




OAKLAND
COMMUNITY
COLLEGE

Memo

To: Chancellor's Council
Academic Deans
Enrollment Services Coordinators
Department Chairs

From: Martin A. Orlowski,  Director,
Institutional Planning & Analysis

Subject: Fall 1994 Student Registration Survey

Date: September 28, 1994

Between August 23 and 31, 1994, the Office of Institutional Planning & Analysis conducted the Fall 1994 Registration Survey. A total of 750 students were randomly surveyed. Respondents were first asked if they were able to enroll in all the courses they wanted for the Fall 1994 term. Those who were unable to enroll in all desired courses were then asked to provide the name of the course(s) as well as the reasons why they were unable to enroll. Finally, all respondents were asked for suggestions in how the scheduling of courses could be improved to better fit their needs.

Findings from this year's study are presented in the attached report. The challenge OCC faces is how best to address the issues outlined in this report. The end result will enhance our effectiveness in meeting the needs of our students. If you have any questions regarding this study, please do not hesitate to call the Office of Institutional Planning & Analysis at 7746.

Attachment: Fall 1994 Student Registration Survey Final Report

/s

STUDENT REGISTRATION SURVEY

FALL 1994

Prepared by:

**The Office of Institutional Planning & Analysis
Oakland Community College
September 1994**

Oakland Community College
Fall 1994 Student Registration Survey

INTRODUCTION

The following report summarizes the major findings of the 1994 Fall Registration Survey. As an institution, Oakland Community College is committed to assisting its students in meeting their educational goals. Course scheduling and the registration process play a part in the attainment of these goals. The 1994 Fall Registration survey focuses upon the degree to which students were able to enroll in the classes they selected. For those students unable to enroll in all desired courses, the survey sought to identify specific reasons. The final question of the survey asked students for suggestions on how the registration process might be improved.

The fact that the Registration Survey focused solely on students who were able to register must be considered when reviewing the results. Unsuccessful registrants--or those who never attempted to register because course offerings did not meet their needs--are not included.

METHODOLOGY

A telephone survey designed and implemented through the Office of Institutional Planning & Analysis was conducted between August 23 and 31, 1994. A total of 750 students were contacted at random and asked to respond to a series of five questions focusing on ease of registration and availability of courses. This survey appears in its entirety in Appendix A. Students were first asked whether they were able to get into all desired courses during the Fall 1994 registration period. Those who were unable to do so were asked to name the course(s) in which they were unable to enroll. Finally, all students were asked for suggestions as to how the registration process could be improved.

Responses were tabulated and analyzed using SPSS, while narrative responses were analyzed for content. Verbatim suggestions for improving the registration process are presented in their entirety in Appendix B.

ANALYSIS

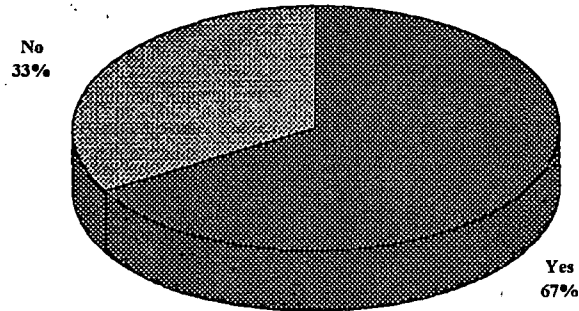
Rate of Successful Enrollment

All students were asked whether they were able to get into the classes they wanted when registering for the term. Two-thirds (66%) reported successful enrollment in all desired courses. The remaining one-third indicated that they encountered difficulty in the registration process and were ultimately unable to enroll in all the courses they wanted.

Table 1

Students Able to Enroll in All Desired Courses		
<i>Student Response</i>	<i>Number</i>	<i>Percent</i>
Yes	499	66.5
No	251	33.5
Total	750	100.0

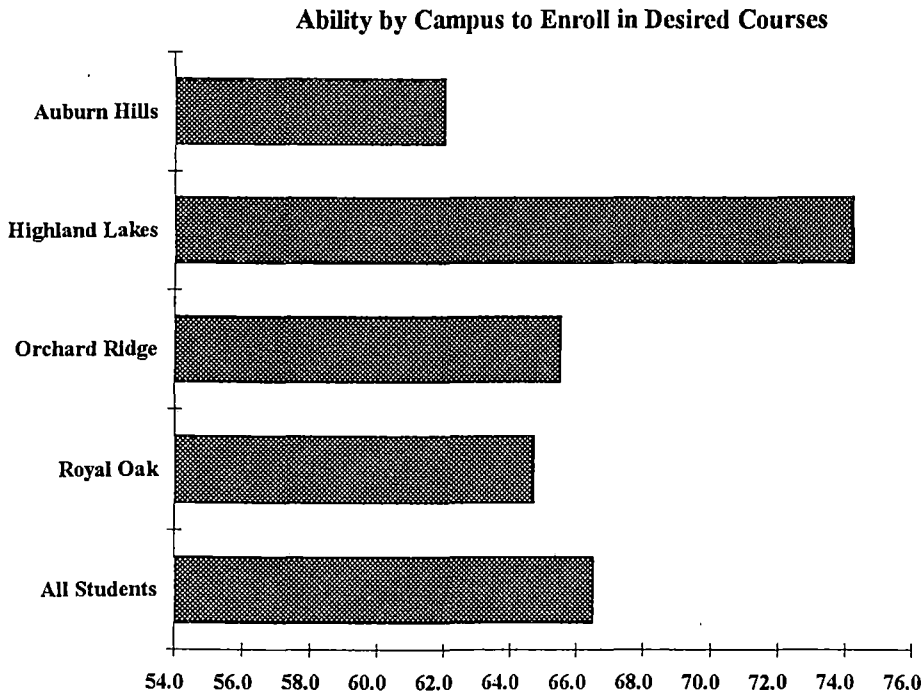
Students Able to Enroll in All Desired Courses



While two-thirds (66%) of students college-wide were able to enroll in all desired courses, percentages vary from campus to campus. Highland Lakes respondents reported the highest percentage (74%) of successful enrollment, while Auburn Hills respondents reported the lowest (62%). Orchard Ridge, Royal Oak, and Southfield percentages all fell to 65% successful enrollment. These differences are displayed graphically below.

Table 2
Ability by Campus to Enroll in All Desired Courses

<i>Students by Campus</i>	<i>Able to Enroll</i>	<i>Not Able to Enroll</i>
Auburn Hills	62.0	38.0
Highland Lakes	74.2	25.8
Orchard Ridge	65.5	34.5
Royal Oak	64.7	35.3
Southfield	66.3	33.8
All Students	66.5	33.5



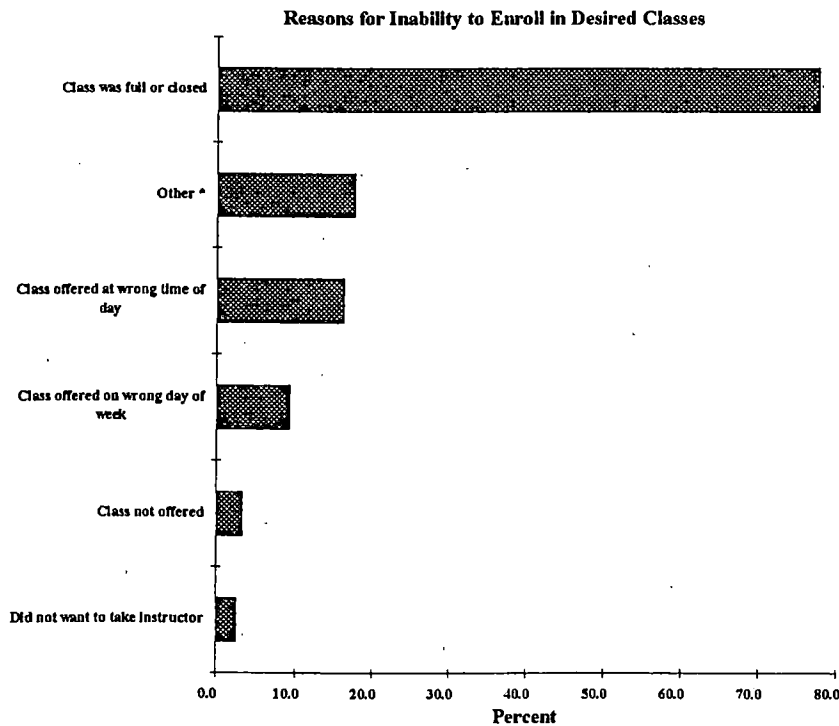
Reasons for Inability to Enroll in Desired Course

When asked to state the reasons they were unable to enroll in a desired course(s), over three-quarters responded that the class was full or closed. Sixteen percent stated that the class met at the

wrong time of day, while 9% had a conflict with the day of the week. Three percent responded that the class they wanted was not offered this term, and 2% did not want to take the course with the assigned instructor. Finally, 17% reported "some other reason" for not being able to enroll in a desired course. Reasons provided range from registering too late (6%) to courses being offered at an inaccessible campus (5%). Student responses to this question are displayed below.

Table 3
Reasons for Inability to Enroll in Desired Classes

<i>Reason</i>	<i>Number</i>	<i>Percent</i>
Class was full or closed	193	77.5
Other *	44	17.6
Class offered at wrong time of day	40	16.1
Class offered on wrong day of week	23	9.2
Class not offered	8	3.2
Did not want to take instructor	6	2.4



**Other" reasons cited include: waiting too long to register, inability to pay for courses, problems with Touch*Tone, and courses offered at wrong campus.

Because students were asked to identify by name and course number the class in which they were unable to enroll, it is possible to identify registration problems in specific areas. Twenty-one percent of students unable to enroll in all desired classes cited inability to enroll in one of three courses: BIO 163 (4%), CIS 105 (6%), and ENG 151 (11%). Analysis suggests that the reasons students were unable to enroll in these courses are consistent with reasons mentioned by other students unable to enroll in other courses.

Reasons by Campus

When analyzed by campus, the percentages attributed to the above reasons vary. Seventy-four percent of Auburn Hills respondents, for example, reported that the class they wanted was full or closed. For 16%, the class was offered at the wrong time of day, and for an additional 9%, on the wrong day of the week.

Among all Highland Lakes respondents who were unable to enroll in a desired course, 67% reported that the class was full or closed. For 18%, the class was offered at the wrong time of day and for 12%, the wrong day of the week.

The overwhelming majority (85%) of Orchard Ridge respondents who were unable to get into all the courses they wanted cited that the class was full or closed. The time of day was inconvenient for 15%.

Seventy-seven percent of Royal Oak students unable to get the classes they wanted reported that the class was full or closed. For 18%, the class was at the wrong time of day and for 12%, the wrong day of the week.

Further analysis indicated a statistically significant correlation between the total number of OCC credits a respondent has earned and the response that the necessary course(s) was not being offered. In other words, the greater the number of credits a student has earned, the greater the likelihood that the course(s) needed was not be offered. This suggests that the upper level courses which students need are not readily available.

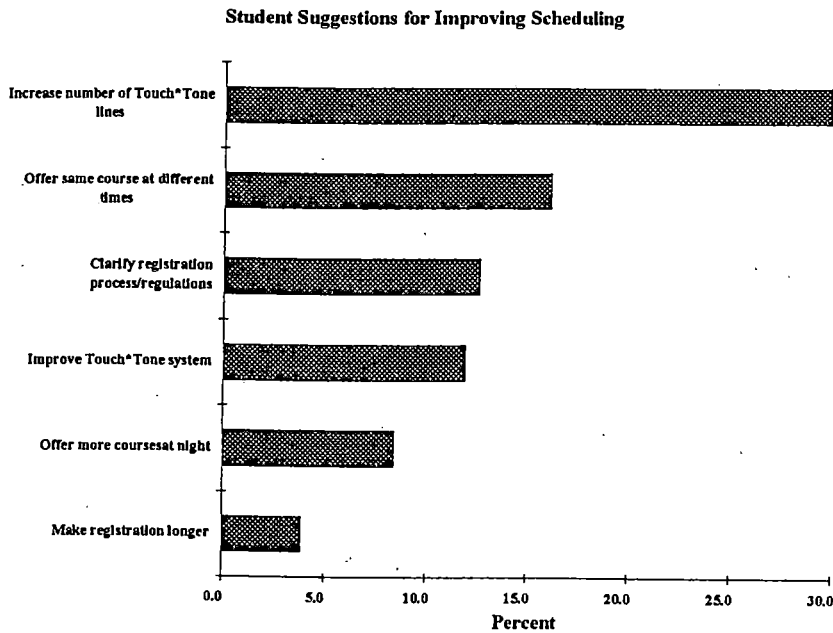
Suggestions for Improving Scheduling of Classes

All respondents, including those able to enroll in the course(s) they wanted, were asked for suggestions as to how the scheduling of classes might be improved. The most common suggestion (30%) was making Touch*Tone registration more accessible, either through the addition of more phone lines or the extension of operating hours. Other common suggestions included offering more

sections of the same courses at a wider variety of times and/or days (16%). Thirteen percent stated that the registration process should be clarified to avoid time-consuming errors. In particular, students felt that regulations regarding the payment policy were not clear. Finally, 12% felt that the Touch*Tone system should be improved. Many students mentioned that a feature which allowed them to correct their mistakes rather than disconnecting the call when an error is made would make the process faster and easier. Other less common suggestions were offering more courses at night (8%), making the registration period longer (4%) and offering a grace period on tuition payments (2%). A table summarizing student suggestions is included below, while the complete set of verbatim suggestions is provided in Appendix B.

Table 4
Student Suggestions for Improving Scheduling

<i>Suggestion</i>	<i>Number</i>	<i>Percent</i>
Increase number of Touch*Tone lines	78	29.9
Offer same course at different times	42	16.1
Clarify registration process/regulations	33	12.6
Improve Touch*Tone system	31	11.9
Offer more courses at night	22	8.4
Make registration longer	10	3.8
Grace period/payment plan for tuition	6	2.3



Conclusion

In the Fall 1994 registration process, one-third of all students were not able to get into all the classes they wanted. This represents an increase from last fall's college-wide total of 22%. Like last year's students, the majority of unsuccessful registrants reported that the class was full or closed. Last year's 15% response from Royal Oak/Southfield students that the courses they wanted were not offered has declined to 5% at Royal Oak and 4% at Southfield.

Student suggestions indicate that the registration process could be modified in several ways to increase satisfaction. The addition of more Touch*Tone lines was the most common suggestion, revealing that students are concerned with the amount of time the registration process takes. Students also suggested improving the Touch*Tone system so that registrants could correct mistakes at each step without being forced to repeat the entire process. Finally, a substantial number of students were also frustrated by the lack of clarification regarding the complexities of the process. In particular, students voiced concern that the payment procedures were not always clear. For some students, this resulted in cancellation of classes. Ultimately, efforts to address these issues would represent OCC's commitment to establishing the needs of its students as a top priority.

APPENDIX A
STUDENT REGISTRATION SURVEY

STUDENT REGISTRATION SURVEY
(Fall 1994)

Student's SSN: _____ Students Name: _____

1. When you registered for the Fall term, were you able to get into all the classes that you wanted?

1 _____ Yes, (if yes skip to question #5)

0 _____ No (go to question #2)

2. Which class (classes) were you unable to get into? (PROBE: get respondent to be as specific as possible e.g. course name (American History) or course code (History 151)).

3. Why were you unable to get into this class (or classes)? (Let the respondent give you an answer, be sure to ask if there were "any other reasons.")

Yes No

1 0 Class was full or closed

1 0 Did not want to take the instructor who was teaching the class

1 0 Course was not offered

1 0 Course was offered but at the wrong time of day (ask #5)

1 0 Course was offered but on the wrong day of the week (ask #5)

Were there any other reasons why you were unable to get into the courses that you wanted?

NOTE: If the respondent indicated wrong time of day or wrong day of the week, ask the following question, otherwise skip to question #5:

4. You indicated that time of day or day of week that the class was offered was not good for you. What time of day or day of week would have been better for you?

1 _____ Sunday

1 _____ 7:00 a.m. - 9:00 a.m.

2 _____ Monday

2 _____ 9:00 a.m. - 11:00 a.m.

3 _____ Tuesday

3 _____ 11:00 a.m. - 1:00 p.m.

4 _____ Wednesday

4 _____ 1:00 p.m. - 3:00 p.m.

5 _____ Thursday

5 _____ 3:00 p.m. - 5:00 p.m.

6 _____ Friday

6 _____ 5:00 p.m. - 7:00 p.m.

7 _____ Saturday

7 _____ 7:00 p.m. - 9:00 p.m.

5. Do you have any suggestions for how the scheduling of classes can be improved? (Probe for as many specifics as possible)

5. Do you have any suggestions for how the scheduling of classes can be improved? (*Probe for as many specifics as possible*)

Thank you for helping OCC in our efforts to improve the way in which courses are scheduled.

APPENDIX B
VERBATIM SUGGESTIONS

- Lengthen the "walk-in" registration period - it's easier to see a counselor before/after registering in person unlike registering over the phone.
- Thinks schedule is fine.
- Touch tone is very convenient.
- Annual academic schedule - lists classes for the year - only done at Auburn Hills Campus.
- No - satisfied with everything.
- No. It's great - the touch tone simplifies registration for students.
- More 3 hour block classes should be offered.
- More time slots should be added for some classes.
- People who work for the Airlines must work week-ends. Some classes are difficult to get into because they're on weekends. Example: Intro to Micro-Computers is on Fridays and Saturdays.
- No suggestions - everything works out well with his schedule.
- Touch tone process took all day to get through. When the connection was finally made, no voice ever came on telling her what to do.
- Called 8/25 from 1-5, circuits were busy all the time, never did get in.
- Possibly extending the time frame for paying for classes. GM pays for mine and twice in the past all my classes were canceled and I had to re-register because of some glitch.
- Computer doesn't give a chance to correct a mistake and classes are wiped out if a mistake was made in payment ex. given a debit card number instead of a credit card number. Some time should be given to correct the mistake when found.
- No suggestions for scheduling of classes. Was pleased with registration process but still thinks the hours for Touch Tone should be extended.
- Walk-in registration went very smoothly this time. It only took 20 minutes.
Could not get in on touch tone for 3 days (8/23-24-25 and 29) tried from 9AM to 8PM. Called Admissions Office (Royal Oak), line was busy never did get in. Walked in for registration (Royal Oak), was in and out in 20 minutes.
- Phone registration was hard to get through, for 2 days I kept getting all circuits are busy.
- Couldn't register by touch-tone; computer rejects my SS#. I've been trying to correct this but it's been difficult. I was able to do it in person.
- First told she wasn't a student - so missed 1st registration - so had to register for late registration. Had a hard time getting through - finally registered 2nd day - paid for classes by check for \$550 left out \$42 registration fee and all canceled. This resulted in not getting the exact class registered for and took replacement.
- Satisfied with class schedules but thinks they should have more phone lines for registration.
- Add more lines during call in registration.
- I registered by touch-tone but didn't pay by 8:00 that night. The next day I was told my classes were canceled when I went to pay. I had to re-register and was very upset about it.
Everything is perfect.
- You should not have to pay for courses the same day you register. There should be a 1 day grace period.
- After registering and paying, I added a class. I was frustrated because there are no instructions in the schedule pamphlet regarding how to pay for added classes.
Better directions needed to Continuing Education.
- At the beginning using the touch tone was a little rocky. Now I feel like a pro - 1st time users might have some problems but need to be patient. Otherwise touch tone is great you don't need to get into your card and go anywhere.
Need more open lines and extend the hours. Could not get through on the touch-tone and needed to come in to register.
- Touch tone registration should be improved.
No.
- No. Interviewer probed no suggestions.
- More computer lines - to avoid busy signal. Extend the hours for phone registration to 24 hours.
- No - everything is fine.
- Offer more than 2 Microbiology classes in the evening.
- Registration worked well. Registered early then had to change 4 classes on 8/25 and everything went fine.
- The touch tone system cuts you off if you take one extra second to think before performing the next function lengthen the "pause period" between functions.
- No except making touch tone more available - such as longer hours and more lines.
- Touch-tone registration needs improvement - it's too unwieldy and took too much time. A lot of the questions asked seemed irrelevant - should be more to the point.

- More evening classes.
- Had a problem this summer - wanted to take CIS105 - Personal Computers Applications. Registered for summer term and was told to wait for bill, never got the bill so when she went to pay tuition was told her spot in class was canceled and she could not re-register even though space was available in class.
- More open lab time in the evenings. CAD 220 offered 8 PM to midnight - always happens in the winter.
- They don't have enough sections of Computer Acct. 271. This is a required class for Acct. majors and should be taken immediately after Computer Acct. 270. There are at least 4 sections of C.A.270 offered every semester but only one section of C.A.271
- Everything is great.
- She thought she was ill-advised by a counselor at S.E. during the last minute registration rush.
- Easy time - counselors helpful.
- Was told to come in on the 26th to pay bill and to correct a problem with her address. When she came on campus on the 26th was told that she should have come in on the 25th and everything was canceled. Is coming in to campus (8/30 today).
- No everything was good.
- Like the touch tone.
- Not enough morning classes - teaches Spanish at the Berlitz School in the afternoon and evening so must go to class in morning. Student does like the one session block classes - fits into schedule better.
- He works full-time and would like more art classes in the evening. He's majoring in art and finds that his other required classes conflict with the few art classes he can get into. Also, thinks OCC should have more TV classes on Channel 56.
- Haven't had any problems until this semester because she registered late.
- It would be good if there were more lines open for touch tone registration. Sometimes it takes all day to get through.
- Very upset that many of the Technical Apprentice classes were canceled. Besides the Rigging class, he said that he's been trying to get into a Blueprint class (that's been canceled a couple of times) and as far as he knows, it hasn't been canceled yet.
- Active students should be informed when form for assistance are changed. Example - GM tuition assistance.
- Like the touch tone.
- More classes need to be offered at Royal Oak ex. no Math classes offered - Disappointed - French 261 was split instead of a solid block. Saturday classes need to be offered.
- The addition of American Express as a payment option.
- All more lines to accommodate callers during touch tone.
- Went great.
- Touch tone (hard to get through) system always busy. Made mistake 2 times and the system hung up on me. Finally got in 8/24 at 6 PM.
- Hard time getting through and when he finally did, the system went dead. This happened a few times.
- He has never had problems with the touch tone process until this time. He wonders what happened and is worried about not getting his business law class.
- Students who have been enrolled at OCC the longest should get first pick.
- Everything is fine.
- I had many problems getting through to touch tone. (Either ring and disconnect or busy). After 7 hours of hitting auto-redial, I finally called someone in the office who did it for me. Maybe OCC could use a bigger system.
- Its pretty good the way it is.
- I think touch tone should be on a first-come, first-served basis.
- They don't have enough classes during the day, in his opinion.
- I got into the classes I wanted, but because there aren't enough offered (Math 215 & Acct 252) at enough times. I had to take them back-to-back. This is tough for me with no break. 8:30 - 10:30 - 10:30 - 12:30
- Need more touch tone lines. It is so difficult to get in that it discourages the student. Tried Tuesday to get in from 7 AM to 10 AM. Got in at 10:30 - then the computer was not taking the information. Completed registration shortly after that.
- After taking the ASSET test her appeal wasn't entered into the higher level English class she wanted until she contacted the Dean's office and they entered the appeal into the computer.
- Thinks the 4 hour evening block classes should be on 2 separate nights. These are especially bad for math classes - too much info to digest. Also, mentioned he's had 3 math teachers with very pessimistic attitudes who expect that most of their students will fail their classes.

- Seem to be more classes offered this term on Monday and Wednesday and fewer on Tuesday and Thursday. Would like to see more offered on Monday and Wednesday.
- Frustrating not being able to get through it took 1 1/2 days to register. System did not tell me an error was made and all classes were canceled, would like to be aware a mistake was made and be able to correct the mistake.
- Many classes that used to be scheduled in 3 hour blocks once a week have been changed to 1 1/2 hours twice a week. I find it very inconvenient to have to travel there twice when I could get it done with one trip.
- No. Everything is fine.
- Paper work needs to be in order for financial aid when registration begins.
- Touch tone quick to shut you off if you make a mistake - Add week end classes. Add more evening classes for students who work.
- She said she got a busy signal for 2 days before getting through. She suggests the addition of more lines. Also, she would like a voice to come on at the end of the process to confirm her enrollment.
- More classes in the same field should be back to back. Would prefer day classes to be 4 days - 1 hour rather than 4 hours 1 day.
- Very satisfied - no problems.
- Extend the hours (into late evening) for the touch tone registration.
- It's a lot easier to register at OCC than at Oakland U. Touch tone is effective, it's very easy.
- There should be more days to walk in registration. Eliminate "take a number" system.
- None off hand.
- Had trouble getting through on Touch-Tone; even had trouble getting through on the regular registration office number.
- Had a hard time getting into system, called registration office, they said the system was up and down. (Finally got in). At end of registration process could not get to the point where the system reported total credit hours registered for and how much money is due and when. System terminated the call when punched in 9 (when there were no more classes to enter).
- Has been satisfied with class schedules; especially evening class and Saturday classes.
- Add more lines to accommodate the volume of calls.
- I waited to pay for classes for 20 minutes. I was paying by credit card. (probe) they should have notified us in writing that we could pay by phone.
- Hard to tell which classes are opened or closed so classes could be done back to back.
- No problems.
- No, touch tone is easy. Extended touch tone was a good idea.
- When he registered during later touch tone, he wasn't told by the system that his money was due that day, and he lost his class. He would like a reminder message put into the system stating how much is owed and when it is due.
- Touch tone could be explained more in-depth. After one makes the class selections, when "2" is pressed - that should be made more clear in the instructions.
- No suggestions - thinks classes are fine as is.
- Registration should start sooner to help with the long lines.
- No problems with Touch Tone.
- This student is an early bird. Wants more classes to start at 7:30, 8 or 9. Got shut out of a 9 o'clock and had to take the class at 12:30.
- Extend the hours of the touch tone service availability to, perhaps, 24 hours a day.
- Tried on the touch tone - if a problem was made it would cut me off. I didn't have re-dial and took forever to get through. After finally registering there was a problem with my Visa and my classes were canceled.
- More lines for registration or placed in order next line.
- The "Touch-Tone" process should allow the callers to make mistakes and recover from them without being forced to hang up and start over.
- Touch tone is hard to get through, but it beats standing in line. Her suggestion for improvement: last name groupings i.e A-H should only be allowed to register on a designated day and not anytime thereafter.
- Add a few more lines - to the touch tone system.
- Believe OCC should permit students to attend a full week of classes before deciding whether to withdraw from a class. During the week student should be entitled to 100% refund if class is not to ones liking. Most schools have the 1 week - 100% refund policy.
- Other than the "chronic busy" problem, no complaints.
- No - very satisfied.
- No. Was amazed that I got all the classes that I wanted because I procrastinated until the last day. Phones

were busy all day but I understand that because it was the last day.

- For me, it would be great to have a late afternoon class. I work early in the day and usually only take night classes.
- Didn't use Touch Tone and came in to register. Being new to the process no one could tell me where or what to do. People were unfriendly and pushed me from one person to another. I tried the touch tone first and do not like it. I like where you can go in and talk to a knowledgeable, friendly person and see what classes are open.
- Pretty satisfied - no suggestions.
- Touch tone scheduling makes registering less of a hassle.
- Best year ever.
- Never had any problems.
- More Saturday classes. More 7:00 - 10:00 classes. Love having the late touch-tone.
- Thinks there should not be such a great time gap between classes. If a class is from 1-3 then there should be some classes starting at 3:30 so students don't waste a lot of time waiting around.
- Advanced Color and Studio Photography are only offered twice a year and only in the day, so I've been unable to take them because of work.
- Unbelievably easy - especially after not going to school for 7 years.
- Like the touch tone especially since I work.
- Make more telephone lines available. Tried 9 hours (from 7 AM to 4 PM) to get in. Finally got in at 4 PM. A lot of time because we can't schedule anything in the afternoon until about 1 or 1:30. Also, had a hard time with touchtone.
- Thinks that the classes should be staggered, i.e. if a person has a 10-12 class, then noon classes should not start until 12:10 or 12:15. This gives a person enough time to run from one class to the other. The way the classes are now, this student wastes a
- Can't think of anything.
- Would prefer 4-8 classes instead of 6-10 in Computer Business classes primarily pre-nursing.
- No problem.
- Couldn't get through on touch and went to college to register.
- People were waiting in line to use the terminal to pay, when they could have gone downstairs used the terminal and got a printout without standing in line. Make terminals more accessible.
- Touch tone is helpful because I don't like to stand in line. Going by alphabet, to assign registration times, is not always fair.
- She's in the Nursing Program so she doesn't have to worry about her schedule.
- Add more lines.
- More lines on the touch tone phone registration.
- I went to walk-in registration and found it much better than before - shorter lines - I was out in 1/2 hour.
- The college should send out a warning slip (to remind students to pay for the classes they signed up for) before sending the final cancellation notice.
- No suggestions - everything seems fine.
- Problems with touch tone- it would disconnect if you touched the wrong button, then it was hard to get back in because the lines were so busy.
- Thinks there should be more full-time faculty teaching night classes. Does not think the caliber of the evening instructors is up to par with regular full-time teachers.
- Schedule alternative courses for Culinary Arts program on Fridays.
- Get ahead of class syllabuses ahead of time so they can judge what their workload would be and plan accordingly. Student works full-time so this is very important to her.
- Thinks science classes with labs should also be scheduled for Tuesday and Thursday, not just Monday and Wednesday. Registered for Anatomy P Physiology class (offered only on M & W) but would really prefer T & TH. Also, thinks students should be able to
- A warning message (during late touch tone) indicating that the student must pay at the end of the call or all of his classes will be dropped.
- You could vary days that classes are offered. My work schedule kept me from being able to take this class for years.
- Need more beginning computer classes. I tried several times they were full. (afternoon or evening OK with me).
- Could not get through on the touch tone 8/23, 8/24, 8/25 all hours of day. Got messages of circuits busy or rang with no answer. Finally got through on 8/29.
- Early register - classes canceled - said as a result of late payment - touch tone late registration so unable to

pick up previous classes.

- There should be a way to confirm the classes you are enrolled in at the end of the touch tone process - a voice should come on or something.
- Addition of more lines.
- Had to register twice. First time registered the computer took the registration but did not tell when payment was due (did not wish to use a credit card). Called the Registrars office, they said a bill would be mailed to students home. Never received a bill but, 2 weeks after first registration, received a letter in mail saying all classes had been dropped because payment was not received. Had to re-register. Got all classes desired.
- Thinks OCC offers plenty of classes at a variety of times.
- Like the touch tone - like it as it is.
- Hard to schedule on phone. More phone lines needed to get through more easily.
- They should have more sections of a class - the Logic class she wanted was only offered 2 different times.
- No. The touch tone is always busy.
- Make some provision for students on financial aid to register through touch-tone. I've tried 3 semesters and my classes get canceled. I have to come in and do it in person.
- Registration was wonderful this year.
- I registered over the phone, but did not realize I had to pay the same day. The information is in the book but in small print. Make the information concerning payment more noticeable - post it, announce it, put it down in larger print!
- Everything should be taking care of in one building. The award letter for Pell Grant was different than what I am used to. When I brought it in to OCC I had to go from one building to the next. I used to turn it in to registration and registration would take care of all fees--books, classes, etc.....
- She was notified about the cancellations at the last minute and needed all of those credits this semester. She feels she should have been notified sooner.
- Split the 4-hour block courses into two 2-hour blocks..
- Touch tone needs more lines: Tried 8/24 (7 AM - 6 PM) all day - never got in. Finally got in 8/25 at 10 AM.
- OCC should get the flyer out sooner. I didn't get my booklet until late. I would have registered earlier. I would have used Touch Tone it would have been more.
- Booklet didn't tell about touch tone. I would have used touch tone it would have made registering easier.
- She would like to receive her test results earlier (i.e ASSET) so she can register sooner. Start the walk-in registration earlier.
- Entering Mental Health/Social Work Field. Have been informed that no classes beyond Psychology 251 are offered during the evening hours. (One exception being a Psych. class offered at Southfield Campus 7-10 pm). Uncomfortable going to that campus in the evening. Would attend evening classes at HL, OR, AH.
- When you work midnights in a hospital it's frequently difficult to leave in time for an 8:00 AM class. It would be better if they started at 9:00.
- Offer Organic Chem. 261 at Orchard Ridge, morning at 8-10.
- No. Interviewer probed respondent had no suggestions.
- Touch tone a little frustration but beats standing in line. Perhaps additional lines can be added on to handle the calls.
- More phone lines for registration and should be open for longer times to accommodate people who work. More science classes need to be made available in the evening.
- Addition of a few more lines / computers to the Touch Tone System.
- Offer more PLS and Criminal Justice classes at Auburn Hills on Tuesday evening.
- No - everything seems pretty convenient.
- No everything is fine.
- See or talk to a counselor before you register month of July.
- No got into class desired at the perfect time and day.
- Student says the science classes with labs all seem to be scheduled at the same time - they're all on Mondays and Wednesdays. She originally wanted to sign up for both Biology 153 & Chemistry 151 but they were at the same time. She signed up for Bio 153 & 2 other classes and had no problems with registration. Thinks lab classes should be offered on other days, especially since they take up such a big chunk of time.
- Touch tone is not a good thing. Tried 8/23, 8/24, 8/25 could not get in. Called 7 AM until 9 AM and at 2-4 PM. Finally got in at 2PM on 8/25.
- No - he likes touch tone.

- I must come into the Cashier's office and sign a form to get the voucher before registration time. Is a graduate of Wayne State. Believes OCC registration is much better than Wayne State's. Am legally blind. Needed a voucher for an award from the Commission for the Blind, which subsidizes my education, in order to register. Fortunately was able to get my registration completed with the voucher.
- Have problem with the voice mail telephone service - it's hard to speak to real people. Called Stephanie in Cashier's Office, left message on voice mail. She did not return my call for several days. When she did call, the registration process was over
- Change the programming on "Touch Tone" so the caller isn't cut off immediately upon making a mistake - forcing him/her to start over from the beginning also, add more lines to limit busy signal.
- More lines are needed to accommodate the calls - the counselors told him that he could use the touch tone system (he had a hold on his records) and it didn't work (because of the hold) until he had a counselor remove the hold.
- No like the touch tone system.
- I work full time and more Saturday classes would be nice. Also, the business classes in the evening fill up fast - need more of them I think.
- Was told that I must fill-out a new admissions card. Staff of OCC would not accept drivers license as other ID (would accept only Voters Registration card); had to make a trip home and back to OCC in order to fill out admission card.
- Offer more classes M-Thursday 6-9, Southfield Campus. Offer computer classes at Southfield. Got a run-around when registering at Royal Oak. Returning student. Have lived at same address for 6 years, live out of district, not trying to get a discount.
- I live in Clarkston and had to call dozens of times to get into touch-tone registration the last two days. I'm going to get a lot of long distance charges because the system answers. I'd rather get a busy signal and not be charged. (or install more lines).
- Says morning classes are best for him. Also, touch-tone hung up on him.
- Students should be allowed to put down a minimum deposit at registration - and pay off the balance later.
- Could explain touch-tone better. Called and re-dialed 50 times before I got in (8/25). The system should allow an option to correct a mistake rather than hanging up.
- More math classes in the evening and better teachers.
- Design telephone system so it does not hang up when a mistake is made.
- Registered early then lost everything because he failed to meet the payment date. Had to re-register on 8/25 - was able to get all classes desired.
- Thinks late-night classes would be great. She works part-time afternoons so if a class started at 9 PM and went until 10 or 11 that would fit into her schedule better.
- Add more "circuits" (lines) to the touch-tone. Called July 11 (at set alphabetic time) could not get in. Called 50 times on Tuesday 8/23 --- finally got in.
- Extend the touch tone - Mental Health classes at a campus other than Auburn Hills ex. Royal Oak or Southfield.
- I think OCC is having computer problems (touch tone) this term. I've never had problems before.
- Like the phone registration. Knowledge of classes previously taken. Had taken a 100 English class at Wayne State and would not allow to register for a 200 English class.
- She began the touch tone process at 7 AM - it took her 65 minutes to get a ring - once she did, it rang 35 times. She hung up and started over and repeated this process throughout most of the day until she was able to register. She would like to see a new command installed that would send the caller to a new menu or to a human being for assistance instead of making the caller hang up and start all over.
- Cashier's Office: Went in to pay bill on last day wanted to pay cash. Had to wait at window 50 minutes (at lunch hour).
- No, its really simple - you just pick up the phone!
- The college should have put an attention getting flyer / insert into the schedule of classes bulletin informing students of late touch tone - he over looked the mention of it printed on the schedule.
- Took a long time to get through the lines to register.
- Liked being able to do "touch tone" during walk in registration.
- Late touch-tone always so busy you can't get through.
- The "Touch Tone" service should be available on a 24 hour basis.
- No - he's always been satisfied - never had any problems.
- No, First time have attended OCC in 14 years. Better check with me next term!!!
- Additions of more lines would be helpful during late touch tone.
- I would like to get a certificate and then a degree in Landscape Technology, but they offer the higher classes

- first - they're in the wrong order, and it makes it impossible for me.
- No suggestions - classes usually work out pretty well for him, although this semester he had to wait for some students to drop classes before he could get into them.
- This student works in the morning so she feels afternoon classes are best for her. Thinks registration takes too long - wants it a little faster.
- No complaints!
- The registration staff and cashier's at Orchard Ridge could be more helpful and friendly.
- More teaching courses should be scheduled "Children's Lit. etc.
- Vary the times of the classes - said that 4 different sections of the same English class were scheduled at the same time, only with different instructors. If they already have 4 teachers, schedule them differently, say at 10, 12, 2, 4.
- Trouble with getting through the touch tone system - They need more lines - tried every 15 minutes for about 6 hours. More mid-day classes.
- Thinks classes are fine just the way they are but registration period should be longer. She works full-time and it was a little inconvenient for her.
- I find, the further I get into my curriculum, that it's harder to fit into my schedule the classes I want. Should offer more Humanities SSH150 and Philosophy classes.
- Took 4 hours to get. More lines needed for touch tone.
- I'd like to see more classes offered in the evenings.
- A lot of opportunities to register however, information needs to be available on registration for child care.
- Thinks that if a class is full, a student should be able to, at least, sit in on the class so that if somebody drops out then the student who has been sitting in can immediately take that empty spot. Also, would like tuition payments delayed until the start of classes. This student registered but didn't pay right away. Her classes were then canceled and she had to go in person to re-register.
- I've been trying to get this class for over a year. Either it's canceled or it's only offered at one or two inconvenient times (this semester is's 4:00 - 5:30 - very inconvenient).
- Add more classes in the mid-day range. Actually, OCC does a good job - attended Eastern Mich. Univ. - and they do not cater to the working people as OCC does.
- Revise the coming in to register process. More staff, more counselors, more than an hour wait! Financial Aid staff not friendly or knowledgeable of what needs to be done. Need to revamp Financial Aid Department.
- No. Thrilled with touch tone.
- I was pleasantly surprised at walk-in registration; short lines, hassle-free.
- They should have more sections for certain classes - Intro to Computing Concepts only had 2. Also, she did get into an Abnormal Psychology class but there was only one section offered on a Thursday night and she prefers morning classes. Complaint about touch-tone: should be a 24 hour service - was hard to get through.
- Took all day to get through on the touch tone line.
- No - this student said the longer she goes to OCC the easier registration gets. It only took her 20 minutes by touchtone.
- Rotate the alphabetical blocks of last names so everyone gets an equal opportunity to register first/last.
- More of the basic classes should be offered during the day and evening sessions.
- If you put in a wrong code or number during touch-tone, it cuts you off. It would be better if it would inform you that you made an error and let you do it again.
- Cashiers should be more informed (probe). I didn't know I needed two pieces of identification, or that I needed to use the touch tone the same night or my classes would be canceled (probe) it worked out fine but cashiers need to be more informed.
- No - pretty satisfied with classes.
- Touch tone hard to get in too. On 8/24 tried 20 times between 9 AM - 5 PM never got in. got in at 7 AM on 8/25.
- I'm very satisfied with scheduling and I love touch-tone registration.
- Had a problem at registration - she had gotten married and moved to Southfield. When she registered, she was being charged the out-of-district tuition rate even though she had moved in-district.
- Went smoothly - people were friendly.
- No problems - except for a busy signal also, "Records" still has her enrolled under her maiden name even after filling out a change of name form.
- No complaints.
- No, she likes touch-tone.
- More counselors need to be present at registration.
- Could not get through on the touch tone.

- The extension of the payment dead line for on campus payment for touch tone was good.
- Likes the touch-tone.
- Registered for classes in July and there was no mention of when payment was due. Assumed payment was due at the beginning of late registration resulting in all classes were canceled. Registered at late registration when tried to verify told was not signed up and all classes were canceled. Registered a 3rd time and not getting all classes wanted.
- Doing good job. Have more "in-person" stations to help the students for on-campus registration.
- Lengthen the pause period between functions - the system should repeat the question if the caller doesn't respond right away - instead of just cutting the caller off.
- No suggestions - pretty satisfied so far.
- Add more lines to Touch Tone System.
- Can't think of anything.
- Bring back late registration.
- I need early morning classes. Also, I kept getting cut off during touch-tone registration.
- Doesn't work so scheduling of classes has been OK with her, for the most part.
- No - usually has no problems.
- Hard getting through with touch tone - 2 days computer stated a class so added or dropped at this time.
- Wider selection of instructors for night classes. Student works full time and thinks instructors should be equally divided between day and evening classes.
- Could not get through at the beginning of late registration as a result I had to go to walk-in registration.
- Thought class schedule was fine - prefers afternoon classes and got everything she wanted in afternoon. Thinks touch-tone registration could be improved - took her an hour.
- Worksheet to help with touch tone was a big help.
- First registered by touchtone on 8/22. Did not receive the message that bill must be paid that day. Had to re-register on 8/29 - the first registration was canceled.
- No. OCC's system is great compared to some other schools.
- Schedule more core classes in early afternoon- Orchard Ridge Campus..
- Most Spanish classes are offered at night - only one on Friday afternoon. I was able to get into it, but I think it would be nice to have more options in the daytime.
- You shouldn't have to wait for the counselor. Your name is put on a list to see a counselor. However, they will skip over your name, not go in order, and take more than the 10 minutes they were supposed to allot to each student. They should pay more attention to the list and follow it more closely.
- I would like the names of class instructors posted whenever possible. Too many classes are listed with "staff". I dropped a math class because the instructor was so bad - but how can you choose when you have no names.
- There should be a way to reconfirm course selections at the end of the touch tone process.
- Will register in person next week. He has tried the touch tone system and found it confusing.
- Not really. You might want to go over the touch tone calling instructions in the registration book. Some of the instructions are left out, such as when to push # or *. It would be nice if you listed the times the phone lines are most likely to be busy--sometimes it is hard to get through.
- Touch Tone: Tried from 7 AM to 7 PM on 8/23. Got in at 7 PM. It might be helpful if touch tone kept callers on line and picked up the waiting calls in order received.
- Said she's very satisfied with service she's received.
- Likes touchtone - hates standing in line.
- Has never had any problems, thinks class scheduling is fine as is.
- I personally prefer 7 1/2 week courses.
- Only basic required courses (English , etc.) are offered at Highland Lakes - I'd like to see more higher level courses offered there.
- No. OCC has a very good system.
- Only complaint was that Touch-Tone didn't give you a 2nd chance if you screwed up - had to start over from "Square-One".
- Prefers the classes at Orchard Ridge to those at Royal Oak because the OR meet twice a week unlike the RO campus which are once a week block classes.
Offer more classes in the morning.
- Took him a while to get through on touch-tone. Other than that, everything's OK - he's not working so his schedule is wide open. Also, she specifically wanted the Psych 271 taught by Dr. Don Nichols and he only teaches one section of this so she registered way ahead of time to make sure she got in.
- Should have Child Development class, Psych 271 at the Royal Oak campus in evening. She works and Royal Oak only offered this during the day. Had to register for the evening class in Auburn Hills but this is more

inconvenient since she lives in Madison Hts.

- More night classes should offer.
- She would like the option of doing drops and adds during the regular registration period on the Touch Tone System.
- Yes there should be more of a break between classes. If one ends at 11:00 AM the next one starts at 11:00 give a half hour break in-between classes.
- Computer would not take the student code. Print in larger letters and simplify as much as possible the directions.
- Works so he would like more evening classes.
- Cashier should be open later than 5 during registration.
- He doesn't like the evening classes starting at 5:30 - would rather have them start at 6:00 PM.
- They should have the EMT classes during the day.
- 1st time and pleasantly surprised.
- OCC has a good system. Walk-in at Royal Oak - was in and out in 30 minutes.
- It would be good for me if touch-tone was available later than 9:00 PM because of my work schedule.
- Not really - never had any problems until now.
- I'd love to take a journalism class but they're not offered in the evenings.
- No, everything went fine.
- Over all I'm very satisfied.
- When called lines said all circuits. Had to go to school to register. Should get more lines.
- More evening classes.
- Problems with touch tone. Would hang up and said procedure was wrong. Charges placed on credit card with no classes registered - Last year no problem.
- No problems with class schedules.
- I spent three days hitting my re-dial button and couldn't get through to touch tone registration (I finally contacted Michelle in registration who handled it for me and was great).
- More evening classes - they always seem to fill up first. She works full time so needs night classes.
- Hard time getting through - need more lines.
- Biology 163 Psychology and Anatomy T and THE, Southfield campus. Class and lab time are on same day: class 11-2, lab 2-5. Would be better if lab was offered on M-W-F 11-2. Have children in school - conflicts with their schedule.
- Wanted to take at H.L. - full - was able to get in at O.R.
- Speed up their process--registration was 6 weeks behind. I was denied financial aid because they could not find my forms. I did like the touch tone system it was convenient.
- Not at this time.
- Went rather smoothly this time.
- Shorten the instructions on the touch tone system - the process takes too long.
- No - pretty satisfied so far.
- Would like some very early morning classes i.e. 6 or 7 AM, because he works full-time.
- More touchtone hours are needed. The system should allow the caller more time to think and program the next function without cutting them off so quickly.
- The addition of more lines.
- Touch tone does well.
- Tried to touch tone 8/24, 25. Never got in-line was busy. When I got in on the 29th everything went fine.
- Understands that the phone lines are in a "HUNT" group. Perhaps OCC could get a larger HUNT group of phone lines. Tried 2 hours on 8/23/94 from 11:30 AM to 1:30. Got in at 1:30 PM. Unsure whether it took credit card number for payment.
- No complaints.
- Need more phone lines for touch tone registration.
- Offer a guitar class any weekday evening at Auburn Hills.
- Would like to see more Computer - CAD classes offered at Auburn Hills campus, 2 - 5, any day of the week - Monday through Friday.
- Like evening classes - afraid to walk around "spread out campus at nigh".
- Offer Math III and CIS 104 at Highland Lakes Campus Monday through Friday between 8:30-4:00. Highland Lakes and Orchard Ridge use different computers which is difficult for students. Had to take 2 classes at Orchard Ridge, 1 at Highland Lakes.
- He never got a notice to pay for the classes he registered for during early touch tone - a telephone reminder might be helpful.

- When registering for classes should be able to mail in payment rather than have to go to campus the same day that you register by phone.
- No suggestions - satisfied with schedule.
- Touch tone hard to get in.
- Complaint about the day care: Does not think it is fair to students who have young children - The policy that day care will take children only if potty trained and who have reached 2 1/2 years of age.
- Touch-tone was always busy - should have more lines.
- Add a "Help Menu" to the touch tone process or add a few more seconds to the pause (to allow time to think) so the system doesn't cut off the caller so quickly.
- Open registration - should not have to go at a certain time.
- Auburn Hills: The staff in the registration office should give new, incoming students more information on their initial visit. Had to take ASSET, OCC did not tell her that it took 2 hours to take test and did not give enrollment card. Had to make 4 trips into campus to get all necessary info and papers. Wanted to register in person but was told to use the courtesy phone for which there was a long line. The staff moving the registrations office was doing nothing. Why couldn't the staff be more accommodating and help the students who come on campus to register? (Older student unfamiliar/uncomfortable using touch tone).
- No problem.
- When a specific section (of a class) fills, schedule a second section at the same time.
- Touch tone registration should be improved.
- Touch Tone; Accidentally put in wrong Visa number - computer has locked him out from re-registering. Should have an over-ride or way of correcting mistake.
- Add more lines.
- Has 3 small children at home so she has to attend evening classes. Apparently there was only one section of Pol 151 offered in the evening - should have more night sections.
- Like touch tone but it cuts if you make a mistake. Some extra chances when a mistake is made to correct it.
- Pertains to the Summer and Spring semester: Better to offer classes 4 days, 3 hours per day instead of 2 days, 6 hours per day.
- Student works evenings and would like to see more 9:30 pm classes offered.
- Very disgusted with registration. Took him 2 days to get through on touch-tone - thinks it should be a 24 hour service. Works so he prefers evening classes.
- No - satisfied so far.
- No suggestions for scheduling but thinks there should be more lines open to register. Called at 7:20 AM and it took her 45 minutes.
- More lines to the touch tone. Difficult to get through.
- Registration went smoothly but shouldn't cancel classes.
- Hard time getting through the touch tone. Scholarship - missed 1st registration and didn't realize that payment needed to be made same day. When checking on classes learned that I had been dropped from all classes. The procedure needs to be explained a little better.
- No not at this time.
- Hard to get through on the touch tone even using the re-dial.
- Have longer period of touch tone registration.
No actually went well except I waited too long to register.
- Instructions for phone registration should be clearer and phone prompts should be improved. Some people find it frustrating. However, much better than previous types of registration.
Intro to Logic and Ethics, a Humanities requirement is never offered at night. I've been trying for 3 years to get into it. Also, classes that meet two nights a week for 1 1/2 hours instead of once a week is very inconvenient for people who work full time.
- Had to re-dial 10 times before getting in on 8/29 after 4 PM.
- No complaints - no problems.
- Have more computer lines open for touch tone. Called Tuesday 8/23 once every hour all day could not get in. Tried Wednesday 8/24 from 3-4:30. Got in at 4:30 but system hung up on me. Called constantly until 7:30 PM when was able to register.
- Need more lines for touch tone. Fall registration booklet not received (Troy area).
- On touch tone, could not get the balance of my bill as I had been able to do in the past.
- No not for the scheduling of classes, however you might offer more evening courses /probe/none.
- No problems.
- Tried touch tone 8/23, 24 (afternoon) never got in - always busy. Finally got through on 8/29 in the afternoon.

- OCC should utilize "bump" cards or overrides to allow a student entry into a closed class.
- Never have any problems.
- Touch-tone is convenient. I like the time limit on registration touch-tone line.
- Increase the number of sections offered or the number of students allowed in class.
- Touch tone registration is really nice.
- No, I'm satisfied with everything.
- Phone system is great - however unsure when using the phone if I registered correctly.
- No - satisfied so far.
- Like phone registration. However hard to get through perhaps more lines open to register.
Install more phone lines. Have a longer registration period.
- On Tuesday, took 45 minutes to get into touch tone.
- No complaints.
- Had problem with touch tone - it hung up on him a couple of times, saying that he made a mistake (he thinks he didn't).
- Have gone through a lot of different school's registrations and OCC's is the best. The phone system is well thought-out and everything is done for you.
- More "By arrangement" classes are needed for working/family people.
Couldn't get through on touch-tone so she went in person to register. As far as scheduling of classes, she's been pretty satisfied.
- As a working mother I'd like to see more classes in the evenings, especially Early Childhood classes.
Limit the restrictions on classes. Last day for 100% refund should be extended through the first week of class.
Would like to see English as a 2nd language (ESL) classes taught at Auburn Hills in addition to Orchard Ridge.
- Likes touch tone.