

Open Polytechnic

First Impressions

The Open Polytechnic sent a First Impressions survey to all new students enrolled for Trimester 2, 2017. The survey gathered feedback on the student's initial impression of the pre-enrolment and enrolment processes, student support services and their first few weeks. An invitation was emailed to students on 31 July 2017 to complete the survey, which was open for two weeks.

Our Respondents

170
responses
(26% return
rate)

77%
are
female

81%
are enrolled
part-time

24%
are aged
between
25 – 29 years

58%
choose to study
to progress up the
career ladder or
change career

14%
Selected
'Other – not
on list'

12%
OP7001 Bachelor
of Business

12%
NC5121 New
Zealand Diploma
in Business

10%
OP4240
Certificate in
Tertiary Study
Skills

10%
OP2416 New
Zealand Diploma
in Architectural
Technology

Programmes (highest number of responses)

What you said we did well:

 94%

are satisfied with pre-
enrolment information

 91%

are satisfied with the information
on the Open Polytechnic website

 94%

said the enrolment process
was simple and easy to follow

 94%

were happy with how they
were welcomed into the course

91% 

are happy with the
course materials

believe they have enrolled in
the best qualification for them

98% 

understand the
assessment requirements

91% 

believe their course is
well organised

91% 

What you said we could improve on:

Enrolment application and processing time

Quicker processing of enrolment applications and timely
communication to students regarding status

Open Polytechnic Website

Improve the overall layout and design of website so that it is
easier to navigate and search for information

Programme information and advice

Provide clearer and relevant information on all programmes
and advice to students

What we are doing:

Enrolments team have assigned additional resources across key areas
of the enrolment process to deal with high volume of applications,
including a dedicated resource responsible for student queries

Ongoing user experience enhancements are being
implemented, and a planned discussion with relevant areas
regarding website information will be undertaken in 2018

Staff in the Student Journey Centre are engaging in
workshops to upskill knowledge about new and current
programmes on offer