

De Anza College Office of Institutional Research and Planning

To: Enrollment Advisory Committee

From: Ola Sabawi, Research Analyst

Date: 4/30/2018

Subject: Registration Survey-Spring 2018

The registration survey was intended to collect feedback from students on their experience with the course registration process. It was distributed to students who attempted to register for courses at De Anza during the spring quarter of 2018. It was emailed to all students who registered for a course within Banner after their first entry into the Banner system. The email was sent once per week. 618 respondents have completed the survey.

Important highlights include:

Satisfaction with the registration process: 76% (466) of respondents indicated that they were either very satisfied or somewhat satisfied with the registration process. 17% (108) of respondents indicated they were not very satisfied while 7% (43) indicated they were very unsatisfied.

Course registration: 42% (260) of respondents indicated they were able to register for all the courses they had planned to take, 28% (175) indicated they were able to register for most of the courses they planned to take, 23% (144) were able to register in only a few of the courses they planned to take, and 6% (35) were not able to register for any of the courses they planned to take.

Top registration challenge: 35% (125) of respondents reported that the courses they wanted were full, 15% (53) reported not finding a course that was offered during their preferred days or times, 15% (53) indicated the online registration system was slow or confusing, 10% (34) wanted a particular instructor and found their course unavailable, and 5% (18) indicated they did not have pre-requisite clearance to register in their wanted course. Other challenges were cited at rates of 4% or less.

Second registration challenge: When asked to choose a second challenge, 22% (79) respondents indicated the courses they wanted were full, 15% (53) reported not finding a course that was offered during their preferred days or times, 15% (52) indicated the online registration system was slow or confusing, 14% (51) indicated that they did not face a second challenge during registration, and 8% (29) wanted a particular instructor and found their course unavailable. Other challenges were cited at rates of 5% or less.

Wanted course was full: Of respondents who choose “The courses I wanted were full”, 23% (45) reported that the course they wanted was from the mathematics department, 12% (24) reported chemistry, 11% (22) reported English as a second language, 10% (20) reported computer information systems, 10% (19) reported English/writing, 8% (15) reported biology, and 7% (13) indicated a department that was not listed. Other departments were cited at rates of 4% or less.

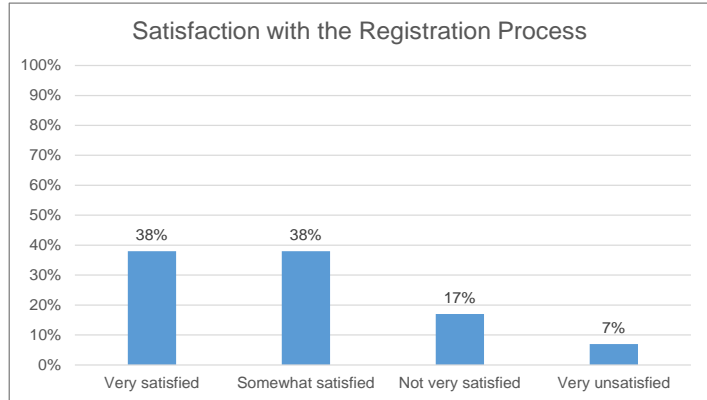
Preferred day and time: A combined 64% (68) of respondents indicated that they prefer to register for courses offered during the morning or late morning period (8:30 am – 1:30 pm), other times were cited at rates of 10% or less. 61% (64) of respondents indicated they prefer to register for courses offered on any weekday (22% included Friday while 39% excluded Friday). Other days were cited at rates of 19% or less.

Difficulty with planning class schedule: 65% (399) of respondents indicated they did not have any difficulties while planning their class schedule this term while 35% (217) indicated they did have some difficulties. When asked to explain the issues they have encountered, the top 3 reported issues included that their courses had long time gaps in between, or had conflicting or odd times (18%; 36), the courses they wanted were full (12%; 23), and that the registration system was slow or kept crashing or glitching during registration (10%; 20).

Results:

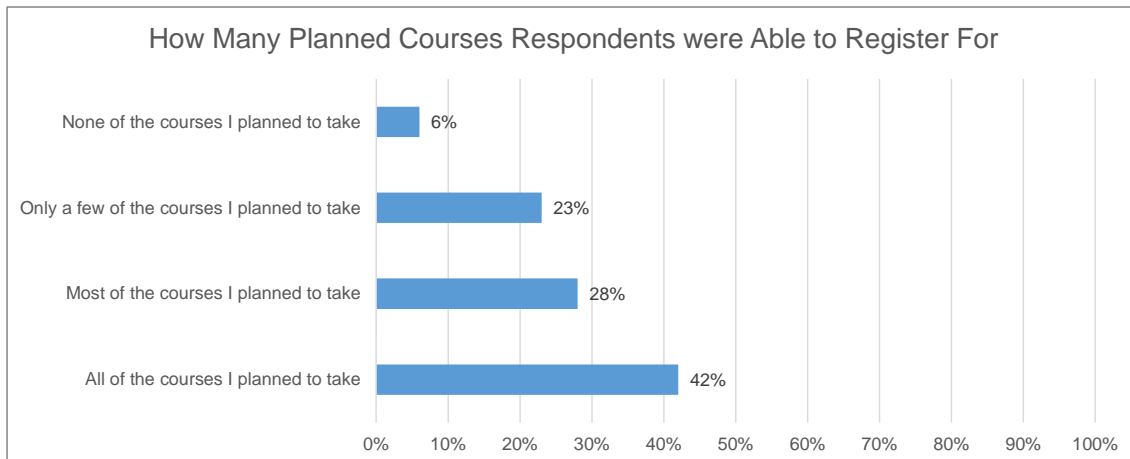
1. How satisfied were you with the OVERALL registration process from the time you entered MyPortal to the time you received this survey?

	Respondents	Percent
Very satisfied	234	38%
Somewhat satisfied	232	38%
Not very satisfied	108	17%
Very unsatisfied	43	7%
No response	1	0%
Total	618	100%



2. Of all the courses you had planned to take this term, how many were you able to register for?

	Respondents	Percent
All of the courses I planned to take	260	42%
Most of the courses I planned to take	175	28%
Only a few of the courses I planned to take	144	23%
None of the courses I planned to take	35	6%
No response	4	1%
Total	618	100%



**3. Please select the TOP challenge you experienced while registering for classes this term:
(select one)**

	Respondents	Percent
The courses I wanted were full	125	35%
The courses I needed were not offered at the time I needed or on the day I needed	53	15%
The online registration system was slow or confusing	53	15%
I wanted a particular instructor but their course was not available	34	10%
I did not have the prerequisite clearance	18	5%
I wanted an online course and only face-to-face sections were available	14	4%
I wasn't sure what courses to take	11	3%
The course I wanted to take is not offered at this college	7	2%
I wanted a face-to-face course and only online sections were available	2	1%
I could not contact anyone for assistance	1	0%
Other	31	9%
No response	5	1%
Total	354	100%

a. Other: (open-ended response)

Theme	Students	Percent
Courses were not offered/full/cancelled	4	20%
Complications with waitlist system	2	10%
The registration process is too long and complicated/frustration over starting the registration process from the beginning for each course	2	10%
The registration system was slow or kept crashing	2	10%
Already passed pre-requisite courses but was still rejected by the system	1	5%
Class search filter did not work	1	5%
Having to register at a later date and to reapply after taking online courses the previous quarter	1	5%
Chem courses were not yet available for registration on registration day/time	1	5%
Date and time conflict error message appears only after student attempt to register, causing them to start from the beginning	1	5%
Error message provided a broken explanation link (website unavailable)	1	5%
Registration date was too late	1	5%
Was not able to get pre-requisite clearance	1	5%
Was not able to retake course	1	5%
Wasn't sure which courses to take	1	5%
Total	20	100%

**4. What is the SECOND challenge you experienced while registering for classes this term:
(select one)**

	Respondents	Percent
The courses I wanted were full	79	22%
The courses I needed were not offered at the time I needed or on the day I needed	53	15%
The online registration system was slow or confusing	52	15%
I do not have another reason	51	14%
I wanted a particular instructor but their course was not available	29	8%
I did not have the prerequisite clearance	18	5%
I wanted an online course and only face-to-face sections were available	18	5%
I wasn't sure what courses to take	18	5%
I could not contact anyone for assistance	7	2%
I wanted a face-to-face course and only online sections were available	5	1%
The course I wanted to take is not offered at this college	5	1%
No response	9	3%
Other	10	3%
Total	354	100%

a. Other: (open-ended response)

Theme	Students	Percent
The registration system was slow or kept crashing	2	25%
Accused of a system break-in	1	13%
Too few good math instructors, their courses always full	1	13%
Last course to complete degree not offered	1	13%
Difficulty with account/password set up	1	13%
The system does not give an indication that a course was added when submitting a course CRN	1	13%
Class search filter did not work	1	13%
Total	8	100%

5. Follow up question for respondents who chose “The courses I needed were not offered at the time I needed or on the day I needed”

a. What would be your preferred times to take courses:

	Respondents	Percent
Early morning between 6:30 a.m. and 8:30 a.m.	9	8%
Morning between 8:30 a.m. and 11:30 a.m.	36	34%
Late morning – early afternoon between 11:30 a.m. and 1:30 p.m.	32	30%
Afternoon between 1:30 p.m. and 4:30 p.m.	11	10%
Late afternoon – early evening between 4:30 p.m. and 6:30 p.m.	7	7%
Evening between 6:30 p.m. and 10:00 p.m.	11	10%
Total	106	100%

b. Which day(s) of the week would you prefer to take courses? (select one)

	Respondents	Percent
Monday Tuesday Wednesday Thursday and Friday	23	22%
Monday Tuesday Wednesday and Thursday	41	39%
Monday and Wednesday and Friday	1	1%
Monday and Wednesday	16	15%
Tuesday and Thursday	20	19%
Friday and Saturday	3	3%
Friday only	1	1%
No response	1	1%
Total	106	100%

6. Follow up question for respondents who chose “The courses I wanted were full”

a. 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?

	Respondents	Percent
Mathematics	45	23%
Chemistry	24	12%
English as a Second Language	22	11%
Computer Information Syst	20	10%
English/Writing	19	10%
Biology	15	8%
Other	13	7%
Arts	8	4%
Speech/Communication	5	3%
Accounting	5	3%
Economics	4	2%
Psychology	3	2%
Philosophy	3	2%
Humanities	3	2%
Child Development	3	2%
Intercultural Studies	2	1%
Reading	1	1%
Political Science	1	1%
History	1	1%
Business	1	1%
Total	198	100%

b. Other: (open-ended response)

	Responses	Percent
Physics	4	33%
Sociology	1	8%
Health	1	8%
Online Courses: Sociology, Psychology, Humanities	1	8%
Chemistry	1	8%
Engineering	1	8%
Environmental Studies	1	8%
Italian	1	8%
DMT	1	8%
Total	12	100%

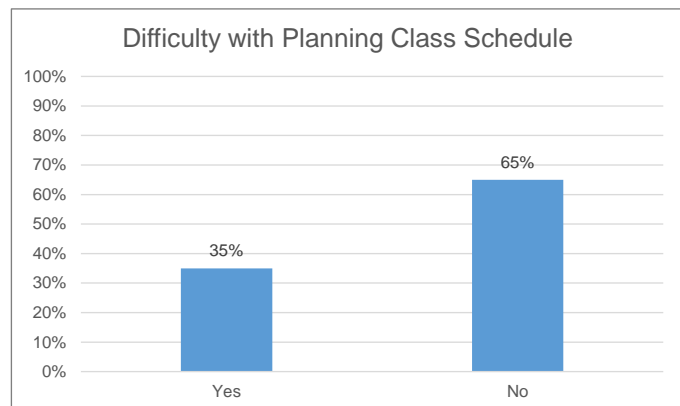
7. Follow up question for respondents who chose “The course I wanted to take is not offered at this college”

a. Which course(s) would you like to take that are not offered? (Open ended)

	Respondents	Percent
Berkeley Computer Science transferable classes	1	8%
CAOS	1	8%
EMT	1	8%
Fall	1	8%
Prevention of athletes injuries	1	8%
Radiology	1	8%
SOC 5 and SOC 15	1	8%
ECON 3 to 5	1	8%
Political Science (higher level)	1	8%
Museum	1	8%
Protool, Logic Pro, Studio Recording	1	8%
Shell Programming	1	8%
Total	12	100%

8. Did you have difficulty planning your class schedule for this term?

	Respondents	Percent
Yes	217	35%
No	399	65%
No response	2	0%
Total	618	100%



9. Follow up question for respondents who indicated they had difficulty planning their class schedule for this term:

a. What issues have you encountered? (Open ended)

Theme	Students	Percent
Courses have conflicting/odd times/ large time gaps between courses which makes scheduling difficult	36	18%
Courses were full	23	12%
The registration system was slow or kept crashing/ glitching	20	10%
The registration system was confusing/ unclear requirements/ pre-requisites/ unclear error messages/ waitlist instructions	16	8%
Too few courses were offered	14	7%
Too few good instructors, their courses always full	10	5%
Courses were not offered	9	5%
The registration system is outdated/not user friendly/ not consience of people with disabilities	9	5%
Registration date was too late	8	4%
The need for more online/evening courses	8	4%
Some courses only offered in the morning or only offered during certain quarters which causes delays to degree/transfer plans	7	4%
The need for a tool that can help compare course times and can suggest alternate course arrangements/ Plan schedule in calendar format	7	4%
Poor communication or misinformation from counselor or advisor caused delay in registration until all courses were full	6	3%
Courses were cancelled	3	2%
Relaying only on course CRN entries to find the desired course is time consumin and not practical	3	2%
Chem courses were not yet available for registration on registration day/time causing confusion and delay	2	1%
Course and department name changes make it difficult to match to Degree Works	2	1%
Difficult to plan a schedule when picking between required courses without knowing if some courses will not be offered the following year	2	1%
Priority registration level did not change in time for registration	2	1%
The need for good instructors to offer evening courses	2	1%
The need for more instructors or bigger class sizes	2	1%
Courses were in the catalog but are not offered	1	1%
De Anza requires more pre-requisite courses than other community colleges	1	1%
Early courses (7:00 AM) are inconvenient for long commuters/public transportation users	1	1%
More transparancy/upfront course costs, fees, and materials from the start of registration process	1	1%
Total	195	100%