



ONLINE REGISTRATION SERVICES

AACRAO recently conducted a survey of its membership to gather information about online registration services. A similar survey was conducted in 1999 (results available on the AACRAO website).

Respondents were asked whether institutions offer the following online services: class schedules, catalog information, instructor information, registration, payment processing, registrar's office homepage, schedule planning services, community information. Those institutions who reported offering online information and services were also asked about whether they developed those services in-house or if they used and outside firm. The survey also asked institutions whether they offer schedules and catalogs in printed form, online, or both.

ONLINE INFORMATION AND SERVICES

Overall, respondents tended to offer online information (schedule of classes, catalog) before online services (registration, payment processing). Survey analyses indicated that institutions with the following characteristics were more likely to provide online registration services:

- Public Institutions
- Institutions with large budget sizes
- Institutions with relatively higher full time enrollment
- Institutions with between 4 and 9 professional registration office staff members
- Institutions with greater than 10 administrative registration office staff members

Online payment processing continues to be the least likely service to be provided online, while catalog information remains the most widely offered service. Smaller schools and for-profit institutions were the least likely to offer online services.

Institutions Providing Online Registration Services								
	Online Class Schedules	Online Catalog Information	Online Instructor Information	Online Registration	Online Payment Processing	Online Registrar's Office Homepage	Online Schedule Planning Services	Online Community Information
2003 Total	88%	92%	76%	67%	49%	74%	52%	75%
1999 Total	63%	71%	41%	30%	11%	54%	22%	42%

BREAKDOWN BY DEMOGRAPHIC

Control of Institution

Public institutions are more than a third more likely to offer online registration and over twice as likely to offer online payment processing than their private, not-for-profit counterparts. Private, for-profit institutions are significantly less likely to offer services and information online.

Budget Size

As expected, institutions reporting an institutional budget over \$31 million are significantly more likely to offer online information and services than institutions with budgets smaller than \$31.9 million.

Full Time Enrollment

Schools with less than 1,000 students are much less likely to offer services online than any other enrollment sub-group. The gap is most pronounced for online registration.

Full-time Staff

The survey broke down registration office staff into two categories: administrative and professional. With little variation, registration offices that employ a greater number of administrative staff are able to offer more services online than registration offices with fewer administrative employees. Offices with large (10 or more) professional staff members, however, are actually less likely to offer services online than offices with between 4 and 9 professional employees.

BREAKDOWN BY SERVICE/INFORMATION OFFERED

Online Class Schedules

Online class schedules are currently provided at 88% of responding institutions, an increase of 25% from 1999. While this increase followed expected trends, the gap between institutions with enrollment less than 1,000 and those with enrollment of 1,000 or more was significant.

Online Catalog Information

Online catalog information is currently provided at 92% of responding institutions, a 21% increase from 1999. For-profit institutions showed the only significant outlier among the data with only 63% of respondents offering. Along with online instructor information, online catalog information showed the least variation according to budget size.

Online Instructor Information

Online instructor information is currently provided at 76% of responding institutions, a 35% increase from 1999. Along with online catalog information, online instructor information showed the least variation according to budget size.

Online Registration

Online registration is offered at 67% of responding institutions, a change of 37% from 1999. While the likelihood of offering online registration follows expected overall trends, it does show the most significant gap between haves and have-nots. For example, 86% of institutions reporting a budget greater than \$31.9 million offer online registration while less than half of lesser funded institutions offer this service. There is also a significant gap according to enrollment size.

Online Payment Processing

Online payment processing remains the least popular service, only offered at about half of institutions. Payment processing did, however, show the largest growth of any service in our survey.

Online Registrar's Office Homepage

74% of responding institutions have a separate registrar's office homepage, and increase of 20% from 1999. Only 37% of for-profit institutions offer this service.

Online Schedule Planning Services

This service remained a low priority for most institutions with only 52% of institutions offering it, an increase of 30% from 1999. This service was the least likely to be offered by institutions with a budget size greater than \$31.9 million.

Online Community Information

75% of institutions reported offering this service, a 33% increase since 1999. This is the only service that is more likely to be offered at private, not-for-profit institutions than at public institutions. It also is the least likely to result in decreased professional staff.

Institutions Currently Providing Online Registration Services								
	Online Class Schedules	Online Catalog Information	Online Instructor Information	Online Registration	Online Payment Processing	Online Registrar's Office Homepage	Online Schedule Planning Services	Online Community Information
Public	96%	96%	80%	83%	64%	85%	61%	76%
Private, not for profit	81%	88%	72%	48%	31%	64%	43%	77%
Private, for profit	50%	63%	50%	38%	13%	38%	25%	44%
Budget below 31.9 million	78%	87%	73%	49%	36%	59%	38%	68%
Budget >31.9 million	99%	97%	83%	86%	62%	90%	64%	84%
FTE < 1000	69%	85%	69%	33%	24%	47%	33%	65%
FTE 1,000 - 9,999	93%	93%	75%	72%	49%	78%	54%	76%
FTE – greater than 10,000	98%	98%	86%	94%	76%	96%	69%	86%
FT Pro Staff 1-3	83%	89%	71%	55%	36%	66%	43%	70%
FT Pro Staff 4-9	96%	96%	81%	80%	60%	85%	63%	80%
FT Pro Staff >10	91%	95%	81%	77%	61%	79%	59%	80%
FT Admin Staff 1-3	84%	90%	74%	56%	37%	65%	47%	71%
FT Admin Staff 4-9	91%	94%	74%	74%	57%	83%	57%	77%
FT Admin Staff >10	95%	95%	83%	88%	68%	89%	61%	84%

OUTSOURCED V. IN-HOUSE

The survey also asked whether these services were developed by an outside vendor or using in-house staff.

Overall, institutions preferred to develop online services in-house by a 7 to 1 margin, however online payment processing and online registration were significantly more likely to be outsourced to a private company. While these numbers are similar to those in the 1999 survey, there appears to be a trend toward more in-house development.

	Online Class Schedules	Online Catalog Information	Online Instructor Information	Online Registration	Online Payment Processing	Online Registrar's Office Homepage	Online Schedule Planning Services	Online Community Information
In-house	88%	94%	89%	79%	76%	94%	85%	96%
Outsourced	12%	6%	11%	21%	24%	6%	15%	4%

PRINTED MEDIA

For catalogs and Schedules of classes, we asked institutions if they offer these items online, in printed form, or both.

Catalogs and Class schedules continue to be printed by respondents, even after they have added them as an online resource. Only 6% of respondents offer their catalog solely online and only 11% of institutions no longer print a schedule of classes. These institutions tend to be larger and better funded. Control (public, private, etc.) has very little bearing on whether or not an institution will move solely to online media. The number of institutions offering either catalogs or schedules online has increased significantly since 1999, while the number of institutions solely offering printing has decreased considerably.

Printed v. Online Schedule and Catalog		
	Schedule of Classes	Catalog
Printed Only	9%	9%
Online Only	11%	6%
Both	80%	85%