



# ORBIT TVET COLLEGE

## CORPORATE COMMUNICATIONS UNIT

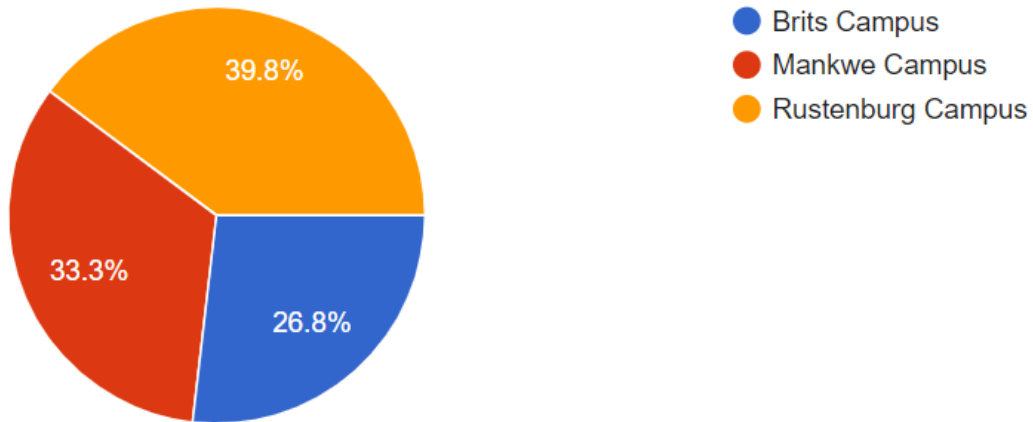
### 2023 STUDENT SATISFACTION SURVEY - ENROLMENT AND REGISTRATION T2

#### Introduction:

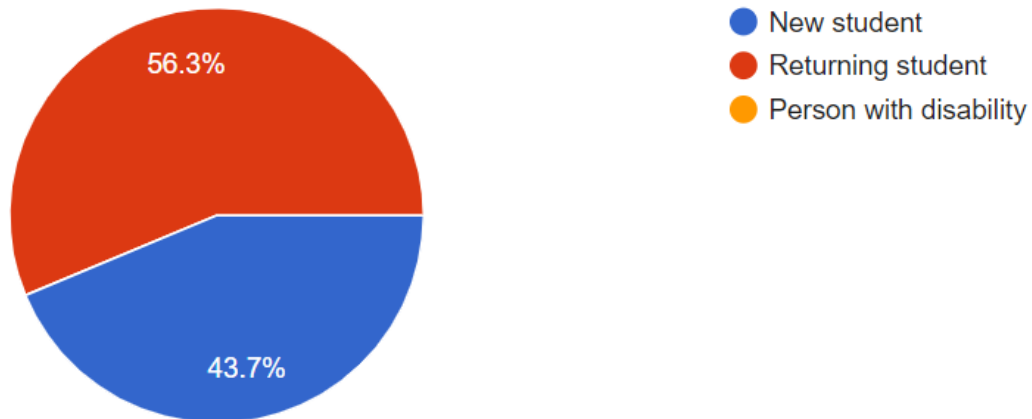
This survey is conducted by the college and the purpose is to review the quality of the services provided to students during the enrolment and registration processes. The college is committed to constantly improve its student registration services and this survey will assist in providing students' perspective.

#### 231 responses

#### Campus



#### Student type





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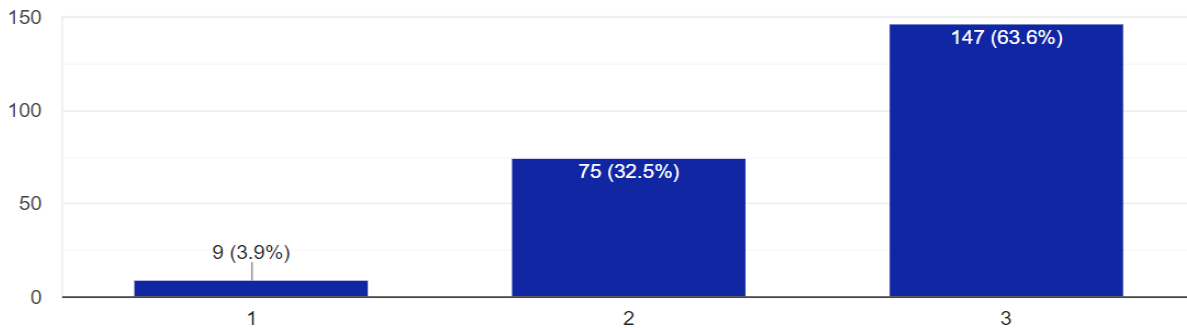
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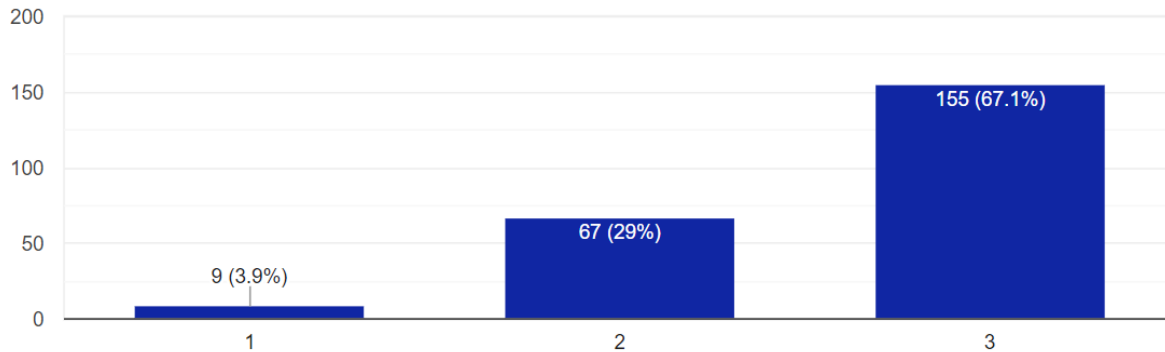
#### ADMISSION PROCESSES

Poor = 1  
Adequate = 2  
Good = 3

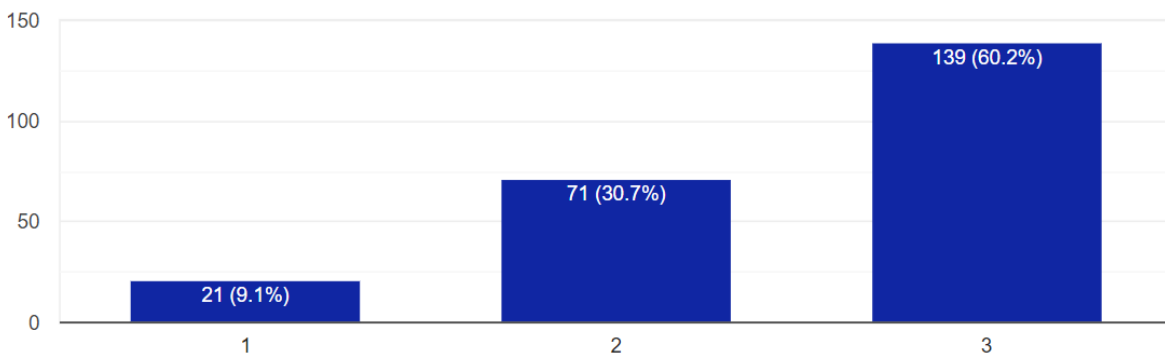
1. Rate the **availability of information** on the application requirements and processes.



2. Rate the **suitability of information** on the application requirements and processes.



3. Rate your overall **ONLINE experience** to apply– e.g., access and register on the site, upload the information required etc.



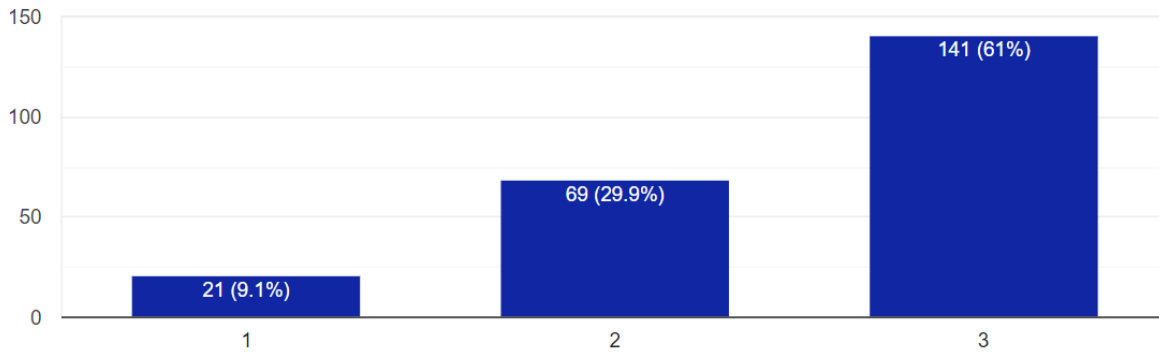


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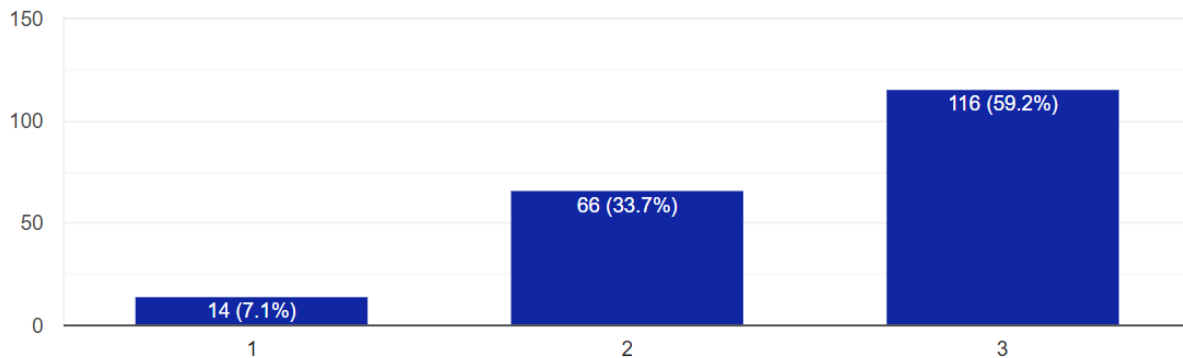
4. Rate the **ONLINE application system** - easy to navigate and upload of documents, getting technical support etc.



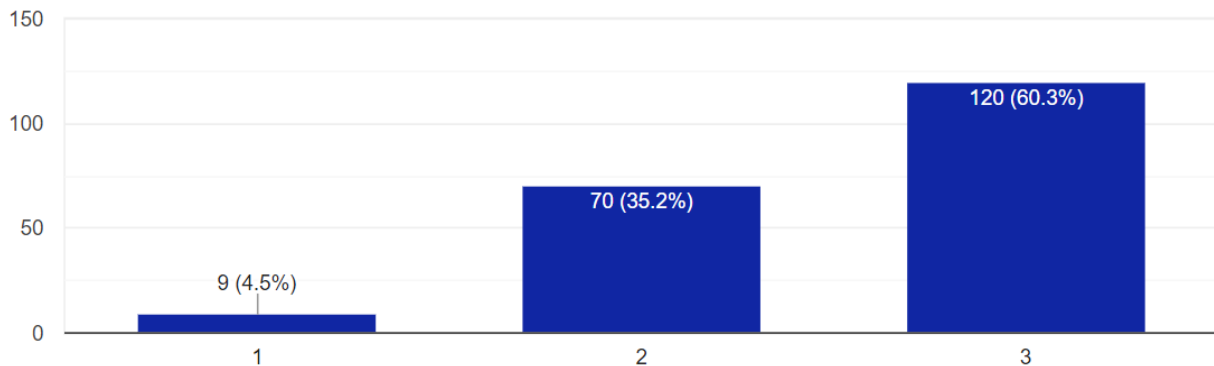
### CAREER ADVISORY SERVICES RECEIVED

*\*This section is not intended for returning students.*

5. Rate the **career advisory services** received.



6. Rate the **overall experience** in terms of writing the online **placement assessment (Learner Profiler)**.



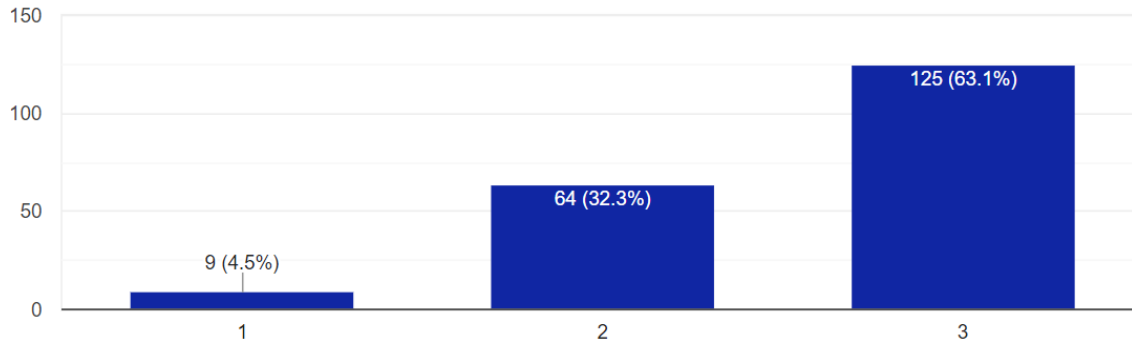


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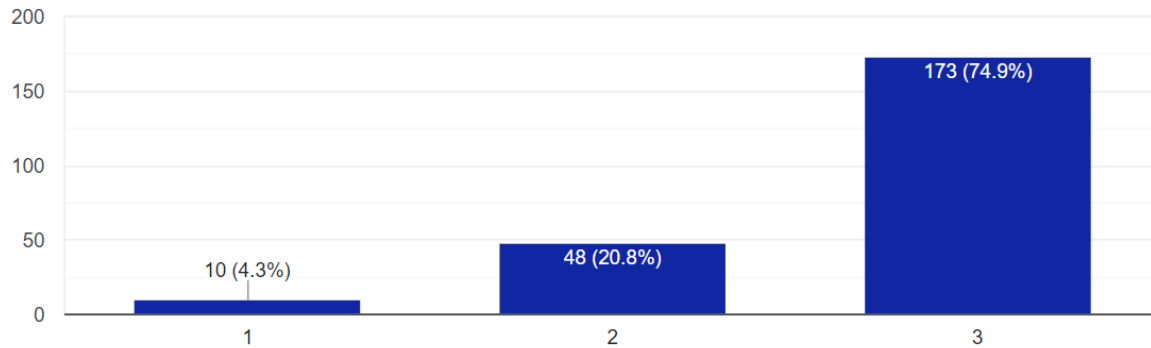
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7. Rate the **value you think such a test has** to guide your application and admission into a programme.

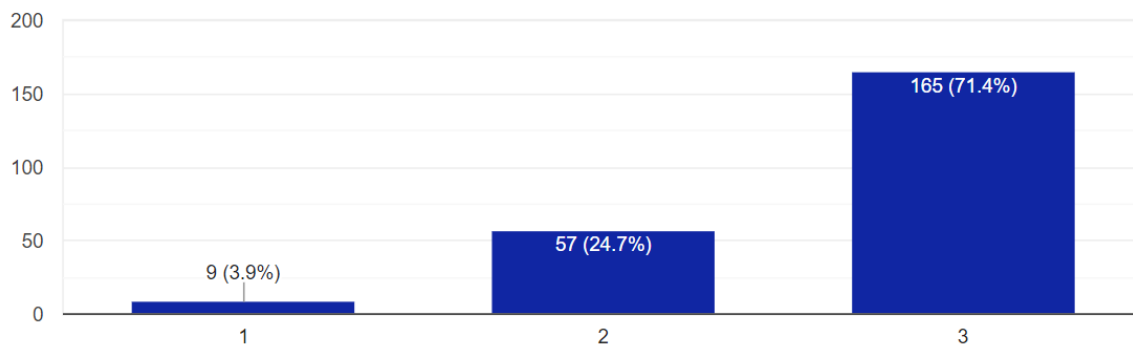


### REGISTRATION

8. Was **registration** conducted **ONLINE**?



9. Rate the **information available** on the registration processes?



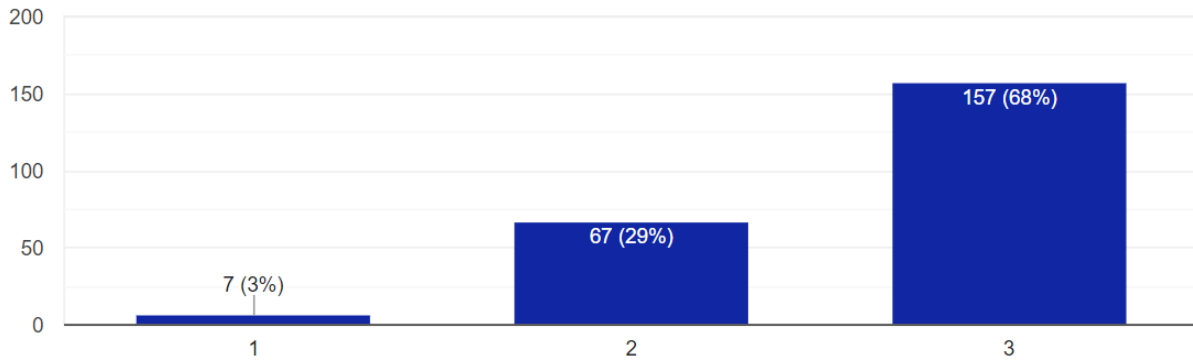


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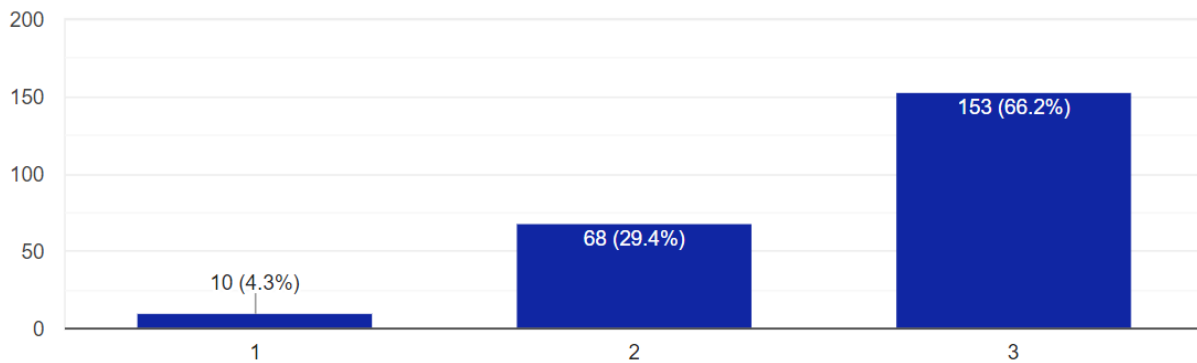
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10. Was confirming and checking your enrolment effective?

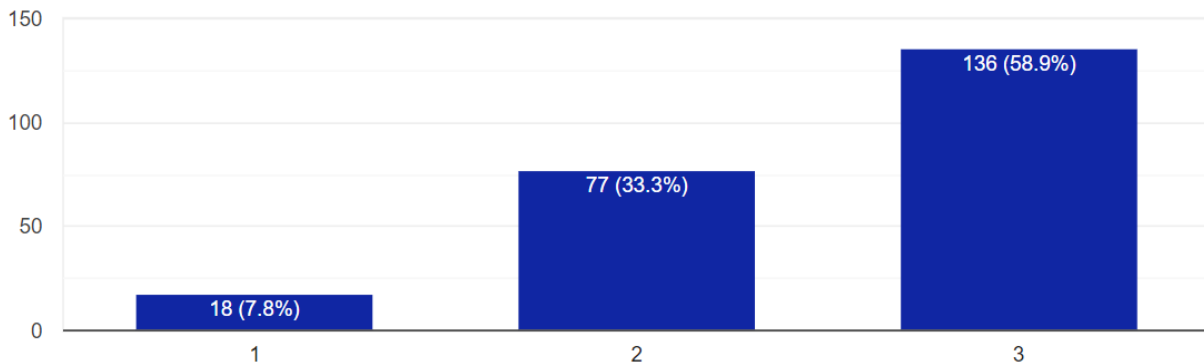


11. Rate the **treatment and service** by registration and other college staff.



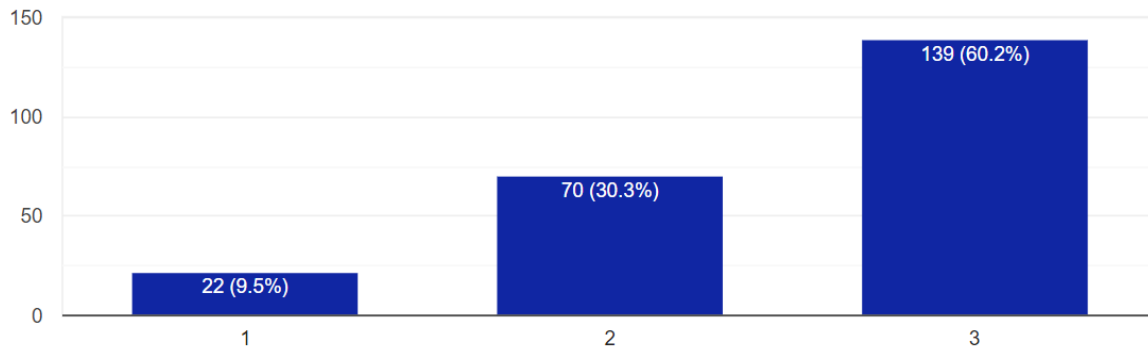
### FEEDBACK RECEIVED FROM THE COLLEGE

12. Rate your **satisfaction with** regards to **communication/ response** by the college on the **status of your application** – e.g., acknowledgement of application, acceptance/ rejection, outstanding documents, etc.



### 2023 STUDENT SATISFACTION SURVEY - ENROLMENT AND REGISTRATION T2

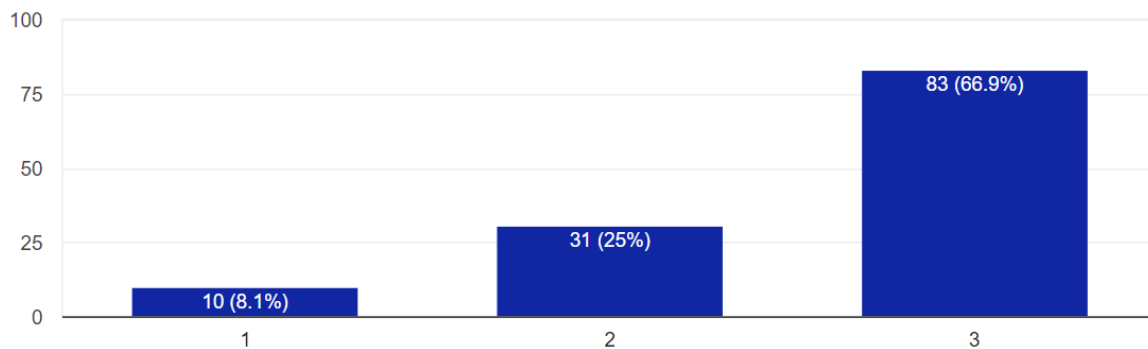
13. Rate your **satisfaction with** regards to **communication** by the college on the **status of your registration**.



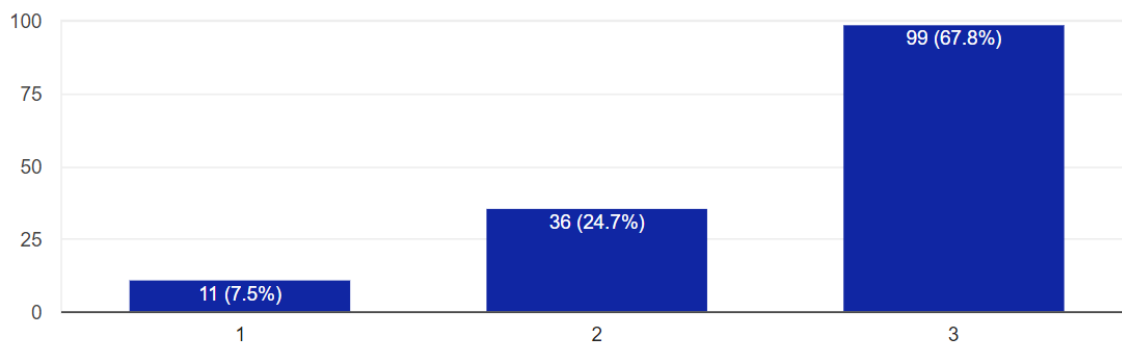
### SERVICES PROVIDED TO THE PERSON WITH DISABILITY

*\*This section is not intended for students without any disability.*

14. Do/ did you feel comfortable to **declare your disability**?



15. Rate the **helpfulness of staff** to support you with all processes to enrol.



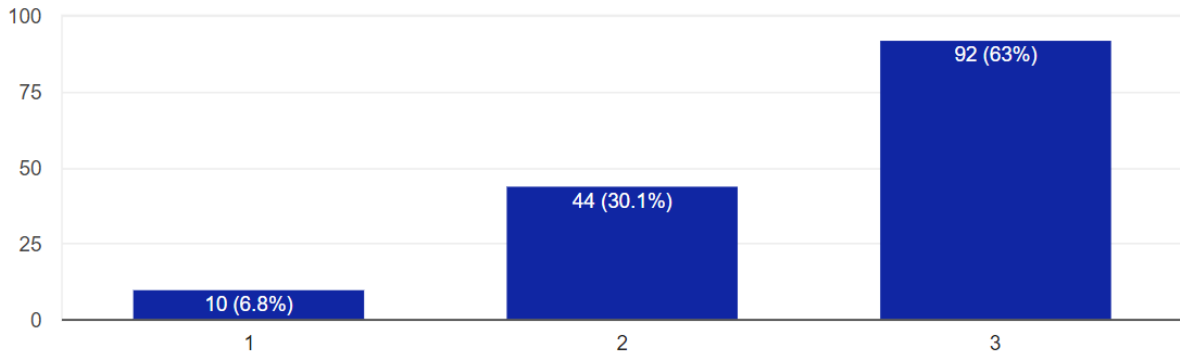


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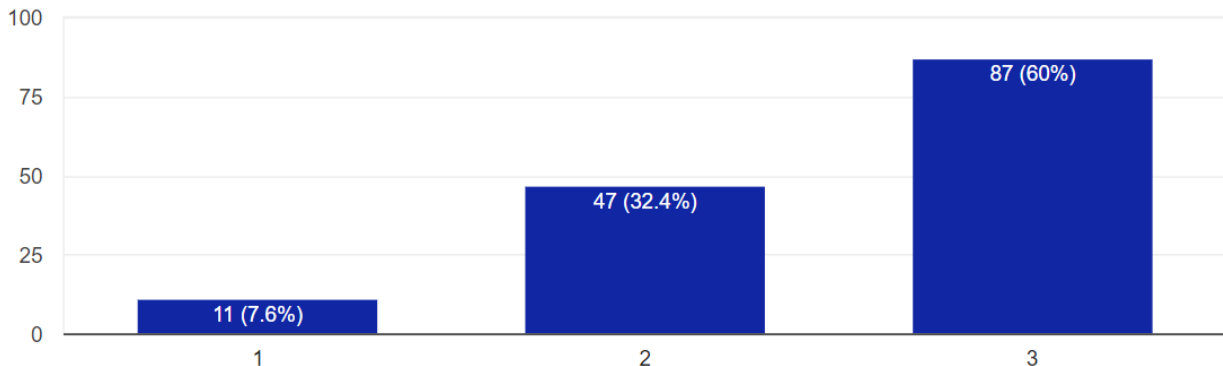
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16. Rate the **services provided during registration** in terms of waiting period and quality of service provided.

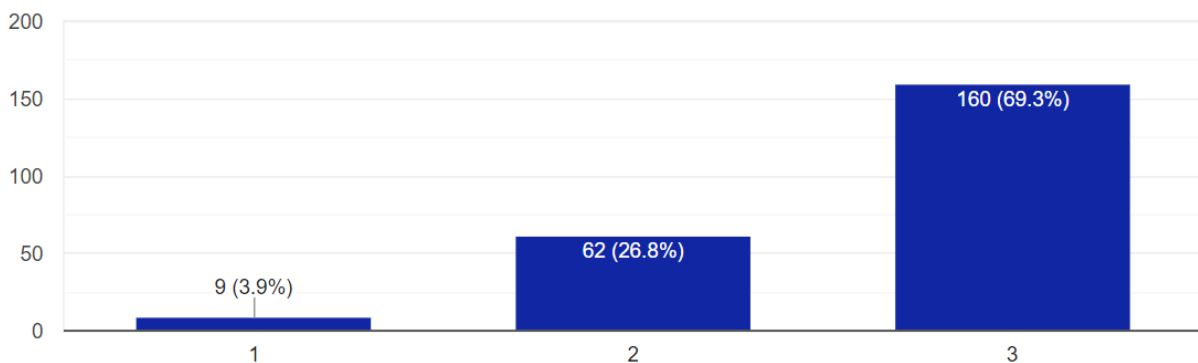


17. Rate your **level of satisfaction** in terms **accessibility of college and campus facilities and services** - reception area/ offices/ classrooms /bathroom facilities/ sign language interpreters.



### INDUCTION AND ORIENTATION OF NEW AND RETURNING STUDENTS

18. Were such **sessions held?**



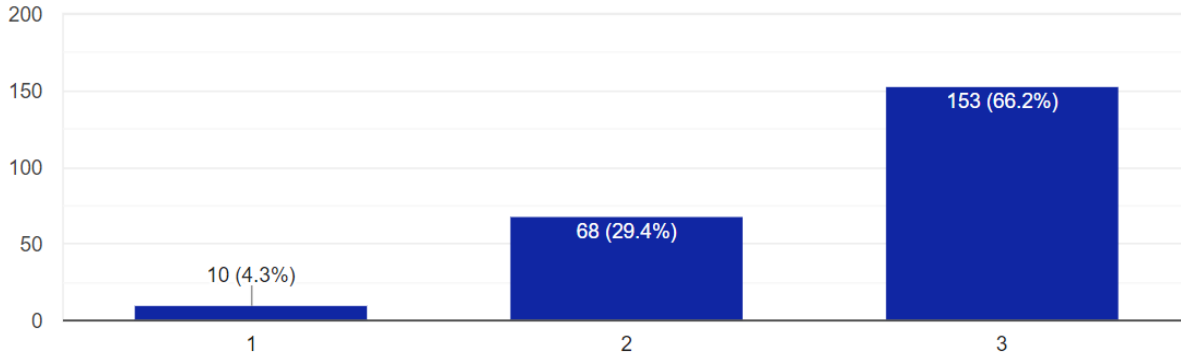


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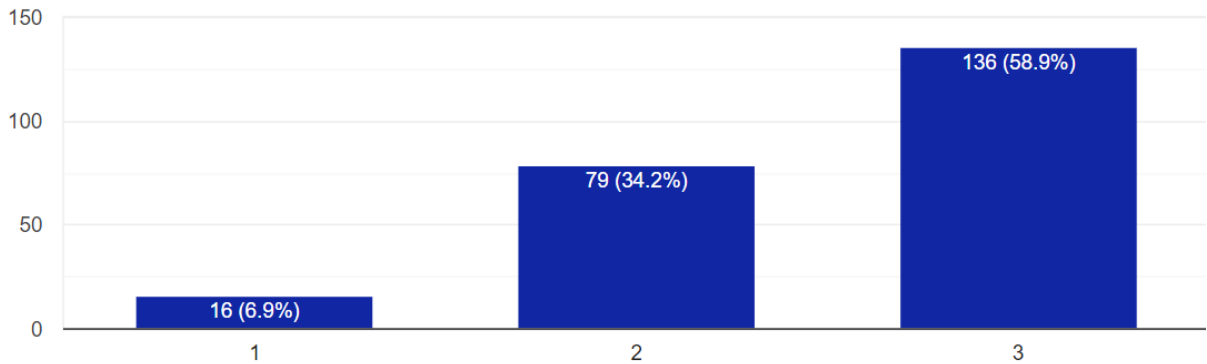
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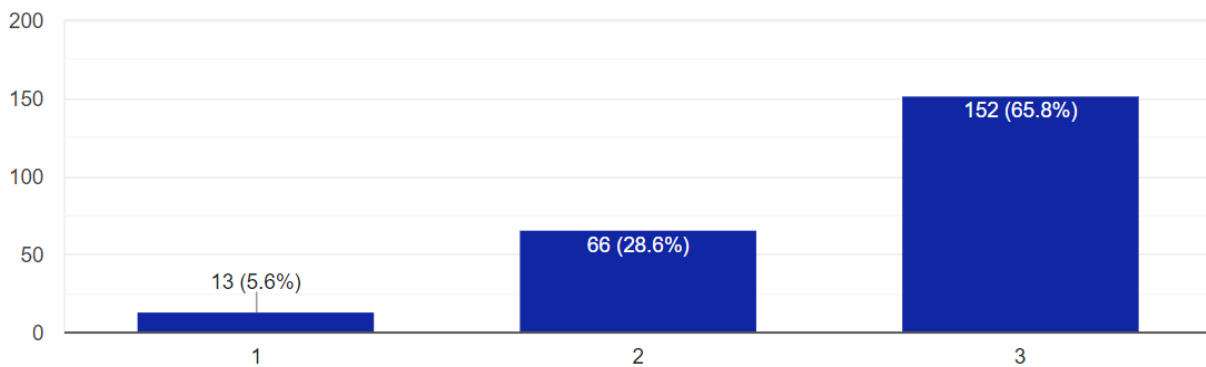
19. Were these sessions **informative and useful**?



20. Rate the **number of sessions** and their **duration**.



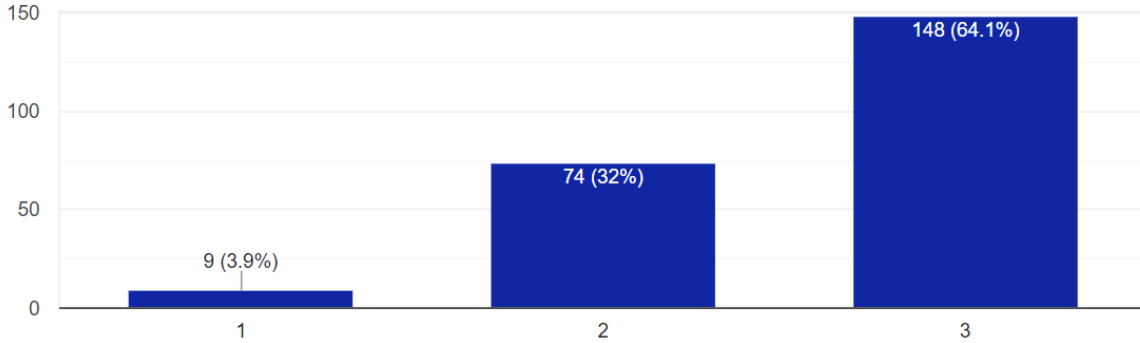
21. Rate the **programme presented** during the session/s.





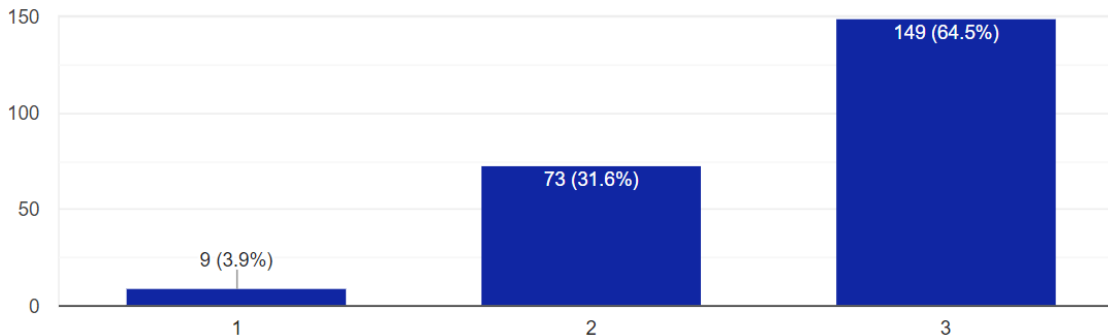
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22. Rate the **information packs** in terms of **usefulness and value added**.

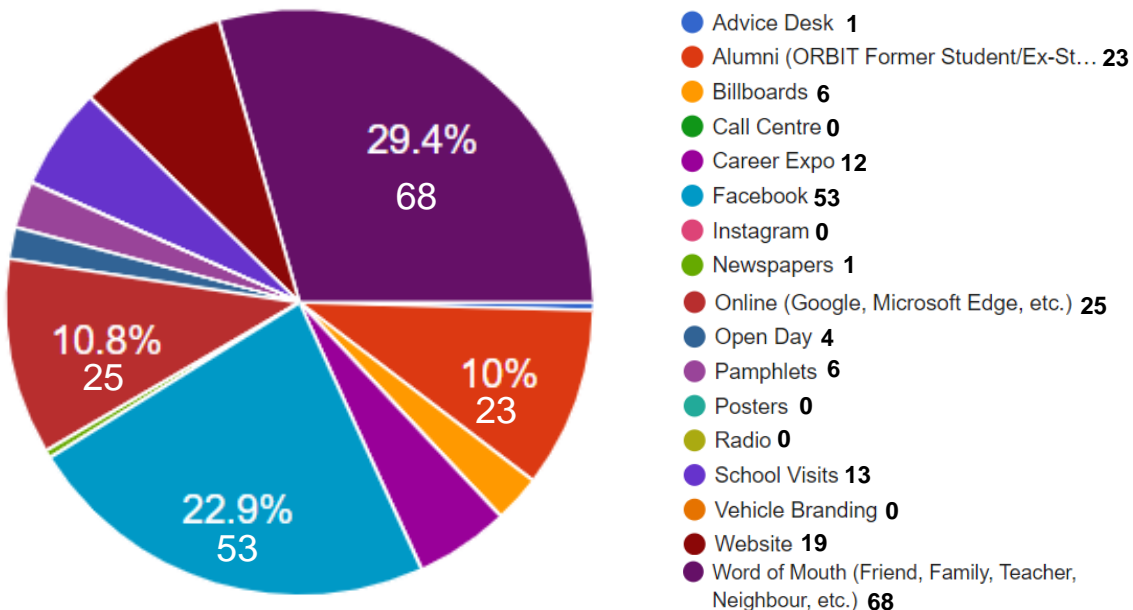


### OVERALL AND GENERAL SATISFACTION

23. Rate your **overall satisfaction** with the enrolment process at the **campus**.



24. Where did you hear about ORBIT TVET College?





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Provide a few comments to improve any part of the enrolment process. Keep it brief and to the point.

- So far so good
- Enrollment was great and was easy
- Make sure the system works properly
- Simple English words should be used
- It is a great thing to learn by applying online because I have never done this before so I'm glad I manage to do that
- Good
- It is really good
- Everything is good keep it up
- It is very good
- Staff members especially at the reception should be more friendly so that one is not afraid to ask important questions and stop being rude to students
- The communication regarding the status of enrollment should be clear and should be done by SMS or email
- The service is good already
- No comment
- It'd like the college to send us messages when its time for registrations
- Everything needs to be done correctly at the right time, because some students are misinformed....please communicate with students when books are collected and when classes have been started, there is always delaye of books but classes have started
- Make the enrolment much cleare for fresh new people who want to make Student numbers.
- Please improve the process of uploading documents as students we suffer
- I would advise other pupils to enroll at orbit, it is very convenient for anyone who cannot go to universities
- The Campus Should Consider Giving Updates To Students Through Whatsapp Group Chats And Also Let Students Be Able To Ask Questions Through Them As Well
- Students should be send sms on open day and registration as well as test books held
- Overall good vibes
- Student support team they need to be kind to people who are coming first time and the students
- It was easy and helpful
- The enrolment process was quite good and i am satisfied with it



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- The enrolment process was very good and understandable
- Very effective
- All is perfectly ran
- The enrolment process need to respond as soon as possible in terms admission status
- I was admitted early
- Everything is perfect
- The enrolment process is good.
- Mankwe is a good college for learning
- Your kindness was the best
- It is Useful And Helpful.
- It's nice for applying for tvet college I have learnt a lot
- Everything is good
- I dont have a complain only only to ask about how will NSFAS fund
- Shorten the enrollment test it's long
- As soon as you load your results, the portal should only show the modules or subjects you qualify for.... instead of accepting your application only to find out at a later stage that you applied for something you don't qualify for... while you had high hopes of joining the school but unfortunately you had no chance of being admitted....
- Improve on helping new students to apply and register
- None
- Is good and nice
- Make calls when a student is admitted
- Please address the Report 191 NSFAS Problem
- The admission status, should have more information to guide you on your next step
- Thanks for Orbit tvet college
- Orbit does it all for you , only if you are willing to!
- They serves a great support
- Be patient
- May they help us to check our applications at the campus and before all lessons ensure that all students received an sms to be called at school
- Enrollment was good
- Feedback information from college and to receive important messages from the college
- Orbit provide good services to everyone and it is best college I've ever went to.
- I did struggled a bit in applying but for registration everything went well.
- Next time try to give us books that has information
- Orbit is the best institute



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- The process is good
- Please make it easy for us to register on our own. Thank you.
- Online applications and registration are just not for all of us, going forward please let there be a help desk/office at ORBIT.
- All thanks so far.
- The IT should improve the submitting of documents
- Information regarding registration should be attended thoroughly so that new or returning students can not miss any information regarding commencing of classes to avoid students hearing late about the commencing classes.
- I really appreciate the way the school goes it really good
- Good
- Improvement should be focused on information being specifically distributed to specific learners via online
- I'm very happy to be a student at orbit Brits campus .....because it offers good services
- Some lecturers aren't teaching or helping....improve that
- Keep it up
- Up to so far am satisfied with the services the college is providing and but I think online applications is a problem to other students and it should be simple for a student to apply.....
- They must make the portal work all times
- Nice experience so far
- My Nsfas has a problem
- Improve teaching strategy on science
- Great college I've ever attended so far
- The application process was well and all the necessary information and class attendance was great.
- I love the course.and I love the college.
- Make it easy for students to take first step
- Students should not know about the school's current affairs and their application process from Facebook (as I was told by one of the admin guys, I don't have acces to Facebook), or any other social media but by SMS or emails we provided on our applications/ ITS profiles.
- Thank you for permit me to express and show the process my application and registrations
- They should maintain the online registration so that it may not be a problem when students applying
- It's bad



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- Perfectly good in term of online registration

**Thank you for participating in the survey!**