

EIT First Impressions Survey

Results from
Semester 1, 2015



Survey Purpose

In March/April 2015, EIT's Educational Development Centre asked all students who enrolled in Feb 2015 to fill in the *First Impressions Survey*.

We wanted to explore how well EIT services have enhanced your experience and met your needs in the first six weeks of your study.

The survey provides EIT with your perspective on our initial provision of services and helps us to identify opportunities for improving services.



Summary of overall findings

- 88% (n=801) completed the survey in its entirety, 10% (n=93) partially completed and 2% (n=15) could not be identified and were excluded from the analysis.
- Females dominated the survey comprising 69% (n=555-9% more than the EIT First Impressions database) of all respondents, compared to 31% (n=246) male. Above 25 years and below 20 years were the most cited respondents' ages. 54% (n=430) of all respondents were aged over 25 years, followed by under 20 years (30%, n=240). The middle group, aged 21-24 years, comprised only 16% (n=131) of total respondents.
- The most cited ethnicity amongst respondents was NZ European/ Pakeha at 62.7%, followed by Maori at 30.2%, then Asian at 10%. All other ethnicities were below 10% with "other" comprising the largest at 8.1% then Pasifika at 2.2%. Asian students comprised 90.3% of Auckland Campus students participating in the survey. Response to this question allowed for selection of multiple ethnicities (total = higher than 100%).
- Overall respondents were satisfied to very satisfied with their pre-enrolment experience, scoring above 4.06 for all statements (an improvement over 2014 levels).

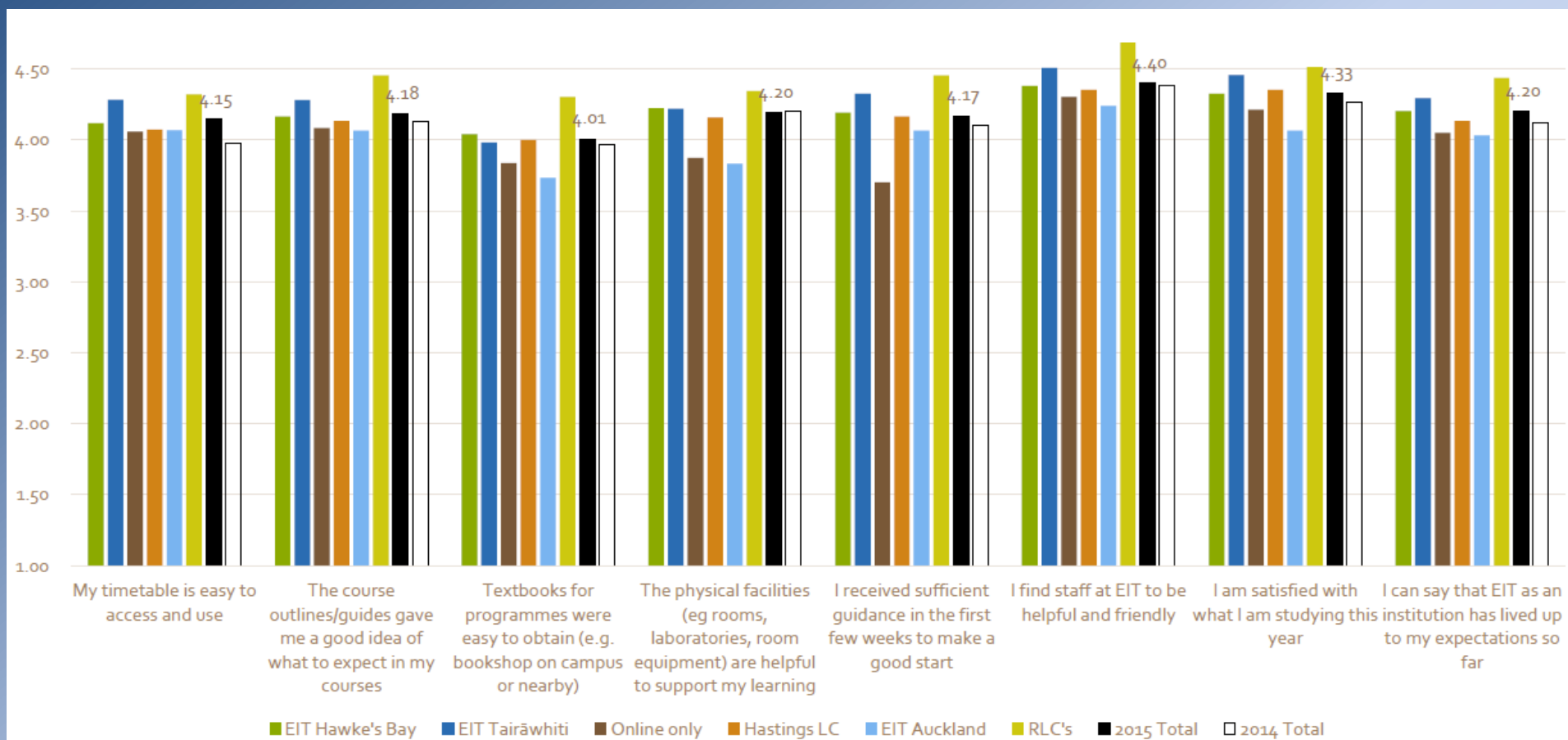


Summary of overall findings

- 59.6% of respondents were first time enrolments at EIT in 2015. Across these respondents 67.3% participated in an orientation/introduction to EIT facilities and the programme they enrolled in; attendance levels varied considerably across schools, campuses and LC's. Of the 61.8% of students who attended orientation, most agreed that the orientation provided them with all the information that they needed to start their studies.
- Most respondents were satisfied with both ease of logging in to the network (4.13) and with ease of accessing/using the IT helpdesk (4.02). Auckland students rated this service lower than other campuses and LC's. Across all respondents 69% attempted to login to EIT's wireless network using their own devices. Of those students that did try to access EIT's wireless network using their own device most either agreed or were neutral regarding network coverage and ease of connection.
- EIT online activities: Students found it easy to log on and access EIT Online (4.27), to participate in the online learning activities for their course (4.17) and understand what they are being asked to do for their online activities (4.18) all improvement over 2014 results. Between 94%-97% of qualified students answered this question.
- Library and Learning Services were rated well across all services.



First weeks overall

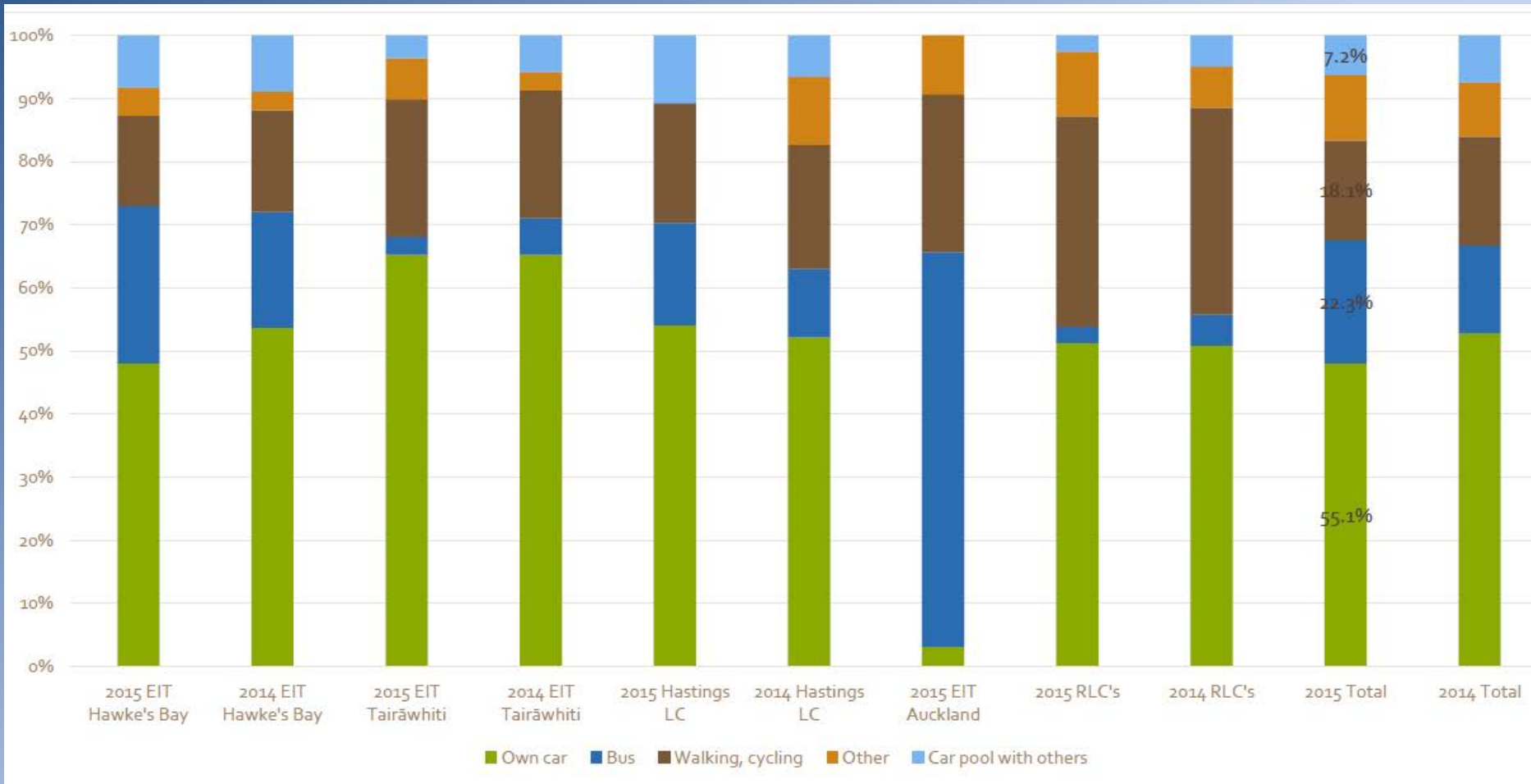


	Time-table	Course outlines	Textbooks	Physical facilities	Guidance	Staff helpfulness	Satisfaction	Expectations
Total '13	4.01	4.07	3.94	4.17	4.06	4.33	4.27	4.1
Total '14	3.98	4.13	3.97	4.21	4.1	4.38	4.27	4.13
Total '15	4.2	4.2	4.0	4.2	4.2	4.4	4.3	4.2

(scale: 1=Strongly disagree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly agree)



Q9 Travel to EIT



This information is helpful in discussions and planning around parking, bus time schedule etc. and is used by EIT and the Student Association EITSA.



Before Enrolment

	Finding info about programme on website	Found info needed on website	Found info needed in enrolment pack	Timeframe b/w request and receipt of info	Staff at info desk friendly and helpful	Knew where to go at reception	Helpful advice choosing programme
Total '13	3.9	3.8	4.2	N/A	N/A	N/A	4.1
Total '14	4.0	3.9	4.2	N/A	N/A	N/A	4.1
Total '15	4.1	4	4.3	4.3	4.5	4.1	4.1

Information about the programme has improved again in 2015. New Questions which we asked in 2015 wanted to know more about our enrolment Services and these had good responses.

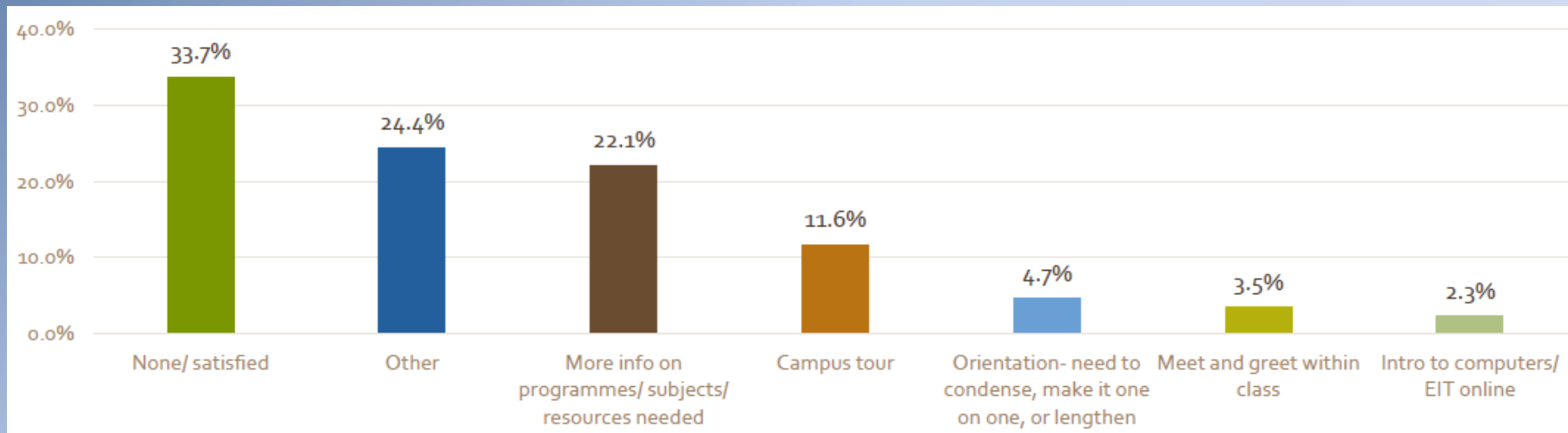
Looking at individual Campuses and Learning Centres, we identified that Regional Learning Centers had the lowest response to being able to find information on the website. This has been looked at and improved.



Orientation

- Across all respondents 62% (58% in 2014 and 63% in 2013) participated in an orientation/introduction
- Of the 494 respondents who attended orientation, most agreed that the orientation provided them with all the information that they needed to start their studies (Mean of 4.0 + about 75%) (82% in 2013)

Information, which would improve orientation:



Programme staff have taken this on board and worked on improving the orientation.

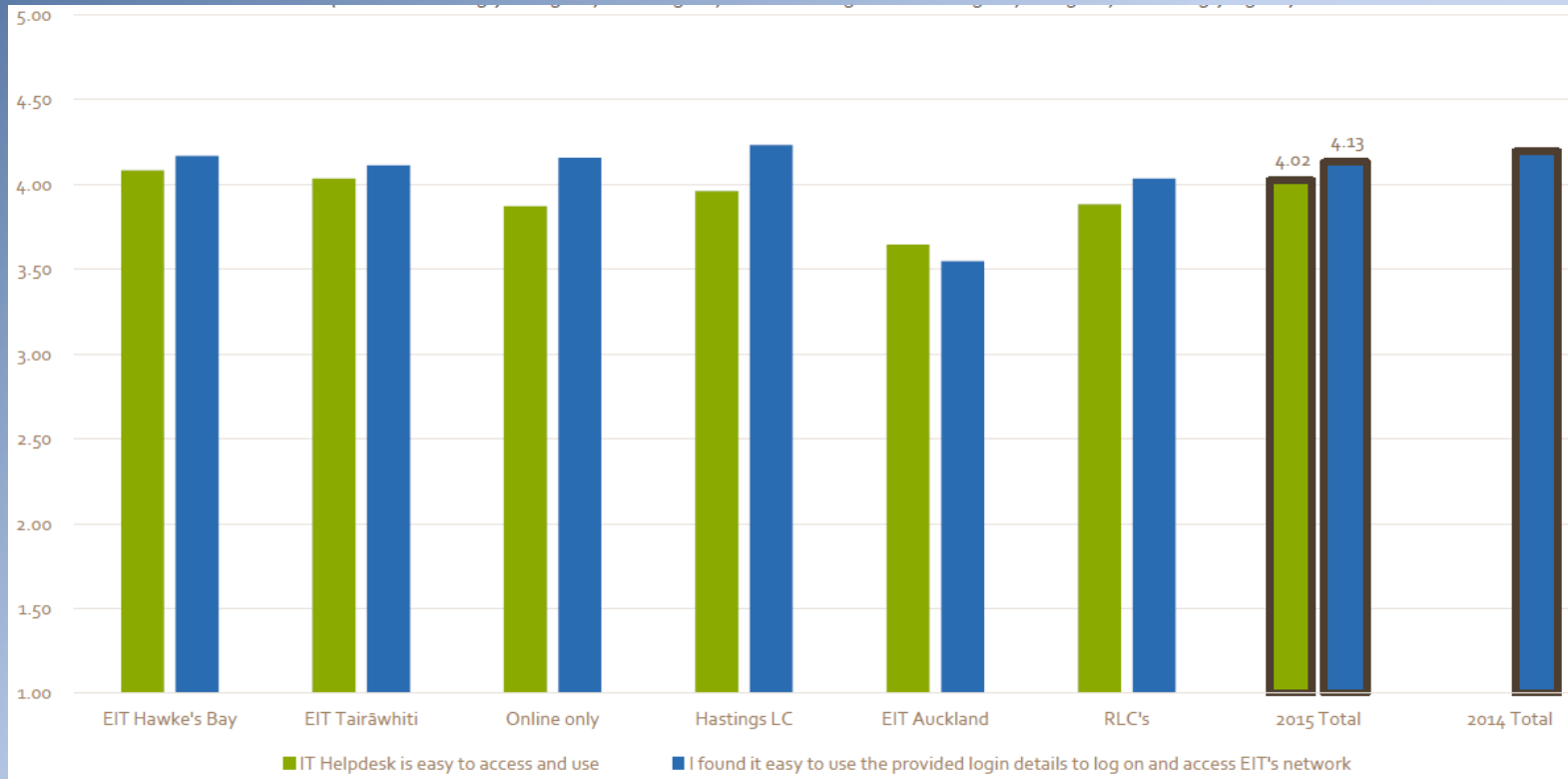


Network coverage

Students who logged in to EIT network using their own devices.

81% (76% in 2014; 66% in 2013) of Hawke's Bay Campus

61% (77% in 2014; 63% in 2013) of Tairāwhiti Campus students



Issues with logging in were Problems with devices/ cell phones, the need for Better Wi-Fi coverage/ range, inability to connect and trouble logging in.



EIT online & Library and Learning Services

EIT online

New questions in 2015 included questions about:

- Content was easy to follow (4.0)
- I understand what I am being asked to do (4.1)
- I have been given sufficient support to understand my EIT online courses (4.1)
- Course content is up to date (4.1)

Answers to all previous questions showed an improvement to 2014 (logging in, participation, online content match with taught content).

Library and Learning Services:

	Friendly and helpful staff	Easy to find info	Advice & support available	Disability support available	Mentoring for international	Māori & Pacifica support	Study spaces match needs
Total '13	4.3	4	4.2	4		3.9	4
Total '14	4.3	4.1	4.25	4.1		4	4.1
Total '15	4.4	4.1	4.23	4.1	3.9	4.1	4.1

The Library and learning Services Team improved their performance again. They are there to help you. Please use them.

(scale: 1=Strongly disagree, 2=Disagree, 3=Neither agree nor disagree, 4=Agree, 5=Strongly agree)



What EIT did with the Data

Each Service Section/School:

- Received a report and was asked to identify areas for improvement.
- They used findings to improve e.g. orientation, wireless access etc. in 2015/2016
- They discussed the improvements in their Annual plans and Programme Self Assessment

EIT's Educational Development Centre has:

- Summarised results for participants of last year's survey
- Summarised results for EIT's Academic Board and Executive Team
- Analysed data and put actions in place.
- Published the final reports internally for all staff.



What's next?



Between March 18th and 20th, you will receive an invitation to participate in EIT's First Impression Survey 2016. Please take 5-10 minutes to fill it in and give us your feedback so that we can:



There will be a chance to win an **ipad mini** !

Congratulations to last year's winner of an Ipad Mini

