

Student NPS Semester 1 2022

May 2022

Key findings

Student NPS result

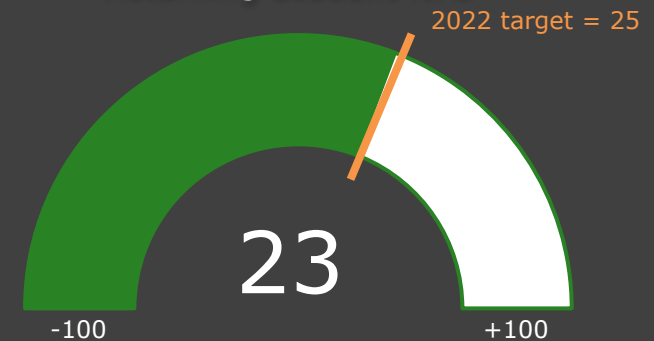
Unitec's students continue to be highly engaged as evidenced by NPS remaining stable and high this semester for both new and returning students

- Both Māori and Pacific NPS scores remain relatively stable, though down on the record high scores of Sem 1 2021
- Under 25s have experienced a gradual decline in NPS over the past four semesters, from a high of 23 to 14 this semester
- Most schools are reasonably consistent with semester 2 last year, with the notable exception of Architecture which increased 26 points (-1 to 25). Bridgepoint NPS decreased by 11 points (36 to 27) but is still high

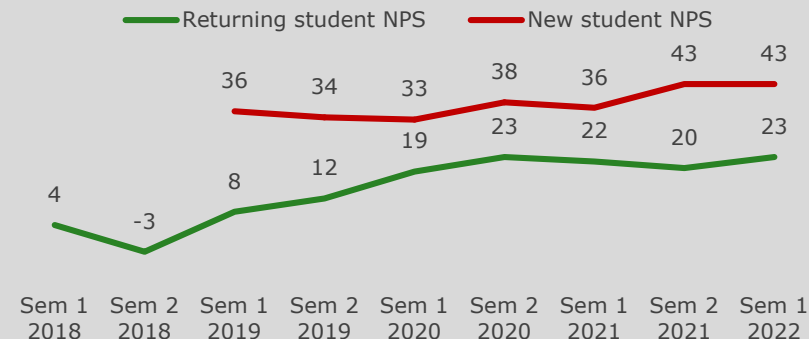
Reasons for NPS

- While satisfaction with communication has remained stable, many other statements have seen increased satisfaction compared to last semester, such as student culture and course structure
- The increases are likely related to more students returning to campus this semester, which has allowed for greater connection and access to staff and services
- The return to campus also presents opportunities to reinforce the positive experience of Unitec's student culture, with students seeking a more social experience on campus. Anything Unitec can do to enhance social interactions between students will be impactful, especially for international students
- While the return to campus is generally having a soft positive impact on student experience, many students want to retain the benefits of online learning, such as recorded lectures

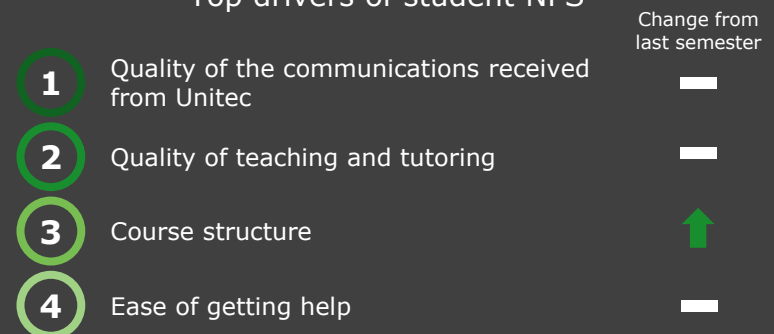
Returning Student NPS



Student NPS over time



Top drivers of student NPS



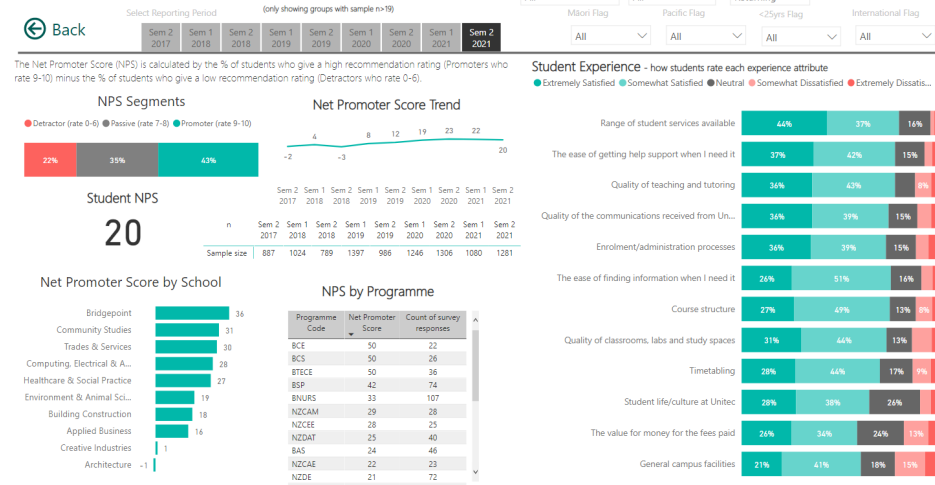


Power BI dashboard

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.

Student NPS One Page Summary



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](#).



Returning to campus improvements

As we know, the return to campus does not mean everything will go back to how it was in 2019. There has been a lot learned through the experiences of our ākonga and kaimahi during this time and we need to carry those learnings forward with us. Given that, how might our return to campus be tailored to best support ākonga and their studies?

1

Online technology has been a big focus over the past few semesters. While many students are keen to return to in-person learning, likewise many students want to keep some benefits of online learning – such as lecture recordings. Are there other benefits of online learning which we can continue to provide?

2

Now that we're back, remind students how easy it can be to ask for help. In their feedback, students often mention one-on-one feedback to be a strong part of the Unitec experience. While this was more challenging remotely, now is a good time to remind students that help is available.

3

Students are craving opportunities for social interactions – can we help? It has been hard for ākonga to make friends in class and enjoy the social aspects of learning but this is a key aspect of the tertiary experience. Returning to class means these connections can be strengthened.

4

The physical campus has a strong connection to the Unitec brand and learning experience. Having been away, students are coming back and noticing the campus feeling rundown (air con, leaking buildings, issues finding class rooms) so investment is needed to keep us up to date

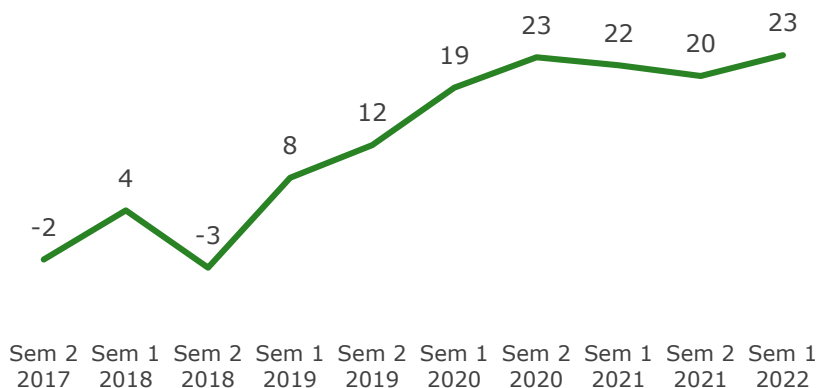
01.

NET PROMOTER SCORE



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

Student net promoter score



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

> While this is three points higher than Semester 2 2021, this is within the survey margin of error and should be considered as no change from last semester

	Sem 1 2022	Sem 2 2021	Sem 1 2021
Community Studies	42	31	8
Trades & Services	39	30	36
Environment & Animal Sciences	34	19	18
Applied Business	27	16	20
Bridgepoint	27	36	39
Architecture	25	-1	17
Healthcare & Social Practice	21	27	30
Computing, Electrical & Applied Technology	20	28	25
Building Construction	19	18	13
Creative Industries	-2	1	-10

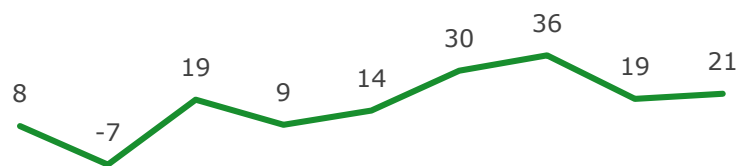
Notes:

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 | 1098
4. Sample size (semester 1 2022 by school), n = 26 | 70 | 50 | 91 | 60 | 75 | 244 | 69 | 325 | 43



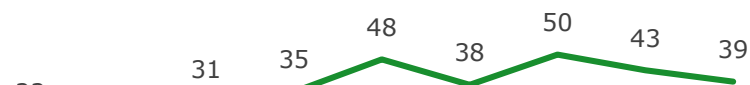
Both Māori and Pacific NPS scores remain relatively stable, though down on the record high scores of Sem 1 2021

Māori



Sem 1 2018 Sem 2 2018 Sem 1 2019 Sem 2 2019 Sem 1 2020 Sem 2 2020 Sem 1 2021 Sem 2 2021 Sem 1 2022

Pacific



Sem 1 2018 Sem 2 2018 Sem 1 2019 Sem 2 2019 Sem 1 2020 Sem 2 2020 Sem 1 2021 Sem 2 2021 Sem 1 2022

Unitec is the by far the best institution I have studied at, their cultural awareness has allowed me to be more effective when engaging with peers, and all backgrounds. Their focus around Maori indigenous people have allowed me to understand myself as tangata whenua, what that means in my practice and how the importance of Te Tiriti o waitangi has when working with whanau/family.

The lecturers are eager to help students learn and are always available if you are unsure of something. The incorporation of Te Ao Maori with karakia, waiata and whanaungatanga.

Kaiaako are very helpful and understanding even your peers. You will always have someone to support you with your work when you need it.

Unitec is intentionally making efforts toward making it a choice for Pacific students.

The Staff are so helpful and have your interest at best. They want to see you succeed. They are open to all cultures and value every culture with respect.

Very understanding if we have other commitments. Always willing to help and so much resources and people to help you.

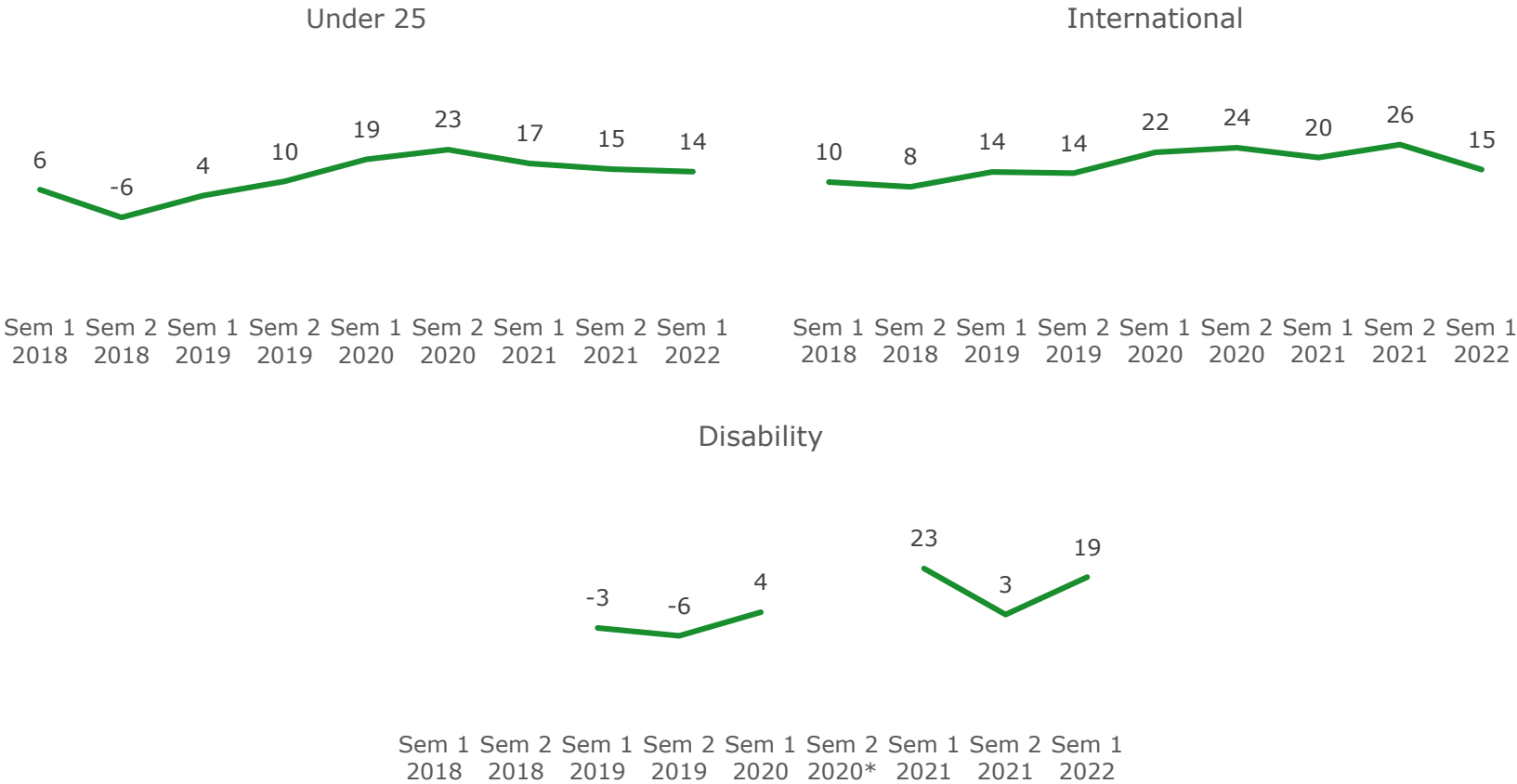
I find Unitec to be very supportive and understanding of individual circumstances and offers many ways to help students who have a very tight budget. The lecturers are very kind and actually treat you as a human being.

Notes:

1. Student NPS displayed here is for returning students
2. Sample size (semester 1 2022 by priority group), n = 103 | 198



Under 25s have experienced a gradual decline in NPS over the past four semesters, from a high of 23 to 14 this semester

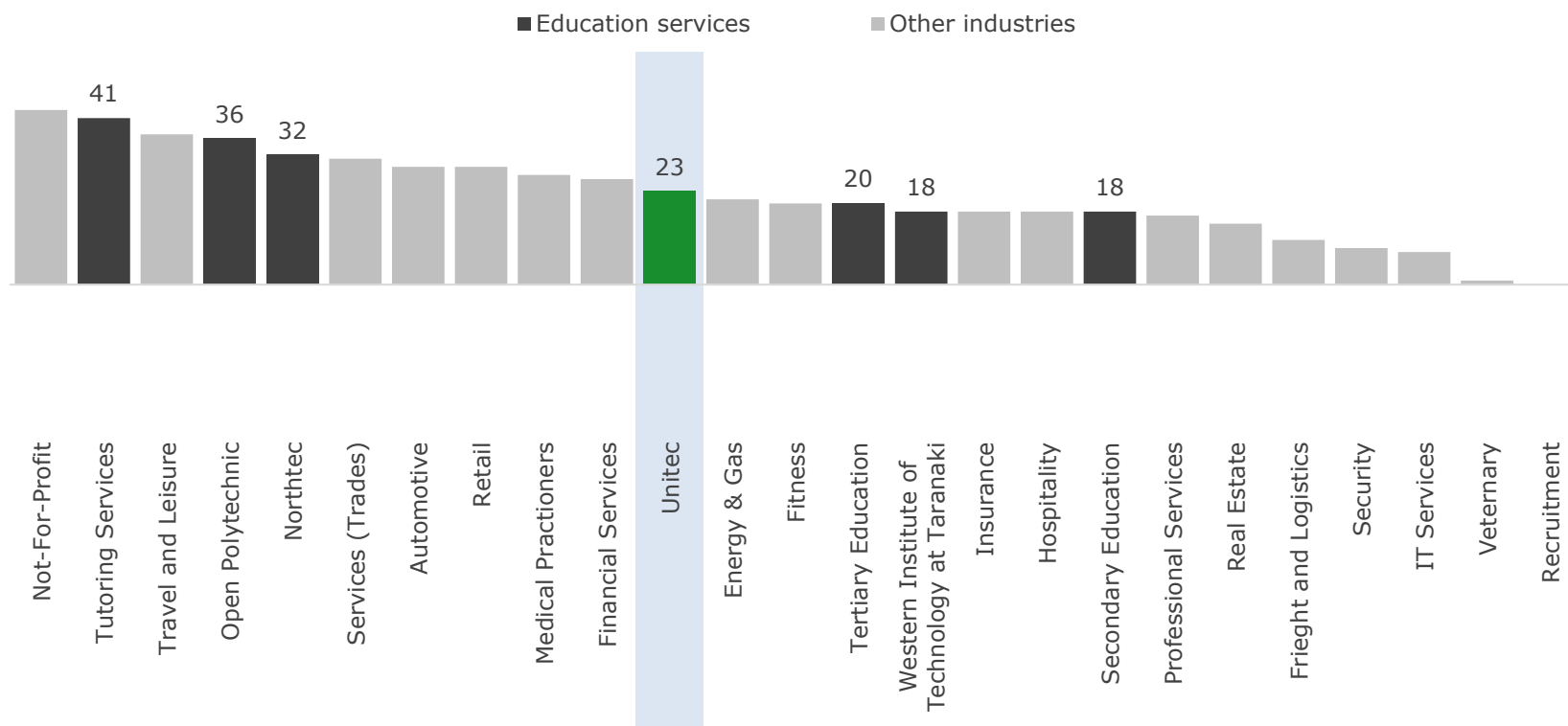


Notes:
1. Student NPS displayed here is for returning students
2. Sample size (semester 1 2022 by priority group), n = 378 | 94 | 57
3. * Due to low sample, this datapoint has been excluded (n = 7).



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

New Zealand NPS industry benchmarks 2020



Notes:

1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2020 report
2. 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. MIT do not currently run an NPS survey and so could not be shown for comparison.



Summary of key findings about NPS for Semester 1 2022

1

Unitec's student NPS remains stable and high this semester, despite the ongoing disruptions to learning

2

Most priority groups remain stable, apart from Disability which has lower sample sizes. Scores are lowest this semester for Under 25 and International groups.

3

Most schools are reasonably consistent with semester 2 last year, with the notable exception of Architecture which increased 26 points (-1 to 25).

4

Non-significant increases included Community Studies (31 to 42), Environmental and Animal Science (19 to 34), and Applied Business (16 to 27). Bridgepoint saw a decrease of 9 points (36 to 27).

5

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

02.

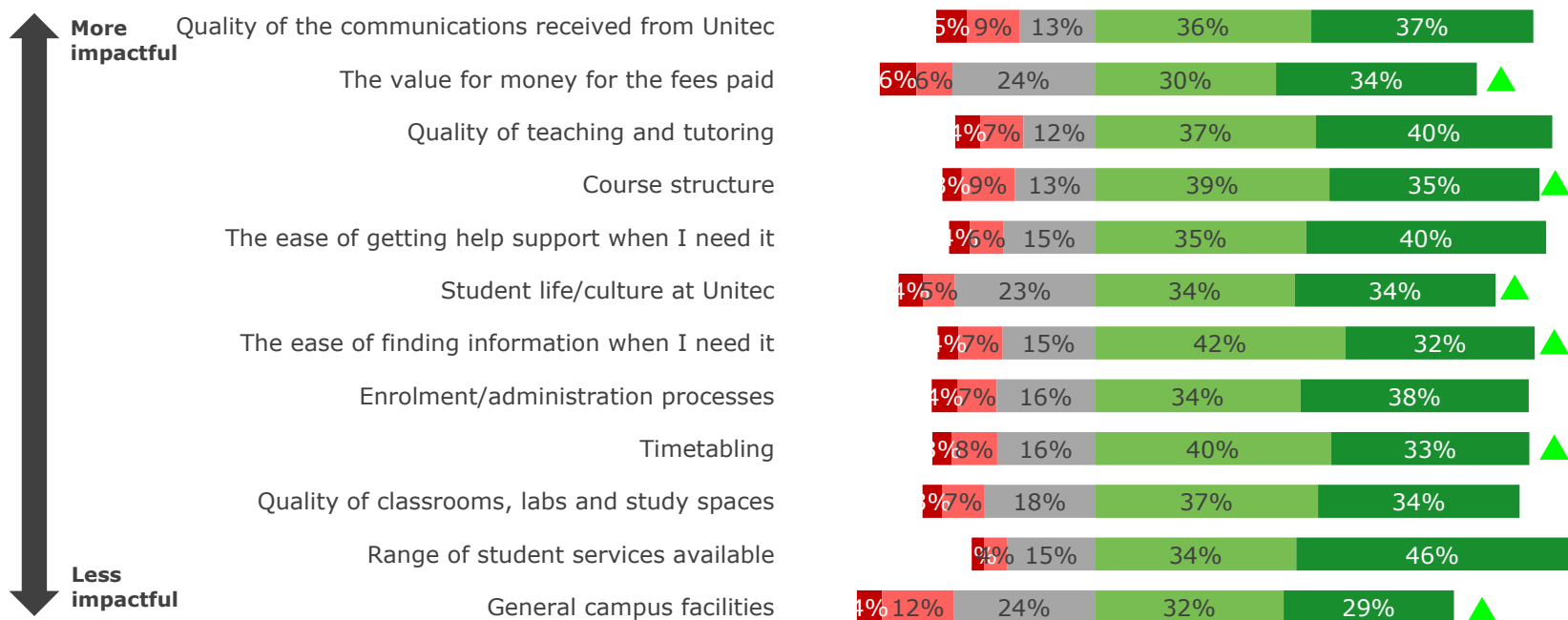
STUDY EXPERIENCE STATEMENTS



While communication remains the most important driver of NPS, students consistently rate our Student Services highly

RETURNING STUDENTS

Satisfaction with aspects about Unitec ...



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

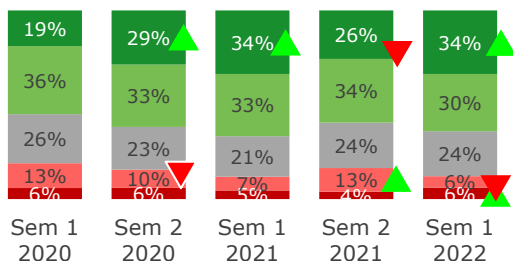
- Notes:
1. Question text: How satisfied are you with the following aspects of Unitec ...
 2. Sample size, n = 798
 3. Importance calculated using a linear regression model and standardise betas

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

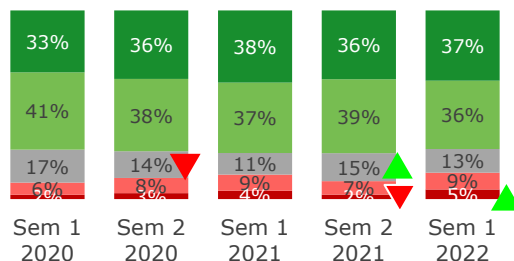
Satisfaction has either remained stable or increased for all statements

RETURNING STUDENTS

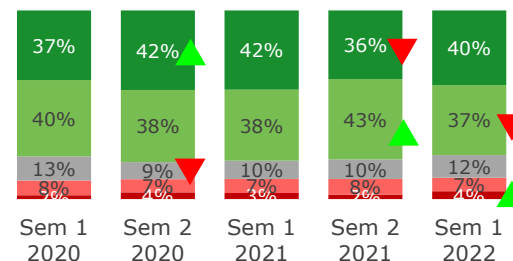
Value for money for the fees paid



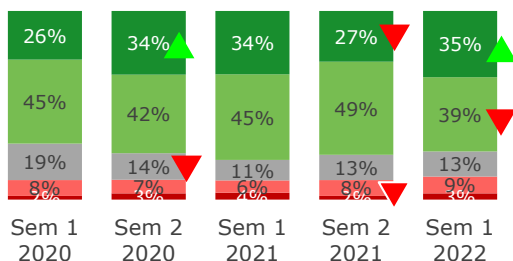
Quality of the communications



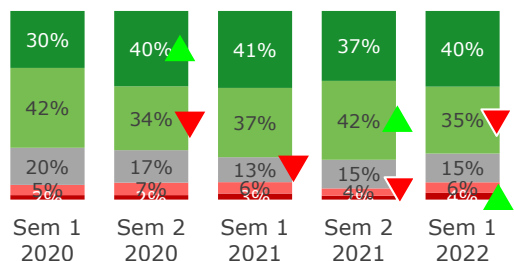
Quality of teaching and tutoring



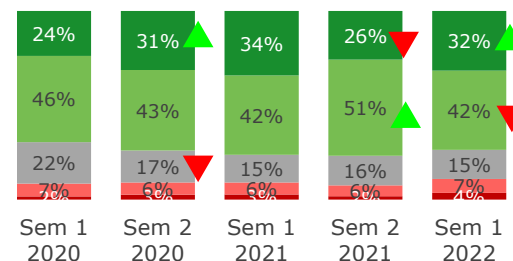
Course structure



Ease of getting help/support



Ease of finding information



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

Notes:

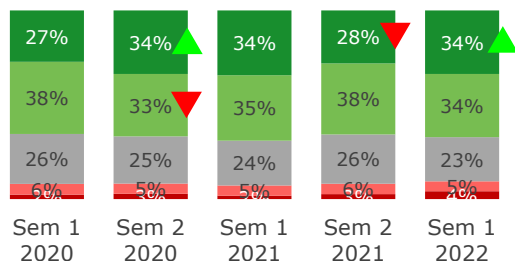
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 2 2021), n = 798

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

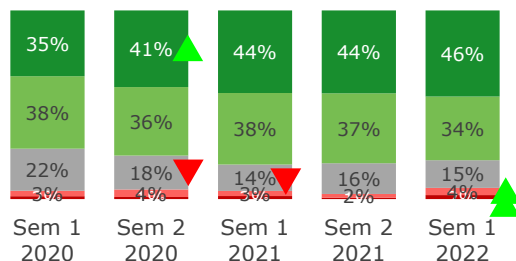
In some ways this may indicate a return to post-lockdown attitudes – with increased satisfaction with facilities and student culture

RETURNING STUDENTS

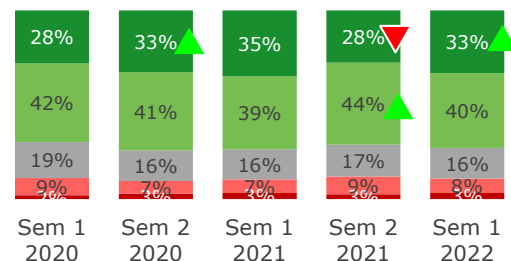
Student life/culture at Unitec



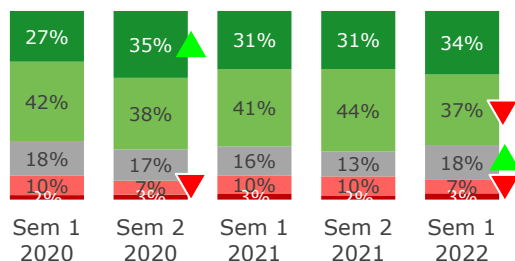
Range of student services



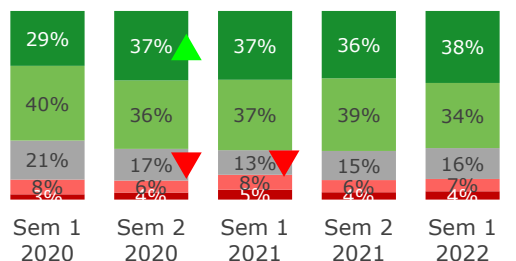
Timetabling



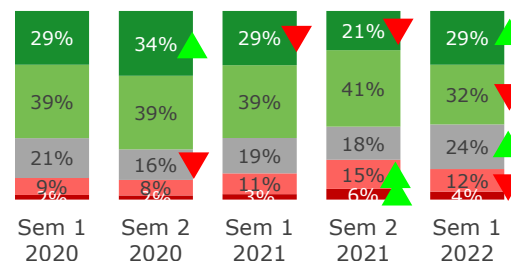
Quality of study spaces



Enrolment/administration processes



General campus facilities



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

Notes:

1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 2 2021), n = 798

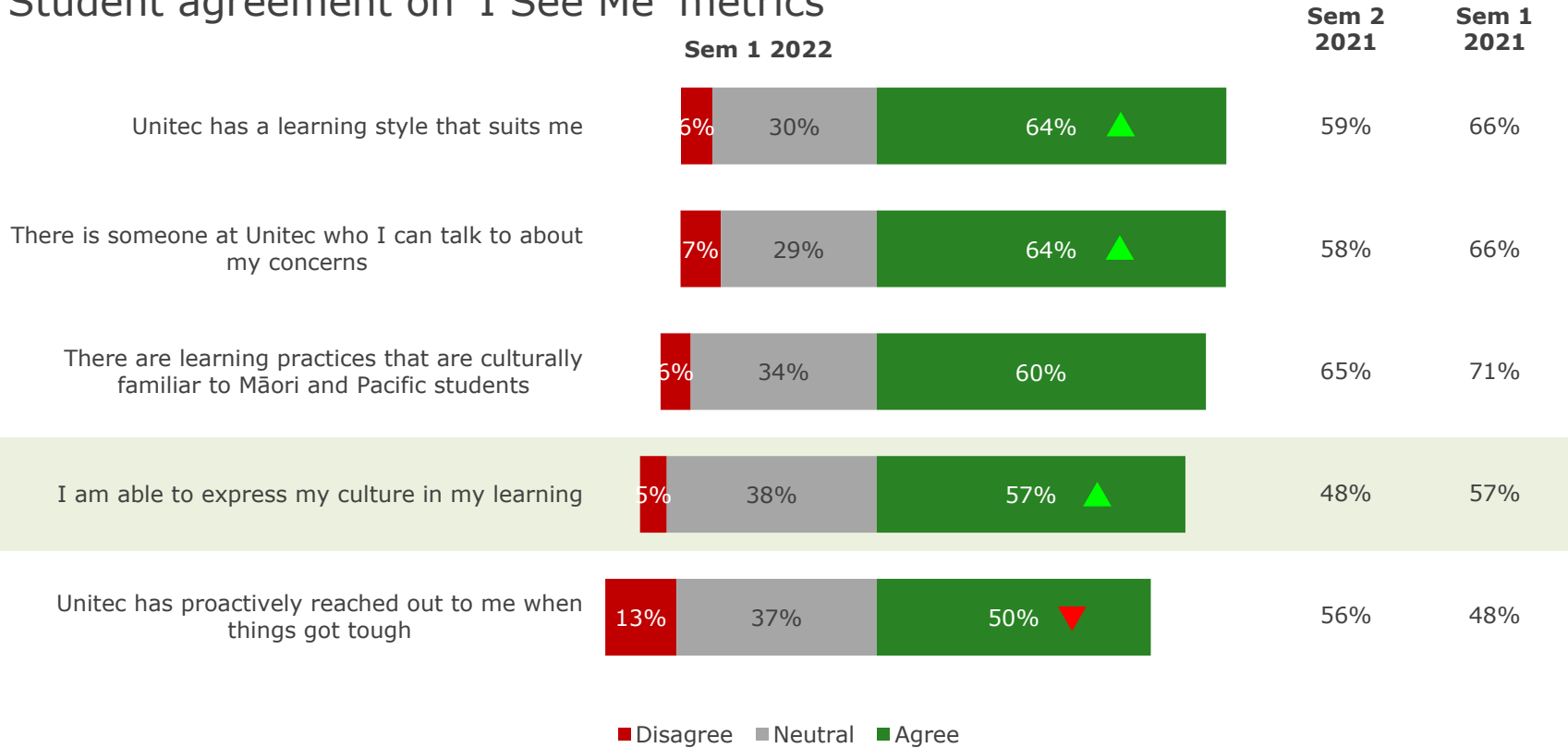
▲ Significantly higher / lower than previous period (95%)
▼



Most ISM metrics have increased back to semester 1 norms, but culturally familiar learning practices is has slipped significantly

RETURNING STUDENTS

Student agreement on 'I See Me' metrics



Notes:
 1. Question text: Please tell us how much you agree or disagree with each of the following statements about the study experience at Unitec ...
 2. Sample size, n = 796 (n=217 Māori/Pacific students)

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



Summary of key findings about study experience

1

Student satisfaction remains high with most parts of Unitec. While communication remains the most important driver of NPS, students consistently rate our Student Services highly.

2

Satisfaction has either remained stable or increased all statements

3

In some ways this may indicate a return to post-lockdown attitudes – with increased satisfaction with facilities and student culture

4

Most ISM metrics have increased back to semester 1 norms, but culturally familiar learning practices is slowly slipping.

5

Agreement that Unitec “proactively reaches out” has decreased. The proactive contacting of students during lockdown may have been the driver of last semesters’ higher agreement.

03.

REASONS & IMPROVEMENTS



Promoters mention support and 1-to-1 time, while detractors mention varying quality, outdated material and lack of feedback

Student comments about **Teaching and Learning**

*I **feel valued** at Unitec, all of the lecturer and course coordinators across both course I have done have all been so supportive and show genuine interest in my and my classmates **success**. [...]*

*The lecturers are very friendly and approachable. The **number of people in classes** ensures that my voice is being heard even in a **one-on-one** capacity. There are opportunities to have access to the lecturer and resources that we need to achieve the course we are studying.*

*[...] I love how hands on I get to be and the lecturers are super friendly and understanding. I also love how small my class is so everyone gets **1 on 1** time with lecturers and there's time for everyone to ask questions*

*[...] The lectures are great and are always more than happy to help with any questions you have. They **treat you like a person** and not just a number.*

*I think the course I am doing is **well designed** on the whole and the majority of teaching staff are dedicated towards providing the **best possible level of teaching**.*

*The Staff are so helpful [...] They want to see you **succeed**. They are open to all cultures and value every culture with respect.*

*For at least the applied sciences, the learning environment is very great and you can get to know the lecturers on a **1 on 1** basis if you so desire.*

*I like the smaller **class sizes**, gives you more **one on one** time with the teachers and more personalisation.*

*Kaiaako are very helpful and understanding, even your peers. You will always have someone to **support** you with your work when you need it.*

***Experienced professors** who build strong foundations in every subjects.*

*[...] I feel the learning process is **harder than it should be**. Teaching can also **vary**.*

*It just feels like each paper goes rogue and does their own thing as theres **no consistency**.*

*[...] the structure, engagement and lectures has significantly **dropped this semester** and would frustrate and confuse others. For this reason I have stopped recommending unitec unless I know the person will thrive [...]*

*Study material is good, but **not delivered well**.*

*[...] **very little teaching received** in the limited time on zoom classes and loads of self directed learning required*

*[...] the teaching isn't as good as it could be. Especially after being on zoom, the teaching **quality** has lacked*

*[...] when you are using **outdated** methods of work that will never be used in a work environment it feels borderline detrimental to spend any period of time studying it.*

*Some of the lectures are a waste of time, teachers are playing videos from **last years** zooms, some from 5 years ago and the **quality** isn't very good. Why should I turn up if my teacher isn't going to teach me?*

*[...] most of the lecturers have been refusing to go over the marked quizzes and **assignments** that we did with us. I'm ok with being wrong, but I want to know why I'm wrong/what is right.*

*[...] the marking of some **assignments** are ambiguous, we don't know where we went wrong, simply given a mark*

*[...] the courses have been **less organised** and **assessment** information isn't as available.*



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

Improvement suggestions for **teaching**

Communication

Improved organisation and communication between teachers and students

Better communication from certain lecturers

Improved communication between lecturers and students.

Improved organisation and communication between teachers and students

More chances to communicate with tutor to have their questions being answered

Student and lecturer communication and overall distribution of course information (more in depth)

Lecturers should go over the marked quizzes and assignments that we did with us so that we can get our questions clarified and learn from mistakes.

Greater amount of feedback on assignments would be helpful.

Although it would be difficult to improve, it would be much easier to learn if all the lecturers spoke fluent english. A lot of the time this doesn't tend to be much of a problem, but sometimes the incorrect pronunciations make understanding key points difficult.

Style

Online teaching skills for some teachers

Having students do prerequired readings before class is fine however when we are to discuss what we learnt in the reading [...] for the majority of the lecture time instead of having a lecture, is not ideal. [...] the lecturer does not have a lecture and a powerpoint to assist the lecture thus not giving us a lecture. This makes it harder to complete assignments and majority of the mahi is self directed.

More structure to classes. Some teachers are amazing, and then some are chaotic.

Smaller classes, clearer communication, better technical support for teachers when running online classes.

The quality of teachers and teaching. Also the organisation of classes and how the course material is delivered.

hire professionals who have experience in the field that they are teaching rather than a general understanding of it

Lecturers who are enthusiastic about their papers

Lecturers being more prepared for lessons and making them more engaging

Lecture structure and test/assignments. Too many multi choice option tests. Doesn't make you think to hard.

Organisation

The organisation of the way lecturers organise things, it could be better.

Student and lecturer communication and overall distribution of course information (more in depth)

Consistency between lecturers on out of the ordinary situations like online test formats, online class resources etc

For the tutor/ lecturer to have & follow the learning plans more closely and not making continuous changes to the assessments

Consistency with lecturers, organisation and allowing students to have an access card for the library if we want to study late.

Continuity. Theres none. Some lecturers are just much more challenging than others end of story.

Having lectures talk to each other and having a overall study plan that builds on knowledge each year instead of the complete chaos that doubles up or completely misses crucial foundation blocks needed in our learning

The organisation and consistency of courses and having information more available to students. [...] Having assessments ready so that we know what they will be from the first day of class and can plan our workload.



Communication channels need to be easy to access, in order for students to receive support when they need it

Student comments about **Support & Communication**

The support online, over phone and lectures has been awesome.

*So much support for students that's **easily accessible** (learning advisors, help centre etc). [...] I have struggled with laptop problems and was able to get a loan laptop through Unitec.*

*With outside commitments (such as work commitments, personal life) and covid it's been really hard but with the **support services** available has made it easier to try and juggle my uni life with my personal life.*

*All the lecturers really get to know you they are so supportive. and staff are amazing and so kind, **willing to help** whenever and wherever they can!*

*Everyone at unitec whether they're staff or students are always so **helpful** or willing to help. They have made me feel like I can always ask for help without feeling uncomfortable or judged by anyone, therefore I would highly recommend unitec to anyone*

*Having studied at multiple locations. I can honestly say there is **no other place like Unitec**. Not only are the support from lecturers, learning advisors helpful but also the overall environment and kaupapa of Unitec makes it **stand out from the rest**.*

*All the lecturers have been **friendly** and **helpful**. They have made a huge effort to accommodate all our needs while meeting covid restrictions. I feel supported and I love what I am studying*

*I was provided **strong and steady support** when I returned to my country during Covid lockdown to study online at Level 1*

***Great communication** from the staff and university as a whole, **great support** networks available for students and a sense of care in the individual (not just another paying student).*

*The support is **difficult**. **No response** often when you need one.*

*Because as good as Unitec is as an institution, there is a major **communication barrier** regarding events and lectures. Trying to get ahold of student support and then getting assistance is extremely **difficult***

*Lecturers aren't great at **communicating***

***Poor communication** between students and tutors*

*The communication from my course teachers has been **horrible***

*Because of their exclusion and discriminatory practices and **lack of care and communication**.*

*Terribly organized. **Terrible communication**. Assignments are poorly written and often have mistakes.*

*The class selection and teacher ratios are great but the university as a whole lacks organisation and **communication between staff and students**.*

*I have found the lecturers very good and helpful, however our programme has been changed and there has been **no communication** with us about this.*

*Because this year, they changed the ECE bachelors degree without telling any of us students and upped the fees. I am now left with an outstanding fees payment that I cannot afford to pay for and studylink won't help because it's too late. This is my second year of study and **we should of been informed** of all of the changes*



While many are eager to return to campus, likewise many students would like to keep the benefits of online study

Improvement suggestions some mixed attitudes to **online learning**

Online disadvantages

Zoom has made that **sometimes difficult** - although the lecturers have been as accommodating as possible under the circumstances

Access **technical support** [...] Everyone is struggling to learn moving to online platform studying and I understand that it is the same situations for our lecturers and tutors.

Unitec is good in the way that it's quite hands on when in class and you are able to receive lots of help but when doing online classes it was really **hard to stay on track**

Teachers are friendly, but studying online is **not good experience**

In the uncertain times we live in currently, its hard to recommend as online learning **isnt a great experience**

Finding it **challenging** with balancing children at home in evenings with evening zoom classes.

My experience has been good, but 99% has been online due to Covid. Tutors are engaging, but there is understandably some **disconnect / obstacles** with everything being online. Especially as Unitec is very 'hands on'.

Relying 100% on online learning has lessened the ability to gain the most from the course content.

To be lenient with marking schedule with students because of online learning due to covid. Very hard to **look at a screen** all day

Less online work which I understand iis due to the covid situation but feel it has contributed to my **reason for withdrawing**

Refund some of our money. I would have **paid less** for an online course.

Online benefits

When classes are again onsite, if they cannot **stream** or watch the class at a later date people will be tempted to come to class **even if they are sick** / have symptoms so that they don't miss out.

Keep online teaching for the moment, **due to covid**.

Provide **safe** options for students to study under covid

Would like to have a **hybrid course** - inclass & online. | **Hybrid** on line and in class lectures | Offer classes on zoom **as well as on campus**

Due to big number of students in class. option to online zoom should continue because any ways the whole class will not **fit in one room**.

Zoom is a good study tool for the student whose first language is not English. That study method avoided that we caught the Covid-19.

I mostly like how it is **blended learning** with online classes but when it all becomes in class will be more difficult, especially for those **working**.

Online learning and **lecture recordings** are **really useful** and helpful for busy schedules but there seems to be a lot of resistance from Unitec to online learning once we return to campus.

Have recorded lectures available for students who won't be able to attend lectures at times.

Record lectures. Literally, even if everything is back on campus. Watching the recordings makes it **easier for us to catch up** and to know what we need to do in our assignments [...]

Recorded class sessions (on campus) for those who cannot make it to class. I think this should be an option especially during this pandemic. | Have all lectures recorded so one can follow the lectures

Online learning is the **future**, please improve online leaning hardware. | Online teaching would become a **norm** especially after covid.



Social experiences and campus facilities are the two most common improvement suggestions after online feedback

Improvement suggestions for **Student Experience** and **Campus Facilities**

Social Experience

*To have more social occasions to **mix** with other classes please.*

*Unitec needs is a campus **hang out** area like the old bar that was next to the blues training facilities. A place to buy drinks, eat food and listen to music. This will add a better **social** component to the campus, a place students can hang out and engage in a more casual space.*

*The only thing I can think of is possible more **social activities** to meet other students. It can be daunting coming to campus when not knowing anyone so would be great to meet more individuals.*

*Improve the campus and facilities, as well as working to create more of a **shared student culture***

*Group uni days would be good or even theme **fun days** to get the whole campus together*

*Currently not much of a **community** feeling studying at unitec. Covid aside - there are barely any events or ways to meet / engage with students from other disciplines*

*Sense of **community** - more central spaces for students to gather within buildings that are further away from the student hub.*

*Have easier access to **upcoming events** and more detail with changes to the uni (especially in covid times)*

*Because **I haven't been into campus** yet so I don't know everything the uni has to offer to the full extent*

*For the most part its been great however, **I haven't been able to go on campus** yet so I can't give my full opinion*

Campus Facilities

*Campus is very **outdated**, overall on campus feel is not great*

*Thought the architecture school was great from word of mouth. But the new space does not have designated **studios**.*

*Facilities! Many of the facilities are **dated**. The parking situation is appalling. The range of services available on site are limited. Management should employ a retail leasing agent to lease some of the vacant retail/food sites and get some ambience happening.*

***Air Conditioning**. I been asking for the last three years to lower the temperatures in the classrooms, especially at Waitakere campus. The classrooms are like saunas!*

***Heater** should be installed in waitakere campus.*

***Air con units** in building 114 level 3 the labs - rooms get very stuffy when working with bodies, parts and chemicals More help for distance students*

Organisation of facilities. The move for our school has been in the works for years, yet Unitec management still did not have facilities ready for when school started. More and more of Unitec has been sold off without thought for proper parking, safety (the current use of the old accommodation facilities is concerning), or readiness of new facilities.

*I know there is **building work** happening which will make it more **comfortable**, in the Art and Design buildings.*

*1st day to Unitec was a bit disappointing for me. Even though i had reached Unitec 1hr prior to the classes had started, I struggled to find the **class location**. Thus, i arrived late on the very 1st day. Frankly speaking i still struggle with the same problem.*

*Building maintenance. (there has been a few **leaks** especially in rooms with expensive equipment)*



Summary of key findings about NPS reasons

1

Returning to campus is a key transitional period for our ākonga, providing a fundamentally different experience of Unitec to what they have had for over the past year due to COVID lockdowns and constraints

2

The student experience of being on campus, and the campus facilities themselves are key themes emerging from ākonga improvement suggestions

3

As in previous years, our promoters are most likely to talk about feeling supported, with one-on-one interactions being mentioned. Similar to last semester, Detractors are more focussed on courses and teaching - mentioning varying quality, outdated material and lack of feedback

4

Communication channels need to be open, in order for students to receive support when they need it. That Unitec staff feel approachable for ākonga is important for ākonga to get the support they need

5

While most students are keen to return to campus, equally there are students who want to keep the benefits of online learning – such as flexibility and recorded lectures

04.

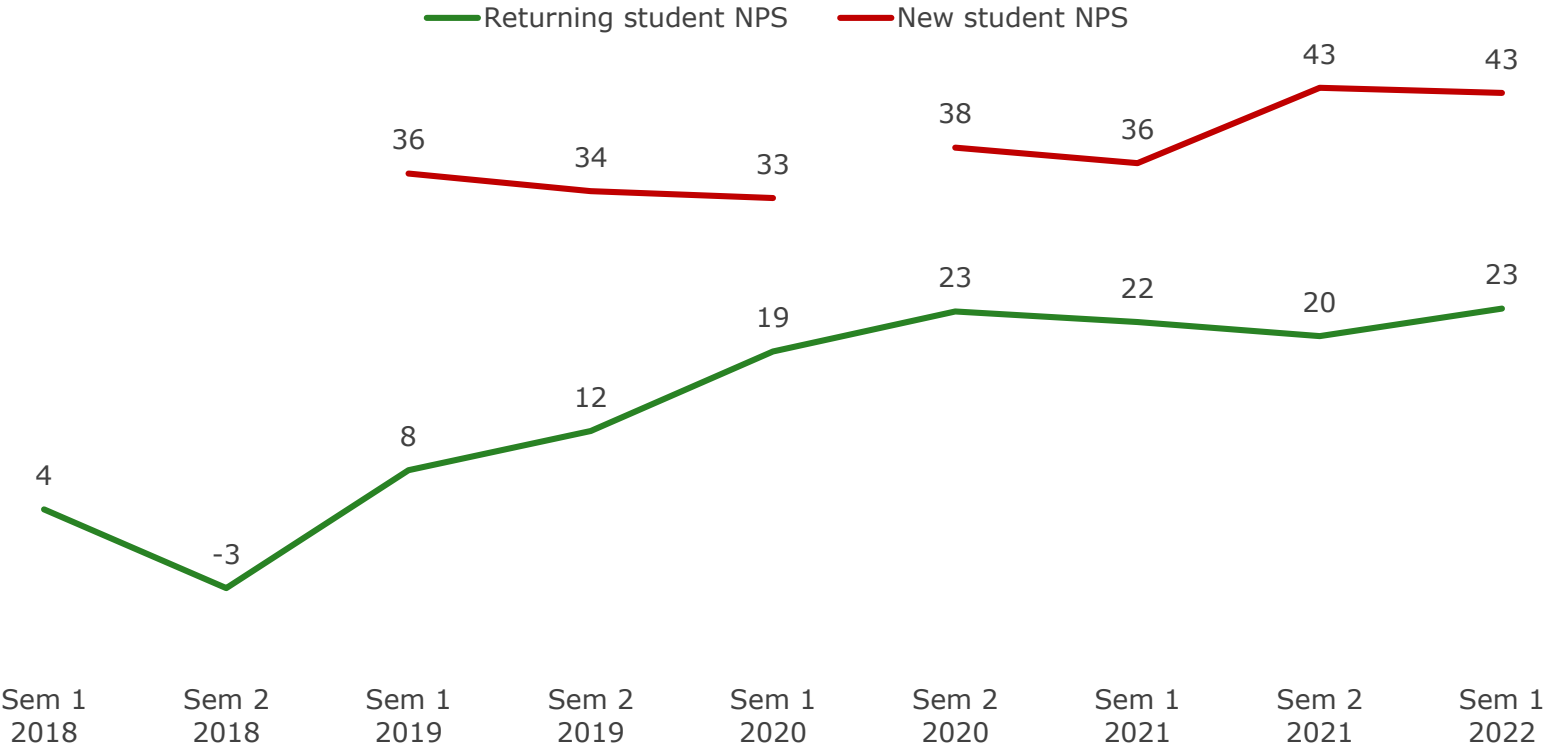
NEW STUDENTS



New students continue to have very high NPS, suggesting onboarding and orientations are going well

ALL STUDENTS

NPS for new and returning students



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 gave a variety of reasons for their positive NPS scores, including feeling welcomed, supported and enjoying class

NEW STUDENTS

Student comments about **Support & Teaching**

Great **diversity** and great **staff**!

I appreciate the **māori values** that unitec have. Also the lecturers here have helped me a lot.

Unitec is diversity and disability friendly and has a lot of resources to help in those areas which is why I would recommend it.

Good **caring** system **high quality** of lecture

Great support and **welcoming fun** environment

Tutors are super supportive. I've made the most amazing **friends** and learning should always be **fun**, which at Unitec it is.

I think I can study in UNITEC, practice and theory are well combined! It's **fun** to learn, so I highly recommend it

I really enjoying it, teachers and all staff are very **friendly**

The teachers are very **helpful**. And classes are very **interactive**.

The institution has excellent academic and technical **teaching**; also their staff is very **interactive** with the students.

Courses are very **practical** and the teachers are **professional**.

Very **practical** and industry oriented program

Lots of chances for students to **practice** their study. Real life practice is the important part of learning

Awesome tutors. **Awesome vibes** in & out of the classroom. Lots of help around if needed.

Everyone at unitec is extremely **helpful** and it has such **positive vibes**

Lecturers and staffs are very friendly and helpful, always give you the positive **feedback**.

I have never felt so **comfortable** and **supported** then being at Unitec. I don't feel so overwhelmed.

Because I have felt very supported since I started and all the staff members are always **kind** and **friendly**.

Have studied at other courses and also at AUT. Unitec provides **better support** and tutors are way more helpful.

Very **understanding** if we have other commitments. Always willing to help and so much resources and people to help you

My experience so far has been really outstanding. I find the Unitec culture of **support** to be very welcome, and helpful.

Staff extremely available for all sorts of queries, range of IT support (free **Grammarly**, office etc), professional lecturers.

"You provide **grammarly** license, use seat to check attendance, lecturer assistance during zoom lecture to answer questions. Good to see that"

Lecturers and learning advisors are always there to **support**

I never knew how helpful unitec was. I am happy they offer so much **support**

I really enjoy the constant **support** and **feedback** given by my lecturers here.

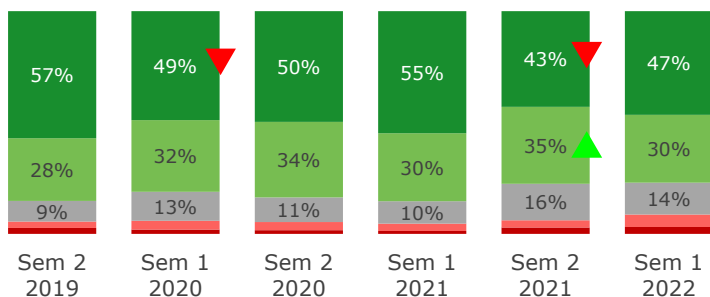
Its a really positive and **supportive** environment to learn in.

The school has been very welcoming and helpful **especially during covid**

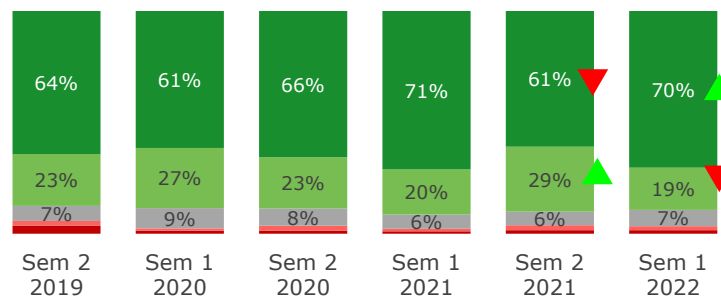
For new students, both belonging and goal orientation are at the highest level seen in the last three years

NEW STUDENTS

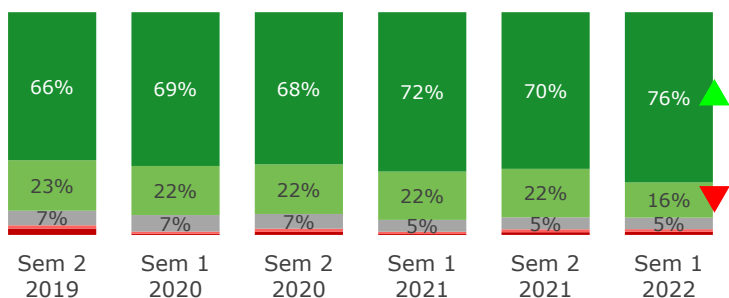
I am forming friendships with people I have met in class



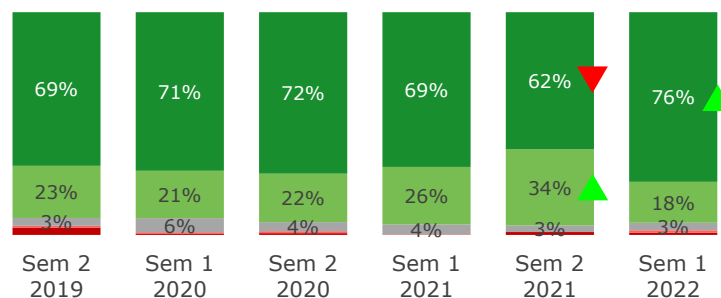
There is someone in my programme or department I can talk to if I have a question or need help



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



I have a clear goal or purpose for studying at Unitec



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

Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 486 | 581 | 361 | 703 | 312 | 623

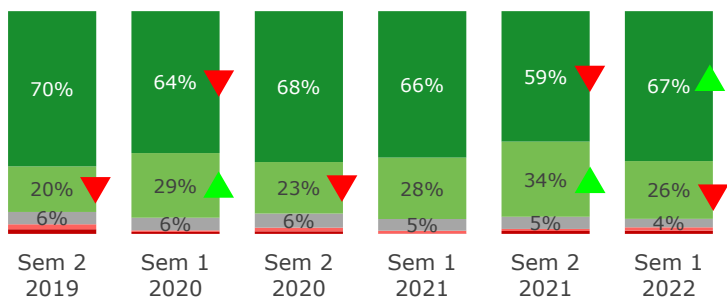
▲ Significantly higher / lower than previous period (95%)



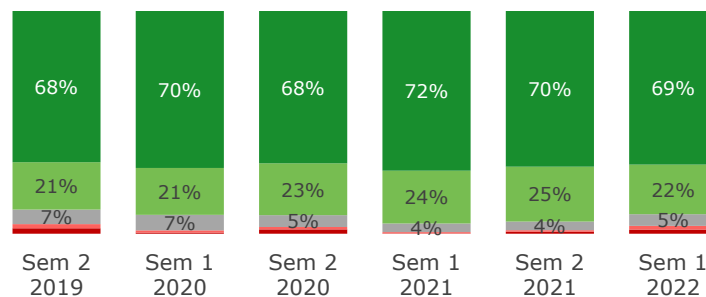
Students' belief they will be successful has also rebounded after being low last semester, but orientations for Māori and Pacific are becoming less culturally familiar

NEW STUDENTS

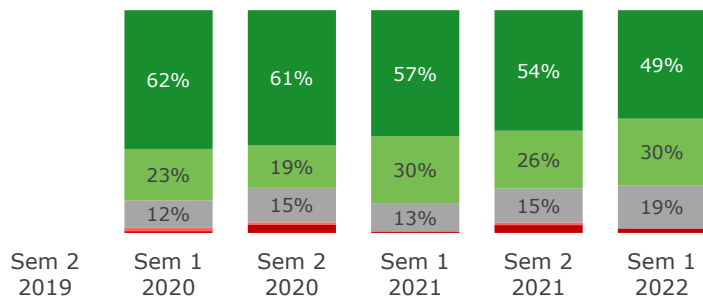
I believe I can be successful in my studies at Unitec



I feel welcomed to Unitec



The orientation activities were culturally familiar to Māori and Pacific students



The reduction in agreement for this statement on orientation is likely a result orientation being held mostly online for Sem 1, 2022, due to COVID disruption

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 continue to have very high NPS

2

New students gave a variety of reasons for their positive NPS scores, including feeling welcomed, supported and enjoying class

3

For new students, both belonging and goal orientation are at the highest level seen in the last three years

4

Likewise, students' belief they will be successful has also rebounded after being low last semester