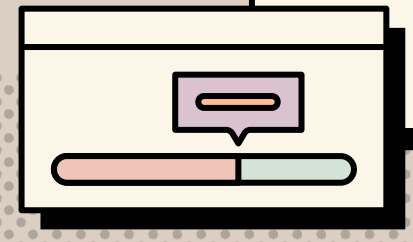
Improving NJIT's Registration Process

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Introduction/Backgroun

The registration process is like the roadmap to success for NJIT students, guiding them through their academic journey. It's the system that helps them sign up for classes, organize their schedules, and move forward in their education. But just like any system, sometimes it needs updates and improvements to make sure it's still helpful and easy to use. This research study aims to explore different ways NJIT can improve registration to make it more student-friendly and efficient. By figuring out what challenges students face and what new tools or ideas could help, NJIT can create a smoother and more enjoyable experience for everyone.



Research Question

How can NJIT enhance its registration process to better meet the needs and preferences of its students.

Participants

Recruitment:

- Participants are recruited by convenience sampling, which involves selecting individuals based on their availability and accessibility within the immediate environment, such as classmates within the same academic setting. Leveraging platforms like Discord's class chat channels Additionally, utilizing Discord allows for real-time communication to assist the participants at any moment.

Description:

- The participants are mainly undergraduate students attending NJIT.

Data Collection and Analysis

To help us gain a better understanding on how the educational systems can improve the learning experience for students, we used a mix of short interviews and a focus group .

Data Collection and Analysis

Surveys

By conducting a short 5 minute-survey with undergraduate students at NJIT we were able to gather helpful insights on the students day to day experiences. We ask them what are some teaching styles that they dislike. Additionally, how do they think can be done to improve their experience.

[Survey] [Survey Documentation]

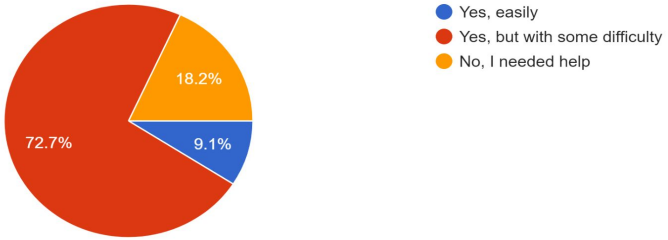
Focus Group

By conducting a focus group we were able to spend time talking with a group of NJIT students on their experiences with register for their classes. . This lets us interact with students to get their side of the story.

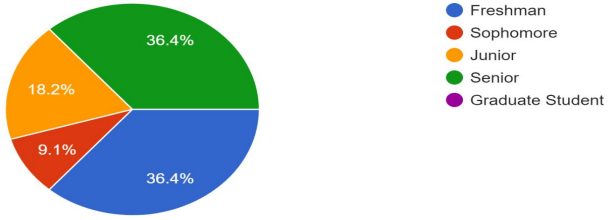
[Focus Group Documentation]

Results and Findings

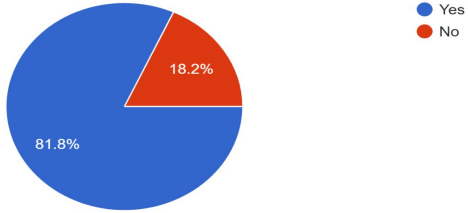
Were you able to find courses and information without needing additional help?
11 responses



What is your current year of study?
11 responses



Did you experience any technical issues while using the registration system? (e.g., crashes, slow loading times)
11 responses



Results and Findings

- The focus group collected responses from students across different years of study, focusing on their experience with the online registration system. Some themes that were found are:
    - **User-Friendly Interface:** Participants consistently mentioned the need for a more intuitive and user-friendly interface for the registration portal.
    - **Mobile Accessibility:** A significant number of students highlighted the importance of mobile accessibility.
    - **Clear Communication:** Clearer communication from the hold that is on their account, and their updated classification standings so the students know where they stand and when they can register
    - **Improved Support Services:** This included access to academic advisor support for immediate assistance, expanded office hours for academic advisors, and online tutorials or guides to help navigate the registration process.

Results and Findings

- The survey collected responses from students across different years of study, focusing on their experience with the online registration system.
- A significant portion of the respondents reported experiencing technical issues, such as crashes and slow loading times, which impeded their ability to register for classes efficiently.
- Despite these challenges, some students found the system’s planner feature useful for organizing their courses. However, the overall user experience was rated low by a majority of students, indicating a need for improvement.

Results and Findings Quotes

- **Senior Student (dmr49):** "Only show the classes I have left to take and what is available for that semester rather than looking at degree works and course scheduler at the same time."
- **Freshman Student (sha46):** "A lot of crashes, did not load up in time when registering, had to wait 5 minutes after pressing submit to see if I got waitlisted or not."
- **Junior Student (An227):** "Loading takes forever, especially for browsing the classes and even worse for registration."
- **Senior Student (kbs6):** "Sometimes you do not know if you have a hold for a class you would want to take and the seats are quickly taken even as a senior."

These quotes highlight the diversity of issues faced by students across different years of study, emphasizing the system's inefficiency and lack of user-friendly features.

Implications/Takeaways

In light of our research findings, several key implications and takeaways emerge. These insights offer actionable strategies for NJIT to enhance its registration process, ensuring it aligns more effectively with the needs and preferences of its student body.

Implications and Takeaways

- **Technical Issues Need Immediate Attention:** The prevalence of technical issues such as crashes and slow loading times indicates a pressing need for IT infrastructure upgrades. NJIT should prioritize resolving these issues to ensure students can register for classes without hindrance.
- **Real-Time Updates**: The delay in confirming registration status reported by some students suggests a need for real-time updates. Implementing a system that provides instant feedback upon registration submission can reduce uncertainty and anxiety among students.
- **Improved Communication:** Students mentioned difficulties in identifying holds on classes they wish to take. Enhancing communication channels to notify students of any holds or prerequisites can prevent surprises during registration and help them plan their schedules more effectively.
- **Investment in Technology:** To address technical issues and provide a seamless user experience, NJIT may need to allocate resources towards upgrading its technological infrastructure and implementing modern registration software.
- **Feedback Mechanisms:** Establishing regular feedback mechanisms, such as surveys or focus groups, can enable NJIT to continuously monitor student satisfaction and identify areas for further improvement in the registration process.


Thank you
Any Questions?

Group Contributions

- **Paul (20%) & Sherwin (20%)**
  - Conducted the focus groups & surveys with participants.
  - Analysis the data collections
- **Chiara (20%) & Natalie (20%):**
  - Analysis the data collections with Paul & Sherwin to find different takeaways and implications.
  - Gather different participants to be part of the research.
- **Kevin (20%):**
  - Conducted research on the research question
  - Collaborated with Paul & Sherwin to come up with a data analysis technique