

# International Students Entry Survey Evaluation Report Fall 2021

The Office of Strategy Management and Institutional Effectiveness

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## Introduction

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The AUC administration rigorously pursues means to achieve one of its main strategic objectives: “Internationalizing the campus through diversity and global exposure.” The International Students Entry survey seeks international students’ feedback on the pre-arrival services, and communications received up to their arrival. The feedback and recommendations collected from this survey will be used to enhance the pre-arrival services and communications given to international students in the future. This survey was developed by the International Programs and Services Office (IPSO) in collaboration with the Office of Strategy Management and Institutional Effectiveness (SMIE).

### *Administrative Summary*

The survey invitation was sent to 204 newly admitted international students at AUC on September 16<sup>th</sup>, 2021, followed by three reminder emails on September 19<sup>th</sup>, 21<sup>st</sup>, and 29<sup>th</sup>, 2021. Of the survey invitees, 80 responses were recorded, yielding a response rate of 39%.<sup>1</sup> This is slightly higher than last year’s response rate, which was 38% (for Fall 2020).

### *Report Structure*

For this administration, the International Programs and Services Office (IPSO) revised the survey, making changes to capture international students’ experiences in line with IPSO services. Accordingly, this year’s analysis report is structured as follows:

- the first section presents a demographic overview of the incoming international students,
- the second section outlines respondents’ familiarity with IPSO,
- the third section provides an overview of respondents’ interest in AUC,
- the fourth section analyzes respondents’ transition to AUC,
- the fifth section presents satisfaction with academics,
- the sixth section presents satisfaction with the orientation program.

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<sup>1</sup> This and all figures hereafter are rounded up to the nearest digit.

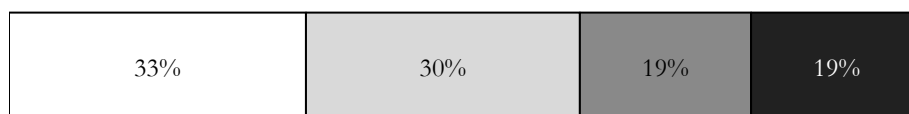
## Section One: Respondent Demographics

### *Study Programs*

Q: Please indicate your study program type at AUC.

Of the international student respondents, the highest percentage are undergraduate non-degree-seeking students, who represent 33% of the respondent population, closely followed by graduate degree-seeking students at 30%, which follows a similar pattern to last year's survey results. Meanwhile, undergraduate degree-seeking students and graduate non-degree-seeking students represent the same percentage (19% each).

Study Program Types (%)



☐ UG Non-degree Student

☐ GR Degree-Seeking Student

☒ UG Degree-Seeking Student

☒ GR Non-degree Student

Students' Program of Study	Percentage	Count
Undergraduate non-degree seeking student	33%	26
Graduate degree-seeking student	30%	24
Undergraduate degree-seeking student	19%	15
Graduate non-degree seeking student	19%	15
<b>Total</b>	<b>100%</b>	<b>80</b>

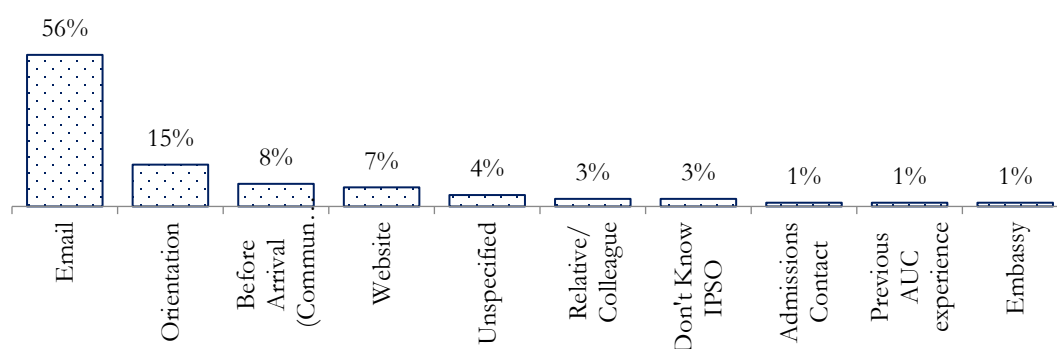
## Section Two: Familiarity with IPSO

### Knowledge about IPSO

Q: How did you know about the International Programs and Services Office (IPSO)?<sup>2</sup>

The main source of knowledge on IPSO for the respondents was email communication (56%), followed by the orientation (15%). Pre-arrival communication, whether by communication or home universities, identified IPSO for 8% of respondents, while 7% referred to the website for information on IPSO. Additionally, 4% did not specify their source of knowledge, with 3% stating they still do not know about IPSO. Meanwhile, 3% attributed their awareness to relatives/colleagues, and the following sources received 1% each: admissions contact person, previous AUC experience, and embassy.

Source of Knowledge about IPSO (%)



Source of Information	Percentage	Count
Email	56%	40
Orientation	15%	11
Before Arrival (Communication, Home University)	8%	6
Website	7%	5
Unspecified	4%	3
Relative/Colleague	3%	2
Don't Know IPSO	3%	2
Admissions Contact	1%	1
Previous AUC experience	1%	1
Embassy	1%	1
<b>Total</b>	100%	72 <sup>3</sup>

<sup>2</sup> Items are arranged in descending order.

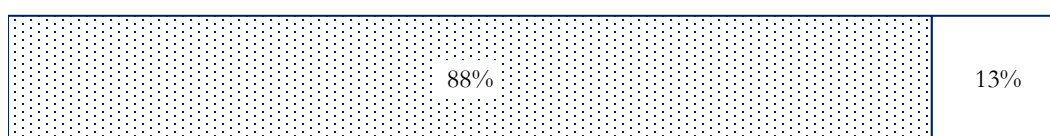
<sup>3</sup> Total number of responses = 66; total points mentioned = 72.

### *The Knowledge that IPSO is PPOC*

Q: Did you know that the International Programs and Services Office (IPSO) is the principal point of contact (PPOC) for every international student?

Most respondents (88%) indicated their awareness of the fact that the International Programs and Services Office (IPSO) is the principal point of contact for all international students, while 13% of respondents indicated their lack of awareness.

Knowledge that IPSO is the PPOC (%)



☒ Yes

☐ No

The Knowledge that IPSO is the PPOC	Percentage	Count
Yes	88%	70
No	13%	10
<b>Total</b>	100%	80



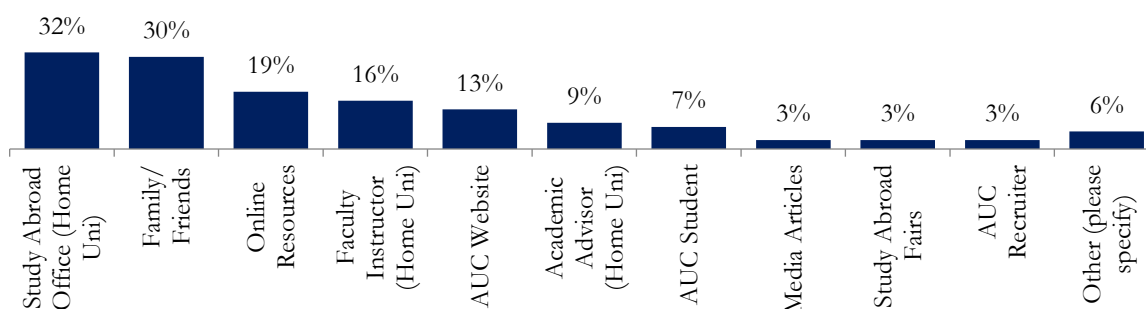
## Section Three: Interest in AUC

### *Knowledge of AUC*

Q: How did you hear about AUC? Please check all that apply.<sup>4</sup>

32% of respondents heard about AUC through study abroad offices at their respective home universities, with 30% hearing of AUC through family/friends. Online resources were cited by 19% of respondents, followed by faculty (at home universities) at 16%, and the AUC website at 13%. Each of the remaining sources received less than 10% of respondent choices, and 6% chose to indicate ‘other’ sources.

Sources of Information on AUC (%)



Source of Information on AUC	Percentage	Count
Study abroad office at home university	32%	22
Family or friends	30%	21
Online resources	19%	13
Faculty instructor at home university	16%	11
AUC website	13%	9
Academic Advisor at home university	9%	6
AUC student	7%	5
Articles in the media (print, broadcast, or online)	3%	2
Study abroad fairs	3%	2
AUC recruiter	3%	2
Other (please specify)	6%	4

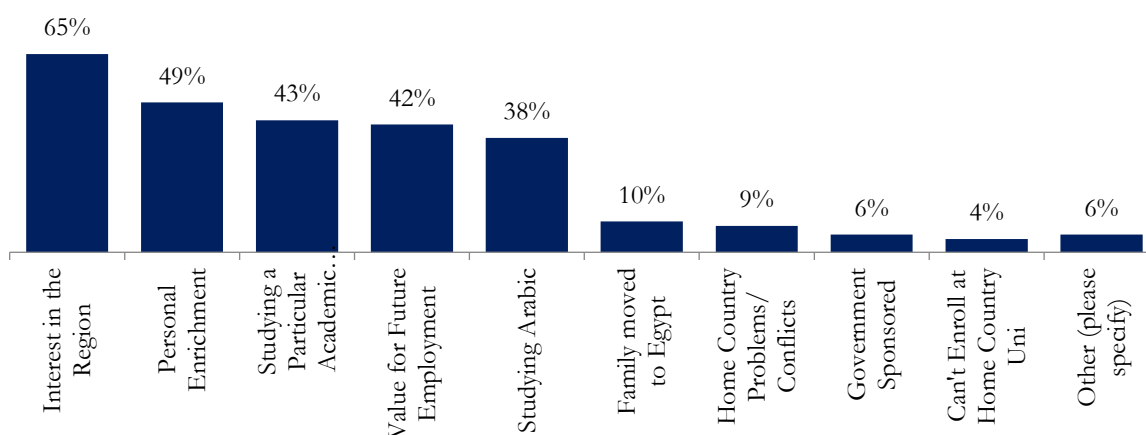
<sup>4</sup> Items are arranged in descending order, with ‘other’ responses at the end.

## Reason for Studying at AUC

Q: Why did you want to study at AUC? Please check all that apply.<sup>5</sup>

65% of respondents chose AUC because they are interested in the region, with 49% choosing AUC for personal fulfillment and 43% interested in a specific academic subject. Value for future employment was slightly lower (42%), and studying Arabic was identified by 38% of respondents as a reason for studying at AUC. Additionally, 10% of respondents chose AUC because their families moved to Egypt. Meanwhile, the least influential reasons for choosing to study at AUC are home-country conflicts (9%), governmental sponsorship (6%), and the inability to enroll at a home institution (4%).

Reasons for Choosing to Study at AUC (%)



Reasons for Studying at AUC	Percentage	Count
Interest in the region	65%	45
Personal enrichment	49%	34
Studying a particular academic subject	43%	30
Value for future employment	42%	29
Studying Arabic	38%	26
Your family moved to Egypt	10%	7
Problems/ conflicts in your home country	9%	6
Government Sponsored	6%	4
Inability to enroll at a university in your home country	4%	3
Other (please specify)	6%	4

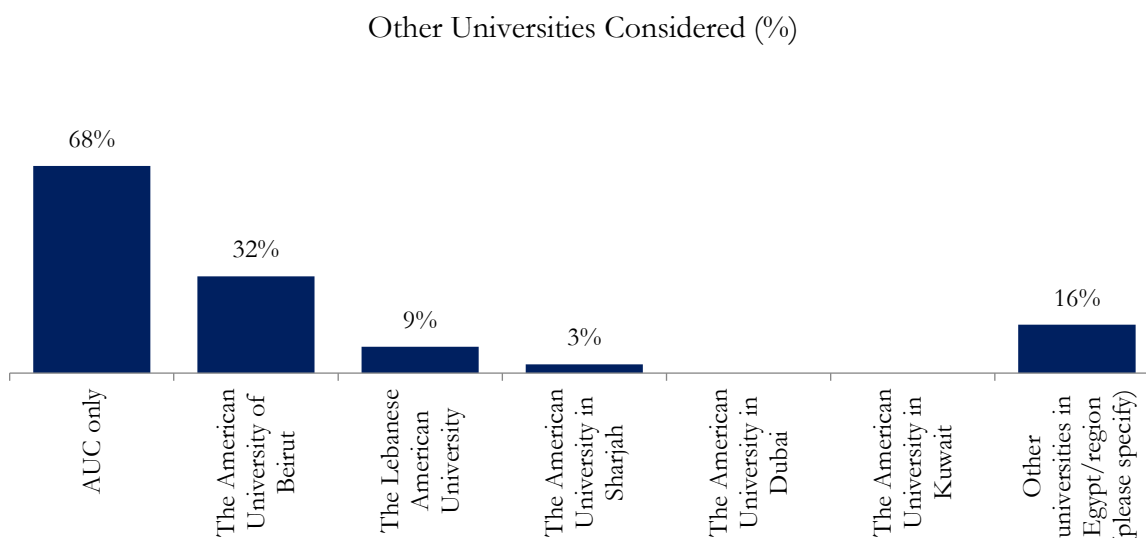
<sup>5</sup> Items are arranged in descending order, with 'other' responses at the end.



### Other Middle Eastern Universities Considered

Q: When making your decision to study in the Middle East, which of the following universities did you consider? Please check all that apply.

When deciding to come to AUC, 68% of respondents were only interested in AUC, while others considered other institutions in the Middle East. For example, 32% considered enrolling at AUB, and the Lebanese American University interested 9% of respondents. AUS was less popular, at 3% of choices, while AUD and AUK were not considered by any respondent. Another 16% of respondents were interested in ‘other’ universities, as outlined below.



Other Middle Eastern Universities Considered	Percentage	Count
AUC only	68%	47
The American University of Beirut	32%	22
The Lebanese American University	9%	6
The American University in Sharjah	3%	2
The American University in Dubai	0%	0
The American University in Kuwait	0%	0
For other universities in Egypt or the region (please specify)	16%	11

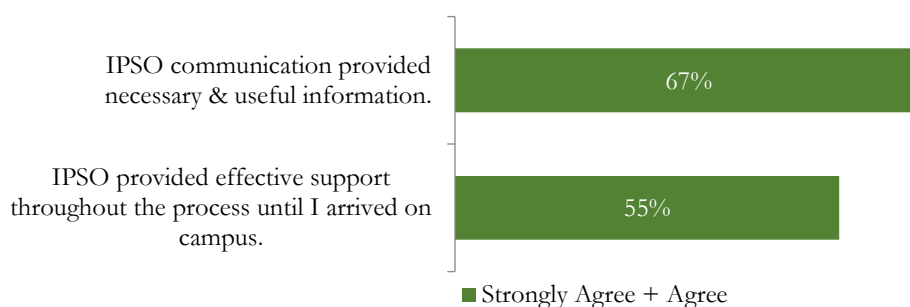
## Section Four: Transition to AUC

### *Satisfaction with IPSO services during AUC Transition*

Q: Please indicate your level of agreement with the following statements related to your transition to AUC.

There was a 67% combined agreement with IPSO's provision of necessary and useful information, with a corresponding weighted average of 3.71 (on a 5.0 scale).<sup>6</sup> IPSO's effective support throughout the process until arrival on campus was positively acknowledged by 55% of respondents, yielding a weighted average of 3.48 (on a 5.0 scale).

#### Satisfaction with IPSO during AUC Transition (%)



Satisfaction with IPSO during Transition to AUC	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		N/A		Total		WA
	%	C	%	C	%	C	%	C	%	C	%	C	%	C	
IPSO communication provided necessary and useful information.	24%	16	43%	29	13%	9	10%	7	6%	4	3%	2	100%	67	3.71
IPSO provided effective support throughout the process until I arrived on campus.	21%	14	34%	23	22%	15	13%	9	7%	5	1%	1	100%	67	3.48

### *Concerns Prior to Arrival*

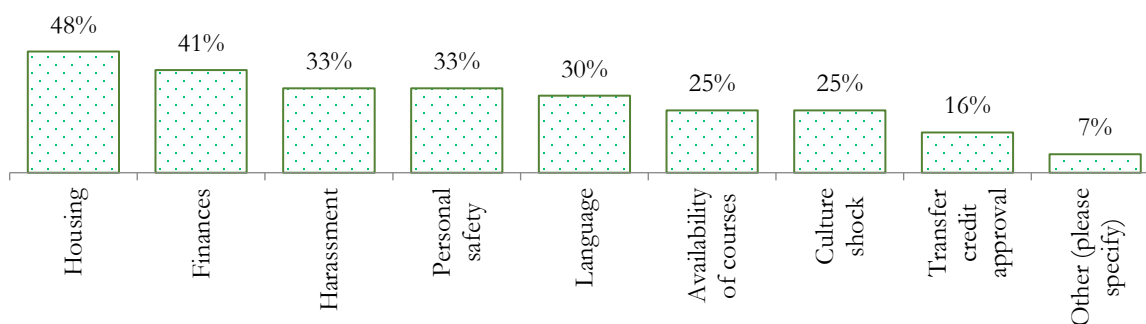
Q: What were your concerns prior to arriving at AUC? Please check all that apply.

Almost half of the respondents were concerned about housing (48%), followed by finances (41%) and both harassment (33%) and personal safety (33%). Language worried 30% of respondents, while both course

<sup>6</sup> Combined agreement is based on the percentage sums of 'strongly agree' and 'agree' responses.

availability and culture shock were matters of distress to 25% of respondents each. The approval of transfer credits alarmed 16% of respondents, and 7% indicated ‘other’ matters of concern.

Concerns Prior to Arrival (%)



Concern	Percentage	Count
Housing	48%	33
Finances	41%	28
Harassment	33%	23
Personal safety	33%	23
Language	30%	21
Availability of courses	25%	17
Culture shock	25%	17
Transfer credit approval	16%	11
Other (please specify)	7%	5

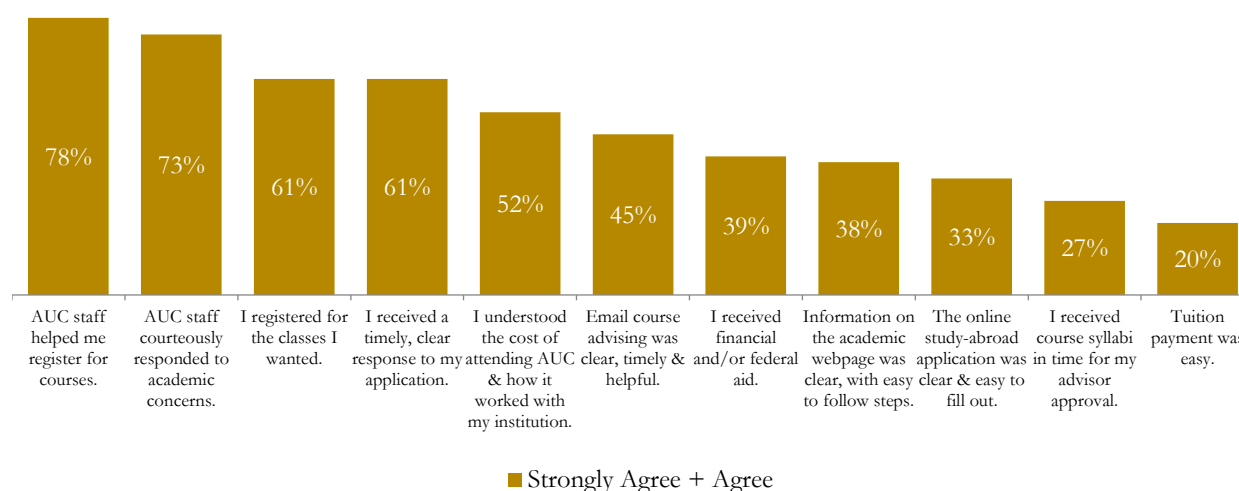
## Section Five: Academics

### *Satisfaction with Admission, Advising & Registration*

Q: Please indicate your level of agreement with the following statements related to your admission, advising, and registration.<sup>7</sup>

AUC staff assistance with course registration received 78% combined satisfaction,<sup>8</sup> followed by staff responsiveness to academic concerns (73%). Meanwhile, 61% of respondents responded favorably to registering for the courses they chose, and 61% were generally satisfied with the receipt of timely and clear responses to their applications. On the other hand, the least satisfying was the receipt of course syllabi in time for home university advisor approval (27%), and the ease of tuition payment (20%).

Combined Satisfaction with Admission, Advising & Registration (%)

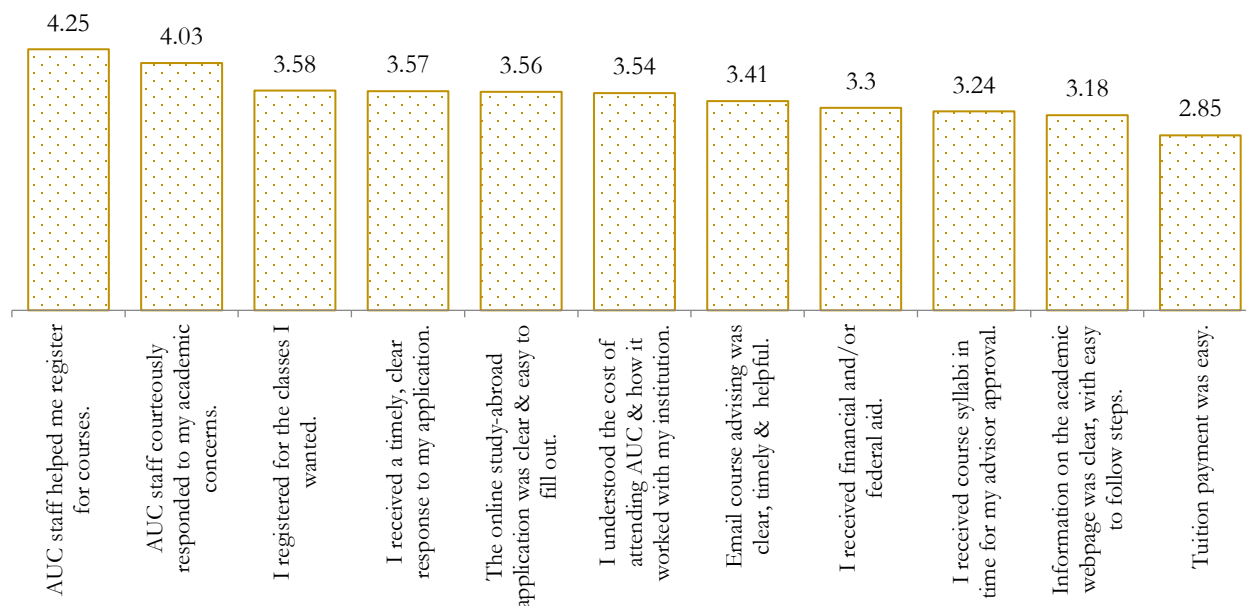


In terms of weighted averages, AUC staff helpfulness in course registration and courteousness in responding to academic concerns received weighted averages above 4.0 (4.25 and 4.03, respectively). They are followed by respondents' successful registration in the classes they sought (3.58), their receipt of timely and clear responses to their applications (3.57), the ease and clarity of the online study abroad application (3.56), and their understanding of the cost of attending AUC (3.54). The remaining statements received weights below 3.5, with the lowest weight attributed to the ease of paying tuition (2.85).

<sup>7</sup> Items are arranged in descending order of combined satisfaction percentages.

<sup>8</sup> Combined agreement is based on the percentage sums of 'strongly agree' and 'agree' responses. Combined disagreement is similarly based on the percentage sums of 'disagree' and 'strongly disagree' responses.

### Satisfaction with Admission, Advising & Registration (WA)

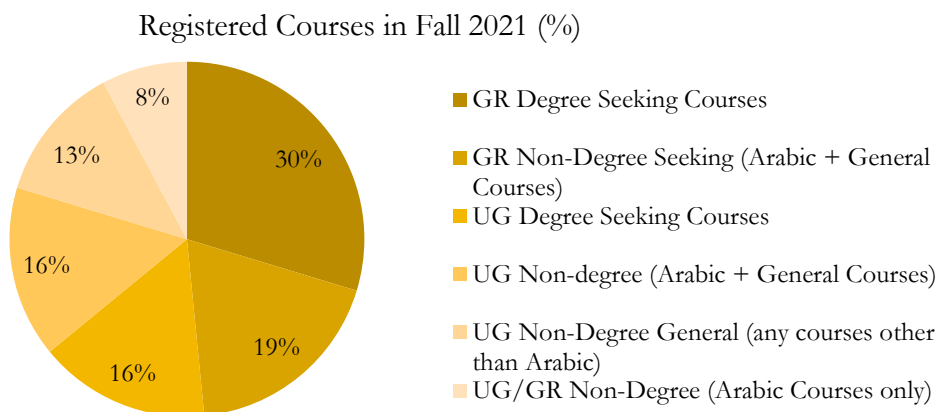


Satisfaction with Admission, Advising & Registration	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		N/A		C	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
AUC staff members helped me register for courses.	44%	28	34%	22	14%	9	3%	2	0%	0	5%	3	64	4.25
AUC staff members were courteous in responding to my academic concerns.	34%	22	39%	25	16%	10	3%	2	3%	2	5%	3	64	4.03
I was able to register for the classes I wanted.	22%	14	39%	25	14%	9	17%	11	5%	3	3%	2	64	3.58
I received a timely and clear response to my application.	17%	11	44%	28	17%	11	6%	4	9%	6	6%	4	64	3.57
The online application for study-abroad was clear and easy to fill out.	16%	10	17%	11	23%	15	11%	7	0%	0	33%	21	64	3.56
I understood clearly the cost of attending AUC and how it worked with my own institution.	19%	12	33%	21	14%	9	13%	8	6%	4	16%	10	64	3.54
Course advising via email correspondence was clear, timely and helpful.	16%	10	30%	19	22%	14	16%	10	5%	3	13%	8	64	3.41
I received financial and/or federal aid.	22%	14	17%	11	11%	7	8%	5	16%	10	27%	17	64	3.3
I received syllabi for my courses (if requested) in time for my home university advisor to approve my courses.	11%	7	16%	10	16%	10	8%	5	8%	5	42%	27	64	3.24
The information on the academic webpage was clear, with easy to follow steps.	13%	8	25%	16	28%	18	27%	17	3%	2	5%	3	64	3.18
Tuition payment was easy.	5%	3	16%	10	16%	10	19%	12	8%	5	38%	24	64	2.85

## Registered Courses in Fall 2021

Q: Which courses have you registered for this semester?<sup>9</sup>

30% of respondents are registered in graduate degree-seeking courses, while 19% are registered in graduate non-degree-seeking courses. Meanwhile, 16% are registered in undergraduate degree-seeking courses, and 16% are also registered in undergraduate non-degree-seeking courses. The lowest enrollments are in undergraduate general non-degree seeking courses (13%) and Arabic non-degree courses at the undergraduate and graduate levels (8%).



Registered Courses	Percentage	Count
Degree-Seeking Graduate Courses	30%	19
Non-Degree Seeking Graduate (both Arabic courses and General courses)	19%	12
Degree-Seeking Undergraduate courses	16%	10
Non-degree Undergraduate (both Arabic courses and General courses)	16%	10
Non-Degree Undergraduate General Courses only (any courses other than Arabic)	13%	8
Non-Degree Undergraduate or Graduate (Arabic Courses only)	8%	5
<b>Total</b>	<b>100%</b>	<b>64</b>

<sup>9</sup> Items are arranged in descending order.

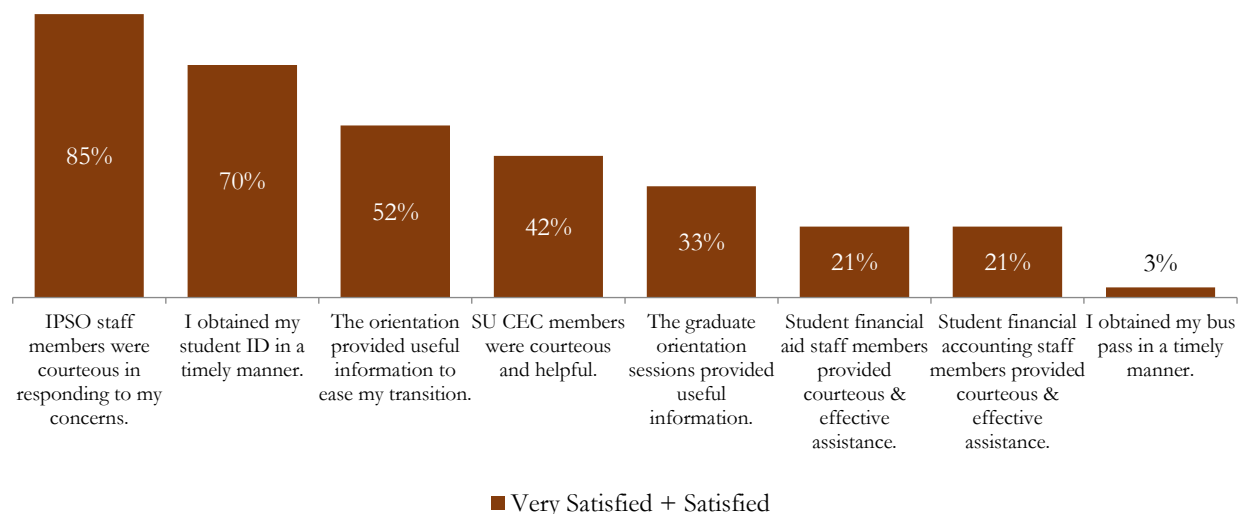
## Section Six: Satisfaction with the Orientation

### *Satisfaction with the Orientation*

Q: Please indicate your level of satisfaction with the following statements related to the orientation:<sup>10</sup>

The most satisfying element by far is IPSO staff's courteousness in responding to student concerns (85% combined satisfaction), followed by respondents' ability to issue student IDs in a timely manner (70% combined satisfaction).<sup>11</sup> Meanwhile, the following statements received overall satisfaction rates below 50%: courteousness and helpfulness of SU CEC members (42%), usefulness of graduate orientation session (33%), student financial aid (21%) and accounting (21%) staff assistance, and bus passes receipt (3%).

Combined Satisfaction with the Orientation (%)



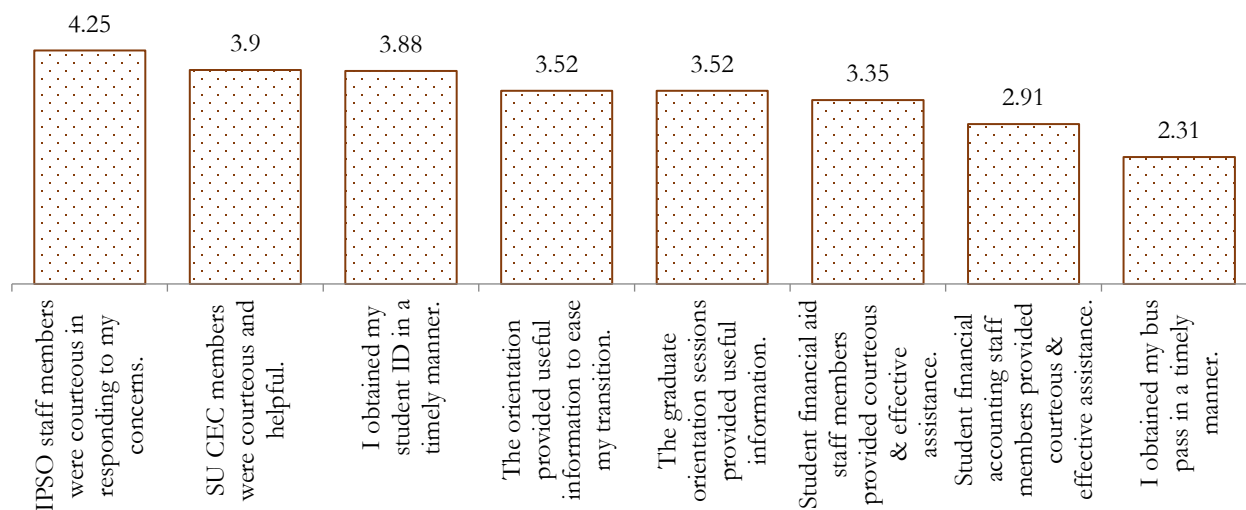
In terms of weighted averages, the highest satisfaction was with the IPSO staff's courteousness in responding to student concerns, which received a weighted average of 4.25. The remaining statements gained weights below 4.0 (on a 5.0 scale), with financial accounting staff assistance and bus pass receipt scoring weights below 3.0 (2.91 and 2.31, respectively).

<sup>10</sup> Items are arranged in descending order of combined satisfaction percentages.

<sup>11</sup> Combined satisfaction is based on the percentage sums of 'very satisfied' and 'satisfied' responses. Combined dissatisfaction is similarly based on the percentage sums of 'dissatisfied' and 'very dissatisfied' responses.



### Satisfaction with the Orientation (WA)



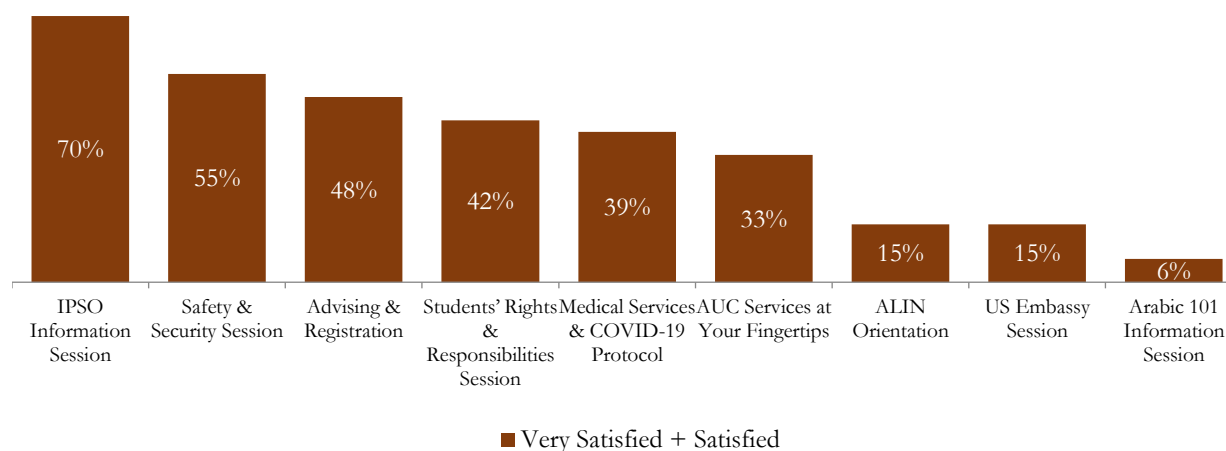
Satisfaction with the Orientation	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		C	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Office of International Programs and Services (IPSO) staff members were courteous in responding to my concerns.	42%	14	42%	14	9%	3	0%	0	3%	1	3%	1	33	4.25
The SU Community Engagement Committee (CEC) members were courteous and helpful.	27%	9	15%	5	12%	4	6%	2	3%	1	36%	12	33	3.9
I obtained my student ID in a timely manner.	39%	13	30%	10	9%	3	12%	4	6%	2	3%	1	33	3.88
The orientation provided me with useful information that eased my transition.	24%	8	27%	9	24%	8	9%	3	9%	3	6%	2	33	3.52
The graduate student orientation sessions provided me with useful information.	12%	4	21%	7	18%	6	12%	4	0%	0	36%	12	33	3.52
Student financial aid staff members provided me with courteous and effective assistance.	9%	3	12%	4	21%	7	6%	2	3%	1	48%	16	33	3.35
Student financial accounting staff members provided me with courteous and effective assistance.	6%	2	15%	5	24%	8	9%	3	12%	4	33%	11	33	2.91
I obtained my bus pass in a timely manner.	0%	0	3%	1	18%	6	6%	2	12%	4	61%	20	33	2.31

## Satisfaction with the Orientation Sessions

Q: Please indicate your level of satisfaction with the following orientation sessions:<sup>12</sup>

This IPSO information session received the highest combined satisfaction (70%), followed by the Safety and Security session (55%). The remaining sessions received combined satisfaction rates below 50%.

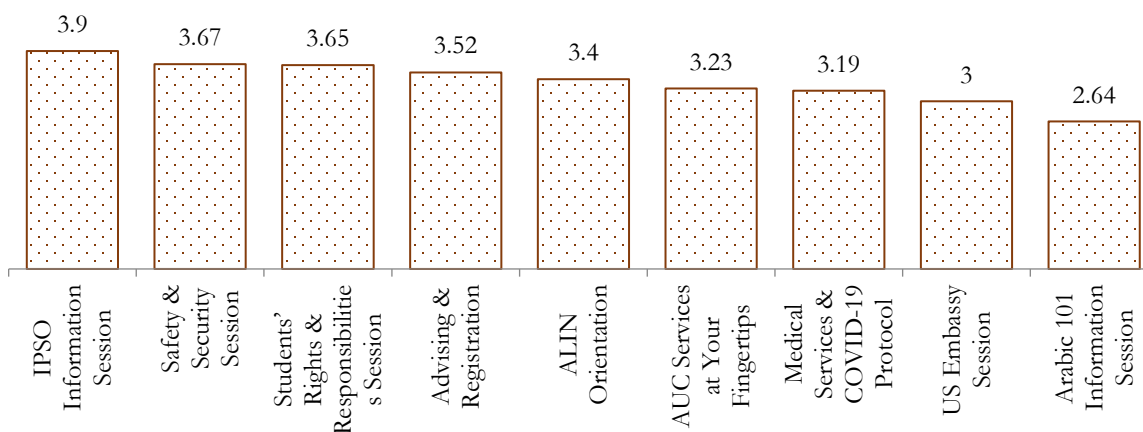
Combined Satisfaction with Orientation Sessions (%)



In terms of weighted averages, the IPSO information session received the highest weight (3.9), followed by the Safety and Security (3.67) and Student Rights & Responsibilities (3.65) sessions. Meanwhile, the lowest weights were attributed to the Medical Services and COVID-19 Protocol (3.19), US Embassy (3.0), and Arabic 101 Information sessions (2.64).

<sup>12</sup> Items are arranged in descending order of weighted average.

### Satisfaction with Orientation Sessions (WA)



Satisfaction with the Orientation Sessions	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		C	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
IPSO Information Session	24%	8	45%	15	12%	4	6%	2	3%	1	9%	3	33	3.9
Safety & Security Session	12%	4	42%	14	18%	6	6%	2	3%	1	18%	6	33	3.67
Students' Rights & Responsibilities Session	18%	6	24%	8	30%	10	3%	1	3%	1	21%	7	33	3.65
Advising & Registration	12%	4	36%	12	27%	9	9%	3	3%	1	12%	4	33	3.52
ALIN Orientation	9%	3	6%	2	27%	9	0%	0	3%	1	55%	18	33	3.4
AUC Services at Your Fingertips	3%	1	30%	10	33%	11	6%	2	6%	2	21%	7	33	3.23
Medical Services & COVID-19 Protocol	12%	4	27%	9	33%	11	9%	3	12%	4	6%	2	33	3.19
US Embassy Session	3%	1	12%	4	12%	4	12%	4	3%	1	58%	19	33	3.0
Arabic 101 Information Session	0%	0	6%	2	21%	7	9%	3	6%	2	58%	19	33	2.64

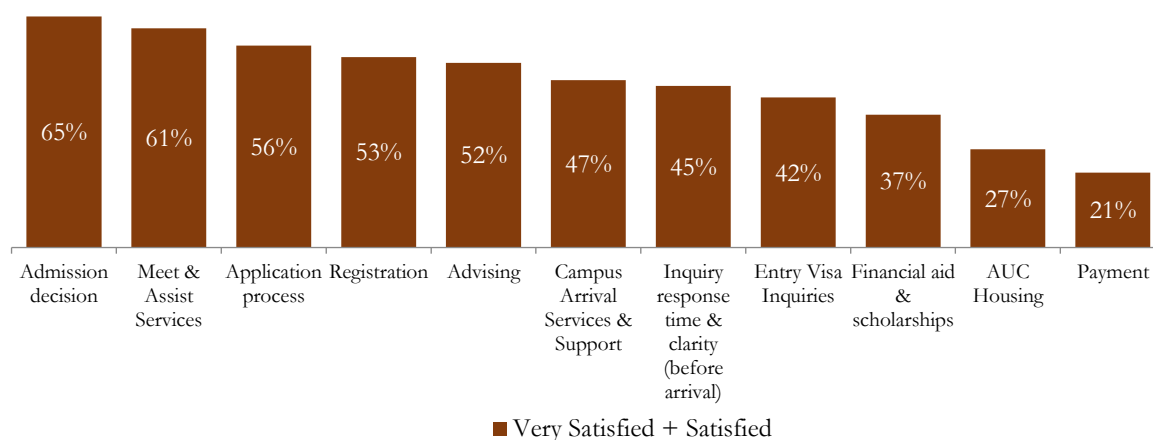
### Satisfaction with Overall Logistics

Q: Please indicate your level of satisfaction with the following:<sup>13</sup>

Admission decisions were favorably perceived by 65% of respondents, followed by the Meet and Assist services at 61% combined satisfaction and the Application Process at 56% combined satisfaction. Meanwhile, the least satisfactory aspect was Payment, at 21% combined satisfaction.

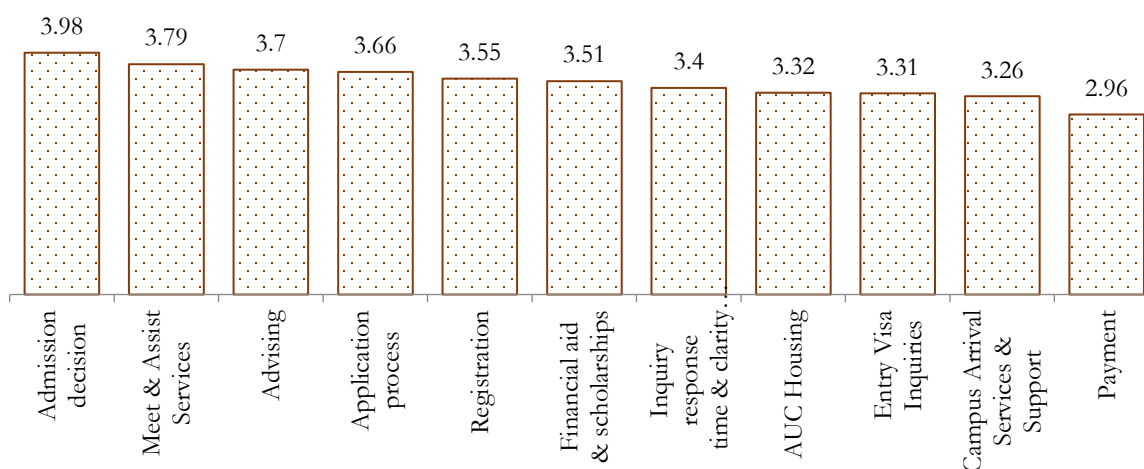
<sup>13</sup> Items are arranged in descending order of weighted average.

### Satisfaction with Overall Logistics (%)



In terms of weighted averages, admission decisions received the highest weight (3.98), followed by the Meet and Assist Services (3.79) and Advising (3.7). On the other side of the spectrum, Visa Inquiries (3.31), Campus Arrival and Support Services (3.26), and Payment (2.96) received the lowest weights.

### Satisfaction with Overall Logistics (WA)



Satisfaction with Overall Logistics	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		C	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Admission decision	31%	19	34%	21	19%	12	2%	1	3%	2	11%	7	62	3.98

Meet and Assist Services	23%	14	39%	24	13%	8	6%	4	5%	3	15%	9	62	3.7 9
Advising	18%	11	34%	21	31%	19	2%	1	3%	2	13%	8	62	3.7
Application process	18%	11	39%	24	27%	17	6%	4	3%	2	6%	4	62	3.6 6
Registration	16%	10	37%	23	32%	20	6%	4	5%	3	3%	2	62	3.5 5
Financial aid and scholarships	21%	13	16%	10	16%	10	2%	1	11%	7	34%	21	62	3.5 1
Response time and clarity of responses to my academic and non-academic inquiries before I applied.	19%	12	26%	16	24%	15	10%	6	10%	6	11%	7	62	3.4
AUC Housing	10%	6	18%	11	27%	17	6%	4	5%	3	34%	21	62	3.3 2
Inquiries related to entry visa	21%	13	21%	13	21%	13	16%	10	10%	6	11%	7	62	3.3 1
Arriving on campus services and support	23%	14	24%	15	16%	10	13%	8	16%	10	8%	5	62	3.2 6
Payment	11%	7	10%	6	29%	18	13%	8	11%	7	26%	16	62	2.9 6