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%	On campus only
470	48.76%	Virtual campus only
178	18.46%	Both
8	0.83%	Unsure
964	Respondents	

Q2. Which of the following tuitions were you charged?

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

Q3. What is your academic classification?

Count	Percent	
112	11.62%	Freshman
141	14.63%	Sophomore
248	25.73%	Junior
264	27.39%	Senior
168	17.43%	Graduate
31	3.22%	Other
964	Respondents	

Q4. What is your age range?

Count	Percent	
0	0.00%	Under 18
366	37.97%	18 - 22
258	26.76%	23 - 30
153	15.87%	31 - 40
179	18.57%	41 - 59
8	0.83%	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%	Prior to March 2009
102	14.66%	April 2009
46	6.61%	May 2009
51	7.33%	June 2009
54	7.76%	July 2009
49	7.04%	August 2009
10	1.44%	September 2009
14	2.01%	October 2009
21	3.02%	November 2009
26	3.74%	December 2009
19	2.73%	January 2010
696	Respondents	

Q11. Was your financial aid package available on TigerEnroll when you enrolled?		
Count	Percent	
585	84.05%	Yes
111	15.95%	No
696	Respondents	

Q12. What action(s) did you take to correct your financial aid?		
Count	Percent	
92	100.00%	
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%	Strongly agree
212	30.77%	Moderately agree
108	15.67%	Neither agree nor disagree
37	5.37%	Moderately disagree
10	1.45%	Strongly disagree
689	Respondents	

Q14. How would you rate the services you received from the Financial Assistance Office overall?		
Count	Percent	
273	39.62%	Excellent
255	37.01%	Good
100	14.51%	Average
23	3.34%	Below average
7	1.02%	Poor
31	4.50%	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%	Excellent
323	34.36%	Good
112	11.91%	Average
16	1.70%	Below average
6	0.64%	Poor
150	15.96%	No opinion
940	Respondents	

Q35. Do you have any additional comments or suggestions regarding the Student Fiscal Services Office?		
Count	Percent	
41	4.36%	Yes (please explain)
899	95.64%	No
940	Respondents	

Q36. Do you have any comments or suggestions regarding your overall enrollment experience?		
Count	Percent	
87	9.26%	Yes (please explain)
853	90.74%	No
940	Respondents	