ABSTRACT:
Background: Nowadays, satisfaction is a significant concept in the majority of organizations. Managing the traditional registration system of students is time consuming process for both students and administrative staff inside universities that include preparing and assessing the required documents on the day of registration. Therefore, facilitating the mentioned tasks not only may lead to increasing students’ satisfaction but also may greatly improve the speed of educational tasks.

Objective: The aim of the current research is to determine satisfaction rate of the newly arrived students regarding online registration system at Qazvin University of Medical Sciences in the academic year 2013-2014.

Methods: The descriptive epidemiologic method was used for the present study with data collection method using a questionnaire in 2013. The questionnaires were distributed among 500 newly arrived students, and 366 questionnaires (73.2%) were collected. Data analysis was performed with SPSS software version 13.

Findings: In this study, 275 female (75.1%) and 91 male (24.9%) were participated. The questionnaires were distributed among 500 newly arrived students, and 366 questionnaires (73.2%) were collected. Data analysis was performed with SPSS software version 13.

Conclusion: Based on the results, majority of the students have good satisfaction from the online registration. Moreover, they have suggested some points for enhancement of the process including change in the information announcement method, improvement in presenting the required announcement, and instructions plus adding some pictorial guidelines and finally sending some clear and accurate notes for students with shortage in their documents.

Key words: Online registration, satisfaction, freshman students.