

1		
Admissions and Records processes all admission and registration forms. Please mark all that apply.		
Y		
I received assistance applying or registering for a class	319	61.58%
I submitted a change of major	135	26.06%
I submitted a Time Conflict petition	14	2.70%
I submitted an Extenuating Circumstance petition	25	4.83%
I submitted a Special Admit application	25	4.83%
total	518	

Additional Data
may be used for program
review.

2		
The Transcript Office processes official transcript requests, enrollment verifications, and receives official transcripts from other institutions. Please mark all that apply.		
Y		
I requested an official transcript from AVC	76	13.13%
I requested an Enrollment Verification	62	10.71%
I submitted an official transcript to AVC	78	13.47%
I requested an CSU or IGETC certification	10	1.73%
None of the above apply to me	353	60.97%
total	579	

	3		
The Graduation Office evaluates transcripts and other educational records for the purpose of awarding degrees and certificates. Please mark all that apply.			
Y			
I submitted a graduation application	36	6.12%	
I asked questions about my graduation requirements	109	18.54%	
I am interested in learning more about graduation	199	33.84%	
None of the above apply to me	244	41.50%	
total	588		

	4		
Please indicate which websites you have viewed during your enrollment at AVC.			
Y			
Admissions and Records	439	55.85%	
Transcript Office	169	21.50%	
Graduation Office	81	10.31%	
Veteran's Affairs / International Students	32	4.07%	
None of the above	65	8.27%	
total	786		

	5		
Information on the AVC website can help you navigate through the enrollment process. How often do you go to the AVC website?			
N			
Several times before the semester begins	207	40.83%	
Several times during the semester	289	57.00%	
At least one time during the semester	9	1.78%	
Rarely check online for information	2	0.39%	
I do not use the AVC website	0	0.00%	
total	507		

	6		
Registration appointments are viewed online through your myAVC account. How did you find out about your registration appointment?			
N			
Automated phone call	28	5.53%	
AVC website	80	15.81%	
myAVC account	317	62.65%	
In person at the Admissions and Records Counter	46	9.09%	
Other	35	6.92%	
total	506		

7		
When applying for admission or registering for a course, assistance with your myAVC account is provided in person in a campus lab and by phone support at 722-6300 ext. 6605. Please mark all that apply.		
Y		
I received assistance in a lab on campus	95	17.89%
I received assistance over the phone	96	18.08%
I did not need assistance with my myAVC account	340	64.03%
total	531	

8		
If you received assistance during registration with your myAVC account, what kind of assistance was provided?		
Y		
Password reset	165	40.94%
Locked account	54	13.40%
Email problems	33	8.19%
I had another type of issue not listed	151	37.47%
total	403	

9		
If you received technical help for your myAVC account during registration, what was the response time?		
N		
Immediately	170	45.21%
1-3 days	83	22.07%
4-6 days	16	4.26%
7 or more days	8	2.13%
No response	99	26.33%
total	376	

	10		
During registration I found the online registration process easy to navigate.			
N			
Strongly agree	231	46.39%	
Agree	206	41.37%	
Disagree	29	5.82%	
Strongly disagree	28	5.62%	
I did not use online registration	4	0.80%	
total	498		

	11		
During registration, I found the online registration process took:			
N			
5-15 minutes	237	47.98%	
50-30 minutes	69	13.97%	
30-45 minutes	106	21.46%	
45-60 minutes	34	6.88%	
More than 60 minutes to complete	48	9.72%	
total	494		

	12		
Students are responsible for timely payment of enrollment and material fees by the posted deadline. I pay my fees by:			
N			
I use check/cash/credit card to pay my fees	236	47.87%	
Someone else uses check/cash/credit card to pay my fees	51	10.34%	
I use Financial Aid to pay my fees	206	41.78%	
total	493		

	13		
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Add Authorization Codes (AAC) are 4 digit codes that replace signed Add/Drop slips. If you used an AAC to add, please rate the ease of using the AAC code.		
N		
The code was extremely easy to use online	194	58.26%
The code was somewhat easy to use online	67	20.12%
The code was not easy to use online	15	4.50%
I could not use the code online and had to come to campus	57	17.12%
total	333	

	14	
If you used an AAC to add, please indicate whether you experienced a registration add error. Some courses have prerequisites, co-requisites or other requirements that must be met to register in a course.		
N		
Yes, I encountered a registration add error	83	23.12%
No, I did not encounter a registration add error	276	76.88%
total	359	

	15	
Did you know that to use an Add Authorization Code (AAC), you need to validate the code and then click the "Submit Changes" button to enroll in the course?		
N		
Yes	319	68.90%
No	144	31.10%
total	463	

16		
It is important to review your class schedule throughout the term for accuracy and to ensure that all adds/drops are correctly posted to your account. Please mark all that apply.		
Y		
I check my schedule after each add or drop	384	50.86%
I check my schedule after the drop for non-payment process	104	13.77%
I check my schedule after each registration deadline	235	31.13%
I do not check my schedule after I register for classes	32	4.24%
total	755	

17		
Enrollment verifications are requested through the Transcript Office. Verifications may be used for employers, insurance companies, loan companies and housing authorities to name a few. Have you ever requested an Enrollment Verification?		
N		
Yes	99	20.63%
No	381	79.38%
total	480	

18		
Did you know that students who wish to receive a certificate or degree must apply online or in person at the Graduation Office?		
N		
Yes	237	48.97%
No	247	51.03%
total	484	

	19		
In completing this survey, did you learn about a process or useful tool available to you as an AVC student?			
N			
Yes	396	81.99%	
No	87	18.01%	
total	483		