



Students' First Impressions of EIT 2019

The First Impressions Survey is conducted each year to gather the student view on the first weeks of study. For several years, some student groups have been under-represented in the online survey, so in 2019, EIT conducted eight student focus groups instead. One hundred students participated in the First Impressions Student Focus Groups held at several EIT campuses. Thank you to all the students who were generous with their time and sharing their thoughts about EIT. EIT uses this information to understand how we can better support students. Here is a summary of the group discussions.

Experience with Enrolment

"Got a quick response which was personal and helpful."

Overwhelmingly, students said their enrolment went smoothly. They had support from knowledgeable staff, quick responses and a prompt confirmation letter. Meeting a programme tutor was often mentioned as a key element in a smooth enrolment. A few students said the EIT Website had useful and comprehensive information. Others said their secondary school staff had a key role in supporting their enrolment at EIT.

Improving Enrolment

"It would be good to have clear timeframes earlier in the process"

Some suggested more support for Studylink. International students suggested having a temporary accommodation option at the Student Hostel would be useful. A few international students wanted more information on fees, class hours and a timetable.

Experience with EITOnline

"100% positive in helping us study"

Not all students use EITOnline, so some responses to this question were related to their experience with Google Classroom, the online library catalogue or a class Facebook page. A few students said that social media communication with classmates and the tutor was easy and reliable. Students generally reported EITOnline was easy to access, easy to use and offered useful up-to-date information on course requirements and assessments. Students really appreciated when the tutor provided a "walk through" on how to use EITOnline. Most students reported a strong relationship between online content and classroom activity; a few said there was a disconnect between the two.

Improving EITOnline

"Why can't we be automatically enrolled on the EITOnline course?"

Students suggested having all topics and assignments visible at the start of the course would help with time management and work schedules. A few said they would like a whole year course overview. Many students reported problems with accessing their online timetable. A timetable was seen as crucial to planning and seeking employment. International students wanted to be able to see EITOnline and the proposed timetable before enrolment.

Experience with Orientation

“The tutor arranges activities that help us know each other and work as a team”

Students gave feedback on the course selection process, campus tours, information about academic expectations and classroom ice-breaker games. Generally, students reported they appreciated the tutor-led induction into what is expected of them in their studies. A few students said they really valued the activities to help them know their classmates. Many International students said they experienced a comprehensive orientation to New Zealand and EIT. Some students reported being overwhelmed by too much information during their orientation.

Improving Orientation

Orientation? What’s that?

Although some had different ideas about what was meant by the term “orientation”, most said they had a good introduction into their programme and the campus. Suggestions for improvements included, better promotion of campus orientation activities, a Studylink help desk, and a campus tour.

Experience with Library and Learning Services

“Beautiful when I went there, nice people”

Students confirmed the helpfulness of Library and Learning Services staff, particularly the availability of learning advisors. International students were impressed with the range of publications and online resources available to them. Several students liked that their tutor gave them a tour of the Library and told them about the services available to support their studies.

Improving Library and Learning Services

“Maybe a mobile library or small library with Hort and Ag books or topical magazines” (from Tairāwhiti Rural Studies Unit RSU)

Some students suggested better signage in the Taradale Library to locate support staff and better signage on how to operate printers. A few students reported wanting extended time to borrow laptops (more than four hours). Students at one Regional Learning Centre were not aware they could use the Library at the Taradale Campus.

Experience with the EIT Computer Network

When the tutor can’t fix something, he calls IT and they come right away to help”

Most students said there were no major problems with the computer network, although many described the network and the log on process as “slow”. Students said there was good IT support from their tutors and EIT secretaries. Many students said they were aware of the challenges of WIFI, so used places on campus where signals were strongest. Many students said that operating printers was confusing. A few were frustrated by the *Content Keeper* blocking access to sites that contribute to their class activities. Several students said they

were not aware they had free access to Microsoft Office products and *Office365*. Those who used *Office365* said it was really valuable. Knowledge of network access from home through **student farm** was not widespread. Those who had used **student farm** found it slow and had difficulty submitting work.

Improving the Computer Network

"We need training on what is available!"

Some students suggested having wireless printing available at the Regional Learning Centres would be very useful. Not all students were aware there was an IT help desk and suggested better promotion and training.

Experience in the First Weeks Overall

"Pretty Awesome!!"

A common theme in the student experience overall was the helpfulness of all teaching and admin staff. Students felt all staff were dedicated to student success. The sense of belonging and making new friends were noted as key to creating a positive student experience.

Improving the first weeks overall

"We need timetables with all courses on it"

The lack of parking spaces and the cost of parking frustrated many Hawke's Bay students. Some suggested better promotion of where free parking was available. Some recommended having more clubs and student social activities. Easy access to customized timetables, healthy food options and industry based field trips were suggested as ways to improve the student experience.

Overwhelmingly students said EIT has lived up to their expectations.

WHAT NEXT?

The feedback has already given EIT useful suggestions on how we can improve next year's online survey. All student comments and suggestions have been passed to Service Managers to look at more ways EIT can improve the student experience.

ALREADY in PROGRESS ...

- There is now an extended time for borrowing laptops at the Auckland campus
- Library and Learning Services are working to improve signage for all services in the Taradale Library

More improvements to come!