

2010 Spring Semester Enrollment Survey

Description:

Date Created: 2/4/2010 9:55:37 AM

Date Range: 2/5/2010 12:00:00 AM - 2/28/2010 11:59:00 PM

Total Respondents: 964

Q1. Which of the following type of classes are you taking for the Spring 2010 semester?

| Count | Percent | | |
|-------|-------------|------------------------|---------------------|
| 308 | 31.95% | <div><div></div></div> | On campus only |
| 470 | 48.76% | <div><div></div></div> | Virtual campus only |
| 178 | 18.46% | <div><div></div></div> | Both |
| 8 | 0.83% | <div><div></div></div> | Unsure |
| 964 | Respondents | | |

Q2. Which of the following tuitions were you charged?

| Count | Percent | | |
|-------|-------------|------------------------|--|
| 200 | 20.75% | <div><div></div></div> | Undergraduate Resident On-Campus tuition |
| 81 | 8.40% | <div><div></div></div> | Undergraduate Nonresident On-Campus tuition |
| 35 | 3.63% | <div><div></div></div> | Undergraduate Contiguous State On-Campus tuition |
| 21 | 2.18% | <div><div></div></div> | Graduate Resident On-Campus tuition |
| 9 | 0.93% | <div><div></div></div> | Graduate Nonresident On-Campus tuition |
| 2 | 0.21% | <div><div></div></div> | Graduate Contiguous State On-Campus tuition |
| 330 | 34.23% | <div><div></div></div> | Undergraduate Virtual College tuition |
| 109 | 11.31% | <div><div></div></div> | Graduate Virtual College tuition |
| 14 | 1.45% | <div><div></div></div> | Graduate MBA tuition |
| 105 | 10.89% | <div><div></div></div> | Combination of On-Campus and Virtual College tuition |
| 58 | 6.02% | <div><div></div></div> | Unsure |
| 964 | Respondents | | |

Q3. What is your academic classification?

| Count | Percent | | |
|-------|-------------|------------------------|-----------|
| 112 | 11.62% | <div><div></div></div> | Freshman |
| 141 | 14.63% | <div><div></div></div> | Sophomore |
| 248 | 25.73% | <div><div></div></div> | Junior |
| 264 | 27.39% | <div><div></div></div> | Senior |
| 168 | 17.43% | <div><div></div></div> | Graduate |
| 31 | 3.22% | <div><div></div></div> | Other |
| 964 | Respondents | | |

Q4. What is your age range?

| Count | Percent | | |
|-------|-------------|------------------------|----------|
| 0 | 0.00% | <div><div></div></div> | Under 18 |
| 366 | 37.97% | <div><div></div></div> | 18 - 22 |
| 258 | 26.76% | <div><div></div></div> | 23 - 30 |
| 153 | 15.87% | <div><div></div></div> | 31 - 40 |
| 179 | 18.57% | <div><div></div></div> | 41 - 59 |
| 8 | 0.83% | <div><div></div></div> | Over 59 |
| 964 | Respondents | | |

Q5. Is this your first semester at FHSU?

| Count | Percent | | |
|-------|-------------|--|-----|
| 120 | 12.45% | | Yes |
| 844 | 87.55% | | No |
| 964 | Respondents | | |

Q6. Did you know that your Scatcat e-mail is the official e-mail utilized by FHSU?

| Count | Percent | | |
|-------|-------------|--|-----|
| 954 | 98.96% | | Yes |
| 10 | 1.04% | | No |
| 964 | Respondents | | |

Q7. Do you have any additional comments or suggestions regarding Scatcat e-mail?

| Count | Percent | | |
|-------|-------------|--|----------------------|
| 133 | 13.80% | | Yes (please explain) |
| 831 | 86.20% | | No |
| 964 | Respondents | | |

Q8. Did you receive financial assistance for the Spring 2010 semester?

| Count | Percent | | |
|-------|-------------|--|-----|
| 700 | 72.61% | | Yes |
| 264 | 27.39% | | No |
| 964 | Respondents | | |

Q9. Which of the following type(s) of financial assistance did you receive for the Spring 2010 semester? (Check all that apply)

| Count | Respondent % | Response % | |
|-------|--------------|------------|--|
| 498 | 71.55% | 41.16% | Loan |
| 284 | 40.80% | 23.47% | Grant |
| 61 | 8.76% | 5.04% | Work study |
| 173 | 24.86% | 14.30% | University scholarship |
| 116 | 16.67% | 9.59% | Outside scholarship from a private donor |
| 30 | 4.31% | 2.48% | Tuition Assistance from employer |
| 23 | 3.30% | 1.90% | Veterans' Administration (VA) assistance |
| 25 | 3.59% | 2.07% | Other (please specify) |
| 696 | Respondents | | |
| 1210 | Responses | | |

Q10. When did you submit your federal financial aid application (FAFSA) for the 2009-2010 school year?

| Count | Percent | | |
|-------|-------------|------------------------|---------------------|
| 304 | 43.68% | <div><div></div></div> | Prior to March 2009 |
| 102 | 14.66% | <div><div></div></div> | April 2009 |
| 46 | 6.61% | <div><div></div></div> | May 2009 |
| 51 | 7.33% | <div><div></div></div> | June 2009 |
| 54 | 7.76% | <div><div></div></div> | July 2009 |
| 49 | 7.04% | <div><div></div></div> | August 2009 |
| 10 | 1.44% | <div><div></div></div> | September 2009 |
| 14 | 2.01% | <div><div></div></div> | October 2009 |
| 21 | 3.02% | <div><div></div></div> | November 2009 |
| 26 | 3.74% | <div><div></div></div> | December 2009 |
| 19 | 2.73% | <div><div></div></div> | January 2010 |
| 696 | Respondents | | |

Q11. Was your financial aid package available on TigerEnroll when you enrolled?

| Count | Percent | | |
|-------|-------------|------------------------|-----|
| 585 | 84.05% | <div><div></div></div> | Yes |
| 111 | 15.95% | <div><div></div></div> | No |
| 696 | Respondents | | |

Q12. What action(s) did you take to correct your financial aid?

| Count | Percent | | |
|-------|-------------|------------------------|--|
| 92 | 100.00% | <div><div></div></div> | |
| 92 | Respondents | | |

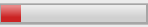

Q13. Please indicate your level of agreement with the following statement: My questions/concerns were answered promptly and adequately by the staff of the Financial Assistance Office.

| Count | Percent | | |
|-------|-------------|------------------------|----------------------------|
| 322 | 46.73% | <div><div></div></div> | Strongly agree |
| 212 | 30.77% | <div><div></div></div> | Moderately agree |
| 108 | 15.67% | <div><div></div></div> | Neither agree nor disagree |
| 37 | 5.37% | <div><div></div></div> | Moderately disagree |
| 10 | 1.45% | <div><div></div></div> | Strongly disagree |
| 689 | Respondents | | |


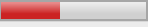
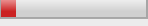
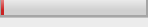
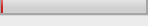
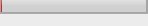
Q14. How would you rate the services you received from the Financial Assistance Office overall?

| Count | Percent | | |
|-------|-------------|------------------------|---------------|
| 273 | 39.62% | <div><div></div></div> | Excellent |
| 255 | 37.01% | <div><div></div></div> | Good |
| 100 | 14.51% | <div><div></div></div> | Average |
| 23 | 3.34% | <div><div></div></div> | Below average |
| 7 | 1.02% | <div><div></div></div> | Poor |
| 31 | 4.50% | <div><div></div></div> | No opinion |
| 689 | Respondents | | |

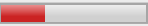
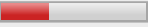
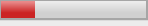
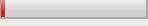
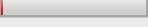
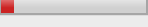
Q15. Do you have any additional comments or suggestions regarding the Financial Assistance Office?

| Count | Percent | | |
|-------|-------------|---|----------------------|
| 96 | 13.93% |  | Yes (please explain) |
| 593 | 86.07% |  | No |
| 689 | Respondents | | |


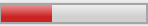
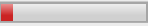
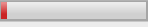
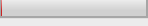
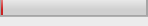
Q16. Please indicate your level of agreement with the following statements: - The e-mails from TigerEnroll provided sufficient information/assistance.

| Count | Percent | | |
|-------|-------------|---|----------------------------|
| 432 | 45.57% |  | Strongly agree |
| 386 | 40.72% |  | Moderately agree |
| 96 | 10.13% |  | Neither agree nor disagree |
| 19 | 2.00% |  | Moderately disagree |
| 12 | 1.27% |  | Strongly disagree |
| 3 | 0.32% |  | Not applicable |
| 948 | Respondents | | |

Q17. Please indicate your level of agreement with the following statements: - The Frequently Asked Questions at the beginning of TigerEnroll were helpful.

| Count | Percent | | |
|-------|-------------|---|----------------------------|
| 288 | 30.38% |  | Strongly agree |
| 313 | 33.02% |  | Moderately agree |
| 226 | 23.84% |  | Neither agree nor disagree |
| 23 | 2.43% |  | Moderately disagree |
| 12 | 1.27% |  | Strongly disagree |
| 86 | 9.07% |  | Not applicable |
| 948 | Respondents | | |

Q18. Please indicate your level of agreement with the following statements: - The TigerEnroll Worksheet was easy to use.

| Count | Percent | | |
|-------|-------------|---|----------------------------|
| 482 | 50.84% |  | Strongly agree |
| 336 | 35.44% |  | Moderately agree |
| 76 | 8.02% |  | Neither agree nor disagree |
| 37 | 3.90% |  | Moderately disagree |
| 5 | 0.53% |  | Strongly disagree |
| 12 | 1.27% |  | Not applicable |
| 948 | Respondents | | |

Q19. Who assisted you with the TigerEnroll process? (Check all that apply)

| Count | Respondent % | Response % | | |
|-------|--------------|------------|--|-----------------------------------|
| 65 | 6.86% | 5.19% | | Admissions |
| 438 | 46.20% | 34.98% | | Advisor |
| 18 | 1.90% | 1.44% | | CTC HelpDesk |
| 60 | 6.33% | 4.79% | | E-mail |
| 63 | 6.65% | 5.03% | | Financial Assistance Office |
| 60 | 6.33% | 4.79% | | Registrar's Office |
| 35 | 3.69% | 2.80% | | Student Fiscal Services (cashier) |
| 90 | 9.49% | 7.19% | | Website |
| 41 | 4.32% | 3.27% | | Other (please specify) |
| 382 | 40.30% | 30.51% | | No assistance required |
| 948 | Respondents | | | |
| 1252 | Responses | | | |

Q20. Do you have any additional comments or suggestions regarding the TigerEnroll Worksheet?

| Count | Percent | | |
|-------|-------------|--|----------------------|
| 63 | 6.65% | | Yes (please explain) |
| 885 | 93.35% | | No |
| 948 | Respondents | | |

Q21. Please indicate your level of agreement with the following statement: The Enrollment Holds were easy to understand.

| Count | Percent | | |
|-------|-------------|--|----------------------------|
| 351 | 37.14% | | Strongly agree |
| 302 | 31.96% | | Moderately agree |
| 101 | 10.69% | | Neither agree nor disagree |
| 33 | 3.49% | | Moderately disagree |
| 10 | 1.06% | | Strongly disagree |
| 148 | 15.66% | | Not applicable |
| 945 | Respondents | | |

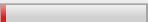

Q22. Do you have any additional comments or suggestions regarding the Enrollment Holds?

| Count | Percent | | |
|-------|-------------|--|----------------------|
| 36 | 3.81% | | Yes (please explain) |
| 909 | 96.19% | | No |
| 945 | Respondents | | |

Q23. Please indicate your level of agreement with the following statement: The Pre-Enrollment/Schedule Changes in TigerEnroll were easy to use.

| Count | Percent | | |
|-------|-------------|--|----------------------------|
| 455 | 48.15% | | Strongly agree |
| 365 | 38.62% | | Moderately agree |
| 78 | 8.25% | | Neither agree nor disagree |
| 21 | 2.22% | | Moderately disagree |
| 5 | 0.53% | | Strongly disagree |
| 21 | 2.22% | | Not applicable |
| 945 | Respondents | | |



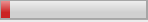
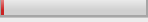
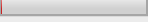
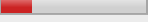
Q24. Do you have any additional comments or suggestions regarding the Pre-Enrollment/Schedule Change?

| Count | Percent | | |
|-------|-------------|---|----------------------|
| 31 | 3.28% |  | Yes (please explain) |
| 914 | 96.72% |  | No |
| 945 | Respondents | | |

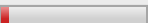

Q25. Did you submit changes after your advisor's original approval?

| Count | Percent | | |
|-------|-------------|---|-----|
| 542 | 57.35% |  | Yes |
| 403 | 42.65% |  | No |
| 945 | Respondents | | |


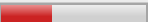

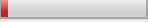
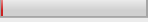
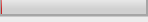
Q26. Please indicate your level of agreement with the following statement: The schedule change process went well.

| Count | Percent | | |
|-------|-------------|---|----------------------------|
| 424 | 44.87% |  | Strongly agree |
| 239 | 25.29% |  | Moderately agree |
| 56 | 5.93% |  | Neither agree nor disagree |
| 21 | 2.22% |  | Moderately disagree |
| 4 | 0.42% |  | Strongly disagree |
| 201 | 21.27% |  | Not applicable |
| 945 | Respondents | | |


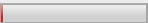

Q27. Do you have any additional comments or suggestions regarding schedule changes?

| Count | Percent | | |
|-------|-------------|---|----------------------|
| 49 | 5.19% |  | Yes (please explain) |
| 896 | 94.81% |  | No |
| 945 | Respondents | | |

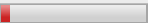

Q28. Please indicate your level of agreement with the following statement: The Enrollment/Payment in TigerEnroll was easy to understand.

| Count | Percent | | |
|-------|-------------|---|----------------------------|
| 496 | 52.77% |  | Strongly agree |
| 335 | 35.64% |  | Moderately agree |
| 54 | 5.74% |  | Neither agree nor disagree |
| 43 | 4.57% |  | Moderately disagree |
| 9 | 0.96% |  | Strongly disagree |
| 3 | 0.32% |  | Not applicable |
| 940 | Respondents | | |

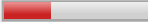
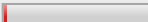




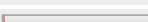
Q29. Did you finalize enrollment (by completing the Enrollment/Payment tab) by the deadline date of January 6, 2010?

| Count | Percent | | |
|-------|-------------|---|--|
| 903 | 96.06% |  | Yes |
| 9 | 0.96% |  | No, my classes were dropped |
| 28 | 2.98% |  | No, I did not begin the enrollment process until after January 6, 2010 |
| 940 | Respondents | | |






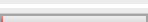
Q30. Do you have any additional comments or suggestions regarding Enrollment/Payment?

| Count | Percent | | |
|-------|-------------|---|----------------------|
| 55 | 5.85% |  | Yes (please explain) |
| 885 | 94.15% |  | No |
| 940 | Respondents | | |

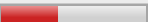



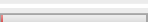
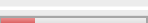
Q31. What was your method of fee payment? (Check all that apply)

| Count | Respondent % | Response % | | |
|-------|--------------|------------|---|----------------------------------|
| 352 | 37.45% | 32.81% |  | Debit/Credit card |
| 24 | 2.55% | 2.24% |  | Telecheck |
| 591 | 62.87% | 55.08% |  | Financial assistance/scholarship |
| 33 | 3.51% | 3.08% |  | Special programs |
| 35 | 3.72% | 3.26% |  | Fee installment |
| 26 | 2.77% | 2.42% |  | Check/Cash (in person) |
| 12 | 1.28% | 1.12% |  | Other (please specify) |
| 940 | Respondents | | | |
| 1073 | Responses | | | |

Q32. Please indicate your level of agreement with the following statements: - The payment options were adequate.

| Count | Percent | | |
|-------|-------------|---|----------------------------|
| 570 | 60.64% |  | Strongly agree |
| 274 | 29.15% |  | Moderately agree |
| 53 | 5.64% |  | Neither agree nor disagree |
| 27 | 2.87% |  | Moderately disagree |
| 3 | 0.32% |  | Strongly disagree |
| 13 | 1.38% |  | Not applicable |
| 940 | Respondents | | |

Q33. Please indicate your level of agreement with the following statements: - My questions/concerns were answered promptly and adequately by Student Fiscal Services staff.

| Count | Percent | | |
|-------|-------------|---|----------------------------|
| 369 | 39.26% |  | Strongly agree |
| 205 | 21.81% |  | Moderately agree |
| 113 | 12.02% |  | Neither agree nor disagree |
| 25 | 2.66% |  | Moderately disagree |
| 9 | 0.96% |  | Strongly disagree |
| 219 | 23.30% |  | Not applicable |
| 940 | Respondents | | |

Q34. How would you rate the services you received from the Student Fiscal Services Office overall?

| Count | Percent | | |
|-------|-------------|------------------------|---------------|
| 333 | 35.43% | <div><div></div></div> | Excellent |
| 323 | 34.36% | <div><div></div></div> | Good |
| 112 | 11.91% | <div><div></div></div> | Average |
| 16 | 1.70% | <div><div></div></div> | Below average |
| 6 | 0.64% | <div><div></div></div> | Poor |
| 150 | 15.96% | <div><div></div></div> | No opinion |
| 940 | Respondents | | |

Q35. Do you have any additional comments or suggestions regarding the Student Fiscal Services Office?

| Count | Percent | | |
|-------|-------------|------------------------|----------------------|
| 41 | 4.36% | <div><div></div></div> | Yes (please explain) |
| 899 | 95.64% | <div><div></div></div> | No |
| 940 | Respondents | | |

Q36. Do you have any comments or suggestions regarding your overall enrollment experience?

| Count | Percent | | |
|-------|-------------|------------------------|----------------------|
| 87 | 9.26% | <div><div></div></div> | Yes (please explain) |
| 853 | 90.74% | <div><div></div></div> | No |
| 940 | Respondents | | |