EIT First Impressions Survey

Results from
Semester 1, 2013

Survey Purpose

Between the 3rd and 29th April 2013, SIL on behalf of EIT's Educational Development Centre asked all students who enrolled in Feb 2013 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.

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What we did with your results

EIT's Educational Development Centre:

- presented and sent an executive Summary to all Service Sections for which the information is useful.

- analysed the results further and targeted areas and programmes in which improvements were recommended.

- Sent the results to the Service Sections and Programme staff to consider, discuss and define appropriate actions which will improve our Student Services.

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Summary of overall findings

- **Enrolment Experience:** Respondents were satisfied/very satisfied with both their before and after enrolment experiences (ways to improve included better communication, website information/online issues).
  What EIT has done: Registration and all School secretaries have been advised of this result. Also the Marketing Department has improved the information on the website.

- **Orientation:** 63% of respondents attended orientation/introduction to EIT and of those 82% agreed or strongly agreed it provided them with all the information necessary to start study (ways to improve included making orientation more course-specific).
  What EIT has done: Programmes combined the overall orientation at EIT with more programme/course specific information. All Programmes reported on their experience with Orientation in their Annual Reports and it was clear that students who participate in Orientation achieved better overall.

Summary of overall findings

- **IT Services & Wireless Network:** Respondents were satisfied with IT Services and network access, and 63% had attempted to login to EIT's wireless network using their own devices. Those that tried were satisfied with campus coverage and ease of connecting own device.
  How EIT improves the network: An analysis has been done to identify the sort of device used to login to the network (Tablet, Laptop, Desktop). Based on the results, connectivity has been improved.

- **EIT online:** 79% of respondents were enrolled in a programme that included online activities and were satisfied/very satisfied with ease of logging on to EIT Online, participation, and understand what was required.
  What EIT has done: Throughout the year, additional training sessions for tutors and an analysis how we can improve EIT online was done and changes were implemented.

- **Library:** Respondents were satisfied/very satisfied with the range of services offered by the Library and Learning Services team and when ranking their **'first few weeks'** experiences overall.
  What EIT has done: Passed on the feedback to motivate the Team to keep up the great work they do.

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A heads up

To all new students in 2014:

Please fill in the survey that we will send you after Easter and give us feedback on your experience at EIT in your first few weeks.

We value your feedback and will use the information to improve EIT's Services and overall performance.

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