

THE AMERICAN UNIVERSITY IN CAIRO
الجامعة الأمريكية بالقاهرة



International Students Entry Survey Evaluation Report Fall 2022

The Office of Strategy Management and Institutional Effectiveness (SMIE)

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Introduction

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, developed by the International Programs and Services Office (IPSO) in collaboration with the Office of Strategy Management and Institutional Effectiveness (SMIE), seeks international students’ feedback on the pre-arrival services and communication received up to their arrival. Their feedback and recommendations, presented in this report, should be used to enhance international students’ pre-arrival services and communication in the future.

Administrative Summary

Survey invitations were sent to 296 newly-admitted international students on September 12th, 2022, followed by three email reminders on September 15th, 19th, and 22nd, 2022. 112 responses were recorded, yielding a response rate of 38%.¹

Report Structure

This 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.

¹ This and all upcoming percentages are rounded up to the nearest digit.

Section One: Respondent Demographics

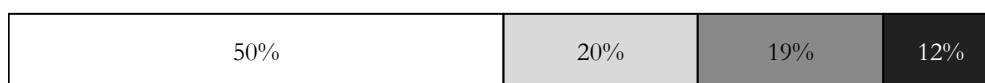
Study Programs

Q: Please indicate your study program type at AUC.

50% of respondents are undergraduate non-degree students, 20% are undergraduate degree-seeking students, 19% are graduate degree students, and 12% are graduate non-degree-seeking students.

Study Program Types (%)

n=112



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

Students' Program of Study	Percentage	Count
Undergraduate non-degree seeking student	50%	56
Undergraduate degree seeking student	20%	22
Graduate degree-seeking student	19%	21
Graduate non-degree seeking student	12%	13
Total	100%	112

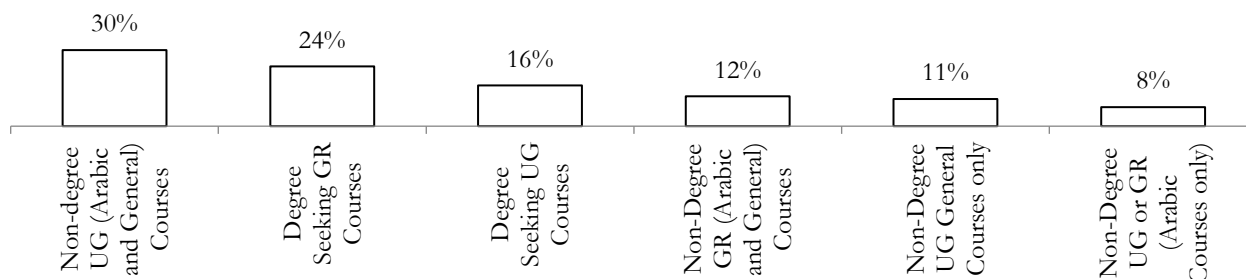
Registered Courses in Fall 2022

Q: Which courses have you registered for this semester?²

The highest percentage of registered courses is for non-degree undergraduate-level courses (30%), followed by degree-seeking graduate courses (24%) and degree-seeking undergraduate courses (16%). Meanwhile, 8% of respondents are registered in non-degree Arabic courses at undergraduate or graduate levels.

Registered Courses in Fall 2022 (%)

n=93



² Courses are arranged in descending order.

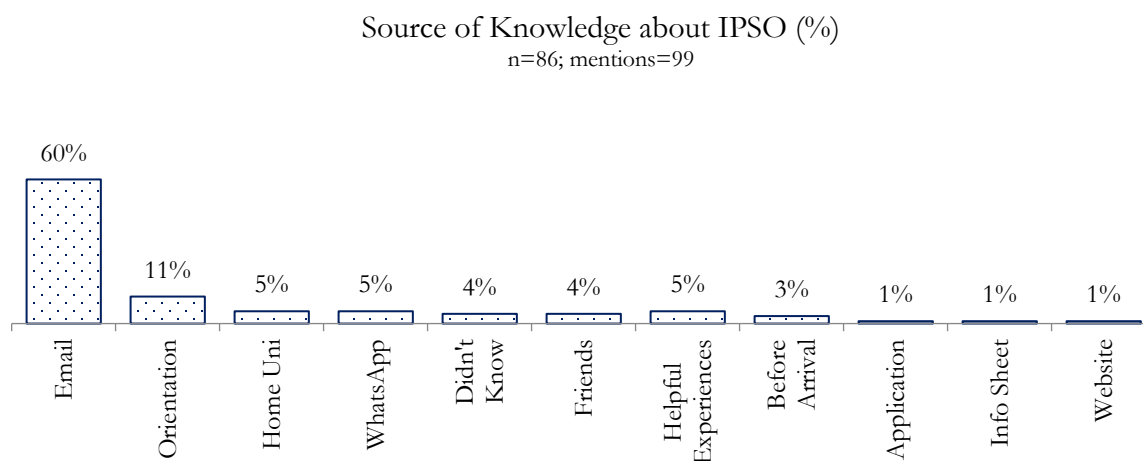
Registered Courses	Percentage	Count
Non-degree Undergraduate (both Arabic courses and General courses)	30%	28
Degree Seeking Graduate Courses	24%	22
Degree Seeking Undergraduate courses	16%	15
Non-Degree Seeking Graduate (both Arabic courses and General courses)	12%	11
Non-Degree Undergraduate General Courses only (any courses other than Arabic)	11%	10
Non-Degree Undergraduate or Graduate (Arabic Courses only)	8%	7
Total	100%	93

Section Two: Knowledge about IPSO

Knowledge about IPSO

Q: How did you know about the International Programs and Services Office (IPSO)?

60% of comments mentioned knowledge of IPSO via emails, while 11% mentioned the orientation. The remaining responses (below 10% of mention) are outlined below.³



Source of Information	Percentage	Count (mention)
Email	60%	59
Orientation	11%	11
Home Uni	5%	5
WhatsApp	5%	5
Didn't Know	4%	4
Friends	4%	4
Helpful Experiences	5%	5
Before Arrival	3%	3
Application	1%	1
Info Sheet	1%	1
Website	1%	1

³ Items are arranged in descending order, and a full list of verbatim responses is available in Annex One.

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?

88% of respondents know that IPSO is all international students' principal point of contact.

Knowledge that IPSO is the PPOC (%)
n=112



☒ Yes ☐ No

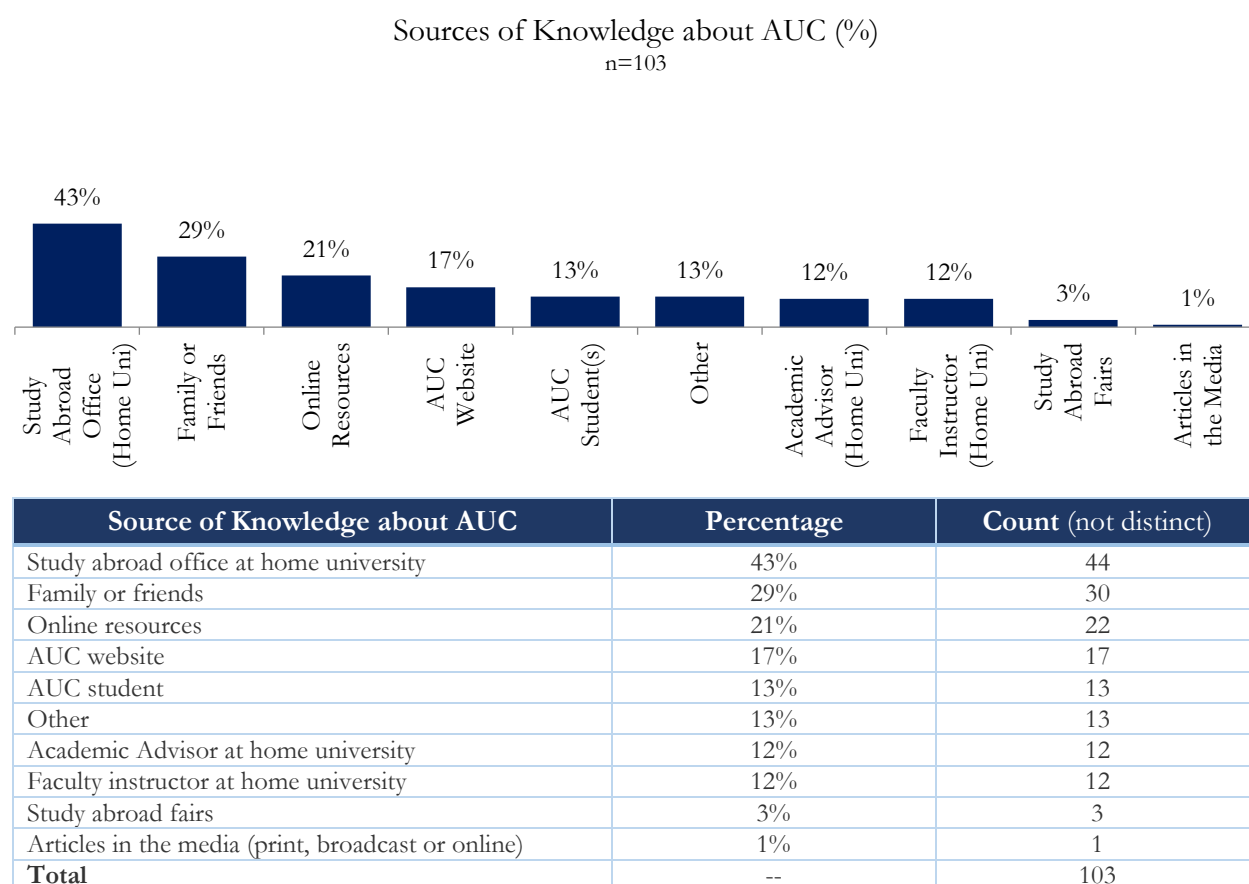
Knowledge that IPSO is the PPOC	Percentage	Count
Yes	88%	98
No	13%	14
Total	100%	112

Section Three: Interest in AUC

Knowledge of AUC

Q: How did you hear about AUC? Please check all that apply.

43% of respondents heard about AUC through their home universities' study abroad offices, 29% through family and friends, and 21% via online resources. Additionally, 17% heard of AUC through its website, 13% through students, 13% through other channels, 12% through academic advisors at their home universities, and 12% through faculty instructors at their respective home universities. The remaining channels are outlined below.⁴



Reasons for Studying at AUC

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

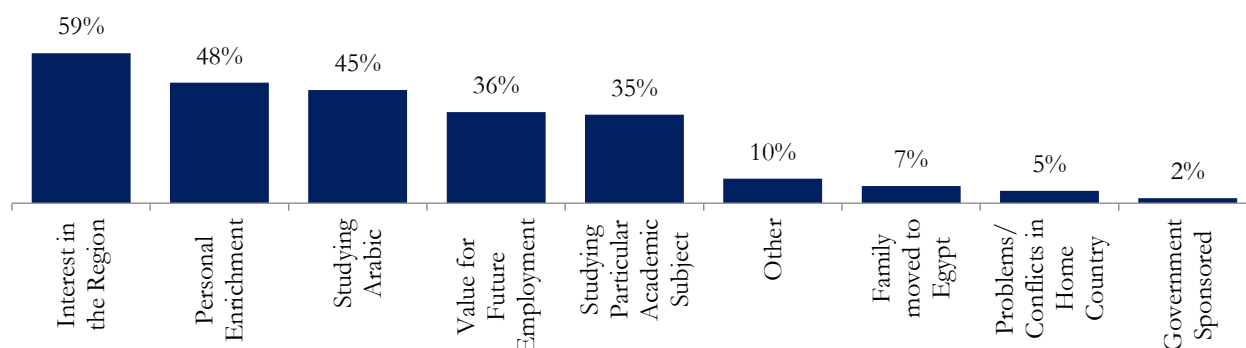
The top reasons for choosing to study at AUC are regional interests (59%), personal fulfillment (48%), and learning Arabic (45%). The remaining reasons are outlined below.

⁴ Items are arranged in descending order.

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

Reasons for Choosing to Study at AUC (%)

n=103



Reasons for Studying at AUC	Percentage	Count (not distinct)
Interest in the region	59%	61
Personal enrichment	48%	49
Studying Arabic	45%	46
Value for future employment	36%	37
Studying a particular academic subject	35%	36
Other	10%	10
Your family moved to Egypt	7%	7
Problems/ conflicts in your home country	5%	5
Government Sponsored	2%	2
Inability to enroll at a university at your home country	2%	2
Total	--	103

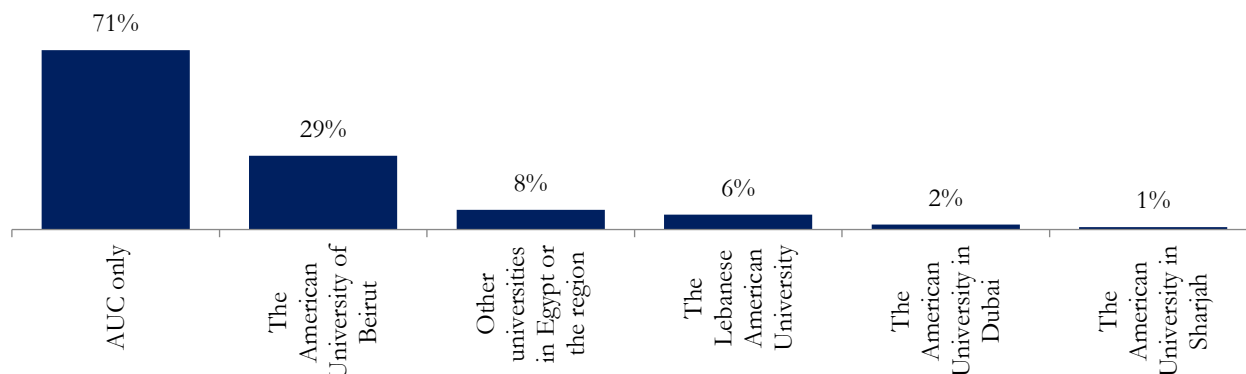
Other Middle Eastern Universities Considered

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

71% of respondents were only interested in AUC, while 29% were also interested in AUB. The remaining preferences are outlined below.

Other Universities Considered (%)

n=103



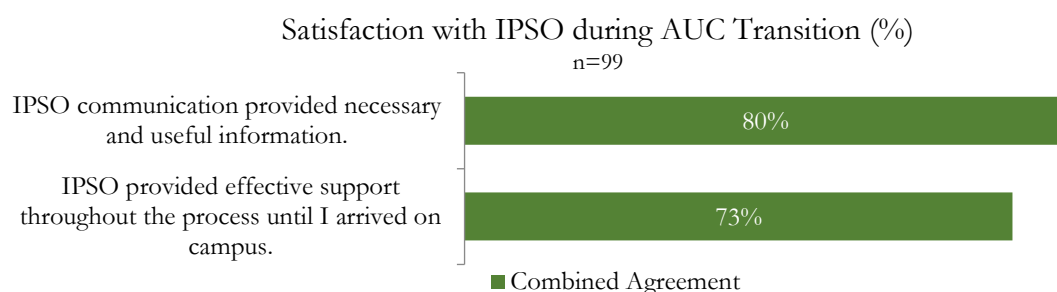
Other Middle Eastern Universities Considered	Percentage	Count (not distinct)
AUC only	71%	73
The American University of Beirut	29%	30
For other universities in Egypt or the region (please specify)	8%	8
The Lebanese American University	6%	6
The American University in Dubai	2%	2
The American University in Sharjah	1%	1

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.

80% of respondents agree that IPSO communication provided necessary and useful information, and 73% agree that IPSO provided effective support throughout the process until I arrived on campus.

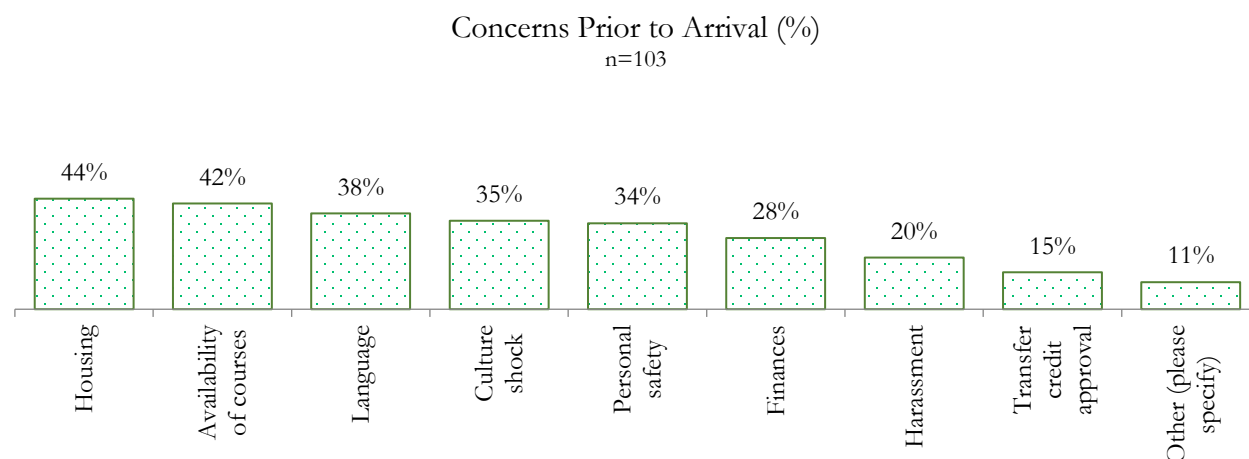


Satisfaction with IPSO during Transition to AUC	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
IPSO communication provided necessary and useful information.	31%	31	48%	48	15%	15	2%	2	3%	3	0%	0	99	4.03
IPSO provided effective support throughout the process until I arrived on campus.	33%	33	39%	39	19%	19	5%	5	3%	3	0%	0	99	3.95

Concerns Prior to Arrival

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

The top pre-arrival concerns were housing (44%), course availability (42%), and language (38%). The remaining concerns are outlined below.



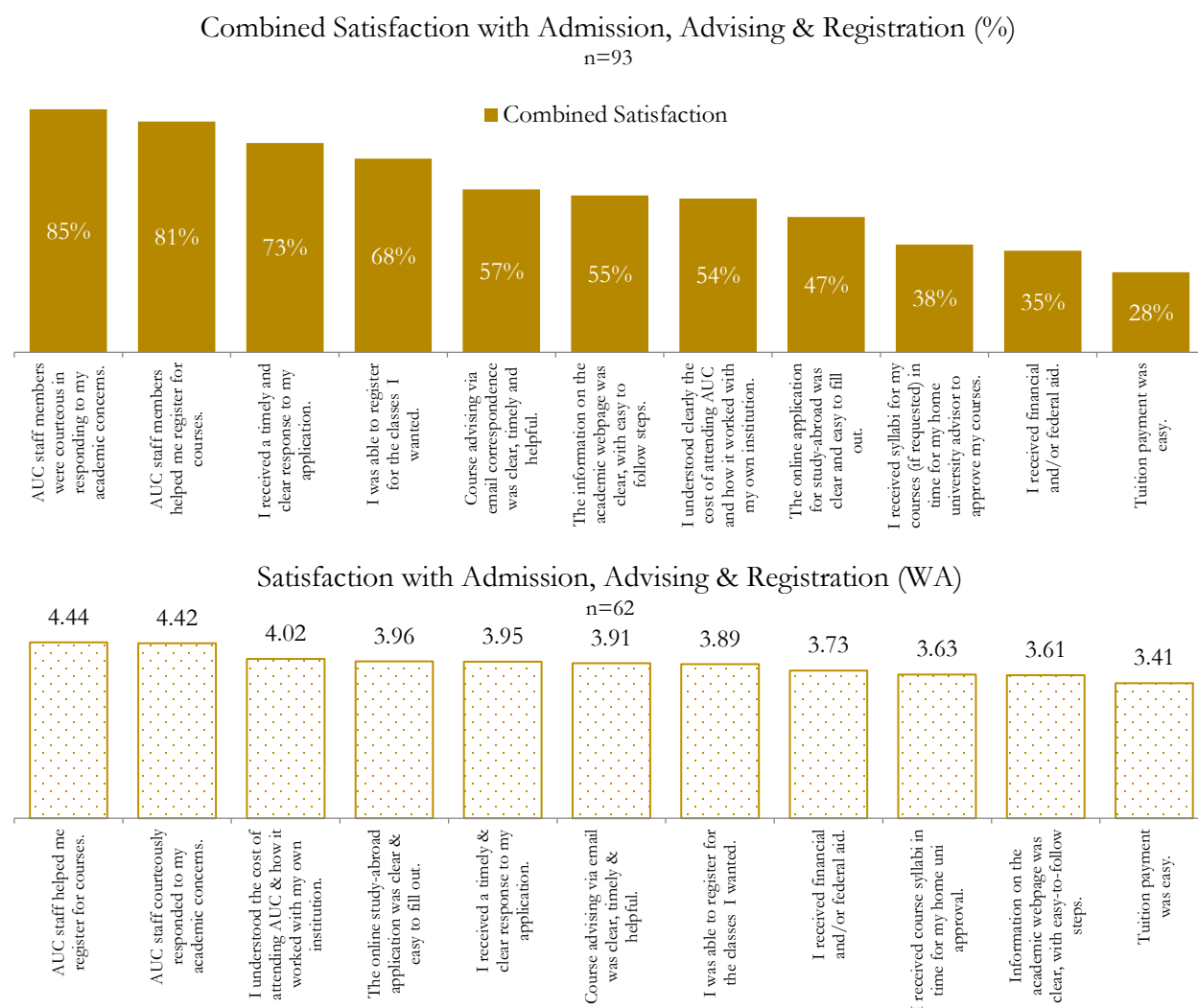
Concern	Percentage	Count (not distinct)
Housing	44%	45
Availability of courses	42%	43
Language	38%	39
Culture shock	35%	36
Personal safety	34%	35
Finances	28%	29
Harassment	20%	21
Transfer credit approval	15%	15
Other	11%	11
Total	--	103

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.⁶

The main areas of satisfaction are AUC staff response to academic concerns (85%; 4.42) and assistance with course registration (81%; WA: 4.44). The remaining areas are outlined below, with tuition payment being the least satisfactory element (28%; WA: 3.41).



⁶ Items are arranged in descending order of combined satisfaction percentages.

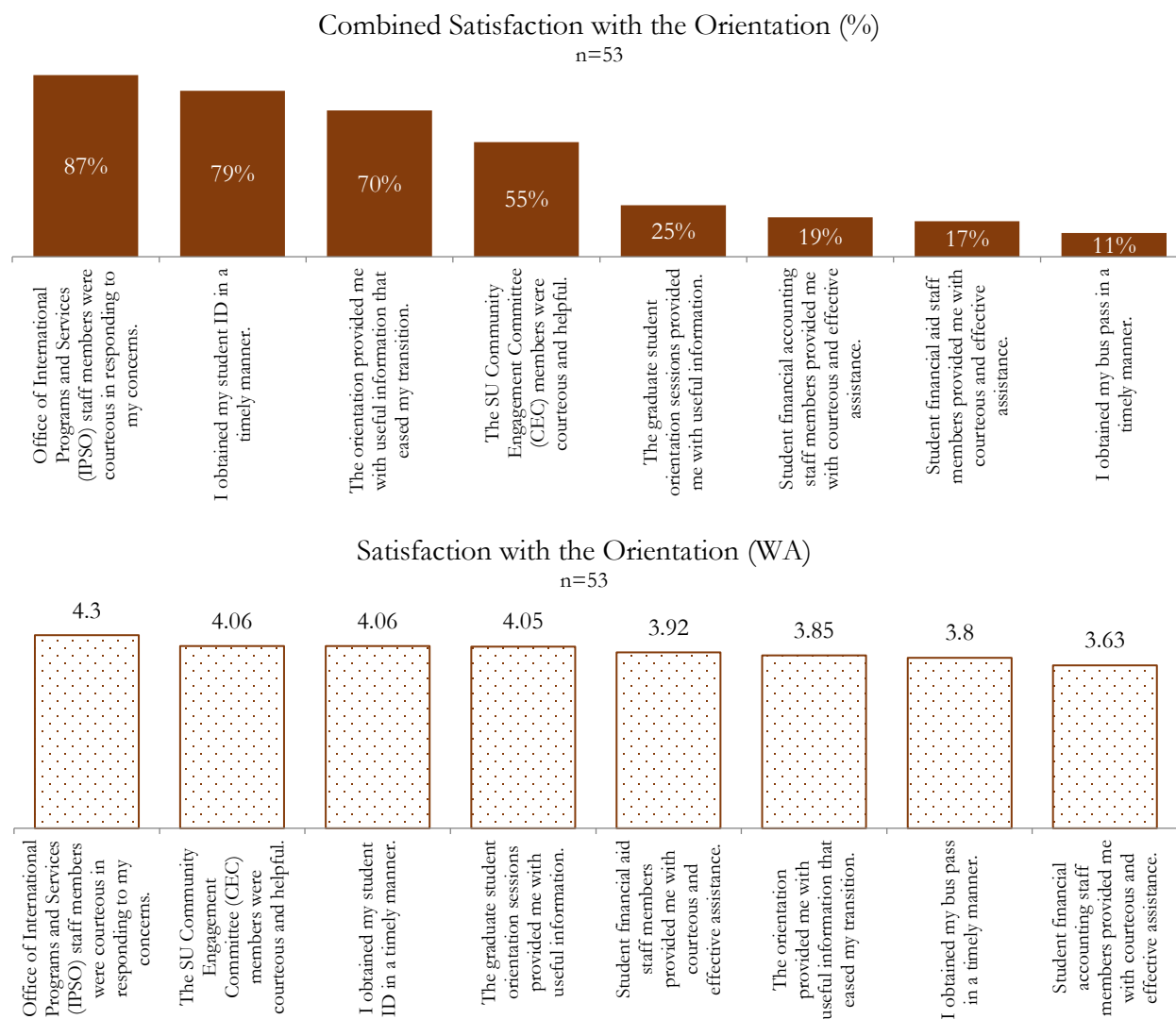
Satisfaction with Admission, Advising & Registration	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
AUC staff members helped me register for courses.	52%	48	29%	27	6%	6	5%	5	0%	0	8%	7	93	4.37
AUC staff members were courteous in responding to my academic concerns.	44%	41	41%	38	11%	10	1%	1	1%	1	2%	2	93	4.29
I received a timely and clear response to my application.	29%	27	44%	41	8%	7	11%	10	3%	3	5%	5	93	3.9
The online application for study-abroad was clear and easy to fill out.	22%	20	26%	24	18%	17	4%	4	1%	1	29%	27	93	3.88
I was able to register for the classes I wanted.	39%	36	29%	27	13%	12	13%	12	6%	6	0%	0	93	3.81
I understood clearly the cost of attending AUC and how it worked with my own institution.	22%	20	32%	30	17%	16	5%	5	4%	4	19%	18	93	3.76
Course advising via email correspondence was clear, timely and helpful.	23%	21	34%	32	17%	16	9%	8	3%	3	14%	13	93	3.75
I received financial and/or federal aid.	20%	19	15%	14	8%	7	3%	3	8%	7	46%	43	93	3.7
The information on the academic webpage was clear, with easy to follow steps.	14%	13	41%	38	30%	28	8%	7	3%	3	4%	4	93	3.57
I received syllabi for my courses (if requested) in time for my home university advisor to approve my courses.	17%	16	20%	19	9%	8	11%	10	5%	5	38%	35	93	3.53
Tuition payment was easy.	10%	9	18%	17	17%	16	10%	9	3%	3	42%	39	93	3.37

Section Six: Satisfaction with the Orientation

Satisfaction with Orientation

Q: Please indicate your level of satisfaction with the following statements related to the orientation:⁷

87% of respondents were satisfied with IPSO response to concerns (WA: 4.3), 79% were satisfied with ID issuance (WA: 4.06), and 70% were satisfied with the orientation information (WA: 3.85). On the other hand, only 11% are satisfied with the timeliness of bus pass issuance (WA: 3.8).



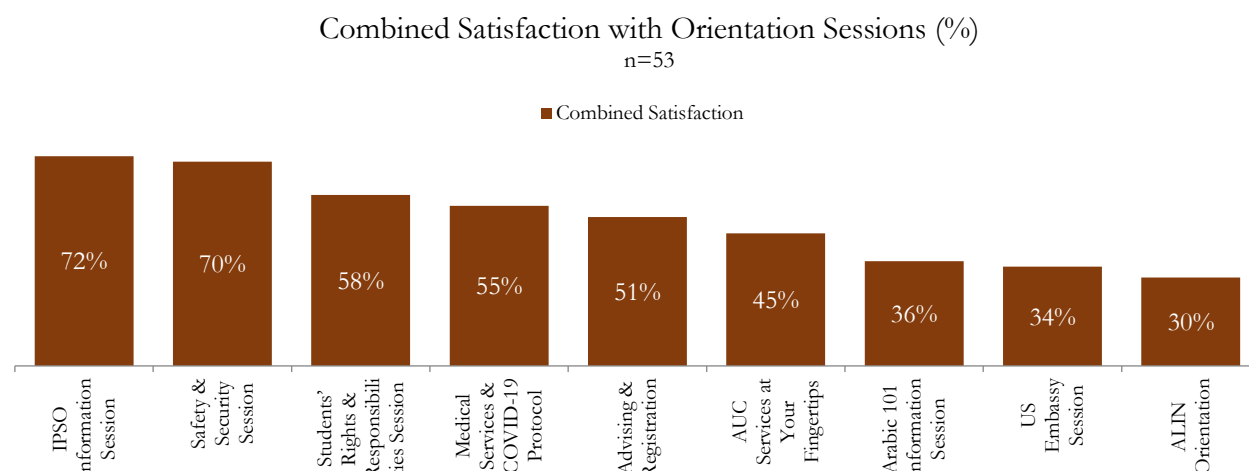
⁷ Items are arranged in descending order of combined satisfaction percentages.

Satisfaction with the Orientation	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Office of International Programs and Services (IPSO) staff members were courteous in responding to my concerns.	47%	25	40%	21	9%	5	4%	2	0%	0	0%	0	53	4.3
The SU Community Engagement Committee (CEC) members were courteous and helpful.	23%	12	32%	17	8%	4	6%	3	0%	0	32%	17	53	4.06
I obtained my student ID in a timely manner.	45%	24	34%	18	6%	3	11%	6	4%	2	0%	0	53	4.06
The graduate student orientation sessions provided me with useful information.	13%	7	11%	6	11%	6	0%	0	0%	0	64%	34	53	4.05
Student financial aid staff members provided me with courteous and effective assistance.	9%	5	8%	4	2%	1	2%	1	2%	1	77%	41	53	3.92
The orientation provided me with useful information that eased my transition.	26%	14	43%	23	17%	9	9%	5	2%	1	2%	1	53	3.85
I obtained my bus pass in a timely manner.	6%	3	6%	3	6%	3	2%	1	0%	0	81%	43	53	3.8
Student financial accounting staff members provided me with courteous and effective assistance.	8%	4	11%	6	4%	2	8%	4	0%	0	70%	37	53	3.63

Satisfaction with Orientation Sessions

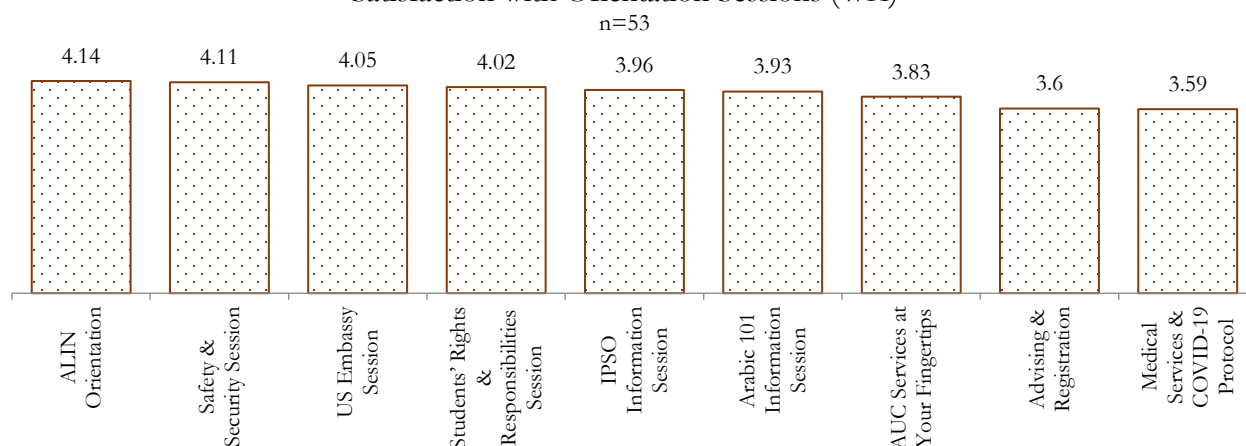
Q: Please indicate your level of satisfaction with the following orientation sessions:⁸

Respondents found the IPSO Information Session to be the most satisfactory (72%) and the ALIN Orientation to be the least satisfactory (30%).



⁸ Items are arranged in descending order of combined satisfaction percentages and of weighted averages.

Satisfaction with Orientation Sessions (WA)

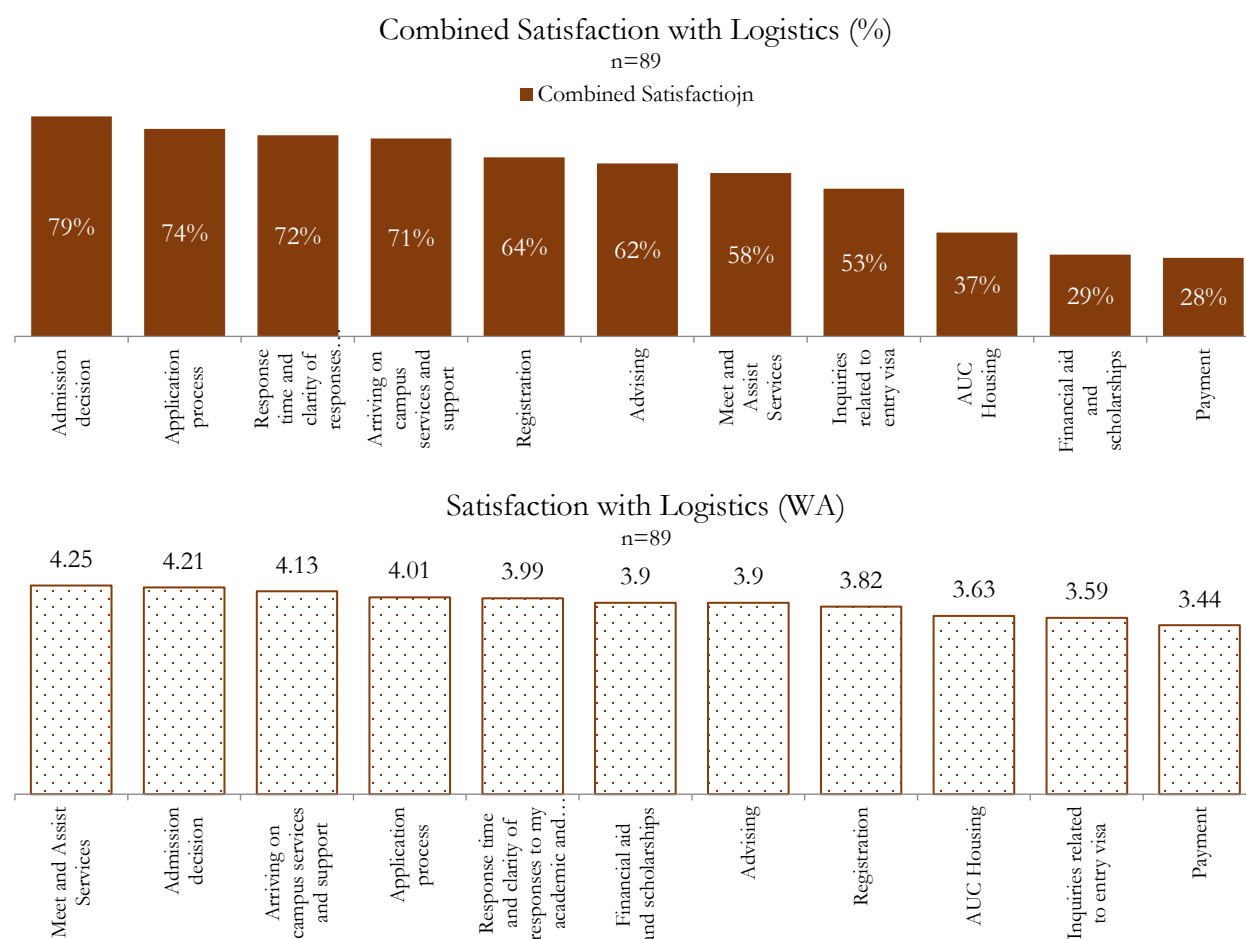


Satisfaction with the Orientation Sessions	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
ALIN Orientation	17%	9	13%	7	11%	6	0%	0	0%	0	58%	31	53	4.14
Safety & Security Session	30%	16	40%	21	17%	9	2%	1	0%	0	11%	6	53	4.11
US Embassy Session	13%	7	21%	11	4%	2	4%	2	0%	0	58%	31	53	4.05
Students' Rights & Responsibilities Session	28%	15	30%	16	23%	12	2%	1	0%	0	17%	9	53	4.02
IPSO Information Session	21%	11	51%	27	21%	11	2%	1	0%	0	6%	3	53	3.96
Arabic 101 Information Session	13%	7	23%	12	13%	7	2%	1	0%	0	49%	26	53	3.93
AUC Services at Your Fingertips	17%	9	28%	15	17%	9	6%	3	0%	0	32%	17	53	3.83
Advising & Registration	21%	11	30%	16	26%	14	9%	5	4%	2	9%	5	53	3.6
Medical Services & COVID-19 Protocol	19%	10	36%	19	23%	12	11%	6	4%	2	8%	4	53	3.59

Satisfaction with Overall Logistics

Q: Please indicate your level of satisfaction with the following:⁹

Like last administration, the most satisfactory element is the admissions decision (79%; WA: 4.25), and the least satisfactory is payment (28%; WA: 3.44).



Satisfaction with Logistics	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Meet and Assist Services	37%	33	21%	19	11%	10	2%	2	1%	1	27%	24	89	4.25
Admission decision	38%	34	40%	36	8%	7	6%	5	0%	0	8%	7	89	4.21
Arriving on campus services and support	35%	31	36%	32	13%	12	3%	3	1%	1	11%	10	89	4.13
Application process	26%	23	48%	43	12%	11	4%	4	1%	1	8%	7	89	4.01
Response time and clarity of responses to my academic and non-academic inquiries before I applied.	26%	23	46%	41	19%	17	2%	2	1%	1	6%	5	89	3.99
Financial aid and scholarships	13%	12	16%	14	16%	14	1%	1	0%	0	54%	48	89	3.9
Advising	33%	29	29%	26	17%	15	12%	11	0%	0	9%	8	89	3.9

⁹ Items are arranged in descending order of combined satisfaction percentages and of weighted averages.

Satisfaction with Logistics	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Registration	31%	28	33%	29	17%	15	9%	8	4%	4	6%	5	89	3.82
AUC Housing	19%	17	18%	16	22%	20	8%	7	2%	2	30%	27	89	3.63
Inquiries related to entry visa	18%	16	35%	31	25%	22	12%	11	2%	2	8%	7	89	3.59
Payment	13%	12	15%	13	19%	17	7%	6	4%	4	42%	37	89	3.44