

# Student NPS Semester 2 2022

September 2022



# Key findings

## Student NPS result

Overall, Unitec's stable NPS demonstrates that Unitec is providing more consistent, positive learning experiences than in the past. However, pockets of inconsistency remain - as evidenced by some student comments.

- Both Māori and Pacific NPS have increased slightly on last semester
- Under 25s and International students also saw increases in NPS this semester

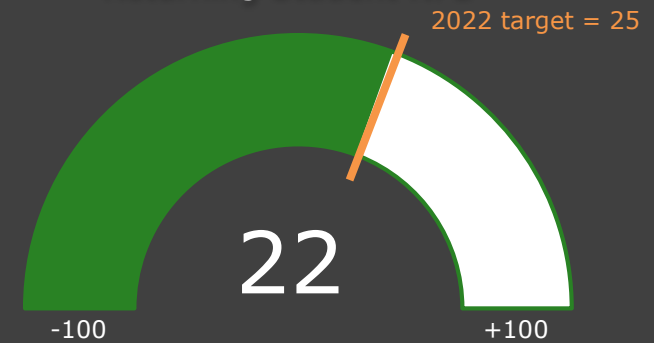
## Reasons for NPS

- Themes from students with low NPS include having confrontational staff interactions, courses having unclear expectations and teaching material that students think is outdated. Minimising these occurrences would be beneficial for increasing NPS further
- Satisfaction statements are largely stable, as are the "I See Me" statements. Although, the small rise in dissatisfaction with teaching and tutoring which should be monitored
- New students continue to record high NPS, with students mentioning feeling supported at Unitec, and enjoying their lecturers' teaching styles

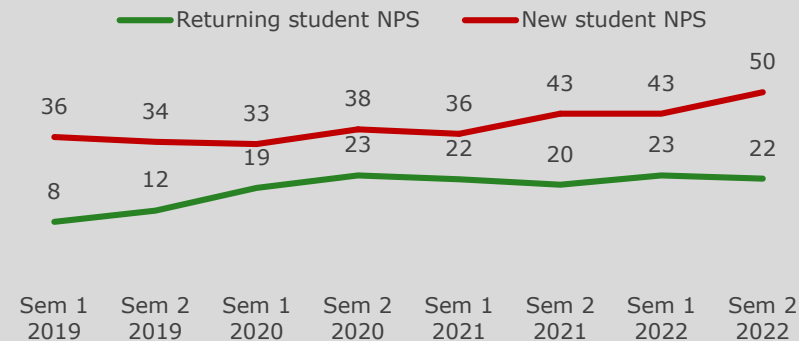
## Improvement Suggestions

- Communication, delivery and assessment are the three most common improvement suggestions for teaching
- An additional theme is online learning, with comments requesting recorded lectures or full online study, a trend also seen at other tertiary institutes

## Returning Student NPS



## Student NPS over time



## Top Improvement Suggestions

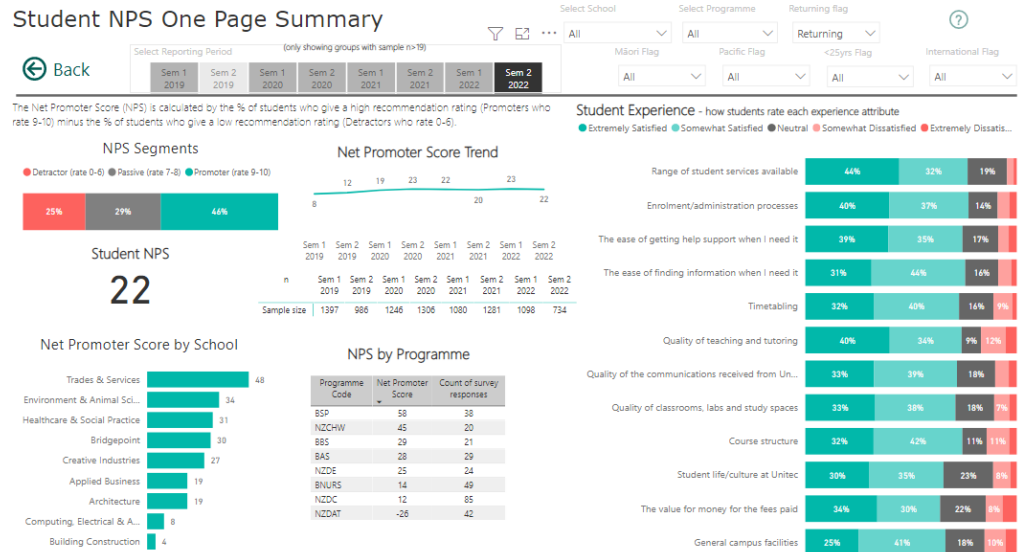
- 1 Facilities – opening hours, maintenance of existing buildings/equipment and parking availability
- 2 Online learning & lecture recordings to be implemented wherever possible
- 3 Teaching delivery – clear content plans, well organised and interactive learning
- 4 Learning assessments – marking timeframes, better feedback and defined scope



# 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](#).

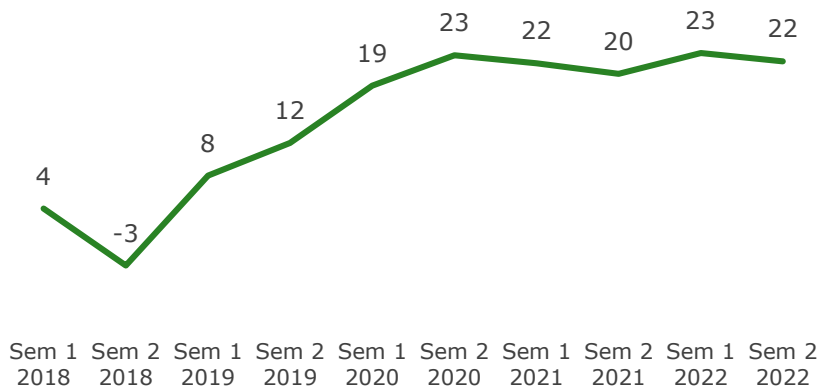
01.

# **NET PROMOTER SCORE & STUDY EXPERIENCE**



# Returning student NPS remains stable and high at 22 this semester, while Creative Industries NPS has increased to 27

## Student net promoter score



> 46% of all returning 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 1 2022, this is within the survey margin of error and should be considered as no change from last semester, and is an increase on Sem 2 2021.

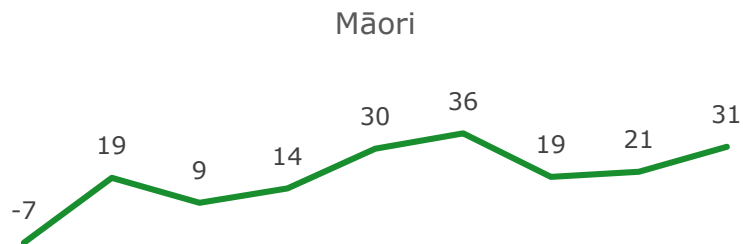
### Notes:

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 | 1281 | 1098 | 734
4. Sample size (semester 2 2022 by school), n = 56 | 8 | 44 | 124 | 69 | 22 | 48 | 67 | 49 | 194
5. This score should be interpreted with caution due to sample size (n=22)

|                                            | Sem 2 2022                                                    | Sem 1 2022 | Sem 2 2021 |
|--------------------------------------------|---------------------------------------------------------------|------------|------------|
| Trades & Services                          | 48                                                            | 42         | 31         |
| Community Studies                          | This score could not be reported due to low sample size (n=8) | 39         | 30         |
| Environment & Animal Sciences              | 34                                                            | 34         | 19         |
| Healthcare & Social Practice               | 31                                                            | 21         | 27         |
| Bridgepoint                                | 30                                                            | 27         | 36         |
| Creative Industries                        | 27 <sup>[5]</sup>                                             | -2         | 1          |
| Applied Business                           | 19                                                            | 27         | 16         |
| Architecture                               | 19                                                            | 25         | -1         |
| Computing, Electrical & Applied Technology | 8                                                             | 20         | 28         |
| Building Construction                      | 4                                                             | 19         | 18         |



# Both Māori and Pacific NPS have increased slightly on last semester

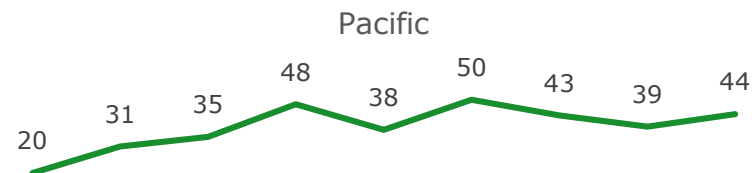


Sem 2 2018 Sem 1 2019 Sem 2 2019 Sem 1 2020 Sem 2 2020 Sem 1 2021 Sem 2 2021 Sem 1 2022 Sem 2 2022

*The teachers that i have are very genuine and understanding, they always try their best to help me achieve my goals which encourages me to do my best in return.*

*I love the diverse environment and how the courses are aligned with Te Tiriti. Most lecturers are super lovely and course content is mind blowing and extremely informative. It's a very wh?nau based space that works great for me.*

*I have enjoyed my experience at Unitec Waitakere. I have loved the relationships we are able to create with lecturers and management staff. I enjoy how culturally appropriate staff have been.*



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

*I find Unitec very cultural diverse! It has so many forums of where you can get assistance even pastoral care.*

*Unitec as so many help opportunities we can seek help to & they are overall supportive, not with learning but also give financial options and mental, emotional & physical support options.*

*Because there are a lot of cultures in Campus and a plethora of individuals to interact with.*

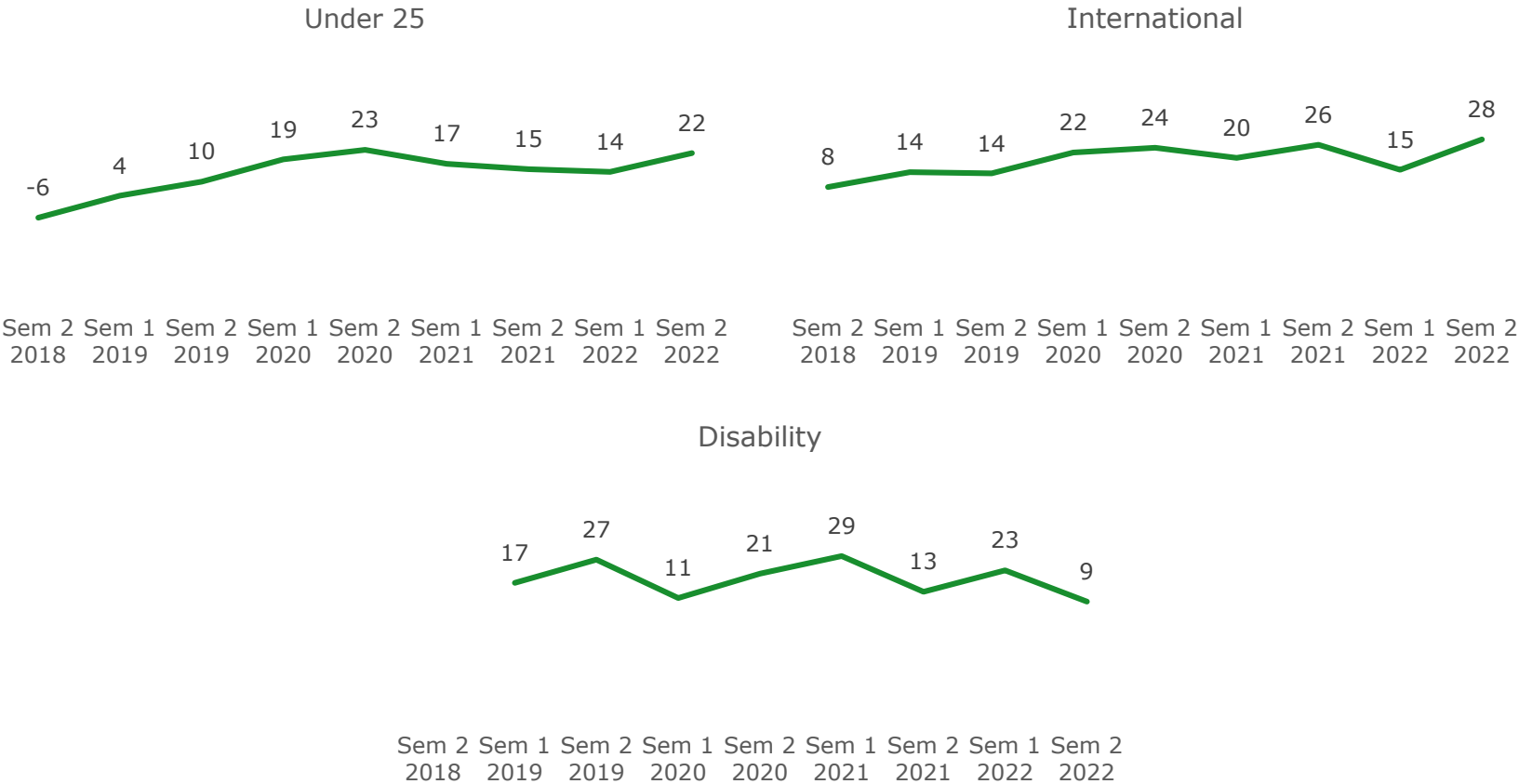
*When I first started my programme at Unitec, they provided me with support from the very beginning.*

## Notes:

1. Student NPS displayed here is for returning students
2. Sample size (semester 2 2022 by priority group), n = 77 | 109



# Under 25s and International students also saw increases in NPS this semester

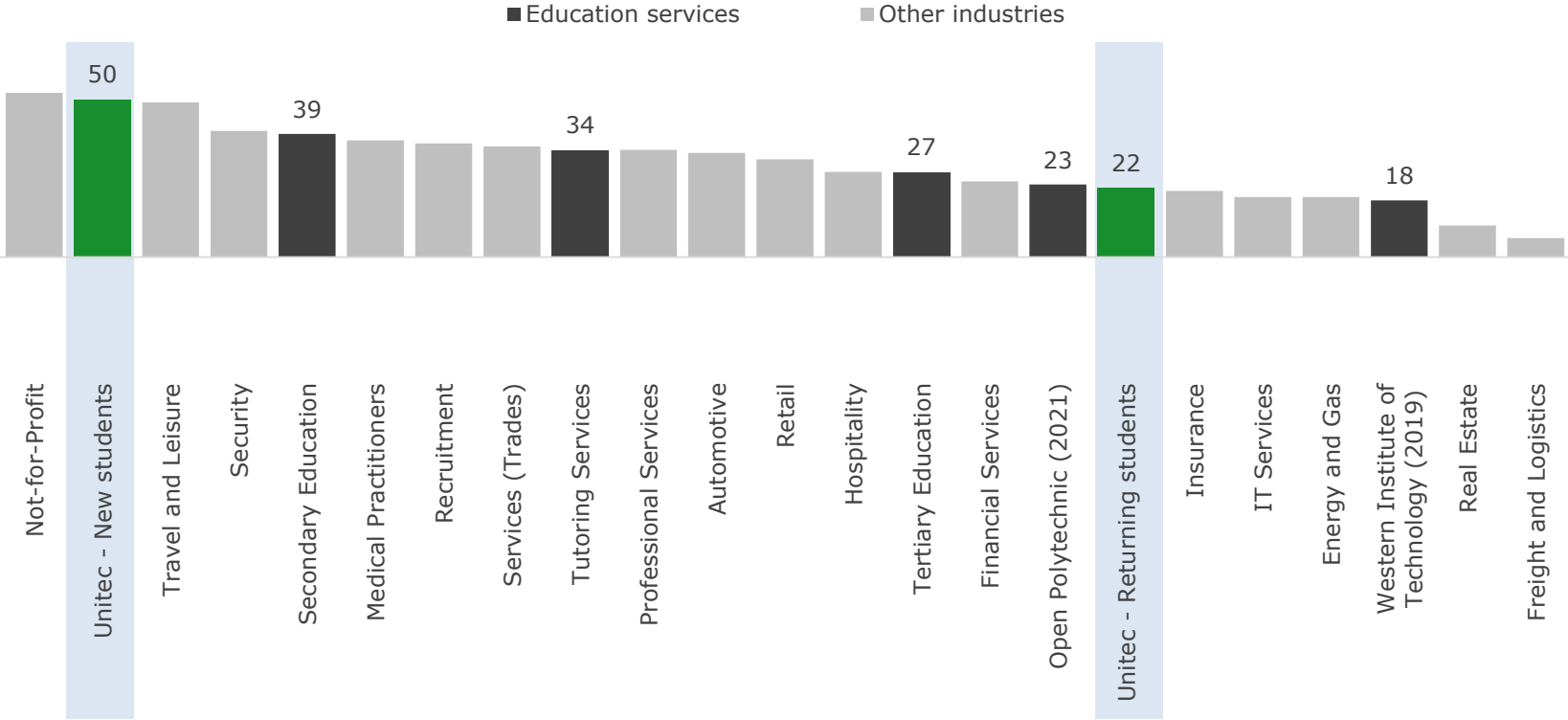


Notes:  
1. Disability NPS scores have been adjusted since last report and now include students enrolled in NZCSL  
2. Sample size (semester 2 2022 by priority group), n = 233 | 46 | 33



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

New Zealand NPS industry benchmarks 2022



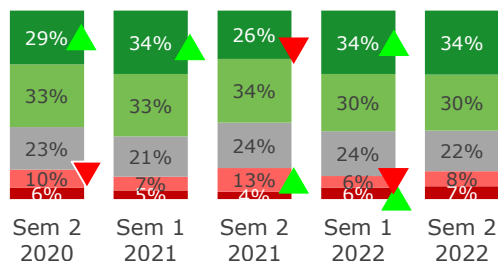
Notes:

1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2022 report
2. Western Institute of Technology at Taranaki and Open Polytechnic student NPS sourced from their latest 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.

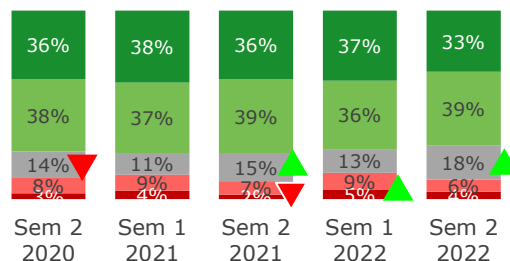
# Satisfaction is largely stable, although the small rise in dissatisfaction with teaching and tutoring which should be monitored

RETURNING STUDENTS

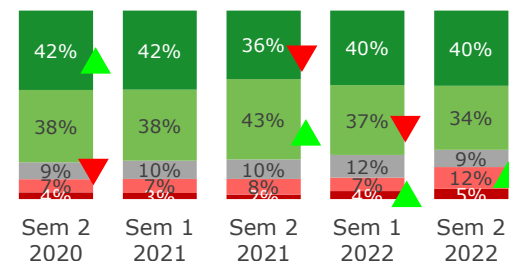
Value for money for the fees paid



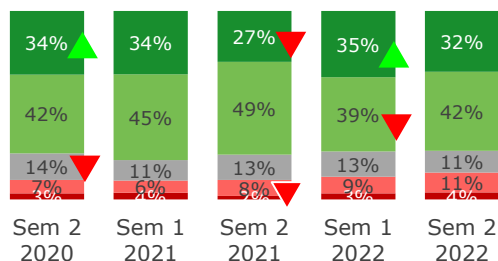
Quality of the communications



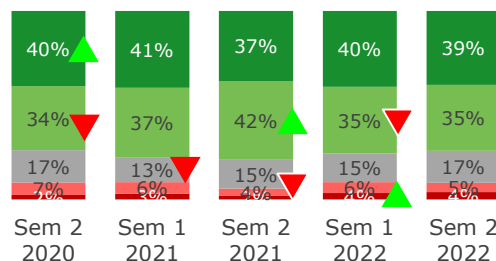
Quality of teaching and tutoring



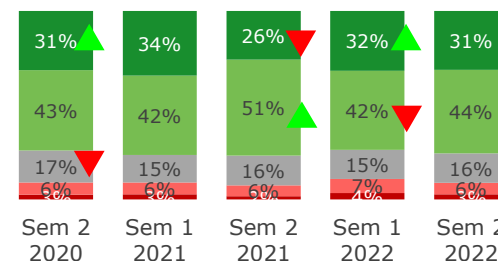
Course structure



Ease of getting help/support



Ease of finding information



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

Notes:

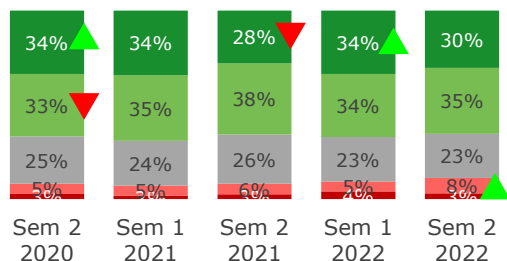
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 2 2021), n = 268

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

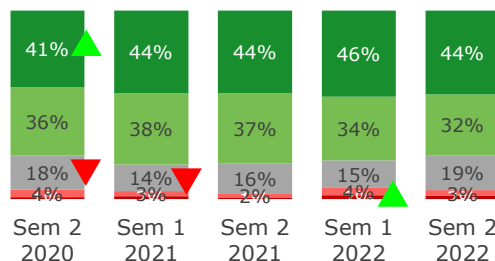
# The other tracked statements also show consistency in satisfaction

RETURNING STUDENTS

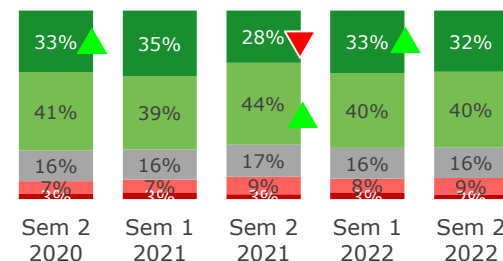
Student life/culture at Unitec



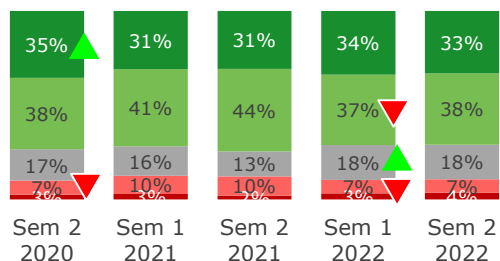
Range of student services



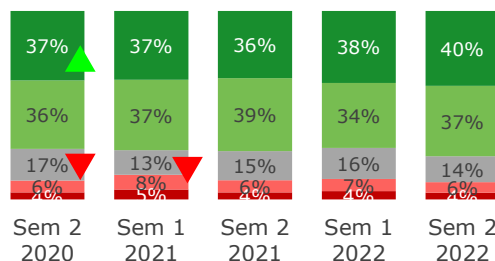
Timetabling



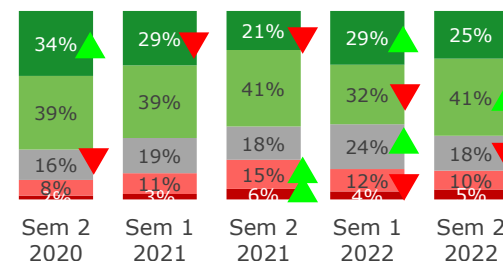
Quality of study spaces



Enrolment/administration processes



General campus facilities



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

Notes:

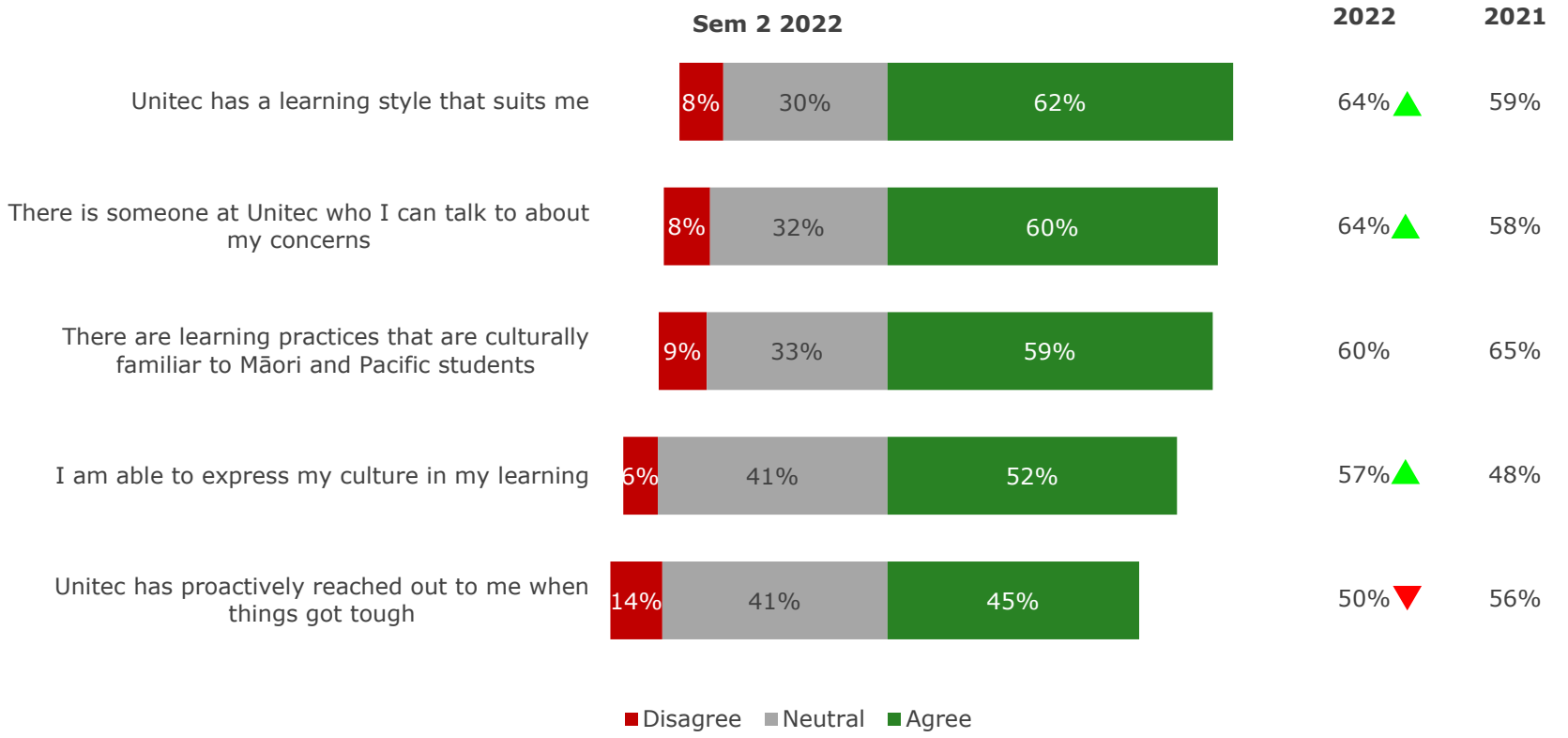
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▼ than previous period (95%)



# While the ISM metrics are consistent with last semester too

## 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 = 480 (n=92 Māori/Pacific students)

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



# Summary of key findings about NPS and study experience

1

Returning student NPS remains stable and high at 22 this semester

2

Trades & Services continue the trend of improved student NPS semester on semester

3

Māori, Pacific, Under 25 and International all have seen their NPS increase slightly on last semester. Disability NPS is highly variable due to a smaller cohort size

4

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

5

Satisfaction is largely stable, although the small rise in dissatisfaction with teaching and tutoring which should be monitored

02.

# **REASONS & IMPROVEMENTS**



# Feeling disrespected can have lasting impacts on students and there are numerous comments about where this has happened

## Student comments about **Caring and Respect**

Unitec is a **comfortable** place to do study, the staff and students are very kind and welcoming.

Unitec is amazing. It is **inclusive**, understanding, amazing education, lots of support. Best uni ever.

I like the **community feeling** that studying at Unitec gives me. Learning about Te Ao Maori, hauora and Te reo Maori has been a valuable part of my learning.

lecturers, course coordinator and staff are very **helpful** during lecture and giving students tutorials after class. Pacifica department is also very **helpful**

I love the **diverse environment** and how the courses are aligned with Te Tiriti. Most lecturers are super lovely and course content is mind blowing and extremely informative. It's a very **whānau based** space that works great for me.

I have enjoyed my experience at Unitec Waitakere. I have loved the **relationships** we are able to create with lecturers and management staff. I enjoy how **culturally appropriate** staff have been. I have no other tertiary institution experience to compare to though.

It's a very **welcoming** environment. Good resources for education and health. A lot of support. **Kind** and funny staff.

There is a lot of help available, i don't feel alone with my work like i would imagine there to be at other universities. I like the smaller classes as you can get to know everyone and help each other out. it feels like a **community**.

... I went to [a staff member] about my learning disability in first year she called me a 'trickster' and said that i was faking my learning disability. Shes very **unhelpful** has caused me a lot of stress.

It has been very unorganised and I **haven't felt heard** or treated well most of the time.

[The lecturer] also has a **negative** and **demoralizing** teaching style where from day 1 you start **losing confidence** that you can do well in this course. His tone of teaching is like assuming the students know everything

... the teaching team **did not respect** the students' questions, leaving them at a loss as to what to do and in a difficult position.

I don't think teachers are properly trained, they **ignore student's problems** and suggestions.

... Raising issues with the course coordinator typically results in a **defensive response**. I'm aware there has been numerous attempts to improve things but the course coordinator & lecturers seem very obstinate.

[The lecturer] is very **disrespectful** to students. He may not answer positively to questions asked by students that he finds ridiculous. He even answers in a way that makes it seem like he is being sarcastic. We basically don't learn anything useful from his classes.

The structure of the course is good and what we learned is useful, but some teachers are unorganized, **rude**, impatient.



# Teaching staff are often supportive and engaging, but there are still students who feeling the teaching is below expectations

## Student comments about **Teaching and Learning**

*I like how students and teachers interact. **I felt included.***  
*You **get the help you need** with teachers and your well-being.*  
*This is because the teachers **teaching styles** are so excellent.*  
*Unitec is very supportive. All teachers are very **professional.***  
*The lecturers are excellent. They are very **patient** to the students.*  
*The course is well suited for the industry. The lecturers are very good.*  
*Overall experience is positive with **good teachers** and content of study material.*  
*I like the practical nature of the course, the **quality of teaching** and the facilities.*  
*Classes are above my expectations for the course. **Great exercises** and **support** from all involved.*  
*Because the kaiako and courses are so student **friendly and supportive** towards helping you **reach your goal.***  
*I'm really enjoying my course. I think the lecture's are high **qualified** and have a **great engagement** with the students*  
*All the lectures are very **involved** and make sure you are making it through.*  
*Because I believe that the teachers and staffs are **very professional**, and I like the **friendly methods** which make me more **comfortable** studying there.*  
*The teachers that I have are very **genuine** and **understanding**, they always try their best to help me **achieve my goals** which **encourages me** to do my best in return.*

***Poor communication** between students and teachers. As well as unorganised course content and poor teaching method.*  
*Courses are **inconsistent.** Tutors are inconsistent. Tutors let bolshy students who love their own voices run the class.*  
*I have had a few great semesters, but things have been different. The lecturers **don't seem experienced** enough to know the best approaches for teaching.*  
*The course content is **not communicated** well. The materials are not up to date, the chosen software have multiple bugs. Lecturers need to better their communication*  
*Some lecturers are **not well prepared** for their job, and **cannot explain** the materials clearly and logically.*  
*In my experience the classes are **over-enrolled** and lecturers are unable to deliver courses adequately due to their size, which also means they've stayed online for over a year now.*  
*Because of how up and down the lecturers are, **some are interested** in teaching you and others are not. Sometimes feels like i'm working for a lecturer rather than learning from them.*  
*I have recently had a poor experience with a lecturer with **no teaching experience** which is severely affecting my ability to learn. Also, the lecturers spoken English is particularly poor which I would have expected would have needed to be of a much higher standard.*  
*I don't think teachers are **properly trained**, they **ignore** student's problems and suggestions. Some of the activities, are not being allowed free navigation and sufficient time to finish, which needs lots of time to go through 64 drawings before answering, raised issue twice but no hearing. Few teachers are biased and marking inappropriately.*



# Many courses are receiving positive comments, but others have outdated material and appear disorganised

## Student comments about **Course Content**

**Practical knowledge** given by people already working in industry

The course is **very useful**, the tutor is very professional.

Very **practical** content, **industry focussed**. Good, up to date facilities.

Very good support from teaching staff with **real world learning** experiences.

Practical courses for construction that lead to a **real career** and employment

I like the **practical** nature of the course, the quality of teaching and the facilities.

Unitec is a friendly place, with lots of courses, but smaller classes that gives **hands-on experience**.

Lecturers are very friendly and helpful. Its also easy to get a job coming from Unitec with some practical **practice** we do.

I feel welcome in Unitec. All tutors are really nice and knowledgeable. The course is very practical and **applicable in the industry**.

The content & context are "**real**". Relevant to the past present & future. Every tutor has an individuality yet united front with content & delivery.

... Course **content is current** and relevant to service requirements.

Studied at other tertiary institutes where learning was heavily theory focused whereas Unitec provides more **specific industry training** which provides better preparation for careers

I really like the delivery style of the lecture and the **practical sessions** after class are the best as most of the University in the Auckland region don't focus on practical learning.

Poor communication between students and teachers. As well as **unorganised course content** and poor teaching method.

The course content is not communicated well. The **materials are not up to date**, the chosen software have multiple bugs.

... I feel for two of my courses in particular that we are **not being taught enough** and I am constantly having to attend tutorials to find out the correct information which again is very time consuming.

Too many foundation papers, would prefer to concentrate on less papers but with **more in depth training**. More small group tutorials would work better.

The course has **not been relevant** to performing at a higher level in my career

Unorganized, a lack of consistency over courses, **irrelevant learnings** for my industry instead of focusing on what I'll be doing day to day

1. Materials taught in class are **not close to market**. 2. Some lecturers are not well prepared for their job, and cannot explain the materials clearly and logically.

... I do not feel like the course content can help with future employment.

Course content is **not well balanced**. Too much background theory without actually teaching us how to do the job we're training for. And then other times a lot of assumed knowledge particularly around physics and maths principles which for some of us high school learning in these subjects was a long time ago. Lectures are often waffly and badly structured not really conveying the information properly.



# Communication, delivery and assessment are the three most common improvement suggestions for teaching

## Improvement suggestions for **Teaching**

### Communication

*Employ teachers that are skilled and speak English fluently*

*Lectures to be more friendly and encouraging student not discouraging them on any reasons*

*Ask the lecturers to use a microphone! Some talk so quietly and their classes are struggling.*

*The tutors who take everything personally need to have better communication skills and be more professional within their job.*

*Plan what lecturers are going to say in lectures. So often they are improvising and miss the point or use anecdotes, go off on tangents that aren't relevant to the topic*

*Some lectures not replying to emails.*

*Sometimes communication could be better.*

*I have had trouble understanding my lecturer and feel the class is not structured as well as it could be*

*Having more lectures that could speak English fluently. Most of the times I'm having trouble understanding some of them*

### Delivery

*More in-class demos and labs.*

*More practical learning or hand on learning in place*

*Better course content plan and teaching organisations*

*Tutors are more organised with the delivery of lectures.*

*Teachers should be more interactive and fair to everyone*

*Longer course - felt like a lot of content in a short space of time*

*Clear, up to date course content. Better learning materials which is relevant to current market.*

*Need to show us how to do a task before putting us in the deep end to strive and figure out ourselves*

*have proper lectures. not read the lecture PowerPoint at home yourself and attend a class basically just to do a weekly quiz.*

*More structured teaching with consolidated learning materials provided.*

*Programming course 6014 to be into 2 papers and this was quite a heavy paper.*

*Better delivery of the course and allowing students to come into campus to have class.*

### Assessment

*More time for review before exam*

*Test results take a while to be graded.*

*Increase the assessment and course difficulty*

*Define scope of learning for examination purposes.*

*Academic quality and unprofessionalism in examination*

*More individualised comments on where you lost marks and why in assignments*

*The workload that is given. It is hard when assignments are due at the same too.*

*Personalised marking. I hardly even know why I get the marks I get half the time.*

*Remove group assignments, they are unfair on those who put in the effort. I understand that unitec is trying to facilitate real world but in my opinion its not comparable*

*More teaching aides/ staff so that we get feedback on our performance in a timely and transparent manner.*

*... Remove group assignments as they have so much dependency on others*



# Online learning continues to be a key theme, with comments requesting recorded lectures or full online study, a trend also seen at other tertiary institutes <sup>[1]</sup>

## Improvement suggestions are making requests to **Continue Online**

### Lecture recording

**Recording all lectures** whether online or in class

**Record lectures** to access online. Forget about attendance.

Having **recorded lectures**. I learn through listening and watching videos over and over again.

Bring back online class or at least **record important lesson** so student can go back and refer to the lesson.

Keep recording the lectures so us adults that aren't full time students can still study without missing so much information.

It is hoped that there are **recordings in every class**, so that people who are not very good at language can **review** through recordings.

Students should have the options of studying online/on-campus for most papers and also there should be **better equipment** in terms of recording on campus.

**Better resources for recording** good quality lectures. Recording cameras should be set in the ceiling with tracking capability so that wherever the lecturer is, then the camera is pointing at them, as there are chalkboards and projector screens in different places...

**Record your lectures** and allow students to **play these back**. Life is chaotic and everyone needs a degree of flexibility. None is being provided at this time. I understand that note taking and attending lectures are traditional methods, but the technology to incorporate recordings is not far-fetched or revolutionary.

### Online study

**Study at home** all the time | **More online** classes when possible

**Keep online** teaching available | **Option** for online classes

ABLE TO **CHOOSE** STUDY ONLINE OR BACK TO UNI

**Stay online** course longer [while] covid still on. Got family with elderly.

Courses could be attended **both online and offline**.

If we could do **straight online course** rather than jump in between back to campus and online

Degrees **online only**, especially non trade ones, like BCONS, no need to come to site.

Always **keep online** learning available, if some one want to study at campus, they can attend class.

Ability to **learn remotely** needs improvement

... teachers being properly educated and supported in providing **online classes**.

being able to make zoom/echo classes **more interactive** so the people who are **sick or can't make it** to class, can still participate otherwise it feels like watching a boring movie yknow?

Please let the course **remain online** as an option. I **work full time** and struggle to leave work and travel to Unitec. Please consider having an online option and not punish students who cant attend on campus.

Note: [1] <https://www.vuwsa.org.nz/media>



# Since the return to campus, we are seeing more recommendations about our facilities, as well as the student social experience

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

### Social Experience

#### **Extra curricular** activities / **clubs**

More **social spaces** on campus & **clubs**

I would upgrade the student **social areas**

More student activities like **sports** and **cultural activities, clubs** etc.

Will be great if i could connect to someone with the same culture.  
Maybe house some more **community meetups**? Or workshops?

I would love to see more **extra curricular** groups and activities. I'm sure there's plenty available but I don't know how to access them or join

More **extra curricular** activities. More activities where students can interact with each other (maybe a meet-up before the semester starts, so the students can know each other)

A cooler environment for young people at the waitakere campus. More advertising of groups and **social events** being held.

... more **events** and **clubs** bringing more courses together. As my course is quite small it doesn't really feel like a social place.

Specifically Waitakere & facilities as that's where I study ... the whole place needs **more liveliness** brought into it. Possible **market days** once a month or local food trucks to come through.

Bring back the **gym** and **sports centre**.

**Sports centre** upgrade

### Campus Facilities

**Heat pumps** in class rooms | Install **heat pump** in the classroom

More **studying space** at library | Extending the library and campus opening hrs | More **study meeting room** and **extended library time**. | Extend **library hours** so students study more on the campus. | Can unitec Henderson library open on weekends or **extend hours**? | What I see lacking is **areas to study** are bit limited for the students. | The library is too open can't study in there as its so noisy and not enough **quiet rooms** during busy times

Availability of the **whanau room** as it is always locked.

Improve **access to labs, computers** and rooms where no classes are held

Improve some classrooms. They need **renovations**. Provide more student **carparks**.

**FREE Parking, Lights** in some of our Lecture room are not good and some **computers**

Some of the **computer monitors** in the library are blurry. They should be replaced.

Better facilities eg: **toilets** would be cleaner, more quiet zones for study.

Refurbish some of the **older classes** and **toilet facilities** to bring them up to the standard of the buildings of 180.

The labrooms need to be checked regularly to make sure the **computers** are actually going for when students want to use them in class.

Classrooms in Bridge point, they are **outdated** and dull. Maybe a fresh coat of paint? new curtains Inspirational quotes on the wall? Something to make the rooms more inviting and vibrant.



# Summary of key findings about NPS reasons

1

Student verbatim show many positive aspects of Unitec and this is reflected in the net promoter score remaining high, but there are still areas where this experience is not consistent and leading to negative experiences

2

Promoters mention support teaching staff who are supportive and engaging, find their courses relevant and practical, and find Unitec to be a place they feel welcome & comfortable

3

Key indicators of a student being a detractor are that their expectations for teaching have not been met, they find the material outdated, courses are disorganised, and have had an experience which made them feel disrespected

4

Online learning continues to be a key theme, with comments requesting recorded lectures or full online study - a trend also seen at other tertiary institutes

5

Since the return to campus, we are seeing more recommendations about our facilities, as well as the student social experience

03.

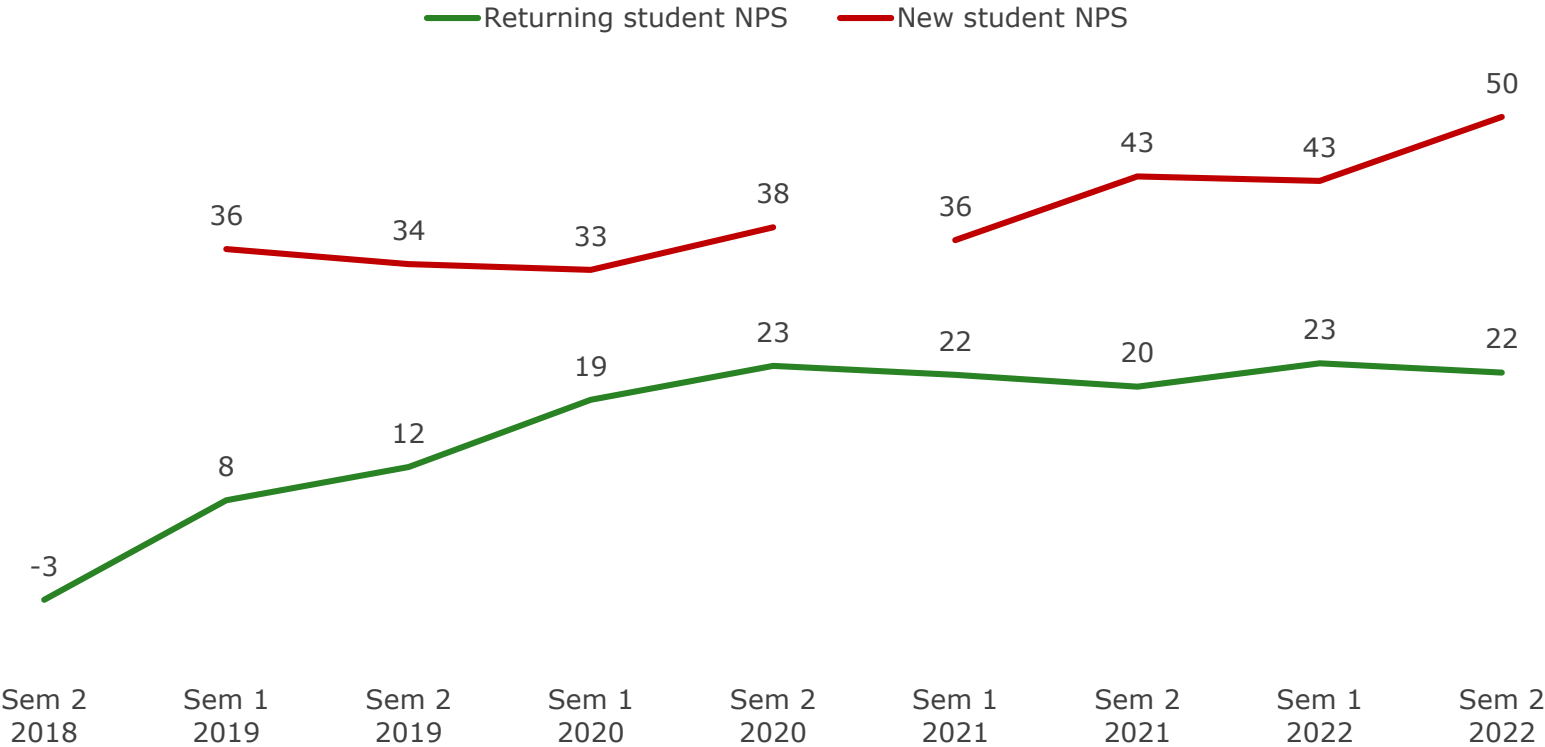
# **NEW STUDENTS**



# New students continue to record high NPS, suggesting onboarding and orientations are going well

ALL STUDENTS

NPS for new and returning students



Notes:  
1. Returning students sample size, n = 1024 | 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281 | 734  
2. New students sample size, n = 0 | 0 | 791 | 602 | 782 | 509 | 1025 | 352 | 284



# Reasons for high NPS scores among new students include feeling supported at Unitec, and enjoying their lecturers' teaching styles

NEW STUDENTS

## Student comments about **Support & Teaching**

*I like how students and teachers interact. I **felt included**.*

*I appreciate the **warm feeling** on campus and the general learning experience*

*Unitec has been very **supportive** with me and my Unitec experience has been nothing but awesome, so far.*

*I've now attended several tertiary institutions in NZ and Unitec is by FAR the most **supportive of students**.*

*It's a very **welcoming environment**. Good resources for education and health. A lot of support. Kind and funny staff.*

*There is many **support systems** here that genuinely **care** about your career pathways and would do anything to help you achieve your goals*

*Very **friendly** environment & staffs. Always reach out to students if they need any help and provide complete details for the contact person/s.*

*Unitec is very supportive. All teachers are very professional.*

*I really like the place, the students and lecturers are really **nice** and **helpful**.*

*Unitec has been very **kind** to me since my arrival, my teachers are good and the staff are **helpful**!*

*Easy to access any equipment for study, like computers also **everyone keen to help** when I asked for it. Keep it up.*

*I **appreciate support** from Uni tech staff and specifically lecturers and been really supportive throughout my journey*

*Teachers and support staff are great and **do their very best to help students** with whatever they need.*

*The lecturers are excellent. They are very **patient** to the students.*

*Because the teachers would **explain** repeatedly if something's is not clear*

*There isn't much missing in your way of teaching and **information providing**.*

*Because I love your **teaching methods** and excellent teachers with the best study materials.*

*Because I've been **passing all my tests** and assignments so far and my **teachers are brilliant** at teaching.*

*Because the kaiako and courses are so student friendly and supportive towards helping you **reach your goal**.*

*Unitec has an **excellent educational standard** and teaching approaches especially for international students like me.*

*I'm really enjoying my course. I think the lecture's are **highly qualified** and have a **great engagement** with the students*

*I feel welcome in Unitec. All tutors are really nice and **knowledgeable**. The course is very **practical** and applicable in the industry.*

*Unitec is an awesome way for people like me who prefer a **hands on** approach too education rather than textbook learning. I prefer it as it grants more experience!*

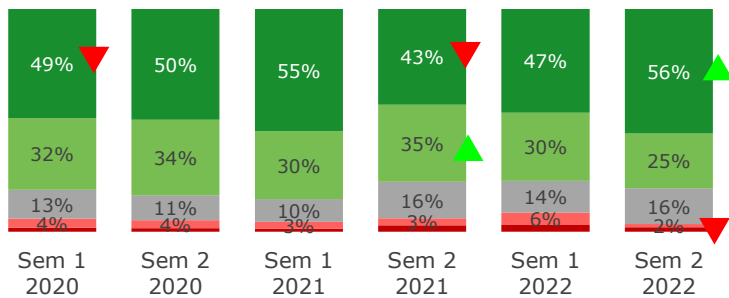
*I really like the **delivery style** of the lecture and the **practical sessions** after class are the best as most of the University in the Auckland region don't focus on practical learning.*

*It's been a wonderful experience. Very intense knowledge, both Kris and Nick know their knowledge and **break it down to the basics**: I've just really enjoyed the course so far.*

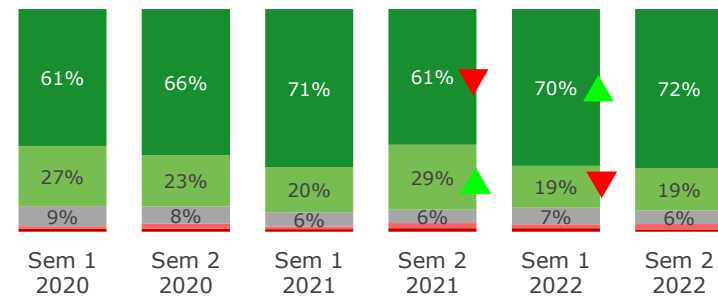
# Forming friendships in class has improved since returning to physical classrooms, while other metrics have stayed consistent

NEW STUDENTS

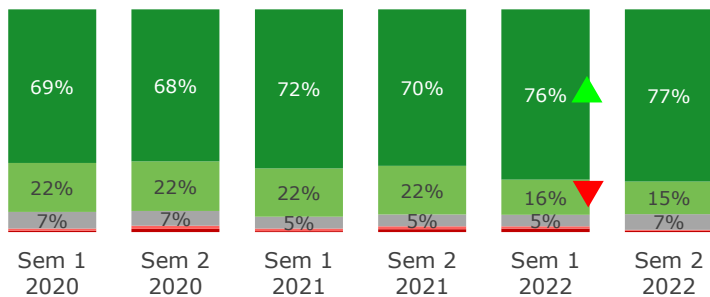
I am forming friendships with people I have met in class



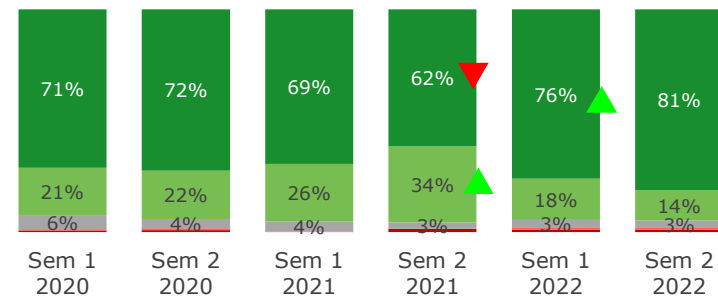
There is someone in my programme or department I can talk to if I have a question or need help



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:

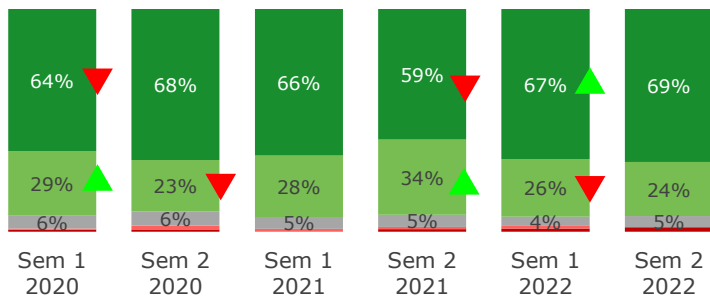
1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 581 | 361 | 703 | 312 | 623 | 199

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

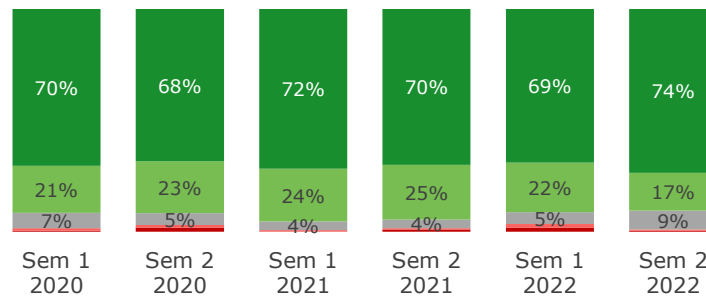
# The declining trend for cultural familiarity for Māori and Pacific students appears to have halted this semester

NEW  
STUDENTS

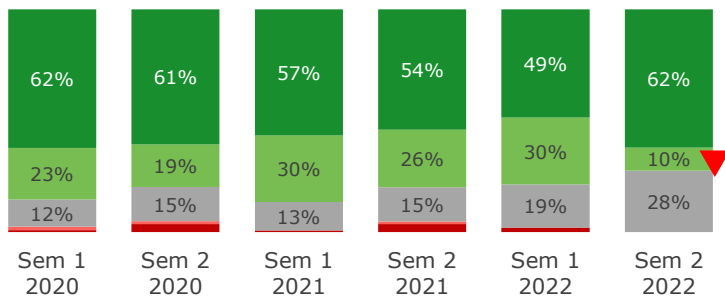
I believe I can be successful in my studies at Unitec



I feel welcomed to Unitec



The orientation activities were culturally familiar to  
Māori and Pacific students



■ 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 = 489 | 583 | 363 | 706 | 317 | 199
3. Māori/Pacific sample size, n = 130 | 84 | 157 | 85 | 150 | 29

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



# Summary of key findings about new students

1

Continuing a trend which started in 2020, new students continue to have very high NPS

2

Reasons for high NPS scores among new students include feeling supported at Unitec, and enjoying their lecturers' teaching styles

3

Forming friendships in class has improved since returning to physical classrooms, while other metrics have stayed consistent

4

The declining trend for cultural familiarity for Māori and Pacific students appears to have halted this semester