ORBIT TVET COLLEGE

APPLICATION AND REGISTRATION SURVEY REPORT 2025

1. INTRODUCTION

At the beginning of each academic year & intake, the Corporate Communications Unit conducts a registration survey amongst enrolled students at all sites. The survey targets ALL registered students at the College.

Purpose of the survey: to measure client satisfaction levels of both new and returning students regarding various aspects of the enrolment process, including the admission process, online application experience, career advisory services, registration process, communication by the college and induction of students.

2. SUMMARY OF THE STATISTICS

Only thirteen (13) questions were asked focusing on the following main client services-related areas of the enrolment process:

NUMBER OF RESPONDENTS: 482

### Please indicate if you are a new or returning student
482 responses
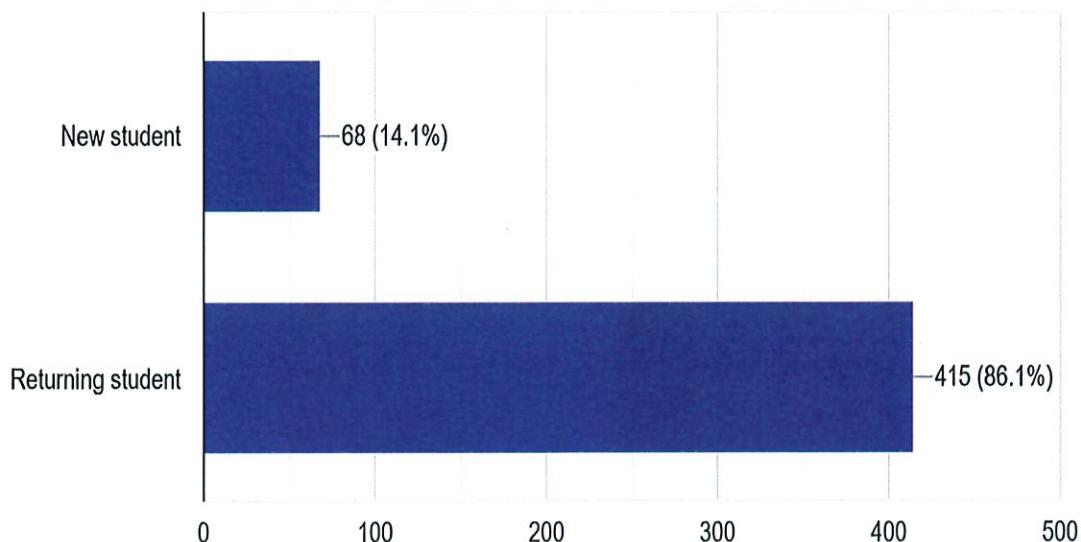
Select your campus

482 responses

Brits	144 (29.9%)
Mankwe	177 (36.7%)
Rustenburg	162 (33.6%)
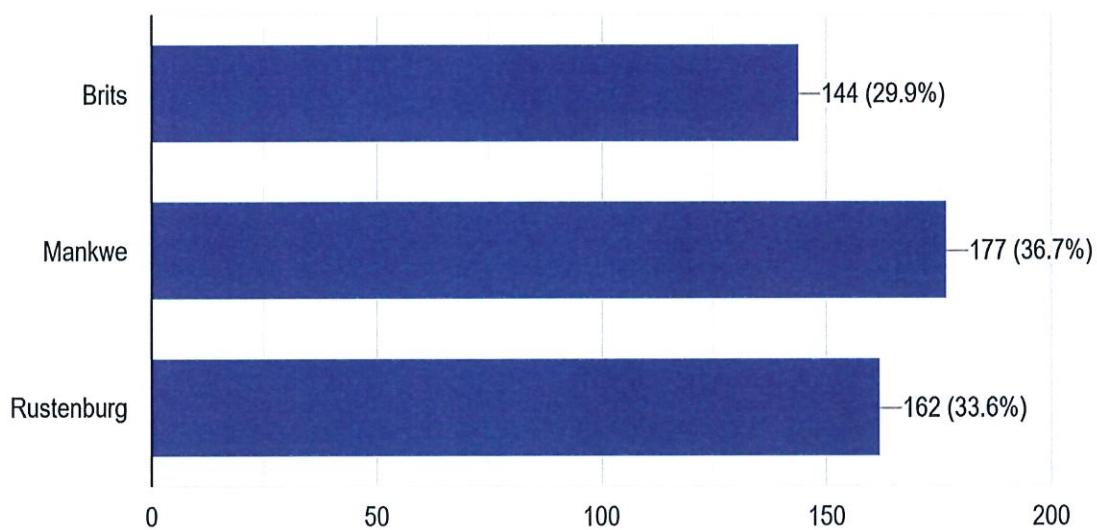
Rate the application / registration online system (Student I-Enabler).

482 responses

Excellent	157 (32.6%)
Good	214 (44.4%)
Average	94 (19.5%)
Poor	27 (5.6%)
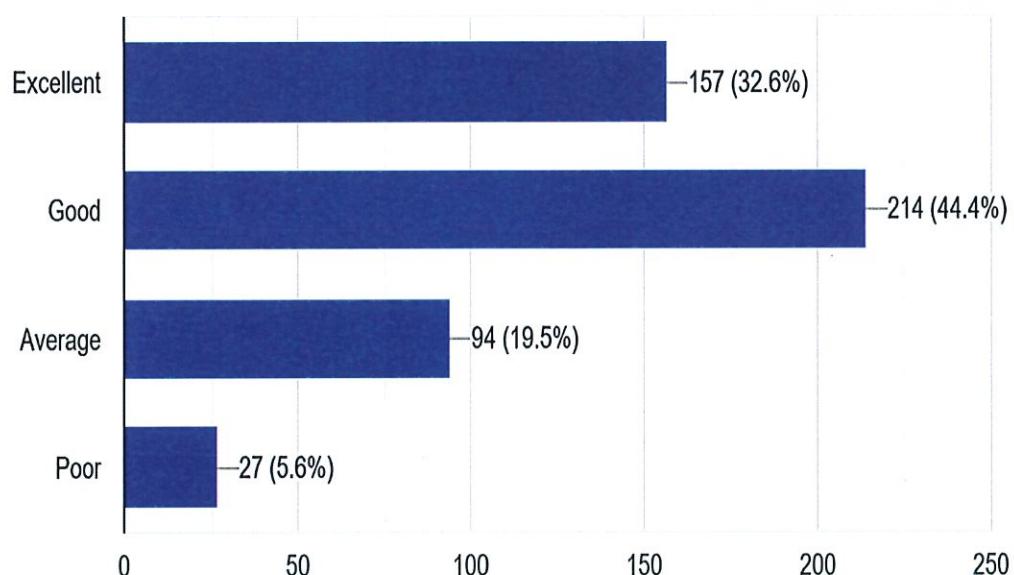
Rate your experience in uploading the required documentation.

482 responses

Rating	Value
Excellent	146 (30.3%)
Good	233 (48.3%)
Average	92 (19.1%)
Poor	17 (3.5%)
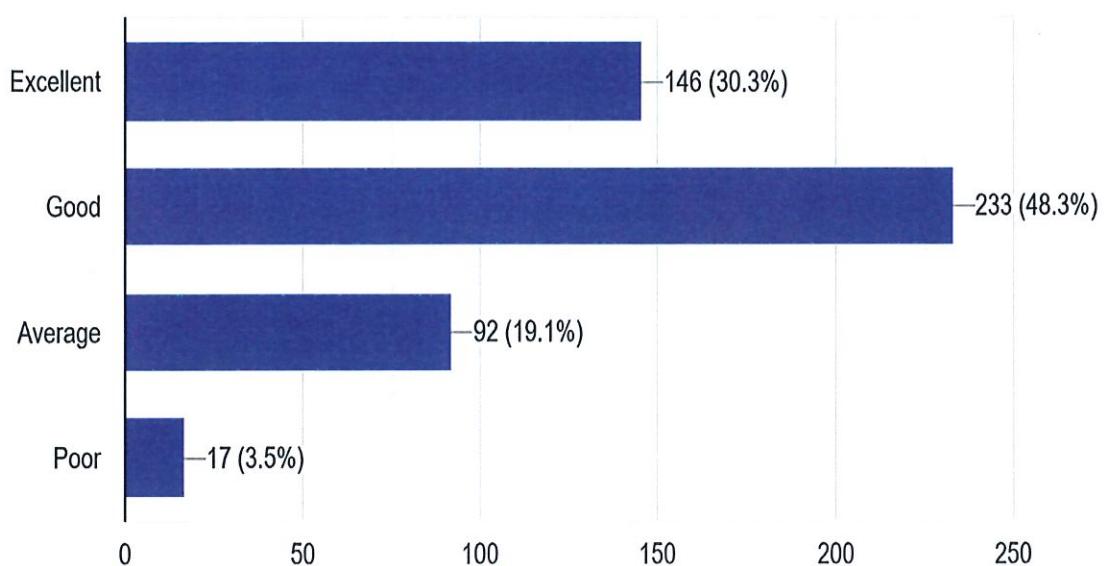
Rate your experience of writing the online placement assessment (Learner Profiler)

482 responses

| Rating	Value
Satisfied	246 (51%)
Average	220 (45.6%)
Unsatisfied	20 (4.1%)
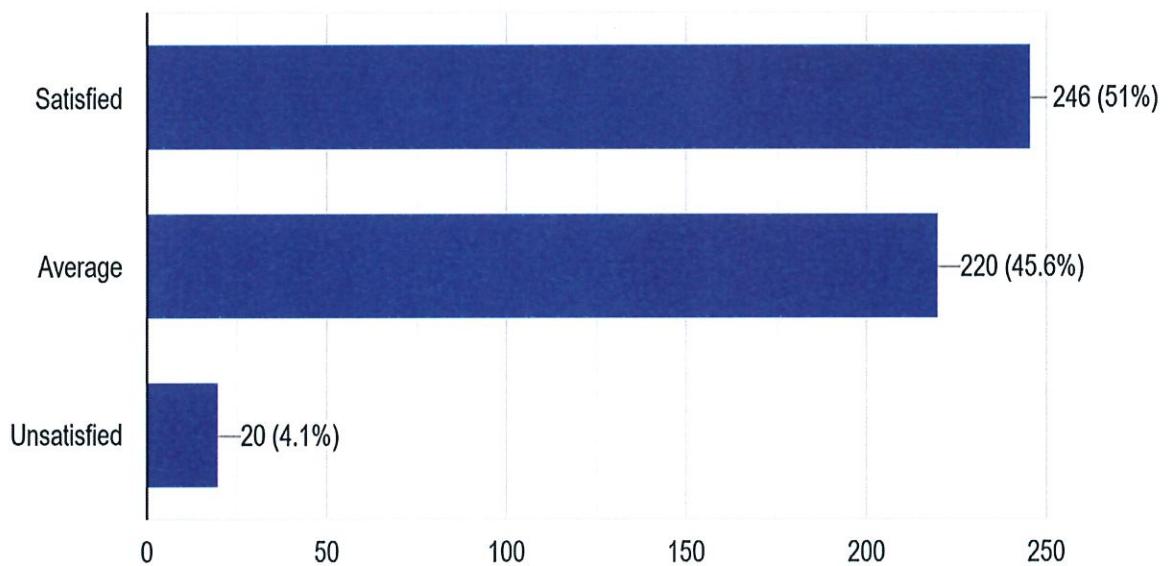
Rate the communication from the college or system regarding your application and registration statuses.

482 responses

| Rating	Count
Satisfied	224 (46.5%)
Average	201 (41.7%)
Unsatisfied	64 (13.3%)
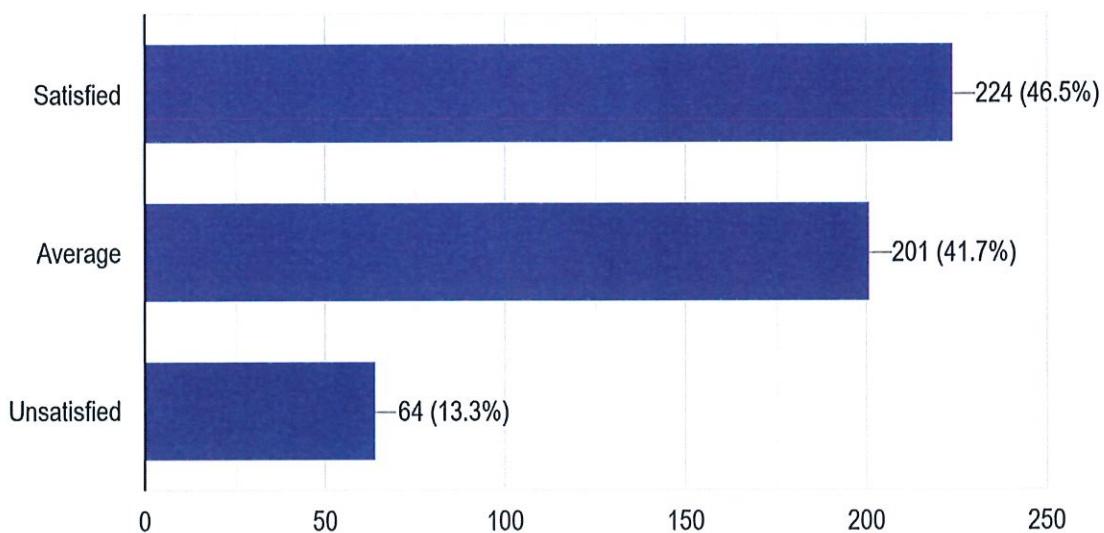
Rate the effectiveness of our responses to enquiries e.g. assistance to retrieve student numbers, resetting pins etc.

482 responses

| Rating	Count
Satisfied	176 (36.5%)
Good	206 (42.7%)
Average	72 (14.9%)
Poor	34 (7.1%)
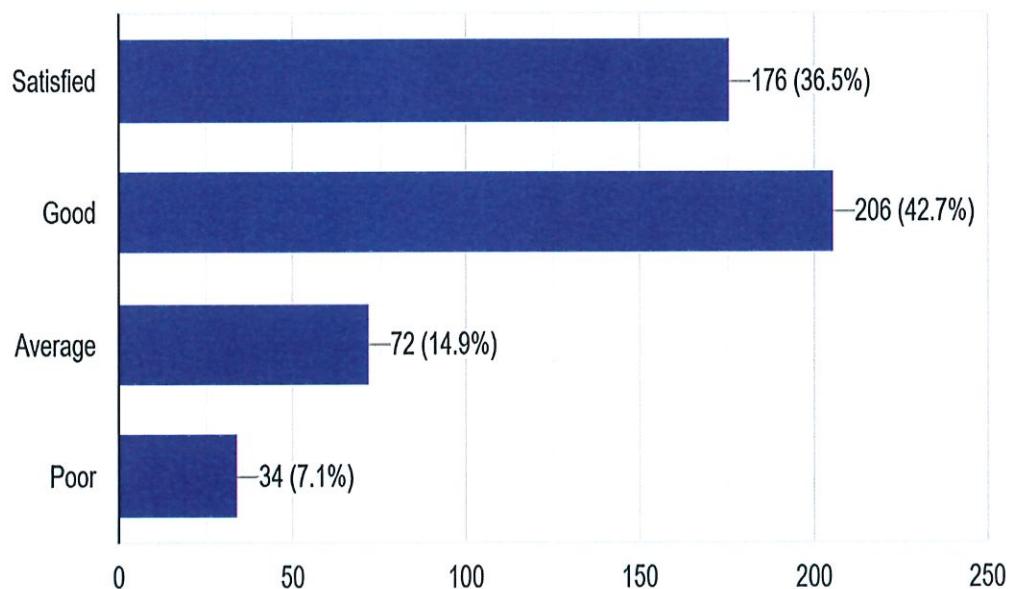
Did you attend a campus induction session?

482 responses

Horizontal bar chart:
- Yes: 455 (94.4%)
- No: 30 (6.2%)
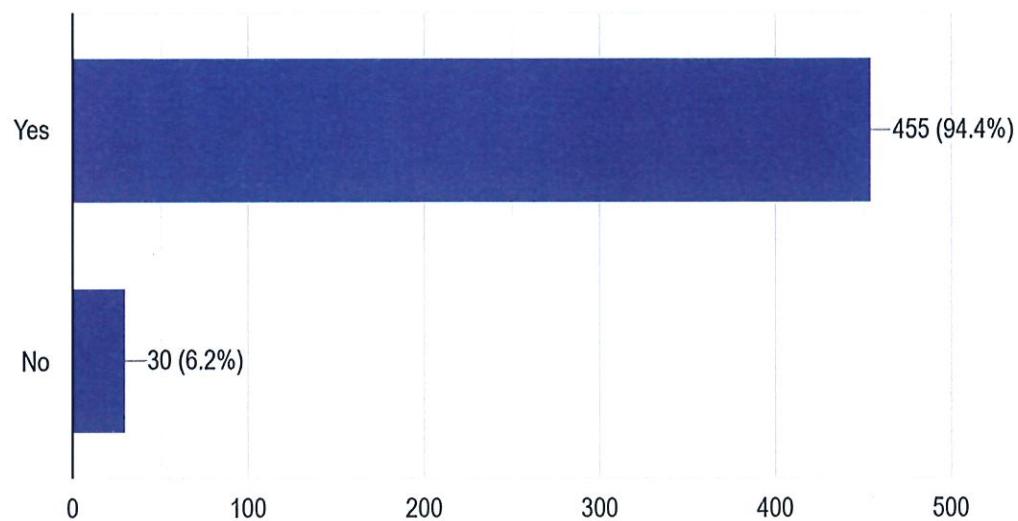
If your answer is 'Yes' rate the quality of the induction and orientation sessions

482 responses

Horizontal bar chart:
- Satisfied: 188 (39%)
- Good: 228 (47.3%)
- Average: 53 (11%)
- Poor: 18 (3.7%)
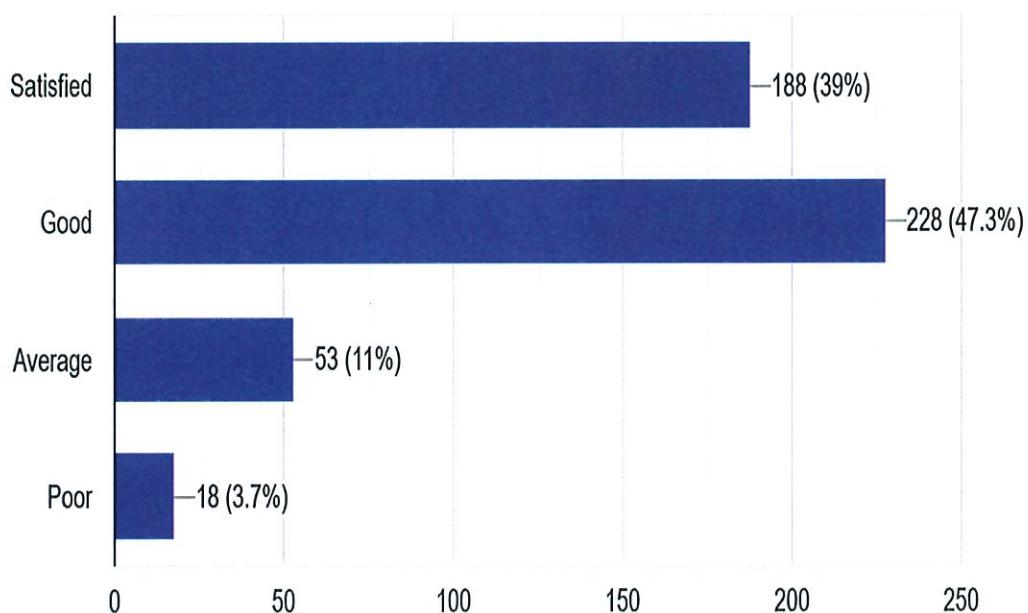
Where did you hear about ORBIT TVET College?

482 responses

| Source	Count (%)
Word of mouth	176 (36.5%)
Open day	14 (2.9%)
School visit	79 (16.4%)
Career expo	62 (12.9%)
College website	90 (18.7%)
Instagram	3 (0.6%)
Facebook	109 (22.6%)
TikTok	0 (0%)
Lamp pole posters / Billboards	7 (1.5%)
Other	57 (11.8%)
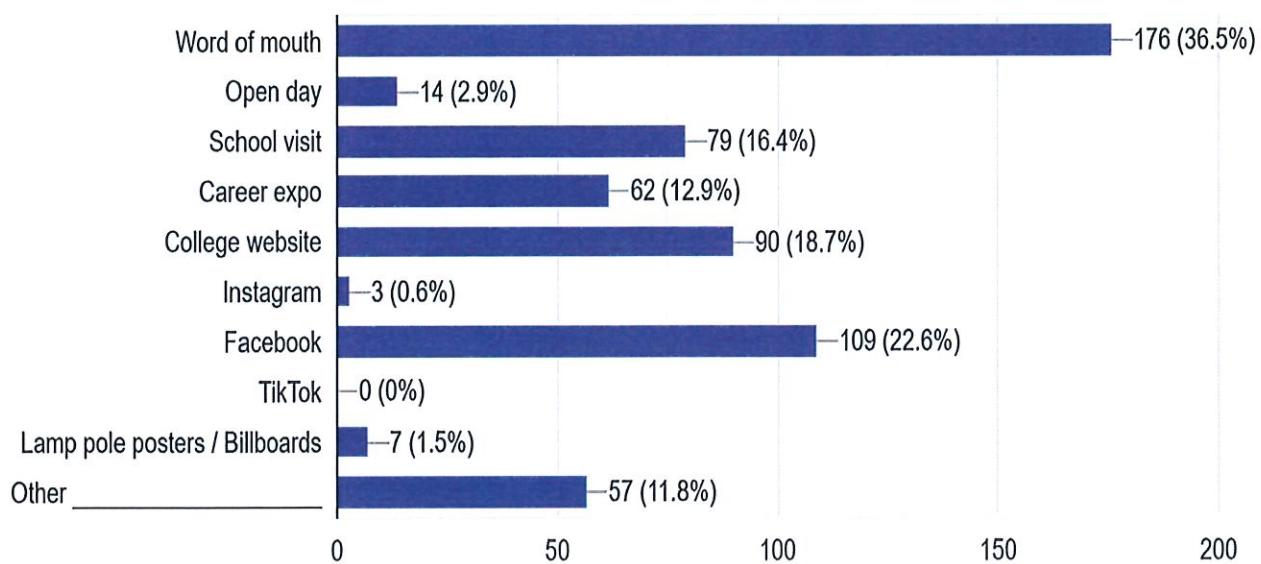
Did you read and understand the de-registration policy on the i-Enabler when you accepted your application rules and regulations. have you visited our website or campus due to a specific campaign?

482 responses

Response	Count (%)
Yes	415 (86.1%)
No	69 (14.3%)
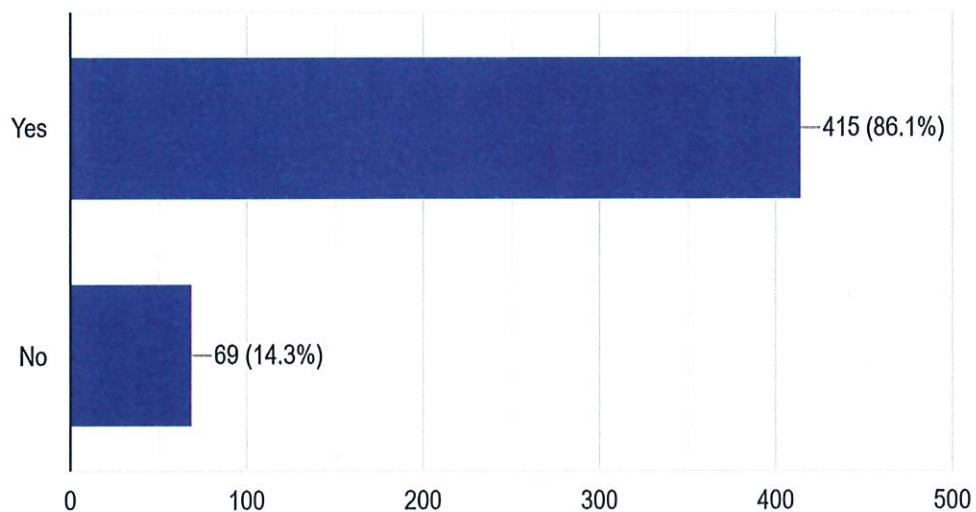
Did you find the college website helpful in terms of providing information about application and registration processes.

482 responses
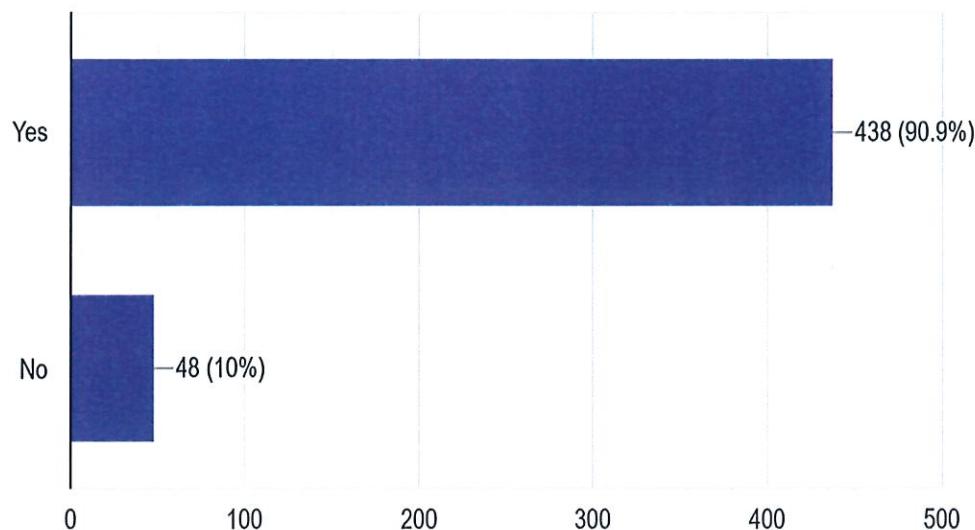
Rate your overall satisfaction with the enrolment process of the college.

482 responses
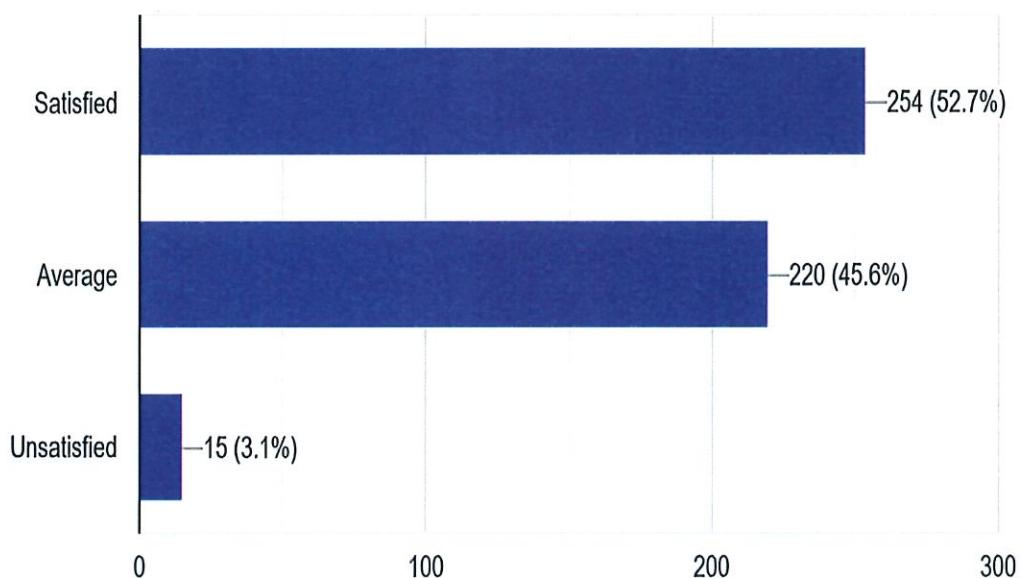
SUMMARY OF SURVEY OUTCOMES

Overall Satisfaction

The majority of students expressed satisfaction with the enrolment process, citing excellent or good experiences. However, a significant number mentioned areas for improvement, primarily related to communication, documentation processing, and website functionality.

Areas for improvement

Online Registration System: Several students highlighted issues with the registration online system, calling for improvement in its speed and reliability, including requests to "fix your registration online system."

Communication and Updates: There were mentions of poor communication regarding application status, with suggestions to "change application status fast" and improve the responsiveness of administrative support.

Induction Sessions: Some students felt that induction sessions were time-consuming and redundant, suggesting that new students should not be mandated to attend. Additionally, requests were made for enhancements to the induction experience, such as inviting motivational speakers.

Specific requests

Simplification of Processes: Feedback emphasized the need for a more straightforward application method and easier access to the online portal.

Timeliness: Students requested that the timing of registrations be improved, advocating for quicker processing to avoid falling behind in their studies.

Technical Support: Issues with the website's functionality and Wi-Fi connectivity were noted, indicating a need for better infrastructure to support students' online activities.

Other suggestions included releasing instructional videos ("How to on YouTube") and better communication about campus updates.

RECOMMENDATIONS

1. *Improve Communication*: Create a structured system for timely status updates, set up dedicated support channels for student inquiries, and provide training for staff to improve responsiveness.
2. *Revise Induction Sessions*: Streamline induction content to make it more engaging, consider making attendance optional for returning students, and invite motivational speakers to enrich the sessions.
3. *Address Technical Issues*: Evaluate and enhance Wi-Fi connectivity on campus and establish a responsive technical support team for online system issues

CONCLUSION

This report is part of the process in implementing an improved registration system and process. It is hoped that the various role players will utilise the proposed recommendations and/or use them for further discussions towards improving the registration process at the beginning of each application and registration period. The recommendation listed in this report will be taken into consideration during the registration intakes for the 2025 intake.

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