



International Students Entry Survey Report Fall 19

Prepared by: Office of Strategy Management and Institutional Effectiveness

International Students Entry Survey Report- FA 19

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.

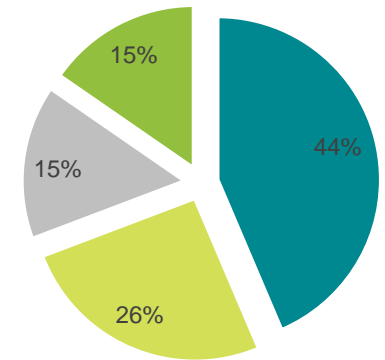
The Office of Strategy Management and Institutional Effectiveness emailed 159 survey invitations to AUC targeted population (Newly admitted international students in FA 19) on Sep 23rd, 2019, followed by two reminders to those who had not responded to the surveys on Sundays the 30th of Sept and the 2nd of Oct. The survey was closed on Tuesday the 3rd of October 2019. From the total number of all targeted population, 39 responded to the survey for a response rate of 25%.

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	15%	6
Undergraduate Non-Degree seeking Student	44%	17
Graduate Degree seeking Student	26%	10
Graduate Non- Degree seeking Student	15%	6



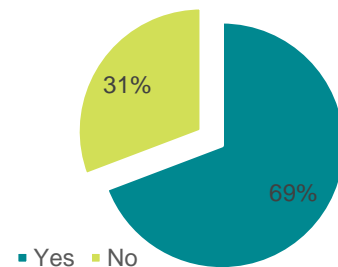
- Undergraduate non-degree seeking student
- Graduate degree-seeking student
- Undergraduate degree seeking student
- Graduate non-degree seeking student

Q2- What is the name of your home university?

Responses	Frequency
University of Oslo	3
University of Tübingen, Germany	2
Sciences Po	2
Osaka university	2
Institut Barcelona d'Estudis Internacionals (IBEI)	2
American University of Cairo	2
Roanoke College	1
EDHEC	1
Boğaziçi University	1
McGill University	1
California State University San Luis Obispo	1
Edinburgh	1
Leiden University	1
Bard College	1
University of North Carolina at Chapel Hill	1
Williams College	1

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

Answer choices	Percentage	Number of responses
Yes	69%	27
No	31%	12

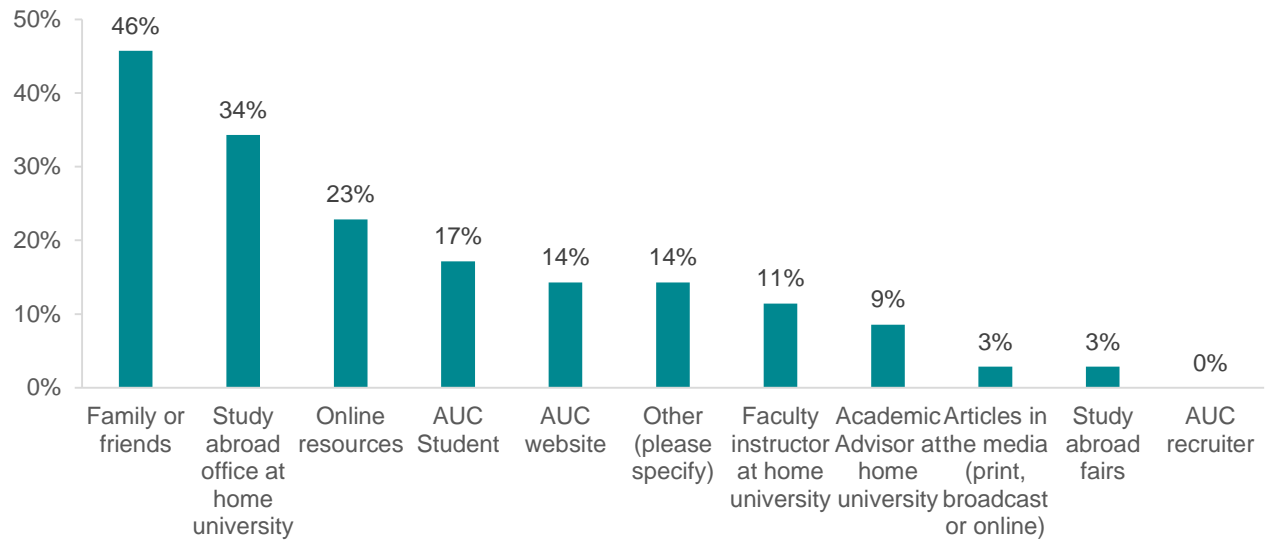


Q4- If yes, please state how you were informed about PPOC.

Responses	Number of responses
Email	21
Through the International Program Office IPO and Office of the Student Life	1
Through them	1
Info Session	1
Presentation Week	1
Answered	25
Skipped	14

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

Answer choices	Percentage	Number of responses
Academic Advisor at home university	9%	3
Articles in the media (print, broadcast or online)	3%	1
AUC website	14%	5
Faculty instructor at home university	11%	4
Family or friends	46%	16
Online resources	23%	8
Study abroad office at home university	34%	12
Study abroad fairs	3%	1
AUC recruiter	0%	0
AUC Student	17%	6
Other (please specify)	14%	5
Answered		35
Skipped		4

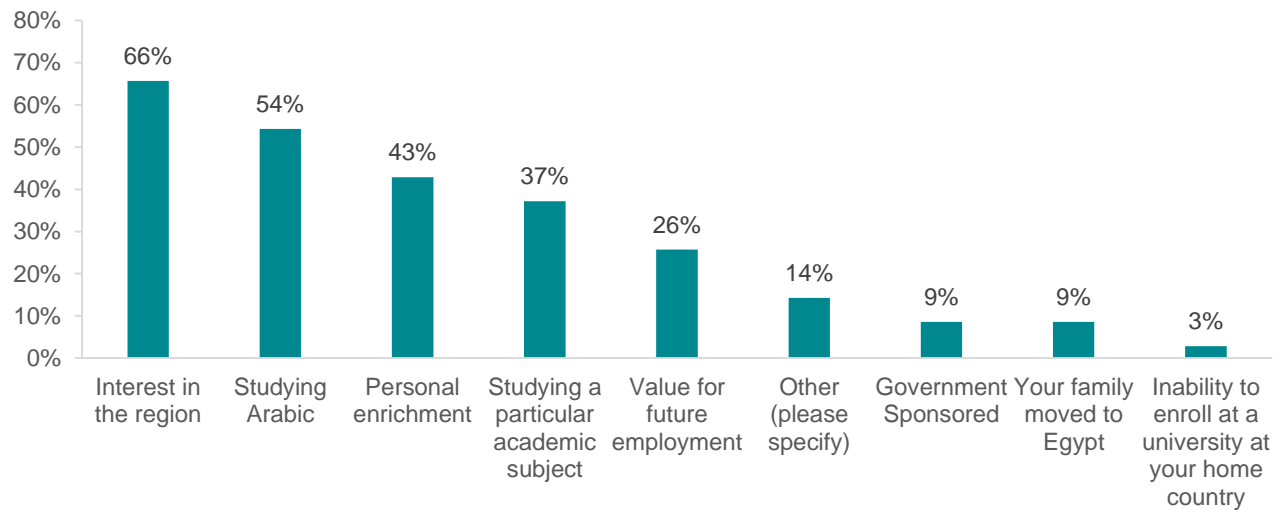


Others (5 comments)

Responses	Number of responses
from my colleague	1
I am enrolled in a joint MA program with AUC	1
During my first trip in Egypt	1
Via social media (whatsapp group). I belong to a certain group that gives information about study opportunities abroad and I happened to meet a current student who gave a lecture about AUC and I got interested.	1
Home university website	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	66%	23
Personal enrichment	43%	15
Studying a particular academic subject	37%	13
Studying Arabic	54%	19
Value for future employment	26%	9
Government Sponsored	9%	3
Inability to enroll at a university at your home country	3%	1
Your family moved to Egypt	9%	3
Visa limitations	0%	0
Problems/ conflicts in your home country	0%	0
Other (please specify)	14%	5
Answered		35
Skipped		4



Others (5 comments)

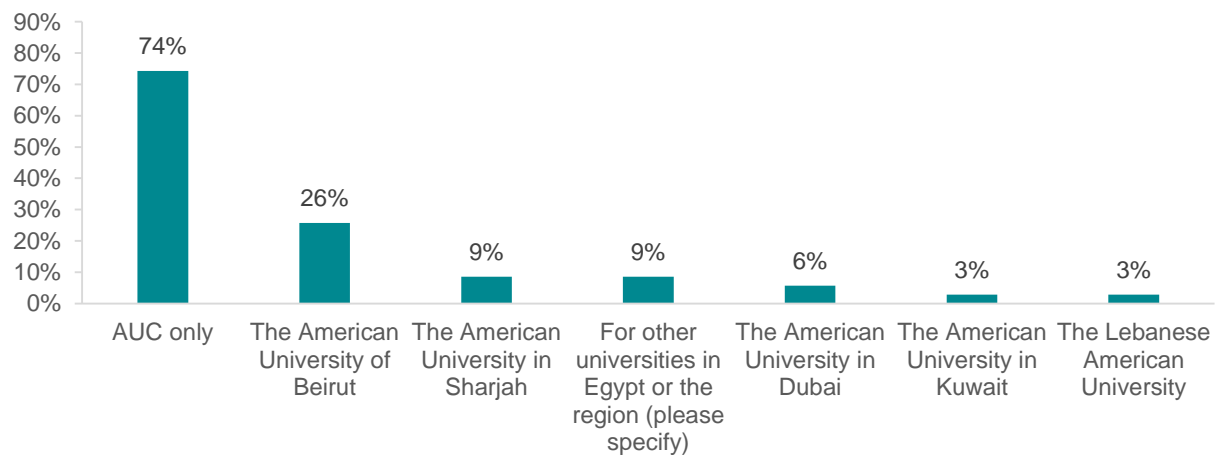
Responses	Number of responses
The academic credibility of the university is one of the main reason that made me apply for the program at the university.	1
It is part of my MA to come to AUC	1
Home university has an agreement with AUC	1
This is part of my university degree program.	1
I wanted to stay in Egypt.	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	74%	26
The American University of Beirut	26%	9
The American University in Dubai	6%	2
The American University in Kuwait	3%	1
The American University in Sharjah	9%	3
The Lebanese American University	3%	1
For other universities in Egypt or the region (please specify)	9%	3
Answered		35
Skipped		4

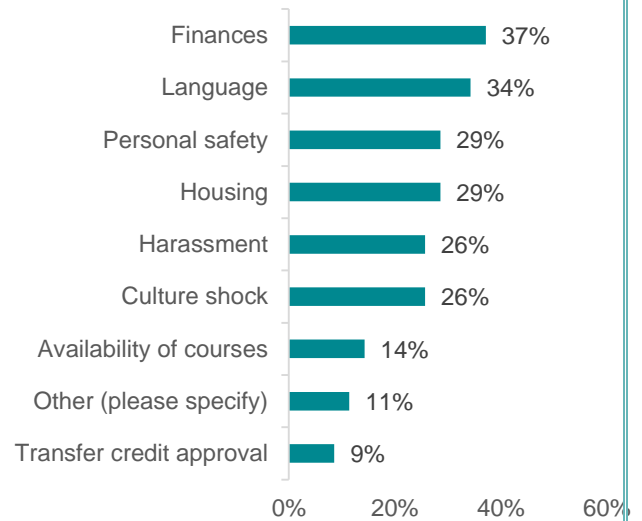
Others (1 comment)

Responses	Number of responses
Arabic language programs in Muscat, Oman	1
University of Alexandria, BUE, German University in Egypt	1
Cairo 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	14%	5
Culture shock	26%	9
Finances	37%	13
Harassment	26%	9
Housing	29%	10
Language	34%	12
Personal safety	29%	10
Transfer credit approval	9%	3
Other (please specify)	11%	4
Answered		35
Skipped		4



Others (4 comments)

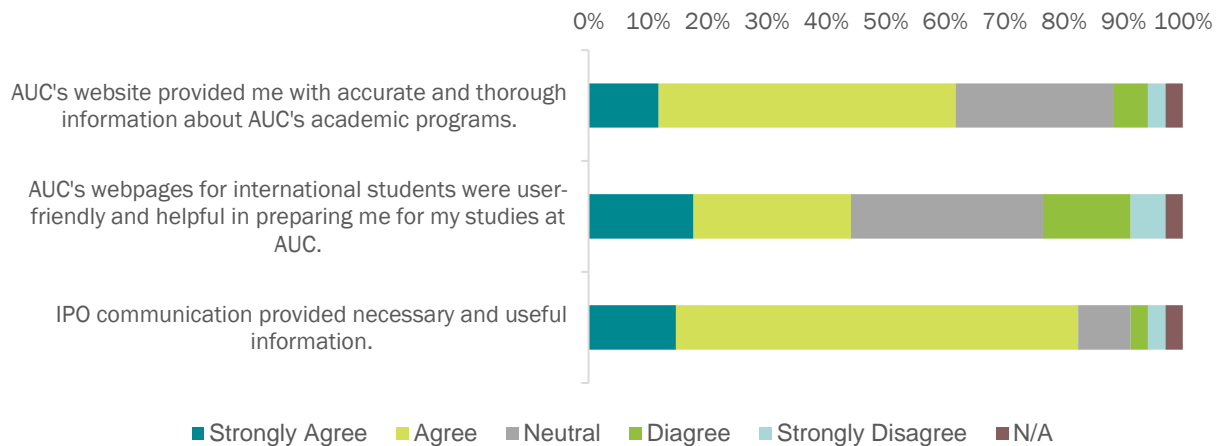
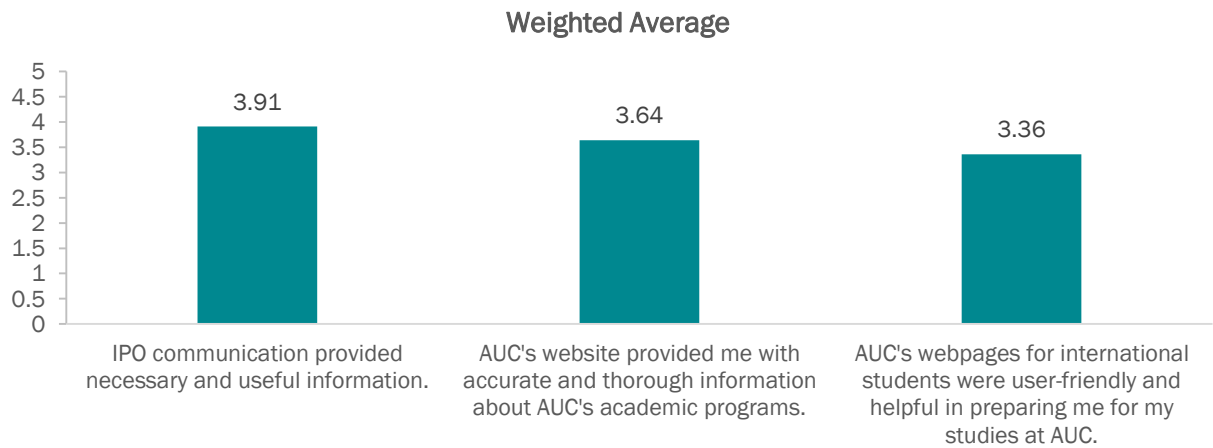
Responses	Number of responses
None	2
Getting friends	1
I live in Zamalek so my concern was the far distance.	1

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

#	Responses
	Better Communications (5 responses)
1	to have known the length of the graduate program. I may not be able to finish my MBA degree because it may take up to 3 years instead of 2 as is normally standard
2	I received all necessary information or came upon it during my own research.
3	I have lived for two years in Cairo before enrolling to the AUC. Hence, I couldn't guess what is missing from the information provided.
4	That there is no bus early enough from AUC New Cairo to Tahrir for ALI students to get to their first class on time (9am) so you have to Uber or take the public bus.
5	Information regarding the options for transport in and around Cairo besides the AUC sponsored buses would have been helpful. Car sharing services such as Kareem are very easy to use and provide students with greater mobility and freedom to explore their environment. The orientation program needs to be dramatically reworked in order to be more useful and engaging for students. I am happy to be contacted to speak more about this issue. mmccorm9@aucegypt.edu
6	scholarship fees
7	Life for women - I heard terrifying stories about sexual harassment and I learnt through those that have been in Egypt in before the ways I must navigate it. It would have been nice to receive this information from the university.

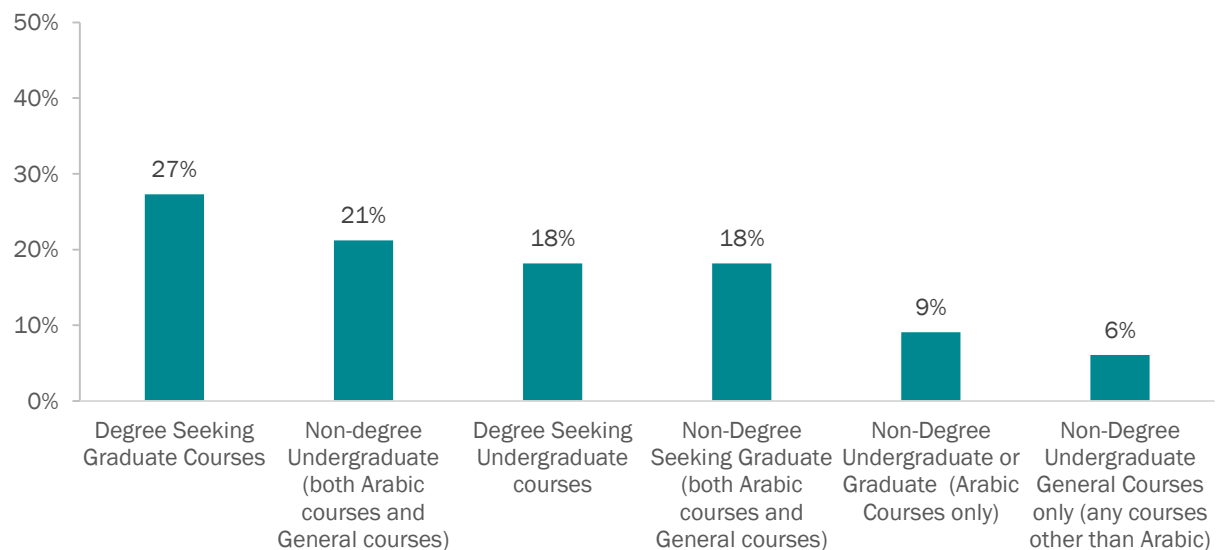
Q10- Please indicate your level of agreement with the following statements related to your transition to AUC.

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.	12%	50%	26%	6%	3%	3%	3.64
AUC's webpages for international students were user-friendly and helpful in preparing me for my studies at AUC.	18%	26%	32%	15%	6%	3%	3.36
IPO communication provided necessary and useful information.	15%	68%	9%	3%	3%	3%	3.91
Answered							34
Skipped							5



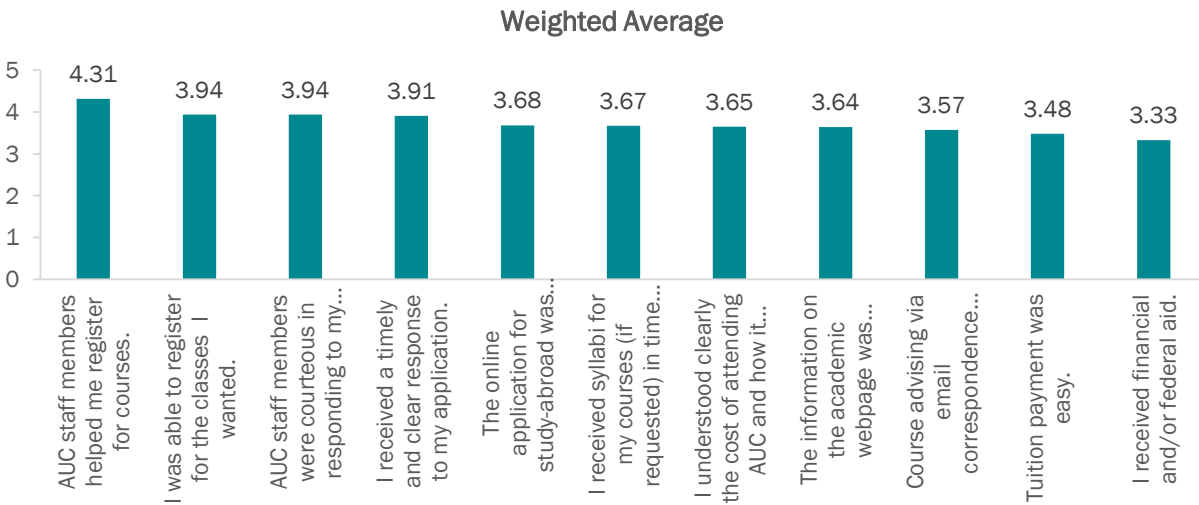
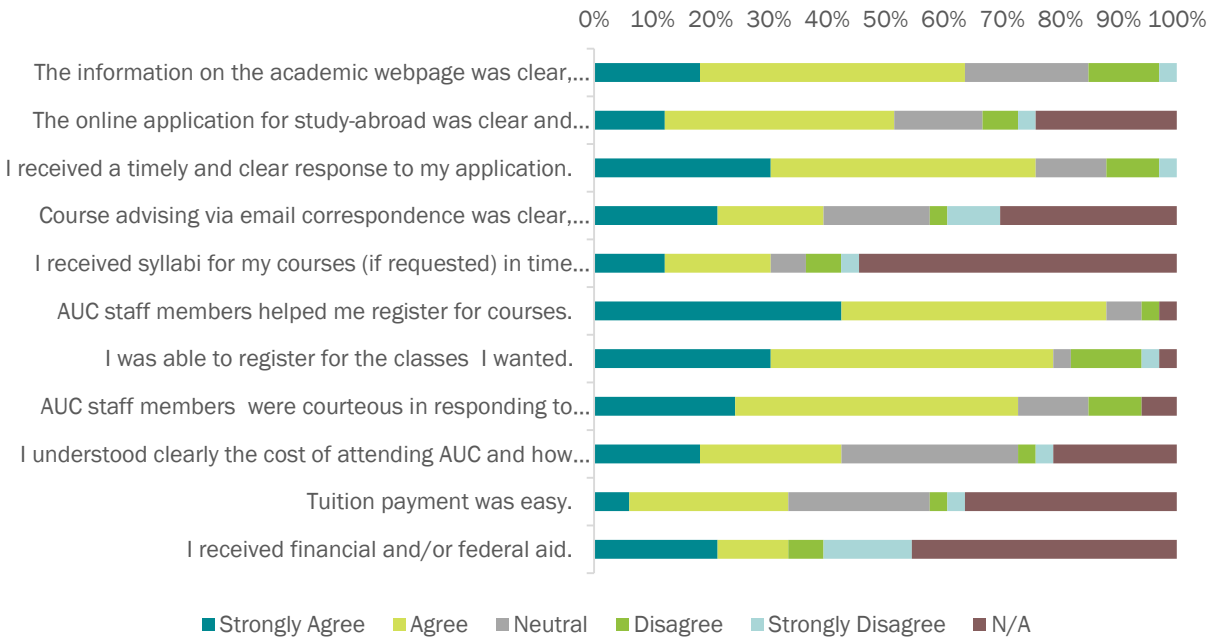
Q11- Which courses have you registered for this semester?

Answer choices	Percentage	Number of responses
Degree Seeking Undergraduate courses	18%	6
Degree Seeking Graduate Courses	27%	9
Non-Degree Seeking Graduate (both Arabic courses and General courses)	18%	6
Non-Degree Undergraduate General Courses only (any courses other than Arabic)	6%	2
Non-Degree Undergraduate or Graduate (Arabic Courses only)	9%	3
Non-degree Undergraduate (both Arabic courses and General courses)	21%	7
Answered		33
Skipped		6



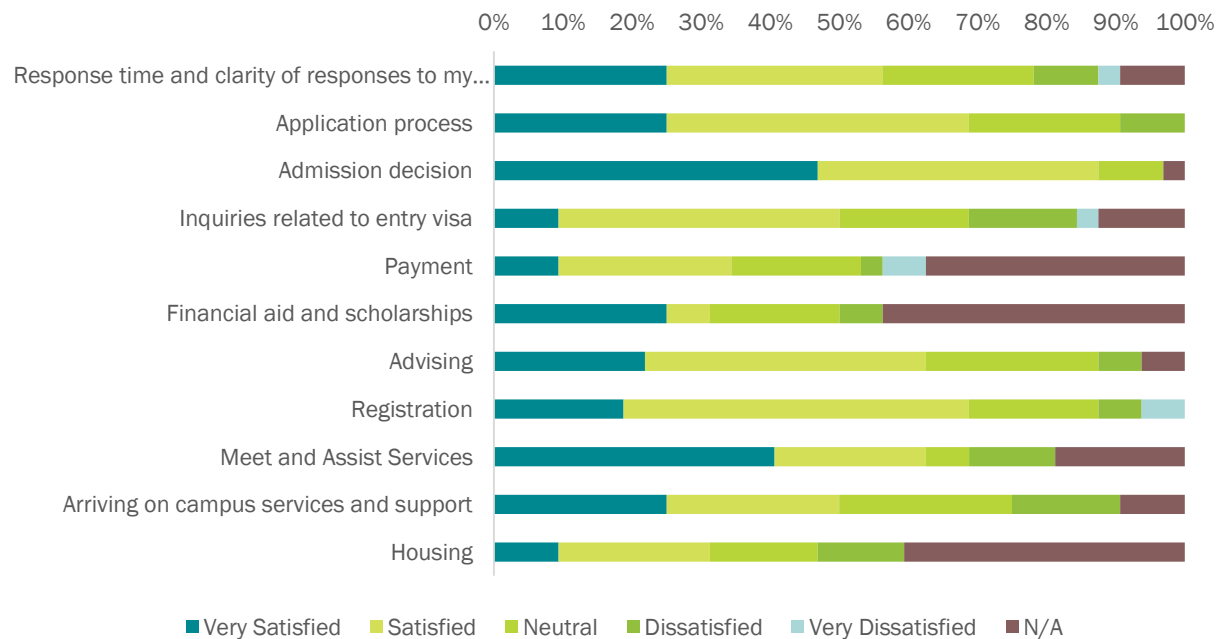
Q12- Please indicate your level of agreement with the following statements related to your admission, advising and registration.

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Weighted Average
The information on the academic webpage was clear, with easy to follow steps.	18%	45%	21%	12%	3%	0%	3.64
The online application for study-abroad was clear and easy to fill out.	12%	39%	15%	6%	3%	24%	3.68
I received a timely and clear response to my application.	30%	45%	12%	9%	3%	0%	3.91
Course advising via email correspondence was clear, timely and helpful.	21%	18%	18%	3%	9%	30%	3.57
I received syllabi for my courses (if requested) in time for my home university advisor to approve my courses.	12%	18%	6%	6%	3%	55%	3.67
AUC staff members helped me register for courses.	42%	45%	6%	3%	0%	3%	4.31
I was able to register for the classes I wanted.	30%	48%	3%	12%	3%	3%	3.94
AUC staff members were courteous in responding to my academic concerns.	24%	48%	12%	9%	0%	6%	3.94
I understood clearly the cost of attending AUC and how it worked with my own institution.	18%	24%	30%	3%	3%	21%	3.65
Tuition payment was easy.	6%	27%	24%	3%	3%	36%	3.48
I received financial and/or federal aid.	21%	12%	0%	6%	15%	45%	3.33
Answered							33
Skipped							6



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.	25%	31%	22%	9%	3%	9%	3.72
Application process	25%	44%	22%	9%	0%	0%	3.84
Admission decision	47%	41%	9%	0%	0%	3%	4.39
Inquiries related to entry visa	9%	41%	19%	16%	3%	13%	3.43
Payment	9%	25%	19%	3%	6%	38%	3.45
Financial aid and scholarships	25%	6%	19%	6%	0%	44%	3.89
Advising	22%	41%	25%	6%	0%	6%	3.83
Registration	19%	50%	19%	6%	6%	0%	3.69
Meet and Assist	41%	22%	6%	13%	0%	19%	4.12
Arriving on campus services and support	25%	25%	25%	16%	0%	9%	3.66
Housing	9%	22%	16%	13%	0%	41%	3.47
Answered							32
Skipped							7



Weighted Average

