

Open Polytechnic

First Impressions

The Open Polytechnic sent a First Impressions survey to all new students enrolled for Trimester 1, 2018. 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 26 March 2018 to complete the survey, which was open for two weeks.

Our Respondents

Programmes (highest number of responses)

315
responses
(38% return
rate)

80%
are
female

71%
are enrolled
part-time

20%
are aged
between
20 – 24 years

60%
Reason for
studying: to
progress up the
career ladder or
change career

17%
New Zealand
Diploma in
Legal Executive
Studies

6%
New Zealand
Diploma in
Construction

6%
Bachelor of
Business

6%
Bachelor of
Teaching (ECE)

5%
New Zealand
Diploma in
Business

What you said we did well:

 92%
are satisfied with pre-
enrolment information

 97%
are satisfied with the information
on the Open Polytechnic website

 95%
said the enrolment process
was simple and easy to follow

 95%
were happy with how they
were welcomed into the course

93% 
are happy with the
course materials

believe they have enrolled in
the best qualification for them

95% 

understand the
assessment requirements

96% 

believe their course is
well organised

95% 

What you said we could improve on:

Enrolment application and processing time
Quicker processing of enrolment applications and
support to students

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 did:

The comments related to *enrolment application and processing time* were forwarded to the Enrolments Section for their information and for any action for improvements.

The new website is planned to launch in early January 2019.

There are two dedicated teams to provide programme information and advice. Customer Services team provides general advice and Student Advisors Team provides subject specific advice.