

## **STUDENT REGISTRATION QUESTIONNAIRE**

This is an anonymous survey questionnaire to establish facts about our registration system and to further decide if it needs changes to be applied in order to better the experience.

Please answer the following questions based on your experiences when registering for Gateway Community College.

1. On a scale of 1-10, how would you rate your overall experience of registering to the college? You will be asked again at the end of the questionnaire. [ \_ ]
2. How much time did you spend on the registration process? Check one.
  - ☐ less than 1 hour
  - ☐ around 2 hours
  - ☐ more than 3 hours
  - ☐ Other: \_\_\_\_\_
3. Did you feel your time was respected?
  - ☐ Yes
  - ☐ No
4. Where did you complete the majority of your registration process? Check one.
  - ☐ Online
  - ☐ In-person
5. How difficult was it to complete the process?
  - ☐ Impossible
  - ☐ Mildly tedious
  - ☐ OK
  - ☐ Easy
  - ☐ Didn't even notice
6. Were you able to find the necessary forms/locations/information without assistance? Check one.
  - ☐ Yes
  - ☐ No
7. If you needed help, was it easy to find? Check one.
  - ☐ Yes
  - ☐ No

8. What help did you receive?

- ☐ Form explanation
- ☐ Signature other than yours
- ☐ Room/Office locations or directions
- ☐ Form locations

9. Did you feel like the information required from you was necessary or relevant?

- ☐ Yes
- ☐ No
- ☐ Not sure

10. What part of registration irritated you the most and why?

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11. If you could do the registration process again what would you do differently?

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12. On a scale of 1-10, how would you rate your overall experience of registering to the college? [ \_ ]