

UNIVERSITY OF ZIMBABWE

QUALITY ASSURANCE

CLIENT SATISFACTION INDEX (CSI)

SECOND SEMESTER: FEBRUARY 2013

Student Registration Systems

Survey Report

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Objectives

To establish the

1. main method of financing amongst students;
2. critical problems within the registration process;
3. effectiveness of information dissemination about registration in general and in particular information about fees;
4. presence of guidance by faculties in selection of courses;
5. perception of Security personnel amongst students;
6. duration for completing the registration process;
7. areas with long delays.

Summary

1. Generally registration went on well with some of the students completing an online survey immediately after the registration process. A total of 2257 students participated.
2. Students who participated in the survey revealed where they are experiencing long delays. The faculties and the photographer's station were identified by most students. Other areas which are falling short were also indicated.

3. There is also satisfaction amongst students in guidance offered by faculties and courtesy of security personnel.

Methodology

Students were required to complete a short survey immediately after they complete registration. This survey was made available online for convenience and extended access. The questions were objective with students selecting a response from the provided options. This was to enable students to quickly give responses.

Findings

1. Self Financing / Cadetship

This question required students to declare their method of financing. The result revealed that a majority of students are self financing (63.89%) and a sizeable proportion being on cadetship (35.80%). Only 7 students decided not to answer this question.

2. Did you have adequate information on second semester registration before you came to register?

Since students participated in this survey after they had completed their registration process the assumption is that they had some information regarding registration. The question then sought to establish if students had received adequate information. In response a majority of students 64.64% confirmed that they had received adequate information with a sizeable proportion indicating that the information they had was not adequate. In future surveys it would be useful to probe further the exact area where information was lacking to enable effective action to be taken.

3. Did you know how much fees you were supposed to pay for the semester?

This question isolates the issue of fees to establish if students had adequate information about their fees . The responses were almost evenly split with a slight majority (51%)

confirming that they did not have adequate information. Future surveys should probe further the circumstances of students who did not have adequate information regarding fees.

4. Departmental and Faculty staff offered guidance in the choice of courses?

It is important for students to receive guidance in the choice of courses hence the survey sought to establish if such guidance was present. The responses show that the majority 77.58% were offered guidance.

5. Security Personnel were courteous and helpful?

During the registration process there was inevitably a lot of interaction between the security personnel and students. The students indicated by majority 90.78% that throughout the process security personnel were courteous and helpful.

6. How long did it take you to complete the registration process?

Students were asked to estimate how long it took them to complete the registration process. A combined majority of 81.75% completed the registration in less than 5 hours. 18.52% completed the registration process in more than 5 hours.

7. Where did you experience the longest delay?

The faculty was identified as the station where a majority 56.27% of students experienced long delays. Other students 31.90% indicated the photographer as the longest delay. Thus 88.17% of students experienced a long delay either at the faculty or the photographer's station.

Conclusion

Two major challenges were revealed by students who participated in the survey. They indicated information gaps about the registration process and fees. Secondly the faculty and the photographer's station were indicated as zones where long delays were experienced.

Students by majority seem to be satisfied by guidance offered by faculties in selection of courses and the courtesy of security personnel.

Recommendations

1. By increasing efficiency at the faculty and photographer's section overall efficiency of the registration process can be dramatically improved.
2. The readiness and availability of staff at faculties requires improvement.
3. Perhaps the Bursar's department should send statement of fees to students before registration either online or by postage.
4. Questions on customer service should probe further to establish the exact cause of dissatisfaction which would enable effective intervention.