

Thank you for your participation in the  
**EIT 2016 First Impressions Survey**

Here are a summary of the results



# Survey Purpose

In March/April 2016, EIT's Educational Development Centre asked all students who enrolled in Feb 2016 to fill in the online *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 of services and helps us to identify opportunities for improving services.



# First Impressions Survey

**921** students completed the survey  
(801 students completed the 2015 survey)

Students were asked to respond to statements about .....

- Pre enrolment
- Enrolment
- Awareness of services, including EITSA
- Accessibility to IT ( Computers, Wi-Fi, etc,)
- Orientation

EIT wants the student perspective to better understand .....

- **How well do programmes match the needs of learners?**
- **How well students are guided and supported?**



# First Impressions Survey Results

Students were asked to rate the statements from 1-5

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

Overall those who took the survey were satisfied to very satisfied with their experiences.

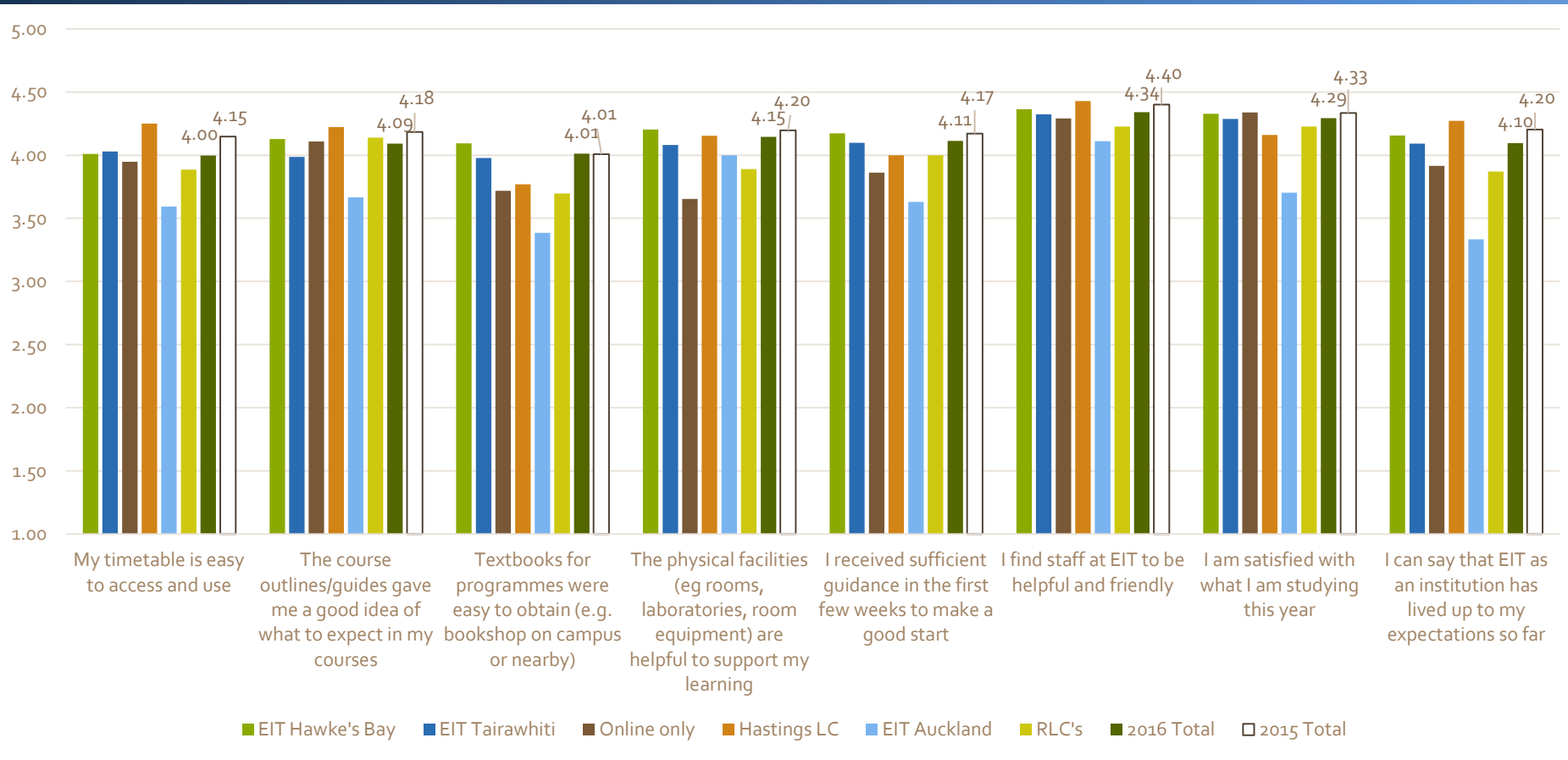
## What Does EIT do with the results ?

- Compare them to previous years
- Present the results/comparisons to key departments to improve services
- Publish the results internally for staff
- Request feedback on the survey itself

The following graphs and tables are a summary of responses.



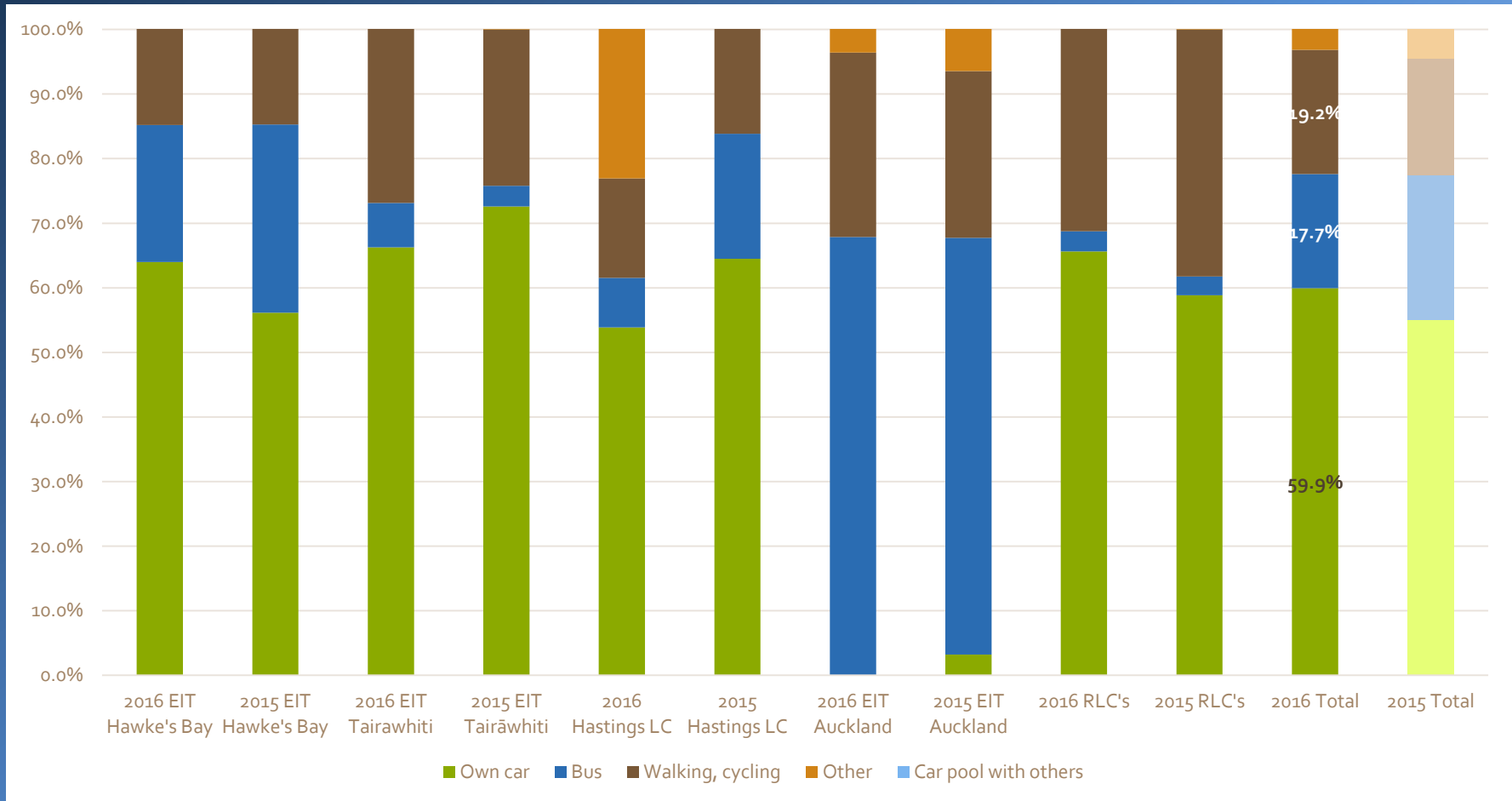
# First weeks overall



	Time-table	Course outlines	Textbooks	Physical facilities	Guidance	Staff helpfulness	Satisfaction	Expectations
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
Total'16	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>4.1</b>	<b>4.1</b>	<b>4.3</b>	<b>4.3</b>	<b>4.1</b>

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

# 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

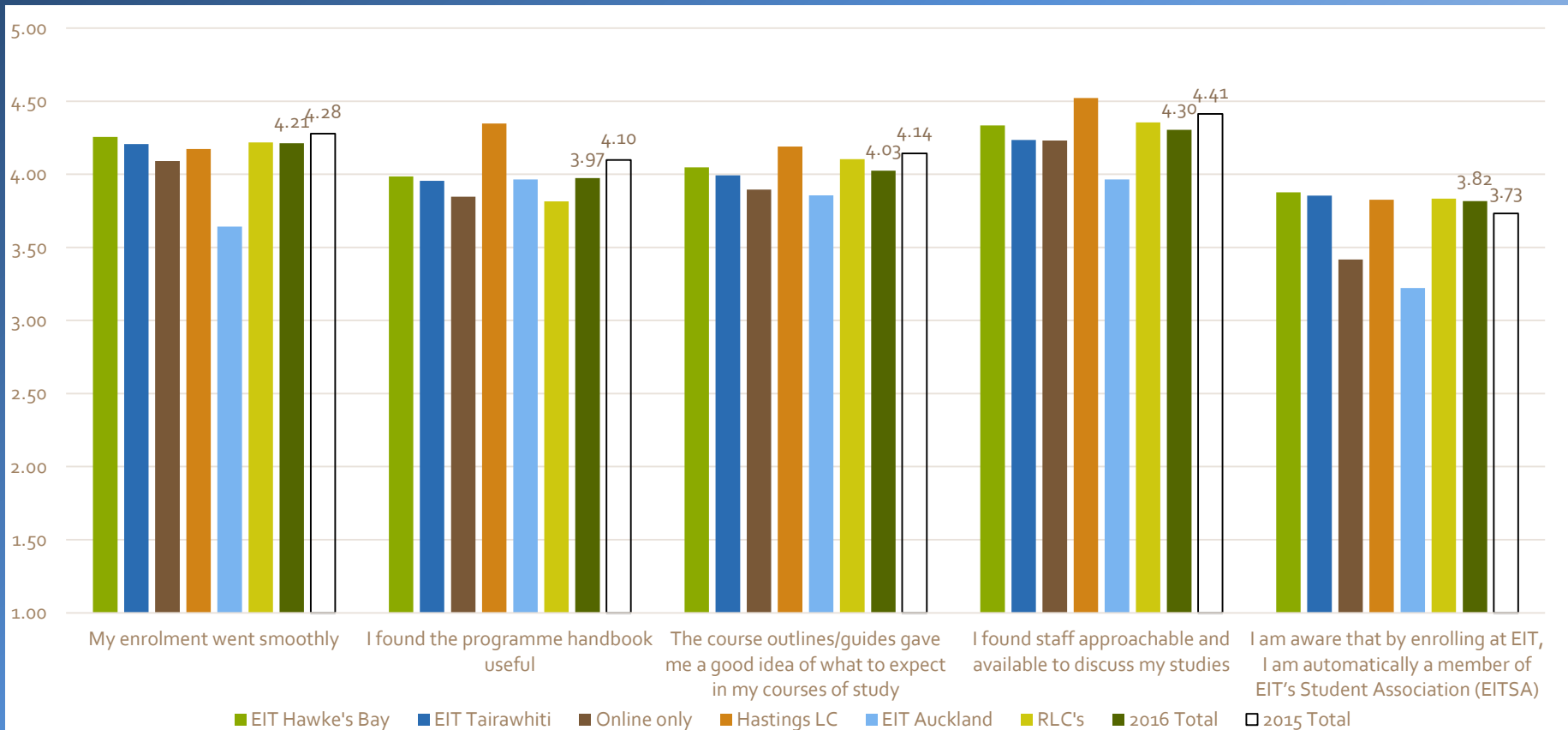
	Finding info about programme on website	Found info needed on website	Found info needed in enrolment pack	Timeframe between request and receipt of info	Staff at info desk friendly and helpful	Knew where to go at reception	Helpful advice choosing programme
Total'14	4.0	3.9	4.2				4.1
Total'15	4.1	4.0	4.3	4.3	4.5	4.1	4.1
Total'16	4.0	4.0	4.1	4.1	4.4	4.0	4.1

New Questions were added in 2015 to learn more about our enrolment services



# After Enrolment

	Smooth enrolment	Handbook usefulness	Course outline match needs	Staff approachable to discuss studies	Automatically being an EITSA member
Total 2014	4.3	4.0	4.1	4.37	
Total 2015	4.3	4.1	4.1	4.4	3.7
<b>Total 2016</b>	<b>4.2</b>	<b>4.0</b>	<b>4.0</b>	<b>4.3</b>	<b>3.8</b>

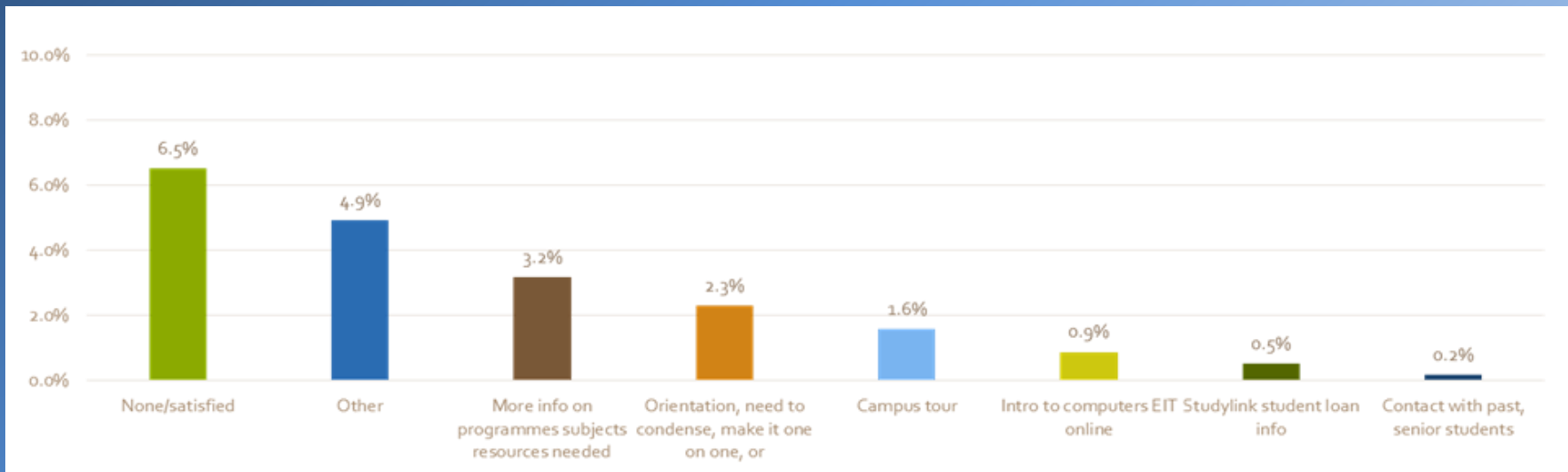




# Orientation

- Across all respondents, **64%** (62% in 2015 58% in 2014) participated in an orientation/introduction.
- Most agreed that the orientation provided them with all the information they needed to start their studies.

**Students made these suggestions to improve orientation:**



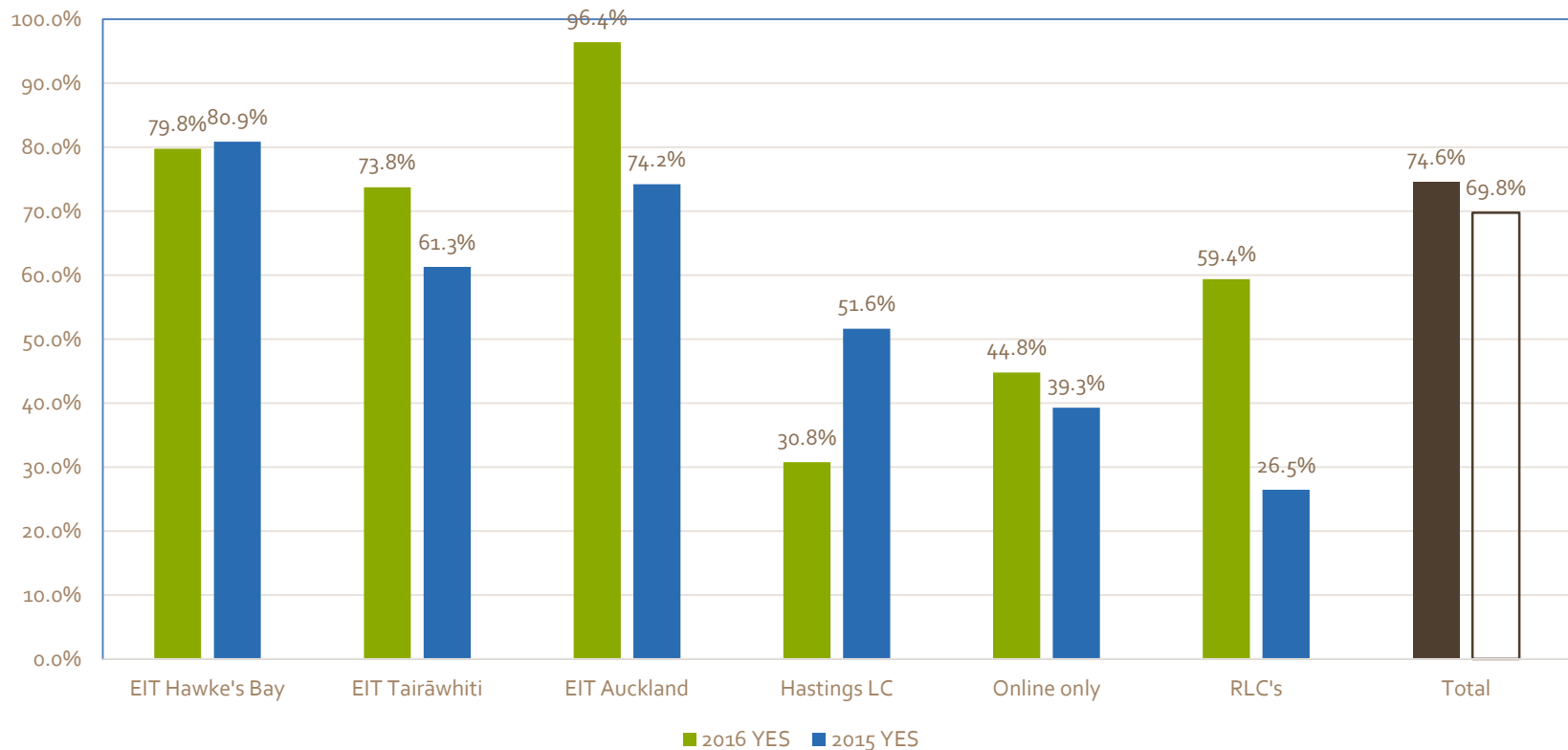
Programme staff continue to work on improving orientation.



# Network coverage

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

- **80%** (81% in 2015; 76% in 2014) of Hawke's Bay Campus
- **74%** (61% in 2015; 77% in 2014) of Tairāwhiti Campus students



Generally students reported good wireless network coverage. Some, however, did report problems logging in using their own devices.



# EIT online & Library and Learning Services

Of those that indicated their programme included online activities, most agreed they found it easy to log on and access EIT Online (4.23). Some specific statements about EIT Online content and support showed a slight decrease in results from 2015

	2015	2016
Content was easy to follow	4.0	3.9
I understand what I am being asked to do	4.1	4.0
I have been given sufficient support to understand my EIT online courses	4.1	4.0
Course content is up to date	4.1	4.0

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

## 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'14	4.3	4.1	4.25	4.1		4	4.1
Total'15	4.4	4.1	4.2	4.1	3.9	4.1	4.1
Total'16	4.3	4.0	4.2	4.0	3.8	4.0	4.0

The Library and Learning Services Team provide a wide range of services for all students.



**Thanks to all students who  
participated in the  
2016 First Impressions Survey**

