



# International Students Entry Survey Report Fall 18

Prepared by: Office of Strategy Management and Institutional Effectiveness

# International Students Entry Survey Report- FA 18

## Executive Summary

### Introduction

The AUC administration is rigorously pursuing means to achieve one of its main strategic objectives: 'Internationalizing the campus through diversity and global exposure'. The survey seeks the feedback on the pre-arrival services and communications received till arrival. The feedback and recommendations collected from this survey will be used to enhance the pre-arrival services and communications given to international students.

### Methodology

This survey has been developed by the International Program Office (IPO) in collaboration with the Office of Strategy Management and Institutional Effectiveness.

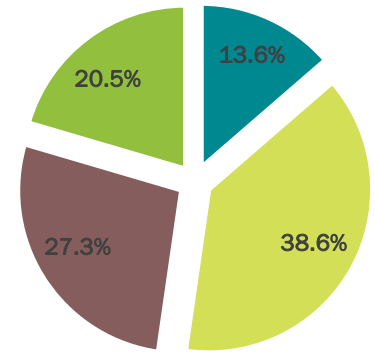
The Office of Strategy Management and Institutional Effectiveness emailed 145 survey invitations to AUC targeted population (Newly admitted international students in FA 18) on Sep 13th, 2018, followed by two reminders to those who had not responded to the surveys on Sundays the 23th and the 30th of Sept. 2018. The survey was closed on Tuesday the 9th of October 2018. From the total number of all targeted population, 44 responded to the survey for a response rate of 30%.

#### **This report consists of two parts:**

- **Close-ended Questions:** This includes all close-ended questions regarding ratings, rankings and feedback presented as frequencies and charts.
- **Open-ended Questions:** This includes questions requesting suggestions and/or recommendations organized by themes.

**Q1- Please Indicate your study program type at AUC.**

Answer choices	Percentage	Number of responses
Undergraduate Degree seeking Student	13.6%	6
Undergraduate Non-Degree seeking Student	38.6%	17
Graduate Degree seeking Student	27.3%	12
Graduate Non- Degree seeking Student	20.5%	9
<b>Answered</b>		<b>44</b>
<b>Skipped</b>		<b>0</b>



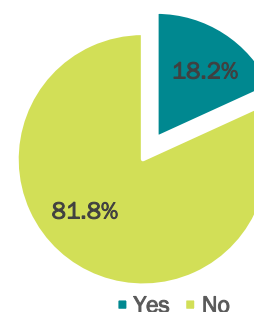
- Undergraduate Degree seeking Student
- Undergraduate Non- Degree seeking Student
- Graduate Degree seeking Student
- Graduate Non- Degree seeking Student

**Q2- What is the name of your home university?**

Responses	Frequency
AUC	4
Leiden University	3
EDHEC	2
University of Oslo	2
University of Tübingen	2
Sciences Po (Institut d'Études Politiques Paris)	2
Graduate institute of international relations and development studies	1
Georgetown University	1
Cairo University	1
The Danish School of Media and Journalism	1
IIM Bangalore	1
Capital University	1
Al Baath University	1
Olabisi Onabanjo University, Ago Iwoye, Ogun State, Nigeria.	1
University of Minnesota	1
Freie Universitaet Berlin	1
University of North Florida	1
IESEG	1
SUNY New Paltz	1
University of Ibadan	1
university of nairobi	1
Kogi State University Anyigba	1
USIU-A	1
University of Twente	1
Vassar College	1

**Q3- Did you know that every international student has a Principle Point of Contact (PPOC)?**

Answer choices	Percentage	Number of responses
Yes	18.2%	8
No	81.8%	36
<b>Answered</b>		<b>44</b>
<b>Skipped</b>		<b>0</b>

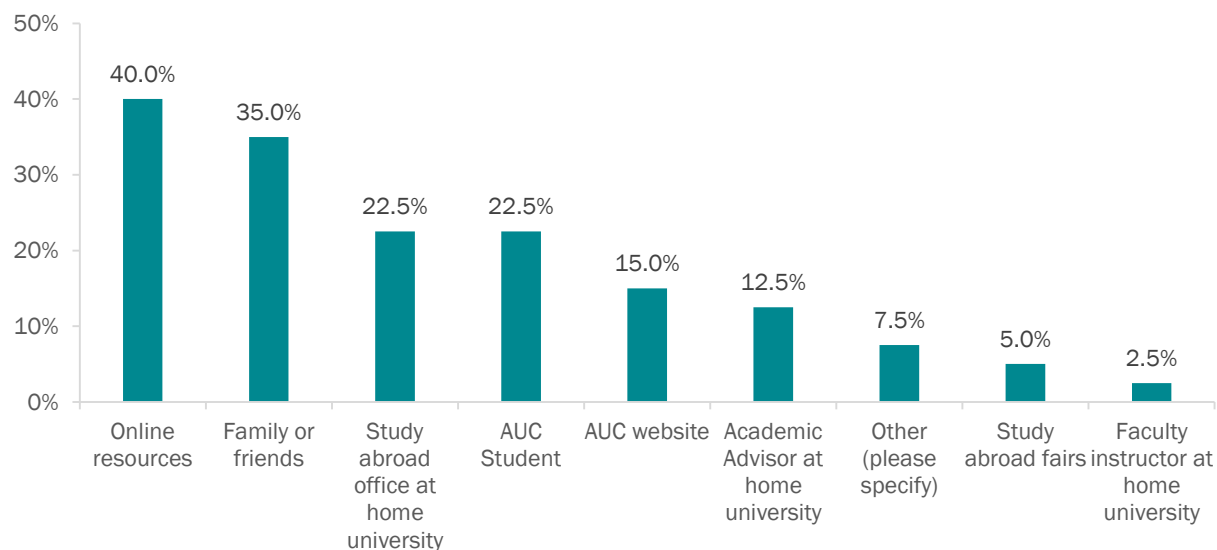


**Q4- If yes, please state how you were informed about PPOC.**

Responses	Number of responses
Email	2
Through the International Program Office IPO and Office of the Student Life	1
I hadn't heard of PPOC exactly, but I assume Rana Elshabrawy was our main contact for the AUC.	1
I was informed about PPOC through my home institution's study abroad coordinator, Lauren Hodge.	1
Orientation Week	1
<b>Answered</b>	<b>6</b>
<b>Skipped</b>	<b>38</b>

**Q5- How did you hear about AUC? Please check all that apply.**

Answer choices	Percentage	Number of responses
Academic Advisor at home university	12.5%	5
AUC website	15.0%	6
Faculty instructor at home university	2.5%	1
Family or friends	35.0%	14
Online resources	40.0%	16
Study abroad office at home university	22.5%	9
Study abroad fairs	5.0%	2
AUC Student	22.5%	9
Other (please specify)	7.5%	3
<b>Answered</b>		<b>40</b>
<b>Skipped</b>		<b>4</b>

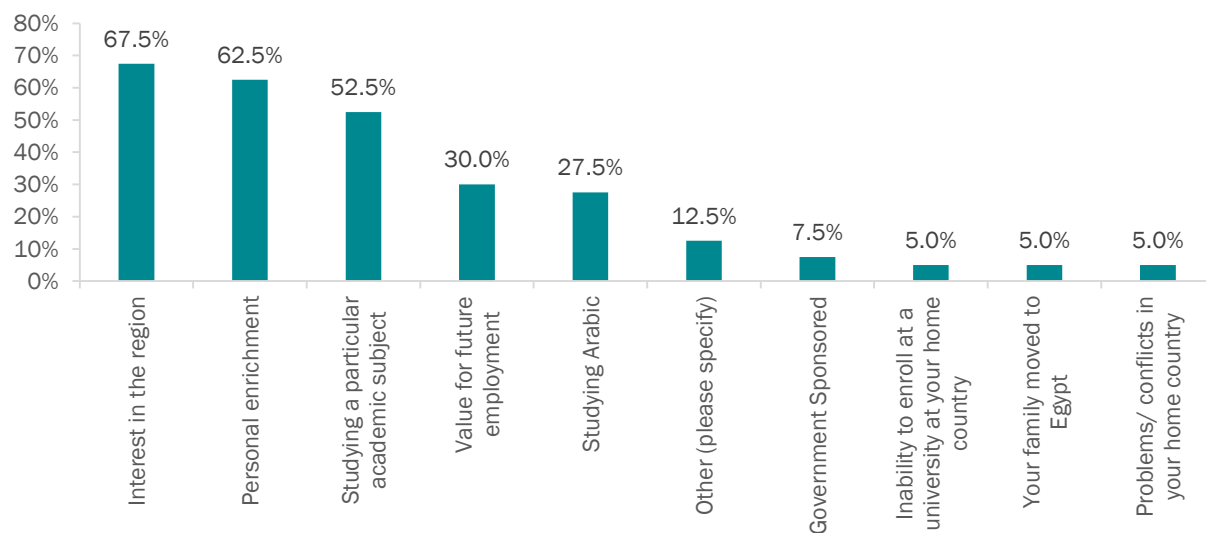


### Others (3 comments)

Responses	Number of responses
Part of a Master's program	1
From the plane above. Journalism school is great.	1
AUC Alumni	1

### Q6- Why did you want to study at AUC? Please check all that apply.

Answer choices	Percentage	Number of responses
Interest in the region	67.5%	27
Personal enrichment	62.5%	25
Studying a particular academic subject	52.5%	21
Studying Arabic	27.5%	11
Value for future employment	30.0%	12
Government Sponsored	7.5%	3
Inability to enroll at a university at your home country	5.0%	2
Your family moved to Egypt	5.0%	2
Problems/ conflicts in your home country	5.0%	2
Other (please specify)	12.5%	5
<b>Answered</b>		<b>40</b>
<b>Skipped</b>		<b>4</b>



#### Others (4 comments)

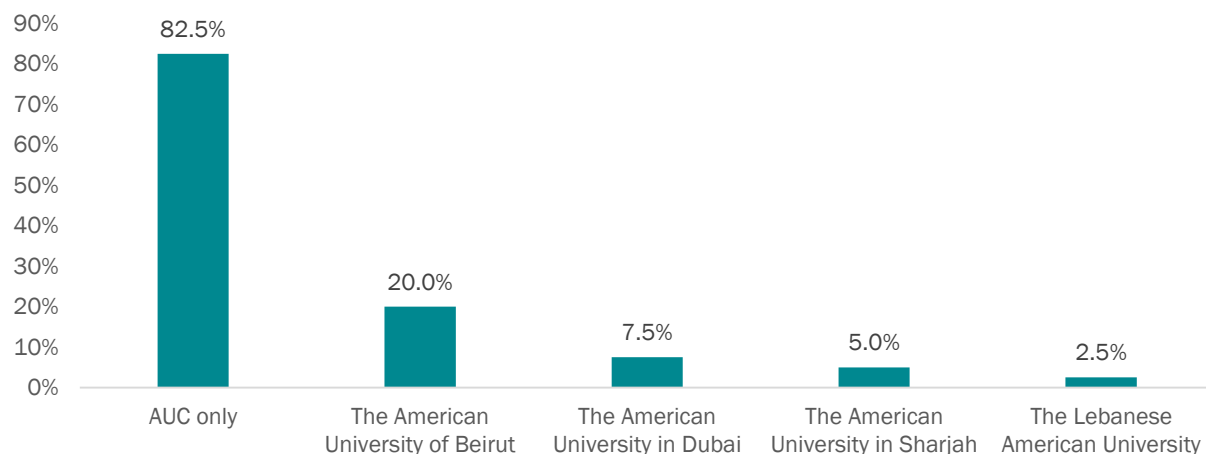
Responses	Number of responses
Meeting Rana !!	1
Good fellowship program	1
Part of a Master's program	1
I have been living here my whole life, and I never thought of moving out, which makes AUC the best choice to study in.	1

**Q7- When making your decision to study in the Middle East, which of the following universities did you consider? Please check all that apply.**

Answer choices	Percentage	Number of responses
AUC only	82.5%	33
The American University of Beirut	20.0%	8
The American University in Dubai	7.5%	3
The American University in Kuwait	0.0%	0
The American University in Sharjah	5.0%	2
The Lebanese American University	2.5%	1
For other universities in Egypt or the region (please specify)	2.5%	1
<b>Answered</b>		<b>40</b>
<b>Skipped</b>		<b>4</b>

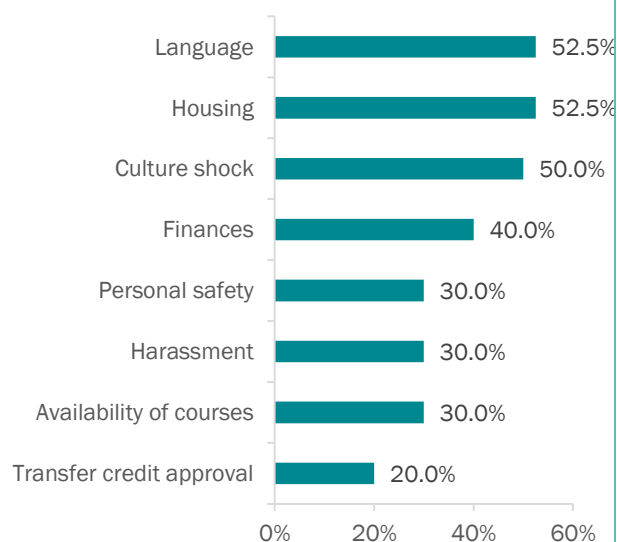
#### Others (1 comment)

Responses	Number of responses
University of Haifa, Hebrews University	1



**Q8- What were your concerns prior to arriving at AUC? Please check all that apply.**

Answer choices	Percentage	Number of responses
Availability of courses	30.0%	12
Culture shock	50.0%	20
Finances	40.0%	16
Harassment	30.0%	12
Housing	52.5%	21
Language	52.5%	21
Personal safety	30.0%	12
Transfer credit approval	20.0%	8
Other (please specify)	7.5%	3
<b>Answered</b>		<b>40</b>
<b>Skipped</b>		<b>4</b>



**Others (3 comments)**

Responses	Number of responses
Traffic	1
Visa papers	1
No concerns, I have been living in Cairo for two years.	1

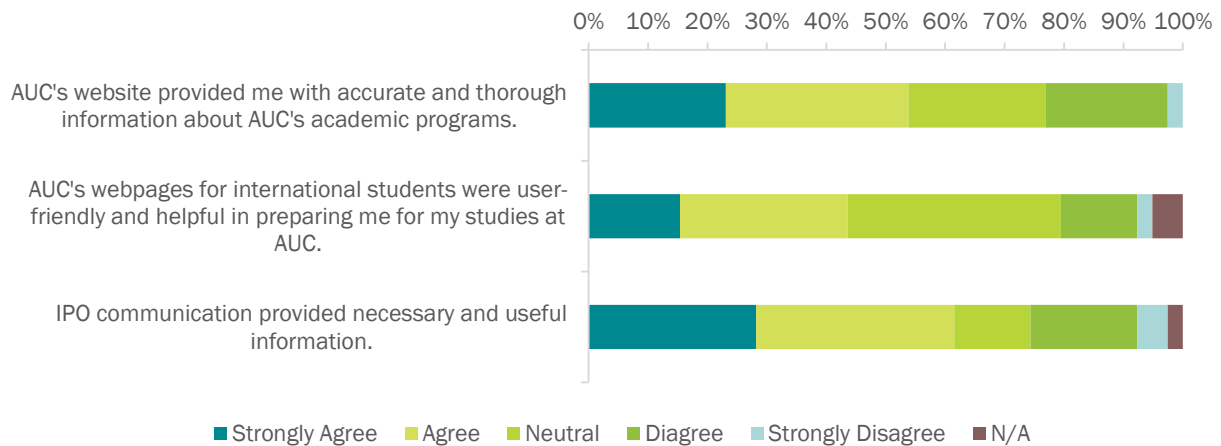
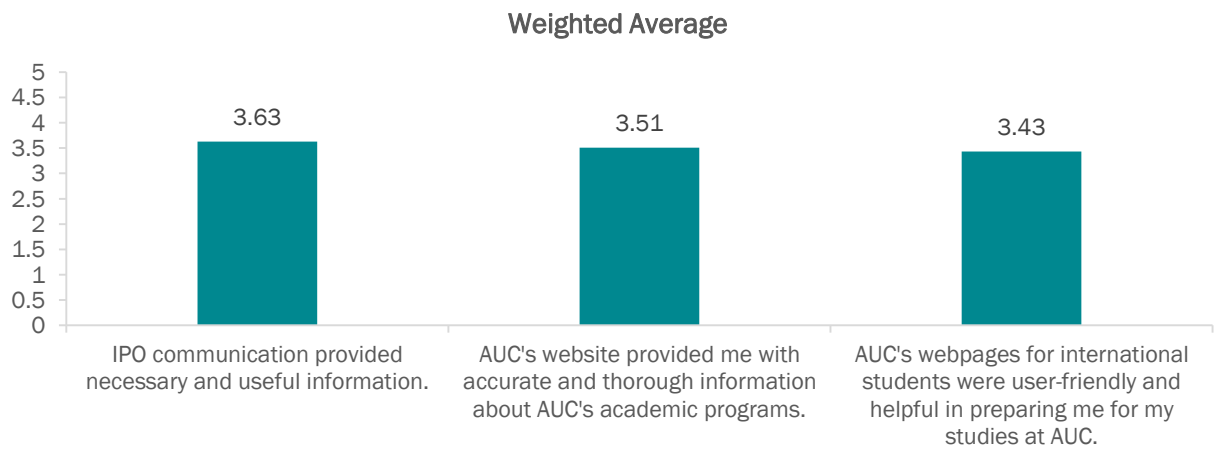
## Q9- What additional information would have been useful to have before you arrived in Cairo?

#	Responses
<b>Better Communications (5 responses)</b>	
1	An outline of the offices we, as international students, needed to visit prior to arrival would have been very helpful. For example, clarifying that we would need to be processed through the Student ID office, the Visa Office, the Office of Health Insurance, etc. would reduce the stress and would have created a more welcoming experience and environment.
2	I would have love to have prior information about my place of worship. I thought it would be of great help to be informed on locations of Christian worship centers within and around Cairo for easy spiritual activity participation. I would have wanted a fast response from the residential office that there was at that time no room available. This could even be an automatic response.
3	It would be nice if the online catalogue would provide information on what courses are actually available this semester. I selected this university (partly) because of the offered courses, but after being accepted I could not do any of those courses.  Information about how clubs and associations work in this country would also be nice.
4	I did receive a lot of information prior to the semester; however, it was poorly organized and distributed in a ineffective way. I just hope for a more streamlined way of receiving information, especially from different offices.
5	It would have been nice to know that it was normal for students to live off campus, because the way the AUC described it it seemed like most students live in the dorms, and I had to talk to previous students to learn that was not true. Also, clearer instructions on when/how to sign up for courses, as well as when all the important dates were, such as orientation dates, drop/add period, etc.
<b>Housing (3 responses)</b>	
1	Being aware that AUC can help with off campus housing before I arrived
2	visa and residency information
3	It would have been nice to know that it was normal for students to live off campus, because the way the AUC described it it seemed like most students live in the dorms, and I had to talk to previous students to learn that was not true. Also, clearer instructions on when/how to sign up for courses, as well as when all the important dates were, such as orientation dates, drop/add period, etc.
<b>Students Visa (2 responses)</b>	
1	The Student Visa issue which takes quite a long time. I would like to know if that is possible to be done beforehand in my home country from the Egyptian Embassy.
2	visa and residency information
<b>Transportation (2 responses)</b>	
1	A guide on how to use public transportation
2	I wish you would go the extra mile to cater for students who had 4-5 bags off luggage and no idea about the transport system.
<b>Culture (1 response)</b>	
1	Knowing that is was more open minded than what i used to heard and knowing that it can be very cold in winter.
<b>Language (1 response)</b>	
1	that Arabic is the main language here, so i should come knowing at least a few phrases
<b>Weather (1 response)</b>	
1	I did not bring thick sweater and nobody told me.



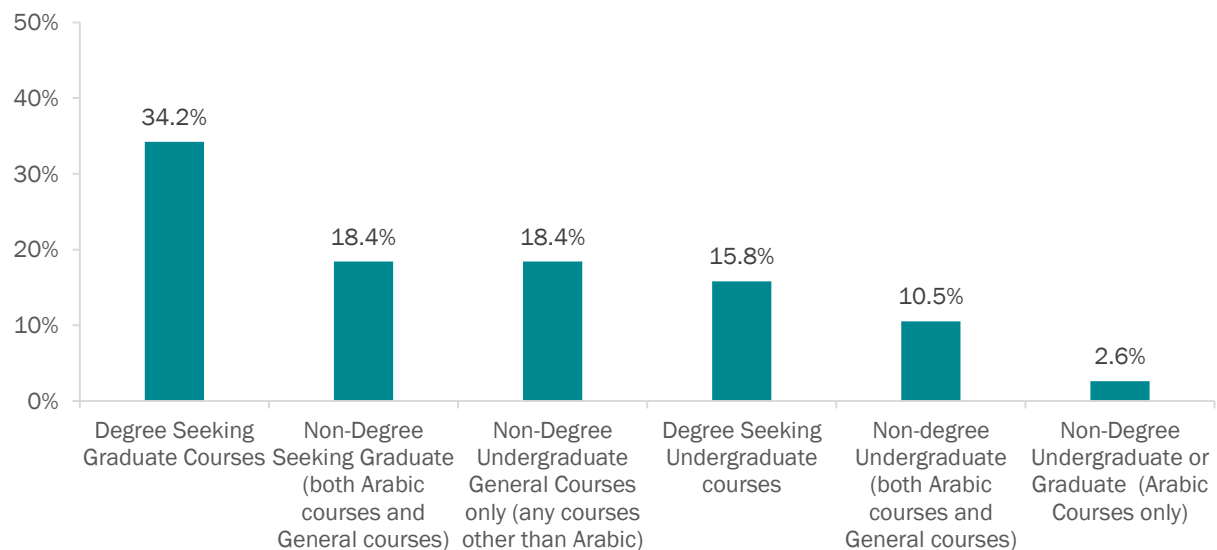
**Q10- Please indicate your level of agreement with the following statements related to your transition to AUC.**

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Weighted Average
AUC's website provided me with accurate and thorough information about AUC's academic programs.	23.1%	30.8%	23.1%	20.5%	2.6%	0.0%	3.51
AUC's webpages for international students were user-friendly and helpful in preparing me for my studies at AUC.	15.4%	28.2%	35.9%	12.8%	2.6%	5.1%	3.43
IPO communication provided necessary and useful information.	28.2%	33.3%	12.8%	18.0%	5.1%	2.6%	3.63
<b>Answered</b>							<b>39</b>
<b>Skipped</b>							<b>5</b>

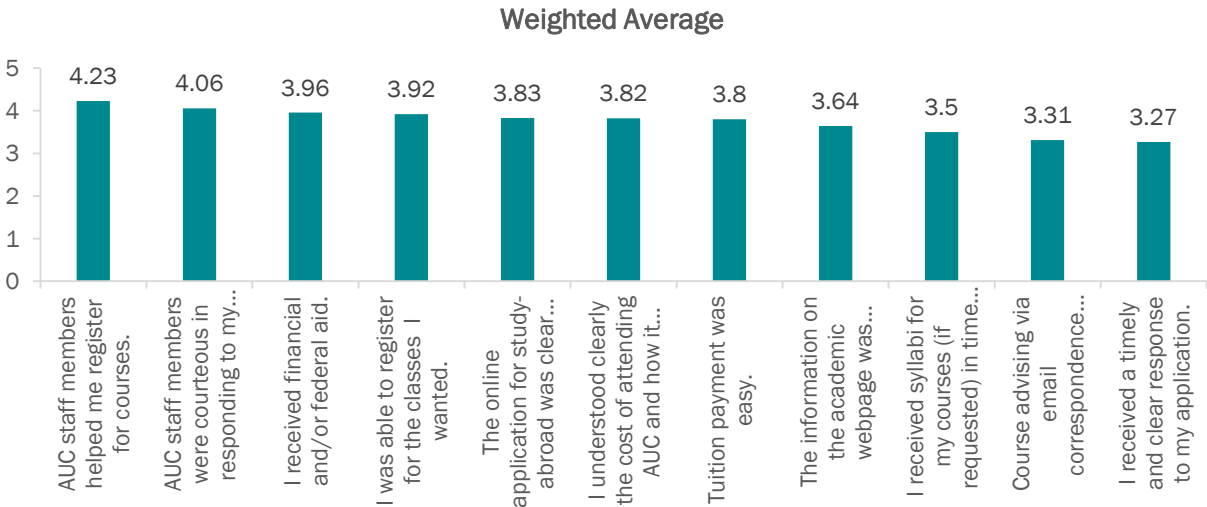
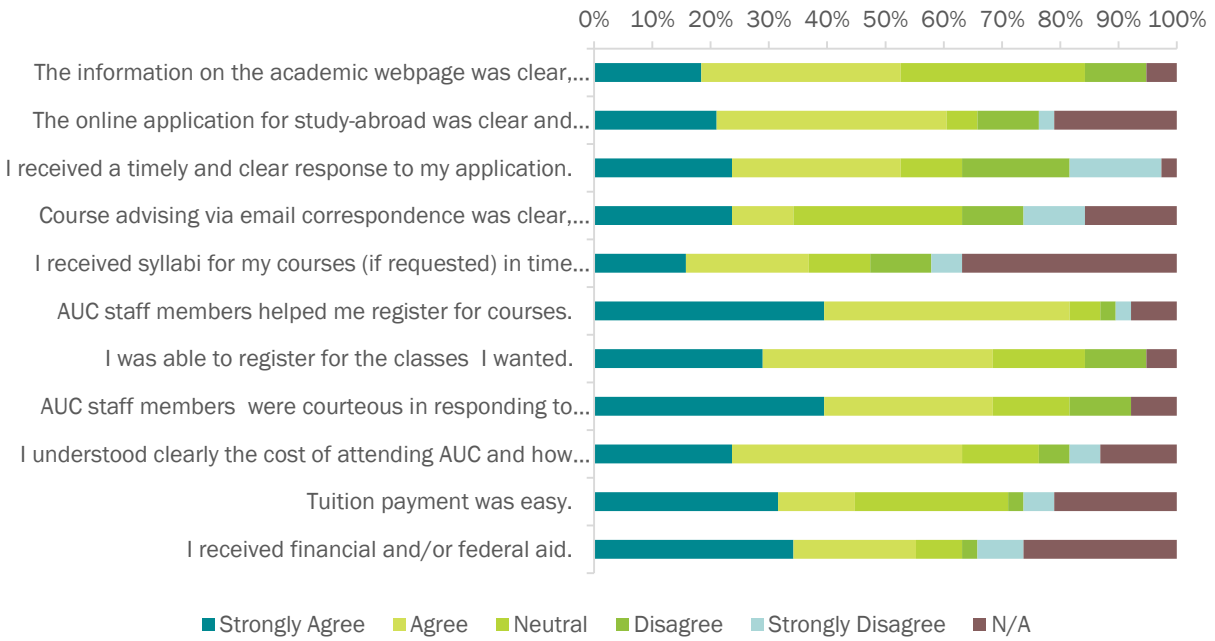


## Q11- Which courses have you registered for this semester?

Answer choices	Percentage	Number of responses
Degree Seeking Undergraduate courses	15.8%	6
Degree Seeking Graduate Courses	34.2%	13
Non-Degree Seeking Graduate (both Arabic courses and General courses)	18.4%	7
Non-Degree Undergraduate General Courses only (any courses other than Arabic)	18.4%	7
Non-Degree Undergraduate or Graduate (Arabic Courses only)	2.6%	1
Non-degree Undergraduate (both Arabic courses and General courses)	10.5%	4
<b>Answered</b>		<b>38</b>
<b>Skipped</b>		<b>6</b>







**Q13- Please indicate your level of agreement with the following statements:**

Answer choices	V. Satisfied	Satisfied	Neutral	Dissatisfied	V. Dissatisfied	Not Applicable	Weighted Average
Response time and clarity of responses to my academic and non-academic inquiries before I applied.	18.9%	27.0%	18.9%	24.3%	5.4%	5.4%	3.31
Application process	8.1%	46.0%	27.0%	10.8%	5.4%	2.7%	3.42
Admission decision	32.4%	35.1%	18.9%	5.4%	2.7%	5.4%	3.94
Inquiries related to entry visa	10.8%	5.4%	35.1%	18.9%	13.5%	16.2%	2.77
Payment	16.2%	10.8%	29.7%	5.4%	13.5%	24.3%	3.14
Financial aid and scholarships	27.0%	13.5%	21.6%	0.0%	5.4%	32.4%	3.84
Advising	35.1%	37.8%	16.2%	0.0%	0.0%	10.8%	4.21
Registration	27.0%	35.1%	27.0%	10.8%	0.0%	0.0%	3.78
Meet and Assist	27.0%	16.2%	13.5%	0.0%	0.0%	43.2%	4.24
Arriving on campus services and support	29.7%	16.2%	24.3%	8.1%	2.7%	18.9%	3.77
Housing	13.5%	8.1%	13.5%	13.5%	2.7%	48.7%	3.32
<b>Answered</b>							<b>37</b>
<b>Skipped</b>							<b>7</b>

