EIT First Impressions Survey

Results from
Semester 1, 2014

Survey Purpose

In March/April 2014, EIT's Educational Development Centre asked all students who enrolled in Feb 2014 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

- **Demographics**: The response rate is about 36% (n=753) (2013: 40%/n=702) with demographics that reflect the full student database, e.g. gender, ethnicity,...   8% (n=62) Year 13 scholarship students replied to the survey.

- **Travel:** The most cited method of transport used to get to EIT was their own car (62%). This was followed by bus (16%) and walking, cycling (20%). Only 9% car pooled with others.

- **Enrolment Experience:** Respondents were satisfied/very satisfied with both their before and after enrolment experiences (poor communication and lack of information were raised as areas which need improving).
  As a result: EIT has reviewed its communication channels and put new processes in place.

- **Orientation**: 58% of respondents attended orientation/introduction to EIT and most agreed it provided them with all the information necessary to start their studies (ways to improve included more info on the programme/ subjects and resources needed).
  As a result: Programme staff focus on providing you more programme related information on your orientation days.
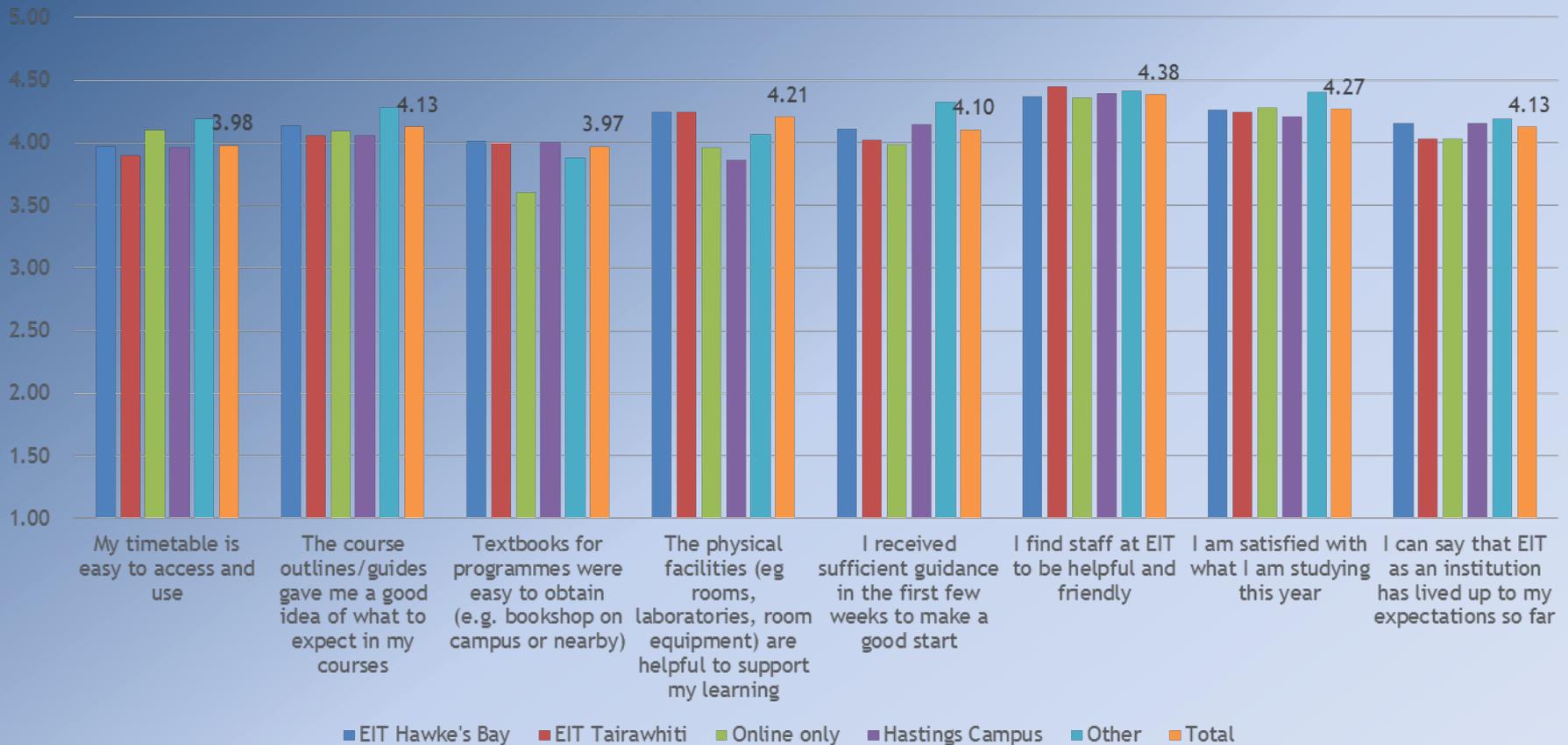
Summary of overall findings

- **IT Services & Wireless Network:** Respondents were satisfied with IT Services and network access, and overall 69% had attempted to login to EIT's wireless network using their own devices (76% HBC, 77%TC). Those that tried either agreed or were neutral with campus coverage and ease of connecting own device. Issues were Problems with devices/ cell phones, the need for Better Wi-Fi coverage/ range, inability to connect and trouble logging in. **As a result:** EIT's IT department has researched and improved coverage across all campuses.

- **EIT online:** 81% of respondents were enrolled in a programme that included online activities and most agreed they found it easy to log on to EIT Online, to participate in activities and understand what they were asked to do.

- **Library:** Respondents gave the highest rating for staff being friendly/helpful (4.34) and awareness that advice/support was available (4.27). **Useful Support**

- **Services:** The most useful support used by respondents were Tutor/Lecturer (72%), Student Cafe (40%), and Bookshop (28%)

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First weeks overall

3.98 4.13 3.97 4.21 4.10 4.38 4.27 4.13

My timetable is easy to access and use

The course outlines/guides gave me a good idea of what to expect in my courses

Textbooks for programmes were easy to obtain (e.g. bookshop on campus or nearby)

The physical facilities (eg rooms, laboratories, room equipment) are helpful to support my learning

I received sufficient guidance in the first few weeks to make a good start

I find staff at EIT to be helpful and friendly

I am satisfied with what I am studying this year

I can say that EIT as an institution has lived up to my expectations so far

EIT Hawke's Bay EIT Tairawhiti Online only Hastings Campus Other Total

	Time-table	Course outlines	Textbooks	Physical facilities	Guidance	Staff help-fulness	Satisfac-tion	Expecta-tions
Total 2013	4.01	4.07	3.94	4.17	4.06	4.33	4.27	4.1
Total 2014	3.98	4.13	3.97	4.21	4.1	4.38	4.27	4.13

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

Q9 Travel to EIT

n=753
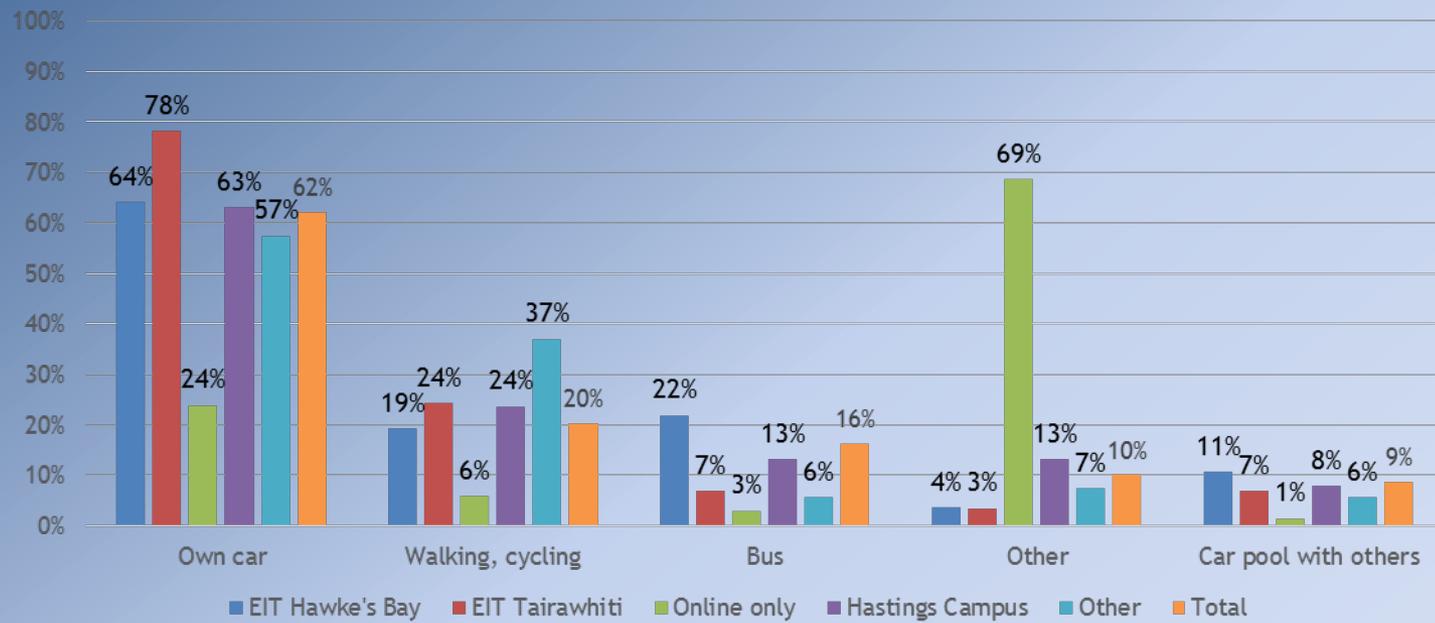
Benchmark 2014 to 2013

Total	HBC 2014	HBC 2013	TC 2014	TC 2013	Trend
Own Car	64%	53%	78%	71%	UP
Bus	22%	28%	7%	12%	DOWN
Walking/ Cycling	19%	17%	24%	29%	HBC up TC down
Car Pooling	11%	10%	7%	4%	UP

The reason for the numbers not adding up to 100% is that multiple answers were possible in each year.

Enrolment

Overall respondents were satisfied to very satisfied with their pre-enrolment experience, scoring above 3.8 for all statements. The enrolment pack scored highest at 4.16, followed by helpful advice at 4.13. Information on the website and ease of finding it received the lowest overall satisfaction at 3.8 and 3.97.

Respondents were satisfied to very satisfied post-enrolment, scoring 4 or above on all statements. Approachable and available staff was ranked highest at 4.37, followed by smooth enrolment at 4.33. Course outlines (4.14) and programme handbook (4.03) were scored slightly lower but still high.

Before Enrolment

	Finding info about programme on website	Found info needed on website	Found info needed in enorlment pack	Helpful advice choosing programme
Total 2013	3.9	3.8	4.2	4.1
Total 2014	4.0	3.9	4.2	4.1

Information on the website has improved. From the table below EIT has reviewed the information about programmes which are outside the HB Campus in Taradale and improved these.
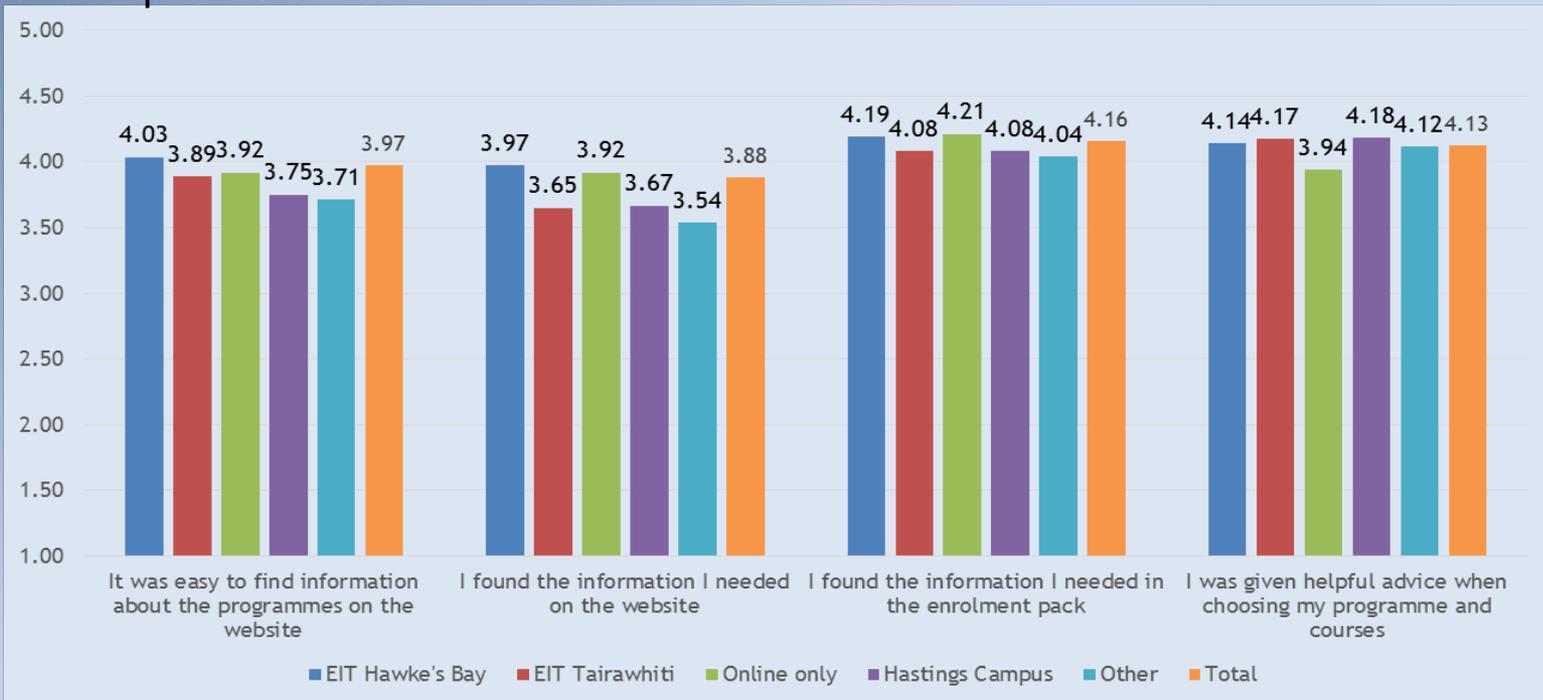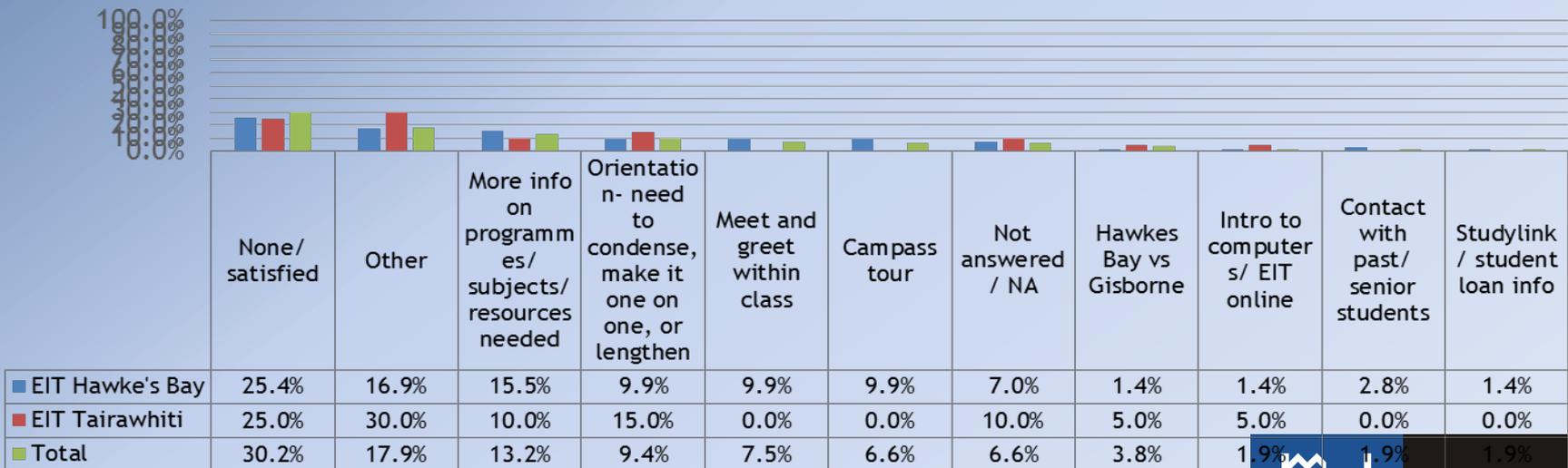
After Enrolment

	Smooth enrolment	Handbook usefulness	Course outline match needs	Staff approachable to discuss studies
Total 2013	4.3	4.0	4.1	4.34
Total 2014	4.3	4.0	4.1	4.37
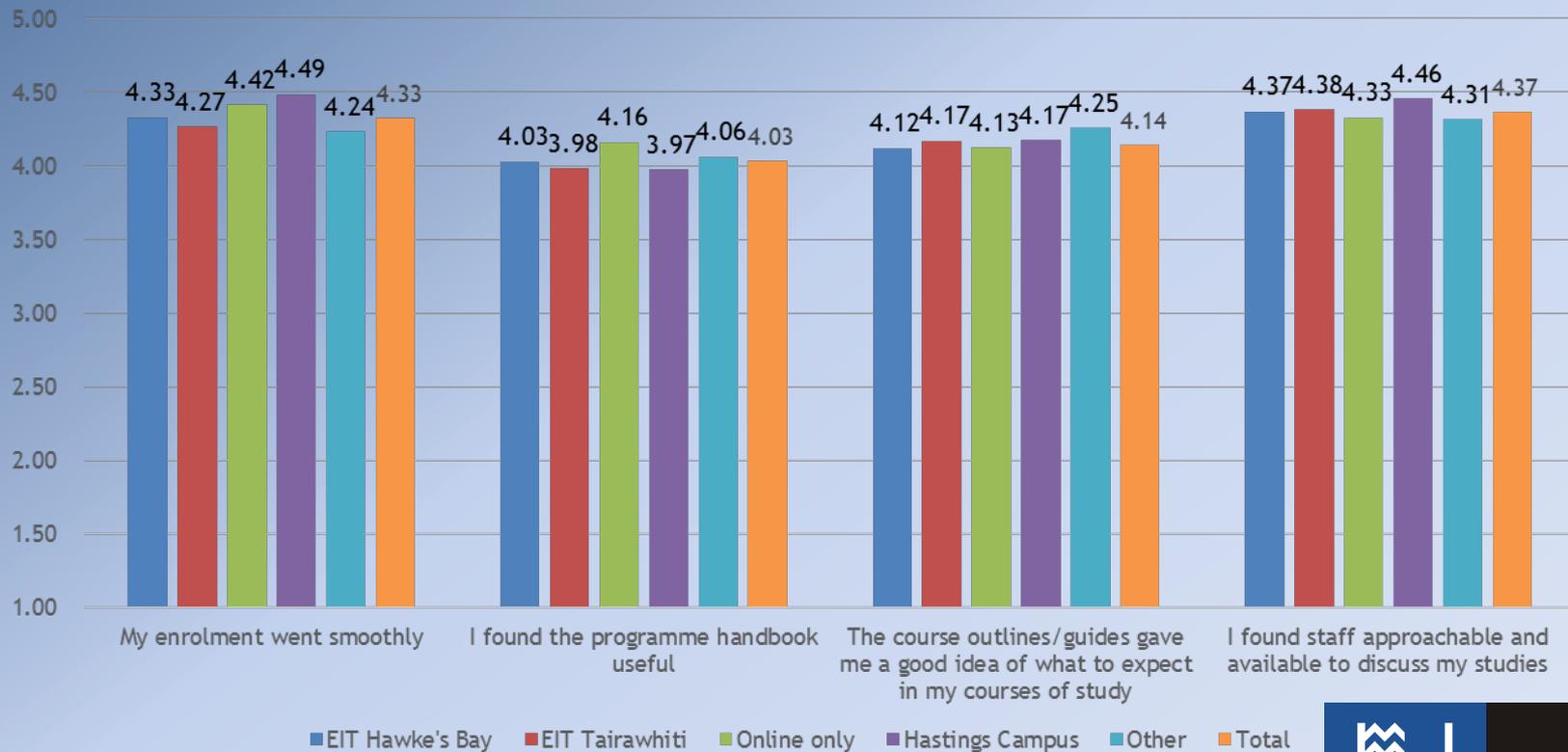
Orientation

- Across all respondents 58% (n=438) (63% in 2013) participated in an orientation/introduction to EIT facilities and the programme they enrolled in; attendance levels varied considerably across schools.

- Of the 438 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)

- When asked what information would have given a better start at EIT the most cited response was "more info on the programme/ subjects and resources needed" (same as in 2013)

n=106

	None/ satisfied	Other	More info on programmes/ subjects/ resources needed	Orientation- need to condense, make it one on one, or lengthen	Meet and greet within class	Campass tour	Not answered / NA	Hawkes Bay vs Gisborne	Intro to computers/ EIT online	Contact with past/ senior students	Studylink / student loan info
EIT Hawke's Bay	25.4%	16.9%	15.5%	9.9%	9.9%	9.9%	7.0%	1.4%	1.4%	2.8%	1.4%
EIT Tairawhiti	25.0%	30.0%	10.0%	15.0%	0.0%	0.0%	10.0%	5.0%	5.0%	0.0%	0.0%
Total	30.2%	17.9%	13.2%	9.4%	7.5%	6.6%	6.6%	3.8%	1.9%	1.9%	1.9%

■ EIT Hawke's Bay   ■ EIT Tairawhiti   ■ Total

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Orientation cross tab

- Students who participated in Orientation scored higher in every other question around IT services, wireless access, online activities, library and learning services and First weeks overall.

As a result: EIT used this finding to encourage students to participate in Orientation and to stress the importance of Orientation.

- Year 13 scholarship students rated the Orientation question 3.7 compared to the non scholarship students with 4.1. These students may need additional information.

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Network coverage

- 76% (66% in 2013) of Hawke's Bay Campus and 77% (63% in 2013) Tairawhiti Campus students 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.
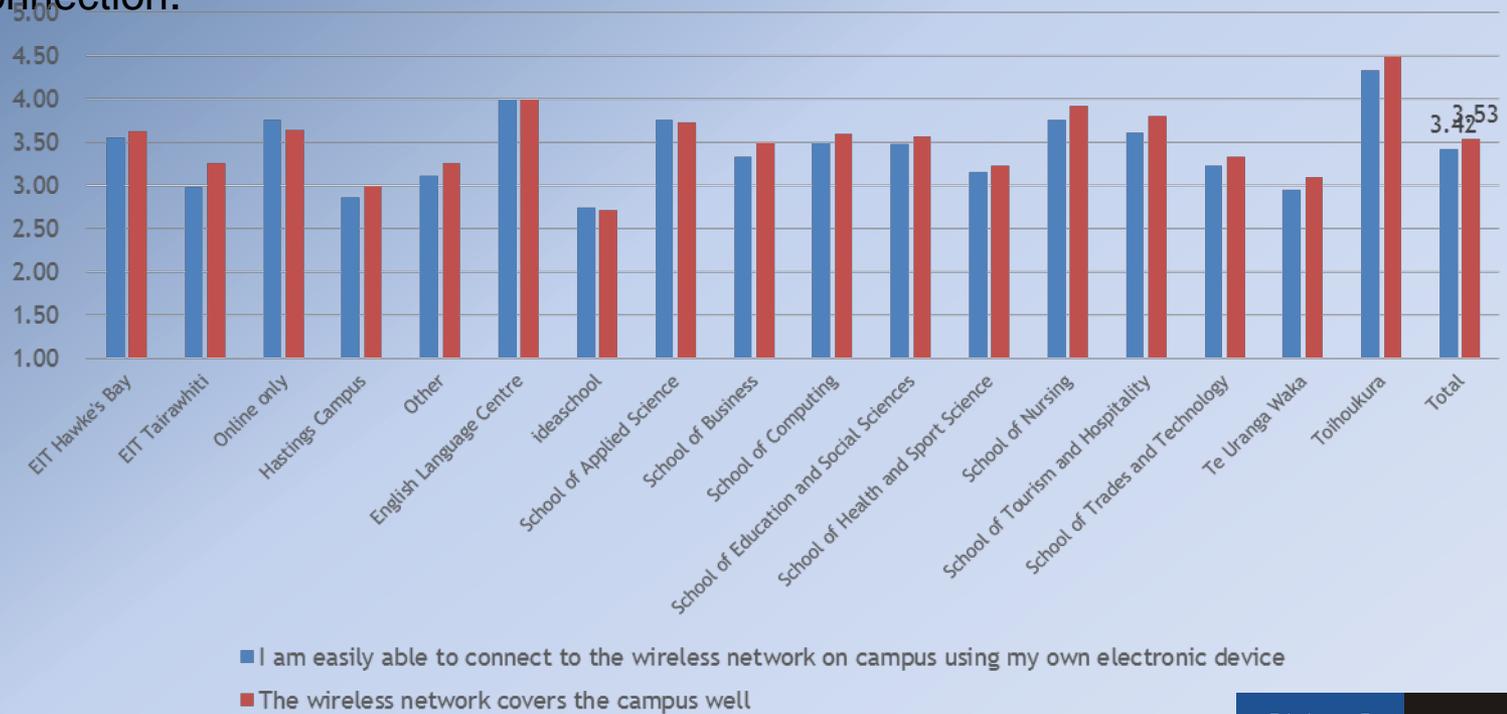
- Issues were Problems with devices/ cell phones, the need for Better Wi-Fi coverage/ range, inability to connect and trouble logging in.

EIT online & Library and Learning Services

EIT online

- Across all respondents 81% (79% in 2013) were enrolled in a programme that included online activities. This percentage was much lower amongst those studying in the School of Trades and Technology.

- Of those that did indicate that their programme included online activities most agreed they found it easy to log on and access EIT Online (4.20) (4.1 in 2013), to participate in the online learning activities for their course (4.06) and understand what they are being asked to do for their online activities (both with minor improvements to 2013).

Library and Learning Services:

	Friendly and helpful staff	Easy to find info	Advice & support available	Disability support available	Māori & Pacifica support	Study spaces match needs	Computer available	Access Computing help
Total 2013	4.3	4	4.2	4	3.9	4	3.8	4
Total 2014	4.3	4.1	4.3	4.1	4	4.1	4.2	4.1

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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 2014/2015
- They discussed the improvements in their Annual plans/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.
- Is planning a communication channel to publish the reports to students in 2015

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What's next?

Between March 16th and 20th, you will receive an invitation to participate in EIT's First Impression Survey 2015.
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** !