Summary of Problem:
After telephone registration was activated in 1989 at USF, it became the primary mode of registration. At that time, this technology was considered state-of-the-art. USF was among few premier institutions that implemented touchtone registration, eliminating the long lines that once existed during arena registration. With activation of OASIS Web registration in the Fall Semester 1998, telephone registration usage has declined from past exclusive usage of 99% to 26% this fall. As a result, the Office of the Registrar conducted a survey to determine the reasons why some students continue to use telephone registration, given the availability of web registration. The primary purpose of the survey is to answer the question of whether telephone registration can be eliminated as a back-up to web registration.

In Fall Semester 2002, approximately 2,758 students used the telephone to register/add/drop courses. This population was selected for the survey.

Purpose of this Report:
Conduct a preliminary study to find out more about the characteristics of students who used Telephone Registration in the Fall 2002 semester. Determine if it would be problematic for these students if OASIS Web was their only option for registration activity.

Findings:

Finding #1
Most students using telephone in Fall Semester 2002 also used OASIS Web for registration activity. Therefore, a majority of the students appear to have access to a PC and are adept at using a computer.

<table>
<thead>
<tr>
<th>USAGE TYPE</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used Web and Telephone</td>
<td>2043</td>
<td>74.1%</td>
</tr>
<tr>
<td>Used Telephone Exclusively</td>
<td>715</td>
<td>25.9%</td>
</tr>
<tr>
<td>Total</td>
<td>2758</td>
<td>100%</td>
</tr>
</tbody>
</table>
Finding #2
Most of the students using telephone registration are undergraduates in Arts & Sciences (Tables 2a-2b). There is no indication from their major field of study that these students are computer averse—172 Psychology majors are the highest users; however, there were also 28 Information Systems majors.

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>2123</td>
<td>77.0%</td>
</tr>
<tr>
<td>Graduate</td>
<td>404</td>
<td>14.6%</td>
</tr>
<tr>
<td>Non-Degree</td>
<td>231</td>
<td>8.4%</td>
</tr>
<tr>
<td>Total</td>
<td>2758</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2a
Usage by Level
Fall 2002

<table>
<thead>
<tr>
<th>COLLEGE</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts &amp; Sciences</td>
<td>1280</td>
<td>50.7%</td>
</tr>
<tr>
<td>Academic Support &amp; Achievement (pre/un-declared majors)</td>
<td>634</td>
<td>25.1%</td>
</tr>
<tr>
<td>Business</td>
<td>247</td>
<td>9.8%</td>
</tr>
<tr>
<td>Education</td>
<td>204</td>
<td>8.1%</td>
</tr>
<tr>
<td>Engineering</td>
<td>57</td>
<td>2.3%</td>
</tr>
<tr>
<td>Fine Arts</td>
<td>56</td>
<td>2.2%</td>
</tr>
<tr>
<td>Public Health</td>
<td>21</td>
<td>0.8%</td>
</tr>
<tr>
<td>Nursing</td>
<td>20</td>
<td>0.7%</td>
</tr>
<tr>
<td>Architecture</td>
<td>4</td>
<td>0.2%</td>
</tr>
<tr>
<td>Graduate Studies</td>
<td>3</td>
<td>0.1%</td>
</tr>
<tr>
<td>Marine Science</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Total</td>
<td>2527</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2b
Usage by College
Fall 2002

Finding #3
Most of the undergraduate students using telephone registration were admitted as beginners in their term of most recent admission and are now classified as seniors (Tables 3a-3b). Many of the students used telephone registration in their initial term of entry and continue because "I have always used it".
Table 3a
Usage by Student Type at Most Recent Admission
Fall 2002

<table>
<thead>
<tr>
<th>TYPE</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginners</td>
<td>865</td>
<td>40.8%</td>
</tr>
<tr>
<td>Florida Public Community College Transfers</td>
<td>697</td>
<td>32.8%</td>
</tr>
<tr>
<td>Other Transfers</td>
<td>561</td>
<td>26.4%</td>
</tr>
<tr>
<td>Total</td>
<td>2123</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 3b
Usage by Classification
Fall 2002

<table>
<thead>
<tr>
<th>CLASS</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior</td>
<td>897</td>
<td>42.3%</td>
</tr>
<tr>
<td>Junior</td>
<td>687</td>
<td>32.4%</td>
</tr>
<tr>
<td>Freshman</td>
<td>306</td>
<td>14.4%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>233</td>
<td>10.9%</td>
</tr>
<tr>
<td>Total</td>
<td>2123</td>
<td>100%</td>
</tr>
</tbody>
</table>

Questions
Of the 2758 selected for the survey, only 810 (or 29.3%) were contacted by 3 callers from the Office of the Registrar. (The SECC declined this project, having other call campaigns in their queue.)

Question #1 – Had you used telephone registration before Fall 2002?

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>188</td>
<td>23.2%</td>
</tr>
<tr>
<td>Yes</td>
<td>597</td>
<td>73.7%</td>
</tr>
<tr>
<td>Did not Answer</td>
<td>25</td>
<td>3.1%</td>
</tr>
<tr>
<td>Total</td>
<td>810</td>
<td>100%</td>
</tr>
</tbody>
</table>

Question #2 – Have you ever used OASIS Web to access your records or register online?

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>85</td>
<td>10.5%</td>
</tr>
<tr>
<td>Yes</td>
<td>702</td>
<td>86.7%</td>
</tr>
<tr>
<td>Did not Answer</td>
<td>23</td>
<td>2.8%</td>
</tr>
<tr>
<td>Total</td>
<td>810</td>
<td>100%</td>
</tr>
</tbody>
</table>
Question #3 – Why did you use telephone registration instead of registering exclusively on-line via OASIS Web for Fall 2002?

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>More comfortable with telephone than a computer</td>
<td>130</td>
<td>16.0%</td>
</tr>
<tr>
<td>Do not have convenient access to a PC</td>
<td>124</td>
<td>15.3%</td>
</tr>
<tr>
<td>Do not have internet access on my PC</td>
<td>45</td>
<td>5.6%</td>
</tr>
<tr>
<td>Used telephone during orientation</td>
<td>77</td>
<td>9.5%</td>
</tr>
<tr>
<td>Concerned about the security of my information on the Web</td>
<td>4</td>
<td>0.5%</td>
</tr>
<tr>
<td>No convenient place to use a computer on campus</td>
<td>9</td>
<td>1.1%</td>
</tr>
<tr>
<td>Other</td>
<td>404</td>
<td>49.9%</td>
</tr>
<tr>
<td>Did not Answer</td>
<td>17</td>
<td>2.1%</td>
</tr>
<tr>
<td>Total</td>
<td>810</td>
<td>100%</td>
</tr>
</tbody>
</table>

Question #4 – Is there anything USF could do to make it easier to register via OASIS on the Web?

Approximately 679 students replied ‘no’ or indicated that nothing needed to be changed in OASIS to make it easier to register, while 91 responded affirmatively or provided suggestions. 5 students indicated they never used OASIS and several declined to answer. Below are some of the unique responses.

Accidentally registered for course
Best method
Cannot get in via OASIS
Class schedule search
Combine use link on OASIS to log into web courses
Course ref no. & other info make it difficult.
Didn't answer
Difficult to look at schedule and PC at same time
Do not trust internet
Exit requirements are always full
Hard to navigate
Have it up and running all the time
Have web available more often
Have web up so I can register on time
Haven't tried to use OASIS
I like it the way it is
Instant Messaging the Counselor for advising
Keep student informed when pin expires.
Make it more user friendly
Make sure the book & internet has same info
More security access like make it a security site
Moved
Needs more instructional info on how to use the system
Never looked into it
No - *No bills sent  - Problems w/ Financial Aid
No – Awesome
No - But could use more details
No - Does not like the phone
No - doesn’t have internet at home
No - Easier to use than the phone
No - financial aid poses hard to read
No - friend recommends using phone system
No - It’s easy
No - Love it
No - OASIS is used for drop/add
No - Prefer telephone
No – Problems
No - very simple
No - works fine
No problem
No, don’t know enough about OASIS web
Not all classes are listed
Not really, would like to find class size in adv.
OASIS wouldn't allow change phone would allow the change
Pretty good once she gets use to it.
Provide a way for courses w/ variable hours.
Redo pin number, PC is complex, pin number was a problem
Scheduling save info per term as to not repeat
Show availability of open classes
Takes a while to download
To many people & the server is down
To much info is being asked about the classes
To repetitive for info.
Web is okay, phone does not give enough info
When going back must start over to the beginning time consuming
Yes - Availability is a problem, procedure to long
Yes - Add more servers for when we have a lot of students
Yes - Clarification on Financial Aid
Yes - Computers are busy all the fine.
Yes - Could use menu @ bottom of screen, cannot split screen
Yes - Does not think we should offer crosssemester enrollment
Yes - Easier way to find class open have, phone tells all
Yes - Ensure that phone and OASIS match
Yes - Everyone doesn’t have a computer
Yes - Explain why some classes aren’t available for web register
Yes - For individuals who aren’t PC friendly have classes
Yes - Going back erases all input info, retying is a hassle
Yes - hard time finding the classes she needed
Yes - Have all PC labs open 24 hours including the library
Yes - Less criteria, have to use catalog to register need more info
Yes - Make it easier to open the system
Yes - Make it simple want to see all classes by a click
Yes - Make sure OASIS accurate with seat availability
Yes - make sure oasis immediately tells of academic holds
Yes - Make sure that OASIS is updated wasn't always updated
Yes - Need IT Dept. to help students who aren't PC friendly
Yes - Need less features
Yes - Need master registration corrected to show she can register
Yes - Need more instructions. Orientation didn't cover OASIS well
Yes - Online payment - register for classes and drop registration
Yes – Perquisites
Yes - Phone hung up several times while at orientation
Yes - Phone is much simpler
Yes - Quickier response time
Yes - Reduce the pages to find courses, popup for open class
Yes - Repetitious have to re-key all info.
Yes - Screens should show all classes not only when you enter CRN
Yes - show all open classes for each section
Yes - Simplify the steps
Yes - Step by step instructions in the schedule book
Yes - There should be a tutorial session for those not PC friendly
Yes - To many steps to register for classes
Yes - too many options
Yes - Trying to find course book had a wrong CRN number
Yes - Update the information
Yes - Simplify browsing…set it up like a catalog

Question #5 – Would it be a problem if you could only register for classes via OASIS Web?

Of the 520 ‘no’ responses, 40 can be best categorized as a “no, but…” reply. These students indicated that they prefer having telephone registration as a “convenient” option. Those expressing opposition to mandatory web registration, ranked by classification are as follows: Juniors, Seniors, Freshmen, Graduate, Sophomores, and Non-degree. The unique responses are recorded below. This appears to point to the fact that Juniors and Seniors have used telephone registration the longest, since their initial term of entry.

Seniors have used telephone registration the longest, since their initial term of entry. 77 new students also used telephone registration during orientation. This familiarity with telephone registration may account for some opposition expressed by freshmen.

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>NUMBER</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>520</td>
<td>64.2%</td>
</tr>
<tr>
<td>Yes</td>
<td>273</td>
<td>33.7%</td>
</tr>
<tr>
<td>Did not Answer</td>
<td>17</td>
<td>2.1%</td>
</tr>
<tr>
<td>Total</td>
<td>810</td>
<td>100%</td>
</tr>
</tbody>
</table>
No
Yes - No access to internet, phone regis. good backup
Yes - OASIS is slow sometime, phone convenient
Yes - Will be inconvenient to find a PC
N/A - Haven't used OASIS
No - As long advisor would be able to make changes
No - As long as assistance or helpline is available
No - Both are convenient
No - But like having options
No - But needs phone option too
No - But prefers the phone
No - But would be a little harder
No - But would be a little confusing prefer phone option
No - Everyone doesn't have access, easier by phone
No - If it were easier to view classes it be perfect
No - Like using the phone registration
No - Loves OASIS
No - Not for her personally thinks it's easier
No - She'll be graduating after this term
No - too much trouble with phone registration
No - Unless the site went down
No - Use PC more anyway
No - Usually uses web
No - Will use if a must
No - Willing to use OASIS
No - Would be a lot easier.
No - Would be a problem if I couldn't access a PC
No - Would make registering more efficient
No - Would use school computer
Yes - Away on trips a lot, need to have another option
Yes - Big problem
Yes - Can't log on to OASIS from her computer
Yes - Can't register on time when web is down
Yes - Comfortable with phone
Yes - Computer is not easy to navigate OASIS
Yes - Computer not always convenient
Yes - Computers aren't always assessable
Yes - Convenient when OASIS constantly down
Yes - Couldn't get to PC
Yes - Dislike using a PC
Yes - Do not have access to PC except on campus
Yes - Do not use PC often, like telephone better
Yes - Does not always have access to online.
Yes - does not like "forced" options
Yes - Does not use OASIS
Yes - Doesn't have access to a PC at this time
Yes - Doesn't know how OASIS works for registering
Yes - Don't get rid of it because it is a backup
Yes - Don't have PC
Yes - Easy constant access to PC
Yes - Everyone doesn't have access to a PC or phone
Yes - Everyone doesn't have access to internet
Yes - everyone should have a backup plan
Yes - Have a hard time pulling up records
Yes - Have too much trouble with OASIS
Yes - I feel my information would into the wrong hands
Yes - If PC were not available phone is available
Yes - If it becomes busy it takes away an options
Yes - If time were an issue
Yes - If web is down, can't register on time
Yes - In case internet access is not available
Yes - In heavy registration periods need other options
Yes - Internet access problem, like other option
Yes - Is slow a lot.
Yes - It takes away an option, if OASIS is busy
Yes - Its limited options for registering for classes
Yes - It's not letting him sign on
Yes - Like the phone better than OASIS
Yes - Like to have options
Yes - Likes having another option
Yes - Likes to have options, phone makes regis. Easy
Yes - Limiting some students don't have access to PC
Yes - Most students don't have a PC
Yes - Need options, not always at a PC
Yes - Need personal contact.
Yes - Need phone in event OASIS is down
Yes - Need phone to find classes that are not full
Yes - Need to backup not convenient to access PC
Yes - No a problem for me, but others w/o access
Yes - No access to web, & can't register on time
Yes - No computer and like having another resource
Yes - No everyone have access to internet
Yes - No internet
Yes - Not PC literate PC doesn't work
Yes - Not always convenient phone is faster
Yes - Not always near a PC
Yes - Not comfortable w/ computer
Yes - Not confident with OASIS system
Yes - Not convenient for all students
Yes - Not everyone has access to internet
Yes - Not everyone has access to PC
Yes - OASIS is a pain the neck - hate it
Yes - OASIS is not always accurate
Yes - Online doesn't always work
Yes - PC system does not always work for her
Yes - Phone is convenient when you don't have PC
Yes - Phone is easier and more convenient
Yes - Phone is more friendly
Yes - Phone is much easier to use
Yes - Phone more comfortable, will if he has too
Yes - Phone register. Is good in case internet is out
Yes - Prefer phone vs. OASIS
Yes - Really want an option
Yes - Scary
Yes - Server is slow, phone is quicker
Yes - She is not comfortable w/ web.
Yes - Slow downloading
Yes - Sometimes OASIS gets too busy
Yes - Sometimes the phone is faster
Yes - Still learning in's and out's of computer
Yes - Student w/o computer will be inconvenient
Yes – Takes away an option for registering
Yes – Takes too long to update & system down
Yes - There are time when phone is easier
Yes - there is no backup
Yes - there needs to be a favorite
Yes - there should be an additional option for reg.
Yes - thinks USF should keep both of them
Yes - Time consuming don't like it
Yes - to many options
Yes - To many student logon- too much trouble.
Yes - Too inconvenient to come on campus to register
Yes - too many problem w/ OASIS down a lot
Yes - Until it is understood how to use it
Yes - Uses phone registration only
Yes - USF needs a backup when OASIS is down
Yes - wants more options
Yes - When internet down can't register
Yes - When server is down there is not other option
Yes - When the web is down there is no other method

**Conclusion**

It is clear that Telephone Registration has been replaced by Web Registration as the mode for registration activity. To date, the system has been maintained to provide students another service option. This alternative is attractive to certain students largely because of the increasing popularity of cellular phones, given their ease of use and having convenient access to registration despite physical location. The cell phone is their desktop and gives them immediate access to registration and other services. The question is whether telephone registration should be maintained as a back-up to OASIS web registration. While USF can make this decision independent of what other SUS institutions are planning, the page to follow contains the results from an IVR survey conducted by UCF in Fall 2002.
<table>
<thead>
<tr>
<th>Question</th>
<th>FAMU</th>
<th>FAU</th>
<th>FGCU</th>
<th>FIU</th>
<th>FSU</th>
<th>NCF</th>
<th>UCF</th>
<th>UF</th>
<th>UNF</th>
<th>USF</th>
<th>UWF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you use an Interactive Voice Response (IVR) system?</td>
<td>Yes</td>
<td>Yes</td>
<td>Not since fall 1999</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Final Fall 2000 Enrollment</td>
<td>12,257</td>
<td>21,229</td>
<td>3862</td>
<td>32,196</td>
<td>34,477</td>
<td>651</td>
<td>33,453</td>
<td>46,107</td>
<td>12,821</td>
<td>36,378</td>
<td>8,514</td>
</tr>
<tr>
<td>3. Number of IVR lines?</td>
<td>46</td>
<td>64</td>
<td>None</td>
<td>96</td>
<td>144</td>
<td>Use USF</td>
<td>31</td>
<td>120</td>
<td>8 for Reg 2 for grades</td>
<td>70</td>
<td>48</td>
</tr>
<tr>
<td>4. IVR for Grades?</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>5. IVR for Registration?</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Any plans to change number of lines or drastically affect IVR service?</td>
<td>None at current time...we did elect to devote resources to the dev. of web based grades instead of IVR grades</td>
<td>None</td>
<td>When we start web registration, I suspect we will need fewer lines</td>
<td>No</td>
<td>Possibly New CIO might reduce number of lines.</td>
<td>Continually reducing as web usage increases</td>
<td>Only web intent for future system</td>
<td>Based on the significant reduction of IVR usage due to increase in web usage, IVR is being considered to reduce/eliminate IVR option. Effective with PeopleSoft in Spring 2002. IVR registration will be unavailable.</td>
<td>No</td>
<td>As of fall 2001, we reduced the number of lines as follows: from 25 for reg → to 8 from 4 for grades → to 2</td>
<td>Reduced from 96 to 70; another reduction to 48 lines likely in Spring 2002</td>
</tr>
<tr>
<td>7. Web for Grades?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>8. Web for Registration?</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Additional comments:</td>
<td>We stopped IVR when use dropped to 4% and web increased to 87% (counter registration 9%).</td>
<td>About 63% of students use the web</td>
<td>We also use IVR to check admissions and financial aid status</td>
<td>We plan to discontinue IVR effective end of summer 2002.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The implicit benefits of Telephone Registration include increased goodwill from 7.1% students, in having available a convenient and easy-to-use service option. The University has some benefit from reduced risk or exposure due to OASIS web down-time or slow-downs, in having an alternate registration system. There are few explicit benefits that can be enumerated since Telephone Registration only contributed 75.25 graduate FTE and 274.85 undergraduate FTE in Fall 2002. This translated to approximately $1,659,461 in tuition revenue. The known annualized costs are below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual VOCOM Maintenance</td>
<td>$11,000</td>
</tr>
<tr>
<td><strong>Telephone Line Charges (32 lines x $26 x 12mos)</strong></td>
<td>$ 9,984</td>
</tr>
<tr>
<td>Registrar’s Software Testing (80 hours x $25)</td>
<td>$ 2,000</td>
</tr>
<tr>
<td>IT Maintenance (445.5 x $70)</td>
<td>$31,185</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$54,169</td>
</tr>
</tbody>
</table>

*Graduate & Undergraduate hours based on in-state Tampa rates

**Line charges drop to $3,744 in Spring 2003 with reduction of lines from 32 to 12; total $47,929.