

# Student NPS Semester 2 2020

September 2020



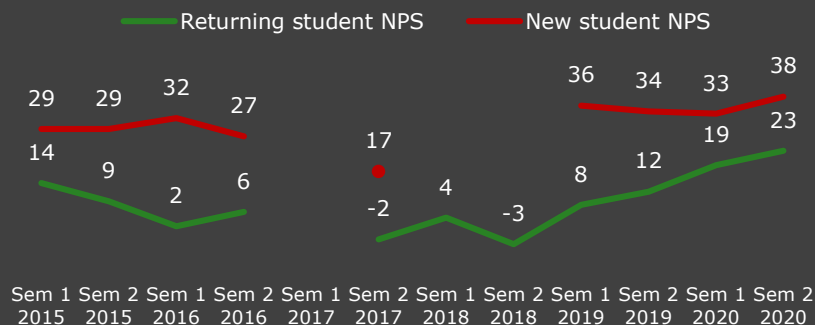
# Student NPS summary of key findings

## Student NPS result

The record set last semester has been surpassed, with Unitec achieving a new best ever result of 23 for returning students

- Every priority group is up on semester 2 results last year, with Māori students in particular giving a high NPS this time around
- For the first time ever, all schools have a positive NPS
- In line with last semester, the importance of communication continues to be frequently mentioned amid COVID-19 interruptions
- Many of the issues students raise around teaching and courses are rooted in a miscommunication; therefore, by focusing on consistent and clear communication, this will lift perceptions across all areas
- Examples of good support are most common when it happens through the student's teachers, so considering how services also support teachers is crucial
- Overall, the general theme from the student feedback is that Unitec has responded well to the COVID-19 crisis, especially regarding communication
- New students are generally reporting the same needs as returning students; the best way to support them is through their relationship with their teachers wherever practical (when issues come up, it's usually to do with their course)
- Students are struggling more to create social connections compared to non-COVID-19 times. There is a risk that some students could feel more isolated than normal, and so Unitec staff should be sensitive to this. There is a higher need for a clear and timely referrals process when staff identify issues

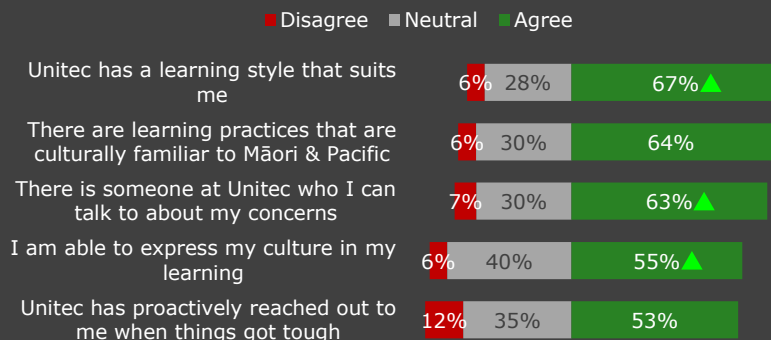
## Student NPS over time



## Main reasons for NPS rating

|                                 |   |                                    |
|---------------------------------|---|------------------------------------|
| High quality teaching           | + | Poor organisation of courses       |
| Frequent & clear communication  | + | Unclear communication              |
| Friendly & approachable culture | + | Dissatisfied with teaching quality |
| Feeling supported by Unitec     | + | Courses not structured well        |

## Student agreement on 'I See Me' metrics



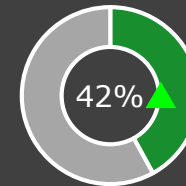
# Study experience & further improvements

## Study experiences

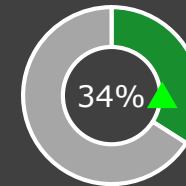
Communication is the top driver of NPS in this current time and the common thread connecting all the other study driver metric increases Unitec is seeing

- Every study driver is up this semester for students being extremely satisfied, connected through the increased volume of positive comments relating to communication
- Regarding specific student improvement suggestions on communication, enrolment admin, Moodle and lecture recordings are the three most common requested aspects
- COVID-19 has had a large impact on study experiences this year and students are concerned about their ability to succeed; many students are asking for compassion and flexibility with assignments
- Usage of support services remains largely in line with semester 1 2020, which saw a decline in usage due to COVID-19; this will likely not increase again without additional promotion as the natural student referral chain has been interrupted
- Comments about support access are mainly around awareness and communication, which is most effective when done through teachers
- The learner outreach project has had a positive impact on NPS, although a number of students are identified as being at risk and no pastoral care action is logged which leads to a reduced NPS; so it is important to expand our outreach to contact as many at-risk students as possible
- Unitec has some key strengths that we could talk about more: 1) students appreciate our balance of theoretical & practical learning, and 2) that our culture of being friendly, relaxed & inclusive is highly valued

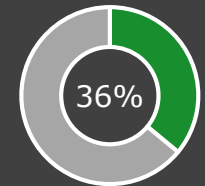
## Extremely satisfied with ...



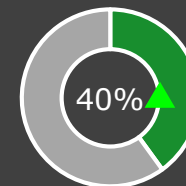
Quality of teaching and tutoring



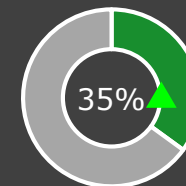
Course structure



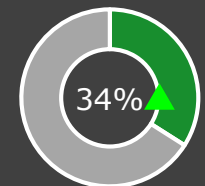
Quality of the communications received from Unitec



Ease of getting help/support



Quality of learning spaces



Student life/culture at Unitec

## High priority improvement suggestions

- 1 Continue to increase our efforts in clearer and more consistent communication with students
- 2 Provide a templated approach for course communication, especially on Moodle
- 3 Increase the practice of recording lectures – students love it
- 4 Appreciate how difficult study has become during COVID-19 and treat students with compassion



# Recommendations

|   | Recommended action  | Related insights  |
|---|---|---|
| 1 | Communicate with students relentlessly, in all aspects, but especially relating to COVID-19                               | <ul style="list-style-type: none"><li>▪ There is very little evidence to suggest we can communicate too much, but in some areas, we're not doing it enough</li><li>▪ Teachers are the main contact point, so student preference is to get communication through them</li><li>▪ Communication has been core to Unitec's good COVID-19 response</li></ul>   |
| 2 | Increase awareness of support services  | <ul style="list-style-type: none"><li>▪ Unitec appears to have a good provision of services with high satisfaction, but many students do not know how to access them</li><li>▪ Usage of services has dropped this year, breaking some natural Word of Mouth referrals so awareness will need to be built again</li><li>▪ External support (e.g., StudyLink) should also be considered</li></ul> |
| 3 | Social isolation is a heightened risk, so Unitec staff should be clear about the referral process if risks are identified | <ul style="list-style-type: none"><li>▪ Tertiary study is an important time in a person's life for making life-long friends, and COVID-19 has disrupted this</li><li>▪ There is a risk that there could be a long term impact for students not finding support among themselves as social circles are not being built as they have previously</li></ul>   |
| 4 | Provide more guidance and ongoing support for teachers to ensure they are equipped to support students                    | <ul style="list-style-type: none"><li>▪ When students talk about feeling supported, this is overwhelmingly to do with their relationship with their teachers</li><li>▪ Teachers need to be aware that their friendliness, approachability and kindness is the support that students want</li><li>▪ Services are important for when teacher support is not possible</li></ul>                    |
| 5 | Continue to live the values of friendly culture and theoretical/practical learning  | <ul style="list-style-type: none"><li>▪ Student advocacy is hugely important to a healthy Unitec brand, which we know is fundamental to attracting new students</li><li>▪ The values that students say are important and recognise Unitec as delivering well are friendly culture and good ways of learning</li><li>▪ Regularly communicating this in a positive way is important</li></ul>     |

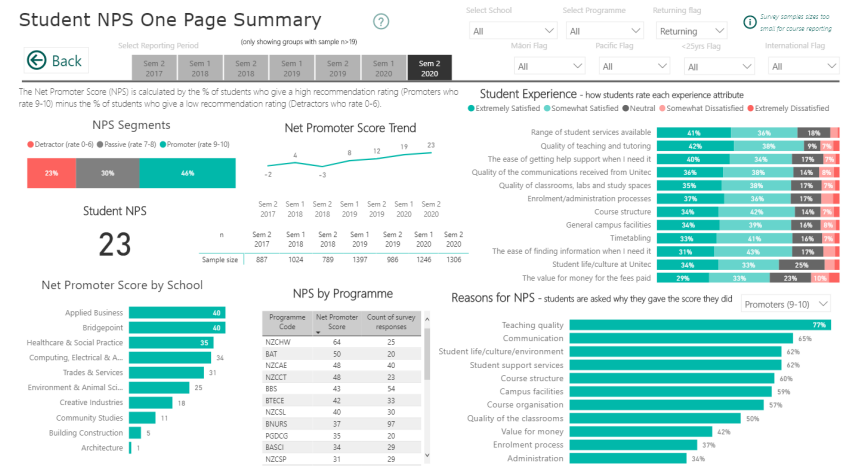


# Power BI dashboard

Student NPS results are available in a Power BI dashboard. This dashboard allows results to be filtered to a school or programme level if sample size allows.

[Click here](#) to go to the dashboard.

If there are any problems getting access to the dashboard, or if there are any other questions about the content, please contact the [marketing team](#).



If 'click here' doesn't work, you can navigate there manually: Office 365 > Power BI > Institutional Apps > 08 Student NPS Dashboard

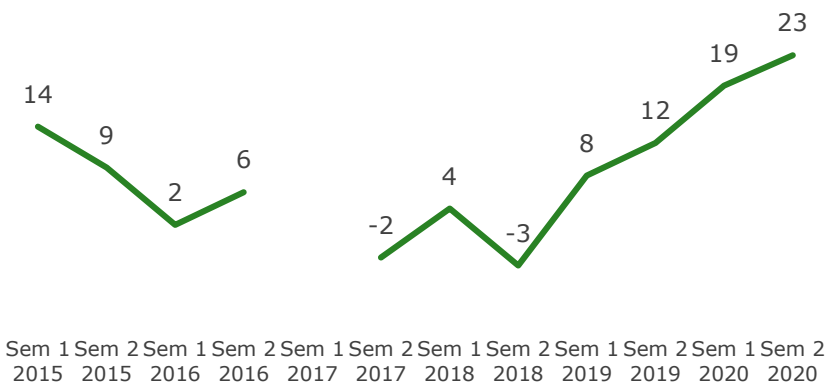
01.

# **NET PROMOTER SCORE**



# The record set last semester has been surpassed, with Unitec achieving a new best ever result of 23 this semester

## Student net promoter score



> 46% of all Unitec students are promoters (rate 9-10) vs 23% who are detractors (rate 0-6) which equates to a net promoter score of 23 (promoters minus detractors)

> This beats the previous record set last semester as the highest student NPS ever recorded and is amid the second lockdown interruptions caused by the COVID-19 pandemic

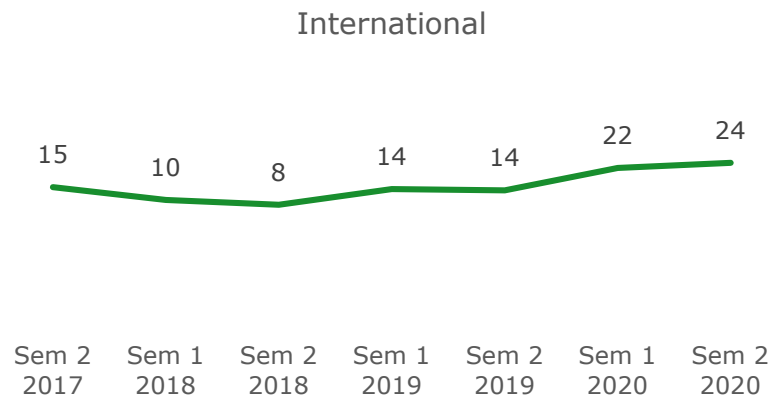
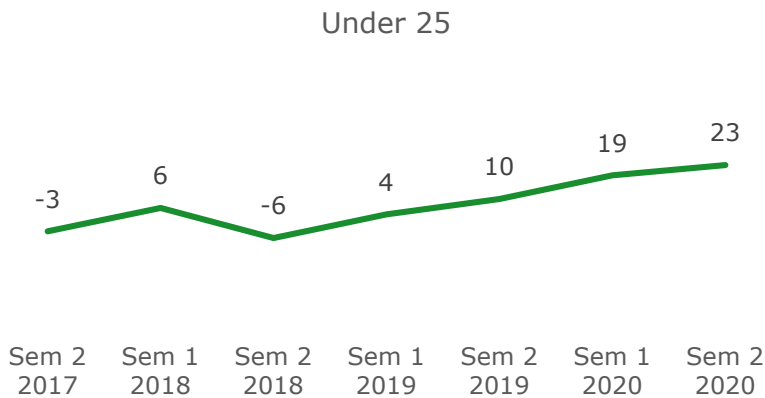
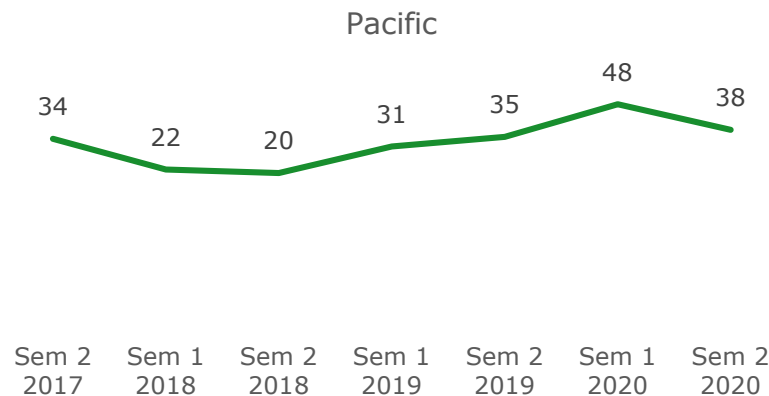
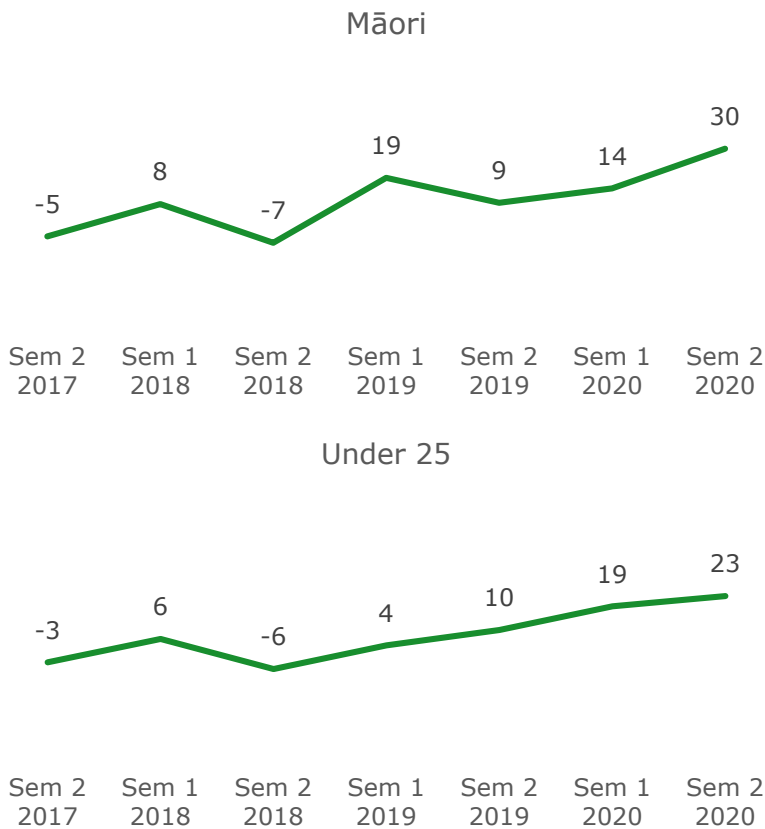
Notes:

1. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
2. Sample size, n = 1306
3. Sample size, n = 129 | 102 | 189 | 135 | 104 | 100 | 79 | 65 | 287 | 104

|  |    | Sem 1<br>2020 | Sem 2<br>2019 |
|--|----|---------------|---------------|
| Applied Business                           | 40 | 32            | 8             |
| Bridgepoint                                | 40 | 44            | 43            |
| Healthcare & Social Practice               | 35 | 29            | 29            |
| Computing, Electrical & Applied Technology | 34 | 13            | 12            |
| Trades & Services                          | 31 | 7             | 8             |
| Environment & Animal Sciences              | 25 | 19            | 22            |
| Creative Industries                        | 18 | 12            | -3            |
| Community Studies                          | 11 | 40            | 4             |
| Building Construction                      | 5  | 9             | 7             |
| Architecture                               | 1  | -4            | -24           |



# Every priority group is up on semester 2 results last year, with Māori students in particular giving a high NPS this time around



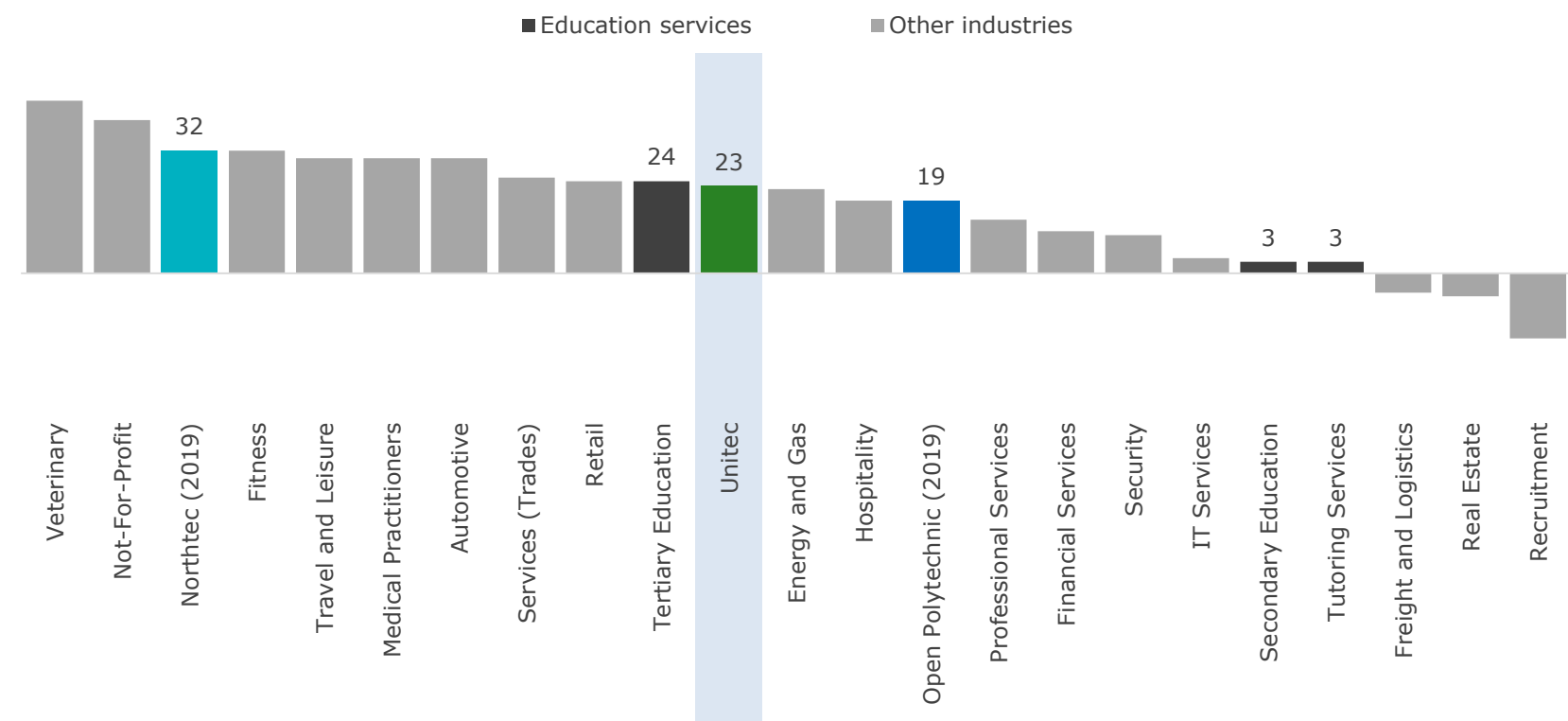
Notes:  
1. Student NPS is for returning students





# Unitec's student NPS is considered favourable and in line with industry benchmarks

New Zealand NPS industry benchmarks 2020



Notes:

1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2020 report
2. Open Polytechnic and Northtec student NPS sourced for their 2019 annual reports – treat comparisons with caution as it's likely that the student cohorts being compared are not like-for-like, e.g. Unitec's student NPS is based on returning students enrolled in formal programmes



# Summary of key findings about NPS

1

Unitec has seen another consecutive increase in NPS, besting the previous record set last semester

2

All priority groups have seen an uplift in NPS compared to semester 2 last year, but in particular, Māori students are now reporting an excellent NPS which is a considerable improvement on past results

3

All schools now have a positive NPS which is the first time this has occurred. Bridgepoint has narrowly been nudged as the top performing school by Applied Business, but most notable are the large increases for Computing, Electrical & Applied Technology and Trades & Services

4

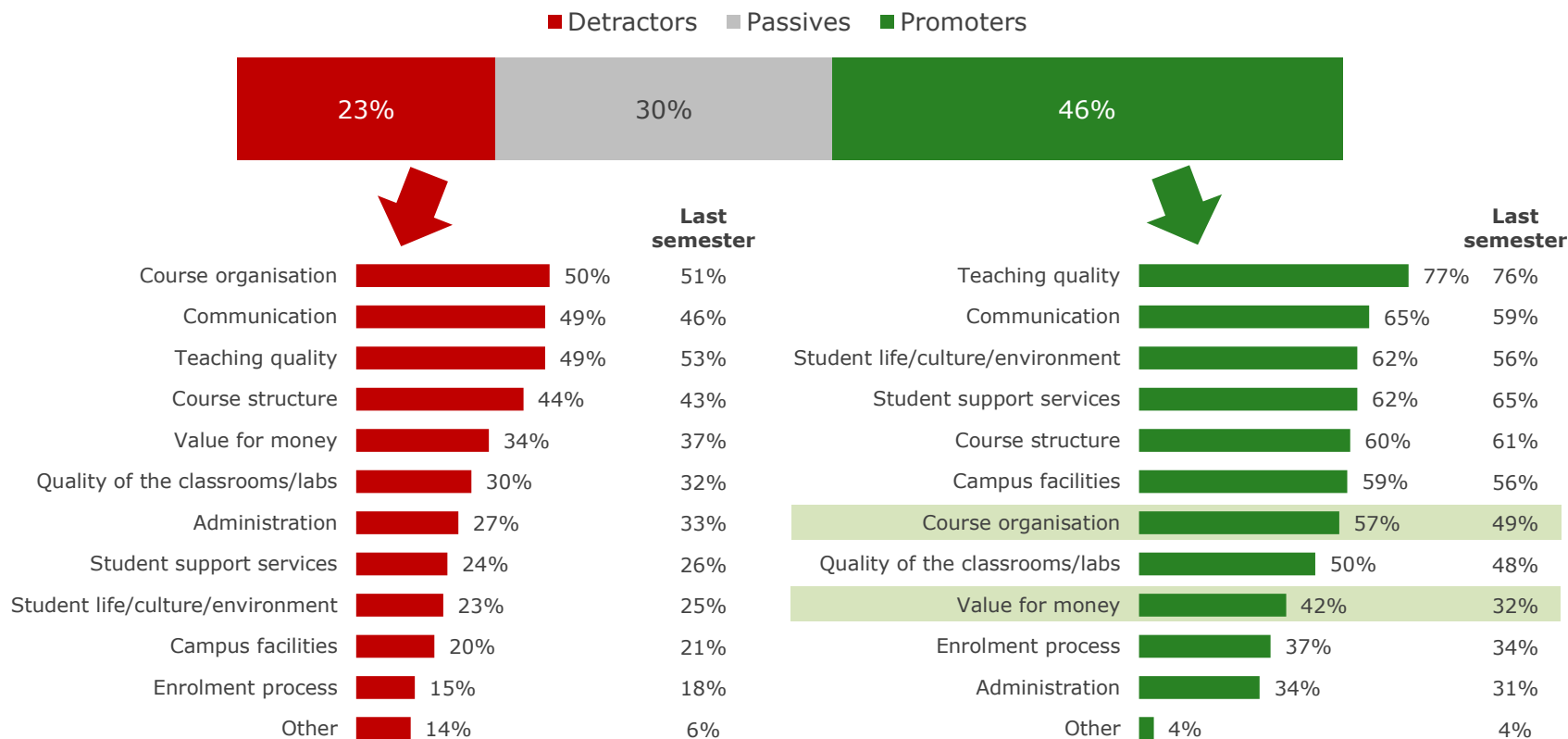
There remains a large amount on inconsistency from the top performing school to the bottom, but positively this gap continues to narrow

02.

# **REASONS FOR NPS**

# In line with last semester, the importance of communication continues to be frequently mentioned amid COVID-19 interruptions

## Reasons for net promoter score



Notes:

- Question text: Thanks for giving that detail. Could you now please tell us which of the following categories best fit the reason you gave?  
Please select as many categories as you need to.
- Sample size, n = 177 | 385



# Verbatim related to comms is usually linked to teachers, with disorganisation often being seen as the consequence of poor comms

## Verbatim related to **communication**

*"I've really enjoyed my time so far. Even with COVID-19, the responses and updates with emails from teachers have made online classes easier."*

*"Have been great at adjusting to change this year (COVID-19)."*

*"I think Unitec has great teachers who communicate often and well with students and the study resources we are given with each paper is amazing."*

*"I have always had good experience with lecturers and they always respond no matter the question."*

*"Unitec has provided a great way to learn through distant learning and has a wonderful support team. They have been very good during the lock down making sure we can all still study and achieve."*

*"It's amazing support and great communication."*

*"I feel that Unitec is an accepting place for people to share their voices and ideas, I want others to enjoy learning at Unitec as much as I do."*

*"I find the lecturers very engaging, and that there is lots of support for students. It takes a more practical approach to learning, and offers very good opportunities."*

*"Because the lecturers and support learning tutors have been very supportive during this challenging time."*

*"All communications have been carried out effectively and I like the atmosphere as well as the students and teachers and all other staff."*

*"Campus environment much more beneficial compared to compact city campuses. Lecturers feel very personal and approachable."*

*"Unitec has a great team. Very responsive when always willing to help."*

*"Clear communication with students from lecturers. Nice campus."*

*"My experience with teachers in the 2nd semester of 2020 has been terrible. Poor communication, course seems unorganized and teachers aren't as friendly are just some of the reasons behind the score."*

*"Unorganized. Bad communication. Unprepared tutors that don't even bother to come up with lesson plans. Too much time wasted sitting around doing nothing."*

*"My undergraduate journey was amazing however my post grad journey has been a challenge. Nobody explained what was needed or what the processes were to undertake research. The assumption is that you should just know..."*

*"Communication is terrible. Courses have not been supplied as per what I paid. Campus is run down. The hub is a shambles and the library too noisy to study. It's not a place to learn."*

*"Staff take ages to give back assignment and exam results. The organisation is super disorganised overall."*

*"Unitec is under-rated, but there are massive issues with miscommunication."*

*"Very unorganised. No communication. Started using swipe card access but wouldn't renew my card and I'm supposed to wait until they print new ones – still to this day have not heard anything about where my new card is, and can't get into the building unless someone lets me in. Also only received our exam schedule yesterday for our exams NEXT WEEK. I understand COVID19, but this is just not good enough."*

*"What a mess. I know COVID-19 etc., but just such bad communication. Listen to the people how they want to study."*

*"Very disappointed by the marking schedule of the papers, complaints made to the lecturers and coordinators have not been answered."*



# Enrolment, Moodle and lecture recordings are the three most common improvement suggestions related to communication

## Improvement suggestions for **communication**

### Enrolment admin

*"Communication from the enrolment services. I did not receive any details from them on when to attend orientation, lectures or whether I had been accepted. I had to chase by phone and even then it was almost impossible to get the details that I needed. I do feel that the communication from Unitec could be improved."*

*"More organisation within admin of enrolment and communication about it, was not aware of what I was doing until a about a week before my class started."*

*"Enrolment process. Was accepted then sent info in but didn't get a letter informing of what I had to do next. Had to ring Unitec to find out my login. Could have emailed me as didn't know where my class was."*

*"Enrolment is shocking. Getting un-enrolled then re-enrolled, getting emails for other students saying your in when you were."*

*"Better administration. Frankly, it's pathetic. Details get lost all the time, no follow-ups on refunds for cancelled courses, poor communication skills."*

*"Maybe the enrolment process. Last time the person on the phone wasn't really professional and was in such a hurry and not that helpful."*

### Lecture recordings

*"Introduce lecture recordings and access to lecture slides, that way the students have an extra source of study material to go over (some lecturers do this, others do not)."*

*"Their recording of lectures here on in. They should always accommodate those who need to re-watch lectures, revisit audio, or for those who miss a day and don't want to actually miss out."*

*"I know COVID-19 was not expected. But when zoom classes are being held students need more support. We email our lecturers sometimes they never email us back. We have our class recordings get taken down when we need them. The communication is not as good as I feel it could be."*

*"Improve student facilities! Give us access to lecture recordings. Our portals are quite weak, we can't even see our last grades!"*

*"Flexible timetable and if the lecture can be recorded for student, if students miss the class."*

### Course information

*"Communicate with the students better as assignment due dates are at all different times."*

*"Some consistency between lecturers about where to put things on Moodle. It is quite stressful having to navigate the system when each lecture does things differently."*

*"Possibly the link between student and teacher and Moodle. It is hard to find everything I need on Moodle even though it is all on there. Every teacher has a different way of using Moodle so if it was just the same with every class I think it would be more of a help for me personally."*

*"More uniform use of medium for lesson delivery e.g. E360 / Q&A, drop box Admin notices, email some to Unitec, some to own some to Unitec? Perhaps an index on where to find things."*

*"Moodle plans could be better."*

*"Teachers should be clear on the subjects they are teaching. Disorganised and unprofessional."*

*"COMMUNICATION! I don't want emails about support or general knowledge, I want more information relating to me and my course."*



# Many of the themes from comms also come through for teaching quality; a focus on good comms will help lift perceptions of quality

## Student comments about **teaching quality**

*"Unitec is family orientated and the lecturers go above and beyond to help students. The staff and the environment is relaxed and friendly so you don't feel constantly stressed."*

*"I'm having a great experience as a first year student and so far the lecturers are really great!"*

*"The environment is gorgeous & I love the people. I have only had trouble with one lecturer (which is a reoccurring problem), but other than this I'm overjoyed with the team and campus."*

*"I have truly enjoyed my first year here at Unitec. I feel so supported and have some great lecturers."*

*"Because they are very helpful and always available when you need extra help with your course."*

*"Love the engagement with classmates and lecturers compared to where I last studied."*

*"Unitec teaching staff is so awesome, my lecturer he really is knowledgeable and he teaches in a way that I really understand."*

*"I have found Unitec a good place to study with a good amount of my lecturers being supportive to students. Especially since there have had to be adjustments because of COVID-19."*

*"Good institute, great teachers lots of opportunities and really nice culture/environment surrounding Unitec."*

*"I really loved my course and the tutors and I think they did fantastic during the stress of COVID-19."*

*"While we are in online all of our teachers give good support and give us updates every day. We don't need to worry about what will happen next."*

*"Super disappointed by the quality of teachers and the quality of material taught."*

*"It's good if you want to get your degree, but the learning quality is low. I would recommend Unitec to someone who wants to easy way."*

*"No tutorials during this semester. Lecturers seem to be on holiday, with shorter zoom classes that aren't structured."*

*"Course content was a bit chaotic, Moodle was hard to understand as the layout was quite confusing. Our class had a pretty hard time communicating with some lecturers, waiting weeks for a reply to something that needed urgent attention."*

*"Teaching quality is quite varying, some are very good, but not all. Many assignments are much more complicated than what we have been taught by lecturers."*

*"Just because of my personal experience, I've had some negative experiences with staff. I'm a female studying a trade so the whole environment is quite sexist."*

*"Right now I wouldn't recommend anyone start at any uni. I enrolled for on campus learning, I paid for on campus learning and so far I have spent more time in zoom classes than I have in the actual class room."*

*"The distance learning has been difficult and it's hard to leave my kids to do block courses. Some lecturers not so great. Disorganised labs."*

*"Some Lecturers have been slack with teaching and some material seems too advanced and off topic for us."*

*"There are some positives, some of the lecturers are amazing, but I do feel like some of the papers could be improved in the way they are taught. I did find the organization of Unitec a bit over the place at times - understandable during COVID-19 but I expected a little more support."*



# A balance of practical and theoretical learning is a key strength of our programmes that our student appreciate

## Student comments about **courses**

*"Unitec does offer courses and has the facilities that will pave the way for my future in auto engineering and this shows that Unitec is well equipped."*

*"I have found the combination of practical learning and theory learning very good and the course I am doing has highly exceeded my expectations. I have actually recommended it to my friends who are still at school."*

*"I'm very impressed with the quality of my degree and particularly the Māori Design Studio option – even with COVID-19 and learning at home."*

*"Good atmosphere, material taught is relevant, lecturers encourage our learning, location, and services available to students."*

*"It is a very good program which will improve the competent to service our community. And also provide people with job opportunities."*

*"I like the content and vibe on campus. I also like my lecturers."*

*"Clarity in the course prospectus, great support from the campus staff, and encouragement and advice all the way."*

*"The program design is very practical and close to NZ industry works."*

*"I find Unitec's practical and hands-on learning is challenging and really pushes students to self direct their studies in a way that's useful for their career preparation."*

*"The course I'm doing is really interesting and I'm understanding the concept really well. Also like the good vibe around the campus."*

*"I love Unitec. It's the perfect amount of practical work and academic work."*

*"Practical and theoretical learning."*

*"I'm studying Automotive in Unitec right now. The course was good but it didn't teach about electric cars."*

*"Boring classes that should not be a part of a my programme."*

*"Some courses are not structured well. I feel there is often little support for struggling students."*

*"My lecturer reads PowerPoints only. There is no bullet points in whatsoever."*

*"In my course the lectures are not arranged and organised in the first few weeks. Hopefully they get it organised the next few weeks."*

*"Unitec has a remarkable facilities which are essential to enable me to study. However, some of the courses were not delivered well. This is mainly due to lecturers."*

*"Teaching and classes are good overall but has some roughness around the edges. Assessments can often be a little disorganised with wrong info put up to be corrected."*

*"My experience was very unorganized. We did not receive a proper timetable schedule, we did not have a classroom to learn and were constantly being kicked out of our supposed room that we have booked to be in. We did not receive lockers or access cards for workshop (and we still have not to this day)."*

*"Overall, very satisfied with course content and delivery however; feedback and responses from faculty staff has been variable. I have had several occasions where I have received no response to emails."*

*"Some classes poorly organized, lecture content is chaotic."*

*"The amount of assignments for a certificate course is more than doing a 3 year degree."*





# COVID-19 has really highlighted that when we communicate well, perceptions of Unitec go up across many areas

## Improvement suggestions for **teaching quality & course structure**

### Communication

*"Ensuring lecturers have better communication with students. Work on the Moodle layout and content delivery as it was all just very messy and easy to miss things newly uploaded. A lot of students had trouble with access to content they should have had access to."*

*"Record classes for students."*

*"Just for all the staff for the course to be on the same page and to give us students the correct information. A lot of the time we would have to reach out to our lecturers and they would say the opposite of what the assignment said..."*

*"The slides that teachers give use are useless without their comments. Zoom made it better, because it allows to record classes. Adding video on the class topic would make it better."*

*"Two courses I attended, lecturers were not able to speak English properly."*

*"Closing the loop, making sure that students feeling valued and ensuring any grievances are dealt with accordingly and effectively whether with lecturers or students."*

### Communication

*"To have a better structure of the course. The tutors were constantly getting confused with what dates we were supposed to give in what assignments as they had changed the layout due to COVID-19, which was confusing all of us students and leaving us guessing a lot of the time or having to ask multiple times. Better layout of Moodle is definitely needed. There were the same things in multiple different places which confuses things."*

*"Communication with students during lockdown and some courses I struggled as of the equipment I had."*

*"Tutors should show up on time and know what they are meant to teach, come up with a decent lesson plan, not waste our time and money."*

*"Better organisation and putting feedback to the areas that need it most. I don't see changes coming from the feedback particularly about the teaching teams and their delivery of courses."*

*"Bring new lecturers in who could explain better and take interest in helping students."*

### And more communication

*"I would like for all classes to be recorded on zoom in case some of those students who miss out due to family or work commitments need to look back on class sessions."*

*"The lecturers. Some are SO HARD TO LEARN FROM."*

*"Better communication from lecturers regarding course work."*

*"Better communication with the teachers for example not waiting 5 days to receive a response from a teacher. Teachers with good interpersonal skills and friendly."*

*"Some of the teachers don't seem very organised and there are always issues with the technology used in classrooms. There are constant problems with the Moodle page and lecturers usually spend 10-15 min just setting up the computer/PowerPoints in class before we can even begin."*

*"More communication and organisation with schedules and classes."*

*"Have all lectures filmed and uploaded to Moodle, rather than just the Zoom ones."*



# Verbatim on Unitec's culture is extremely positive (noted for being relaxed and friendly), but there are ways to improve

## Verbatim related to **student life & culture**

*"I appreciate the diverse and inclusive culture at Unitec. Students from all walks of life are welcomed and supported. Being a mature student Unitec is ideal for my circumstances and less intimidating compared to other educational providers."*

*"Because Unitec helps students in every aspect of their lives not just educational."*

*"Homely vibe, plenty of culture and a wide selection of courses."*

*"Community atmosphere with engaging learning!"*

*"Unitec is a well mannered and culturally friendly place to study. Really kind and well understanding tutors."*

*"Because Unitec is a home, its friendly and everyone is there to help each other which makes you comfortable and relaxed."*

*"Because its the best place to study, as a current student its great to see a multi culture atmosphere, with great lectures and amazing support. Students are well support in all aspects during your studying at Unitec."*

*"The learning environment is comfortable and the teachers are kind and friendly."*

*"Unitec has a diverse culture and I would recommend it to anyone."*

*"Friendly student an easy-going environment and the teachers you have are supportive!!"*

*"Unitec provides students with a good learning environment and beautiful scenery. Also, the teachers there are very enthusiastic and always help students in difficulties."*

*"Great campus (quiet, relaxed, plenty of study space, pleasant outdoor environment, great amenities)."*

*"There isn't much to really do around campus when in-between classes."*

*"In my personal opinion a lot of work needs to be done around racism and bullying or intimidation. I get the sense that Unitec still lack in addressing Māori and Pasifika values and culture. I believe some lectures might seem to teach it but on the other hand, their actions speaks value."*

*"It's not that I don't think Unitec is a bad place to study, but the Henderson campus isn't really the university experience I was expecting."*

## Improvement suggestions

*"I think that the student life on campus needs to be improved to make it more inviting to stay on campus. Can sometimes feel quite derelict and empty of people (possibly due to COVID-19 that there are less people on campus)."*

*"I would like to organise more student gathering activities."*

*"More of a Uni type culture on the Waitākere campus."*

*"I wish there were more clubs and extra-curriculars."*

*"Create more of a student life so its easier to meet people outside of your own course."*

*"The social aspect for students."*

*"Maybe in house activities? Sports and culture groups if there are any they need to advertise it more."*

*"I'm not sure if this is available, It would be useful if we could get some get-together interactive sessions for students, since they had only very few classes per semester and that too on weekends."*



# Summary of key findings about NPS reasons

1

The importance of good communication continues to be mentioned more frequently than ever before – likely driven by the uncertainty and challenges created due to COVID-19

2

Unitec already has fantastic teaching and learning frameworks which are strongly linked to themes from student NPS results, such as Te Tipare framework which elaborates on the ideal teacher/learner model (Ako)

3

Students feeling supported is hugely important, and this is generally best delivered through high quality teaching and good courses, so understanding principles such as Ako is fundamental to increasing student advocacy further

4

Many issues that students raise around teaching and courses are rooted in a miscommunication; therefore, by stressing to all staff how important consistent and clear communication is, this will lift perceptions across all areas

5

Unitec has some key strengths that we could talk about more: 1) students appreciate our balance of theoretical and practical learning, and 2) that our culture of being friendly, relaxed & inclusive is highly valued

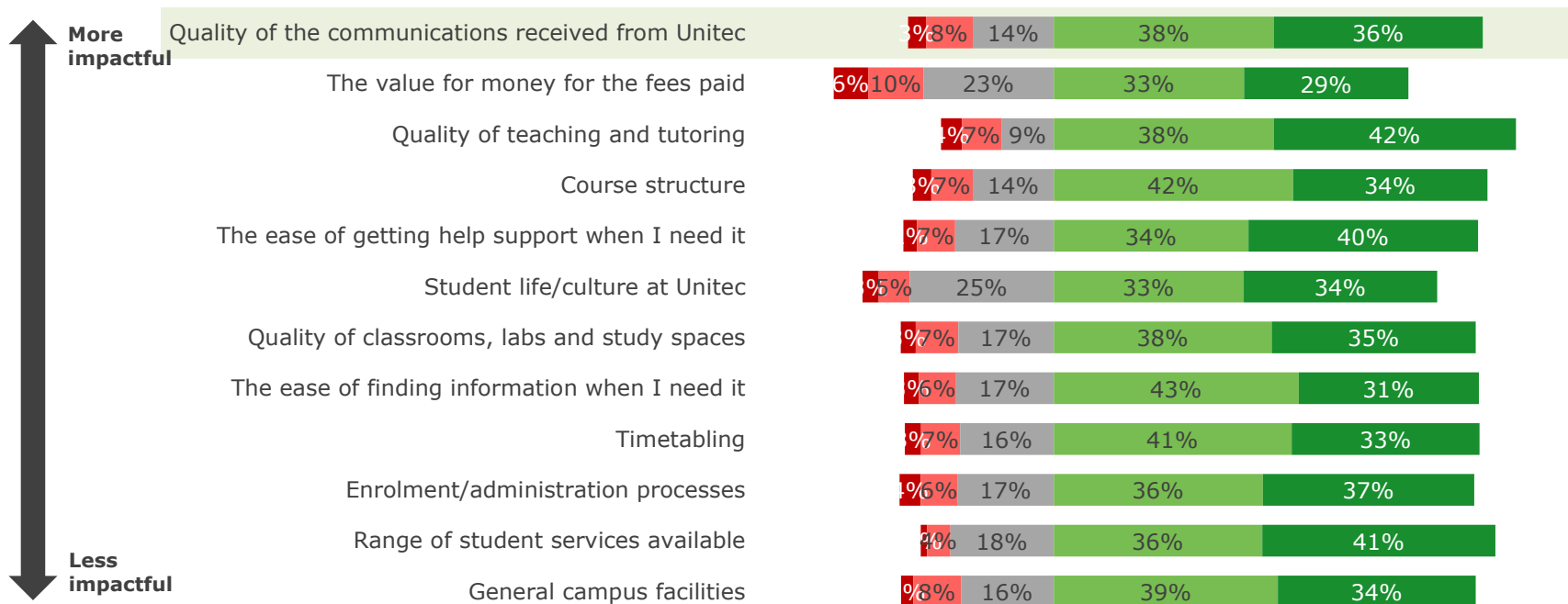
03.

# **STUDY EXPERIENCE**



# Communication continues to increase in importance and is now the top driver of NPS

## Satisfaction with aspects about Unitec ...



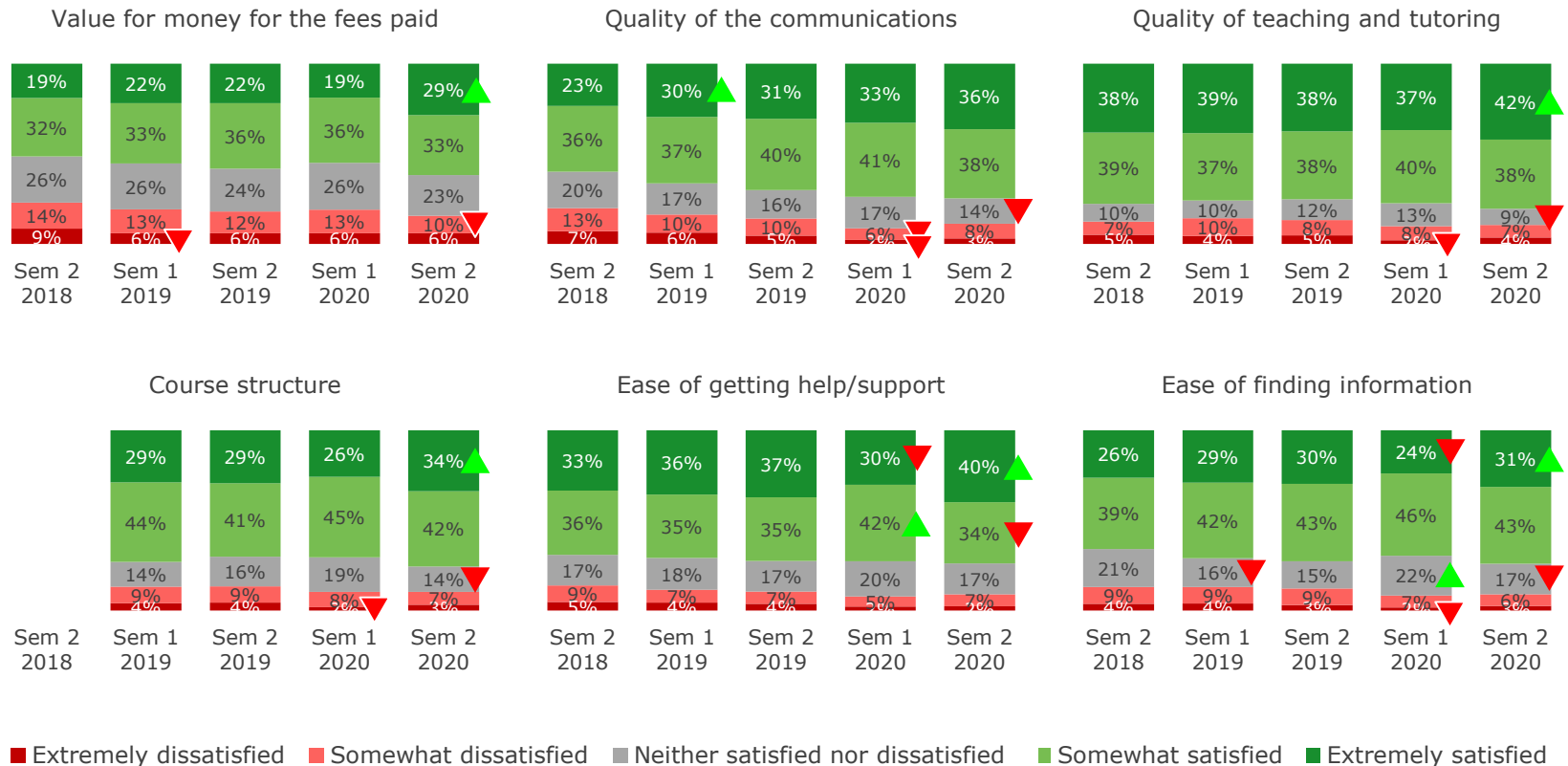
■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied

### Notes:

1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size, n = 884 – 892
3. Importance calculated using a linear regression model and standardise betas



# Perceptions of Unitec across almost all measured metrics is significantly up this semester



## Notes:

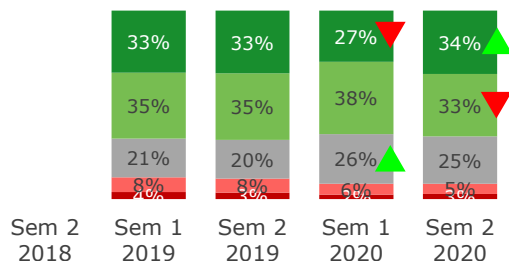
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size, n = 884 - 892

▲ Significantly higher / lower  
▼ than previous period (95%)

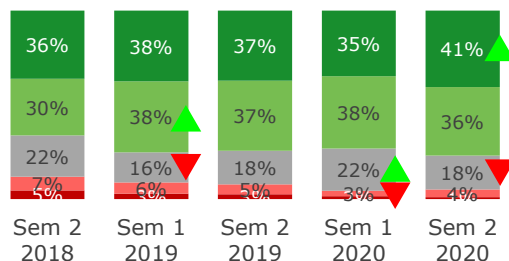


# Perceptions of Unitec across almost all measured metrics is significantly up this semester

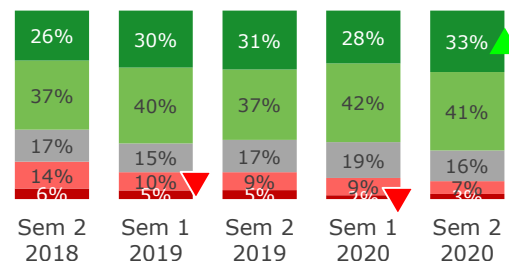
Student life/culture at Unitec



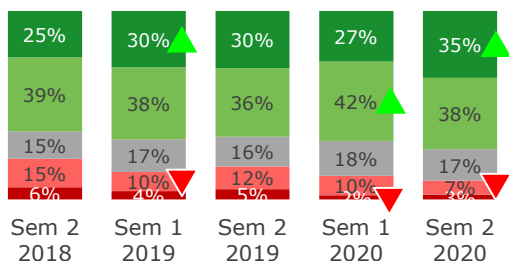
Range of student services



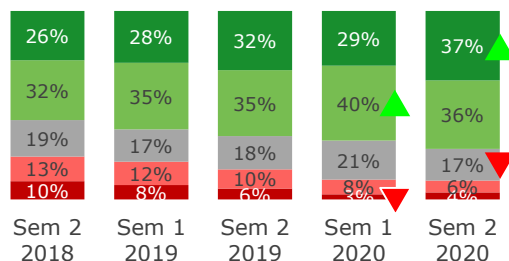
Timetabling



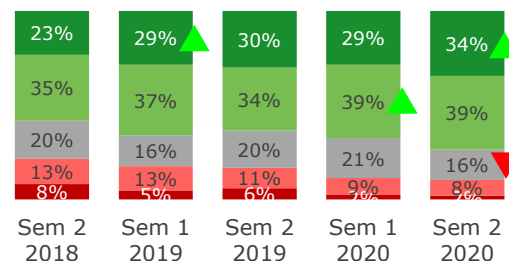
Quality of spaces



Enrolment/administration processes



General campus facilities



■ Extremely dissatisfied 
 ■ Somewhat dissatisfied 
 ■ Neither satisfied nor dissatisfied 
 ■ Somewhat satisfied 
 ■ Extremely satisfied

Notes:

1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size, n = 884 - 892

▲ Significantly higher / lower  
▼ than previous period (95%)

# Performance on the driver metrics generally mirrors the overall NPS for each school

|                                       | Applied Business | Architecture | Bridgepoint | Building Construction | Community Studies | Computing, Electrical & Applied Tech. | Creative Industries | Environmental & Animal Sciences | Healthcare & Social Practice | Trades & Services |
|---------------------------------------|------------------|--------------|-------------|-----------------------|-------------------|---------------------------------------|---------------------|---------------------------------|------------------------------|-------------------|
| The value for money for the fees paid | 31%              | 16%          | 52%         | 21%                   | 27%               | 28%                                   | 13%                 | 33%                             | 27%                          | 52%               |
| Quality of the communications         | 43%              | 24%          | 59%         | 26%                   | 34%               | 42%                                   | 22%                 | 42%                             | 37%                          | 50%               |
| Quality of teaching and tutoring      | 51%              | 21%          | 64%         | 26%                   | 51%               | 37%                                   | 59%                 | 46%                             | 48%                          | 54%               |
| Course structure                      | 39%              | 17%          | 61%         | 23%                   | 44%               | 33%                                   | 30%                 | 39%                             | 34%                          | 40%               |
| Ease of getting help/support          | 52%              | 21%          | 71%         | 27%                   | 40%               | 43%                                   | 33%                 | 44%                             | 42%                          | 52%               |
| Ease of finding information           | 39%              | 9%           | 58%         | 23%                   | 31%               | 30%                                   | 28%                 | 32%                             | 35%                          | 47%               |
| Student life/culture at Unitec        | 39%              | 20%          | 65%         | 19%                   | 31%               | 31%                                   | 35%                 | 35%                             | 38%                          | 51%               |
| Range of student services             | 47%              | 28%          | 61%         | 30%                   | 45%               | 42%                                   | 40%                 | 54%                             | 41%                          | 41%               |
| Timetabling                           | 38%              | 24%          | 49%         | 21%                   | 43%               | 27%                                   | 28%                 | 42%                             | 32%                          | 50%               |
| Quality of spaces                     | 40%              | 14%          | 54%         | 27%                   | 18%               | 49%                                   | 26%                 | 44%                             | 33%                          | 60%               |
| Enrolment/administration processes    | 43%              | 24%          | 61%         | 32%                   | 36%               | 32%                                   | 28%                 | 51%                             | 33%                          | 42%               |
| General campus facilities             | 48%              | 17%          | 50%         | 28%                   | 27%               | 40%                                   | 20%                 | 43%                             | 25%                          | 58%               |

Notes:

1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size, n = 89 | 76 | 62 | 204 | 45 | 87 | 54 | 80 | 128 | 63
3. Differences based on the proportion who state they are extremely satisfied

Significantly higher/lower than other schools (95%)



# While perceptions for quality of teaching have risen for domestic students, this does not seem to be reaching internationals

|                                       | Māori | Pacific | International | Under 25 |
|---------------------------------------|-------|---------|---------------|----------|
| The value for money for the fees paid | 32%   | 28%     | 16%           | 27%      |
| Quality of the communications         | 39%   | 35%     | 39%           | 33%      |
| Quality of teaching and tutoring      | 47%   | 48%     | 33%           | 43%      |
| Course structure                      | 40%   | 36%     | 29%           | 33%      |
| Ease of getting help/support          | 47%   | 42%     | 42%           | 39%      |
| Ease of finding information           | 29%   | 34%     | 37%           | 32%      |
| Student life/culture at Unitec        | 41%   | 38%     | 24%           | 35%      |
| Range of student services             | 44%   | 45%     | 37%           | 43%      |
| Timetabling                           | 39%   | 30%     | 27%           | 33%      |
| Quality of spaces                     | 31%   | 40%     | 45%           | 35%      |
| Enrolment/administration processes    | 47%   | 35%     | 35%           | 36%      |
| General campus facilities             | 36%   | 29%     | 37%           | 34%      |

Last year international perceptions of teaching quality were about on par with other priority groups, but 2020 has seen a significant slip for both semesters against other groups.

While there has been improvement in perception of teaching quality among domestic students, perhaps this is not translating over to international?

This could very well be linked to increased communication over the COVID-19 period, which may not be getting through to international students as intended. Unitec should look to review if the communication strategy is adjusting adequately to suit international students.

Notes:

1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size, n = 75 | 147 | 149 | 379
3. Differences based on the proportion who state they are extremely satisfied

Significantly higher/lower than other groups (95%)



# Summary of key findings about study experience

1

Communication has a heightened sense of importance during this challenging time and Unitec has lifted our efforts to deliver better quality communication throughout many layers of the organisation

2

Lifting the quality of communication has had added benefits of lifting perceptions of almost every metric – when students understand our decisions, they're more likely to think favourably about them

3

A key learning from the renewal strategy was about Unitec being 'relentless' in its communication with staff, which in turn has been a big driver of lifting staff engagement. A similar strategy should be applied for students regarding their programmes so they are informed about what is happening

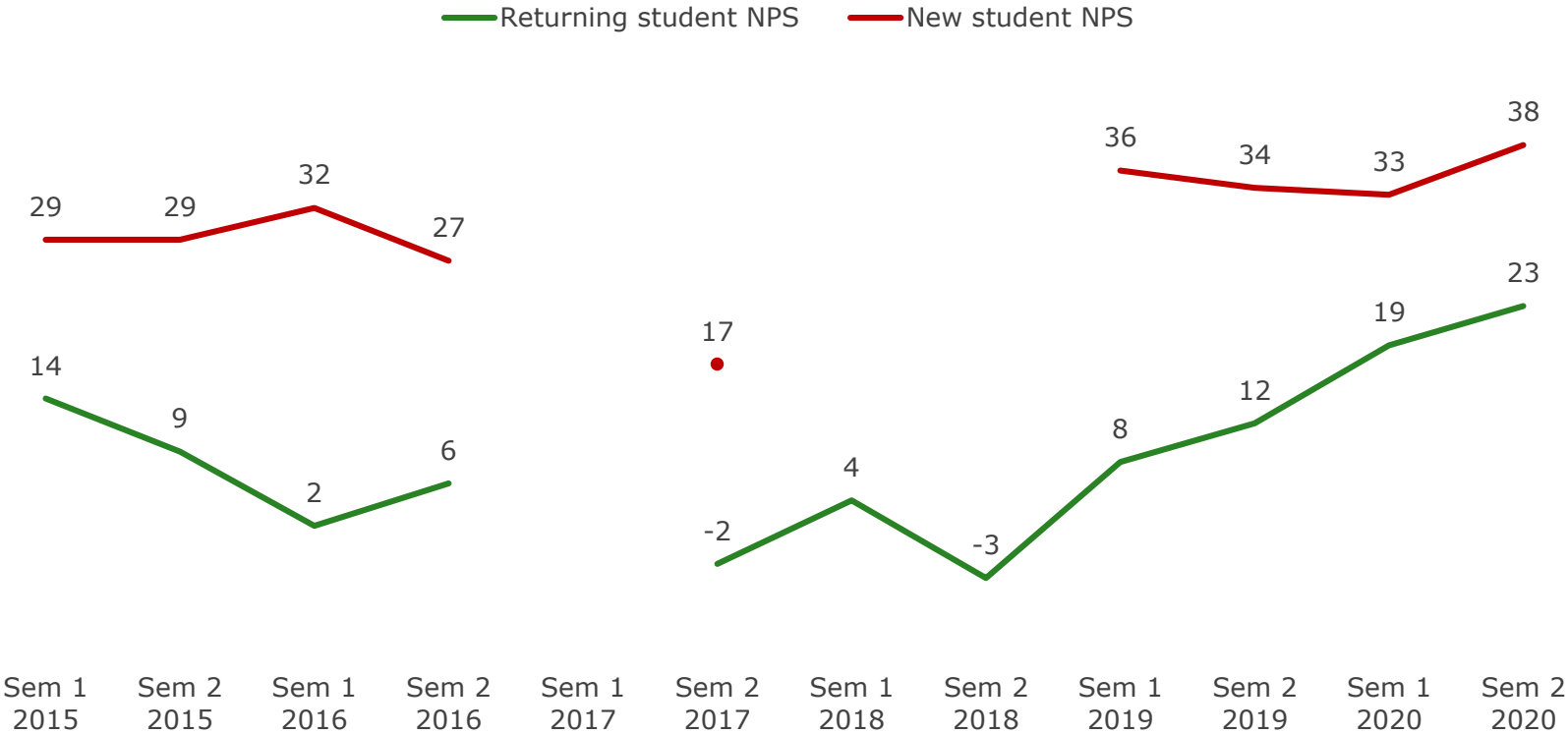
04.

# **ORIENTATION EXPERIENCE**



# New student NPS has seen a lift this semester as well, reaching a new record of 38

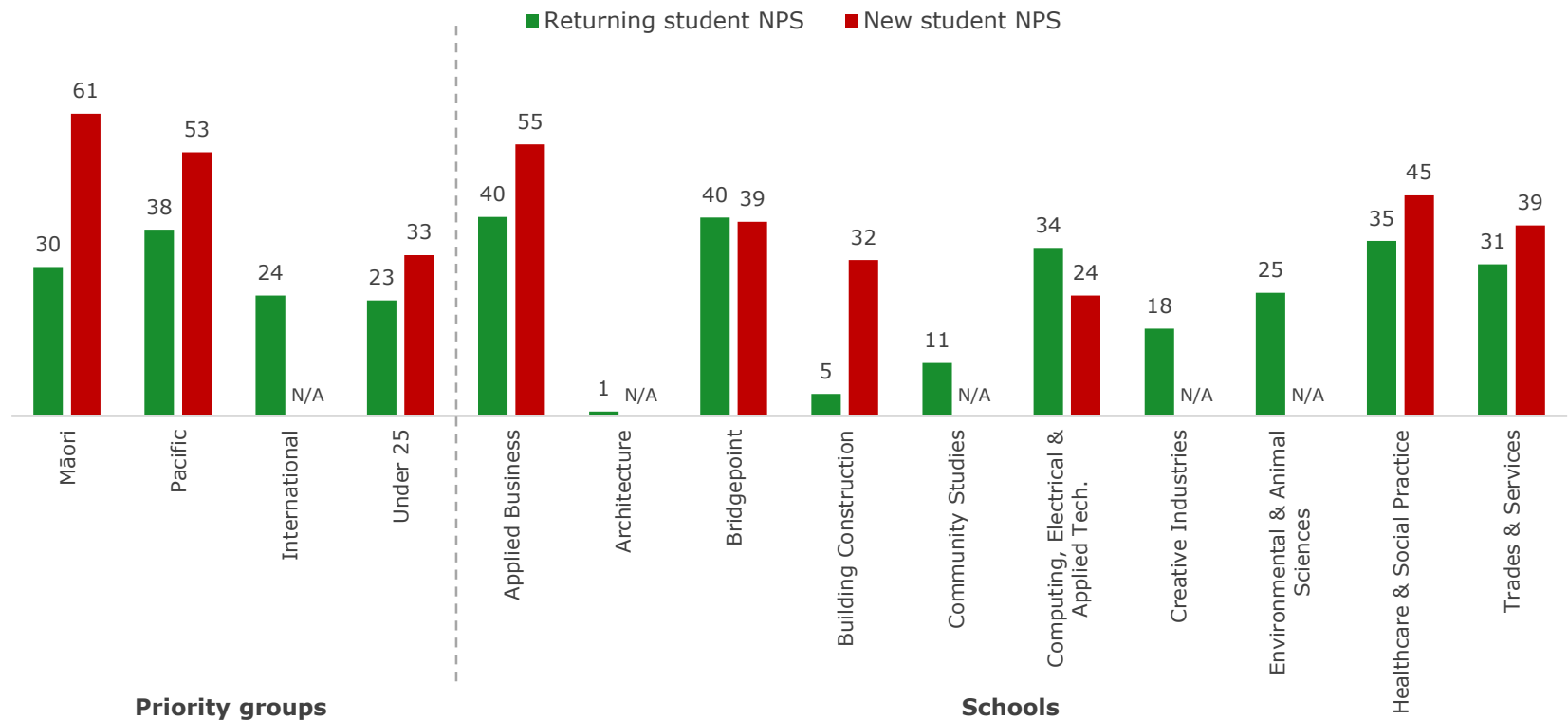
## NPS for new and returning students



Notes:  
1. Returning students sample size, n = 2431 | 2371 | 1264 | 1423 | 0 | 889 | 1024 | 789 | 1397 | 986 | 1246 | 1306  
2. New students sample size, n = 1232 | 541 | 678 | 313 | 0 | 289 | 0 | 0 | 791 | 602 | 782 | 509

# Recent changes to the orientation experience appear to be working as new Māori students are giving an exceptional NPS

## NPS for new and returning students by group



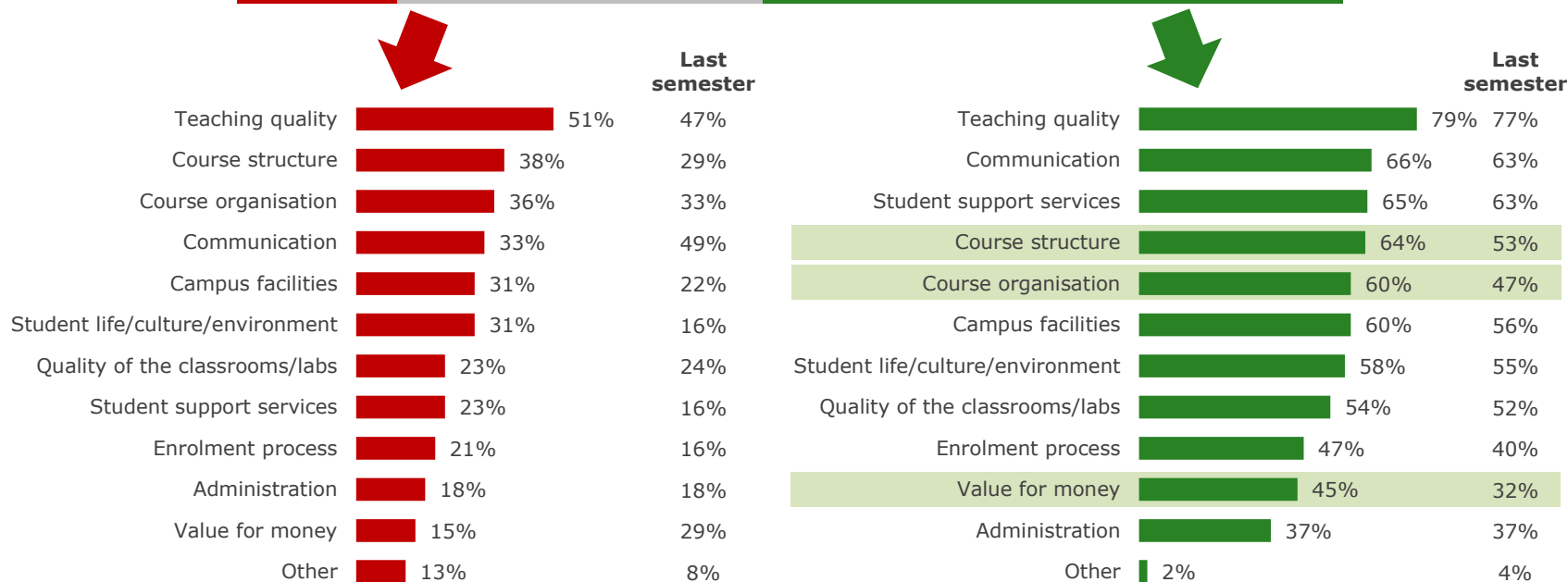
Notes:

1. Returning students sample size, n = 106 | 220 | 217 | 589 | 129 | 104 | 102 | 287 | 65 | 135 | 79 | 100 | 189 | 104
2. New students sample size, n = 49 | 73 | 22 | 184 | 80 | 17 | 94 | 114 | 20 | 41 | 2 | 27 | 47 | 57

# In terms of the reasons for NPS, new students are giving much the same reasons as returning students

## Reasons for net promoter score

■ Detractors ■ Passives ■ Promoters



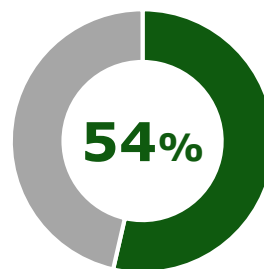
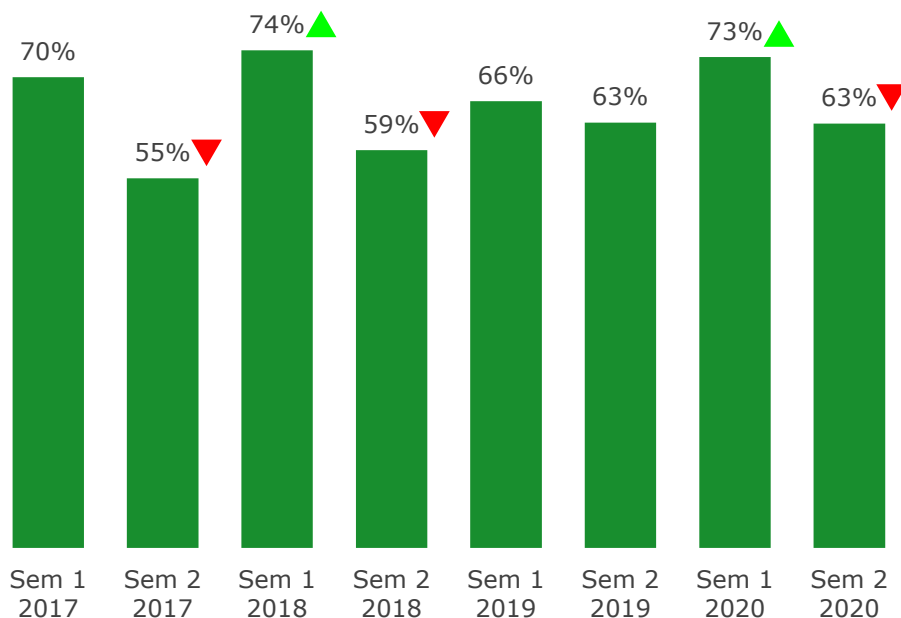
### Notes:

1. Question text: Thanks for giving that detail. Could you now please tell us which of the following categories best fit the reason you gave?  
Please select as many categories as you need to.
2. Sample size, n = 39 | 171

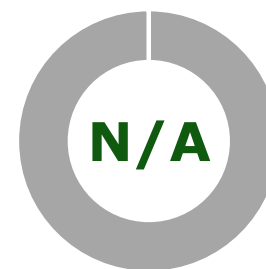
# Attendance of orientation events has remained relatively high for semester 2 despite the COVID-19 interruptions

## Attendance of at least one orientation event

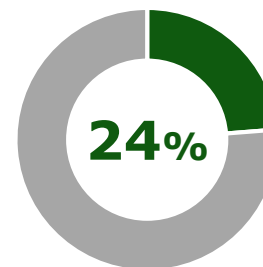
While an international welcome day did occur, the sample size is too small to report on



Powhiri



International Welcome Day



Other events

### Notes:

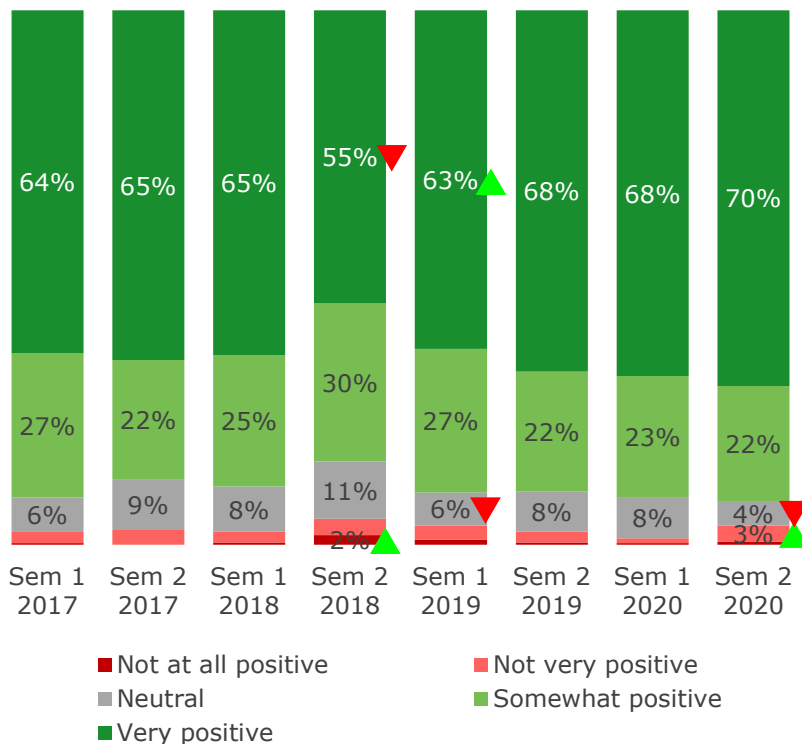
1. Question text: Did you attend any orientation events at Unitec in the last few weeks?
2. Sample size, n = 696 | 357 | 733 | 325 | 635 | 490 | 583 | 362
3. Sample size too small to show attendance of international welcome day

▲ Significantly higher / lower than previous period (95%)  
▼



# Despite COVID-19, positivity for choosing to study at Unitec is at an all time high since this metric began being measured

## Positivity for study at Unitec



"I believe I have chosen the perfect course for what I want to achieve in my lifetime and cannot wait to finish."

"I knew it was the right choice for me to go back to study and the way I'm enjoying the course at the moment and the way I felt at the powhiri really solidified that."

"I feel like I made a good choice because I am enjoying my classes very much."

"The course offered by Unitec will give me the skills I need to improve my business. The evening class schedule means I can study with little disruption to my business."

"Compared to other places I applied for this course, I feel like this was definitely the best decision. The support is there when needed."

"The teachers are really professional and responsible."

"End goal is to get a job and already have experience in the area I'm studying. I can tell that the content is current and relevant."

"The course is delivering the training I was looking for."

"Now I realize that Unitec is not a University and that's why I don't feel like it is the best place for me to study anymore."

"Mistakes made during my enrolment; no communication of what to expect. New way of learning that is difficult for adult learners. Poor experiences with lecturers."

"Let students know what's happening and not waiting until student asked."

### Notes:

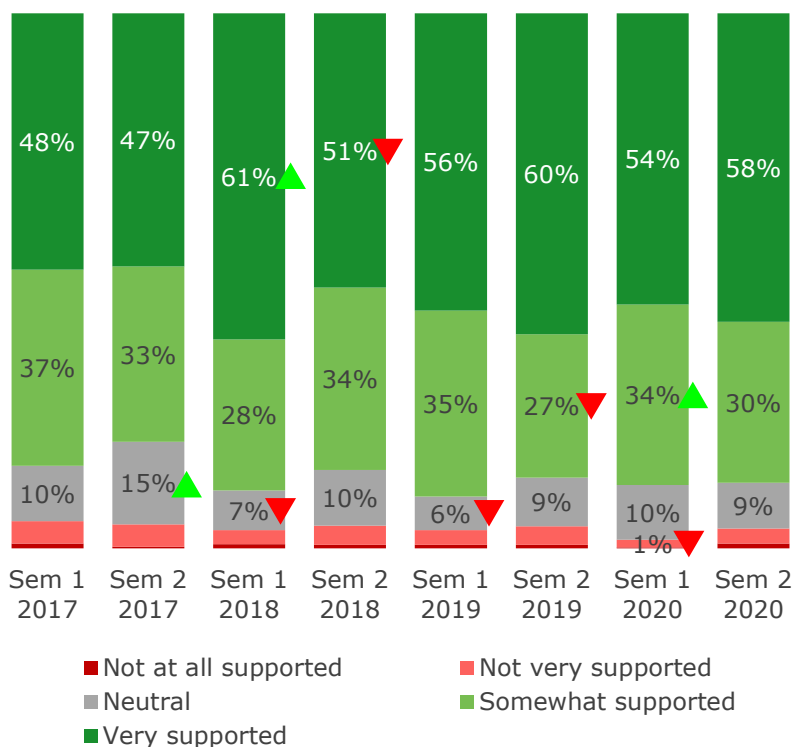
1. Question text: Do you feel positive about your decision to study at Unitec?
2. Sample size, n = 697 | 359 | 734 | 328 | 633 | 488 | 583 | 360

▲ Significantly higher / lower  
▼ than previous period (95%)



# New students report feeling supported when their teachers are accessible, friendly and personable

## Feelings of support at Unitec



"I can always go to my lecturer if there's any problem in terms of completing the assessment tasks."

"All the lectures are willing to help at anytime for anything, it's reassuring."

"Our lecturers are very open to helping with questions, very friendly and approachable."

"I feel supported because if I have a question or need guidance there is always personal that is willing to help."

"Lecturer and class mates help out with everything and make the class a good place to be."

"Tutors are extremely dedicated and supportive. Learning Advisors are a phone call or online booking away. Class mates are so supportive and genuinely want everyone to succeed."

"My lecturers are extremely understanding of our different circumstances and always try their best to cater to our individual needs. Even during these unprecedented times, they are willing to adapt the course criteria and schedule to what suits us best."

"I have received regular phone call to check up on me."

"Because I'm waiting for a reply and have not heard back."

"Students not able to contact a few teachers as they said clearly they are not available."

"The class sometimes is not helpful. Lecturers sometimes can't give clear answers."

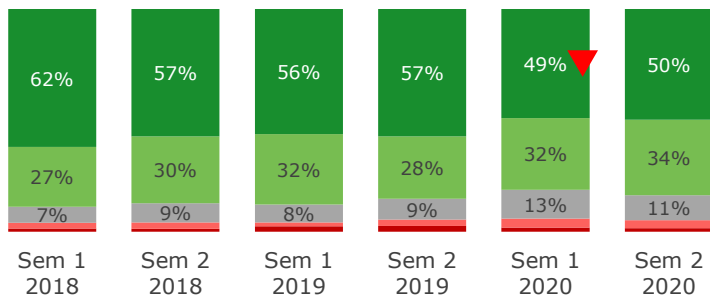
### Notes:

1. Question text: How supported do you feel in your programme of study at Unitec?
2. Sample size, n = 695 | 357 | 684 | 308 | 619 | 485 | 575 | 352

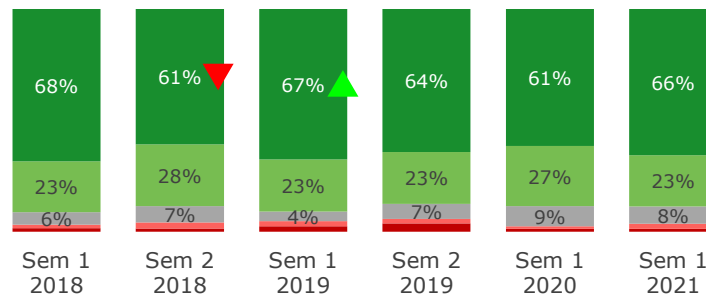
Significantly higher / lower than previous period (95%)

# COVID-19 continues to make creating a social circle more challenging, so students may have higher needs for extracurriculars

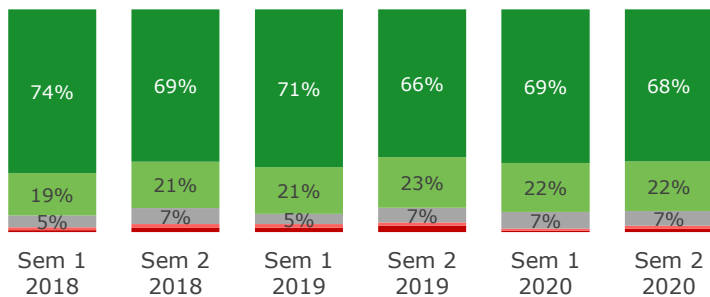
I am forming friendships with people I have met in class



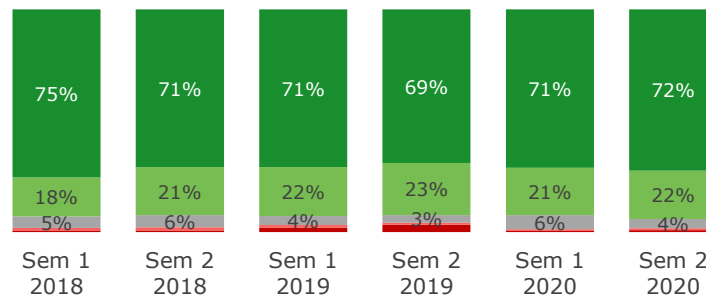
There is someone in my programme or department I can talk to if I have a question or need help



Unitec is a place where everyone belongs, regardless of their background or other aspects of their identity



I have a clear goal or purpose for studying at Unitec



■ Strongly disagree ■ Somewhat disagree ■ Neither agree nor disagree ■ Somewhat agree ■ Strongly agree

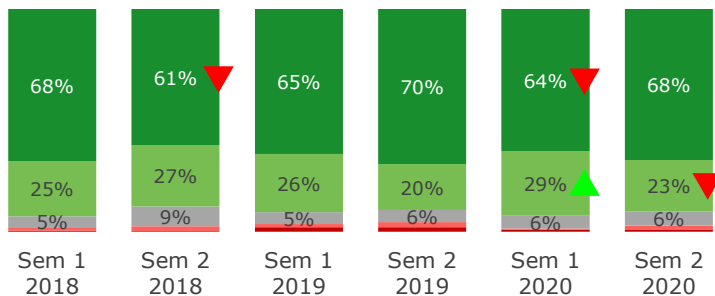
Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 649 | 289 | 636 | 489 | 583 | 363

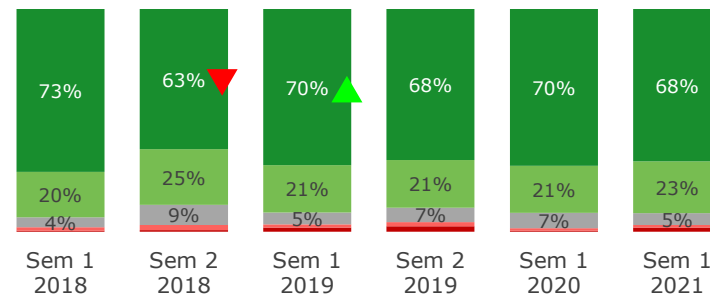
▲ Significantly higher / lower than previous period (95%)  
▼

# Other new student metrics are in line with past performance which shows that some concern from semester 1 has been alleviated

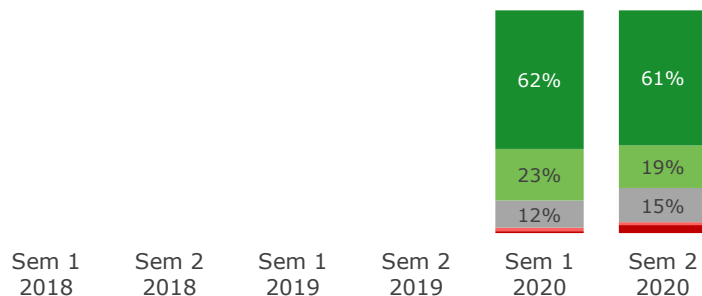
I believe I can be successful in my studies at Unitec



I feel welcomed to Unitec



The orientation activities were culturally familiar to Māori and Pacific students



■ Strongly disagree 
 ■ Somewhat disagree 
 ■ Neither agree nor disagree 
 ■ Somewhat agree 
 ■ Strongly agree

Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 649 | 289 | 636 | 489 | 583 | 363
3. Māori/Pacific sample size, n = 0 | 0 | 0 | 0 | 130 | 84

▲ Significantly higher / lower  
▼ than previous period (95%)



# Summary of key findings about orientation

1

As with the returning student NPS, new student NPS has also reached a new record high of 38

2

New students are reporting the same needs as returning students; the best way to support them is through their relationship with their teachers wherever practical (when issues come up, it's usually to do with their course)

3

There seems to have been a significant shift among Māori students whom are now giving an extremely high NPS. Recent changes to the orientation experience appear to be working, so the challenge remains to keep it this high

4

Students are struggling to create social connections compared to non COVID-19 times. There is a risk that some students could feel more isolated than normal, and so Unitec staff should be sensitive to this. There is a higher need for a clear and timely referrals process when staff identify issues

5

The volume of comments related to how confident new students are in the programme they have chosen is up this semester, which is possibly connected to Unitec's much improved external brand health this year

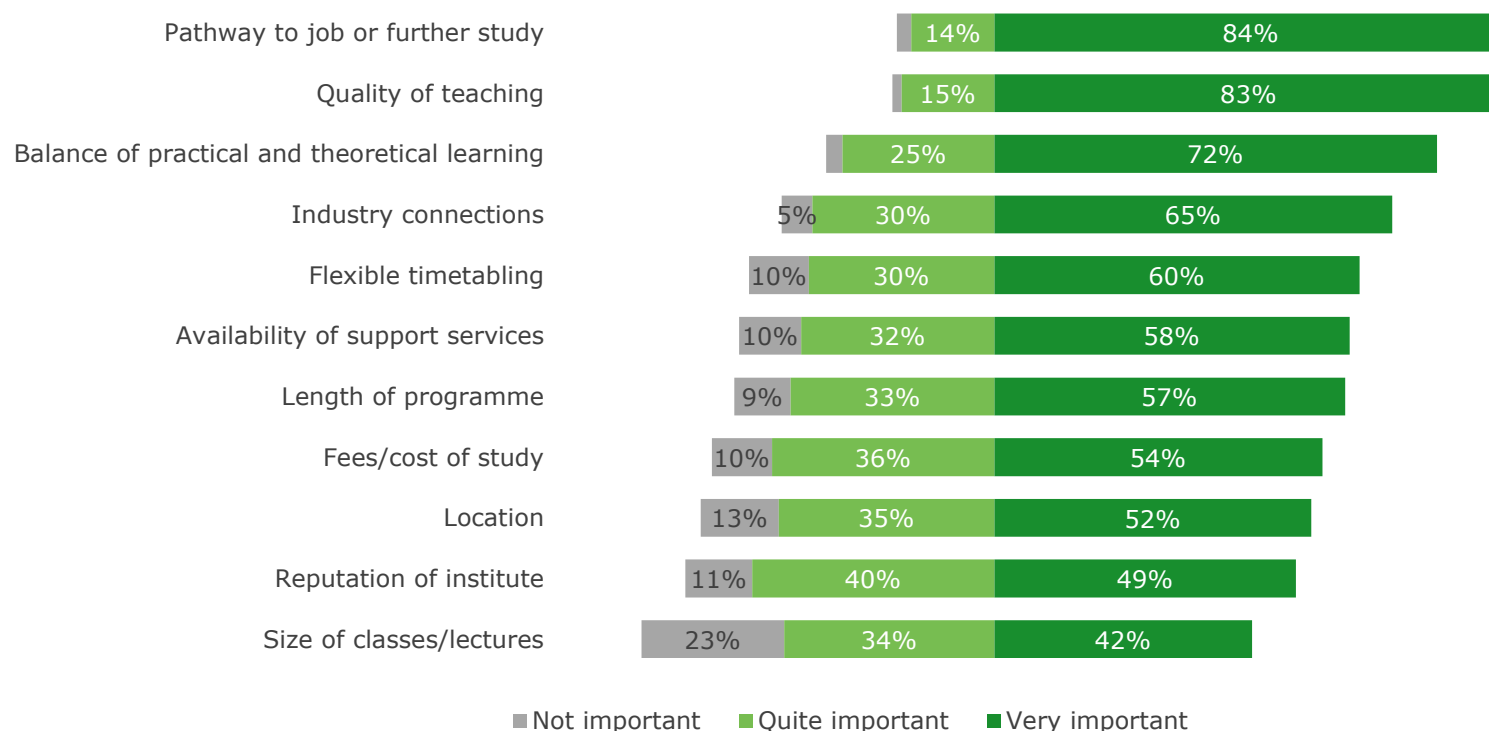
05.

# **RECRUITMENT AND ENROLMENT**



# The top four drivers for choosing Unitec remains unchanged from last semester

## Drivers of decision to study at Unitec



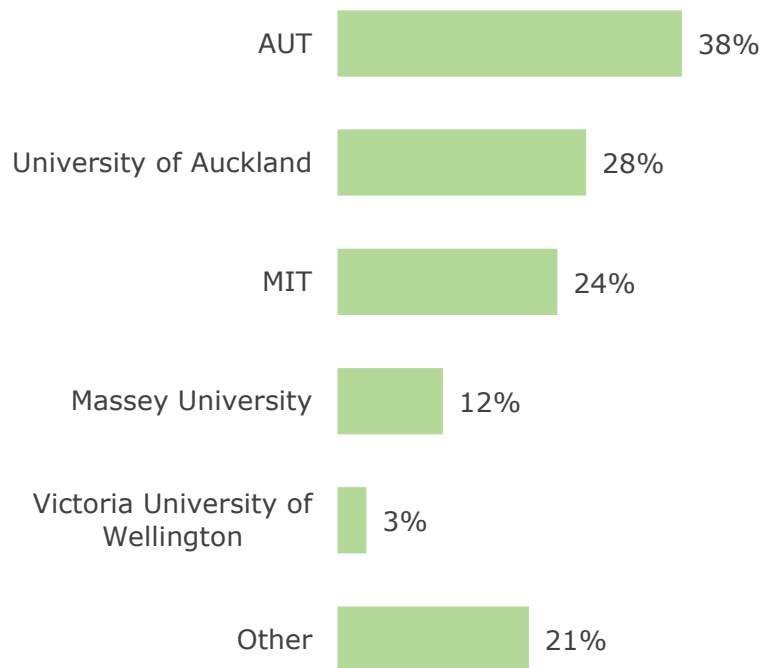
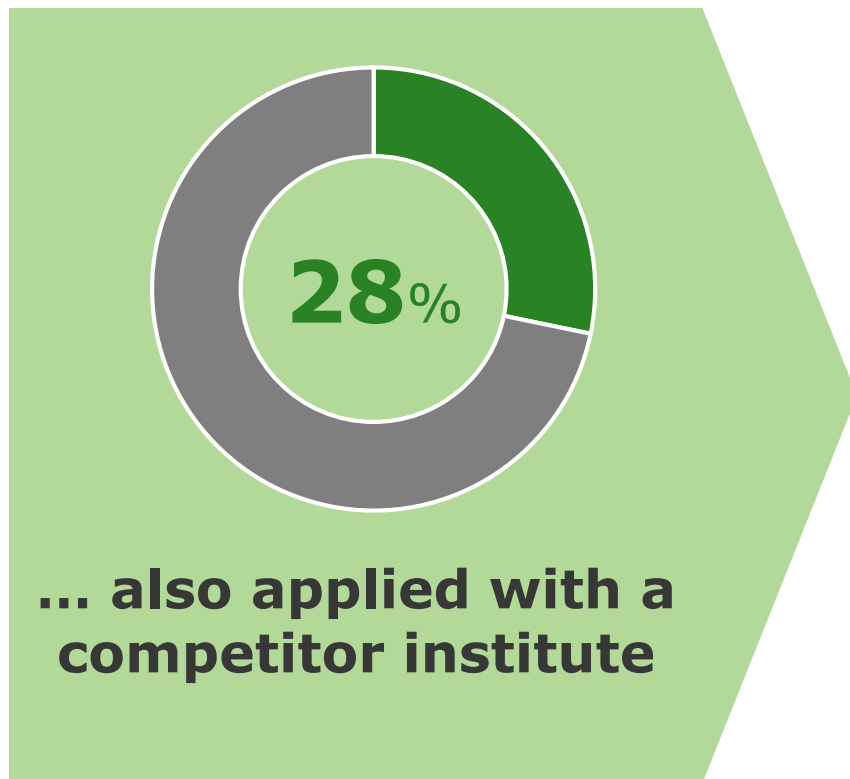
Notes:

1. Question text: Please tell us how important each of these items was in your decision to study here.
2. Sample size, n = 334 - 339



# The vast majority of Unitec students did not apply to study elsewhere, but when they did, Universities are our main competitors

## Institute competition among Unitec students

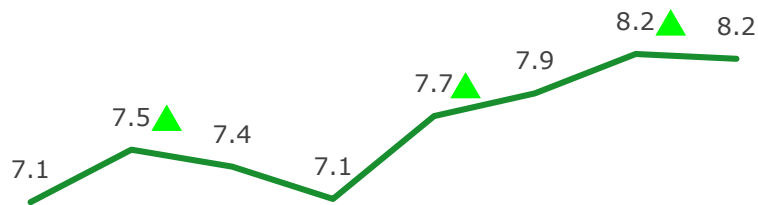


### Notes:

1. Question text: Did you apply to study at any institutes other than Unitec? AND What other institutes did you apply to study at?
2. Sample size, n = 340 | 94

# The fantastic gains made last semester have been maintained, but further improvements can be made regarding timeliness

## Satisfaction with enrolment process



|       |       |       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|-------|-------|
| Sem 1 | Sem 2 | Sem 1 | Sem 2 | Sem 1 | Sem 2 | Sem 1 | Sem 2 |
| 2017  | 2017  | 2018  | 2018  | 2019  | 2019  | 2020  | 2020  |

### Notes:

- Question text: On a scale of 0 to 10, how would you rate the Unitec enrolment process overall?
- Sample size, n = 660 | 340 | 622 | 279 | 586 | 470 | 542 | 339

"Good communication throughout the process and kept me updated."

"My enrolment process was easy. Didn't take long."

"I was well informed and provided regular and positive support."

"Reasonably easy to apply but email replies from staff were sometimes slow and not clear. Website to apply was not working for awhile."

"Because it wasn't too hard and pretty straight forward."

"Because Unitec continuously sends follow up emails to help if you have any problems."

"Communication is a big thing for me and that's exactly what I got so thank you."

"It was fast and easy and they got back to me in no time."

"Spent 2 weeks waiting for a response. Wasn't enrolled properly so wasn't emailed about opening day or class enrolment. Wasn't told where classes where."



"The communication via email with the administrator was not the best in terms of timely responses. However my enrolment was being processed during level 4/3 COVID-19 lockdown so it's understandable. The online portal was easy to use and attach info."

"There was a lot of confusion for my individual enrolment process."

"That was confusing along the way, the initial applying was straightforward but then from there it got confusing."

"It was good, but somewhat confusing at times. When I needed help through email, sometimes my emails were replied very late (2-3)weeks and some were not replied at all."

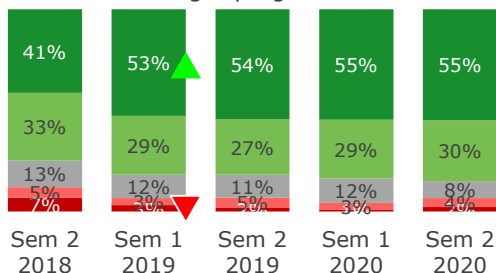
"The process seemed to take a long time."

 Significantly higher / lower  
 than previous period (95%)

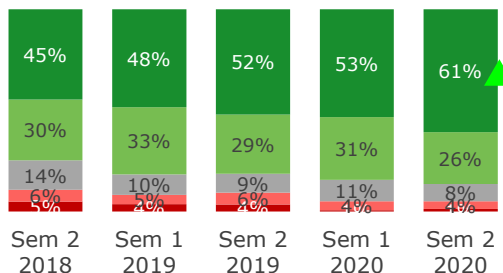


# The enrolment process continues to improve on most metrics

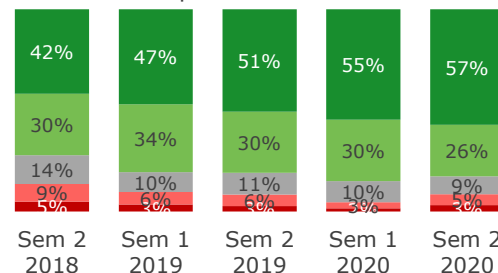
I got the information I needed to select the right programme for me



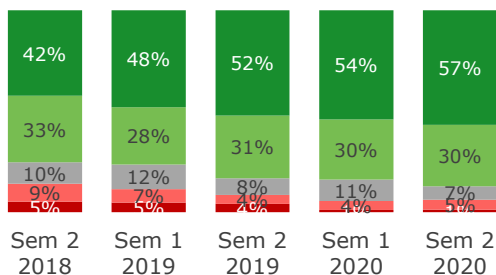
The application process was easy to follow



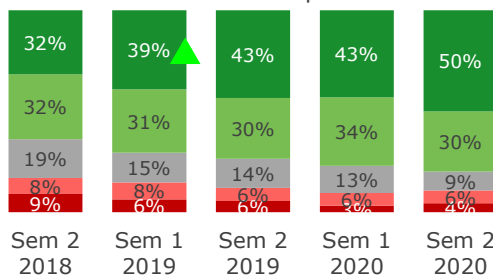
I received clear answers to any questions I had



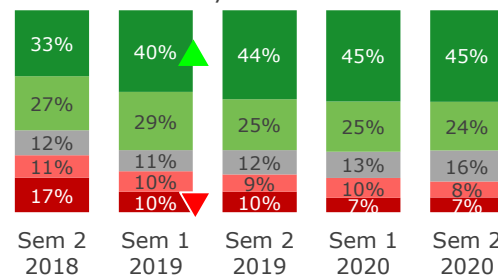
I knew where I was in the process and what I still needed to do



The length of time it took to enrol was about what I expected



I could access my timetable well before my courses started



■ Strongly disagree 
 ■ Somewhat disagree 
 ■ Neither agree nor disagree 
 ■ Somewhat agree 
 ■ Strongly agree

Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements about the enrolment process ...
2. Sample size, n = 269 | 561 | 454 | 524 | 319
3. 'I received an invoice after my enrolment was confirmed' not shown as such a low impact driver

▲ Significantly higher / lower than previous period (95%)  
▼



# Student satisfaction with international agents can be considered moderate

## Satisfaction with international agents

3.7 / 5



- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

### Notes:

1. Question text: Our records show that you used the services of an agent when applying to study with Unitec. Overall, how satisfied were you with the services of the agent?
2. Sample size, n = 61

"Helpful in making the right decisions on the subject of study and the selection of the college."

"They handled it very well. The best agents ever. Starting from my enrolment to immigration. They did everything they could."

"The information of and interactive session with, the fellow students who were joining the same course from our local community, prior to reaching New Zealand was extremely helpful."

"The agent is more familiar with the situation of the school and can provide a better introduction and help before I make a choice."

"Response was quick, very supportive."

"The replies were very fast from Unitec so that helps me a lot and I like that the most."

"Website with the information panel would be useful so you don't have to poke them every week for an update."

"I practically did everything by myself."

"I had to solve most of the questions by myself, it would be great if an agent participated more."

"They did take a while to reply, but it doesn't matter as they were very busy at the time."

"He was a little slow at times, when I believed he was travelling. I think there should be a handover process when agents travel. But the experience was mainly positive."

"More communication post visa approval and arrival."

"The cost of using service is considered high and they require a lot of paperwork."



# Summary of key findings about recruitment and enrolment experience

1

Enrolment satisfaction has been maintained at the high level achieved last semester, with almost all individual metrics increasing – most notably around the ease of the process

2

While the enrolment process continues to improve, there are still pockets where improvement can be further progressed, mainly around ensuring the whole process is as quick as possible

3

Our main competitors are universities, so that needs to be considered when talking about our point of difference; we should be focusing on our effective way of learning that supports students: being friendly & approachable, and blending theory and practicum together – our students are advocates of this

4

Remembering that Unitec is not a destination, but is rather a stepping stone for a student on the way to their goal is essential when considering marketing messages too

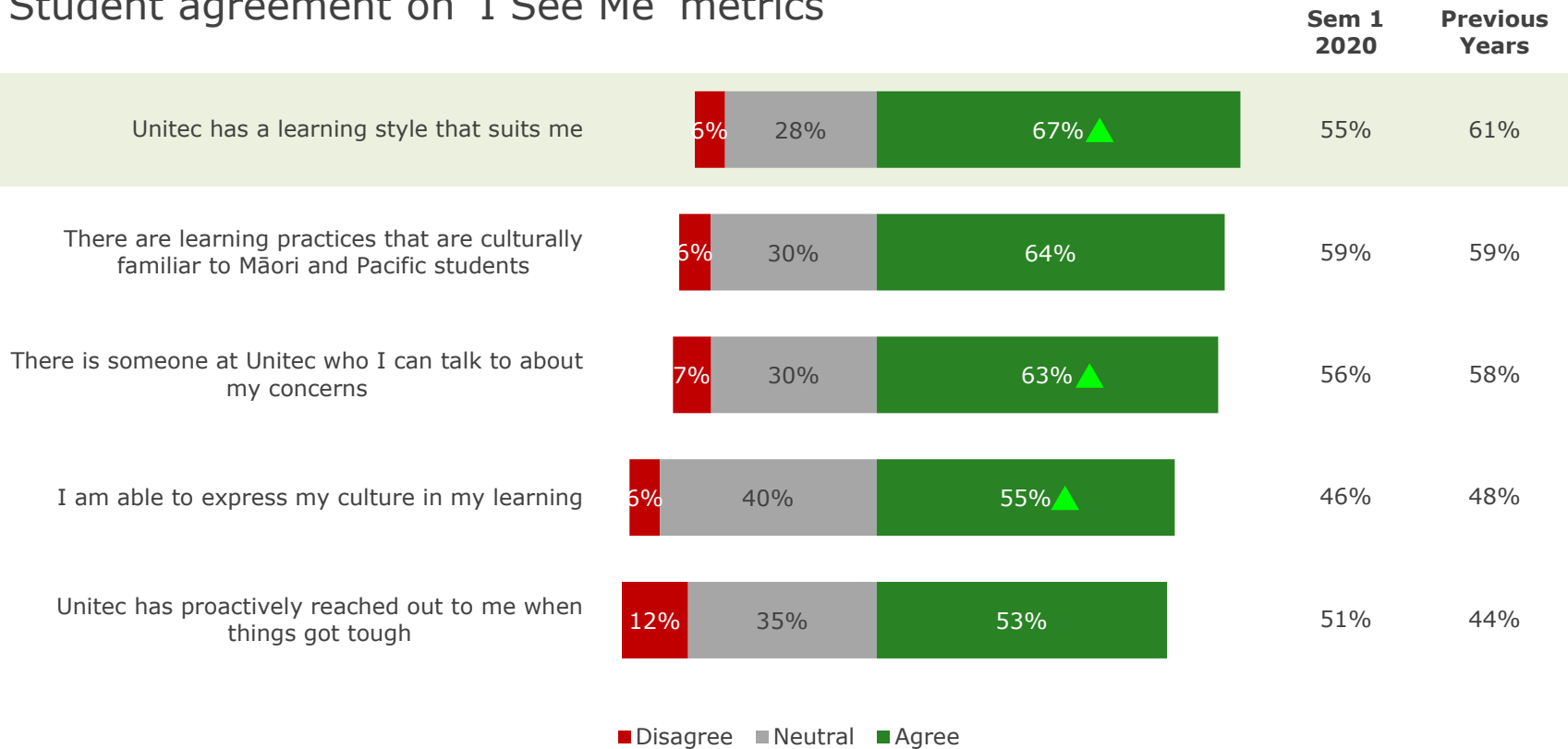
06.

# **LEARNER RETENTION AND SUPPORT**



# Consistent with the earlier reported study experience statements, I See Me metrics have also seen a lift this semester

## Student agreement on 'I See Me' metrics



Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements about the study experience at Unitec ...
2. Sample size, n = 885 – 889 (n=210 Māori/Pacific students)

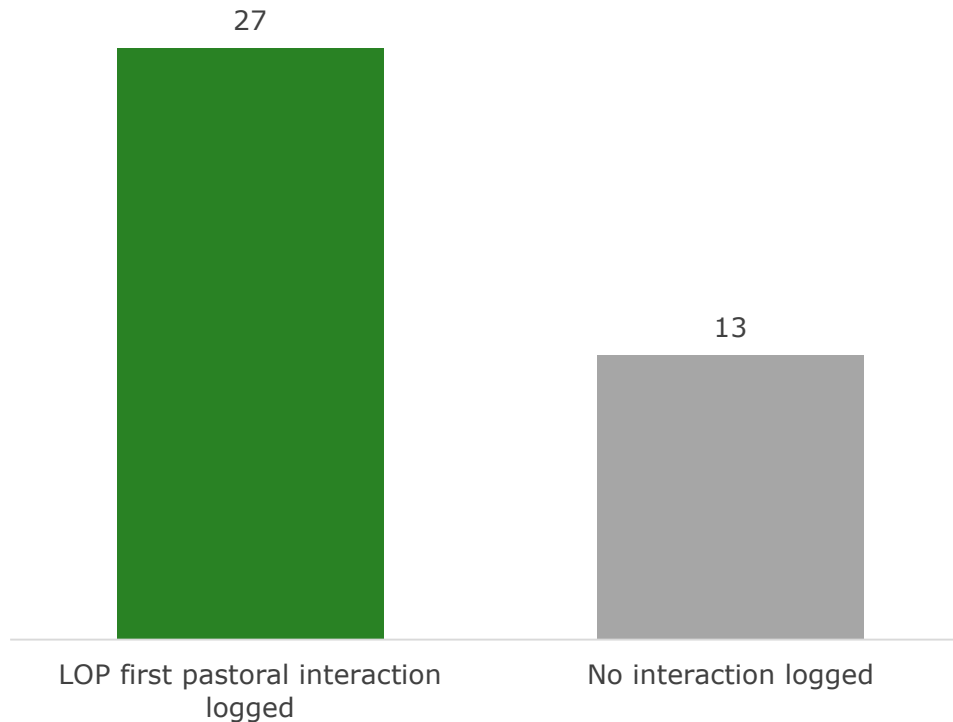
Significantly higher / lower than previous period (95%)



# The LOP risk assessment generally finds students with lower than average NPS, but with an interaction, NPS goes above average

**RESULTS BASED ON  
SEMESTER 1 2020**

## NPS of students engaged with LOP



**Notes:**

1. Data pulled from the 1202 LOP trackers and the student NPS semester 1 2020 results
2. LOP first pastoral interaction logged means that there was at least one action logged in the first pastoral column for that student
3. A risk level is defined as being anything other than blank in the initial risk level column

The NPS reported here is based on semester 1 2020 results (as the current semester 2 2020 is still in progress).

What this shows is that among students who were assigned an initial 'risk level' in the LOP trackers, those who did have at least one pastoral care interaction gave an NPS of +27 (n=149) and those who did not gave an NPS of +13 (n=272).

For clarity, students who were not assigned a 'risk level' gave an NPS of +21 (n=778).

The above is based on returning students only.

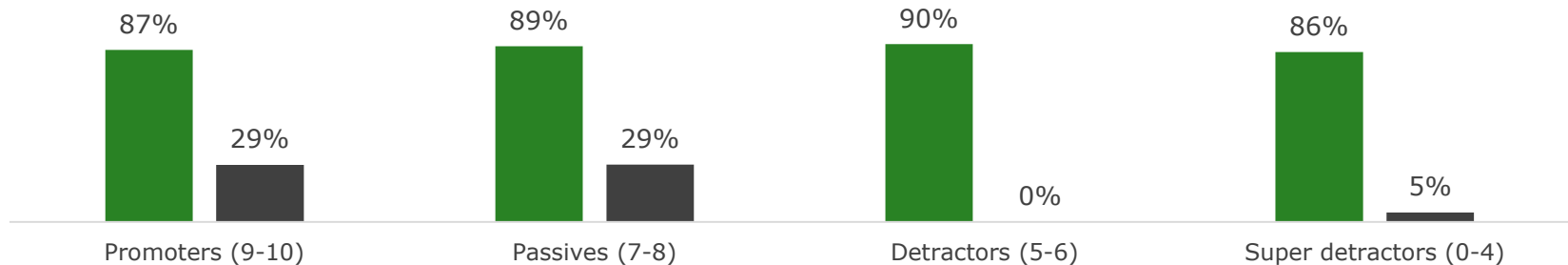
An interpretation of this is that the current risk identification method is doing okay, but that the intervention action is critical. Being 'at risk' and not having an intervention, lowers NPS by 8 points compared to those not on the register, while being in the same position but having a pastoral care interaction instead increases NPS by 6 points.

# NPS was highly correlated with graduate retention in 2019, and while still significant this year, the impact is less pronounced

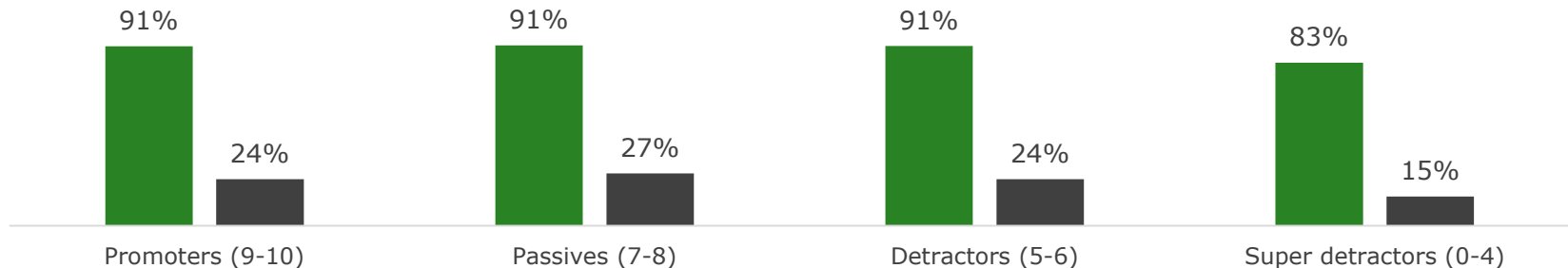
## Impact of NPS on retention

■ Non graduate retention ■ Graduate retention

### Semester 1, 2019



### Semester 1, 2020



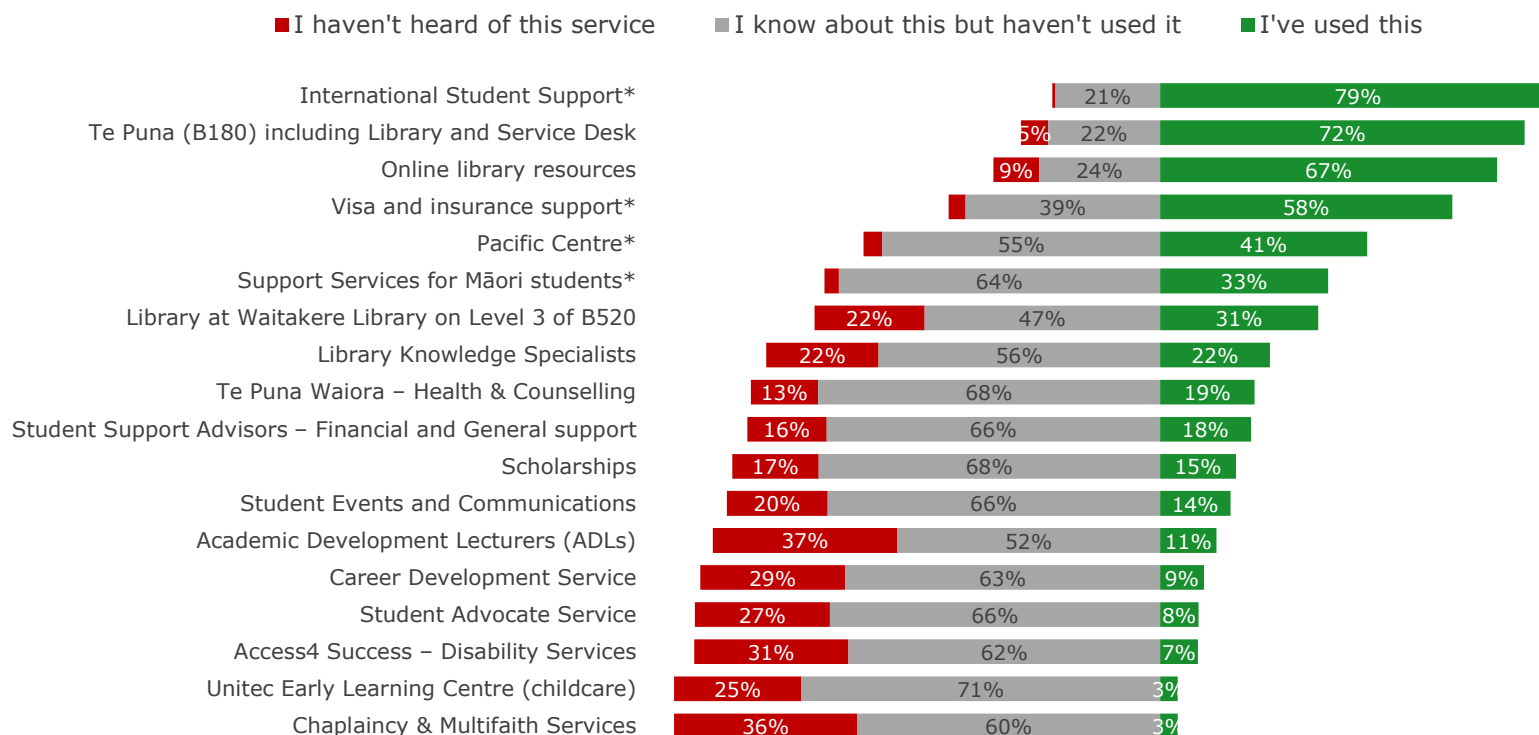
#### Notes:

1. Semester 1, 2019 sample size, (Promoters) n = 800 | 191, (Passives) n = 625 | 145, (Detractors) n = 265 | 43, (Super detractors) n = 189 | 43
2. Semester 1, 2020 sample size, (Promoters) n = 775 | 161, (Passives) n = 603 | 98, (Detractors) n = 233 | 34, (Super detractors) n = 132 | 27
3. Retention as defined here differs from the official EPI calculation. Retention here is simply if the student enrolled without withdrawing for semester 2 in the same year



# Usage of support services remains largely in line with semester 1 2020, which saw a decline in usage due to COVID-19

## Awareness and usage of support services



### Notes:

1. Question text: Unitec has a range of services available to students, and we'd like to know which of these you know about or have used?
2. Sample size, n = 154 | 1182 | 1172 | 150 | 185 | 105 | 1161 | 1152 | 1154 | 1155 | 1150 | 1148 | 1146 | 1153 | 1147 | 1152 | 1148 | 1148
3. \* only asked of students in the relevant priority group

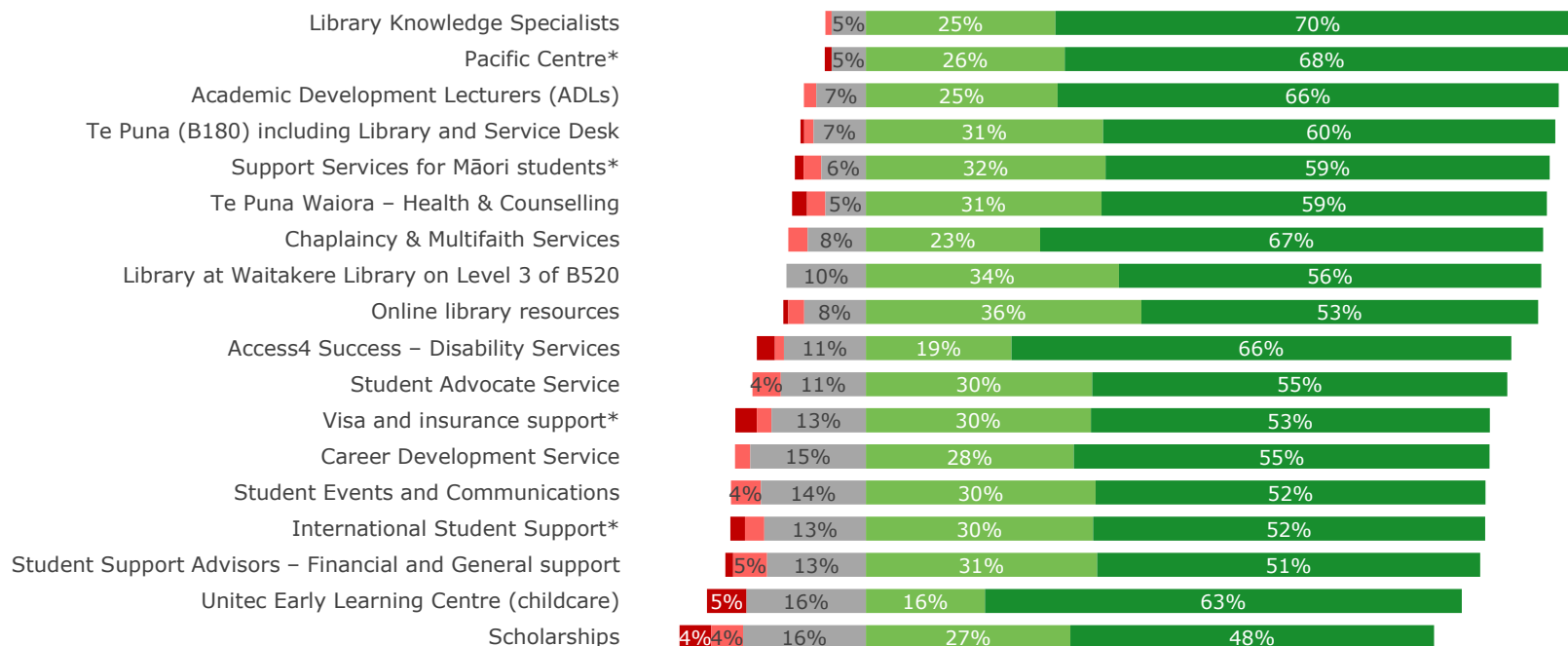




# Satisfaction with services is also in line with last semester, and shows that the Library, Pacific Centre and ADLs are high performing

## Satisfaction with support services

■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied

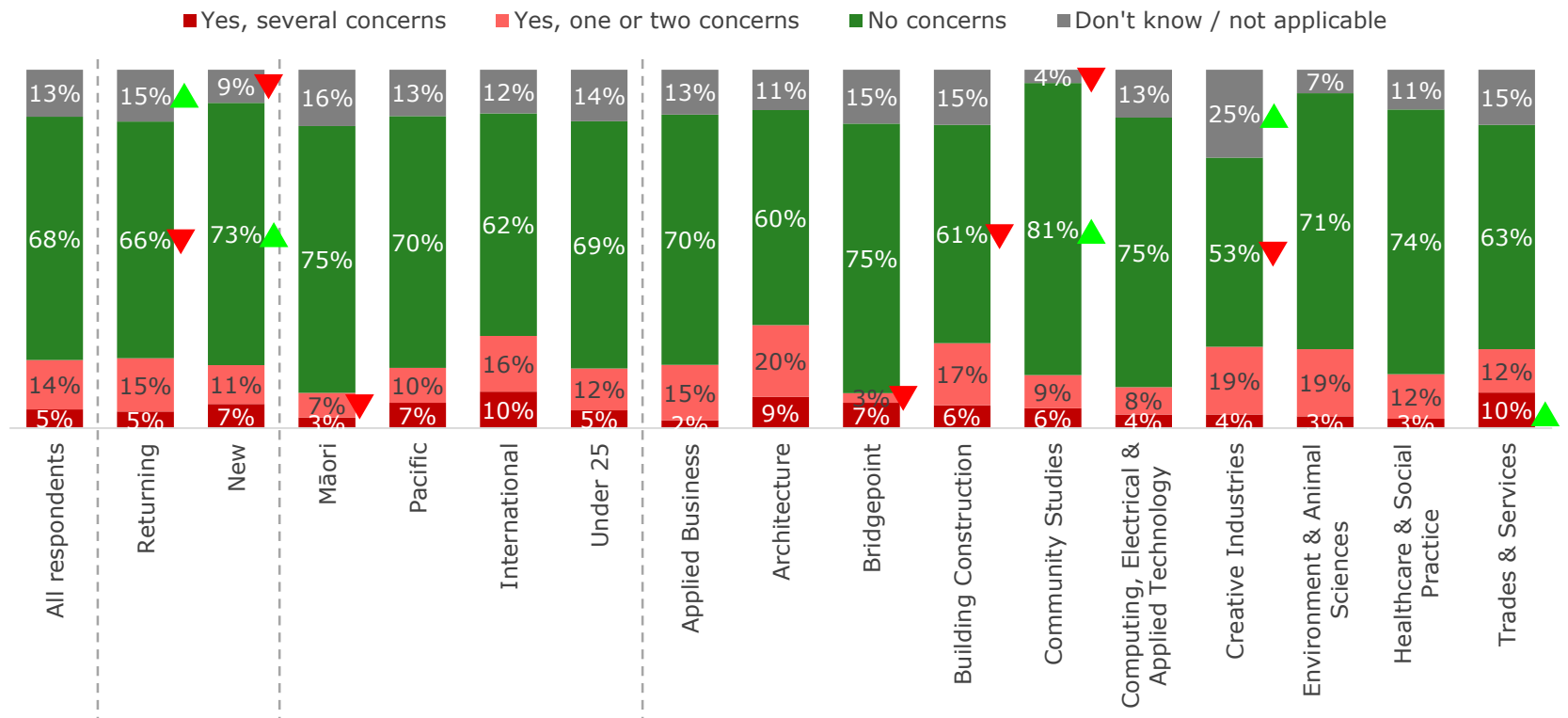


### Notes:

1. Question text: Please tell us how satisfied are you with each of the services that you have used
2. Sample size, n = 243 | 110 | 122 | 821 | 85 | 205 | 39 | 343 | 759 | 83 | 80 | 104 | 98 | 151 | 156 | 199 | 38 | 166
3. \* only asked of students in the relevant priority group

# Architecture, Building and Creative are the schools with the lowest level of students with no concerns about support, matching NPS

## Student concerns about accessing the right support



Notes:

1. Question text: Do you have any concerns about accessing the right support from Unitec?
2. Sample size, n = 1161 | 848 | 313 | 102 | 185 | 148 | 444 | 136 | 80 | 113 | 266 | 54 | 105 | 53 | 91 | 153 | 91

▲ Significantly higher / lower than other groups (95%)  
▼



# Comments about support access are mainly around awareness and communication, which is best done through teachers

## How to help students access support

### Access

*"Regarding hardship I felt put off by the need to fill out more forms and upload all my personal bank statements and details."*

*"I am not aware of the procedures of using the support needed. Example the health support. I have heard of it but I do not know how to go about with my insurance and all. There is ambiguity in using most of the services."*

*"I wanted to switch courses of study and couldn't figure out who to talk to."*

*"I had to be told by a student that I should go see a counsellor. In orientation they mentioned that Unitec can help you with funding for necessities but when I went to ask about it they asked me who told me this and then assumed I didn't need the help. I was made to feel like I don't need the help financially even though I do and have been struggling during my studies as StudyLink haven't helped me out either."*

*"Not enough learning advisors or their availability."*

*"Have someone or a staff member from StudyLink available at least once a month."*

### Awareness

*"I think if there were email reminders coming out to students weekly on the importance of such services perhaps it can help students a bit better."*

*"Easier navigation and more advertisement of it."*

*"Career support and services would be great, also counselling."*

*"It takes a long time to find out whether a certain support is available, so there's a lot of reliance of having good relationships with lecturers and coordinators who can help."*

*"By communicating them to students through lecturers or staff. The constant flood of emails is unhelpful and counter productive."*

*"I don't think students know enough about the support available to them."*

*"By actually providing information about these services."*

*"I'm not sure how to access the kind of mental health disability support."*

*"I am unsure who to contact for career/life/financial planning."*

### Communication

*"Students who join late should be given a separate orientation. Course coordinators should have empathy with them."*

*"Have the tutors talk about the impact of COVID-19 or other setbacks in the start of lectures and how if many change the course even if the lecture is online."*

*"TELL PEOPLE HOW TO FINISH THEIR DEGREES."*

*"Lecturers need to be contact able through the week. We email on a Monday to get an extension on an assignment due the Sunday and we don't get an email back until after the due date or we don't get an email back at all."*

*"I have many complaints, but nothing seems to change."*

*"Improve communication between staff and students."*

*"Please do follow ups with students I know its hard there are many students but you don't know what they're going through."*

*"It's more of a pride thing and not wanting to bother lecturers which I get is impossible for people to know unless you tell them."*

#### Notes:

1. Question text: Please let us know how Unitec can help you access the right support.



# Summary of key findings about learner retention and support

1

All of the I See Me metrics introduced last semester to measure the impact of new initiatives are up

2

The learner outreach project has had a positive impact on NPS, although a number of students are identified as being at risk and no pastoral care action is logged which leads to a reduced NPS; so it is important to expand our outreach to contact as many at-risk students as possible

3

Usage of support services remains lower than last year, as expected given COVID-19. In the upcoming months, increasing awareness of the support services and how to access them will be very important to increase usage

4

Examples of good support are most common when it happens through the student's teachers, so considering how services also support teachers is crucial

5

As with NPS, there is a fair amount of inconsistency in support for students by school which should be addressed

07.

# COVID-19



# Overall, the general theme from the student feedback is that Unitec has responded well to the COVID-19 crisis

## Examples of positive sentiment regarding Unitec's COVID-19 response

*"I'm grateful for the communication received from lecturers and feel supported during the unknown."*

*"All going fantastic to minimise COVID-19 impact."*

*"I think Unitec have provided a good service during the complications of COVID-19."*

*"It has been well organised and communication from campus has been good."*

*"Already handled very well. I had a student support member contact me personally via phone call to ask if I required any assistance during lockdown."*

*"Unitec's COVID-19 response has been excellent."*

*"The situation was very well handled by teachers and staff."*

*"You are already doing a wonderful job, no need for any fees back from me."*

*"I think Unitec has already done enough to help us now it is our turn to put some effort to finish our work and to achieve our goals."*

*"I think Unitec has done a good job dealing with COVID-19."*

*"Unitec has done a great job adapting."*

*"So impressed with how willing and able. Teaching teams delivered to such a high standard. V.Grateful."*

*"The teachers responded in timely manner and we were well informed. Giving the options for home study through zoom after finishing lock down was great."*

*"I think everything they have done has been a great help."*

*Unitec has been informative and timely in the updates surrounding the impacts of COVID-19 on our studies which has been incredibly helpful."*

*You guys are all doing your best under the circumstances so please take care and look after yourselves and all the very best with everything."*



# Many students are asking for compassion with assignments, along with concerns around safety and communication

## What can Unitec do to minimise impact of COVID-19

### Compassion

*"Leniency of deadlines. Leniency when marking assignments."*

*"Give my batch a grade bump for our thesis exam and explanatory document."*

*"Extensions for assignments? I'm not sure really, things just feel very disjointed."*

*"Lecturers could be more understanding with the difficulties this has put on our learning."*

*"More thorough and patient teaching."*

*"Extra tutorials outside of class room hours perhaps."*

*"The consideration of COVID-19 difficulties in grading of assignments."*

*"No more group assignments."*

*"When confirming final marks take into account the extra effort involved from students to produce A finished piece of work, and reflect this in marking criteria."*

*"Provide extra time for assessments to relieve some stress. Home environment for study is not always easy."*

### Communication

*"Just keeping students in the loop a lot more."*

*"Talking to the students about how to prepare and what they will need to continue studies through lockdown."*

*"To keep lectures offered via zoom."*

*"Some lecturers need to reply our emails regarding revision questions."*

*"Timetable updates to be confirmed more regularly."*

*"Better communication between tutors to cover aspects of the course before we are tested on it."*

*"Explain how marking is being undertaken. If grades are not being put up then it should not be the requirement of the student to do an APA. This process increases stress and if Universities are grade bumping then Unitec should be or at least have tutors explain they are marking with COVID-19 in mind."*

*"Give us more information on what's going to happen with our placements."*

### Safety

*"Online classes feel safer and secure during lockdowns and I'm not too glad to be back at Unitec on Level 2."*

*"Minimise in-class teaching and activities to lower the risk of lectures and students getting infected."*

*"Online options. Being told the course won't be as good online and forcing us to come to class during level 2 and people testing positive in West Auckland."*

*"All lectures recorded to accommodate people who want to or have to stay home even if in person classes are available. Makes studying easier to re-watch lectures as well as catch up on ones missed."*

*"Put staff and student welfare before completion rates, keep up the communication channels."*

*"More blended learning, please, especially for immune-compromised folks."*

*"Please request that students participating in class can consciously wear masks."*

*"Everyone should be sanitising their hands as soon as they enter the lecture/lab rooms."*

#### Notes:

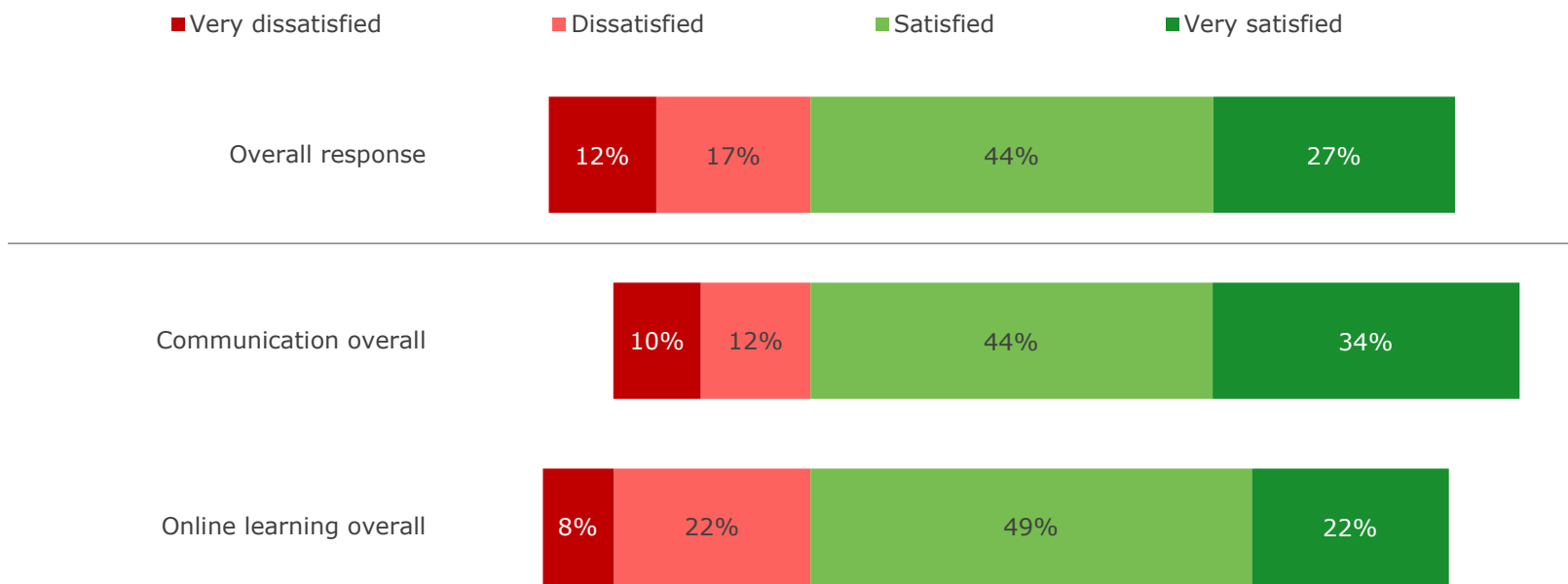
1. Question text: We appreciate that the last few months have created additional challenges due to COVID-19 and the subsequent lockdowns. Is there anything else that Unitec could do to help minimise the impact of COVID-19 on your studies?



# 78% of students were satisfied with Unitec’s overall communication in response to COVID-19

## Overall satisfaction with Unitec’s **response to COVID-19**

RESULTS BASED ON  
SEMESTER 1 2020



Notes:  
1. Sample size, n = 135 | 124 | 115  
2. Data source: i-graduate COVID-19 Student Barometer (survey was live 14-Jun to 30-Jun)

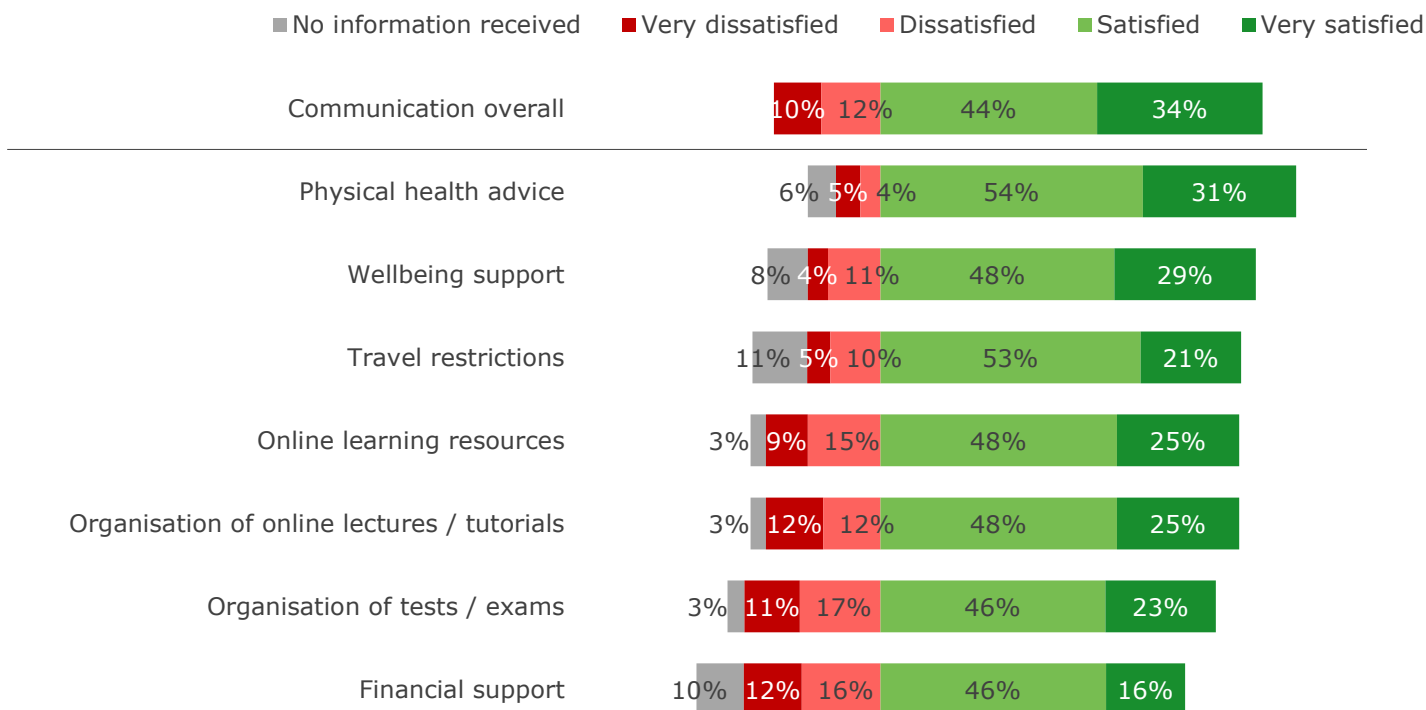




# Satisfaction is high across communication overall, with organisation of classes/exams and financial support being the lowest

## Satisfaction with **information received** from Unitec

RESULTS BASED ON  
SEMESTER 1 2020



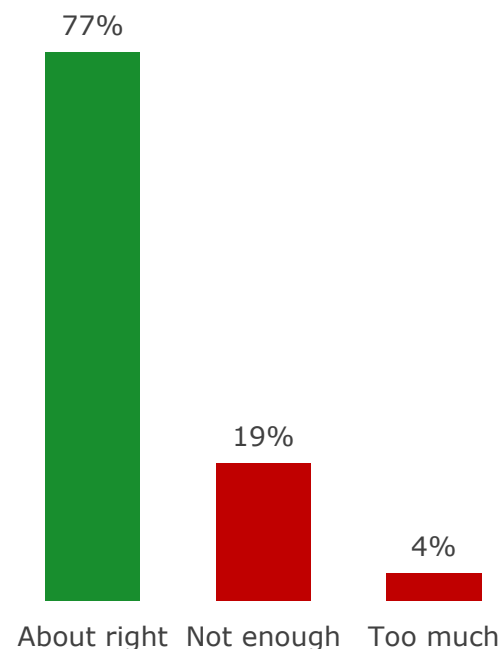
### Notes:

1. Question text: How satisfied are you with the following information you have received from your institution?
2. Sample size, n = 93 – 128
3. Data source: i-graduate COVID-19 Student Barometer (survey was live 14-Jun to 30-Jun)

# Most students said communication was about right, with very few saying there was too much

RESULTS BASED ON  
SEMESTER 1 2020

## Frequency of communication



## Student comments about **information received** from Unitec

*"Amazing communication from both Unitec and lecturers"*

*"All our lecturers and course coordinator were always available and easy to get hold of. All my questions and requests have been answered promptly. The course coordinator would personally phone each student to make sure we are ok"*

*"Some tutors were amazing and tried their best to support us through the pandemic, others were of no help and did not provide online learning content"*

*"Good amount of engagement in communication from Unitec to support my study"*

*"The communication was good"*

*"Unitec always sent me information about COVID-19 and what to do in each level. It is very helpful to me"*

*"Unitec was quick in preparing the continuation of our studies after the lockdown was announced and have kept the students very aware and up to date"*

*"They would always say check moodle for updates on your course which we never got and allowed some students to return but not others"*

*"We did not know when we would be given assignments until they were actually being handed out. In some cases even after an assignment was handed out we were not given due dates. At one time we had 70% of the assignments to do for the course at the same time. "*

*"Very disappointed in everything in Unitec. I have not received any help from anyone at all, and no communication"*

*"There needed to be more frequent updates about study plans and what the new normal will look like on campus"*

*"We had minimal or VERY VERY DELAYED communication from our lecturers on what was going on. Nobody knew anything. From Unitec in general, the information was also delayed. I think from memory there was a 3 day delay from the announcement of lockdown to us students receiving an email from Unitec on what is happening"*

### Notes:

1. Question text: How often has your institution been in contact with you?
2. Sample size, n = 130
3. Data source: i-graduate COVID-19 Student Barometer (survey was live 14-Jun to 30-Jun)

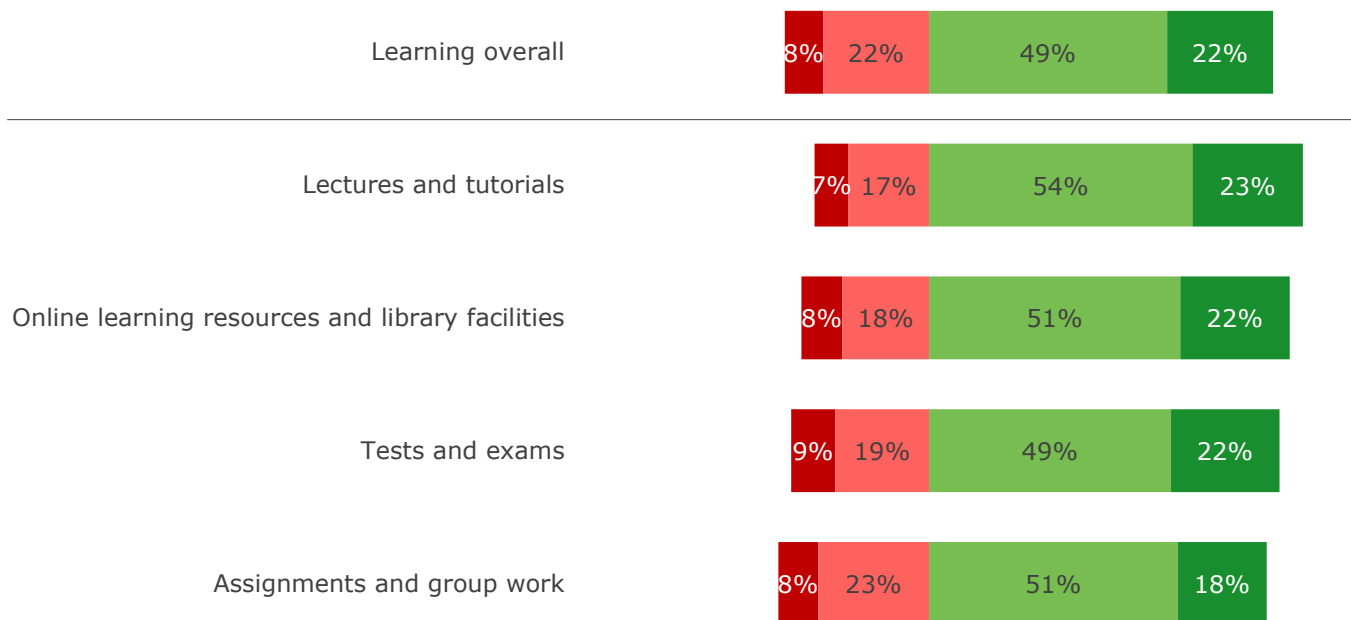


# Assignments and group work were the more challenging aspects of online study

## Satisfaction with **online learning experience**

RESULTS BASED ON  
SEMESTER 1 2020

■ Very dissatisfied ■ Dissatisfied ■ Satisfied ■ Very satisfied



Notes:

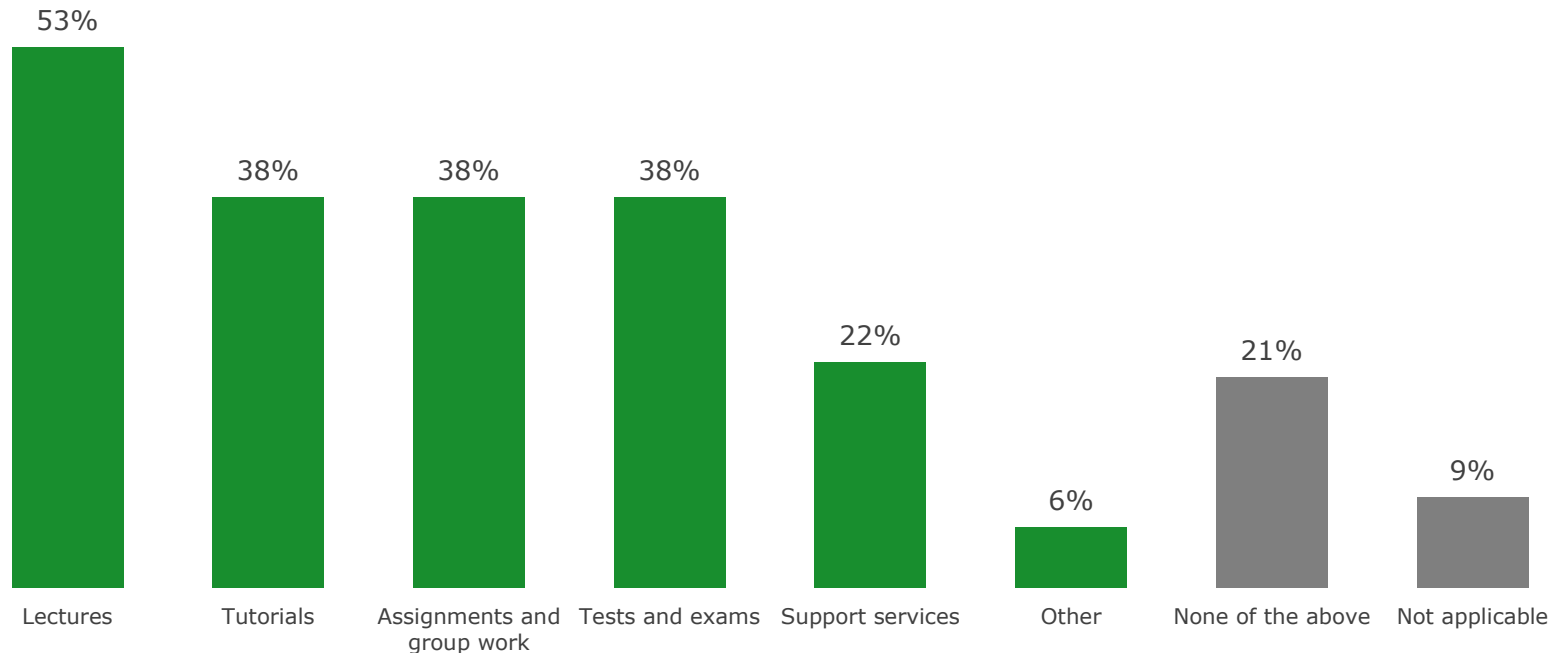
1. Question text: How satisfied are you with the following aspects of your ONLINE LEARNING experience?
2. Sample size, n = 99 – 115
3. Data source: i-graduate COVID-19 Student Barometer (survey was live 14-Jun to 30-Jun)



# Over half of Unitec students would like lectures to continue to be available online once on-site study resumes

Student preferences about **continuing online activities** beyond COVID-19

RESULTS BASED ON  
SEMESTER 1 2020



Notes:

1. Question text: When on-site studies resume, what online activities (if any) would you like to continue?
2. Sample size, n = 68
3. Data source: i-graduate COVID-19 Student Barometer (survey was live 14-Jun to 30-Jun)



# Students like having lectures recorded, and are asking for more consistency with course quality and assessments

**RESULTS BASED ON  
SEMESTER 1 2020**

## Student comments about **online learning experience**

*"The only good thing about online is location. It saves me trying to bus from Glendowie to Unitec after scoring a job via SJS."*

*"Online lectures are very helpful as we can review it at anytime anywhere when we need"*

*"Online learning is fantastic, I hope this continues next semester too"*

*"Continuing work online would be helpful for students to work remotely"*

*"Having recorded lectures to go back to really helped with learning. I felt I learnt more being able to pause, rewind and play at my own pace. Racing against lecturers in class to write down everything can be challenging. Would love for voice over lectures, over powerpoints even"*

*"Having the lectures recorded and being able to access them at your own leisure is definitely ideal!"*

*"It was hard but we, with the help of our teachers, did it"*

*"The lecturer have done a great level of teaching when all teaching moved to online, they have gone beyond expectations to teach online"*

*"I really enjoyed online learning I live 40mins away from campus I felt like I had more time to complete a lot of assignments being at home I was more focused during online lectures in a quiet space by myself rather than in a class of 50 people"*

*"Lecturers are doing great online teaching"*

*"More books need to be e-books"*

*"The experience I have had has been so negative that I have chosen not to continue my studies at Unitec."*

*"Some assignments have been re-evaluated and changed to suit learning from home. However by doing this it made some assignments unclear and some assignments and tests have just been left to a last minute dash to the end of the semester, which I found stressful"*

*"Group work was not effective because getting in touch with the members of the group was a problem"*

*"Overload on assignments, had to research and use resources, instructors expected us to have our own machines like printers, scanners. Difficult for students without support in NZ. Not all students have wifi and machines, financial support to buy things, etc. Assignments required all or most of these"*

*"Occasionally Moodle resources are somewhat hard to navigate (even before Covid). If more blended learning is likely, this could benefit from review."*

*"Bad quality, the lecturer even didn't know how to record the online lessons, or they recorded and I couldn't access. Told them but they ignored. The sound was dropping out in the class"*

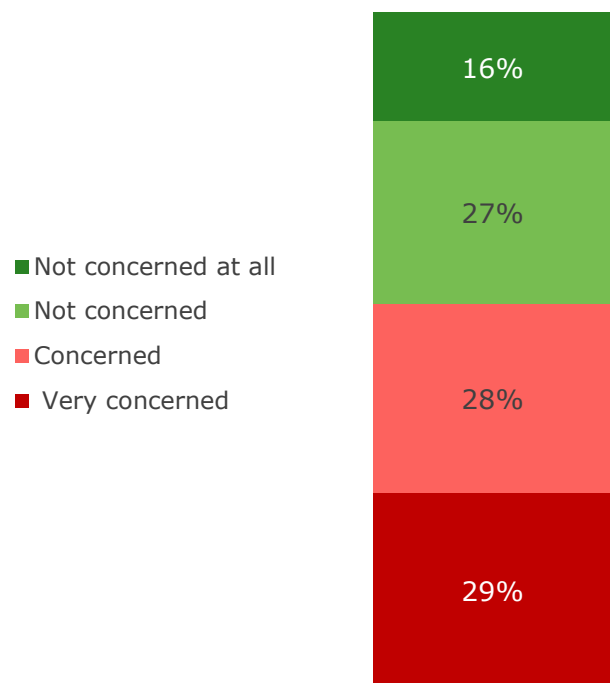
*"For one my classes the tutor gave us no update in regards to covid19. Before lockdown he did not fill us in telling us to go to our site before lockdown to get resources, or during lockdown adjust content or assignments for us. Even for our online learning he just uploaded slides and didn't even talk about it live or even on a zoom call, it was very disappointing – and with this he expected us to write an essay on the course that we had no idea what to talk about"*



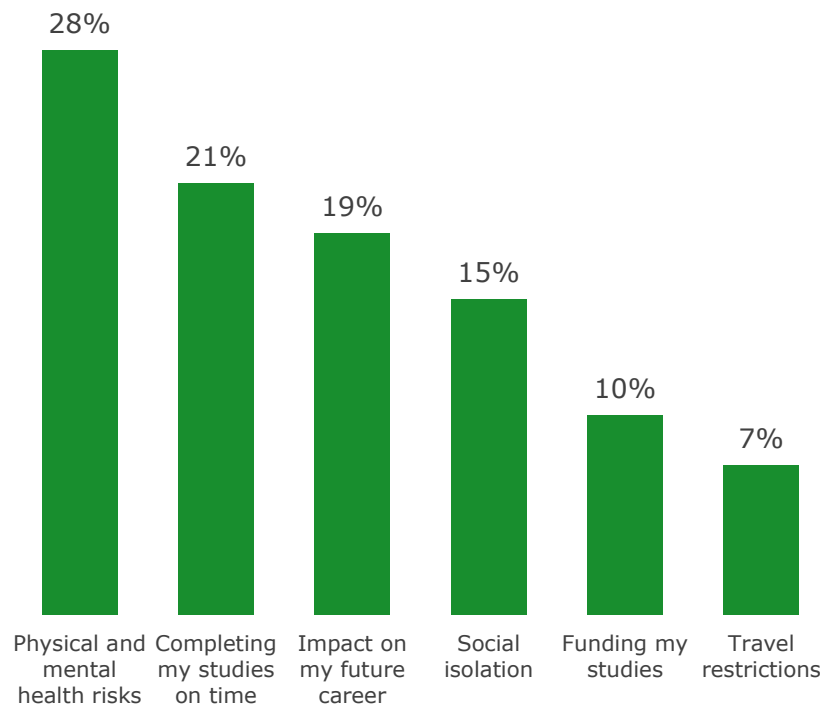
# Despite Unitec's overall satisfactory response, there was still a lot of worry about the impact of COVID-19 on study outcomes

RESULTS BASED ON  
SEMESTER 1 2020

Concern about **course completion** due to COVID-19



**Biggest concern** about COVID-19



Notes:

1. Question text: Are you concerned about completing your course at this institution due to COVID-19? | What concerns you most about COVID-19?
2. Sample size, n = 118 | 123
3. Data source: i-graduate COVID-19 Student Barometer (survey was live 14-Jun to 30-Jun)



# Summary of key findings from Unitec's COVID-19 response

1

Overall, student feedback says that Unitec has responded well to the COVID-19 crisis

2

Over 50% of students have some concerns that COVID-19 will negatively impact study success and are asking for compassion when it comes to assignments

3

Very few students say there has been too much communication, so the risk of communicating too much is very small. A good strategy for Unitec regarding COVID-19 is to continue to keep a high level of communication