is recommended that additional studies be performed at the UCF main campus and satellite campuses, during various registration time intervals, and during evening hours in order to gain a more accurate representation of student concerns and the degree of importance of various student services.

UCF 21 would like to express their gratitude to all student participants in the present study.

THE UCF 21 PROJECT TEAM

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FALL 1997 REGISTRATION SUMMARY OF STUDENT INTERVIEWS

1.0 INTRODUCTION

The University of Central Florida currently serves a diverse student body population of more than 28,000 students. One of its primary objectives has been to improve the quality of institutional services. Several offices (e.g. Office of Student Affairs and Office of Quality Initiatives) have administered surveys to obtain an index of student satisfaction. Their findings show a high student approval rating with most academic issues, and lower approval ratings for those generally classified as "student services." The Office of Quality Initiatives has worked closely with the process owners to improve their processes. Their approach has helped to enhance communication and understanding within various organizational functions. There yet exists the opportunity to identify and address systemic issues that cross organizational boundaries involving multiple process owners.

The University, as part of its Strategic Planning Initiative, has provided funding for the University's Customer Focus for the 21st Century (UCF 21) project. UCF 21 will address the need for a systems level study of student services by: 1) developing a systems level view of student services and their interactions by documenting all critical student service processes and their interrelationships; 2) identifying systems level improvement opportunities, including re-engineering; 3) recommending changes and/or in-depth studies; and 4) developing implementation plans for changes and /or in-depth studies.

As part of the UCF 21 project, there is a need to ascertain the level of importance of various student services and satisfaction that students have with various student services. This will establish a baseline that may be used in the evaluation of future improvement options. The investigation will entail an examination of the results from past surveys conducted at UCF, as well as the administration of additional surveys and interviews at opportunistic times.

This technical report presents the results of an initial study conducted during the Fall 1997 (August 19-20) registration period, the purpose of which was to assess the satisfaction of a subgroup of students at UCF that were waiting in line to complete some aspect of their "registration process" other than registering for classes (e.g., paying bills, buying books, purchasing parking decals, obtaining a student ID, and obtaining financial aid information). In addition to presenting the results from the satisfaction survey, the observed line lengths for each survey site are also summarized.

2.0 METHODOLOGY

The following sections describe the procedural methods used when conducting the survey, as well as the contents of the survey instrument.

2.1 Participants

The participants were a convenience sample of students taken from the UCF main campus in Orlando during the 1997 Fall registration period. Note that this was not a statistical sample, so the results presented in this report are merely suggestive.

2.2 Procedure

During the Fall 1997 regular registration and add/drop period, students were randomly selected from waiting lines at each of the following testing sites: (1) Cashier's office, (2) Financial Aid, (3) Parking Services, (4) Student ID, and (5) Bookstore. These were chosen as likely locations to find students once they had completed the registration process. By selecting students who were already waiting in line, the survey did not interfere with the student's productive time and led to a higher participation rate.

Each student was asked if he/she would like to participate in a study that would help to identify potential areas for improvement in student services. Upon giving their verbal consent, the questionnaire's contents were read to each subject, and his/her individual responses recorded. The date the survey was administered, the testing location, and UCF 21 team member administering the survey were additionally noted. Following the completion of every two surveys, the UCF 21 team member reported the time, number of servers and total number of students waiting in line.

2.3 The Survey Instrument

The survey instrument was comprised of four sections (see Appendix A). The first section contained questions on basic demographics of the respondents (e.g., age, gender, college, source of financial support, class, where they came from). The remaining sections contained questions related to: (1) the registration process (e.g., success in getting classes, holds, adequacy of information, and waiting time for registration and advising), (2) financial aid (e.g., adequacy of information, and type of aid), and (3) general student service questions (e.g., need for repeat visits, good service, inadequate service).

3.0 RESULTS

3.1 Background on Respondents

The convenience sample of 166 respondents cannot be considered representative of the entire UCF student population. The following results are merely indicative of potential problematic student service areas that may require further investigation. The ages of participants ranged from 17-51 years (see Figure 1). Fifty-six percent were female and the remaining forty-four percent were male.

Approximately half of all those surveyed were first time (UCF) students (see Figure 2) either coming directly to UCF, transferring from a community college, or transferring from another university.

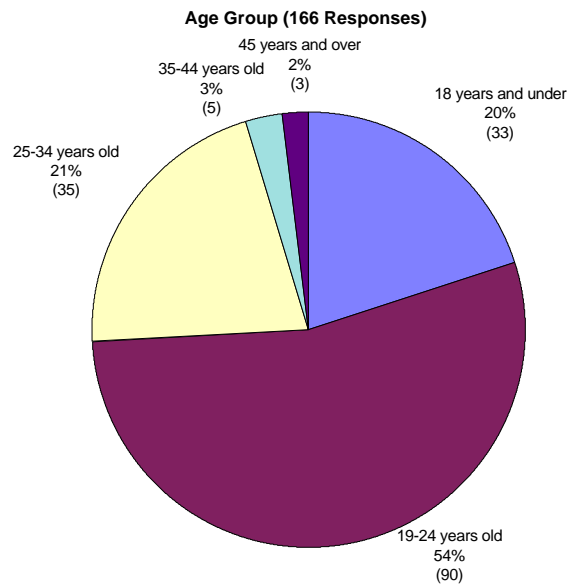


Figure 1: Age Distribution of Respondents

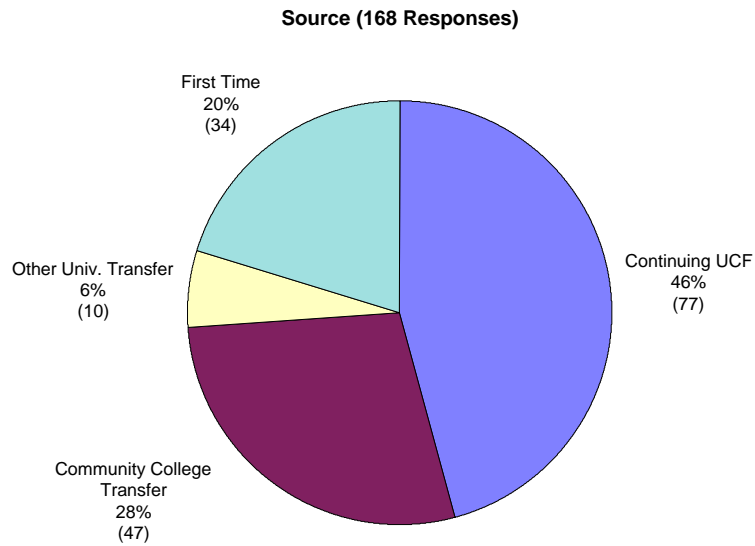


Figure 2. Source of Students

Thirteen percent of the respondents were graduate students (see Figure 3) with the remainder predominantly freshmen, juniors, or seniors. Fourteen percent were

part-time students. There was a good representation of respondents from the colleges with slightly higher numbers from the College of Arts and Sciences (see Figure 4).

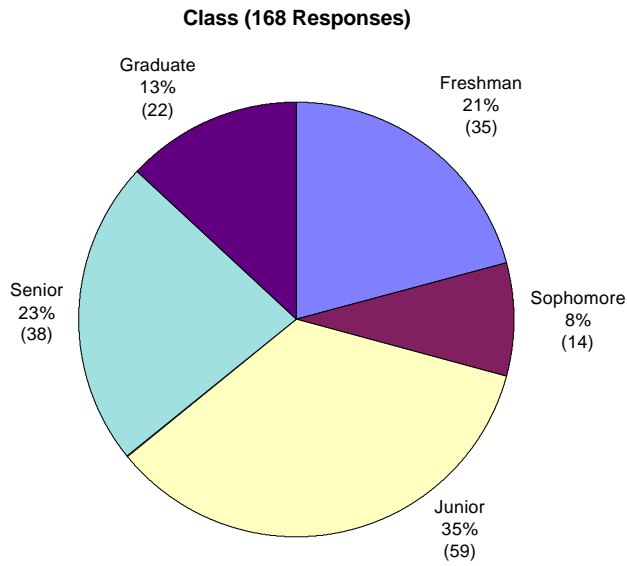


Figure 3. Student Class Levels of Respondents

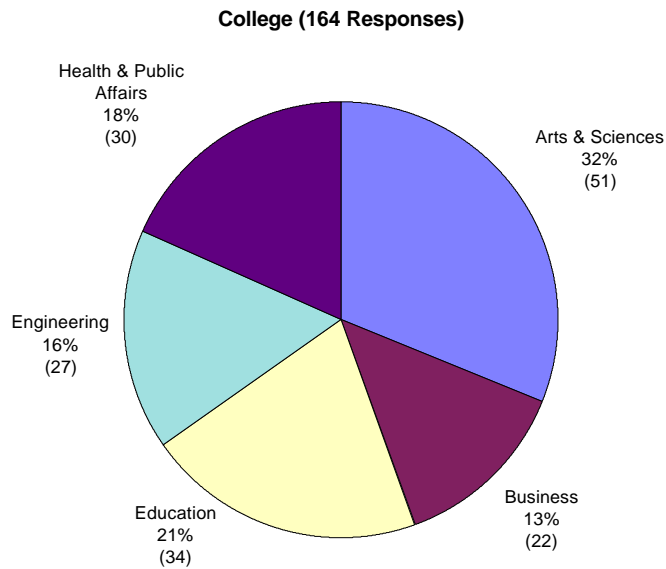


Figure 4. Colleges Where Students are Enrolled

Many students received financial support from a variety of sources, including jobs, loans, parents, assistantships, work study, and grants (see Figure 5). Ten students stated other means of financial support than those shown in Figure 5. The

other forms of financial support came from VA (2), savings (1), GI Bill (1), spouse (1), and self (5).

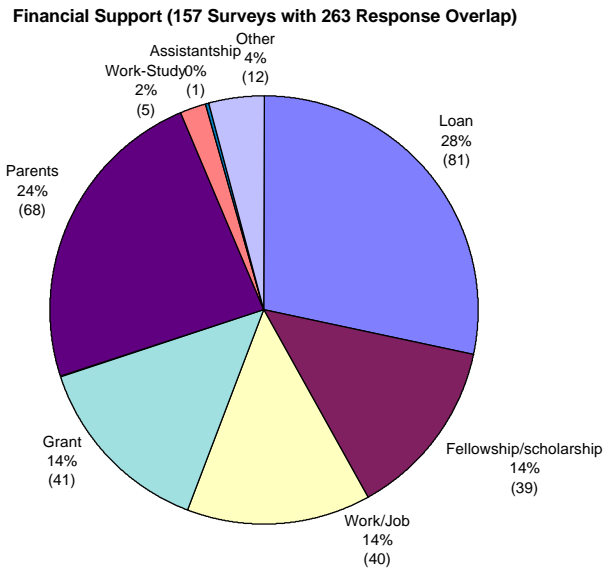


Figure 5. Sources of Financial Support

While the largest percentage of respondents (94%) were not international, seven countries were represented by ten international students: Pakistan (1); Germany (1); Taiwan (1); Egypt (2); Panama (2); Sweden (2); and Bangladesh (1).

3.2 Results on Registration Process Questions

Of the 166 students surveyed, 66% of students registered in person (see Figure 6). Twenty-nine percent did not receive all of their classes, mainly attributing this outcome to either the particular section being filled (66%) or the “wrong time” (14%) (see Figure 7).

Table 1 shows a comparison across colleges with respect to the reasons for not getting all classes. Note that there appear to be differences in the success rates among the colleges and also the reasons for not getting all classes. Table 2 provides a comparison of registration success across the source of students (e.g., transfer, continuing, first-time UCF) and Table 3 provides this comparison across the class standings of the students. It appears notable that there is a lower registration success rate for sophomores and juniors.

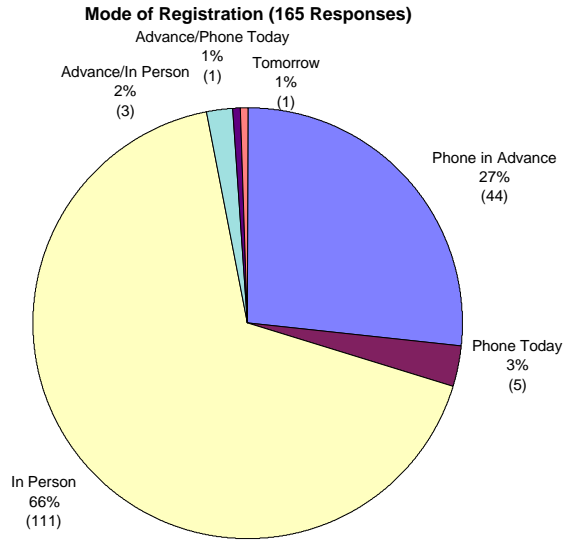


Figure 6. Mode of Registration

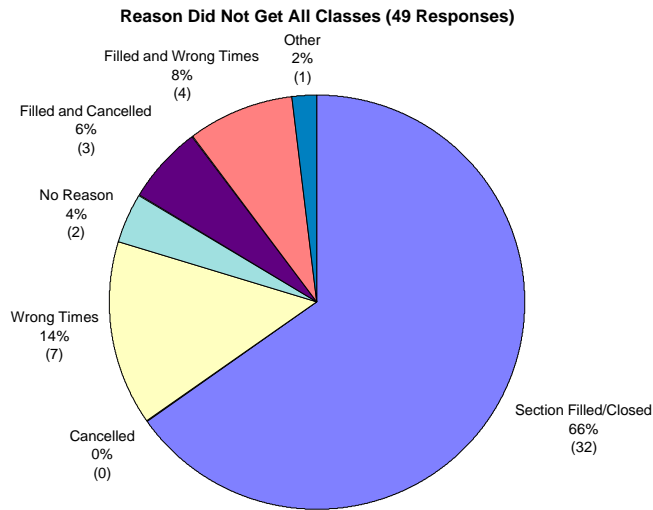


Figure 7. Registration Success--Reasons for Not Getting All Classes

Table 1. Cross-Tab of Colleges versus Registration Success

Count of Success	College	Arts and Sciences	Business Administration	Education	Engineering	Health and Public Affairs	Grand Total
Success							
Got All Classes		66.67%	59.09%	71.88%	88.89%	75.86%	72.05%
Section filled/closed		25.49%	22.73%	21.88%	3.70%	17.24%	19.25%
Section filled/closed,Cancelled		1.96%	4.55%	0.00%	0.00%	3.45%	1.86%
Section filled/closed,Wrong times		3.92%	9.09%	0.00%	0.00%	0.00%	2.48%
Wrong times		1.96%	4.55%	6.25%	7.41%	3.45%	4.35%
Grand Total		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 2. Cross-Tab of Source of Students versus Registration Success

Count of Success	Source				Grand Total
Success	Community College transfer	Continuing UCF	First time	Other University transfer	Grand Total
Got All Classes	71.74%	72.37%	70.59%	77.78%	72.12%
Section filled/closed	23.91%	17.11%	20.59%	11.11%	19.39%
Section filled/closed,Cancelled	0.00%	2.63%	2.94%	0.00%	1.82%
Section filled/closed,Wrong times	4.35%	1.32%	2.94%	0.00%	2.42%
Wrong times	0.00%	6.58%	2.94%	11.11%	4.24%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%

Table 3. Cross-Tab of Student Class Standing versus Registration Success

Count of Success	Class					Grand Total
Success	Freshman	Graduate	Junior	Senior	Sophomore	Grand Total
Got All Classes	77.14%	86.36%	59.65%	81.08%	64.29%	72.12%
Section filled/closed	20.00%	4.55%	31.58%	5.41%	28.57%	19.39%
Section filled/closed,Cancelled	0.00%	4.55%	3.51%	0.00%	0.00%	1.82%
Section filled/closed,Wrong times	2.86%	0.00%	0.00%	5.41%	7.14%	2.42%
Wrong times	0.00%	4.55%	5.26%	8.11%	0.00%	4.24%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Twelve percent of the respondents had holds placed on their record, where approximately 50% were classified as health, library, parking or tuition and the remainder listed as “other” (see Figure 8). Fifty-eight percent (of 19 respondents) were unaware of a hold being placed on their record at the time of registration. Twenty six percent of the respondents with holds indicated that the process for resolving the holds was difficult.

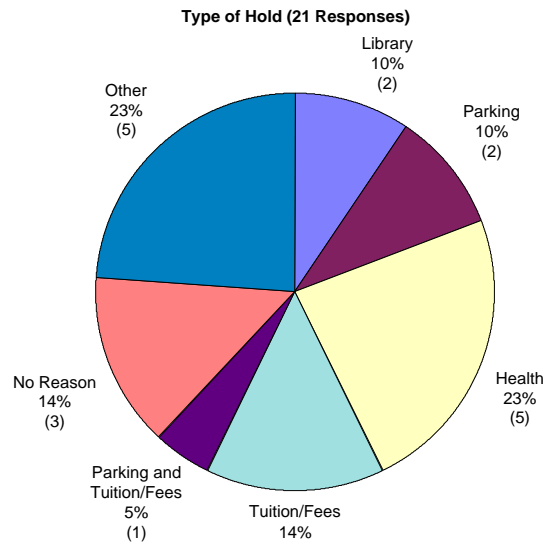


Figure 8. Types of Holds

Comparisons of holds across colleges, source of student, and class standing are given in Tables 4-6, respectively. It appears that lower percentages of students had holds in the College of Business Administration and College of Education, and that

other (than UCF) university transfers students, graduate students, and sophomores had higher percentages of holds.

Table 4. Cross-Tab of College versus Holds

Count of Holds	College					Grand Total
Holds	Arts and Sciences	Business Administration	Education	Engineering	Health and Public Affairs	Grand Total
No	84.31%	90.91%	94.12%	85.19%	86.67%	87.80%
Yes	15.69%	9.09%	5.88%	14.81%	13.33%	12.20%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 5. Cross-Tab of Student Source versus Holds

Count of Holds	Source				Grand Total
Holds	Community College transfer	Continuing UCF	First time	Other University transfer	Grand Total
No	93.62%	85.71%	88.24%	70.00%	87.50%
Yes	6.38%	14.29%	11.76%	30.00%	12.50%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%

Table 6. Cross-Tab of Student Class Standing versus Holds

Count of Holds	Class					Grand Total
Holds	Freshman	Graduate	Junior	Senior	Sophomore	Grand Total
No	88.57%	77.27%	91.53%	92.11%	71.43%	87.50%
Yes	11.43%	22.73%	8.47%	7.89%	28.57%	12.50%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Twenty-three percent (of 165 respondents) felt they had not received adequate information (e.g., advising, location and/or procedures) prior to registration. Students were asked what was missing from the information provided to them about registration procedures before registering. The following is a list of responses given in order of importance based on the number of responses: (1) information about registering for class and problems that could arise (e.g., classes for certain majors needing approval, prerequisites, overlapping courses, required courses, scheduling), (2) no information received before registration, (3) information about seeking advisement, (4) information about the process for registration, (5) orientation information, and (6) information about the time and place to register.

Figures 9 and 10 depict the distribution of the self-reported times that the students waited to register and the duration of the registration process, respectively. Comparisons of the registration waiting times and process times across the five colleges are given in Figures 11 and 12, respectively.

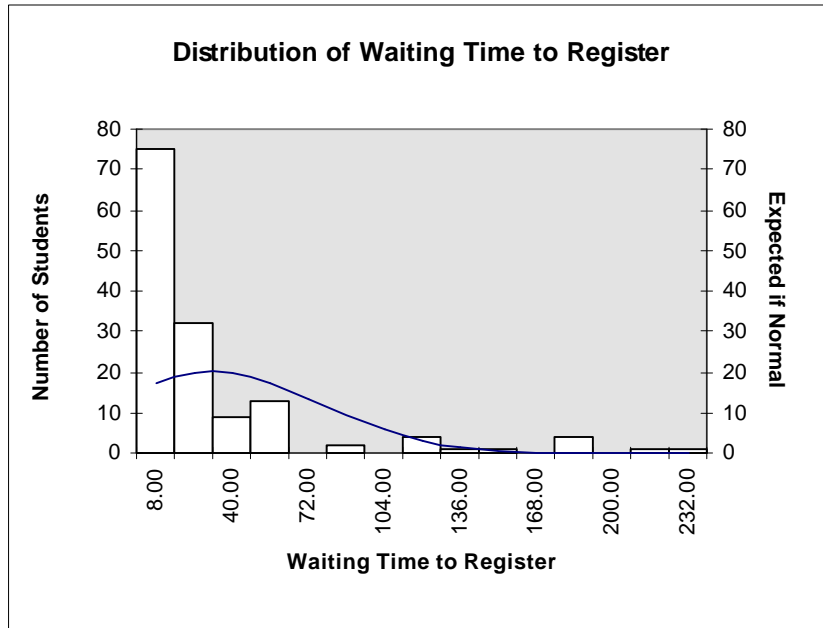
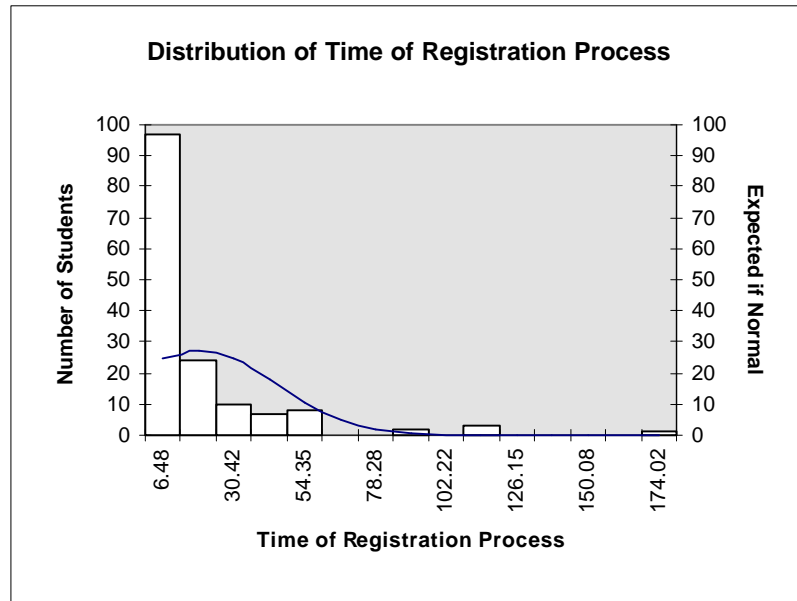


Figure 9. Length of Time Waiting to Register (in minutes)



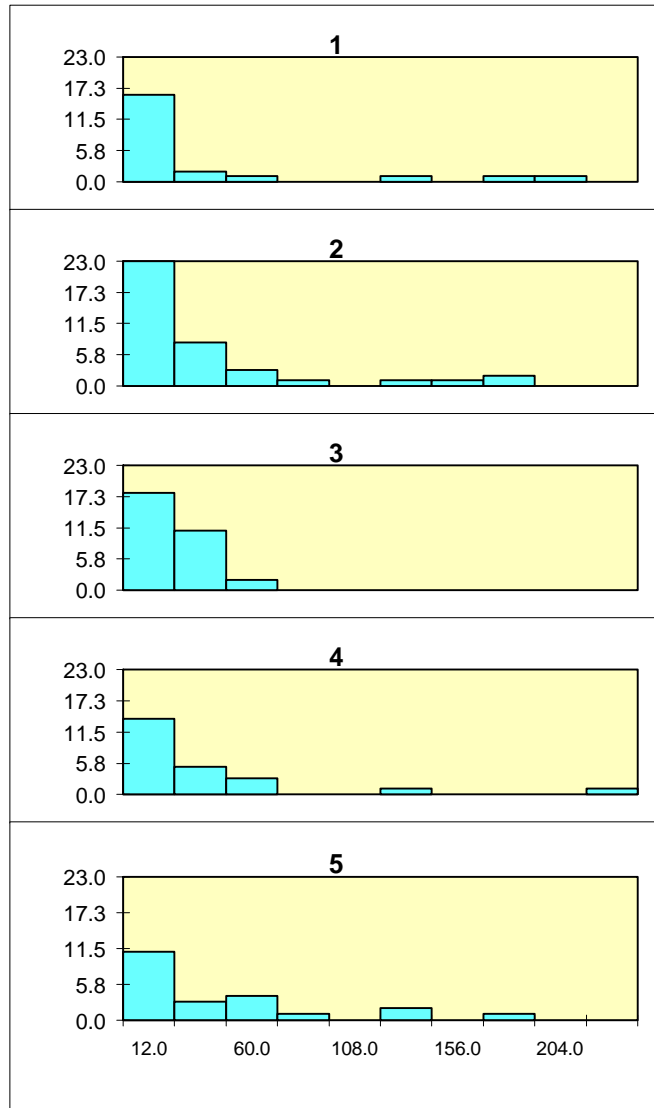


Figure 11. Registration Waiting time by College 1= Eng, 2=A&S, 3=Ed, 4=HPA, 5=BA

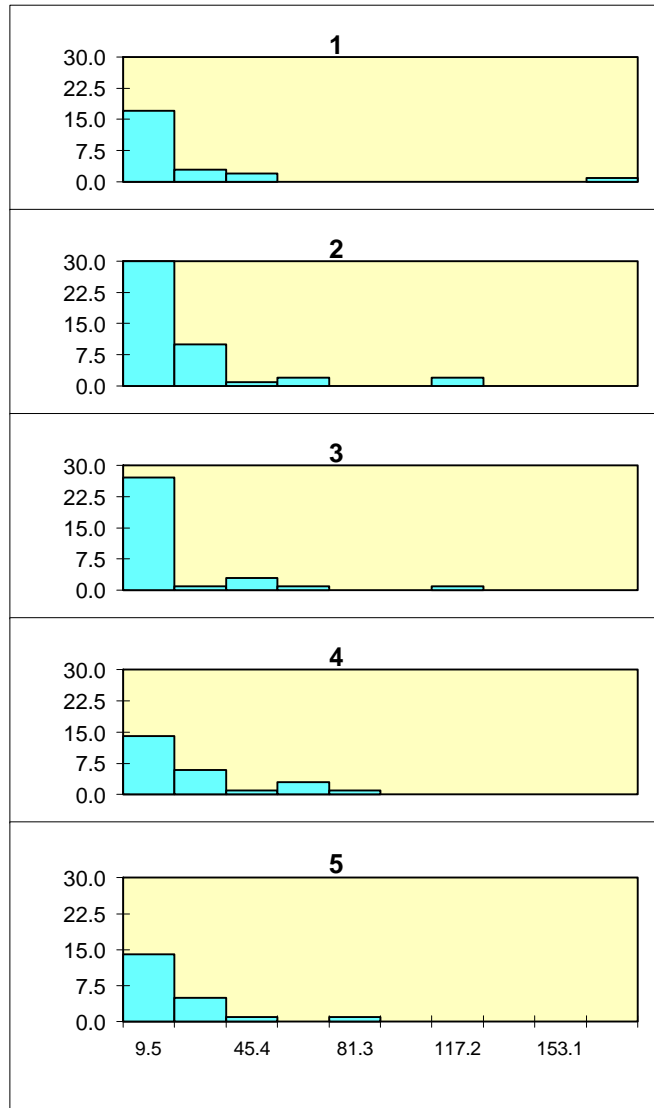


Figure 12: Registration Process Time by College 1= Eng, 2=A&S, 3=Ed, 4=HPA, 5=BA

Fifty-five percent (of 168 respondents) saw an advisor before registering for classes, where only 35% made an appointment to see an advisor and the remaining were “walk-in’s.” Figures 13 and 14 depict the distribution of the self-reported times that the students waited to receive advising and the duration of the advisement process, respectively. Comparisons of the advising waiting times and process times across the five colleges are given in Figures 15 and 16, respectively.

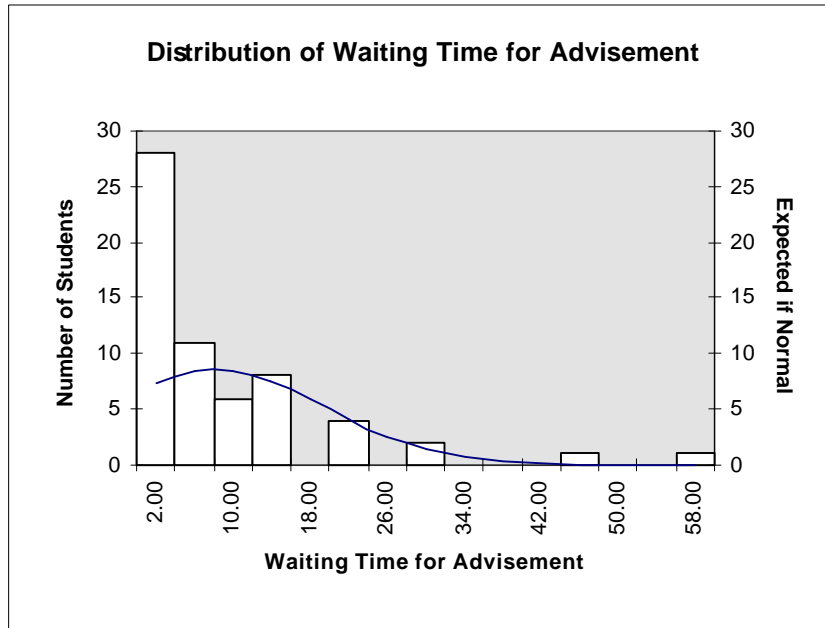


Figure 13. Length of Time Waiting to Receive Advising (in minutes)

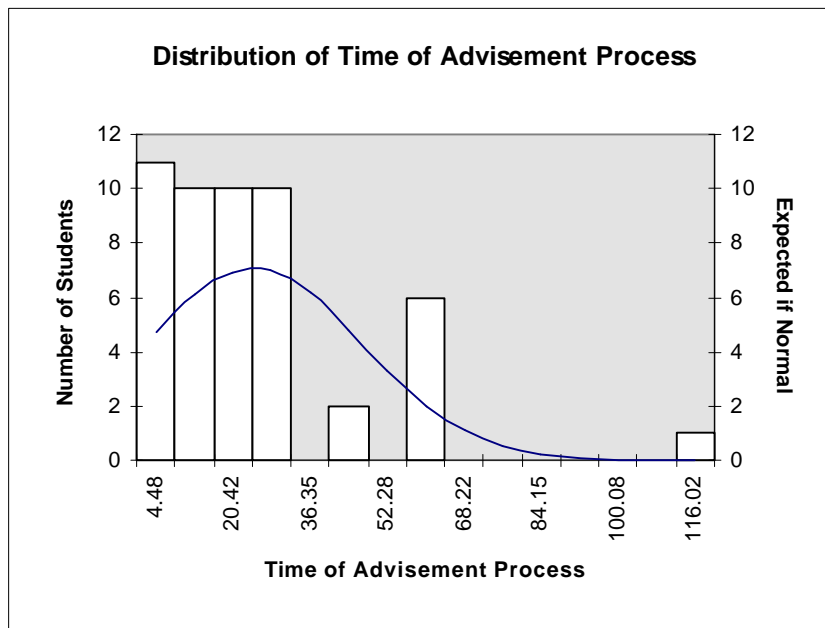


Figure 14. Duration of the Advising Process (in minutes)

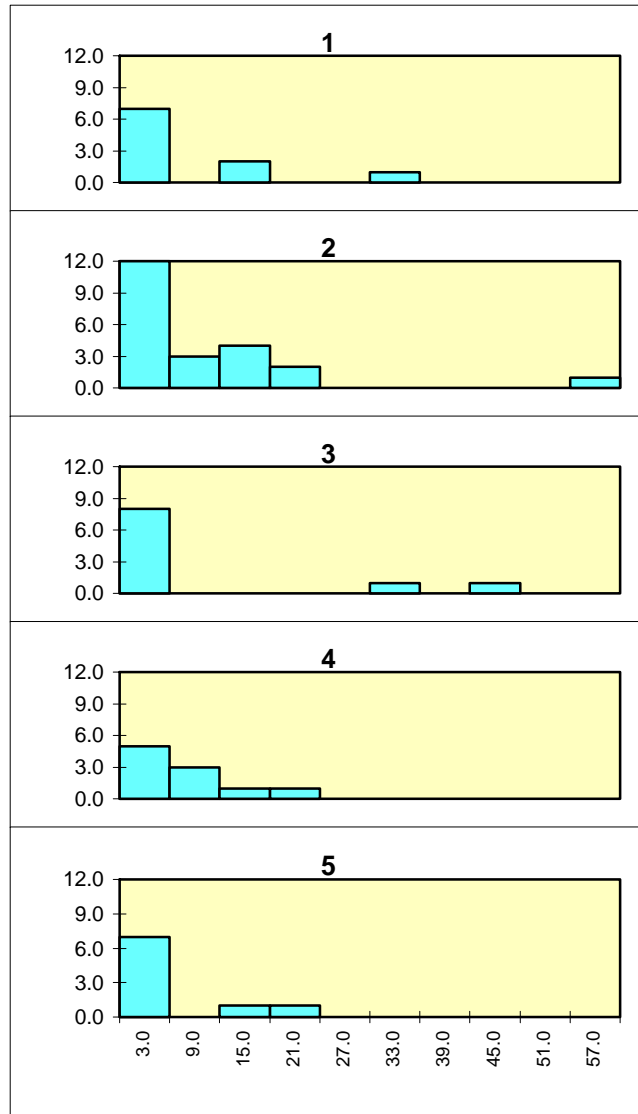


Figure 15. Advising Waiting Time by College 1= Eng, 2=A&S, 3=Ed, 4=HPA, 5=BA

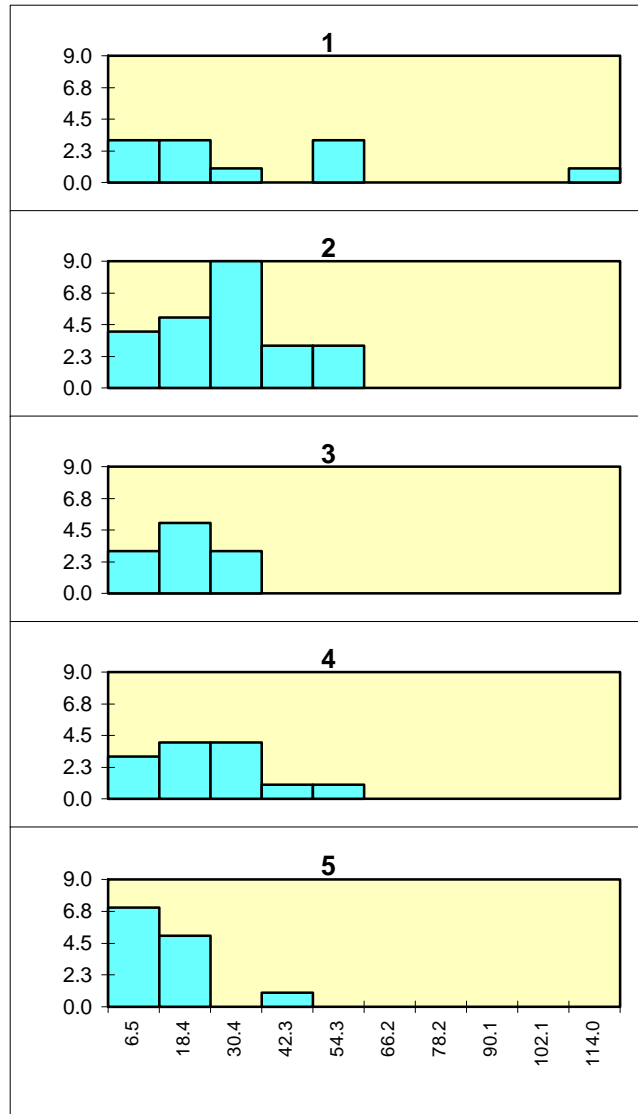


Figure 16. Advising Process Time by College 1= Eng, 2=A&S, 3=Ed, 4=HPA, 5=BA

3.3 Results on Financial Aid Questions

Of 160 students surveyed, 42% had made a visit to the financial aid office during registration week. The primary reasons for the visit to the financial aid office (see Figure 17) were 51% were seeking information and 27% needed to complete paperwork. The types of problems that were resolved while visiting the financial aid office included dropped classes, paperwork did not go through, paperwork was never received, FSA paperwork was never received, and to check the paperwork status.

Figure 18 depicts the types of financial aid sought by those visiting the financial aid office during registration. The predominant type of aid received other than those shown in Figure.18 are scholarships.

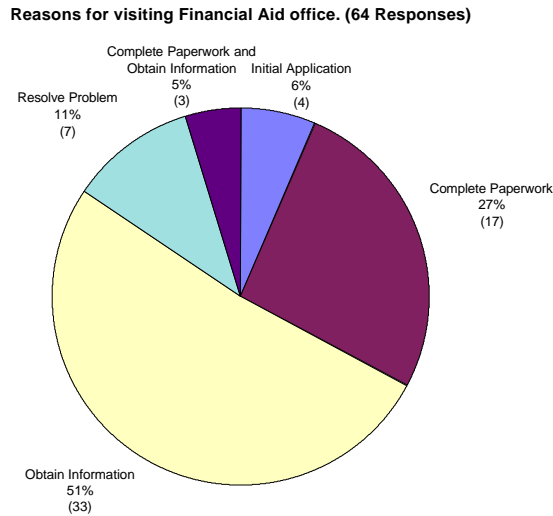


Figure 17. Reasons for Visiting the Financial Aid Office

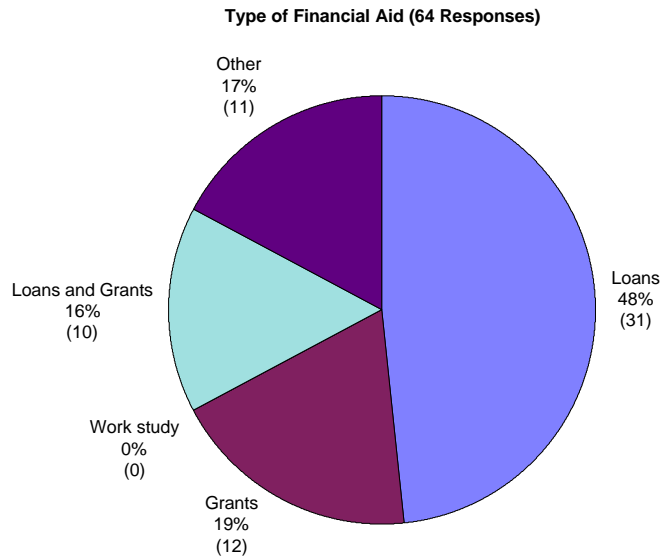


Figure 18. Type of Financial Aid Sought

Twenty-three percent of 169 respondents stated they did not receive adequate information about financial aid prior to their coming to UCF. The most frequent statement was that no financial aid information at all was received prior to coming to UCF. Other information deficiency areas noted by students were the availability and

eligibility of financial aid, financial aid check disbursement dates, late receipt of information, types of scholarships available in different departments, and explanation of procedures.

Tables 7 - 10 depict financial aid information issues prior to coming to UCF across colleges, US versus international students, source of student, and class standing. There appear to be few differences between colleges; but larger differences for international students, graduate students, and first time UCF students.

Table 7. Cross Tab of Financial Information Prior to UCF and Colleges

Count of Fin aid info before UCF	College					Grand Total
Fin aid info before UCF	Arts and Sciences	Business Administration	Education	Engineering	Health and Public Affairs	Grand Total
No	27.45%	22.73%	23.53%	22.22%	20.00%	23.78%
Yes	72.55%	77.27%	76.47%	77.78%	80.00%	76.22%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 8. Cross Tab of Financial Information Prior to UCF and International/US Students

Count of Fin aid info before UCF	International Student		Grand Total
Fin aid info before UCF	No	Yes	Grand Total
No	21.38%	50.00%	23.08%
Yes	78.62%	50.00%	76.92%
Grand Total	100.00%	100.00%	100.00%

Table 9. Cross Tab of Financial Information Prior to UCF and Source of Students

Count of Fin aid info before UCF	Source				Grand Total
Fin aid info before UCF	Community College transfer	Continuing UCF	First time	Other University transfer	Grand Total
No	19.15%	22.08%	29.41%	20.00%	22.62%
Yes	80.85%	77.92%	70.59%	80.00%	77.38%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%

Table 10. Cross Tab of Financial Information Prior to UCF and Class Standing

Count of Fin aid info before UCF	Class					Grand Total
Fin aid info before UCF	Freshman	Graduate	Junior	Senior	Sophomore	Grand Total
No	22.86%	31.82%	25.42%	21.05%	7.14%	23.21%
Yes	77.14%	68.18%	74.58%	78.95%	92.86%	76.79%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Of those students that were visiting the financial aid office during registration week, fourteen percent (of 69 respondents) stated they did not receive adequate information prior to their visit. Students indicated the most important information missing before their visit to the financial aid office was the filing process. Less important but still mentioned was information about status.

Tables 11 - 14 depict financial aid information issues prior to visiting the financial aid office versus college, US versus international students, source of student and class standing. There appear to be some differences between colleges; but larger differences for international students and graduate students.

Table 11. Cross Tab of Financial Information Prior to Visit and Colleges

Count of Fin aid info before office	College					Grand Total
Fin aid info before office	Arts and Sciences	Business Administration	Education	Engineering	Health and Public Affairs	Grand Total
No	59.18%	50.00%	62.50%	64.00%	51.72%	58.06%
Yes	40.82%	50.00%	37.50%	36.00%	48.28%	41.94%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 12. Cross Tab of Financial Information Prior to Visit and International/US

Count of Fin aid info before office	International Student		Grand Total
Fin aid info before office	No	Yes	Grand Total
No	55.63%	100.00%	58.13%
Yes	44.37%	0.00%	41.88%
Grand Total	100.00%	100.00%	100.00%

Table 13. Cross Tab of Financial Information Prior to Visit and Source of Student

Count of Fin aid info before office	Source				Grand Total
Fin aid info before office	Community College transfer	Continuing UCF	First time	Other University transfer	Grand Total
No	64.44%	59.15%	44.12%	66.67%	57.86%
Yes	35.56%	40.85%	55.88%	33.33%	42.14%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%

Table 14. Cross Tab of Financial Information Prior to Visit and Class Standing

Count of Fin aid info before office	Class					Grand Total
Fin aid info before office	Freshman	Graduate	Junior	Senior	Sophomore	Grand Total
No	37.14%	89.47%	61.11%	56.76%	64.29%	58.49%
Yes	62.86%	10.53%	38.89%	43.24%	35.71%	41.51%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

3.4 Results on Additional Student Services Questions

Did you have to make any repeat visits to UCF to complete any processes?

Twenty-four percent (of 116 respondents) had to make repeat visits to UCF to complete their registration processes. Twenty-one different reasons were noted by students when asked if any repeat visits were made to UCF to complete the processes. Financial aid was the most common reason (11) followed by registration (9). Health forms and general information required (4 each), counseling (3), parking permits, more classes, and departments closed (2 each) were also cited.

Did you have to make any repeat visits to any offices to complete any processes?

Ten percent (of 113 respondents) had to make repeat visits to the same office. Twenty different types of offices were visited more than once by students. Financial Aid was more prominent than any other office for return visits (25). Registration had about half the number of repeat visits (11) followed by visits to advisors and admissions (3 each), engineering and orientation (2 each).

Areas where you received good service?

A large number of students indicated that they received good service everywhere (44) on the UCF campus. Specific areas of good service included advisement (20), financial aid (19), registration (14), Student Union (12), Education Department (11), bookstore (9), orientation (7), oasis, registrar, and cashiers (4 each), student health, English Department, ID Cards center, records and admission (3 each), student disability and parking (2). Nine students stated that they did not receive good service anywhere.

Areas where you received unsatisfactory service?

Ninety students reported they had not received unsatisfactory service anywhere on campus. Other students, however, had complaints of unsatisfactory service with financial aid and orientation (15 each) which provided the main areas of concern. Parking was considered problematic (10) due to the lack of space for parking and signage at Parking Services. Other areas of service found unsatisfactory were registration (7), admissions and cashiers (5 each), advisors (4), everywhere (3), and the Education Department (2).

What information do you need that you are not currently receiving from UCF?

While 87 students indicated that they received all the information needed from UCF, 16 stated that they did not receive enough information about financial aid. Other information needed but not received included advisement/counseling (7), scheduled school events, extracurricular activities for students, what scholarships and grants are available (5 each), where to get ID and parking decals, graduation requirements, checklist of what is needed, times and requirements for registering (3 each), details about classes (e.g., course offerings, classes open, overrides), job information, and tuition payment procedures (2 each). Twelve answered that they did not know if there was information needed but not received.

Are there any student service problems at UCF that need to be addressed? If so, which one is most important?

Sixty-five students stated that there were no student service problems at UCF that needed to be addressed. However, about 2/3 of the students stated that there were student service problems. Namely, 35 thought parking is an important issue and should be improved. Other problem areas for students included classes (6), registration and financial aid (5 each), scheduled events and advisement (4 each), referring students to other offices "running around" (3), the orientation process, pay by credit card/register by computer, ID, and mail (2 each).

Cross comparisons were conducted to identify the relationships between colleges, source of students, student class standing, and location of administered survey and the areas where the surveyed students received good service and

unsatisfactory service, and the most important student service problem at UCF that needed to be addressed (see Appendix B). It is important to note that the results are in response to the following three open-ended questions: 1. *Areas where you received good service?*, 2. *Areas where you received unsatisfactory service?*, and 3. *The most important student service problem at UCF that needs to be addressed?* Consequently, a zero percent response for a given area means that no students in the particular category identified that item as having the characteristic of the question (e.g., good service, unsatisfactory service). A zero response to the “good service” question should not be interpreted to mean that there was bad service.

A comparison of areas of good service across colleges shows a similar pattern for all services, however Arts and Sciences students appear to have the highest percentage across all areas (35%) (see Table B1). Independently, Engineering students show a higher percentage with their own college (28% vs 20%) than all other service areas; students in Business Administration and Health and Public Affairs both express good service with advising (14% and 17%, respectively); Health and Public Affairs, again, found good service with financial aid (17%); and Education students noted good service with registration (17.5%) as well as their own college (14.5%).

Considering the source of students to UCF, the Community College transfer and first time students showed the highest percentage for all aspects of good service (38% and 42%, respectively) (see Table B2). In contrast, the percentage was not as high for continuing UCF students (18%) nor other university transfer students. The latter had a relatively high percentage indicating there were no good service areas (44%).

Students within different class standings showed differences in their perception of good service with all areas (see Table B3). Freshmen had the highest percentage (47%), with Juniors second (33%), followed by Graduate students (19%), Sophomores (14%), and Seniors (11%). Individually, Graduate students found good service with Engineering (14%), Seniors expressed good service with registration (14%), and Sophomores rated good service with advising (28%). Confounding results may have been derived from surveying students at the ID Card Center and their responses to good student service in that area (33%) (see Table B4).

Comparisons of unsatisfactory service areas across colleges showed a similar response for “no” unsatisfactory service (mean = 55%) with Health and Public Affairs approximately 20% more than the average (see Table B5). Students within individual colleges answered with specific areas of concern. Arts and Sciences students were dissatisfied with orientation (12%); students in Business Administration were dissatisfied with registration (14%); and Education and Engineering students were dissatisfied with financial aid (12% and 16%, respectively).

Most of the Community College transfer and first time students were not dissatisfied with student service areas (63%) (see Table B6). However, this percentage decreased somewhat with continuing UCF and other university transfer students (49% and 40%, respectively).

There were some differences across student class standing and the response for “no” unsatisfactory service areas (see Table B7). Seniors showed the lowest

percentage, thus the most dissatisfied (41%), Graduates and Juniors indicated they were comparable (55%), Freshman were second highest (62%), and Sophomores were the highest and the least dissatisfied (71%). Slight bias may be interpreted from the cross of location of administered survey at the Financial Aid office with unsatisfactory service in that area (13%) (see Table B8).

When asked to address the most important student service problem at UCF, many of the students reported there were none (see Table B9). The percentages fell in to two groups: Business Administration and Education were comparable in their views with the highest percentage (50%), and Arts and Sciences, Engineering and Health and Public Affairs were similar in their responses (39%). The most important problem area across colleges was parking, with Health and Public Affairs showing the highest percentage (33%), followed by Engineering (27%), Business Administration (25%), Arts and Sciences (17%), and Education (14%).

The comparison of Student Source with student service problems showed that Community College transfer, first time, and other university transfer students showed little difference when responding there were no important problems that must be addressed (58%, 64%, and 56%, respectively) (see Table B10). On the other hand, continuing UCF students responded with a lower percentage (28%). While this group of students noted that parking was a most important problem (39%), other university transfer students found financial aid was a problem that must be addressed (22%).

Student class standing showed an ordering effect when answering there were no student service problems (see Table B11): Freshmen and Sophomores (62%); Juniors (41%); Seniors (36%); and Graduates (29%). Once again, parking was considered the most important student service problem. It should be noted that Freshmen did not agree (7%) with the other classes. Sophomores found it to be more important (38%) than Juniors (24%), Seniors (33%), or Graduates (14%). Graduates also found registration (14%) an important problem as well as financial aid (9%).

Although the location of the administered survey in parking resulted in a students responding with parking as a student service problem (28%), many of the other locations also reported a high percentage indicating that parking is viewed as an important “service problem” at UCF (see Table B12). Surveys administered at Administration had the highest percentage (67%) with the other locations showing comparable responses (25%).

4.0 OBSERVATIONS ON LINE LENGTHS

After every two surveys were conducted, the UCF 21 team member recorded the number of servers and the number of students waiting in line. Parking Services was observed on the second day of registration from 9am to noon (see Figure 19). During this period, two servers (two lines) provided service from 9:00 to 9:30, and then an additional server (line) was added. The line lengths at Parking Services ranged from 1 to 15 and the total number of people waiting ranged from 4 to 45. The average line length was 6 and the average number of people waiting was 16.

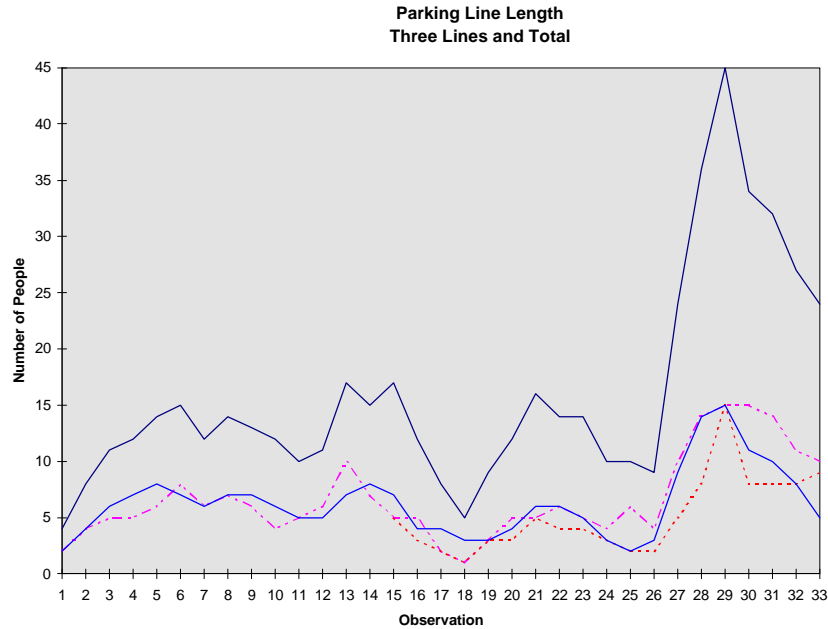


Figure 19. Line Length Observations at Parking (8/20/97 from 9am to noon)
 (Note: a third server was added at 9:30)

Observations of line lengths were taken at the location where students obtain their Identification Cards (or All Campus Cards) from 3pm to 5pm on the first day of registration (see Figure 20). There were two servers (but only one line) from 3pm to 4:50 and which reduced to one. The number of students waiting ranged from 1 to 10 with an average of approximately 5 people waiting.

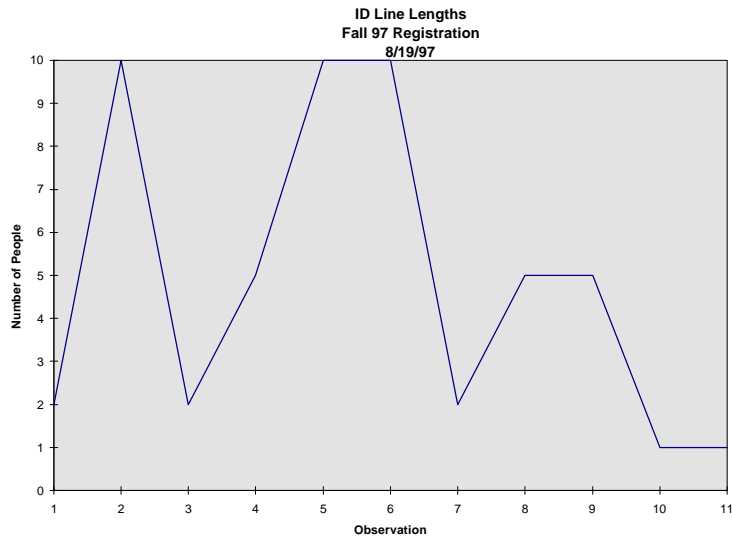


Figure 20. Line Length Observations at All Campus Card/Student ID
 (8/19/97 from 3pm to 5pm. Note: there were two servers for most of the time)

Observations at the Cashiers Office took place from 9am to 3pm on the first day of registration (see Figures 21 and 22). The number of servers ranged from 2 to 6 with higher numbers during peak line lengths. The maximum number of people waiting during the morning hours was 15 and during the afternoon hours was 11. The average during the morning hours was 5 and the average in the afternoon was approximately 4.

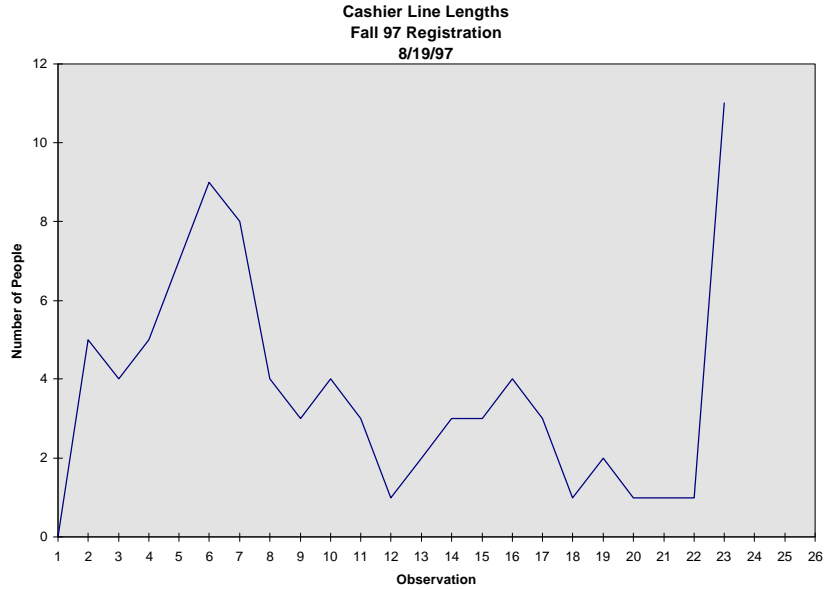


Figure 21. Line Length Observations at Cashiers Office (8/19/97 from 9am to noon)
(Note: there were 4 to 6 servers)

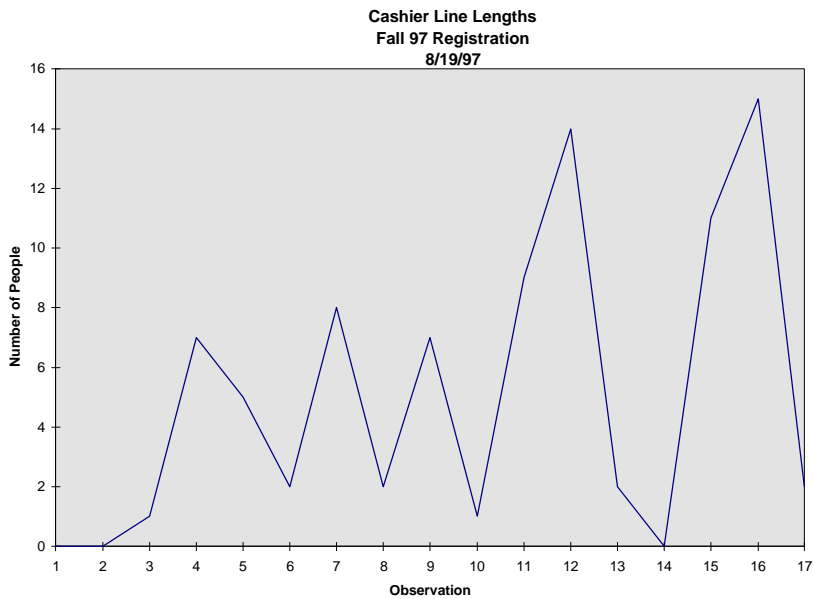


Figure 22. Line Length Observations at Cashiers Office (8/19/97 from noon to 3pm)
(Note: there were between 2 to 5 servers)

Observations at the Financial Aid office took place on 8/19/97 from 3pm to 5pm and on 8/20/97 from 9am to noon (see Figures 23 and 24, respectively). The number of servers ranged from 4 to 6 on the first day and remained constant at 4 the second day of registration. The number waiting in line ranged from 3 to 19 on the first day and 2 to 22 on the second day. The average number waiting in line was approximately 12 on both days.

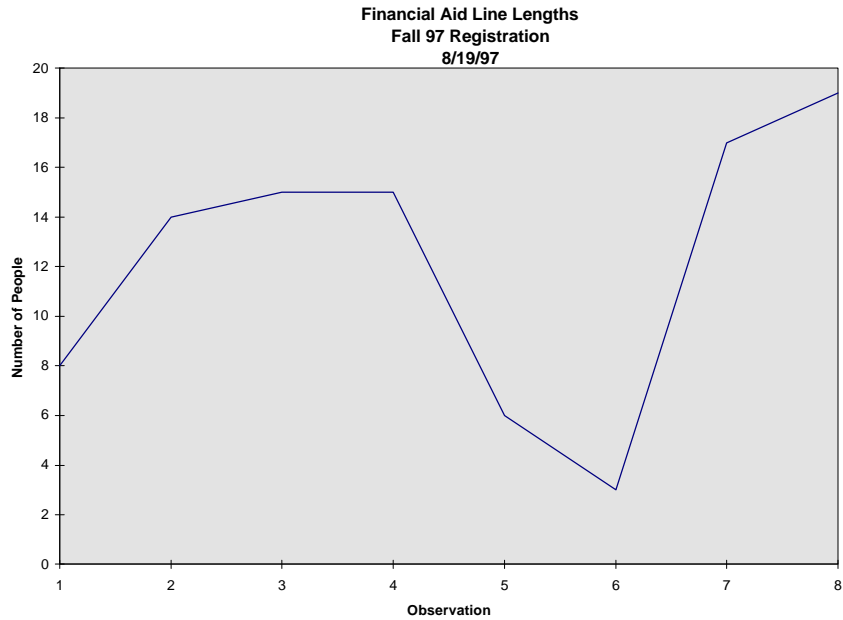


Figure 23. Line Length Observations at Financial Aid Office (8/19/97 from 3pm to 5pm)
(Note: there were between 4 to 6 servers)

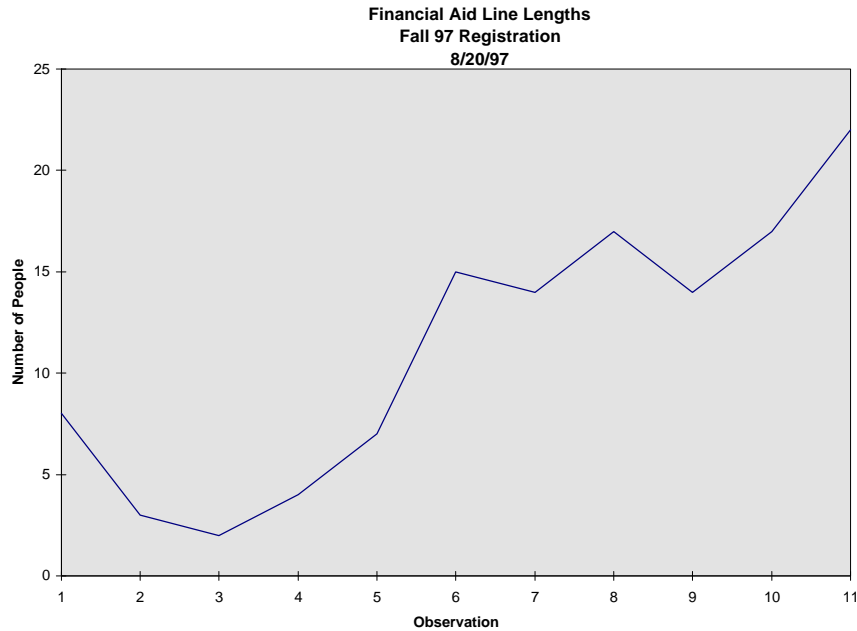


Figure 24. Line Length Observations at Financial Aid Office (8/20/97 from 9am to noon. Note: there were 4 servers)

5.0 CONCLUSIONS AND RECOMMENDATIONS

This report has summarized the results of the student interviews conducted during Fall 1997 registration. As noted in the body of the report, the results of this study are merely suggestive due to the use of a convenience rather than a statistical sample. However, the results do suggest some student service areas that may warrant further investigation.

Based upon these current findings, the following areas have been identified for further investigation:

- Campus Parking concerns and the differences in perception among the five colleges
- Financial Aid and information dissemination
- Practices/procedures of those colleges receiving high ratings of student satisfaction
- Satisfaction with campus services as a function of class standing
- Factors that affect registration success

Additionally, there were several service areas that were not particularly problematic for students, but were mentioned by a number of students. The following student service areas are possible considerations for study:

- Orientation
- Length of waiting lines across the various colleges
- Conflicting information amongst offices/colleges when completing the registration process
- Variety & expense of campus food
- Broadcasting of campus events
- Library hours

It is recommended that additional studies be performed at the UCF main campus and satellite campuses, during various registration time intervals, and during evening hours in order to gain a more accurate representation of student concerns and the degree of importance of various student services.

APPENDIX A
The Survey Instrument

**FALL 97 REGISTRATION SURVEY
OPERATIONAL EXCELLENCE INITIATIVE**

Gender: M F Age: _____
 Class: Freshman Sophomore Junior Senior Graduate
 Type: Part-time (UG: less than 12 hours, G: work full time) Full-time
 Source: Continuing UCF CC transfer Other Univ transfer First time
 International: No Yes Country: _____
 Financial Loan Fellowship/scholarship Work/Job Grant
 Support: Parents Work-study Assistantship Other _____
 College: A&S Business Education Engineering Health & Public Affairs

Registration Questions:

Mode: Phone in advance Phone today In person
 Success: Got all classes Didn't get all classes Reason: Section filled/closed
 Canceled Wrong times Other _____
 Holds: No Yes Type of hold? Library Parking Health Tuition/fees
 Other _____
 Hold Resolution Easy Difficult Why? _____

Did you know you had a registration hold before you went to register? Yes No
 How long did you wait to register? _____
 How long did the actual registration process take? _____
 Did you receive adequate information about registration procedures before registering?
 Yes No What was missing? _____
 Did you (have to) see an advisor before registering? No Yes Process? Appointment Walk-in
 How long did you wait to see the advisor? _____
 How long did the actual advising process take? _____

Financial Aid Questions:

Did you receive adequate information about financial aid before coming to UCF?
 Yes No What was missing? _____
 Did you visit the Financial Aid Office this week? No Yes Reason: Initial application
 Complete paperwork Obtain Information Resolve problem Type? _____
 Type of Aid: Loans Grants Work study Other _____
 Did you receive adequate information about financial aid procedures before the visit?
 Yes No What was missing? _____

General:

Did you have to make any repeat visits to UCF to complete any processes? _____

 Did you have to make any repeat visits to any offices to complete any processes? _____

 Areas where you received good service? _____

 Areas where you received unsatisfactory service? _____

 What information do you need that you are not currently receiving from UCF? _____

 Are there any student service problems at UCF that need to be addressed? If so, which one is most important?

APPENDIX B

Cross-Comparisons

Table B1: Cross Tab of Type of Good Service and College

Count of Good Service	College					
Satisfactory Service Groups	Arts and Sciences	Bus Admin	Education	Engineering	Health and Public Affairs	Grand Total
ADMISSIONS	0.00%	4.76%	2.94%	0.00%	0.00%	1.27%
ADVISOR	4.17%	14.29%	5.88%	0.00%	17.24%	7.64%
ALL	35.42%	19.05%	26.47%	20.00%	27.59%	27.39%
BOOKSTORE	2.08%	4.76%	2.94%	0.00%	0.00%	1.91%
OTHER	18.75%	0.00%	11.76%	12.00%	3.45%	10.83%
CASHIER	4.17%	0.00%	0.00%	0.00%	6.90%	2.55%
COUNSELING	0.00%	0.00%	2.94%	4.00%	0.00%	1.27%
DISABILITY SVCS	0.00%	0.00%	0.00%	0.00%	6.90%	1.27%
EDUCATION	0.00%	0.00%	14.71%	0.00%	0.00%	3.18%
ENGINEERING	0.00%	0.00%	0.00%	28.00%	0.00%	4.46%
FIN AID	4.17%	9.52%	5.88%	0.00%	17.24%	7.01%
ID CARD	2.08%	4.76%	0.00%	0.00%	3.45%	1.91%
INTERNATIONAL OFFICES	0.00%	4.76%	0.00%	4.00%	0.00%	1.27%
NONE	2.08%	9.52%	5.88%	8.00%	6.90%	5.73%
OASIS	4.17%	0.00%	0.00%	0.00%	0.00%	1.27%
ORIENTATION	10.42%	4.76%	0.00%	4.00%	0.00%	4.46%
REGISTRAR	0.00%	9.52%	2.94%	0.00%	0.00%	1.91%
REGISTRATION	6.25%	4.76%	17.65%	12.00%	6.90%	9.55%
STUDENT UNION	6.25%	9.52%	0.00%	8.00%	3.45%	5.10%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table B2: Cross Tab of Type of Good Service and Source of Student

Count of Good Service Satisfactory Service Groups	Source				Grand Total
	Community College transfer	Continuing UCF	First time	Other University transfer	
ADMISSIONS	2.13%	1.39%	0.00%	0.00%	1.24%
ADVISOR	10.64%	11.11%	0.00%	0.00%	8.07%
ALL	38.30%	18.06%	42.42%	0.00%	27.95%
BOOKSTORE	0.00%	2.78%	3.03%	0.00%	1.86%
OTHER	8.51%	15.28%	6.06%	11.11%	11.18%
CASHIER	4.26%	2.78%	0.00%	0.00%	2.48%
COUNSELING	2.13%	1.39%	0.00%	0.00%	1.24%
DISABILITY SVCS	2.13%	1.39%	0.00%	0.00%	1.24%
EDUCATION	2.13%	2.78%	3.03%	11.11%	3.11%
ENGINEERING	0.00%	9.72%	0.00%	0.00%	4.35%
FIN AID	4.26%	5.56%	12.12%	11.11%	6.83%
ID CARD	4.26%	0.00%	3.03%	0.00%	1.86%
INTERNATIONAL OFFICES	0.00%	1.39%	0.00%	11.11%	1.24%
NONE	4.26%	2.78%	0.00%	44.44%	4.97%
OASIS	0.00%	2.78%	0.00%	0.00%	1.24%
ORIENTATION	4.26%	0.00%	12.12%	11.11%	4.35%
REGISTRAR	0.00%	4.17%	0.00%	0.00%	1.86%
REGISTRATION	12.77%	9.72%	9.09%	0.00%	9.94%
STUDENT UNION	0.00%	6.94%	9.09%	0.00%	4.97%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%

Table B3: Cross Tab of Type of Good Service and Student Class Standing

Count of Good Service Satisfactory Service Groups	Class					Grand Total
	Freshman	Graduate	Junior	Senior	Sophomore	
ADMISSIONS	0.00%	0.00%	3.51%	0.00%	0.00%	1.24%
ADVISOR	0.00%	0.00%	7.02%	14.29%	28.57%	8.07%
ALL	47.06%	19.05%	33.33%	11.43%	14.29%	27.95%
BOOKSTORE	0.00%	9.52%	1.75%	0.00%	0.00%	1.86%
OTHER	5.88%	9.52%	14.04%	14.29%	7.14%	11.18%
CASHIER	2.94%	0.00%	3.51%	0.00%	7.14%	2.48%
COUNSELING	0.00%	0.00%	1.75%	0.00%	7.14%	1.24%
DISABILITY SVCS	0.00%	0.00%	0.00%	2.86%	7.14%	1.24%
EDUCATION	0.00%	9.52%	0.00%	5.71%	7.14%	3.11%
ENGINEERING	2.94%	14.29%	0.00%	8.57%	0.00%	4.35%
FIN AID	11.76%	0.00%	7.02%	5.71%	7.14%	6.83%
ID CARD	0.00%	4.76%	1.75%	2.86%	0.00%	1.86%
INTERNATIONAL OFFICES	0.00%	4.76%	1.75%	0.00%	0.00%	1.24%
NONE	2.94%	9.52%	5.26%	2.86%	7.14%	4.97%
OASIS	0.00%	0.00%	1.75%	2.86%	0.00%	1.24%
ORIENTATION	11.76%	0.00%	3.51%	2.86%	0.00%	4.35%
REGISTRAR	0.00%	0.00%	3.51%	0.00%	7.14%	1.86%
REGISTRATION	11.76%	9.52%	8.77%	14.29%	0.00%	9.94%
STUDENT UNION	2.94%	9.52%	1.75%	11.43%	0.00%	4.97%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table B4: Cross Tab of Type of Good Service and Location of Survey

Count of Good Service	Location										Grand Total
	ADMIN	ADMIS-SIONS	BOOK STORE	CASHIER S	EDUCATION	FIN AID	ID CARD	MEP	PARKI SCA NG	SCA	
ADMISSIONS	0.00%	0.00%	0.00%	0.00%	6.67%	0.00%	11.11%	0.00%	0.00%	0.00%	1.32%
ADVISOR	12.50%	0.00%	12.50%	17.39%	0.00%	6.25%	11.11%	0.00%	5.88%	0.00%	8.61%
ALL	12.50%	0.00%	25.00%	34.78%	20.00%	35.42%	0.00%	0.00%	17.65	0.00%	25.17
BOOKSTORE	0.00%	0.00%	8.33%	0.00%	6.67%	0.00%	0.00%	0.00%	0.00%	0.00%	1.99%
OTHER	12.50%	25.00%	0.00%	0.00%	13.33%	16.67%	11.11%	0.00%	29.41	0.00%	11.92
CASHIER	12.50%	25.00%	4.17%	0.00%	0.00%	2.08%	0.00%	0.00%	0.00%	0.00%	2.65%
COUNSELING	0.00%	0.00%	0.00%	4.35%	6.67%	0.00%	0.00%	0.00%	0.00%	0.00%	1.32%
DISABILITY SVCS	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%	5.88%	0.00%	1.32%
EDUCATION	0.00%	0.00%	4.17%	4.35%	0.00%	4.17%	0.00%	0.00%	5.88%	0.00%	3.31%
ENGINEERING	25.00%	0.00%	4.17%	4.35%	0.00%	2.08%	0.00%	0.00%	5.88%	0.00%	3.97%
FIN AID	12.50%	0.00%	8.33%	17.39%	0.00%	6.25%	11.11%	0.00%	0.00%	0.00%	7.28%
ID CARD	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	1.99%
INTERNATIONAL OFFICES	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%	5.88%	0.00%	1.32%
NONE	0.00%	0.00%	0.00%	0.00%	13.33%	6.25%	0.00%	50.00%	5.88%	0.00%	4.64%
OASIS	0.00%	0.00%	4.17%	0.00%	0.00%	2.08%	0.00%	0.00%	0.00%	0.00%	1.32%
ORIENTATION	0.00%	0.00%	4.17%	8.70%	0.00%	6.25%	0.00%	0.00%	5.88%	0.00%	4.64%
REGISTRAR	0.00%	0.00%	0.00%	0.00%	0.00%	4.17%	0.00%	0.00%	5.88%	0.00%	1.99%
REGISTRATION	12.50%	0.00%	4.17%	8.70%	33.33%	6.25%	0.00%	50.00%	5.88%	100.00	9.93%
STUDENT UNION	0.00%	50.00%	20.83%	0.00%	0.00%	2.08%	0.00%	0.00%	0.00%	0.00%	5.30%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table B5: Cross Tab of Type of Unsatisfactory Service and College

Count of Unsatisfactory Service	College						
Unsatisfactory Service Groups	Arts and Sciences	Business Administration	Educa- tion	Engineer- ing	Health and Public Affairs		Grand Total
ADMISSIONS	1.96%	9.09%	0.00%	8.00%		0.00%	3.11%
ADVISOR	1.96%	0.00%	5.88%	0.00%		3.45%	2.48%
ALL	3.92%	0.00%	0.00%	4.00%		0.00%	1.86%
OTHER	13.73%	9.09%	8.82%	16.00%		0.00%	9.94%
CASHIER	1.96%	4.55%	0.00%	4.00%		3.45%	2.48%
FIN AID	7.84%	9.09%	11.76%	16.00%		3.45%	9.32%
NONE	45.10%	45.45%	58.82%	52.00%		75.86%	54.66%
ORIENTATION	11.76%	4.55%	2.94%	0.00%		6.90%	6.21%
PARKING	7.84%	4.55%	8.82%	0.00%		3.45%	5.59%
REGISTRATION	3.92%	13.64%	2.94%	0.00%		3.45%	4.35%
Grand Total	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%

Table B6: Cross Tab of Type of Unsatisfactory Service and Source of Student

Count of Unsatisfactory Service	Source				
Unsatisfactory Service Groups	Community College transfer	Continuing UCF	First time	Other University transfer	Grand Total
ADMISSIONS	0.00%	4.05%	3.03%	10.00%	3.05%
ADVISOR	6.38%	0.00%	0.00%	10.00%	2.44%
ALL	0.00%	4.05%	0.00%	0.00%	1.83%
OTHER	8.51%	10.81%	6.06%	10.00%	9.15%
CASHIER	0.00%	5.41%	0.00%	0.00%	2.44%
FIN AID	8.51%	10.81%	6.06%	10.00%	9.15%
NONE	63.83%	48.65%	63.64%	40.00%	55.49%
ORIENTATION	10.64%	5.41%	6.06%	0.00%	6.71%
PARKING	0.00%	5.41%	12.12%	10.00%	5.49%
REGISTRATION	2.13%	5.41%	3.03%	10.00%	4.27%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%

Table B7: Cross Tab of Type of Unsatisfactory Service and Student Class Standing

Count of Unsatisfactory Service	Class						Grand Total
	Freshman	Graduate	Junior	Senior	Sophomore		
Unsatisfactory Service Groups							
ADMISSIONS	5.88%	0.00%	1.69%	2.70%	7.14%	3.05%	
ADVISOR	0.00%	0.00%	5.08%	2.70%	0.00%	2.44%	
ALL	2.94%	5.00%	1.69%	0.00%	0.00%	1.83%	
OTHER	5.88%	20.00%	6.78%	13.51%	7.14%	9.76%	
CASHIER	0.00%	0.00%	3.39%	5.41%	0.00%	2.44%	
FIN AID	5.88%	5.00%	11.86%	10.81%	7.14%	9.15%	
NONE	61.76%	55.00%	55.93%	40.54%	71.43%	54.88%	
ORIENTATION	5.88%	0.00%	13.56%	0.00%	7.14%	6.71%	
PARKING	11.76%	5.00%	0.00%	10.81%	0.00%	5.49%	
REGISTRATION	0.00%	10.00%	0.00%	13.51%	0.00%	4.27%	
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Table B8: Cross Tab of Type of Unsatisfactory Service and Location of Survey

Count of Unsatisfactory Service	Location										
Unsatisfactory Service Groups	ADMIN	ADMISSIO NS	BOOKSTO RE	CASHIER S	EDUCATI ON	FIN AID	ID CARD	MEP	PARKIN G	SCA	Grand Total
ADMISSIONS	0.00%	0.00%	0.00%	3.70%	0.00%	2.08%	0.00%	50.00%	5.56%	0.00%	2.60%
ADVISOR	0.00%	0.00%	0.00%	0.00%	6.67%	2.08%	0.00%	0.00%	5.56%	0.00%	1.95%
ALL	0.00%	0.00%	4.17%	0.00%	0.00%	0.00%	0.00%	0.00%	5.56%	0.00%	1.30%
OTHER	33.33%	0.00%	8.33%	11.11%	20.00%	6.25%	11.11%	0.00%	11.11%	0.00%	10.39%
CASHIER	0.00%	0.00%	0.00%	7.41%	0.00%	2.08%	11.11%	0.00%	0.00%	0.00%	2.60%
FIN AID	16.67%	25.00%	4.17%	7.41%	6.67%	12.50%	11.11%	50.00%	5.56%	0.00%	9.74%
NONE	33.33%	25.00%	54.17%	55.56%	53.33%	62.50%	44.44%	0.00%	61.11%	0.00%	54.55%
ORIENTATION	0.00%	0.00%	12.50%	14.81%	0.00%	2.08%	11.11%	0.00%	5.56%	0.00%	6.49%
PARKING	16.67%	25.00%	0.00%	0.00%	6.67%	8.33%	11.11%	0.00%	0.00%	100%	5.84%
REGISTRATION	0.00%	25.00%	16.67%	0.00%	6.67%	2.08%	0.00%	0.00%	0.00%	0.00%	4.55%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table B9: Cross Tab of Main Student Service Problems and College

Count of Student Svcs Problems	College						
Student Svcs Problems Groups	Arts and Sciences	Business Administration	Education	Engineering	Health and Public Affairs		Grand Total
ADVISING	6.52%	0.00%	3.57%	0.00%	0.00%	0.00%	2.72%
BROADCAST EVENTS	6.52%	0.00%	0.00%	0.00%	0.00%	3.70%	2.72%
OTHER	4.35%	10.00%	7.14%	15.38%	11.11%	0.00%	8.84%
CHECKLIST	2.17%	5.00%	3.57%	0.00%	0.00%	0.00%	2.04%
CLASS INFO	4.35%	5.00%	0.00%	0.00%	0.00%	0.00%	2.04%
DORMITORY	2.17%	0.00%	3.57%	0.00%	0.00%	0.00%	1.36%
FIN AID	4.35%	0.00%	3.57%	0.00%	0.00%	3.70%	2.72%
FOOD VARIETY	2.17%	0.00%	0.00%	3.85%	0.00%	0.00%	1.36%
NON-TRADITIONAL STUDENTS	2.17%	0.00%	3.57%	0.00%	0.00%	0.00%	1.36%
NONE	39.13%	50.00%	50.00%	38.46%	40.74%	0.00%	42.86%
OFFICE/STUDENT COMM	0.00%	0.00%	7.14%	7.69%	7.41%	0.00%	4.08%
ORIENTATION	6.52%	0.00%	0.00%	0.00%	0.00%	0.00%	2.04%
PARKING	17.39%	25.00%	14.29%	26.92%	33.33%	0.00%	22.45%
REGISTRATION	2.17%	5.00%	3.57%	7.69%	0.00%	0.00%	3.40%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table B10: Cross Tab of Main Student Service Problems and Source of Student

Count of Student Svcs Problems	Source					
Student Svcs Problems Groups	Community College transfer	Continuing UCF	First time	Other University transfer	Grand Total	
ADVISING	7.89%	1.33%	0.00%	0.00%	2.67%	
BROADCAST EVENTS	0.00%	2.67%	7.14%	0.00%	2.67%	
OTHER	10.53%	10.67%	3.57%	0.00%	8.67%	
CHECKLIST	2.63%	1.33%	0.00%	0.00%	1.33%	
CLASS INFO	0.00%	4.00%	0.00%	0.00%	2.00%	
DORMITORY	0.00%	0.00%	7.14%	0.00%	1.33%	
FIN AID	0.00%	1.33%	3.57%	22.22%	2.67%	
FOOD VARIETY	2.63%	1.33%	0.00%	0.00%	1.33%	
NON-TRADITIONAL STUDENTS	2.63%	1.33%	0.00%	0.00%	1.33%	
NONE	57.89%	28.00%	64.29%	55.56%	44.00%	
OFFICE/STUDENT COMM	0.00%	8.00%	0.00%	0.00%	4.00%	
ORIENTATION	5.26%	0.00%	3.57%	0.00%	2.00%	
PARKING	7.89%	38.67%	3.57%	11.11%	22.67%	
REGISTRATION	2.63%	1.33%	7.14%	11.11%	3.33%	
Grand Total	100%	100%	100%	100%	100%	

Table B11: Cross Tab of Main Student Service Problems and Student Class Standing

Count of Student Svcs Problems	Class						Grand Total
	Freshman	Graduate	Junior	Senior	Sophomore		
ADVISING	3.45%	0.00%	5.88%	0.00%	0.00%	2.67%	
BROADCAST EVENTS	6.90%	0.00%	0.00%	5.56%	0.00%	2.67%	
OTHER	6.90%	19.05%	7.84%	8.33%	0.00%	8.67%	
CHECKLIST	0.00%	4.76%	3.92%	0.00%	0.00%	2.00%	
CLASS INFO	0.00%	0.00%	1.96%	5.56%	0.00%	2.00%	
DORMITORY	6.90%	0.00%	0.00%	0.00%	0.00%	1.33%	
FIN AID	0.00%	9.52%	1.96%	2.78%	0.00%	2.67%	
FOOD VARIETY	0.00%	4.76%	1.96%	0.00%	0.00%	1.33%	
NON-TRADITIONAL STUDENTS	0.00%	0.00%	1.96%	2.78%	0.00%	1.33%	
NONE	62.07%	28.57%	41.18%	36.11%	61.54%	44.00%	
OFFICE/STUDENT COMM	3.45%	4.76%	3.92%	5.56%	0.00%	4.00%	
ORIENTATION	3.45%	0.00%	3.92%	0.00%	0.00%	2.00%	
PARKING	6.90%	14.29%	23.53%	33.33%	38.46%	22.67%	
REGISTRATION	0.00%	14.29%	1.96%	0.00%	0.00%	2.67%	
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Table B12: Cross Tab of Main Student Service Problems and Location of Survey

Count of Student Svcs Problems	Location										
Student Svcs Problems Groups	ADMIN	ADMIS- SIONS	BOOK- STORE	CASHIER S	EDUCA- TION	FIN AID	ID CARD	MEP	PARKIN G	SCA	Grand Total
ADVISING	0.00%	0.00%	0.00%	3.85%	0.00%	4.76%	11.11%	0.00%	0.00%	0.00%	2.86%
BROADCAST EVENTS	0.00%	0.00%	8.70%	0.00%	0.00%	2.38%	0.00%	0.00%	5.56%	0.00%	2.86%
OTHER	0.00%	0.00%	8.70%	3.85%	0.00%	7.14%	22.22%	50.00%	11.11%	0.00%	7.86%
CHECKLIST	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%	0.00%	0.00%	5.56%	0.00%	1.43%
CLASS INFO	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.56%	0.00%	2.14%
DORMITORY	0.00%	0.00%	4.35%	3.85%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.43%
FIN AID	0.00%	0.00%	4.35%	7.69%	0.00%	0.00%	11.11%	0.00%	0.00%	0.00%	2.86%
NON-TRADITIONAL STUDENTS	0.00%	0.00%	4.35%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	0.00%	1.43%
NONE	33.33%	0.00%	52.17%	46.15%	22.22%	54.76%	22.22%	50.00%	38.89%	0.00%	43.57
OFFICE/STUDENT COMM	0.00%	25.00%	8.70%	0.00%	22.22%	2.38%	0.00%	0.00%	0.00%	0.00%	4.29%
ORIENTATION	0.00%	0.00%	0.00%	3.85%	0.00%	2.38%	0.00%	0.00%	5.56%	0.00%	2.14%
PARKING	66.67%	25.00%	0.00%	26.92%	22.22%	23.81%	33.33%	0.00%	27.78%	100.00%	23.57
REGISTRATION	0.00%	0.00%	8.70%	3.85%	11.11%	2.38%	0.00%	0.00%	0.00%	0.00%	3.57%
Grand Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

