

Are you ? . . .

1 Student's mother

2 Student's father

3 Guardian

4 Other: _____

Part I The survey begins by asking some questions about the decision to attend Rutgers University. Please keep in mind that we are asking for your opinion as the parent or guardian of the student accepted to Rutgers University.

1) Following is a list of factors that some people have considered when selecting a college. Please circle how important you believe each factor was to the student in selecting Rutgers University, to the best of your knowledge.

Please circle one response.

The student considered . . .	Not Very Important	Somewhat Important	Very Important	Extremely Important
a Academic reputation	1	2	3	4
b Academic program or courses	1	2	3	4
c Quality of faculty	1	2	3	4
d Value (cost in relation to benefit)	1	2	3	4
e Opportunity to live on campus	1	2	3	4
f Student diversity (e.g. cultural diversity, ethnicity, socioeconomic background)	1	2	3	4
g Quality of student life	1	2	3	4

Now that you have indicated the importance of each of these factors to the student, we would like to know which were the most important factors to you in choosing Rutgers University. Please write the corresponding letter from the factors listed above for the first, second and third most important factors to you in choosing Rutgers University.

Most Important	Second Most Important	Third Most Important
_____	_____	_____

Part II We will now ask you some general questions regarding the time and effort it took you personally to help the student choose a college.

Please circle one response.

	Very Little	A Small Amount	A Moderate Amount	A Great Deal
2) Please estimate the amount of time you personally gave to the college decision process	1	2	3	4
3) Please estimate the effort you personally gave to the college decision process	1	2	3	4

- 4) When did the college selection process for the student begin? **Please circle one choice.**
- 1 Before the sophomore year
 - 2 During the sophomore year
 - 3 During the summer between the sophomore and junior year
 - 4 During the junior year
 - 5 During the summer between the junior and senior year
 - 6 During the first half of the senior year

- 5) Please describe the level of involvement each person or group listed below had in the student's decision to attend Rutgers University.
- For each person or group, please circle one response or leave blank if not applicable.**

	How involved were . . .	No Involvement	Some Involvement	Moderate Involvement	Very Involved
a	You, the parent or guardian	1	2	3	4
b	The student	1	2	3	4
c	His or her sibling(s)	1	2	3	4
d	Other family members	1	2	3	4
e	The student's friends	1	2	3	4
f	Your own friends	1	2	3	4
g	School teacher(s)	1	2	3	4
h	School counselor(s)	1	2	3	4
i	Other school personnel (e.g., principal)	1	2	3	4
j	Rutgers alumnus(i)	1	2	Please Continue	

- 6) There are many ways parents or guardians can receive information about Rutgers University. For each of the following sources, please choose the most appropriate response indicating your access to each type of information and the extent that you used that information in the college decision process.

Please circle one choice for each information source.

Information source for Rutgers	HAD ACCESS TO INFORMATION				
	No access to information	RELIED ON INFORMATION			
		Did not use information	Slightly	Moderately	Heavily
a Rutgers internet home page	1	2	3	4	5
b Admissions publications or mailings	1	2	3	4	5
c University publications other than admissions	1	2	3	4	5
d College guides (e.g., US News, Money)	1	2	3	4	5
e Other media sources (e.g., local newspapers)	1	2	3	4	5
f Your own contact with high school counselors	1	2	3	4	5
g Your own contact with high school teachers	1	2	3	4	5
h Family members	1	2	3	4	5
i Your contact with student's friends	1	2	3	4	5
j Your own friends	1	2	3	4	5
k Rutgers alumni	1	2	3	4	5
l Off-campus Rutgers recruiter	1	2	3	4	5

Part III The third part of the questionnaire is designed to obtain your feedback regarding the enrollment process at Rutgers University.

- 7) Please circle one response for each of the following components of the enrollment process at Rutgers University. First, indicate if you know about each activity. Next, indicate whether your understanding of the process is clear or unclear. Finally, please evaluate the timing of the activity.

Enrollment Steps:	Did you know about?		Your understanding of the process		Was the timing of the process?		
	Yes	No	Clear	Unclear	About Right	Too Early (Not Ready)	Too Late (Rushed)
	a Application process	1	2	1	2	1	2
b Acceptance notification	1	2	1	2	1	2	3
c College welcome letter (Cook, Douglass, etc.)	1	2	1	2	1	2	3
d Placement testing	1	2	1	2	1	2	3
e Student orientation	1	2	1	2	1	2	3
f Academic advising	1	2	1	2	1	2	3
g Registration for classes	1	2	1	2	1	2	3
h Financial aid	1	2	1	2	1	2	3
i Term bill	1	2	1	2	1	2	3

- 8) The following list includes more detailed questions about the enrollment process at Rutgers University. Please indicate **your** degree of satisfaction by circling the appropriate number.
If you do not have information on any item, please circle NA for "not applicable."

Admissions Process		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA
a	The quality of admissions materials	1	2	3	4	9
b	The quantity of admissions materials	1	2	3	4	9
c	The timeliness of the delivery of admissions materials	1	2	3	4	9
d	The ease in completing the admissions application	1	2	3	4	9
e	The timeliness of the admissions decision	1	2	3	4	9
f	The overall quality of your campus tour	1	2	3	4	9
	Check if you did not attend campus tour	<input type="checkbox"/>				
g	The accessibility of the admissions staff	1	2	3	4	9
h	The helpfulness of the admissions staff	1	2	3	4	9
i	Your overall rating of the admissions process	1	2	3	4	9

- 9) Check box if student did not apply for financial aid and go to question 10.
If you do not have information on any item, please circle NA for "not applicable."

Financial Aid Process		Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	NA
a	The amount of financial aid information sent when Rutgers first accepted the student	1	2	3	4	9
b	The timeliness of this financial aid information in deciding whether to enroll	1	2	3	4	9
c	The amount of financial aid information sent after the student accepted Rutgers	1	2	3	4	9
d	The timeliness of this financial aid information in getting started at Rutgers	1	2	3	4	9
e	Your understanding of this two-stage financial aid notification process	1	2	3	4	9
f	The helpfulness of this two-stage financial aid notification process	1	2	3	4	9
g	The quality of the financial aid information	1	2	3	4	9
h	The accessibility of the financial aid staff	1	2	3	4	9
i	The helpfulness of the financial aid staff	1	2	3	4	9
j	The ease of completing the financial aid application	1	2	3	4	9
k	Your overall rating of the financial aid process	1	2	3	4	9

Please Continue

- 10) These next few items ask you to state your degree of satisfaction with several aspects of the academic advising and registration process. Please circle the one response that indicates your personal satisfaction based on any information the student or anyone else may have shared with you. **If you do not have information on any item, please circle NA for "not applicable."**

Academic Advising and Registration		Very		Very		NA
		Dissatisfie d	Dissatisfie d	Satisfied	Satisfied	
a	Quality of academic advising (course selection)	1	2	3	4	9
b	Helpfulness of academic advisors	1	2	3	4	9
c	Accessibility of academic advisors	1	2	3	4	9
d	Your overall rating of academic advising	1	2	3	4	9
e	Availability of course sections (times offered)	1	2	3	4	9
f	The number of course sections offered	1	2	3	4	9
g	Schedule of courses (overall for semester)	1	2	3	4	9
h	Your overall rating of the registration process	1	2	3	4	9

- 11) Now we would like to know about your experience with the term bill and the Attendance Confirmation / Payment form.

Please circle one response indicating your level of agreement with each statement.

If you do not have information on any item, please circle NA for "not applicable."

Term Bill and Attendance Confirmation / Payment form		Strongly		Strongly		NA
		Disagree	Disagree	Agree	Agree	
a	Instructions on the term bill were clear	1	2	3	4	9
b	The information on the term bill was adequate	1	2	3	4	9
c	It was clear that the Attendance Confirmation / Payment form needed to be detached from the Term bill, signed and returned to the University to finalize registration	1	2	3	4	9
d	The information booklet regarding the Hope Scholarship tax credit was helpful	1	2	3	4	9
e	You are satisfied with the response to any questions you may have had about the term bill when you called the office	1	2	3	4	9
f	The number of payment options offered by Rutgers University is adequate	1	2	3	4	9
g	Your overall rating of the term bill process	1	2	3	4	9

12) Please use the sections on this page to address specific concerns or suggestions you may have which would help us to improve the term bill.

a If you indicated that the term bill instructions were not clear, please list the instructions needing clarification.

b Did you understand that the Attendance Confirmation / Payment form needed to be signed and sent back to the University to finalize registration, even if you sent the payment in late

- 1 Yes
- 2 No

If no, what could we do to make this more clear?

c If you indicated the information on the term bill was not adequate, what additional information would you like presented?

d What additional payment options could we offer?

e If you indicated that you were not satisfied with our response to your term bill telephone inquiry, please state the nature of your dissatisfaction.
