AACRAO Online Registration Services Survey

Summary

AACRAO recently conducted a survey of its membership to gather information about online registration services. The survey found that there is a high degree of interest in online services and that a large number of institutions already provide online services. The majority of respondents were interested in online services, with interest ratings in each service category of 70 percent or above. Many of the respondents' institutions were already providing online services, although they were more likely to be providing informational services online, such as class schedules and catalog information, rather than processing services online, such as registration and payment processing. Of those institutions providing online services, most provided those services in-house. The number of respondents whose institutions employed an outside vendor to provide online services was statistically too small to warrant discussion within this report.

Respondents also provided descriptive information about their institutions such as control, size, budget, and staffing. Survey analyses indicated that institutions in the following categories were more likely to be interested in and to provide online registration services:

- Public institutions

- Institutions with relatively larger overall institutional budgets

- Institutions with relatively higher 1998 full-time headcount enrollment

- Institutions with relatively more full-time staff, either professional or administrative

Characteristics of Respondents

Type and control of respondent institutions

Some 334 institutions, or 14 percent of the total institutional membership, responded to the survey. Of the respondents, 45 percent were from public institutions, 53 percent were from private (nonprofit) institutions, and the remaining 2 percent were from proprietary (private for-profit) institutions. In regard to type of institution, the majority of the respondent institutions, 59 percent, were 4+ years in length with undergraduate, graduate, and/or professional programs, 18 percent of respondents came from 4-year undergraduate institutions, 12 percent of respondents came from 2-year institutions with only lower division programs, 8 percent from graduate and/or professional schools, and the remaining 2 percent from 2-year upper division programs.

Overall institutional budget

Considering overall institutional budget, approximately one third of respondents' institutions had budgets of $31.9 million or less, an additional third had budgets of $31.9 or more, and the final third did not know the size of their institution's overall budget.

Enrollment

Respondents' institutions were fairly evenly divided by full-time headcount enrollment. About 28 percent of respondent institutions had 1998 full-time headcount enrollment of under 1,000, 28 percent of respondent institutions had 1998 full-time headcount enrollment between 1,000 and 2,499, 22 percent of respondent institutions had 1998 full-time headcount enrollment between 2,500 and 9,999, and the final 20 percent of respondent institutions had 1998 full-time headcount enrollment of 10,000 or more.

Full-time staff

Approximately 60 percent of respondents' institutions employed 1 to 3 full-time professional staff in their offices, while 26 percent employed 4 to 9 full-time professional staff. An additional 11 percent of respondents' institutions employed 10 or more professional staff members. Similarly, 50 percent of respondents' institutions employed 1 to 3 administrative staff, 21 percent of respondents' institutions employed 4 to 9 full-time administrative staff, and 22 percent of respondents' institutions employed 10 or more administrative staff members.

Interest in Online Services

The majority of respondents were interested in online services. Four services—online class schedules, online catalog information, online registration, and online registration office homepages—received an interest rating of over 90 percent. Respondents were least interested in online community information, with 70 percent of respondents either "very interested" or "somewhat interested" in online community information.

Considering institution control, public institutions were more interested in online services than private (nonprofit) institutions, although differences were often marginal.[1] About 98 percent of public institutions and 95 percent of private (nonprofit) institutions were "very/somewhat" interested in online class schedules. Further, 90 percent of public institutions and 68 percent of private (nonprofit) institutions were "very/somewhat" interested in online payment processing.

Institutions with total budgets of $31.9 million or more were more interested in online services than institutions with total budgets of $31.9 million or less. About 99 percent of institutions with total budgets of $31.9 million or more were "very/somewhat" interested in online class schedules, while 91 percent of institutions with total budgets of $31.9 million or more were "very/somewhat" interested in online class schedules.

Larger institutions were more interested in online services than small institutions. About 90 percent of institutions with 1998-99 full-time headcount enrollment of 10,000 or more were "very/somewhat" interested in online payment processing while only 66 percent of institutions with 1998-99 full-time headcount enrollment of under 1,000 were "very/somewhat" interested in online payment processing.

Interest in Online Services

	Very/Somewhat Interested In							
	Online Class Schedules	Online Catalog Information	Online Instructor Information	Online Registration	Online Payment Processing	Online Registration Office Homepage	Online Schedule/ Planning Services	Online Community Information
All Respondents	93.1	94.6	83.9	91.9	73.4	91.1	80.9	69.7
Control of Institution (public)	98.0	98.7	88.7	98.7	90.2	96.5	90.1	74.1
Control of Institution (private non-profit)	94.7	97.1	87.1	91.4	67.9	94.1	82.7	74.2
Overall Instituion Budget ($31.9 million or less)	90.9	97.0	85.8	95.0	83.8	89.6	84.3	77.3
Overall Institution Budget ($31.9 million or more)	99.0	99.1	93.2	97.2	88.5	97.1	89.4	78.3
Full-Time Headcount Enrollment, 1998-99 (under 1,000)	91.3	93.5	84.4	89.2	65.9	89.0	78.1	77.6
Full-Time Headcount Enrollment, 1998-99 (1,000-2,499)	96.7	98.9	85.7	93.5	74.2	94.5	84.4	77.0
Full-Time Headcount Enrollment, 1998-99 (2,500-9,999)	98.6	100.0	94.4	100.0	90.5	100.0	95.8	77.1
Full-Time Headcount Enrollment, 1998-99 (10,000 or more)	98.3	98.4	90.2	98.4	90.0	98.4	86.6	67.2
Full-Time Professional Staff, 1999-2000 (1-3 staff)	94.5	98.0	86.1	91.9	74.1	93.9	82.9	78.9
Full-Time Professional Staff, 1999-2000 (4-9 staff)	98.8	98.7	95.1	98.8	83.3	98.7	93.5	67.1
Full-Time Professional Staff, 1999-2000 (10 or more staff)	97.2	97.2	88.6	100.0	91.6	94.4	86.1	low n
Full-Time Administrative Staff, 1999-2000 (1-3 staff)	93.4	96.0	84.0	88.8	66.0	91.4	81.0	76.7
Full-Time Administrative Staff, 1999-2000 (4-9 staff)	97.7	98.9	88.1	100.0	88.2	97.7	91.6	72.8
Full-Time Administrative Staff, 1999-2000 (10 or more staff)	100.0	100.0	95.7	100.0	92.6	98.5	88.2	72.5

In general, institutions with relatively more full-time staff were more interested in online services than institutions with less staff. Over 91 percent of institutions with 10 or more full-time professional staff in 1999-2000 were interested in online payment processing while only 74 percent of institutions with 1 to 3 full-time professional staff in 1999-2000 were interested in online payment processing. Likewise, 93 percent of institutions with 10 or more full-time administrative staff in 1999-2000 were interested in online payment processing while only 66 percent of institutions with 1 to 3 full-time administrative staff in 1999-2000 were interested in online payment processing.

Institutions Currently Providing Online Registration Services

Respondents' institutions were more likely to provide online informational services, such as class schedules and catalog information, and less likely to administer online registration procedures, such as registration or payment processing. About 63 percent of respondents provided online class schedules and 71 percent provided online catalog information.

Only 30 percent of respondents' institutions offered in-house-provided online registration, 15 percent offered in-house-provided online payment processing, and 29 percent offered in-house-provided online schedule/planning services.

Public institutions were more likely than private (nonprofit) institutions to provide online services. About 70 percent of public institutions and only 44 percent of private (nonprofit) institutions provided a registration office homepage.

Institutions with higher total budgets were more likely to provide online services than institutions with lower total budgets. About 88 percent of institutions with total budgets of $31.9 million provided online catalog information, while 62 percent of institutions with total budgets of $31.9 million or less provided online catalog information.

Larger institutions were more likely to provide online services than smaller institutions. About 57 percent of institutions with 1998-99 full-time headcount enrollment of under 1,000 provided online catalog information while 93 percent of institutions with 1998-99 full-time headcount enrollment of 10,000 or more provided online catalog information.

Institutions with relatively more staff are more likely to provide online services than institutions with

Institutions Currently Providing Online Registration Services

	Institution Currently Provides							
	Online Class Schedules	Online Catalog Information	Online Instructor Information	Online Registration	Online Payment Processing	Online Registration Office Homepage	Online Schedule/ Planning Services	Online Community Information
All Respondents	62.9	71.3	40.7	29.6	11.1	53.6	22.2	41.9
Control of Institution (public)	79.2	83.1	47.2	51.7	21.8	70.3	35.4	46.4
Control of Institution (private non-profit)	52.9	66.1	40.1	low n	low n	44.0	low n	45.4
Overall Instituion Budget ($31.9 million or less)	45.9	61.9	31.3	low n	low n	34.0	low n	37.1
Overall Institution Budget ($31.9 million or more)	77.8	88.0	51.0	51.9	low n	78.7	36.2	57.8
Full-Time Headcount Enrollment, 1998-99 (under 1,000)	32.2	56.7	40.2	low n	low n	low n	low n	36.9
Full-Time Headcount Enrollment, 1998-99 (1,000-2,499)	62.6	69.7	low n	low n	low n	49.4	low n	44.3
Full-Time Headcount Enrollment, 1998-99 (2,500-9,999)	79.7	81.1	50.0	40.5	low n	74.3	low n	50.7
Full-Time Headcount Enrollment, 1998-99 (10,000 or more)	94.0	92.5	59.4	67.2	low n	85.1	47.7	55.7
Full-Time Professional Staff, 1999-2000 (1-3 staff)	52.8	65.8	41.1	19.1	low n	43.7	16.7	45.6
Full-Time Professional Staff, 1999-2000 (4-9 staff)	80.2	82.6	43.4	43.0	low n	73.3	low n	43.0
Full-Time Professional Staff, 1999-2000 (10 or more staff)	94.6	94.6	low n	low n	low n	83.8	low n	low n
Full-Time Administrative Staff, 1999-2000 (1-3 staff)	52.3	62.4	34.7	low n	low n	41.2	low n	40.8
Full-Time Administrative Staff, 1999-2000 (4-9 staff)	62.8	75.0	42.2	low n	low n	60.5	low n	45.7
Full-Time Administrative Staff, 1999-2000 (10 or more staff)	94.6	93.2	59.7	66.2	low n	82.4	43.8	55.1

relatively less staff. Online class schedules were provided by 95 percent of institutions with full-time professional staff of 10 or more but by only 53 percent of institutions with full-time professional staff of 1 to 3 individuals. Likewise, online class schedules were provided by 95 percent of institutions with full-time administrative staff of 10 or more but by only 52 percent of institutions with full-time administrative staff of 1 to 3 individuals.

Institutions Currently Providing Online Registration Services In-House

The majority of respondent institutions that provide online services provide these services in-house.

Outside vendors were used by few institutions, with numbers too low to report in all categories except online registration and online payment processing.

Institutions were more likely to provide online information services such as class schedules and catalog information in-house. About 64 percent of institutions provided online class schedules in-house and 71 percent provided online catalog information in-house. However, institutions were less likely to provide their own online processing such as online registration, online payment processing, or online schedule/planning services. Only 30 percent of respondents' institutions offered in-house-provided online registration, 15 percent offered in-house-provided online payment processing, and 29 percent offered in-house-provided online schedule/planning services.

Online Registration Services: In-House/Outside Vendor

| | Current Service-Provider Of | | | | | | | |
	Online Class Schedules	Online Catalog Information	Online Instructor Information	Online Registration	Online Payment Processing	Online Registration Office Homepage	Online Schedule/ Planning Services	Online Community Information
In-House	64.4	71.3	47.9	29.9	14.7	61.1	29.0	45.8
Outside Vendor	low n	low n	low n	15.6	10.2	low n	low n	low n
Not Applicable	27.8	20.1	44.3	51.2	69.2	34.1	58.7	45.2

Institutions Currently Providing Online Registration Services In-House

| | Service Currently Provided In-House | | | | | | | |
	Online Class Schedules	Online Catalog Information	Online Instructor Information	Online Registration	Online Payment Processing	Online Registration Office Homepage	Online Schedule/ Planning Services	Online Community Information
Control of Institution (public)	78.2	81.1	52.4	low n	22.9	76.0	38.5	48.3
Control of Institution (private non-profit)	56.6	65.7	47.4	20.5	low n	53.8	24.6	48.2
Overall Instituion Budget ($31.9 million or less)	48.5	61.6	39.8	19.6	low n	44.9	low n	42.4
Overall Institution Budget ($31.9 million or more)	81.1	84.1	58.7	48.4	low n	81.7	40.6	55.3
Full-Time Headcount Enrollment, 1998-99 (under 1,000)	37.6	60.2	47.8	low n	low n	34.1	low n	42.0
Full-Time Headcount Enrollment, 1998-99 (1,000-2,499)	69.2	65.9	35.6	low n	low n	58.9	low n	47.8
Full-Time Headcount Enrollment, 1998-99 (2,500-9,999)	75.7	79.7	57.5	low n	low n	82.2	low n	52.8
Full-Time Headcount Enrollment, 1998-99 (10,000 or more)	90.8	90.1	64.1	64.1	low n	90.6	55.7	54.8
Full-Time Professional Staff, 1999-2000 (1-3 staff)	56.8	66.8	46.7	22.4	low n	54.4	24.5	48.7
Full-Time Professional Staff, 1999-2000 (4-9 staff)	77.4	79.8	49.4	40.5	low n	76.2	low n	41.5
Full-Time Professional Staff, 1999-2000 (10 or more staff)	97.2	89.2	low n	low n	low n	88.6	low n	low n
Full-Time Administrative Staff, 1999-2000 (1-3 staff)	55.8	65.6	39.1	low n	low n	48.0	23.3	43.6
Full-Time Administrative Staff, 1999-2000 (4-9 staff)	69.0	74.7	56.3	34.9	low n	74.7	low n	52.4
Full-Time Administrative Staff, 1999-2000 (10 or more staff)	88.9	87.7	65.7	58.3	low n	84.5	48.5	56.5

Considering only in-house-provided services by institutional control, public institutions were more likely to provide in-house services than private (nonprofit) institutions. About 81 percent of public institutions and 66 percent of private institutions administered in-house-provided online catalog information.

Institutions with higher budgets were more likely to provide online services in-house than institutions with relatively smaller budgets. About 82 percent of institutions with budgets of $31.9 million or more offered an in-house-provided registration office homepage while only 45 percent of institutions with budgets of $31.9 million or less offered an in-house-provided registration office homepage.

Institutions with relatively more full-time staff, either professional or administrative, were more likely to provide online services in-house. About 89 percent of institutions with 10 or more full-time professional staff offered in-house-provided online catalog information while only 67 percent of institutions with 1 to 3 full-time professional staff offered in-house-provided online catalog information. Likewise, about 88 percent of institutions with 10 or more full-time administrative staff offered in-house-provided online catalog information while only 66 percent of institutions with 1 to 3 full-time administrative staff offered in-house-provided online catalog information.

2000 Course Catalog Production/ Distribution

The majority of respondents' institutions, 82 percent, published their 2000 Course Catalog in print and online. Only 15 percent of respondents' institutions published only print materials. The proportion of respondents' institutions publishing only online materials was too small to report.

Public institutions were more likely than private (nonprofit) institutions to publish their 2000 Course Catalog both in print and online. Private (nonprofit) institutions were more likely than public institutions to publish their 2000 Course Catalog only in print. Institutions with larger total budgets were more likely to publish their 2000 Course Catalog both in print and online, 92 percent versus 77 percent. Also, institutions with higher total 1998–99 full-time headcount enrollment were more likely to publish their 2000 Course Catalog both in print and online.

Institutions with 10 or more full-time staff, either professional or administrative, were more likely to publish their 2000 Course Catalog both in print and online than institutions with fewer than 10 full-time staff members, 97 percent versus 80 percent and 96 percent versus 78 percent respectively.

2000 Course Catalog Production/Distribution			
	2000 Course Catalog		
	Print Materials Only	**Both Print and Online Materials**	**Online Only**
All Respondents	14.7	82.3	low n
Control of Institution (public)	low n	91.1	low n
Control of Institution (private non-profit)	19.4	78.3	low n
Overall Instituion Budget ($31.9 million or less)	low n	76.8	low n
Overall Institution Budget ($31.9 million or more)	low n	91.5	low n
Full-Time Headcount Enrollment, 1998-99 (under 1,000)	low n	73.6	low n
Full-Time Headcount Enrollment, 1998-99 (1,000-2,499)	low n	80.6	low n
Full-Time Headcount Enrollment, 1998-99 (2,500-9,999)	low n	93.1	low n
Full-Time Headcount Enrollment, 1998-99 (10,000 or more)	low n	94.0	low n
Full-Time Professional Staff, 1999-2000 (1-3 staff)	18.8	79.7	low n
Full-Time Professional Staff, 1999-2000 (4-9 staff)	low n	90.6	low n
Full-Time Professional Staff, 1999-2000 (10 or more staff)	low n	97.3	low n
Full-Time Administrative Staff, 1999-2000 (1-3 staff)	19.6	77.8	low n
Full-Time Administrative Staff, 1999-2000 (4-9 staff)	low n	85.9	low n
Full-Time Administrative Staff, 1999-2000 (10 or more staff)	low n	95.9	low n

2000 Class Schedule Production/ Distribution

The majority of respondents' institutions, 80 percent, published their 2000 Class Schedule in print and online. Only 16 percent of respondents' institutions published only print materials. The proportion of respondents' institutions publishing only online materials was too small to report.

Public institutions were more likely than private (nonprofit) institutions to publish their 2000 Class Schedule both in print and online, 93 percent versus 73 percent respectively. Private (nonprofit) institutions were more likely than public institutions to publish their 2000 Class Schedule only in print.

Institutions with larger total budgets were more likely to publish their 2000 Class Schedule both in print and online, 92 percent versus 67 percent. Also, institutions with higher total 1998–99 full-time headcount enrollment were more likely to publish their 2000 Class Schedule both in print and online.

Institutions with 10 or more full-time staff, either professional or administrative, were more likely to publish their 2000 Class Schedule, both in print and online, than institutions with fewer than 10 full-time staff members, 95 percent versus 76 percent and 95 percent versus 70 percent respectively.

Endnote

[1]Proprietary (for-profit) institutions were not included because there were insufficient numbers of respondents from this sector for analysis.

2000 Class Schedule Production/Distribution			
	2000 Class Schedule		
	Print Materials Only	**Both Print and Online Materials**	**Online Only**
All Respondents	15.9	79.9	low n
Control of Institution (public)	low n	92.5	low n
Control of Institution (private non-profit)	22.9	73.1	low n
Overall Instituion Budget ($31.9 million or less)	30.3	66.7	low n
Overall Institution Budget ($31.9 million or more)	low n	91.5	low n
Full-Time Headcount Enrollment, 1998-99 (under 1,000)	34.8	63.0	low n
Full-Time Headcount Enrollment, 1998-99 (1,000-2,499)	low n	80.6	low n
Full-Time Headcount Enrollment, 1998-99 (2,500-9,999)	low n	93.1	low n
Full-Time Headcount Enrollment, 1998-99 (10,000 or more)	low n	94.0	low n
Full-Time Professional Staff, 1999-2000 (1-3 staff)	22.2	75.8	low n
Full-Time Professional Staff, 1999-2000 (4-9 staff)	low n	91.8	low n
Full-Time Professional Staff, 1999-2000 (10 or more staff)	low n	94.6	low n
Full-Time Administrative Staff, 1999-2000 (1-3 staff)	26.6	69.5	low n
Full-Time Administrative Staff, 1999-2000 (4-9 staff)	low n	91.8	low n
Full-Time Administrative Staff, 1999-2000 (10 or more staff)	low n	94.9	low n