Student NPS Semester 2 2021

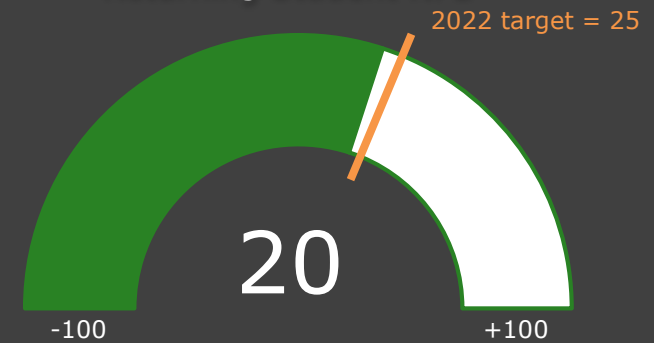October 2021

Key findings

Student NPS result

Unitec's student NPS remains stable and high this semester, despite the ongoing lockdown

- Māori students have seen a drop in NPS, while other priority groups remains relatively stable

- Most schools are reasonably consistent with semester 2 last year, notable exceptions being: large gains have been made in Community Studies (11 to 31) & Building Construction (5 to 18), while large declines have occurred in Creative Industries (18 to 1) & Applied Business (40 to 16)

- Despite all the challenges faced this semester, new students are reporting the highest NPS ever
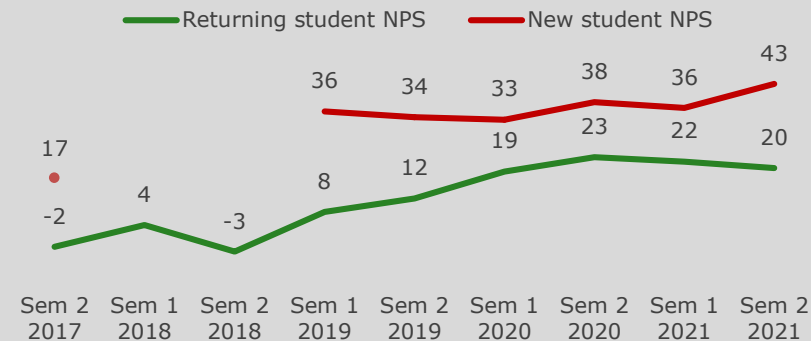
Reasons for NPS

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

- While satisfaction with communication has remained high, many other statements have seen a slight drop in satisfaction

- Lockdown means we need to acknowledge extra challenges to study, but generally students are saying Unitec has responded as well as could be reasonably expected to these challenges

- Having students who feel supported is a key driver of higher NPS and this ties in closely with communication; feeling supported generally happens when good communication is also there

- Regarding online learning improvements, consistent Moodle navigation, communication (comes up everywhere!) and increased access to both software and staff are the three most common suggestions
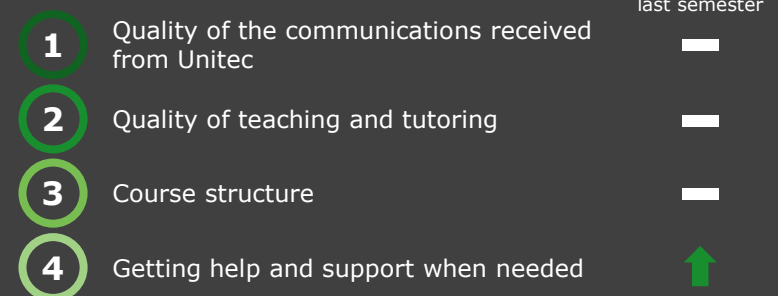
Returning Student NPS

2022 target = 25

20

-100   +100

Student NPS over time

Returning student NPS   New student NPS

	Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
New student NPS	17			36	34	33	38	36	43
Returning student NPS	-2	4	-3	8	12	19	23	22	20

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
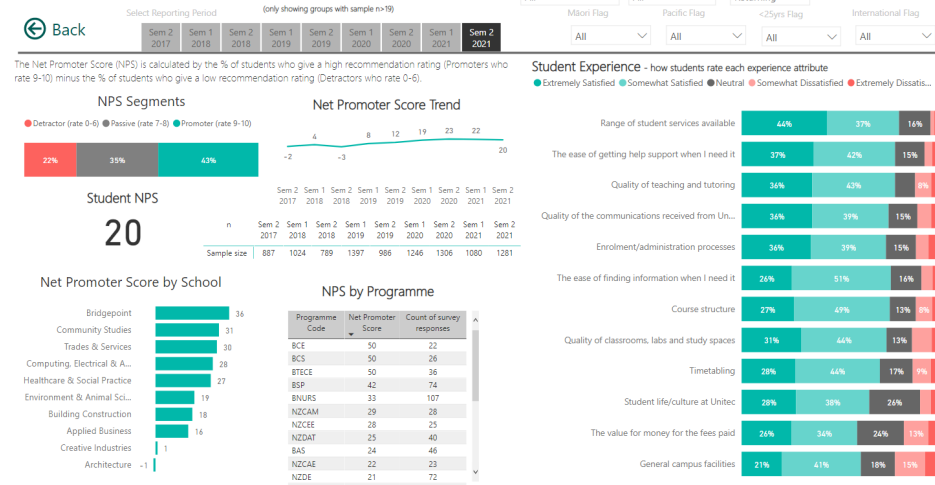4. Getting help and support when needed

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](#).

How can you use this information?

While more detailed information for each school and priority groups (shared with team leaders and also available now in the Dashboard), there are some learnings we don't need to wait to act on. This can be through everyday changes in the way we deliver services to our ākonga. What are your thoughts?

1 The common theme from student NPS is that clear and prompt communication between Unitec and students solves (or prevents) most issues – it's uncertainty that is generally causing tension. Students especially need information related to their courses in a relevant and timely way. How might we improve this for students?

2 Moodle has increased in importance due to the move to online study and students are finding navigation difficult and inconsistent. Are we following guidelines for the layout of Moodle pages and is **all** the information being published there (students easily lose emails)?

3 Students are not getting the experience they may have wanted due to the switch to online learning. Are there extra things we can do to show compassion or make allowances for this? What can we do to improve the online experience?

4 Quality engagement with Unitec staff is a key driver of higher advocacy. What would help our students to contact us easily? What can we do to better replicate a face-to-face style conversation and build relationships with students? How might we free up time for more quality engagement?
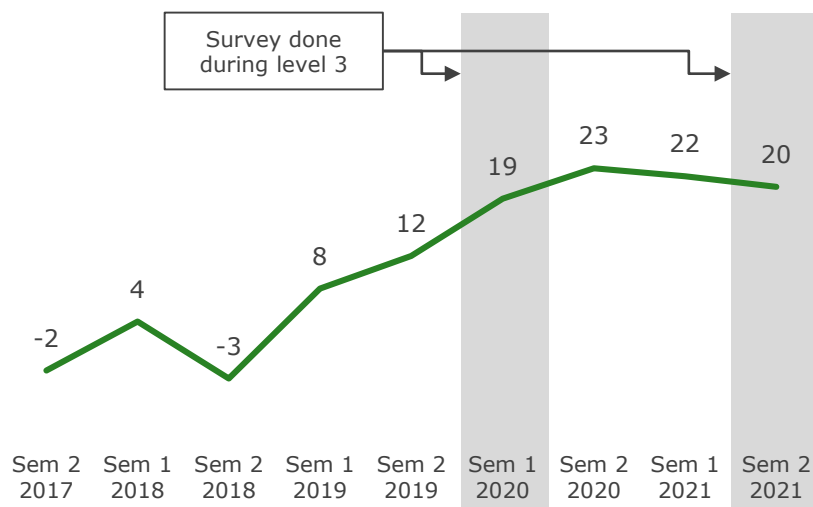
01.

NET PROMOTER SCORE

Unitec's student NPS remains stable and high this semester, despite the ongoing lockdown

Student net promoter score

Survey done during level 3

-2, 4, -3, 8, 12, 19, 23, 22, 20

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
-2	4	-3	8	12	19	23	22	20

> 42.78% of all Unitec students are promoters (rate 9-10) vs 22.33% who are detractors (rate 0-6) which equates to a net promoter score of 20 (promoters minus detractors)

> While this is two points lower than semester 1 2021, this is within the survey margin of error and should be considered as no change from last semester
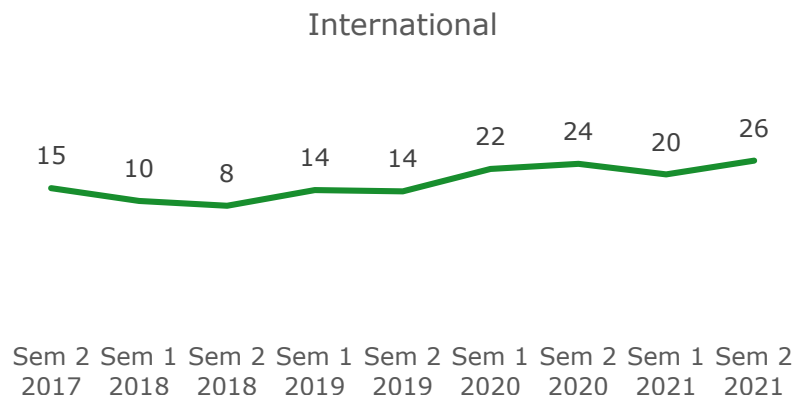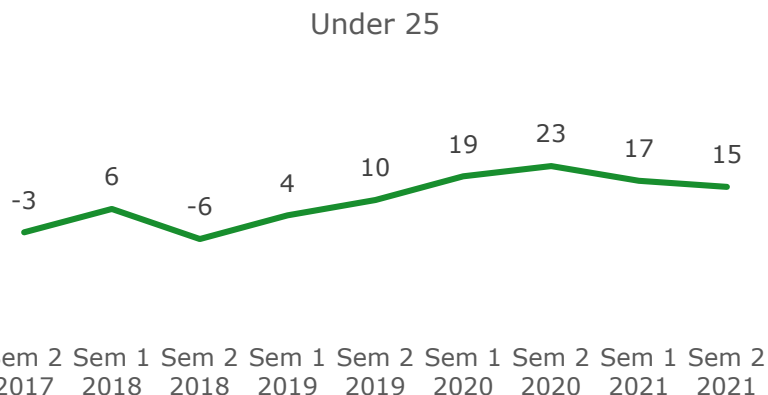
	Sem 2 2021	Sem 1 2021	Sem 2 2020
Bridgepoint	36	39	40
Community Studies	31	8	11
Trades & Services	30	36	31
Computing, Electrical & Applied Technology	28	25	34
Healthcare & Social Practice	27	30	35
Environment & Animal Sciences	19	18	25
Building Construction	18	13	5
Applied Business	16	20	40
Creative Industries	1	-10	18
Architecture	-1	17	1

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 = 887 | 1024 | 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281
4. Sample size (semester 2 2021 by school), n = 61 | 54 | 74 | 99 | 251 | 145 | 320 | 86 | 80 | 110

Māori students have seen a drop in NPS, while other priority groups remains relatively stable

The drop is caused by fewer promoters, not an increase in detractors

Māori

-5   8   -7   19   9   14   30   36   19

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021

Pacific

34   22   20   31   35   48   38   50   43

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021

Under 25

-3   6   -6   4   10   19   23   17   15

Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021

International

15   10   8   14   14   22   24   20   26

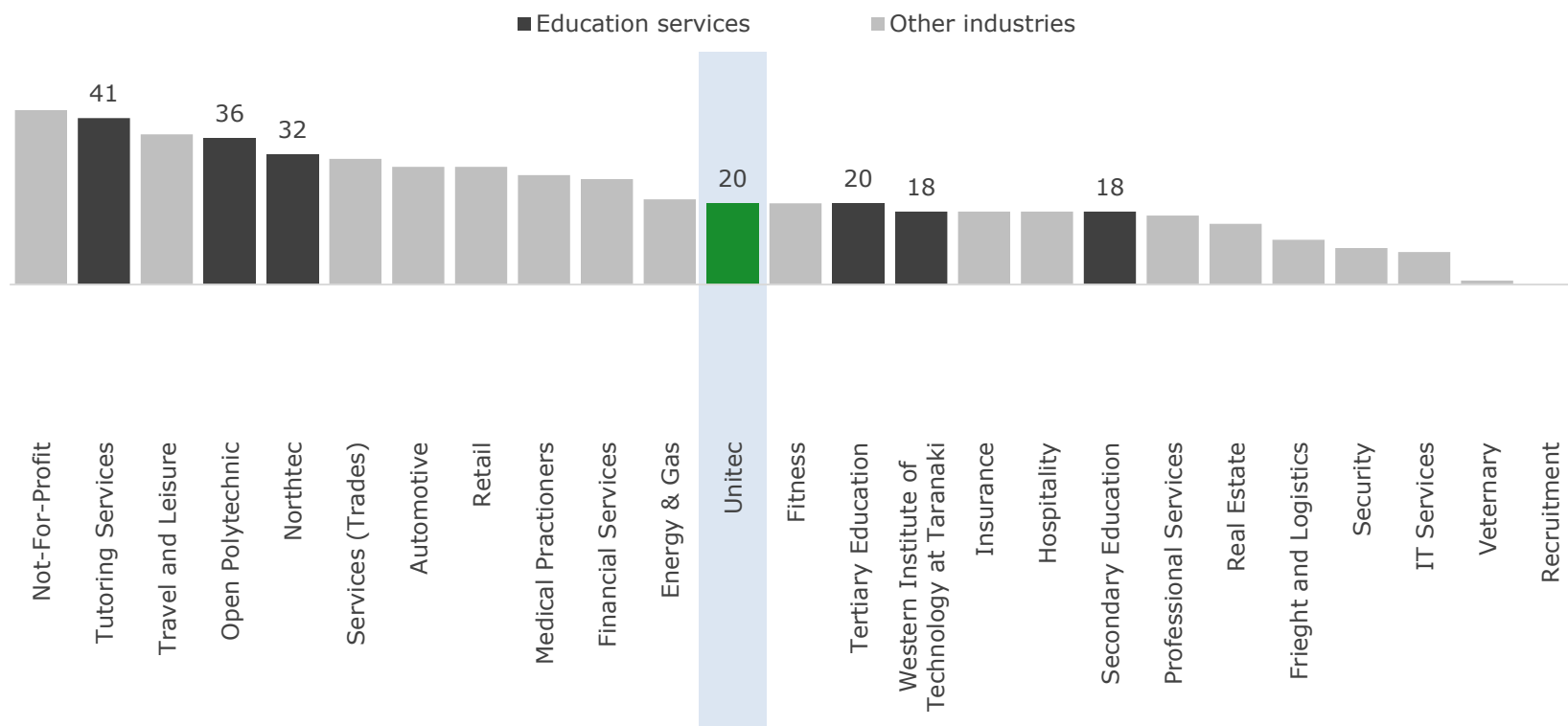| Sem 2 2017	Sem 1 2018	Sem 2 2018	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021

Notes:
1. Student NPS displayed here is for returning students
2. Sample size (semester 2 2021 by priority group), n = 132 | 269 | 542 | 132

Unitec's student NPS continues to be in line with industry benchmarks

New Zealand NPS industry benchmarks 2020

Legend: ■ Education services ■ Other industries

Values shown: 41, 36, 32, 20 (Unitec), 20, 18, 18

Categories (left to right): Not-For-Profit, Tutoring Services, Travel and Leisure, Open Polytechnic, Northtec, Services (Trades), Automotive, Retail, Medical Practioners, Financial Services, Energy & Gas, Unitec, Fitness, Tertiary Education, Western Institute of Technology at Taranaki, Insurance, Hospitality, Secondary Education, Professional Services, Real Estate, Frieght and Logistics, Security, IT Services, Veterinary, Recruitment

Notes:
1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2021 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

Summary of key findings about NPS for semester 2 2021

1 Unitec's student NPS remains stable and high this semester, despite the ongoing lockdown

2 Māori students have seen a drop in NPS, while other priority groups remains relatively stable. This is due to fewer promoters

3 Most schools are reasonably consistent with semester 2 last year, notable exceptions being: large gains have been made in Community Studies (11 to 31) & Building Construction (5 to 18), while large declines have occurred in Creative Industries (18 to 1) & Applied Business (40 to 16)

4 For Architecture, the one off high result from last semester (at 17) has not been maintained, but the current semester is still consistent with historical results and so doesn't indicate a decline compared to semester 2 2020

5 Unitec's student NPS continues to be in line with industry benchmarks
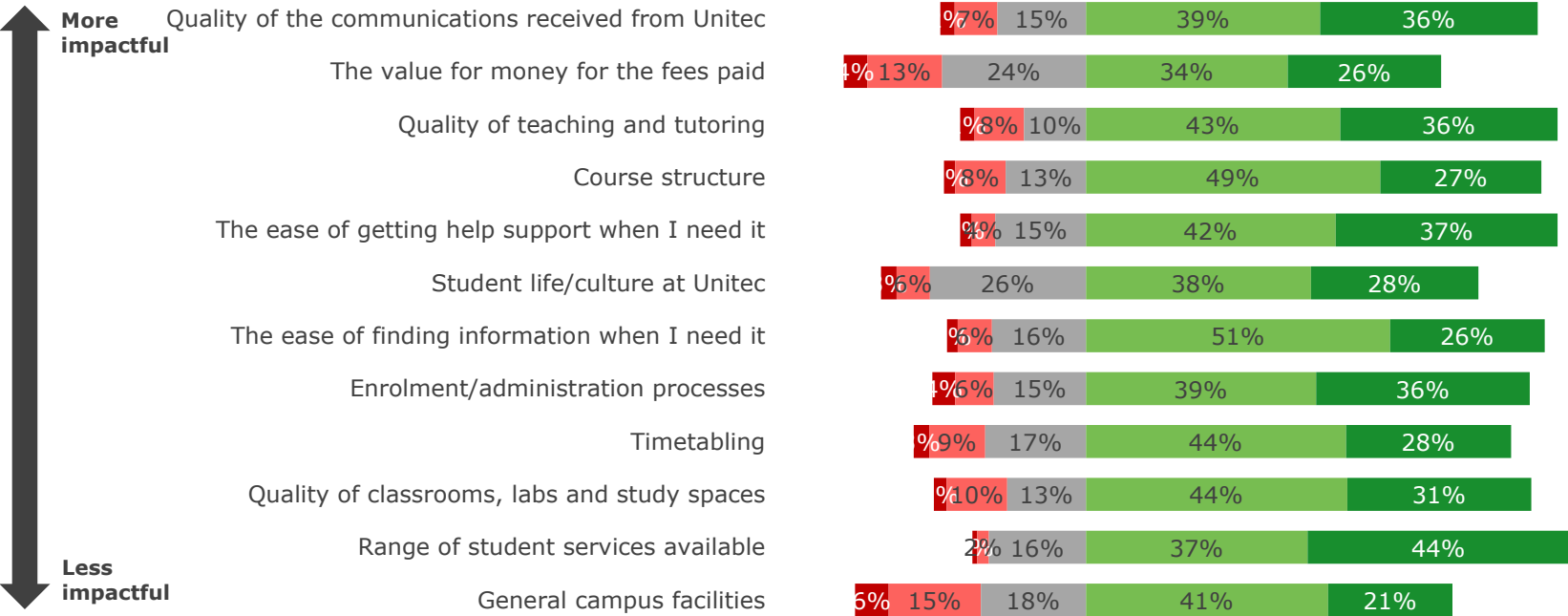
02.

STUDY EXPERIENCE STATEMENTS

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

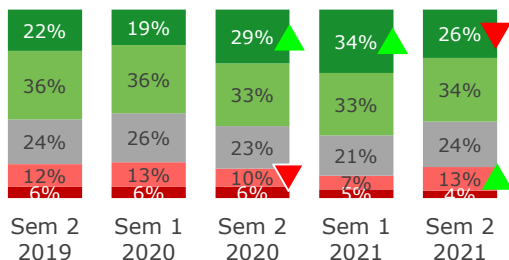| Aspect	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Quality of the communications received from Unitec	%	7%	15%	39%	36%
The value for money for the fees paid	4%	13%	24%	34%	26%
Quality of teaching and tutoring	%	8%	10%	43%	36%
Course structure	%	8%	13%	49%	27%
The ease of getting help support when I need it	%	4%	15%	42%	37%
Student life/culture at Unitec	%	6%	26%	38%	28%
The ease of finding information when I need it	%	6%	16%	51%	26%
Enrolment/administration processes	4%	6%	15%	39%	36%
Timetabling	%	9%	17%	44%	28%
Quality of classrooms, labs and study spaces	%	10%	13%	44%	31%
Range of student services available	2%	2%	16%	37%	44%
General campus facilities	6%	15%	18%	41%	21%

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 = 1063
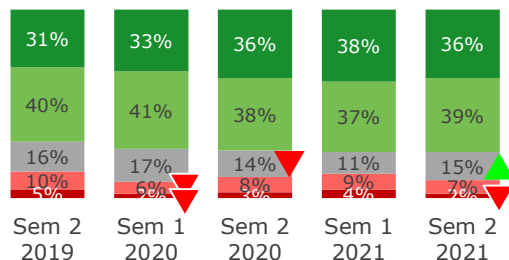3. Importance calculated using a linear regression model and standardise betas

While satisfaction with communication has remained high, many other statements have seen a slight drop in satisfaction
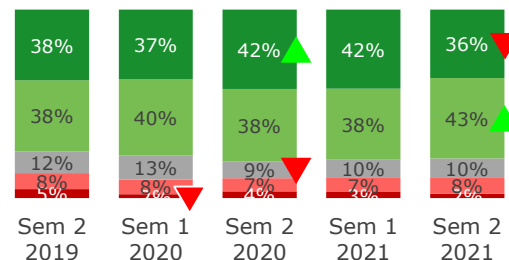
RETURNING STUDENTS
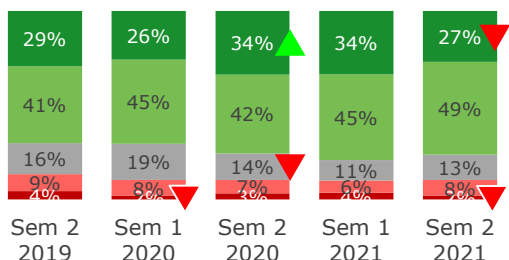
Value for money for the fees paid

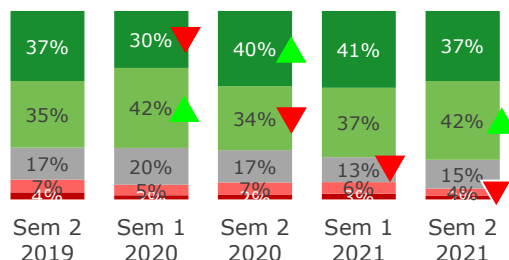|	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	22%	19%	29% ▲	34% ▲	26% ▼
Somewhat satisfied	36%	36%	33%	33%	34%
Neither	24%	26%	23%	21%	24%
Somewhat dissatisfied	12%	13%	10% ▼	7%	13% ▲
Extremely dissatisfied	6%	6%	6%	5%	4%

Quality of the communications

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	31%	33%	36%	38%	36%
Somewhat satisfied	40%	41%	38%	37%	39%
Neither	16%	17%	14% ▼	11%	15% ▲
Somewhat dissatisfied	10%	6%	8%	9%	7%
Extremely dissatisfied	5%	2% ▼	3%	4%	3% ▼

Quality of teaching and tutoring

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	38%	37%	42% ▲	42%	36% ▼
Somewhat satisfied	38%	40%	38%	38%	43% ▲
Neither	12%	13%	9% ▼	10%	10%
Somewhat dissatisfied	8%	8%	7%	7%	8%
Extremely dissatisfied	5%	4% ▼	4%	3%	3%

Course structure

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	29%	26%	34% ▲	34%	27% ▼
Somewhat satisfied	41%	45%	42%	45%	49%
Neither	16%	19%	14% ▼	11%	13%
Somewhat dissatisfied	9%	8%	7%	6%	8%
Extremely dissatisfied	4%	2% ▼	3%	3%	3%

Ease of getting help/support

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	37%	30% ▼	40% ▲	41%	37%
Somewhat satisfied	35%	42% ▲	34% ▼	37%	42% ▲
Neither	17%	20%	17%	13% ▼	15%
Somewhat dissatisfied	7%	5%	7%	6%	4% ▼
Extremely dissatisfied	3%	2%	2%	3%	2%

Ease of finding information

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	30%	24% ▼	31% ▲	34%	26% ▼
Somewhat satisfied	43%	46%	43%	42%	51% ▲
Neither	15%	22% ▲	17% ▼	15%	16%
Somewhat dissatisfied	9%	7% ▼	6%	6%	6%
Extremely dissatisfied	3%	3%	3%	3%	2%

■ Extremely dissatisfied   ■ Somewhat dissatisfied   ■ Neither satisfied nor dissatisfied   ■ Somewhat satisfied   ■ Extremely satisfied
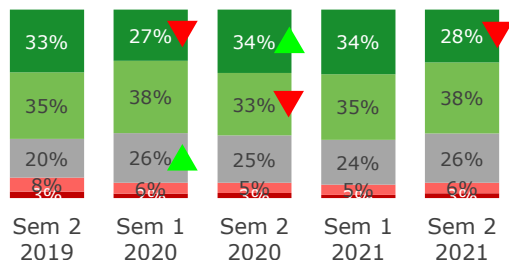
Notes:
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 2 2021), n = 1063

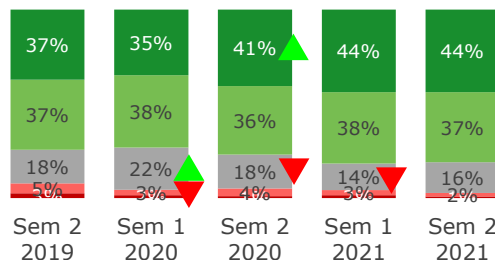▲ *Significantly higher / lower*
▼ *than previous period (95%)*

Undoubtedly this drop is due to the reality that many students are not getting the pre-COVID learning experience they wanted

Student life/culture at Unitec
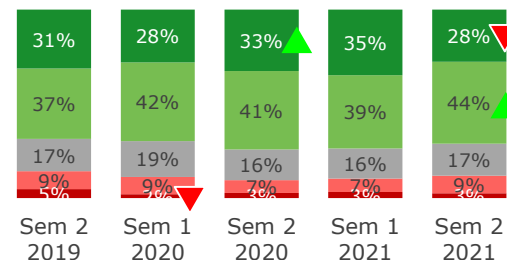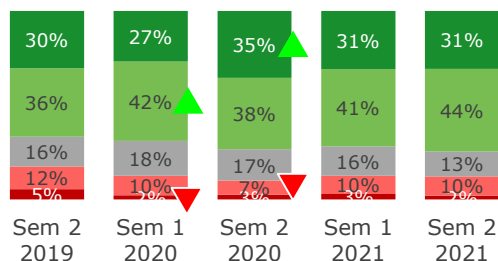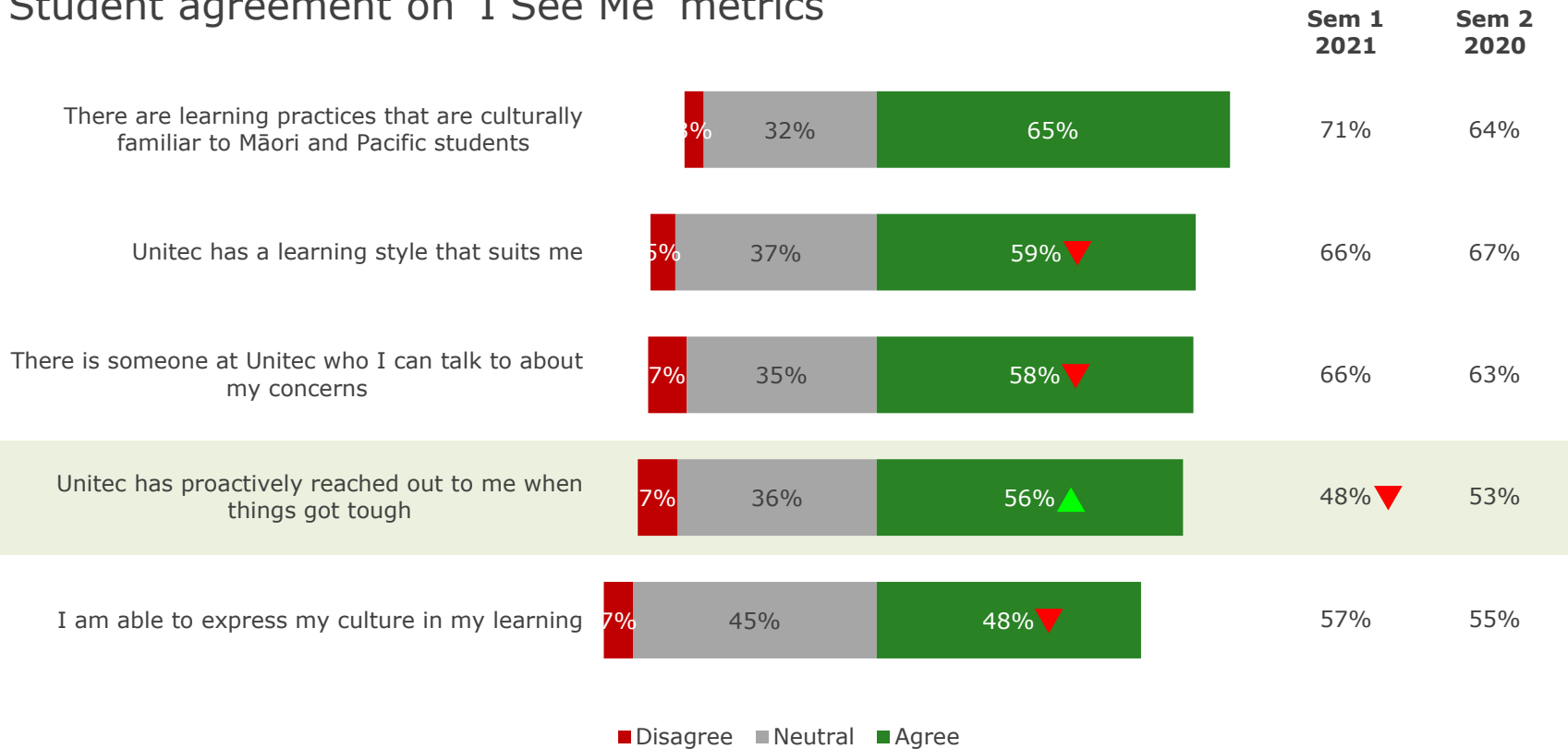
	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	33%	27% ▼	34% ▲	34%	28% ▼
Somewhat satisfied	35%	38%	33% ▼	35%	38%
Neither	20%	26% ▲	25%	24%	26%
Somewhat dissatisfied	8%	6%	5%	5%	6%

Range of student services

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

Timetabling

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	31%	28%	33% ▲	35%	28% ▼
Somewhat satisfied	37%	42%	41%	39%	44% ▲
Neither	17%	19%	16%	16%	17%
Somewhat dissatisfied	9%	9% ▼	7%	7%	9%

Quality of study spaces

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	30%	27%	35% ▲	31%	31%
Somewhat satisfied	36%	42% ▲	38%	41%	44%
Neither	16%	18%	17%	16%	13%
Somewhat dissatisfied	12%	10% ▼	7% ▼	10%	10%
Extremely dissatisfied	5%				

Enrolment/administration processes

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	32%	29%	37% ▲	37%	36%
Somewhat satisfied	35%	40% ▲	36%	37%	39%
Neither	18%	21%	17% ▼	13% ▼	15%
Somewhat dissatisfied	10%	8%	6%	8%	6%

General campus facilities

	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Extremely satisfied	30%	29%	34% ▲	29% ▼	21% ▼
Somewhat satisfied	34%	39% ▲	39%	39%	41%
Neither	20%	21%	16% ▼	19%	18%
Somewhat dissatisfied	11%	9%	8%	11%	15% ▲
Extremely dissatisfied				3%	6%

■ 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 2 2021), n = 1063

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

Proactive engagement has risen again after dropping last semester, but all other ISM metrics are down

Student agreement on 'I See Me' metrics

	Sem 1 2021	Sem 2 2020
There are learning practices that are culturally familiar to Māori and Pacific students — 3% Disagree, 32% Neutral, 65% Agree	71%	64%
Unitec has a learning style that suits me — 5% Disagree, 37% Neutral, 59% ▼ Agree	66%	67%
There is someone at Unitec who I can talk to about my concerns — 7% Disagree, 35% Neutral, 58% ▼ Agree	66%	63%
Unitec has proactively reached out to me when things got tough — 7% Disagree, 36% Neutral, 56% ▲ Agree	48% ▼	53%
I am able to express my culture in my learning — 7% Disagree, 45% Neutral, 48% ▼ Agree	57%	55%

■ 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 = 1267 (n=372 Māori/Pacific students)

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

Summary of key findings about study experience

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

2 While satisfaction with communication has remained high, many other statements have seen a slight drop in satisfaction

3 Proactive engagement has risen again after dropping last semester, but all other I See Me metrics are down

4 Undoubtedly this drop is due to the reality that many students are not getting the learning experience they wanted due lockdown and the change to online learning. Many students choose Unitec for the practical nature of our learning, and so online learning likely does not suit many

03.

REASONS & IMPROVEMENTS

Lockdown means we need to acknowledge extra challenges to study, but generally students are saying we responded well

Student comments about **COVID-19**

*The team at Unitec have outdone my expectations they are the most helpful loving team especially while in **lockdown***

*With **COVID 19 lockdown** teachers make it easy to still learn from home*

*The people at Unitec are supportive and helpful. I have very good experience with Unitec during my study that how they helped student in **covid-19 pandemic**.*

*UNITEC isn't perfect - but my immediate teachers and head of school have been fantastic during this challenging time. They are the main reason I have not ever considered dropping out of the course despite **COVID-19 challenges** on school.*

*I have felt especially with **Covid** that Unitec has truly cared about mine and my new friends well being in all aspects of my life - mentally, physically, emotionally, spirituality and financially. Even my lecturers, I have feel so humbled by the genuine care and I have decided to take another course next year providing I achieve success this year. Thank you's so much.*

*Handled **lockdowns** and the transitions that come with them well although there have been communication breakdowns along the way through my course*

*I strongly recommend as it allows you to work full time while you up skill. I also have found the assignments to be interesting and practical to the construction industry. The only downfall has been the **COVID restrictions***

*Covid. Learning in **this environment is hard**. I wouldn't recommend studying at this time*

*School amenities and support have been great for studying, but I'm not satisfied with the level of facilitation offered to **international students compared to domestic students during this COVID-19 pandemic**, especially when we have all been disadvantaged the same way.*

*One of the teaching staff is appalling e.g unprofessional not maintaining confidentiality, bullying/threatening behaviour and spread **covid vaccine misinformation**, it's mind blogging she still has a job.*

*Handled lockdowns and the transitions that come with them well although there have been **communication breakdowns** along the way through my course*

*Moodle and covid are **confusing***

*Due to covid my degree has been severely compromised. learning is **very difficult over zoom**, and even more difficult without being able to do labs and practicals. I feel that this should have been addressed and remedied in some manner*

*I think due to covid the online learning has ruined the experience a bit as on **zoom classes** there are students that just don't understand what is repeated to them in different ways over and over and it just takes up to much time of the class just for the few that don't get it.*

*With lockdown going on and this semester we are expecting the work load we will have to face once we all return to the campus. Unitec should have a solution on that, because we have been inform that we will have lots of things to catch once we return. But the time of returning will be about 2-3 weeks before the final exams. This will give students so much pressure to **catch up with course work** and exams in a very short period of time.*

Feeling supported ties in closely with communication; generally it happens when good communication is also there

Student comments about **Support**

Unitec has all the resources and **assistance** any student needs

Unitec seems to really **care** about their students and their well-being. I have felt very welcomed ever since day 1.

Been here for a while, **help is always there**, lectures so helpful, environment so good, resources are well organized

The learning is great, teachers are friendly and **helpful**, classmates are very nice and I like the layout of the campus

I believe it's a good place to study as all the lecturers are amazing and the **support** throughout the school is unmatched

I have transferred from AUT. I find unitec to be a lot more **supportive**. I have also learnt a lot more in a shorter time.

Because everyone at Unitec was **supportive**, **helpful**, **understanding**, teachers were great, my overall experience was awesome

Unitec is very **supportive** and the learning methods are very practical which I find for my field of study is very necessary.

Because unitec has a really good **support system** and there's in the field I'm in the lectures are very kind and understanding

Enjoy the study culture on campus, the competitiveness of students is not really there and staff and students are **supportive**

I really love how **supportive** the teachers and the staff in Unitec are. And their effort to respond to our equiries and problems fast.

Since trade courses are free, too many students enrolled and **less support** from lecturers.

I **don't find the teachers really supportive** especially the program leader who is not compassionate or supportive.

Unitec has its strengths and weaknesses. [Specific class] is definite weakness as tutor is **unhelpful** and almost rude.

A lot of time is dependent on the student. Student population **too big to receive adequate assistance**. Students who dropped out had previously affected performance of others in group assignments.

It feels hit and miss. Some courses are great some feel frustratingly irrelevant. Some lecturers are great, some I cant understand or I struggle to listen to for hours on end**. Support is erratic.**

I find it frustrating that students are not encouraged to think critically, and to develop ethical practice. I also find the culture to be very **unsupportive** and lacking in inclusivity, especially in lockdown.

I **haven't had the best support** from Unitec. I also think that some of the lecturers I have dont get the support they need from Unitec in order to do their work. I wish Unitec supported a better environment for us students.

this semester I have found that communication between students and lecturers has been very poor and this cause unnecessary stress. lecturers tell us that they are here to help and support us **but I don't feel any support** from some of the lecturers

Communication, style and support are the three most common improvement suggestions for teaching

Improvement suggestions for **teaching**

Communication	Style	Support

Communication

Communication between lecturers and tutors

Communication between lecturers and students

Recruiting more experienced lecturers with *people skills*.

Good experienced teachers who can *explain* the topic in a better way.

English barrier with some lecturers makes it *harder to understand* those classes.

Teaching, half the time my lecturers mumble and *make zero sense* to anyone. Its pretty frustrating.

More than a couple of my lecturers are very *hard to understand*, perhaps better communication skills.

Making teachers understand that they need to *explain* things in simple way to help international students...

Style

Teaching style improvement, not cancelling classes

Reevaluating how some lecturers teach compared to others

Lecturers being *more organised* and more *gentle* with new students

Moderate *teaching styles* - every lecturer has a different style. Some tend to go off tangent!

Lectures teaching. I sometimes sit in the class for two hrs and come out not really knowing what was discussed.

The way zoom classes are taught. Im not sure if anything can be done, but it just feels really *detached and not engaging*

Teaching method. The teachers are very smart and knowledgeable, but not much on the teaching side I guess. Or there is just a language barrier.

Training for lecture staff to cater more to visual / doer learners and fairer time frames for learning and more tutorials outside of class if needed.

A higher grade of lectures, just because someone has worked in the industry doesn't make them a good teacher. We need people with teaching talent that *inspire* students and keep you *engaged*!

Support

The lecturers *providing more help* and support in the semesters and communicating with us.

A *caring relationship* between tutors and students to be developed (only with some of the faculty, others are great).

Few teachers are *not very supportive* to the students, they are bit partial and support very few students, those they like the most.

Attentiveness to students, especially from lecturers, I feel like I get lots of emails about surveys and the wellbeing of students but when it comes to *support and assistance* from your actual lecturers it is next to none!

Regular *mental health supports* for students and tutors.

I would improve on having fair lecturers who *treat all students fairly*.

Quality courses is very much seen as a hygiene factor; detractors mention courses, while promotors talk about being supported

Student comments about **Courses**

I have found the **course structure** and lectures very good. Good teaching staff etc. I started this course at a different institute and find unitec much better. More intellectual learning. More thorough learning. Campus is welcoming and clean and green. Good facilities

Coming from a few years at Auckland uni, I believe the unitec **course has been more relevant** in my career path due to its industry practicality.

I enjoy studying in Unitec and the **course** I am taking. The lecturers are friendly and easy to get along with and I like how Unitec employs people who are actually working in the industry.

I admire the fact that all **lessons are very practical** toward our industry. The testing is great as well as this gives a real world feel.

I would definitely recommend Unitec to friends and family due to the **level of courses being provided**, the time and effort the lecturers give to students and the amount of support given by the Unitec staff. It basically shows from the good grades I have scored in the past 3 semesters.

Environmental and Animal Sciences specifically offer a **great range of courses** and the staff are supportive as well as knowledgable.

Everything about my **course and the campus is excellent**. 90% of the lectures are outstanding and make **learning content easy and enjoyable**

Easy access to lecturers, good **depth of the content and very practical**

I have found the **course intense but extremely rewarding, well structured and prepared for online working.**

Because at points of this year I have been stressed because of how **unorganised the course** has been.

I believe my course is massively lacking, the way alot of the **content is taught is very confusing** and many **classes feel unorganized**.

Some of the lecturers are amazing but some are extremely bad. Some of the papers are so worthwhile but some are shockingly **useless**.

Unitec is okay. In Sem 1 2021 there were a lot of managerial issues and **issues with courses** not being taught properly/properly managed

I find that with this semester going online I'm missing a large chunk of learning. Especially with my **course being prodominately practical**

The **courses available to finish** my diploma are very small and limited so woukdnt recommend ppl to start my diploma. The **dropping of courses** is done without notice

I enjoy the course but I do think **the way the course was structured** could have been more efficient and better communicated with the students. The scheduling was last minute

The **course structure is terrible**. Lecturers are unprepared for class. Do not have good knowledge in what they are teaching.Disorganised for assessments. Not prepared to help students

Overall, while the rest of Unitec seems well-run, **the courses themselves have too many issues**. As this is the primary service students are paying for, I cannot recommend to anyone to join Unitec.

Navigation, communication and increased access are the three most common improvement suggestions for online learning

Improvement suggestions for **online learning**

Navigation	Communication	Increased access

Navigation

Moodle layout - stick to same layout

Moodle it's so **hard to use** and staff struggle with it also it's not standardised across the courses and it makes it hard to use

I find moodle **hard to navigate** sometimes depending on the different ways each tutor has structured it. A more streamlined appoach would be useful.

Improve on communication, sort teaching materials in easy to find and orderly fashion. Btw the info in **moodle is very messy**

A written steadfast curriculum, A uniform **moodle layout** that is consistent between all subjects

Moodle is confusing to understand! Needs to be looked at

At the start of the course there wasn't anyone to help **navigate your way around Moodle** which was very hard.

The learning platform Moodle can be improved to be **easier for students to follow**. For example, the subjects within each course are not in the physical order. It will be helpful if they are. I have to try to figure out which subject to study first, now and next.

Communication

Easier communication between students - **Moodle chat feature is not ideal.** It would also be good to have more social events for first year students to meet others i.e. O-Week like University institutes run

When students ask something about the paper. Unitec can collect them, and **post the answers on moodle**. So other students can learn from them. What's more, lecture don't need to reply the same answer any more.

Communication between online/distance students and the staff as sometimes it can be **hard to have a conversation** as I was not on campus

The way zoom classes are taught. Im not sure if anything can be done, but it just feels really **detached and not engaging**

Communication between the lectures and the students in regards to distance learning. At times i felt a little **in the dark about what is expected** of me

Create unitec communication like facebook group. I get nothing help during my first class with online. Nobody knows and no one replying my e-mail.

Increased access

Improve online study system, provide some computer at school helping those guys **have not any computer and software**

I would **improve the online learning** - maybe developing an app for Unitec which automatically generates all your needs for the semester and study.

Increasing the online teaching at this stage, to keep everyone safe from Covid

More courses available online

Provide zoom **class recording** all the time not only on lockdown time please.

Online learning and **access to the applications and softwares** which we are using in our programs. Eg. Autocad, revit, 12d

Better online teaching delivery/**flexibility around online study**

More online classes to go over resources and information we are learning

Change our course to adjust to online since we are in lockdown and i would rather not drag out the school year and be pushing it into time i'm meant to be spending on myself, with others and with family before the next school year

Parking was something mentioned by a lot of students; it's a key selling proposition of Unitec that is essential its maintained

Student comments about **Parking**

Everything is great but **parking is a bit of a problem**

Free parking is a bonus but mainly most diploma courses are free now. i think a few courses are good like engineering and also architecture. but dont know bout the others

The Unitec Mt Albert campus is in a very convenient location, the **parking is good** and I have had nothing but good experiences there

Unitec is the best place to study because great location, facilities like shuttle and **students free parking** also the way Unitec provide education system is great there's lot of changes the last few years I like it

Good lecture, good environment to study. Good facilities. **Parking available.**

I love Unitec. I like how Unitec encourage practical experience rather than having student sitting in the class. The staffs and student service team are really helpful. I feel really comfortable asking for help when I need it. The reason why only gave 9 because it's **really hard to find a carpark** and sometimes that makes me **late to classes**.

It's an great place to study, amazing support, friendly staff and teachers. **easy parking**.

I feel like I can ask for help from any of my lecturers both past and present, **there's always parking**, the vibes are pretty good all round

Parking closures, building closures, student resource closure, seats

It's a great place to study but it can be **hard finding parkings**

More **free carparking** please. put more awesome fun activities to student so they can enjoy University life. Students also need more help on study.

More parking spaces.

Appropriate **parking which is free**

More parking (for my class mates).

Parking y'all what is going on there?

More parking. More printers, more clubs. More access to support.

more **car park** please

carpark. and security fines and everything related to **poor parking** conditions

Mainly parking, it's getting more **difficult finding parking spaces** at uni if I'm not there early in the morning.

Communication to students (especially during asbestos, we were not informed about anything). All of my labs were cancelled and not reinstated. Not doing construction work during uni hours would be helpful. **Extra parking for motorbikes**.

Parking does my head in.

Free carparking closer to the 183 building.

Giving **parking tickets** on very busy days starts to feel like extortion.

Summary of key findings about NPS reasons

1 Lockdown means we need to acknowledge extra challenges to study, but generally students are saying Unitec has responded as well as could be reasonably expected to these challenges

2 Having students who feel supported is a key driver of higher NPS and this ties in closely with communication; feeling supported generally happens when good communication is also there

3 Quality courses are very much seen as a hygiene factor; detractors often talk about courses (themes of disorganisation are common), while promotors talk about being supported (they tend to mention easy access to staff/resources)

4 Navigation, communication (comes up everywhere!) and increased access are the three most common improvement suggestions for online learning

5 One key theme was parking, which was something mentioned by a lot of students; it's a key selling proposition of Unitec that is essential its maintained
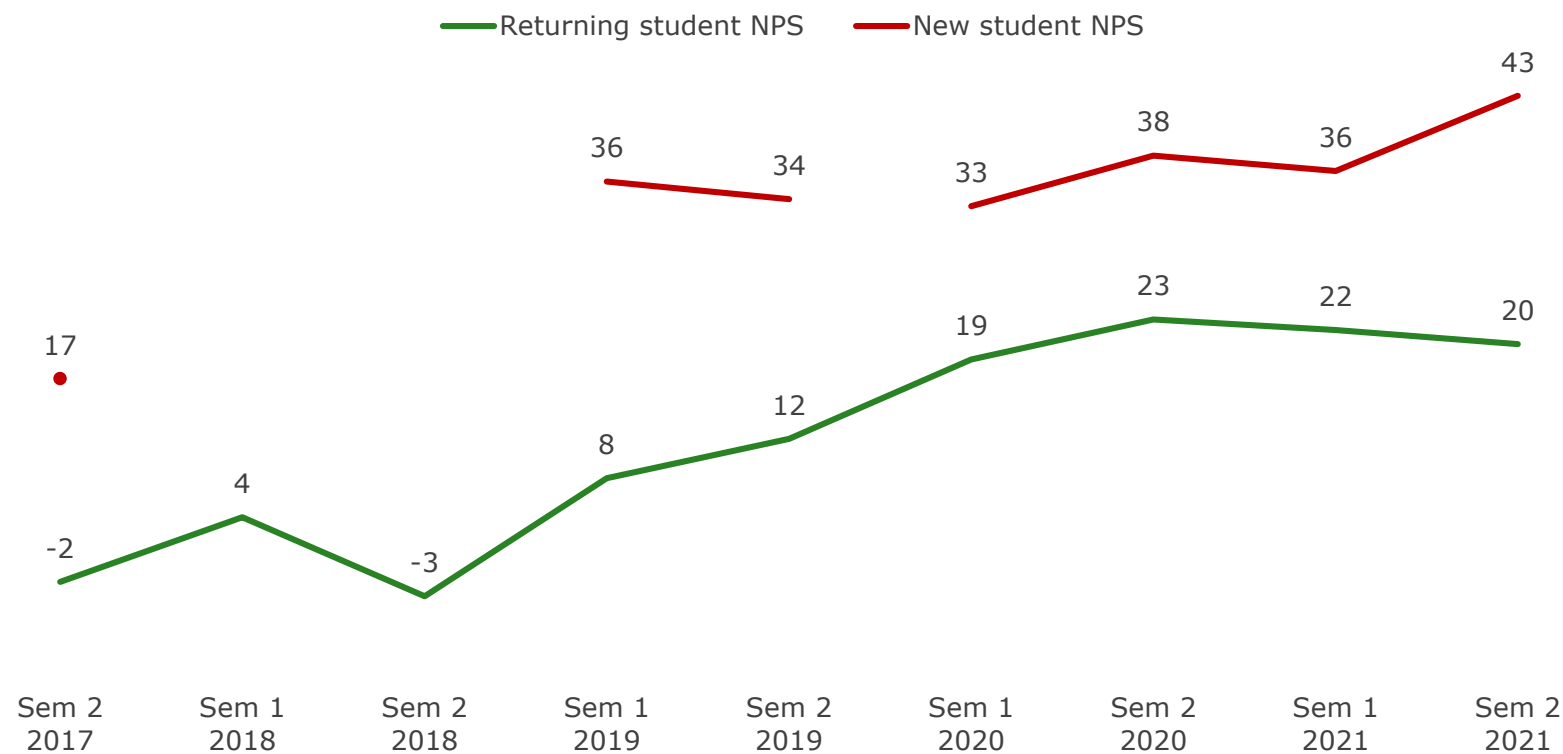
04.

NEW STUDENTS

Despite all the challenges faced this semester, new students are reporting the highest NPS ever

ALL STUDENTS

NPS for new and returning students

—— Returning student NPS   —— New student NPS

Returning student NPS: -2, 4, -3, 8, 12, 19, 23, 22, 20
New student NPS: 17, 36, 34, 33, 38, 36, 43

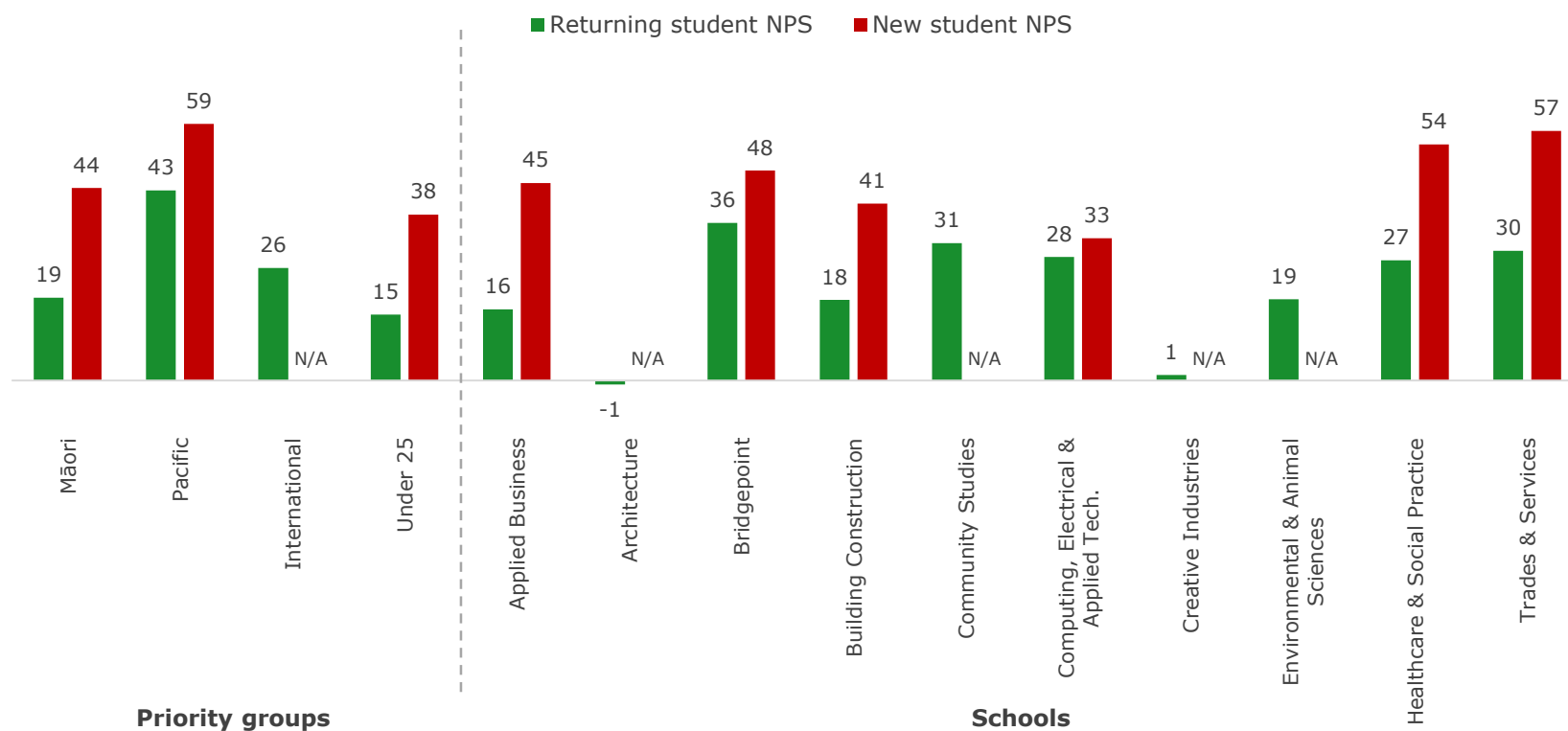| | Sem 2 2017 | Sem 1 2018 | Sem 2 2018 | Sem 1 2019 | Sem 2 2019 | Sem 1 2020 | Sem 2 2020 | Sem 1 2021 | Sem 2 2021 |

Notes:
1.   Returning students sample size, n = 889 | 1024 | 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281
2.   New students sample size, n = 289 | 0 | 0 | 791 | 602 | 782 | 509 | 1025 | 352

New students have higher NPS across all areas measured

Two factors likely influencing this:
- Advocacy declines as students study duration gets longer
- First impressions are lasting impressions

NPS for new and returning students by group

Legend: ■ Returning student NPS ■ New student NPS

Priority groups

Group	Returning	New
Māori	19	44
Pacific	43	59
International	26	N/A
Under 25	15	38

Schools

School	Returning	New
Applied Business	16	45
Architecture	-1	N/A
Bridgepoint	36	48
Building Construction	18	41
Community Studies	31	N/A
Computing, Electrical & Applied Tech.	28	33
Creative Industries	1	N/A
Environmental & Animal Sciences	19	N/A
Healthcare & Social Practice	27	54
Trades & Services	30	57

Notes:
1. Returning students sample size, n = 132 | 269 | 132 | 542 | 86 | 110 | 61 | 320 | 54 | 99 | 80 | 145 | 251 | 74
2. New students sample size, n = 34 | 63 | 29 | 150 | 42 | 4 | 52 | 74 | 16 | 46 | 1 | 18 | 37 | 56

Support and teaching were the big themes for new students, with students generally feeling welcomed and cared for

Student comments about **Support & Teaching**

Because I enjoy the environment being provided. Everyone is nice and caring. I feel **I can talk to my lecturers more as a friend** than a teacher and to me that is very important

Inclusive and culturally diverse learning environment. Latest technologies for learning available. **Friendly, supportive and caring academic/general staff**. The programme I am studying is extremely well thought out and cohesive. Learning cross-over between subjects reinforces the material and makes it easier to retain. Ideas are linked and explained with relevance to each subject. Very impressed with communication and care from Unitec supporting bodies also.

I feel extremely supported and I like how regularly reminded we are of all the support. I feel **my lecturer genuinely cares** about all students in the class and is open to working on a solution for any problem

fantastic atmosphere and very **supportive whanau**. lectures are highly qualified and experiencing in the trade they teach. finally thank you Unitec for the affordable parking.

Because I feel it's a safe environment. There's always someone to help you out if needed in all aspects as well as **very supportive and encouraging lecturers :)**

Lectures make u feel comfortable and the environment of unitec is a very **peaceful and caring environment**.

Very supportive environment, a lot of help offered and **hands on support** when needed. Everyone is so welcoming - makes you feel at ease

Because I feel confident and comfortable when I am on campus. Everyone is very **welcoming and helpful**.

Unitec is a **true community** and people are nice and **supportive** and make you feel comfortable and warm.

Teachers at unitec are very supportive.

Because the **teachers and support is amazing**.

Very good study environment Teachers are good

Great lecturers.. good support. Good resources

Everyone, especially my **lecturers, are very nice to me**

Great opportunities and **relationships between teachers and students**

Facilities for studying are good, and **teachers teach with passion** in class.

Great course. **Awesome teachers**. Friendly environment. Amazing Mataaho building set up for practical learning.

The structure of the educational institution is very good and the **teachers are excellent**, although it is a bit expensive

Well I have only been a Unitech student for a couple weeks and so far my **tutors have been a great help** for me getting comfortable

I really love how **supportive the teachers and the staff in Unitec are**. And their effort to respond to our equiries and problems fast.
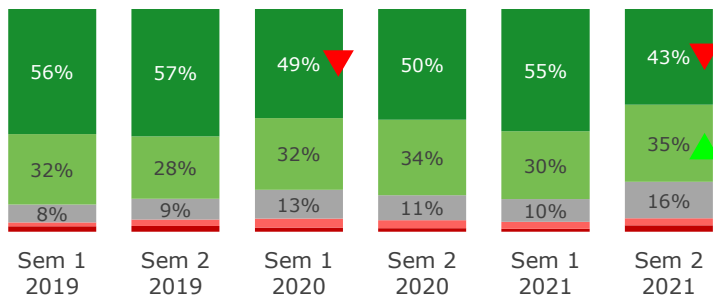
I have really enjoyed it so far, the **teachers are good**, the other students have all been very nice and the equipment we have is also pretty good

The **tutors are warm and welcoming** and they are always open to help us when we have any questions or needing help. So much resources are available to students
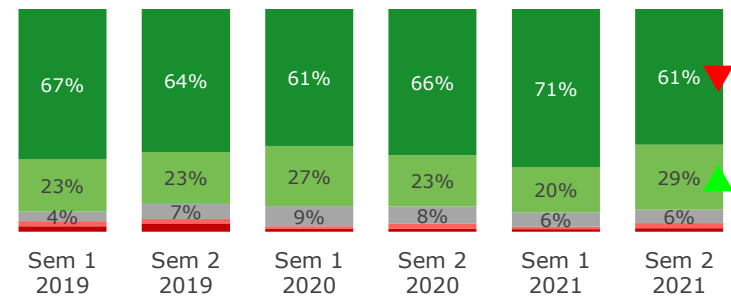
Agreement with the statements remains high, with a watch-out being that new students may be slightly less goal orientated

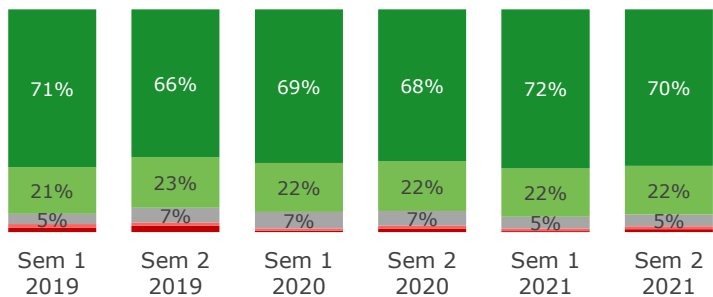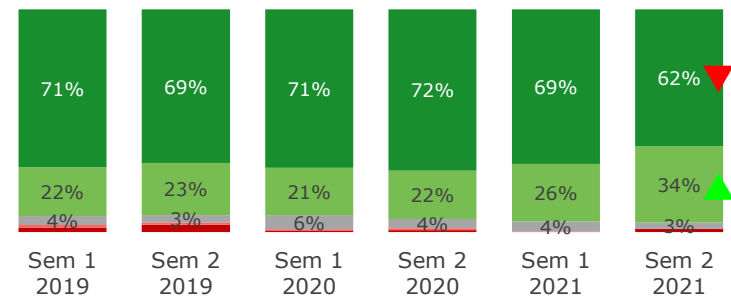### I am forming friendships with people I have met in class

Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
56%	57%	49% ▼	50%	55%	43% ▼
32%	28%	32%	34%	30%	35% ▲
8%	9%	13%	11%	10%	16%

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

Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
67%	64%	61%	66%	71%	61% ▼
23%	23%	27%	23%	20%	29% ▲
4%	7%	9%	8%	6%	6%

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

Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
71%	66%	69%	68%	72%	70%
21%	23%	22%	22%	22%	22%
5%	7%	7%	7%	5%	5%

I have a clear goal or purpose for studying at Unitec

Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
71%	69%	71%	72%	69%	62% ▼
22%	23%	21%	22%	26%	34% ▲
4%	3%	6%	4%	4%	3%

■ Strongly disagree   ■ Somewhat disagree   ■ Neither agree nor disagree   ■ Somewhat agree   ■ Strongly agree
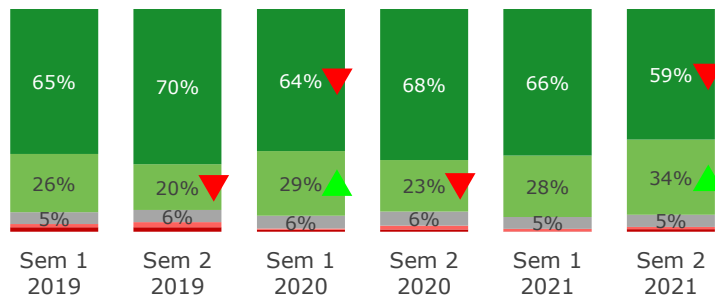
Notes:
1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 636 | 489 | 583 | 363 | 706 | 317

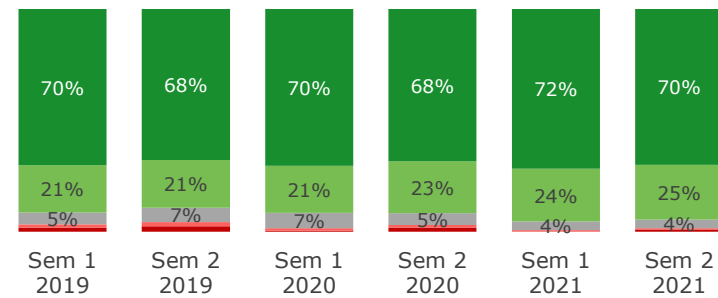▲ ▼ *Significantly higher / lower than previous period (95%)*

And on a similar line of thought, they are showing slightly lower agreement on belief they will be successful
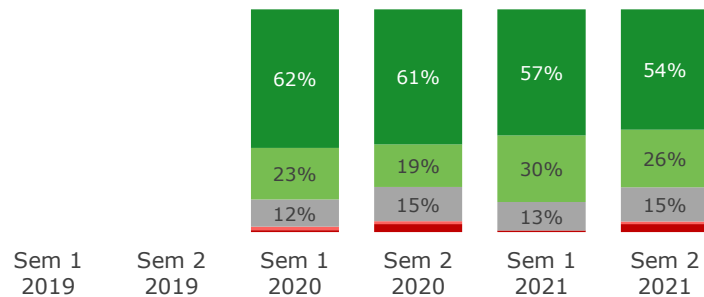
NEW STUDENTS

I believe I can be successful in my studies at Unitec

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Strongly agree	65%	70%	64% ▼	68%	66%	59% ▼
Somewhat agree	26%	20% ▼	29% ▲	23% ▼	28%	34% ▲
Neither	5%	6%	6%	6%	5%	5%

I feel welcomed to Unitec

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Strongly agree	70%	68%	70%	68%	72%	70%
Somewhat agree	21%	21%	21%	23%	24%	25%
Neither	5%	7%	7%	5%	4%	4%

The orientation activities were culturally familiar to Māori and Pacific students

	Sem 1 2019	Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021
Strongly agree			62%	61%	57%	54%
Somewhat agree			23%	19%	30%	26%
Neither			12%	15%	13%	15%

■ 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 = 636 | 489 | 583 | 363 | 706 | 317
3. Māori/Pacific sample size, n = N/A | N/A | 130 | 84 | 157 | 85

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

Summary of key findings about orientation

1   Despite all the challenges faced this semester, new students are reporting the highest NPS ever

2   New students have higher NPS across all areas measured which is likely explained by two factors: 1) Advocacy declines as students study duration gets longer[1] & 2) Impressions easily become entrenched, and so positive changes show more prominently for new students[2]

3   Support and teaching were the big themes for new students, with students generally feeling welcomed and cared for – teachers are seen as the core support network and this is working well

4   Not a major concern at the moment as it's only small movement, but a key watch-out is that new students are less motivated to study than in the past (being less likely to have a goal in mind or believe they can be successful). The cause of this is not able to be confirmed from the student NPS survey

Notes:
1. Insight from semester 1 2019 and semester 2 2019 student NPS reports
2. Insight from semester 2 2018 student NPS report and presentation to ELT