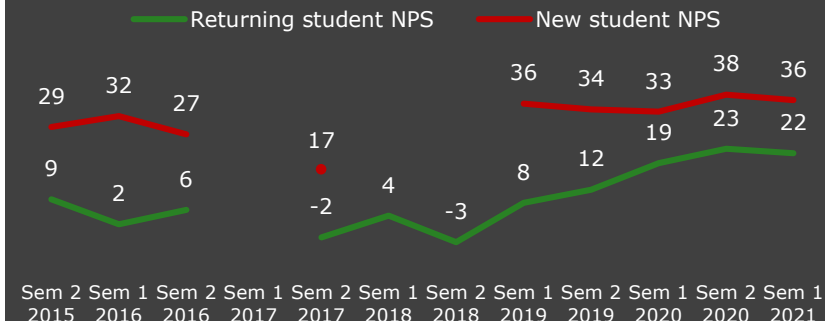# Student NPS Semester 1 2021

May 2021

Student NPS summary of key findings
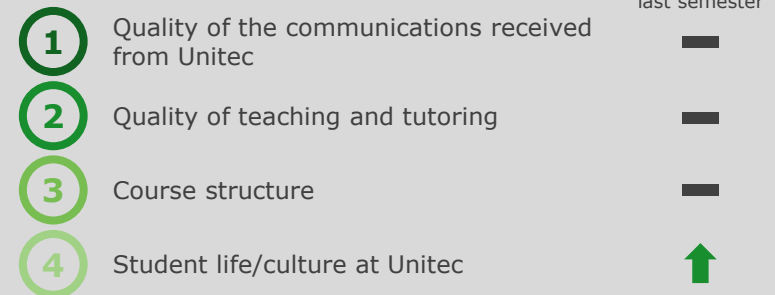
Student NPS result

Unitec's student NPS has levelled off this semester, remaining high, but putting a stop to the previous consecutive increases

- Māori and Pacific students are continuing to give very high NPS, but there has been a decrease among under 25 and international students

- Most schools are reasonably consistent compared to last semester, notable exceptions being: Architecture with a large gain (1 to 17), and Applied Business (40 to 20) & Creative Industries (18 to -10) with large declines

- New students continue to have a high NPS and it remains at about the same level as last semester

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

- Staff commitment and student NPS have long tracked parallel to each other, so with the recent decrease in staff commitment, there is likely to be negativity coming from staff that is likely to influence students in the future

- Teachers are the main driver of NPS as the preferred communication channel and because quality of teaching is the 2nd driver. Unitec excels when students feel connected to their teachers, but the variance between teachers leaves some students disappointed

- Connection to teachers happens when there is: clear & prompt communication with students, and teachers make themselves available & approachable (while also being knowledgeable about their subject area)

- Parking, Moodle, lecture recordings, enrolment & admin, and classroom quality are the most frequently mentioned areas in need of improvement

Student NPS over time

— Returning student NPS   — New student NPS

New student NPS: 29, 32, 27, 17, 36, 34, 33, 38, 36

Returning student NPS: 9, 2, 6, -2, 4, -3, 8, 12, 19, 23, 22

| Sem 2 2015 | Sem 1 2016 | Sem 2 2016 | Sem 1 2017 | Sem 2 2017 | Sem 1 2018 | Sem 2 2018 | Sem 1 2019 | Sem 2 2019 | Sem 1 2020 | Sem 2 2020 | Sem 1 2021 |

Top drivers of student NPS

Change from last semester

1. Quality of the communications received from Unitec — ▬
2. Quality of teaching and tutoring — ▬
3. Course structure — ▬
4. Student life/culture at Unitec — ⬆

High priority improvement suggestions

1. Teachers to be more available and respond more promptly, as well as action on poor quality teaching
2. More parking options that are close to classrooms and cheap/free
3. Consistent use of Moodle and lecture recordings
4. Improvement of the older classrooms, especially regarding air con and heating

Unitec
Institute of Technology
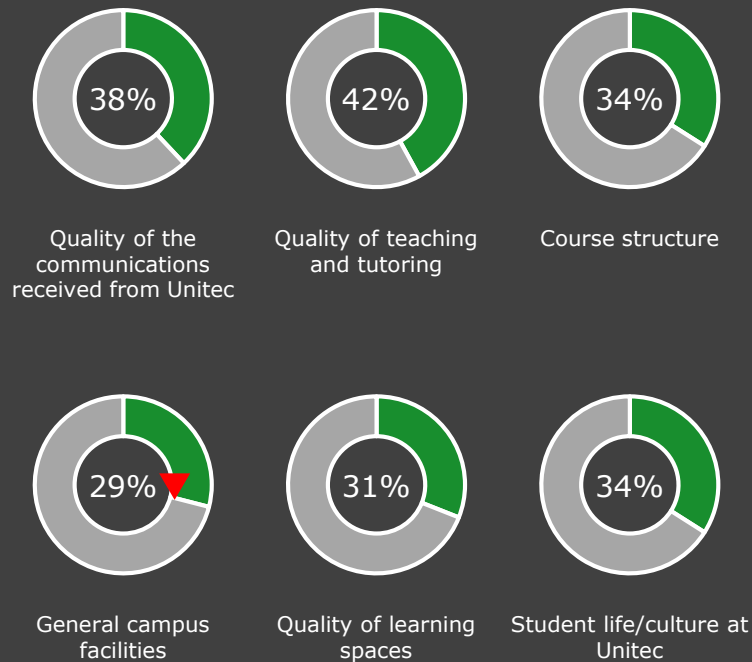TE WHARE WĀNANGA O WAIRAKA

Study experience & support summary
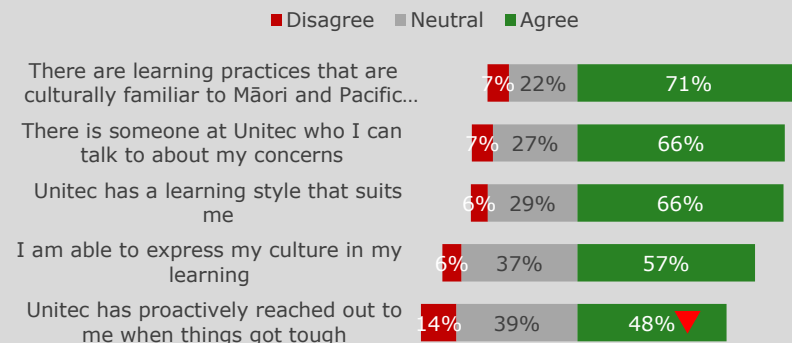
Study experiences

Students are generally satisfied with most aspects of Unitec, and communication continues to have a heightened sense of importance since COVID-19

- Communication continues to improve, while most other statements are in line with last semester

- The most significant exception to this is that perceptions of campus facilities has decreased (asbestos building closures & parking)

- 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

- Perceptions of quality of teaching improved last semester and positively this improvement has been maintained for this semester

- Most 'I See Me' metrics are stable with last semester, except for proactive engagement which is down. This is perhaps not unexpected as the reason it was high was due to the learner outreach during lockdown

- The large intake of new students has pushed awareness for many services down, so more promotion of the services is needed (new students are of course less likely to be aware and we now have more of them)

- Building Construction's increase in student numbers is correlated with an increase in students struggling to access support, suggesting students are feeling that services are stretch thin with the higher student volumes

Extremely satisfied with …

38% Quality of the communications received from Unitec	42% Quality of teaching and tutoring	34% Course structure
29% ▼ General campus facilities	31% Quality of learning spaces	34% Student life/culture at Unitec

Student agreement on 'I See Me' metrics

■ Disagree ■ Neutral ■ Agree

Statement	Disagree	Neutral	Agree
There are learning practices that are culturally familiar to Māori and Pacific…	7%	22%	71%
There is someone at Unitec who I can talk to about my concerns	7%	27%	66%
Unitec has a learning style that suits me	6%	29%	66%
I am able to express my culture in my learning	6%	37%	57%
Unitec has proactively reached out to me when things got tough	14%	39%	48% ▼

Recommendations

		Recommended action	Related insights
Teaching	**Communication**	Communicate with students relentlessly, in all aspects, but especially about upcoming campus changes	▪ There is very little evidence to suggest we can communicate too much, but in some areas, we're not doing it enough ▪ Teachers are the main contact point, so student preference is to get communication through them ▪ Upcoming changes to parking poses a significant risk
		Set out and reinforce guidelines about consistent use of Moodle and lecture recordings	▪ Inconsistency is one of Unitec's most significant weaknesses and a common & visible demonstration of this is with Moodle and lecture recordings
		Continue to upskill teachers to be more connected to their students, going beyond just being an expert	▪ Teachers are the main driver of NPS; Unitec excels when students feel connected to their teachers ▪ Connection to teachers happens when there is: clear & prompt communication and they are approachable, while also being knowledgeable about their subject area
	Student support	Ensure that Unitec is investing enough into student support as student numbers are growing	▪ Building Construction is where the majority of the growth in student volumes has come and this correlates with an increase in students being unable to access support ▪ A significant barrier to engaging with support services is that even once a student reaches out, they are not accessible
		Increase engagement with support services, especially since there are so many new students this year	▪ Unitec has experienced a large increase in the new student intake and so we need to work harder to increase awareness of services ▪ Proactively offer support to students as many students, especially new students, will be reluctant to ask for help

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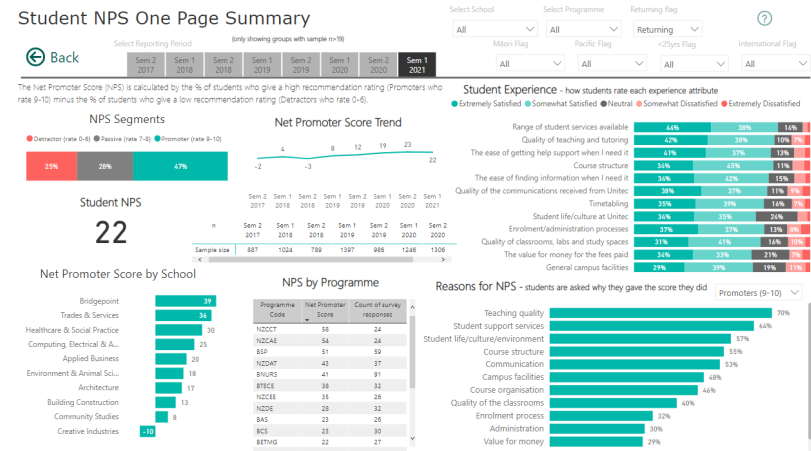
If 'click here' doesn't work, you can navigate there manually: Office 365 > Power BI > Institutional Apps > 08 Student NPS Dashboard

01.
NET PROMOTER SCORE

Unitec's student NPS has levelled off this semester, remaining high, but putting a stop to the previous consecutive increases

Student net promoter score

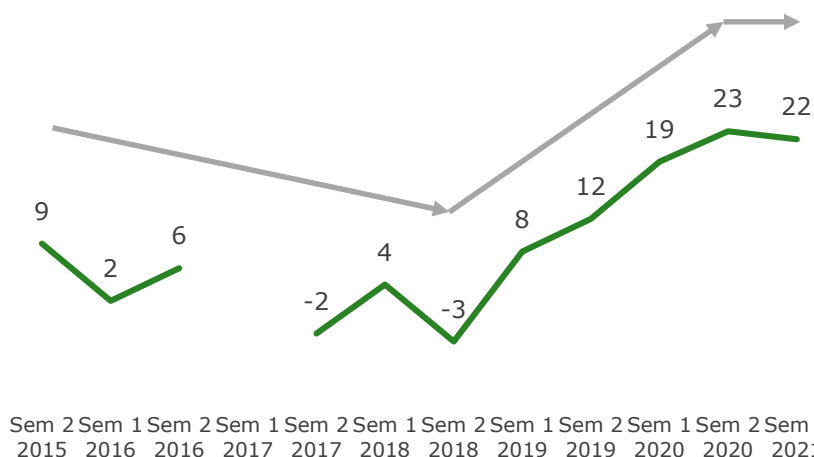Sem 2 2015, Sem 1 2016, Sem 2 2016, Sem 1 2017, Sem 2 2017, Sem 1 2018, Sem 2 2018, Sem 1 2019, Sem 2 2019, Sem 1 2020, Sem 2 2020, Sem 1 2021

Values: 9, 2, 6, -2, 4, -3, 8, 12, 19, 23, 22

> 47% of all Unitec students are promoters (rate 9-10) vs 25% who are detractors (rate 0-6) which equates to a net promoter score of 22 (promoters minus detractors)

> While this is one point lower than semester 2 2020, this is well within the survey margin of error and should be considered as no change from last semester

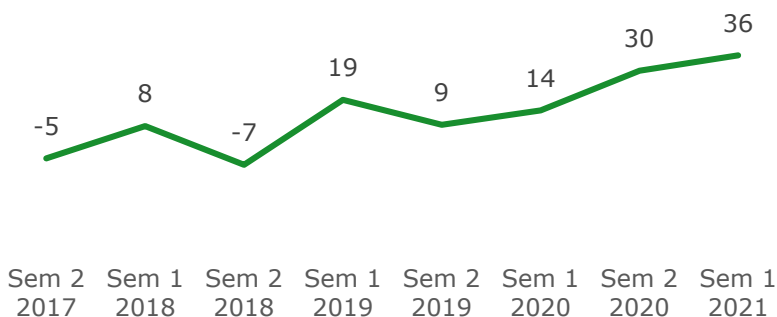|	Sem 1 2021	Sem 2 2020	Sem 1 2020
Bridgepoint	39	40	44
Trades & Services	36	31	7
Healthcare & Social Practice	30	35	29
Computing, Electrical & Applied Technology	25	34	13
Applied Business	20	40	32
Environment & Animal Sciences	18	25	19
Architecture	17	1	-4
Building Construction	13	5	9
Community Studies	8	11	40
Creative Industries	-10	18	12

Notes:
1. Student NPS displayed here is for returning students
2. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
3. Sample size (student NPS by semester), n = 1024 | 789 | 1397 | 986 | 1246 | 1306 | 1080
4. Sample size (semester 1 2021 by school), n = 74 | 94 | 211 | 114 | 93 | 84 | 64 | 244 | 53 | 42

Māori and Pacific students are continuing to give very high NPS, but there has been a decrease among under 25 and international

Māori

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
-5	8	-7	19	9	14	30	36

Pacific

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
34	22	20	31	35	48	38	50

Under 25

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
-3	6	-6	4	10	19	23	17

International

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
15	10	8	14	14	22	24	20
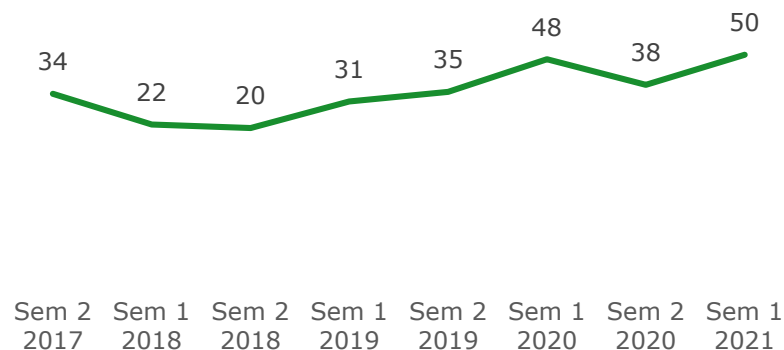
Notes:
1. Student NPS displayed here is for returning students
2. Sample size (semester 1 2021 by priority group), n = 102 | 205 | 389 | 114

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

New Zealand NPS industry benchmarks 2020

■ Education services   ■ Other industries

Bar chart showing NPS values by industry:
- Veterinary
- Not-For-Profit
- Northtec: 32
- Fitness
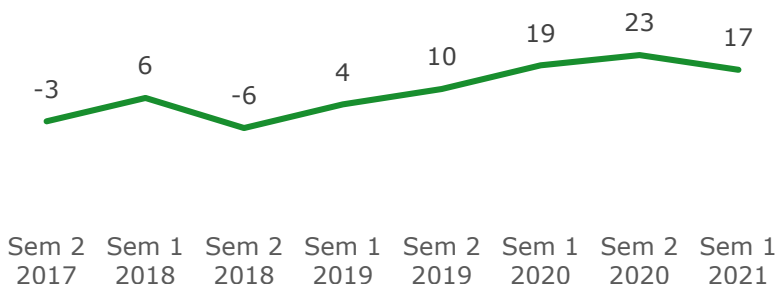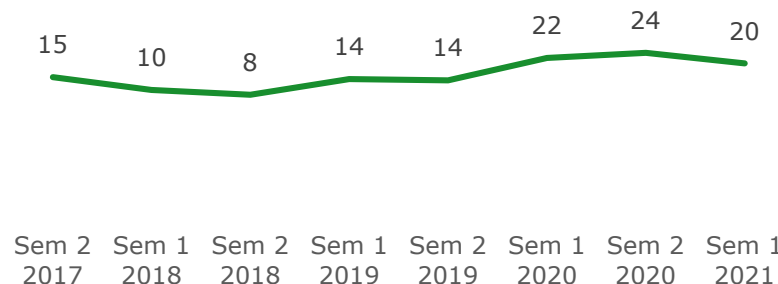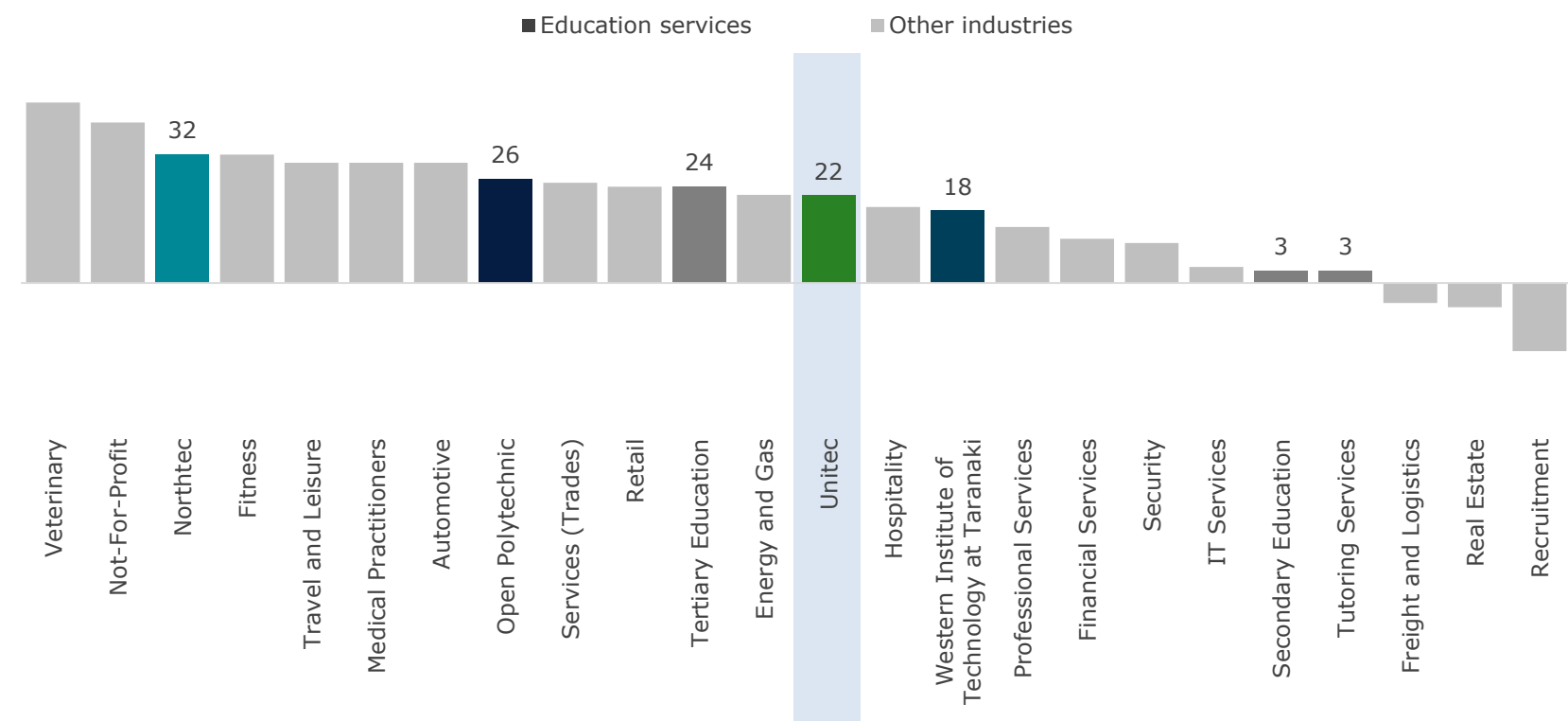- Travel and Leisure
- Medical Practitioners
- Automotive
- Open Polytechnic: 26
- Services (Trades)
- Retail
- Tertiary Education: 24
- Energy and Gas
- Unitec: 22
- Hospitality
- Western Institute of Technology at Taranaki: 18
- Professional Services
- Financial Services
- Security
- IT Services
- Secondary Education: 3
- Tutoring Services: 3
- Freight and Logistics
- Real Estate
- Recruitment

Notes:
1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2020 report
2. Western Institute of Technology at Taranaki, Open Polytechnic, and Northtec student NPS sourced for their 2019/20 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
3. Four ITPs use NPS and eleven ITPs use a student satisfaction measure which range from 82% (MIT) to 94% (SIT)

The recent decrease in staff commitment is likely to result in negativity that could influence students in the future

Net promoter score and staff engagement

Legend: —— Student NPS   —— Staff sense of commitment
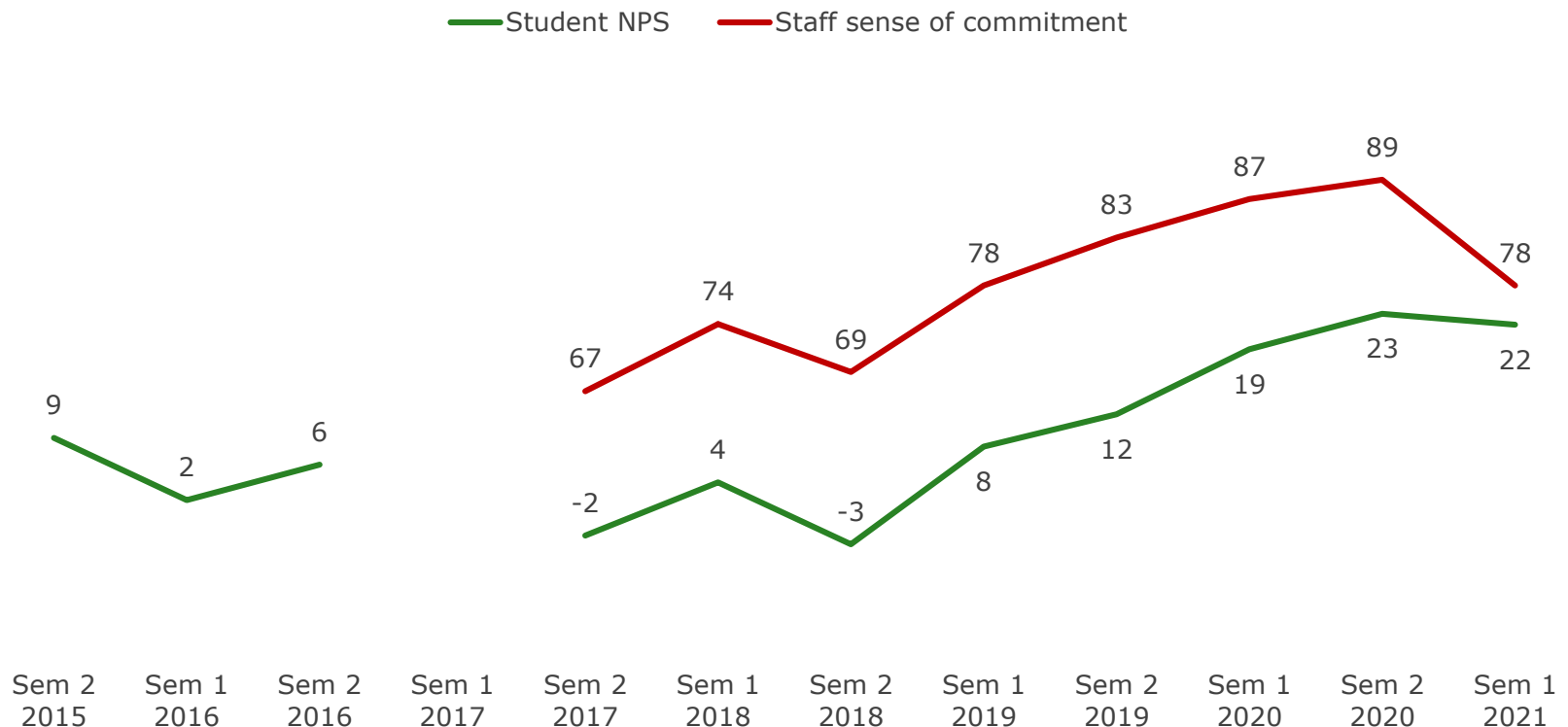
Notes:
1.   Staff sense of commitment (top two box) sourced from staff surveys and staff pulse surveys

Summary of key findings about NPS

1 Unitec's trend of consecutive semester increases in NPS has now levelled off, but the good news is that it's still high

2 Māori and Pacific students are continuing to give very high NPS, but there has been a decrease among under 25 and international

3 Most schools are reasonably consistent compared to last semester, notable exceptions being: Architecture with a large gain (1 to 17), and Applied Business (40 to 20) & Creative Industries (18 to -10) with large declines

4 Unitec's student NPS is considered favourable and in line with industry benchmarks that we have available

5 Staff commitment and student NPS have long tracked parallel to each other, so with the recent decrease in staff commitment, there is likely to be negativity coming from staff that is likely to influence students in the future

02.

REASONS FOR NPS & IMPROVEMENT AREAS

Unitec excels when students feel connected to their teachers, but the variance between teachers leaves some students disappointed

Student comments about **teaching quality**

"Because Unitec is well managed in terms of class quantity and always provide safe space for all students."

"I think the lecturers and all the student support services at Unitec are great, and that is one of the reasons I would recommend Unitec to a friend. Moreover the faculty and staff are really supportive which give the student a great study experience overall."

"My lectures are both very helpful and good to have a laugh with. Every staff member is very welcoming and friendly."

"Guidelines and teaching methods are really helpful in my course. Lecturers are always helpful even till the last minute both in class and when your even going through personal problems. Being an international student is really hard, but I appreciate my lecturers for helping me."

"Great support, great chance to have personal connections with lecturers. Small class sizes."

"I really enjoy learning at Unitec, I appreciate how invested the lecturers are in seeing and helping you achieve. The campus itself is great, the student hub is great and also the whare is beautiful. Everyone is really accepting and I don't feel out of place when surrounded by so many different cultures etc. I would definitely recommend!"

"Because Unitec offers such a hands on learning experience, and lecturers and tutors make a huge effort to expose the students to real life experiences."

"Whānau vibe, teachers have been so accommodating especially during covid online teaching."

"Amazing support from the learning advisors (they're so approachable, humble and easy to connect with) and ongoing support from our subject lecturers."

"I think the communication from the school is lacking. The staff doesn't always look experienced. My experience of this school hasn't been great and Unitec has a poor reputation."

"Lack of planning and disorganised, lack of course preparation. Enrolled as a practical based course, however, almost all time been spent on online learning with the following reading materials."

"Facilities are run down and the teachers are sometimes average. Moodle is confusing and outdated. Although good range of flexible courses."

"Because of lack of communication, organization, so much confusion with assessments as well and also some comments or behaviours of certain lecturers that I find to the limit of being a joke."

"I paid for the in class experience and have not got it due to asbestos in my building so we have had to move to online which is not the same."

"Most lecturers are terrible at responding so the feedback and guidance is non-existent, very much self directed learning and little to know help on what is expected. When critical assessments are due and you have crucial questions, the lecturer does not respond or if you ask a list of inquiries weeks in advance you get a response on the day or a few days before the assessment is due."

"I'm over it. The help and support is ridiculously lacking. Half of the academic leaders can't even help you because they don't know the content. So what's the point?"

"Throughout this past year, me and my fellow students honestly feel cheated. There have been a select few lecturers who know how to teach. Even giving them the benefit of the doubt with covid it's still a massive joke. Our exams have just been pushed back a week and this course has been a whole cluster of confusion. With my little time at Unitec I will not recommend coming here unless it's last ditch effort to get a diploma."

Students would like to see teachers be more available and timely with their responses, as well as action on poor quality teaching

Improvement suggestions for **teaching quality**

Knowledge

"Have lecturers knowledge tested against what they are supposed to be teaching their students. Many have no idea, are categorically wrong or have an "it is this way because it has always been this way" understanding when you scratch beneath the surface."

"Retire incompetent lecturers."

"Some tutors need to know their subject before they start teaching."

"One of my lecturers I find difficult to understand when they are teaching because they don't explain to us what we need to know and what we don't need to know. It confuses me and I end up studying the wrong things for the exam."

*"**** is just not a good enough teacher for what they are teaching. We have had them for both classes and have suffered dearly for it. This needs to be addressed. If it is not I would never recommend anyone come to your education provider."*

"Over the last few years I have felt that I am having to teach myself everything for courses which is not an effective way to learn at all."

Availability

"Teacher student communication, being aware if a student maybe needing to talk or have questions."

"At least train the staff to respond to student queries."

*"**** is a lecturer that doesn't make time for his students and shows very little empathy towards people who undertake his classes. He doesn't understand that his role exists to support students and that's what he is paid for."*

"That all tutors use the same format on Moodle. It is very hard to find things when they are all different."

"More 1 on 1 with the students but that's hard with so little staff and the amount of students studying."

"More time in class, sometimes the tutors decide to start late/finish early and it would be good to have all the time we can if its available."

"Less students per class and more strict rules for student behaviour in class."

Cultural awareness

"I would employ a Māori worldview in responding to the needs of Māori navigating education. Particularly first timers. I'd also like to see more Māori staff in decision making positions."

"There are some teachers at Unitec who might need more training in understanding how to be more culturally sensitive, some put up a front of understanding but their actions speak of something else."

"Greater support for Pacific and Māori students. Unitec talks a good game but I haven't always experienced this."

"More Kaupapa Māori through all the course content and academic resources. More Māori and Pacific staff, especially males. We need the role models to be what we see and if we don't see me in the staff it makes it more difficult."

"More empathetic lecturers."

Parking is frequently mentioned by students as an issue in need of improvement, as is consistent use of Moodle & lecture recordings

Other common improvement suggestions

Parking

"There are not many free car parking on Campus."

"Student parking is quite scarce, I'm embarrassed to admit the amount of times I drove all the way there, struggled to find a space, gave up and immediately drove back home."

"The facilities at Waitakere Campus - particularly the lack of parking (has only become an issue since the beginning of this year)."

"Lower the price of parking - and I am not sure many students actually pay their parking. I pay for the parking. In my case - with limited income attending classes 3 days a week with $3.50 each day for parking as well as extra fuel cost I am really struggling"

"Changes to the parking at Mt Albert isn't great."

"Free parking - we are paying for the course and should be able to park for free."

"Safe car parking at Waitakere campus for staff and students."

"Parking area that will soon be lost."

"More (free) parking for those of us travelling a long distance from areas with no public transport."

"Free parking for students."

"More parking at Waitakere for students."

"More car-parking need to be built in campus."

"Parking. Parking. Parking."

"Parking space should be increased and be free for students. It is not fair on any student paying high fees and plus paying for parking too."

Moodle, IT and recordings

"Recording lectures. I know that other institutions have recording capabilities set up in almost all their lecture rooms which are uploaded online for people to re-watch. Going through lockdown, I found that being able to re-watch classes was really beneficial for my studies."

"IT facilities for tutors could be more user friendly for them."

"Moodle - needs to be a consistent interface/index from one course to another. The system is great but each lecturers implementation leaves a lot to be desired and is frankly often confusing and time wasting to find what you need to know for a particular course."

"Printing and computer labs could be updated. We need print our work a lot we only have one printer in Building 48. Computer labs in the library on the ground level are slow. Adobe keeps asking you to log in and if you don't have a log in it shuts down. Everyone in general uses Adobe to print their documents so this could be improved especially for the senior students who come in after hours."

"There could be more lectures with 360 Live Recording, this is because due to covid19 and the classroom is too crowded this year, this gives choice for some of the student could choose not to come to school."

"Zoom sessions recorded at Unitec by lecturers. Fixed location camera (to the ceiling to prevent it being moved) with tracking and better sound recording for when the lecturer is standing away from the microphone."

"Have lectures video recorded well and directed towards the white board for later reference when studying."

"Our lecturer seems to have problems with the technical equipment quite frequently."

"Have online learning with recorded."

Many students are seeking improvement in some of the older classrooms, especially regarding air con and heating

Other common improvement suggestions

Enrolment and Studylink

"Course enrolments last year were a nightmare. Just a little more effort on the organising side of things and shouldn't be a problem."

"Enrolment process could be made easier and done more friendly."

"Make the enrolment portal work on mobile devices including safari browser and also on edge browser."

"Make re-enrolment easier, have an app for all your classes. Have the classroom / lecture theatres work."

"Systems, administration processes, communication, more competent admin staff."

"Please dear god make enrolling a smoother process. I don't exactly know why it is often a problem but, there are times when I do not know whether I have to do something to proceed with my enrolment or if I am waiting on Unitec to process something."

"Definitely need to improve their enrolment and administration."

"Perhaps more organization on enrolment and study link."

"I had enrolment problem, less communication and late answer. I missed orientation."

"The re-enrolment process, it's complicated and student services doesn't always get it right."

"The process around fees free. I regularly get chased up yet I have no control over the process so having to explain myself over and over."

"Communication to students re courses, timetables, finding information about classes, access to marks, access to Moodle outside semester periods, better support regarding choosing papers etc."

Campus and classrooms

"My class has been moved online due to asbestos being found in the buildings my classes are in. Maybe have an area where we could move our classes to as online has made this semester extremely hard as it feels like it hasn't been as engaging as in person learning is."

"Air conditioning in the new block is a must. Have been falling asleep and so hot it's a health issue!"

"Classroom quality- some classes are old and run down (especially rooms 112 to 115). The poor led lighting used in the classrooms makes it difficult to see the board and projector screen. Can smell musty in some classes."

"Renovating or updating facilities like older class rooms. Some are really old looking, smelly and have not working heating/ac systems."

"Aircon that works. Drinking fountains that are cold. A place to make tea & coffee for free. Hire out laptops for the day again."

"The only improvement would be the temperature during summer months, because there are no windows that open in the classes the air con/heat pump can be set a little too high."

"I would say the classroom, some of the class is quite packed when 40 student sitting in 113-2001."

"The buildings structure, toilets, kitchen of old departments are decayed or malfunctioning including some heaters."

"More food option, more table and study rooms, better, more modern classrooms."

"Alternative classrooms to use, since the shutdown of the rooms where most of my classes are."

Summary of key findings about NPS reasons

1 Teachers are the main driver of NPS. Unitec excels when students feel connected to their teachers, but the variance between teachers leaves some students disappointed

2 Connection to teachers happens when there is: clear & prompt communication between student & teacher, teachers make themselves available & approachable, and teachers are knowledgeable about their subject area

3 Parking, Moodle, lecture recordings, enrolment & admin, and classroom quality are the most frequently mentioned areas in need of improvement

03.

STUDY EXPERIENCE

Students are generally satisfied with most aspects of Unitec, and communication remains the most important driver of NPS

Satisfaction with aspects about Unitec …

More impactful ↑

Aspect	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Quality of the communications received from Unitec	4%	9%	11%	37%	38%
Quality of teaching and tutoring	3%	7%	10%	38%	42%
The value for money for the fees paid	5%	7%	21%	33%	34%
Course structure	3%	6%	11%	45%	34%
Student life/culture at Unitec	3%	5%	24%	35%	34%
The ease of getting help support when I need it	3%	6%	13%	37%	41%
The ease of finding information when I need it	3%	6%	15%	42%	34%
Enrolment/administration processes	5%	8%	13%	37%	37%
Range of student services available	3%	4%	14%	38%	44%
Quality of classrooms, labs and study spaces	3%	10%	16%	41%	31%
Timetabling	3%	7%	16%	39%	35%
General campus facilities	3%	11%	19%	39%	29%

Less impactful ↓

■ 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 = 663 – 673
3. Importance calculated using a linear regression model and standardise betas

Communication continues to improve each semester, while most other statements are in line with last semester

Value for money for the fees paid

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	22%	22%	19%	29% ▲	34% ▲
Somewhat satisfied	33%	36%	36%	33%	33%
Neither	26%	24%	26%	23%	21%
Somewhat dissatisfied	13%	12%	13%	10% ▼	7%
Extremely dissatisfied	6%	6%	6%	6%	5%

Quality of the communications

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	30%	31%	33%	36%	38%
Somewhat satisfied	37%	40%	41%	38%	37%
Neither	17%	16%	17%	14% ▼	11%
Somewhat dissatisfied	10%	10%	6% ▼	8%	9%
Extremely dissatisfied	6%	5%	3% ▼	3%	4%

Quality of teaching and tutoring

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	39%	38%	37%	42% ▲	42%
Somewhat satisfied	37%	38%	40%	38%	38%
Neither	10%	12%	13%	9% ▼	10%
Somewhat dissatisfied	10%	8%	8% ▼	7%	7%
Extremely dissatisfied	4%	5%	3%	4%	3%

Course structure

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	29%	29%	26%	34% ▲	34%
Somewhat satisfied	44%	41%	45%	42%	45%
Neither	14%	16%	19%	14% ▼	11%
Somewhat dissatisfied	9%	9%	8% ▼	7%	6%
Extremely dissatisfied	4%	4%	3%	3%	4%

Ease of getting help/support

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	36%	37%	30% ▼	40% ▲	41%
Somewhat satisfied	35%	35%	42% ▲	34% ▼	37%
Neither	18%	17%	20%	17%	13% ▼
Somewhat dissatisfied	7%	7%	5%	7%	6%
Extremely dissatisfied	4%	4%	3%	3%	3%

Ease of finding information

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	29%	30%	24% ▼	31% ▲	34%
Somewhat satisfied	42%	43%	46%	43%	42%
Neither	16% ▼	15%	22% ▲	17% ▼	15%
Somewhat dissatisfied	9%	9%	7% ▼	6%	6%
Extremely dissatisfied	4%	3%	3%	3%	3%

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

Notes:
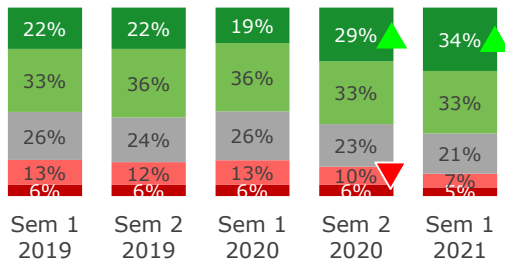1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 1 2021), n = 663 – 673

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

Unsurprisingly, campus facilities has decreased this semester due to the disruptions to buildings and parking

Student life/culture at Unitec

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	33%	33%	27% ▼	34% ▲	34%
Somewhat satisfied	35%	35%	38%	33% ▼	35%
Neither	21%	20%	26% ▲	25%	24%
Somewhat dissatisfied	8%	8%	6%	5%	5%
Extremely dissatisfied	4%	3%	3%	3%	3%

Range of student services

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	38%	37%	35%	41% ▲	44%
Somewhat satisfied	38%	37%	38%	36%	38%
Neither	16%	18%	22% ▲	18% ▼	14% ▼
Somewhat dissatisfied	6%	5%	3% ▼	4%	3%

Timetabling

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	30%	31%	28%	33% ▲	35%
Somewhat satisfied	40%	37%	42%	41%	39%
Neither	15%	17%	19%	16%	16%
Somewhat dissatisfied	10%	9%	9% ▼	7%	7%
Extremely dissatisfied	5%	5%			

Quality of study spaces

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	30%	30%	27%	35% ▲	31%
Somewhat satisfied	38%	36%	42% ▲	38%	41%
Neither	17%	16%	18%	17%	16%
Somewhat dissatisfied	10%	12%	10% ▼	7% ▼	10%
Extremely dissatisfied	4%				3%

Enrolment/administration processes

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	28%	32%	29%	37% ▲	37%
Somewhat satisfied	35%	35%	40% ▲	36%	37%
Neither	17%	18%	21%	17% ▼	13% ▼
Somewhat dissatisfied	12%	10%	8% ▼	6%	8%
Extremely dissatisfied	8%	6%		4%	5%

General campus facilities

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Extremely satisfied	29%	30%	29%	34% ▲	29% ▼
Somewhat satisfied	37%	34%	39% ▲	39%	39%
Neither	16%	20%	21%	16% ▼	19%
Somewhat dissatisfied	13%	11%	9%	8%	11%
Extremely dissatisfied	5%	6%	3%	3%	3%

■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied
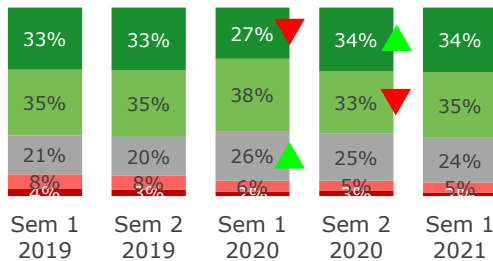
Notes:
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 1 2021), n = 663 – 673

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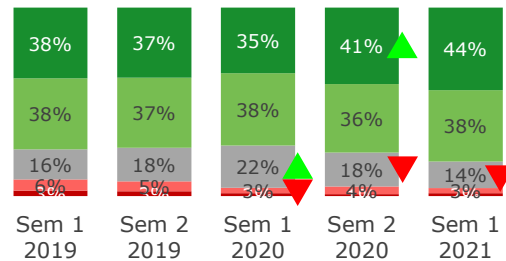▼ *than previous period (95%)*

Following the high NPS for Māori and Pacific students, satisfaction on the driver statements is also high

	Māori	Pacific	International	Under 25
Quality of the communications received from Unitec	44%	47%	32%	34%
Quality of teaching and tutoring	53%	52%	26%	39%
The value for money for the fees paid	37%	42%	23%	26%
Course structure	37%	43%	37%	30%
Student life/culture at Unitec	39%	39%	35%	34%
The ease of getting help support when I need it	46%	51%	44%	39%
The ease of finding information when I need it	35%	48%	40%	31%
Enrolment/administration processes	35%	41%	34%	33%
Range of student services available	50%	52%	46%	45%
Quality of classrooms, labs and study spaces	28%	37%	44%	31%
Timetabling	32%	43%	37%	34%
General campus facilities (e.g. food, parking, transport)	28%	36%	35%	31%

International perceptions of teaching quality continue to be lower than other students. While there has been a general improvement in the last few semesters on quality of teaching at Unitec's overall level, for international students it is actually marginally decreasing.

Notes:
1. Question text: How satisfied are you with the following aspects of Unitec …
2. Sample size, n = 70 | 130 | 74 | 233
3. Differences based on the proportion who state they are extremely satisfied

🟩 🟥 *Significantly higher/lower than other groups (95%)*

While Architecture's NPS has improved, this has not come through on the specific statements which remain low

	Applied Business	Architecture	Bridgepoint	Building Construction	Community Studies	Computing, Electrical & Applied Tech.	Creative Industries	Environmental & Animal Sciences	Healthcare & Social Practice	Trades & Services
Quality of the communications received from Unitec	45%	30%	60%	36%	28%	47%	13%	39%	38%	32%
Quality of teaching and tutoring	37%	24%	55%	25%	50%	34%	68%	50%	51%	63%
The value for money for the fees paid	42%	17%	49%	34%	22%	42%	12%	23%	32%	44%
Course structure	35%	19%	51%	29%	32%	31%	24%	37%	36%	40%
Student life/culture at Unitec	29%	17%	53%	28%	39%	40%	24%	41%	38%	35%
The ease of getting help support when I need it	39%	11%	56%	38%	34%	45%	19%	58%	46%	43%
The ease of finding information when I need it	36%	17%	54%	35%	43%	40%	13%	33%	33%	29%
Enrolment/administration processes	34%	19%	58%	38%	31%	42%	24%	44%	36%	31%
Range of student services available	48%	31%	63%	40%	50%	46%	27%	65%	41%	31%
Quality of classrooms, labs and study spaces	34%	11%	41%	31%	19%	44%	15%	33%	31%	33%
Timetabling	32%	29%	46%	38%	28%	34%	32%	35%	32%	44%
General campus facilities (e.g. food, parking, transport)	30%	11%	46%	32%	31%	37%	20%	31%	21%	31%

Notes:
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size, n = 66 | 38 | 43 | 155 | 37 | 65 | 27 | 54 | 149 | 51
3. Differences based on the proportion who state they are extremely satisfied

Significantly higher/lower than other schools (95%)

Summary of key findings about study experience

1 Students are generally satisfied with most aspects of Unitec, and communication continues to have a heightened sense of importance since COVID-19

2 Communication continues to improve, while most other statements are in line with last semester. The most significant exception to this is that perceptions of campus facilities has decreased (asbestos building closures & parking)

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

4 Perceptions of quality of teaching improved last semester and positively this improvement has been maintained for this semester

04.

ORIENTATION EXPERIENCE

New students continue to have a high NPS and it remains at about the same level as last semester

NPS for new and returning students

Legend: —— Returning student NPS —— New student NPS

| Sem 1 2015 | Sem 2 2015 | Sem 1 2016 | Sem 2 2016 | Sem 1 2017 | Sem 2 2017 | Sem 1 2018 | Sem 2 2018 | Sem 1 2019 | Sem 2 2019 | Sem 1 2020 | Sem 2 2020 | Sem 1 2021 |

New student NPS: 29, 29, 32, 27, , 17, , , 36, 34, 33, 38, 36

Returning student NPS: 14, 9, 2, 6, , -2, 4, -3, 8, 12, 19, 23, 22

Notes:
1. Returning students sample size, n = 2431 | 2371 | 1264 | 1423 | 0 | 889 | 1024 | 789 | 1397 | 986 | 1246 | 1306 | 1080
2. New students sample size, n = 1232 | 541 | 678 | 313 | 0 | 289 | 0 | 0 | 791 | 602 | 782 | 509 | 1025

There is a particularly large gap from new to returning students for Applied Business, Architecture and Creative Industries

NEW STUDENTS

NPS for new and returning students by group

THEORY: The three schools with the highest new NPS are all below the Unitec average, perhaps signalling that positive changes have been made, but it isn't enough to change entrenched perceptions

■ Returning student NPS ■ New student NPS

Priority groups

| Māori | Pacific | International | Under 25 |

Schools

| Applied Business | Architecture | Bridgepoint | Building Construction | Community Studies | Computing, Electrical & Applied Tech. | Creative Industries | Environmental & Animal Sciences | Healthcare & Social Practice | Trades & Services |

Returning: 36, 50, 20, 17, 20, 17, 39, 13, 8, 25, -10, 18, 30, 36
New: 37, 60, 28, 35, 48, 52, 45, 22, N/A, 37, 49, 28, 22, 43

Notes:
1. Returning students sample size, n = 102 | 205 | 114 | 389 | 93 | 64 | 74 | 244 | 53 | 114 | 42 | 84 | 211 | 94
2. New students sample size, n = 95 | 152 | 46 | 483 | 117 | 48 | 137 | 231 | 28 | 79 | 61 | 83 | 86 | 137

With the return to campus learning, the ability to create friendships in class has returned

I am forming friendships with people I have met in class

	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Strongly agree	57%	56%	57%	49% ▼	50%	55%
Somewhat agree	30%	32%	28%	32%	34%	30%
Neither agree nor disagree	9%	8%	9%	13%	11%	10%

There is someone in my programme or department I can talk to if I have a question or need help
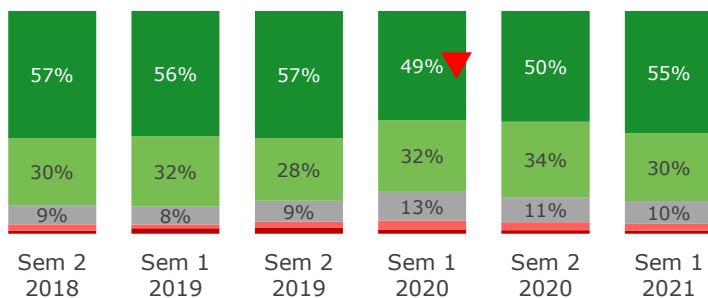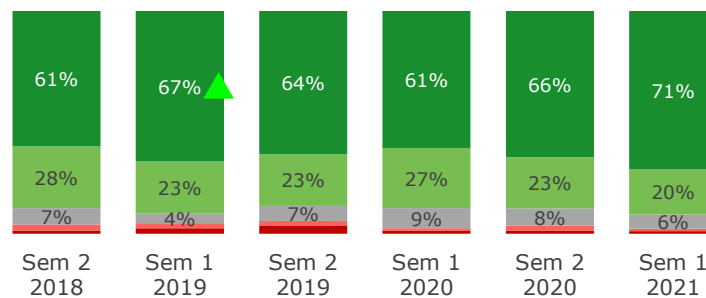
	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Strongly agree	61%	67% ▲	64%	61%	66%	71%
Somewhat agree	28%	23%	23%	27%	23%	20%
Neither agree nor disagree	7%	4%	7%	9%	8%	6%

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

	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Strongly agree	69%	71%	66%	69%	68%	72%
Somewhat agree	21%	21%	23%	22%	22%	22%
Neither agree nor disagree	7%	5%	7%	7%	7%	5%
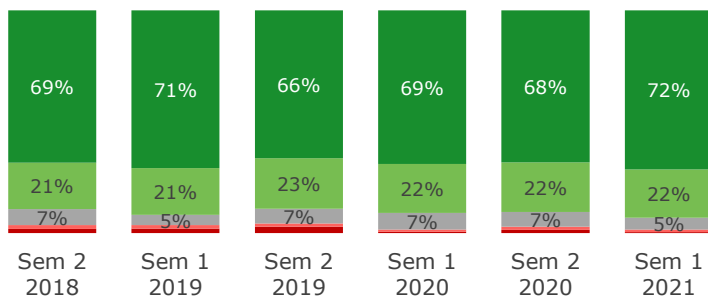
I have a clear goal or purpose for studying at Unitec
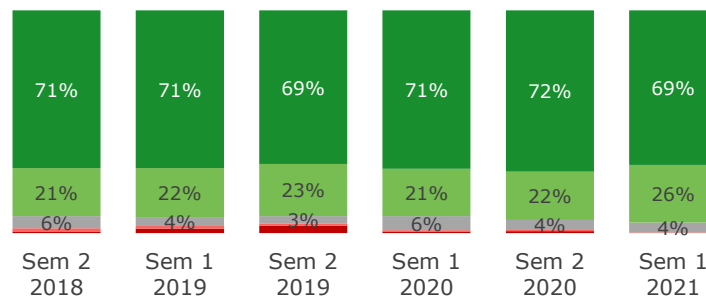
	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Strongly agree	71%	71%	69%	71%	72%	69%
Somewhat agree	21%	22%	23%	21%	22%	26%
Neither agree nor disagree	6%	4%	3%	6%	4%	4%

Legend: ■ 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%)*

>>UNITEC INSTITUTE OF TECHNOLOGY   >>MARKETING

New students continue to feel welcomed at Unitec

NEW STUDENTS

I believe I can be successful in my studies at Unitec

	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Strongly agree	61%	65%	70%	64% ▼	68%	66%
Somewhat agree	27%	26%	20%	29% ▲	23% ▼	28%
Neither agree nor disagree	9%	5%	6%	6%	6%	5%

I feel welcomed to Unitec

	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Strongly agree	63%	70% ▲	68%	70%	68%	72%
Somewhat agree	25%	21%	21%	21%	23%	24%
Neither agree nor disagree	9%	5%	7%	7%	5%	4%

The orientation activities were culturally familiar to Māori and Pacific students
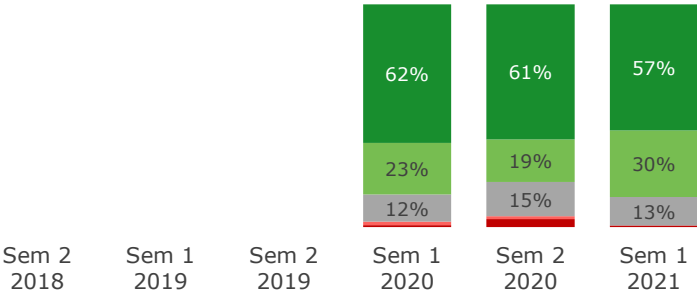
	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021
Strongly agree				62%	61%	57%
Somewhat agree				23%	19%	30%
Neither agree nor disagree				12%	15%	13%

■ 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.
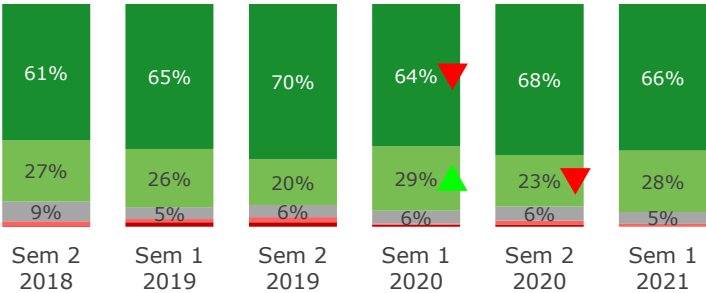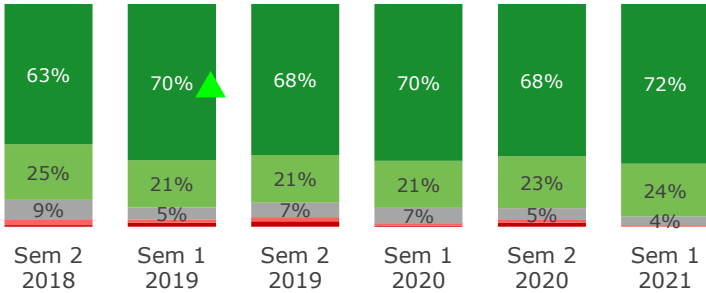2. Sample size, n = 649 | 289 | 636 | 489 | 583 | 363 | 706
3. Māori/Pacific sample size, n = 0 | 0 | 0 | 0 | 130 | 84 | 157

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

As with returning students, the main aspect of new students feeling supported is having a connection to their teacher

Verbatim related to **feeling supported**

"Lecturers very approachable and most have mentioned in class about learning advisors available to students."

"My lecturers have been super supportive, approachable and willing to answer any questions."

"I have contacted lecturers multiple times and always had fast, helpful responses."

"The lecturer for my paper is approachable and listens to the class needs and provides changes or necessary resources accordingly."

"Teachers ask about problems. They are available always for assistance. Added to that is all the support facility provided by the institute."

"I have 2 very good teachers who can always help me even though English is not my first language."

"Tutors are very helpful and make clear to us if we need extra help then where we can go and who we can see."

"My lectures have been very clear about giving help if we need. It's more about us passing rather then being confused. I have also received many emails offer student support and study groups."

"We have teachers who are very open minded and welcoming."

"You would feel uncomfortable reaching out for help but you always have someone asking or approaching you."

"Teacher looking after me and classmates being supportive giving opinions back to me."

"Staff are amazing and student support is awesome."

"Teachers are always willing to help if I need help and also the resources available to use are awesome."

"I'm not entirely sure who to ask if I need help and the lecturer has advised we can't ask anymore questions on our assignment."

"Because nothing is organised then no one inform you for any changes."

"I still don't know who I can talk to about my course and I am not sure if there is just one single person or many that I can talk to about my course questions."

"I feel like some of the teachers neglect the students when we have questions but the other students are so helpful it completely makes up for it."

"We don't get correct information."

"I do not feel that all the teaching staff are approachable and/or willing to actually help."

"The pace of the course is very fast and there were no workshops conducted at the beginning of the semesters and plus some of the professors are not helpful at all."

"Student loans and students allowance is hard for me fill an application. I failed 2 times it isn't access."

"Some tutors come with attitude which I feel isn't helpful especially to students who learn in a different way to the conventional 'listen and retain' or 'read and retain'. I think there needs to be a bit more consideration from tutors to students who have learning disabilities."

Summary of key findings about orientation

1 New students continue to have a high NPS and it remains at about the same level as last semester

2 The move to online learning had a large impact on student's ability to create friendships, but with the return to campus learning, the ability to create friendships has returned

3 As with returning students, the main aspect of new students feeling supported is having a connection to their teacher. Therefore, following the same principles for engaging returning students will serve well for new students

05.

LEARNER RETENTION AND SUPPORT

Most 'I See Me' metrics are stable with last semester, except for proactive engagement which is down

Unitec
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Student agreement on 'I See Me' metrics

	Disagree	Neutral	Agree	Sem 2 2020	Sem 1 2020
There are learning practices that are culturally familiar to Māori and Pacific students	7%	22%	71%	64%	59%
There is someone at Unitec who I can talk to about my concerns	7%	27%	66%	63% ▲	56%
Unitec has a learning style that suits me	6%	29%	66%	67% ▲	55%
I am able to express my culture in my learning	6%	37%	57%	55% ▲	46%
Unitec has proactively reached out to me when things got tough	14%	39%	48% ▼	53%	51%

■ Disagree ■ Neutral ■ Agree
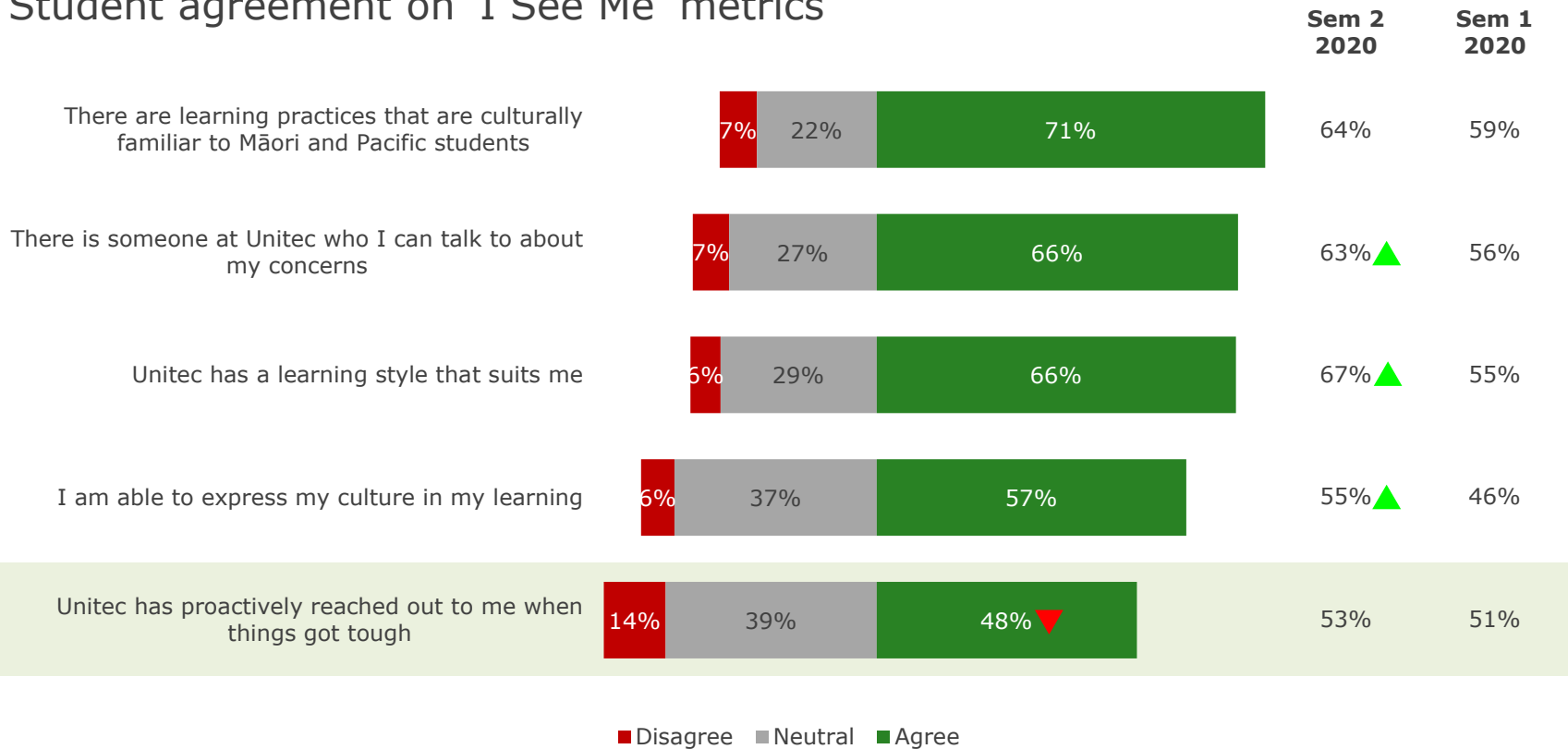
Notes:
1. Question text: Please tell us how much you agree or disagree with each of the following statements about the study experience at Unitec …
2. Sample size, n = 742 – 757 (n=205 Māori/Pacific students)

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

The large intake of new students has pushed awareness for many services down, so more promotion of the services is needed

Awareness and usage of support services

Legend:
- ■ I haven't heard of this service
- ■ I know about this but haven't used it
- ■ I've used this

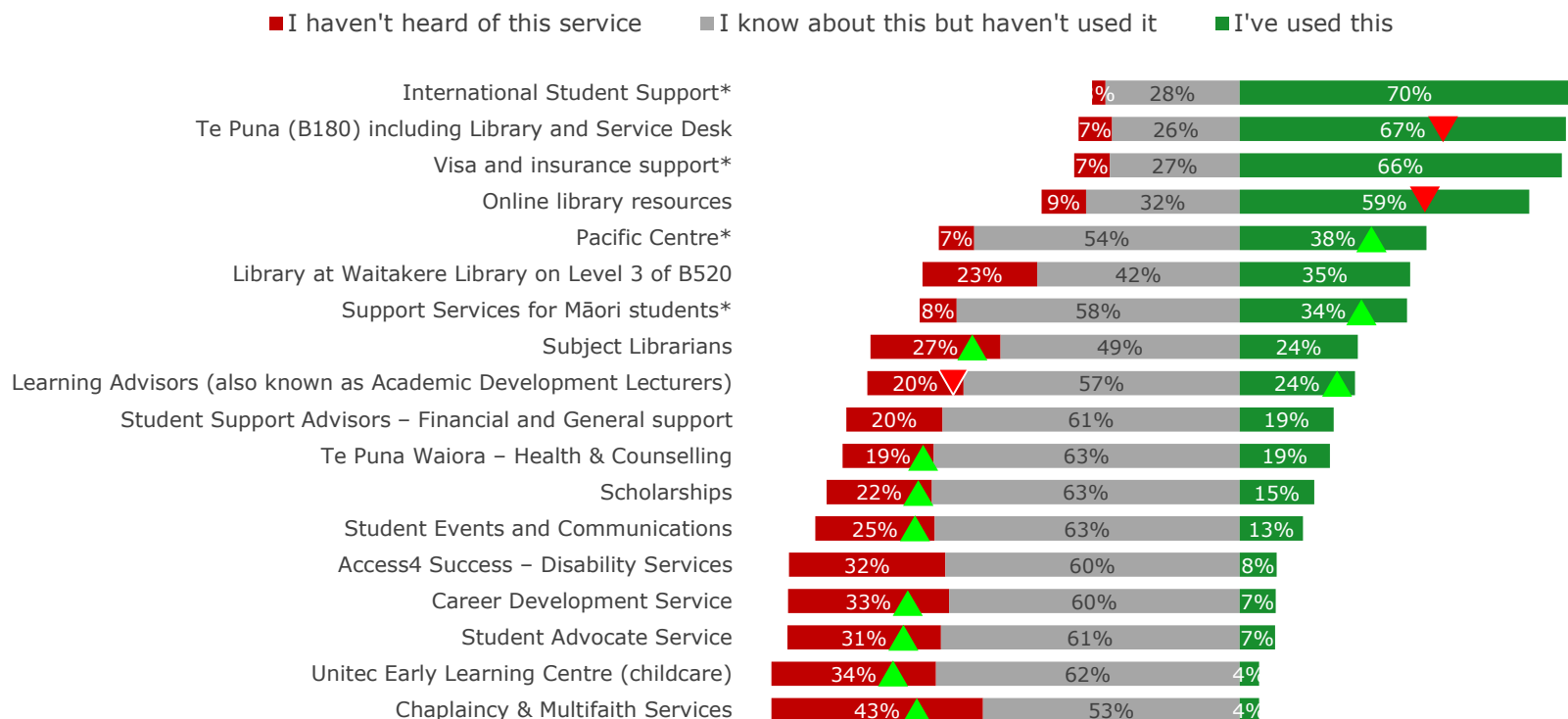| Service	I haven't heard of this service	I know about this but haven't used it	I've used this
International Student Support*	%	28%	70%
Te Puna (B180) including Library and Service Desk	7%	26%	67% ▼
Visa and insurance support*	7%	27%	66%
Online library resources	9%	32%	59% ▼
Pacific Centre*	7%	54%	38% ▲
Library at Waitakere Library on Level 3 of B520	23%	42%	35%
Support Services for Māori students*	8%	58%	34% ▲
Subject Librarians	27% ▲	49%	24%
Learning Advisors (also known as Academic Development Lecturers)	20% ▽	57%	24% ▲
Student Support Advisors – Financial and General support	20%	61%	19%
Te Puna Waiora – Health & Counselling	19% ▲	63%	19%
Scholarships	22% ▲	63%	15%
Student Events and Communications	25% ▲	63%	13%
Access4 Success – Disability Services	32%	60%	8%
Career Development Service	33% ▲	60%	7%
Student Advocate Service	31% ▲	61%	7%
Unitec Early Learning Centre (childcare)	34% ▲	62%	4%
Chaplaincy & Multifaith Services	43% ▲	53%	4%

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

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 = 109 | 1355 | 109 | 1345 | 235 | 1341 | 131 | 1336 | 1333 | 1336 | 1337 | 1328 | 1334 | 1329 | 1327 | 1325 | 1328 | 1328
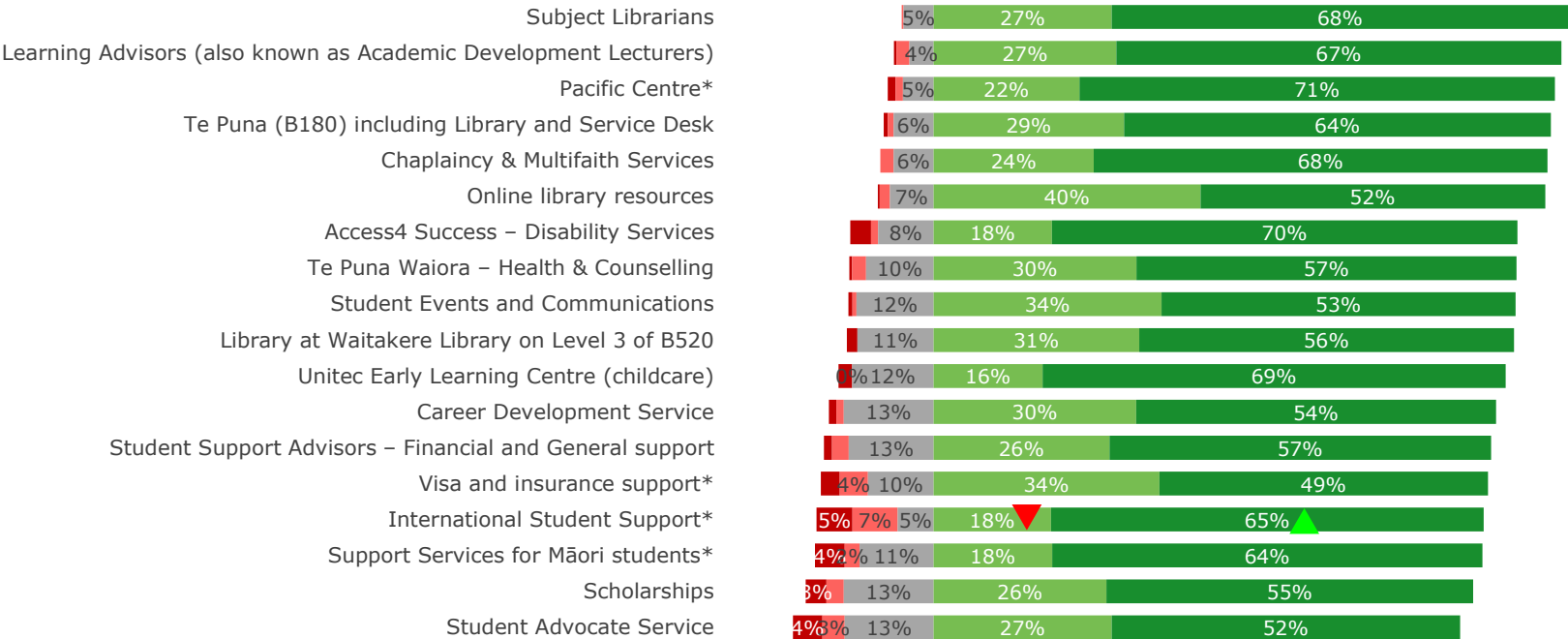3. * only asked of students in the relevant priority group

Satisfaction with almost all services remains consistent with last semester

Satisfaction with support services

Legend: ■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied

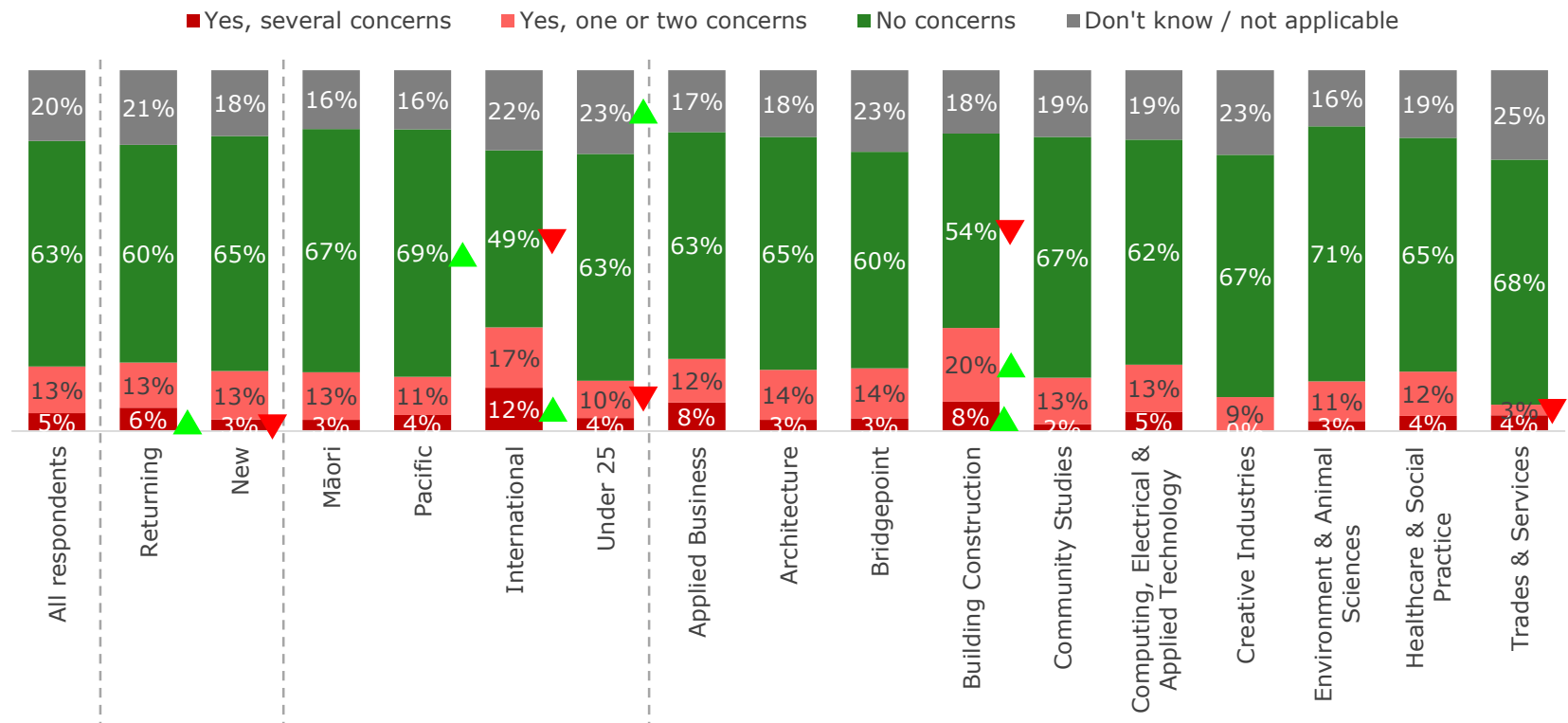| Service	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Subject Librarians	5%	27%	68%
Learning Advisors (also known as Academic Development Lecturers)	4%	27%	67%
Pacific Centre*	5%	22%	71%
Te Puna (B180) including Library and Service Desk	6%	29%	64%
Chaplaincy & Multifaith Services	6%	24%	68%
Online library resources	7%	40%	52%
Access4 Success – Disability Services	8%	18%	70%
Te Puna Waiora – Health & Counselling	10%	30%	57%
Student Events and Communications	12%	34%	53%
Library at Waitakere Library on Level 3 of B520	11%	31%	56%
Unitec Early Learning Centre (childcare)	12%	16%	69%
Career Development Service	13%	30%	54%
Student Support Advisors – Financial and General support	13%	26%	57%
Visa and insurance support*	4% 10%	34%	49%
International Student Support*	5% 7% 5%	18%	65%
Support Services for Māori students*	4% 4% 11%	18%	64%
Scholarships	8% 13%	26%	55%
Student Advocate Service	4% 5% 13%	27%	52%

Notes:
1. Question text: Please tell us how satisfied are you with each of the services that you have used?
2. Sample size, n = 311 | 303 | 87 | 883 | 50 | 778 | 96 | 237 | 164 | 445 | 49 | 89 | 243 | 71 | 74 | 45 | 193 | 90
3. * only asked of students in the relevant priority group

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

Building Construction's increase in student numbers is correlated with an increase in students struggling to access support

Student concerns about accessing the right support

Legend:
- ■ Yes, several concerns
- ■ Yes, one or two concerns
- ■ No concerns
- ■ Don't know / not applicable

Category	Don't know / not applicable	No concerns	Yes, one or two concerns	Yes, several concerns
All respondents	20%	63%	13%	5%
Returning	21%	60%	13%	6%
New	18%	65%	13%	3%
Māori	16%	67%	13%	3%
Pacific	16%	69%	11%	4%
International	22%	49%	17%	12%
Under 25	23%	63%	10%	4%
Applied Business	17%	63%	12%	8%
Architecture	18%	65%	14%	3%
Bridgepoint	23%	60%	14%	3%
Building Construction	18%	54%	20%	8%
Community Studies	19%	67%	13%	2%
Computing, Electrical & Applied Technology	19%	62%	13%	5%
Creative Industries	23%	67%	9%	0%
Environment & Animal Sciences	16%	71%	11%	3%
Healthcare & Social Practice	19%	65%	12%	4%
Trades & Services	25%	68%	3%	4%

Notes:
1. Question text: Do you have any concerns about accessing the right support from Unitec?
2. Sample size, n = 1313 | 711 | 602 | 129 | 226 | 108 | 495 | 140 | 65 | 115 | 284 | 54 | 114 | 64 | 109 | 213 | 137

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

There are two main concerns about accessing support: not knowing about what's on offer and then getting access to them

How to help students access support

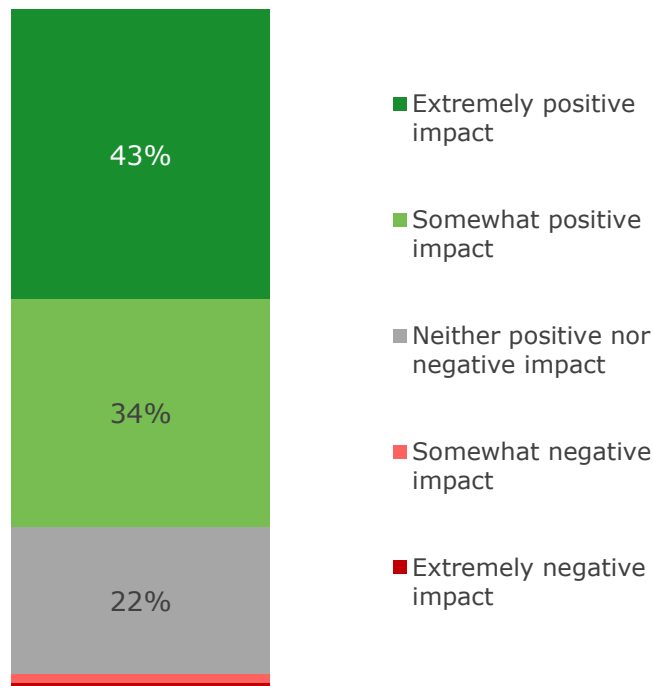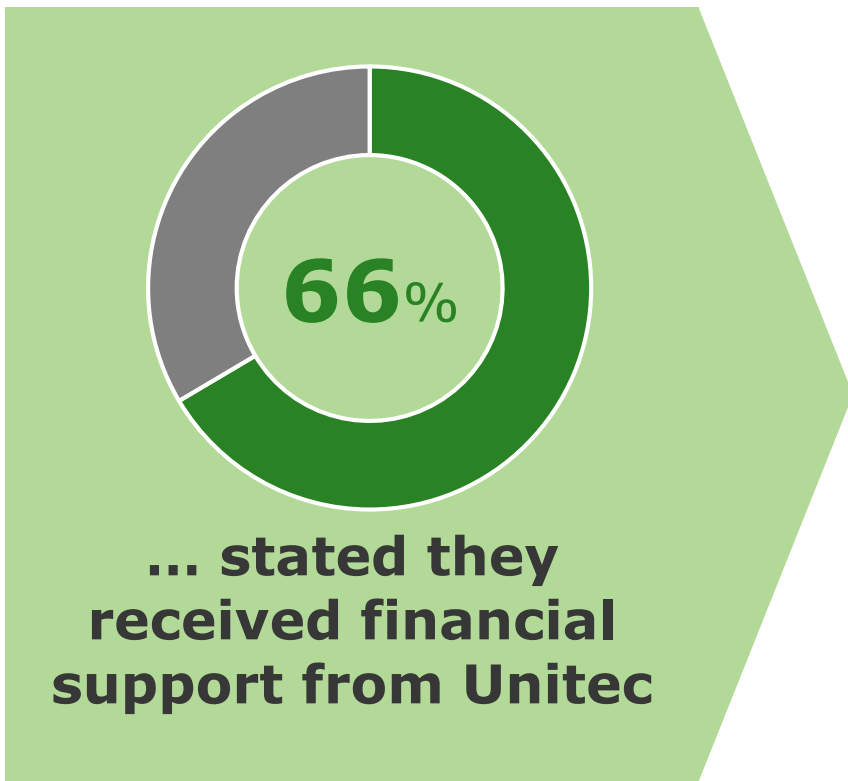| Access	Awareness
"It's hard to get in touch with course coordinators. And to get any information regarding courses, course work etc."	*"Offer support. Don't expect people to inform themselves and discover such supports."*
"Student services centre always so busy and long wait, a lot of time they don't have the answers."	*"If it was more common knowledge for all students even those who did not attend orientation."*
"The wait time to see a counsellor is quite long. There is obviously a huge demand for them, but just not enough of them available."	*"It's not offered enough. Or spoken about enough. I don't feel confident enough about asking for help or assistance."*
"Many times I have tried to book appointments with a counsellor for mental health reasons, however, I was not able to get help. I decided to not try to use their services anymore because of this experience."	*"Not knowing what is out there and how to access and use these services when needed."*
"At the moment it is very hard to get appointments, receive documents or any other related material. I also feel their knowledge is very poor."	*"I have no idea where these supports are as I have not been told."*
"My only concern is to do with the doctors at Te Puna as they are only in for a few hours during the middle of the day and that is time when I have class. It would be great to have some evening or early morning appointments so that I don't have to miss class to go to the doctors."	*"Making students aware of support services available and of groups and their objective."*
	"I didn't know about student support as it's rather difficult when you're a student financially."
"The main one would be when I email to receive support, actually getting a response and getting any form of support offered rather than nothing being done."	*"Advocate the presence of those individual support groups in a manner that targets those who actually need help."*
"I'm just someone that finds it intimidating when needing to reach out for help that's all."	*"Make students aware of financial help."*
	"I do not know where the support desk is."
"Still not sure exactly the questions I should be asking to find out about what I need. Study information needed - its been a long time since I have studied."	*"Be more clear about what services are offered maybe, e.g., career advisors: what can they do, where can I find them/contact them. Having the front desk at student central helps with most of that but for times like during covid or during the holidays if I wanted to book something or just know what exactly to do and where to go when I get back on campus, having all that clear info online would be helpful."*

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

The majority of students say they have received some type of financial support from Unitec – with it having a positive impact

Institute competition among Unitec students

66% ... **stated they received financial support from Unitec**

43% — Extremely positive impact

34% — Somewhat positive impact

22% — Neither positive nor negative impact

Somewhat negative impact

Extremely negative impact

Impact on student's studies

Notes:
1. Question text: Unitec has support available to assist students financially during their studies, which could include vouchers, scholarships, grants, loan laptops, or food packages. What impact has this support had on you and your studies?
2. Sample size, n = 1331 | 885

Summary of key findings about learner retention and support

1 Most 'I See Me' metrics are stable with last semester, except for proactive engagement which is down. This is perhaps not unexpected as the reason it was high was due to the learner outreach during lockdown

2 The large intake of new students has pushed awareness for many services down, so more promotion of the services is needed (new students are of course less likely to be aware and we now have more of them)

3 Building Construction's increase in student numbers is correlated with an increase in students struggling to access support, suggesting students are feeling that services are stretch thin with the higher student volumes

4 There are two main concerns about accessing support: not knowing about what's on offer and then getting access to them. Both of these could potentially use some improvement

5 The majority of students say they have received some type of financial support from Unitec – with it having a positive impact