

# Student NPS Semester 1 2023

May 2023



# Key findings

## Student NPS result

Returning student NPS remains stable at 22 this semester, but there has been a large drop for new students, dropping 20 points to now sit at 30

- Pacific has seen their NPS decrease significantly, while international has increased
- NPS continues to be in line with industry benchmarks and at the upper end of Te Pūkenga subsidiaries

## Reasons for NPS

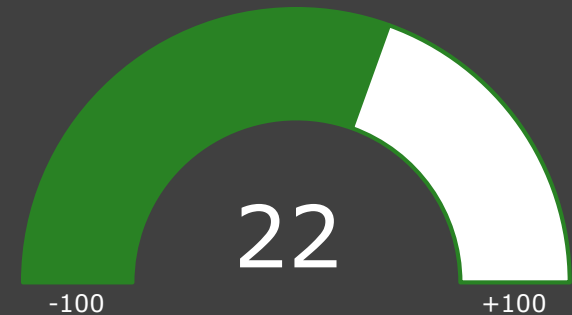
The four main themes from the student comments are:

- 1) Unitec's culture is awesome
  - 2) Unitec's people are (mostly) great
  - 3) Teaching & courses are inconsistent (lots of positives, but also a lot a negatives)
  - 4) Facilities & systems are a major frustration
- Unitec's culture is overwhelmingly mentioned as a positive and appears to be one of our greatest strengths
  - When students mention staff, it is mostly positive, but negative experiences really standout in students' minds and can be difficult to overcome
  - Students enjoy practical learning and small classes, but can find it difficult to find info about their course/assessments or content being taught irrelevant

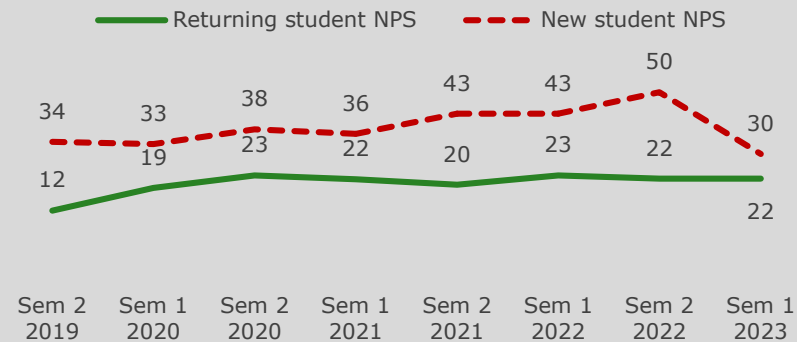
## Improvement Suggestions

- Course admin is a common theme: timely/consistent grading, clear course outlines and communication about changes are not consistent across courses
- Parking is also a very common suggestion, both in the availability and cost, while the both campuses gets a wide range of different suggestions

## Returning Student NPS



## Student NPS over time



## Top Improvement Suggestions

- 1 Course administration to be more universally consistent across all
- 2 Better parking availability, lower cost and more transport options
- 3 More accessible ways to give feedback about staff so negative experiences are recognised and reduced
- 4 More consistent use of digital tools (applicable for both students and staff)

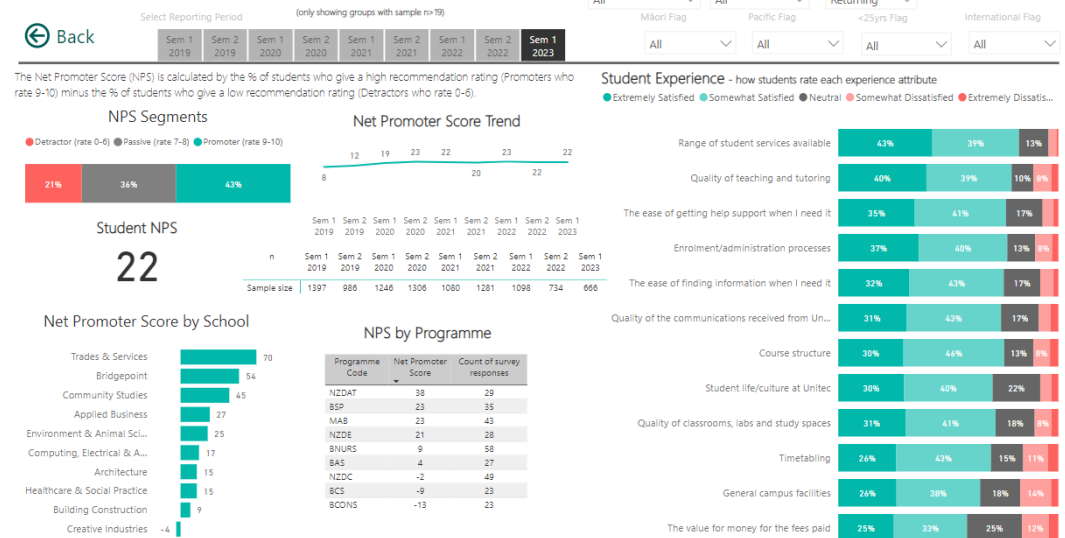


# Power BI dashboard

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](#).

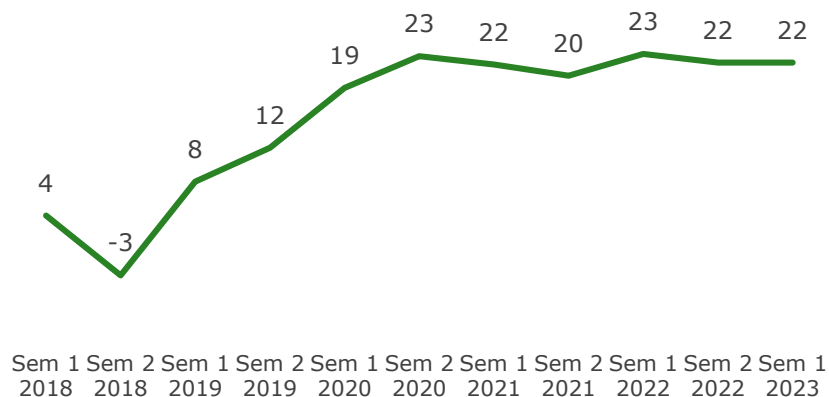
01.

# **NET PROMOTER SCORE & STUDY EXPERIENCE**



# Unitec's returning NPS is 22, continuing the trend of being in the low 20s

## Returning student NPS



43% of all returning Unitec students are promoters (rate 9-10) vs 21% who are detractors (rate 0-6) which equates to a net promoter score of 22 (promoters minus detractors)

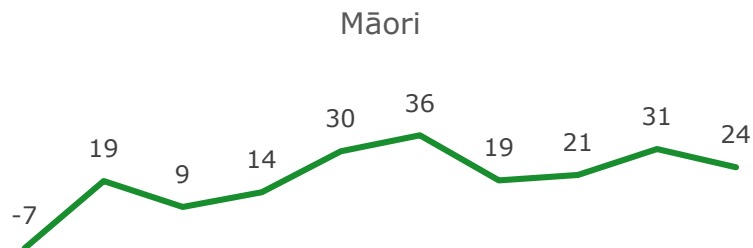
	Sem 1 2023	Sem 2 2022	Sem 1 2022
Trades & Services	70 <sup>[5]</sup>	44	39
Bridgepoint	54	30	27
Community Studies	45 <sup>[5]</sup>	35	36
Applied Business	27	21	31
Environment & Animal Sciences	25	34	34
Computing, Electrical & Applied Technology	17	16	20
Healthcare & Social Practice	15	31	21
Architecture	15	19	25
Building Construction	9	5	19
Creative Industries	-4 <sup>[5]</sup>	19	0

### Notes:

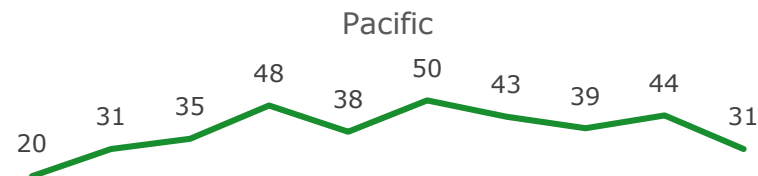
1. Student NPS displayed here is for returning students.
2. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
3. Sample size (student NPS by semester), n = 1024 | 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281 | 1098 | 734 | 666
4. Sample size (semester 1 2023 by school), n = 20 | 57 | 22 | 91 | 36 | 88 | 131 | 62 | 129 | 26
5. This score should be interpreted with caution due to the sample size being less than n=30
6. A learner can belong to multiple schools or priority groups



# Māori NPS looks to be relatively stable, however, Pacific NPS looks to be on a downward trend



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 Sem 1 2023



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 Sem 1 2023

*I like Unitec. It's very inclusive and the lectures are helpful.*

*It's good but I don't think it's for everybody, definitely better universities out there, but it's what I need.*

*The culture is supportive, the lecturers are interested in our progress. The class size is small.*

*I have had a better experience at MIT.*

*I love my course and the services available to students are many and all of great help to me.*

*Because I enjoy studying here and its a really great environment to learn.*

*Unitec provided a lot of things that helped me with my studies and provided me with people who helped me feel welcomed into Unitec.*

*Studying is enjoyable, I like the teaching style. There is a lot of support available.*

*It is a good school; I just find it difficult to find the exact help I need with my school work.*

*I hear in the news. The new Uni taking over needs a lot of money so I'm concerned that I will not be able to complete my studies at Unitec if it runs out of money and that I've wasted so much time.*

*Some of the lectures I don't think suits me and my learning.*

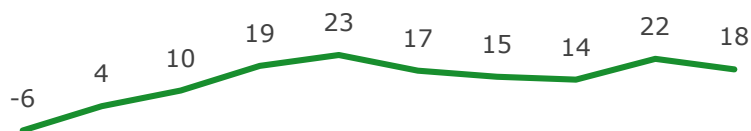
## Notes:

1. Student NPS displayed here is for returning students
2. Sample size (semester 2 2022 by priority group), n = 54 | 105
3. A learner can belong to multiple schools or priority groups



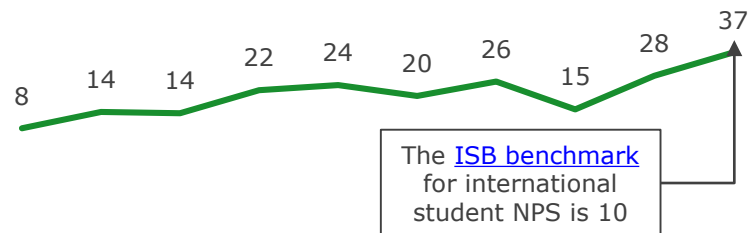
# International students have given a very good score this semester at 37, much higher than international benchmark across NZ

Under 25



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 Sem 1 2023

International



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 Sem 1 2023

Disability



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 Sem 1 2023

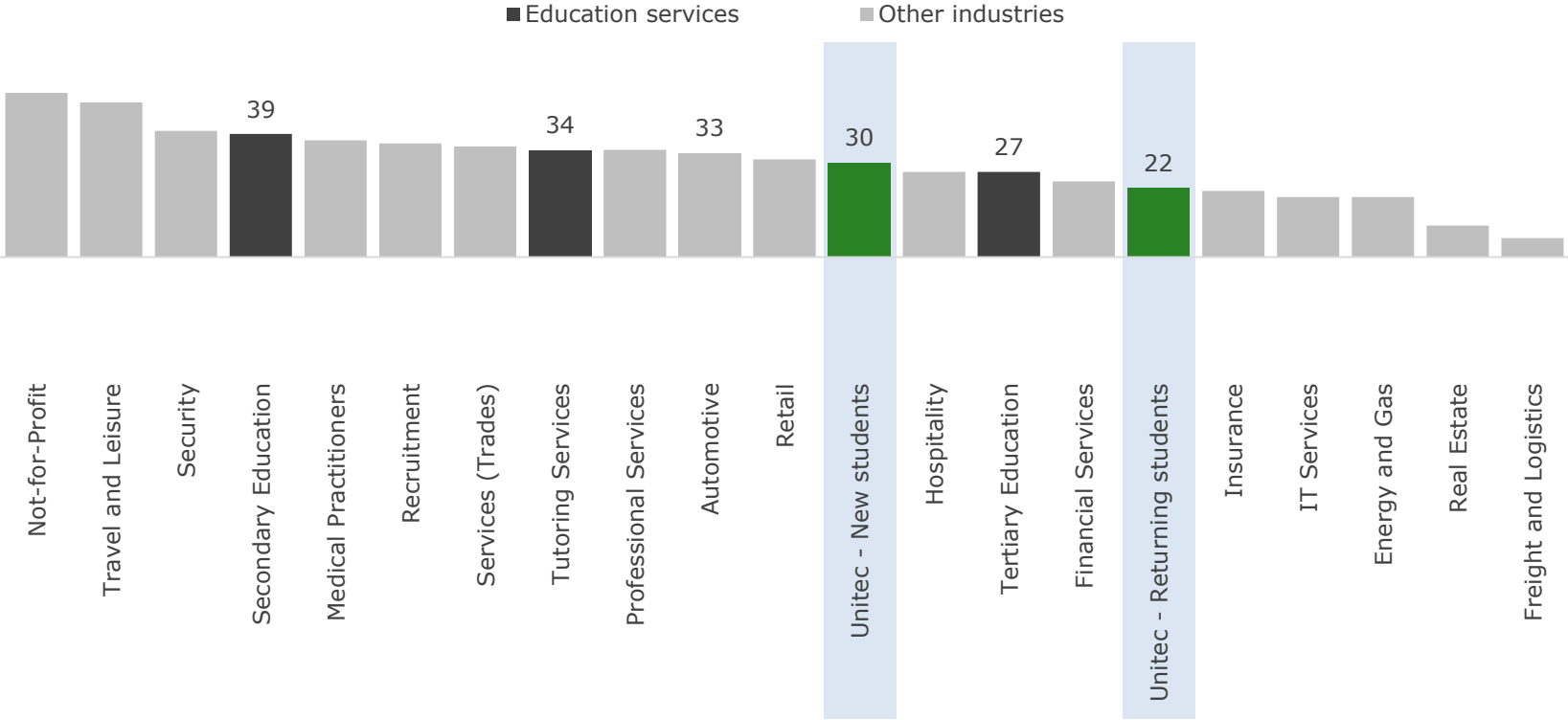
Notes:

1. Defining disability in semester 1 2023 is different to previous waves as it was directly asked in the survey this semester
2. Sample size (semester 1 2023 by priority group), n = 195 | 84 | 45
3. A learner can belong to multiple schools or priority groups



# Unitec’s student NPS continues to be in line with the tertiary education benchmark

New Zealand NPS industry benchmarks 2022



Notes:

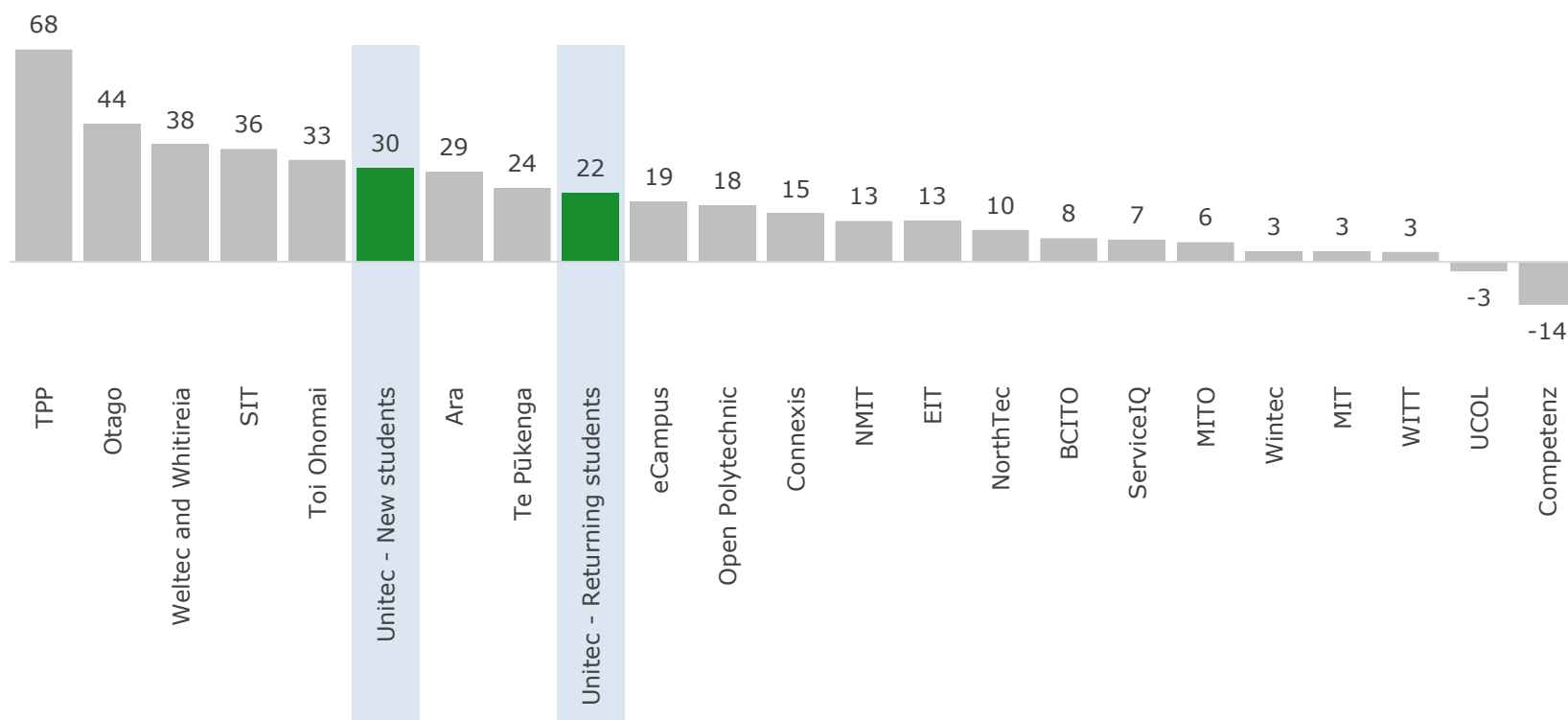
1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2022 report
2. Western Institute of Technology at Taranaki and Open Polytechnic student NPS sourced from their latest annual reports – treat comparisons with caution as it’s likely that the student cohorts being compared are 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.





# Unitec's NPS places it at the upper end of all Te Pūkenga subsidiaries

## Te Pūkenga Learner Engagement Survey NPS benchmarks



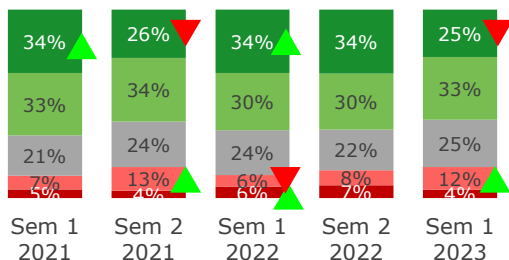
### Notes:

1. Source: Te Pūkenga learner engagement survey – semester 2 2022
2. Other institutes most likely have new and returning students mixed together at an unknown ratio
3. The sample size and response rate of other institutes is unknown

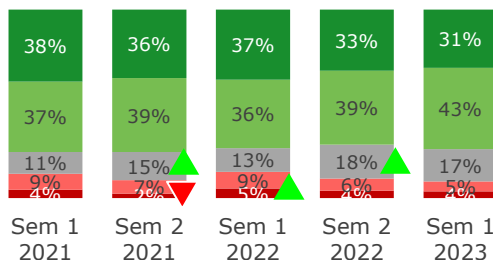
# The small increase in dissatisfaction last semester looks to have been a blip as that has gone down again

RETURNING  
STUDENTS

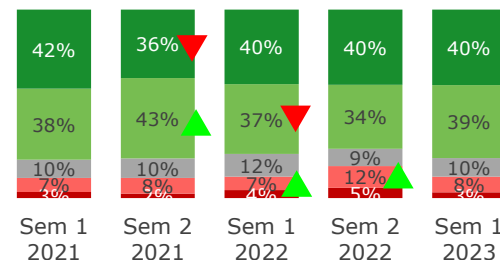
Value for money for the fees paid



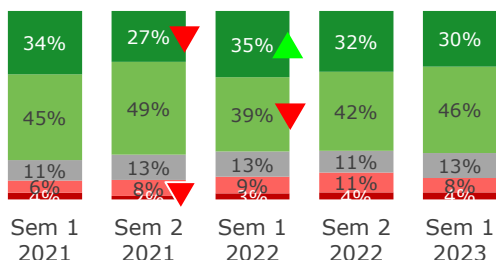
Quality of the communications



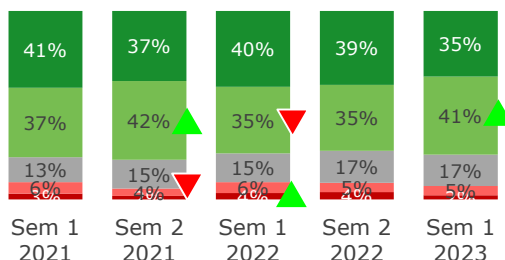
Quality of teaching and tutoring



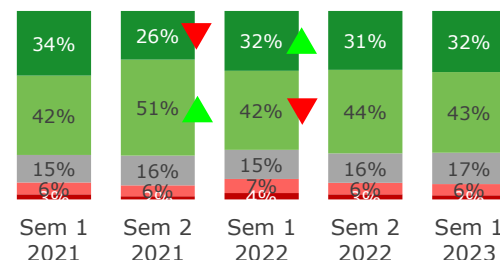
Course structure



Ease of getting help/support



Ease of finding information



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

Notes:

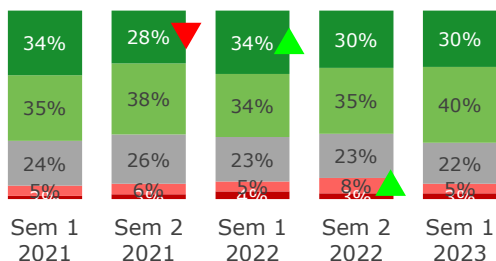
- Question text: How satisfied are you with the following aspects of Unitec ...
- Sample size (semester 1 2023), n = 451

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

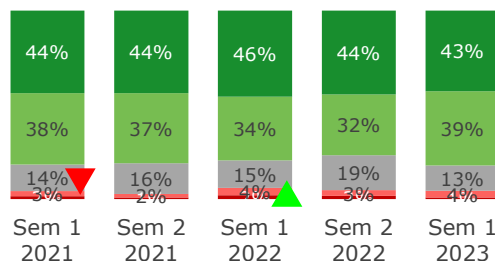
# While most metrics are stable, timetabling has shifted slightly more negative this semester and is something to watch

RETURNING STUDENTS

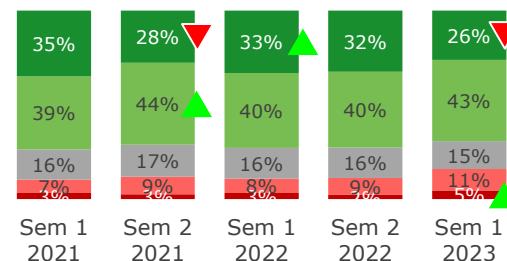
Student life/culture at Unitec



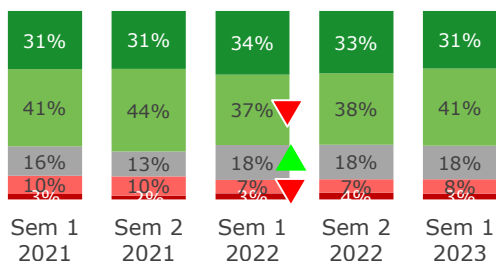
Range of student services



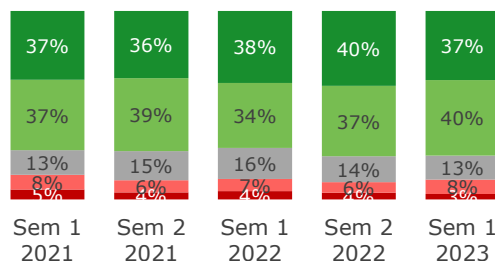
Timetabling



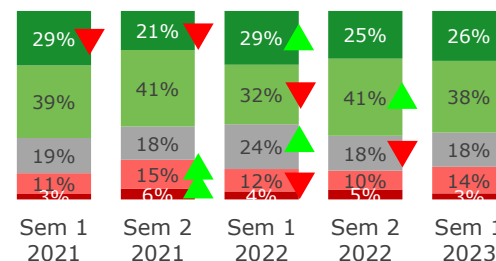
Quality of study spaces



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 1 2023), n = 451

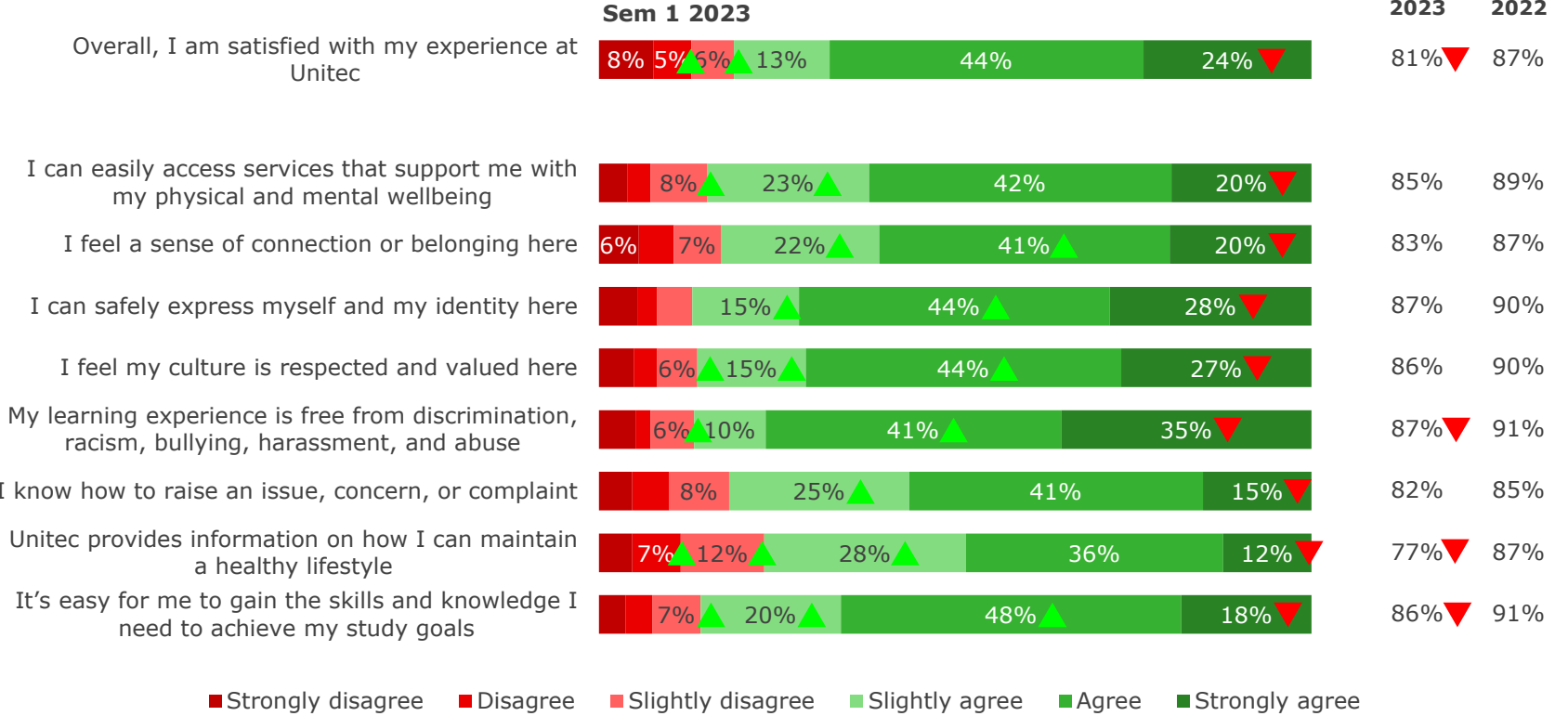
▲ Significantly higher / lower than previous period (95%)



# Te Pūkenga has added new statements into the student NPS and these will be monitored more closely going forward

RETURNING STUDENTS

## Student agreement on 'Te Pūkenga' statements



Notes:  
 1. Data labels <=5% are hidden for clarity  
 2. Sample size, n = 454 | 428

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



# Summary of key findings about NPS and study experience

1

Returning student NPS remains stable and high (again) at 22 this semester

2

Pacific has seen their NPS decrease significantly on last semester, while international has seen a large increase

3

Unitec's student NPS continues to be in line with industry benchmarks and at the at the upper of all Te Pūkenga subsidiaries

4

Satisfaction is mostly stable across all statements, although a small drop in the proportion 'extremely satisfied' with timetables

5

There have been significant declines in many of the new Te Pūkenga statements (first asked in the student course evaluations last year), but this is unknown if due to methodology changes or reflective of a true decline

02.

# **REASONS FOR NPS**



# Comments about Unitec's people are mostly positive, but the negative experiences really stick

## Student comments about **Unitec's people**

*I have chosen that score because I love coming to Unitec and I am amazed with how helpful the lectures and staff members are.*

*Great support. Interesting and knowledgeable staff who are approachable.*

*I really enjoy the vitality within the course and the knowledgeable lecturers.*

*The lecturers are amazing and truly care about their students success and from my experience this isn't just a job to them but a passion.*

*Very professional and amazing lecturers.*

*Because of the teachers in this course are wonderful. Treating the students with care and giving good rigorous training.*

*I have found the support from lecturers and fellow students exceptional. And also the learning advisors and library support amazing.*

*Unitec has amazing teachers, facilities and support. You are not just another student at the school, you are known by your name and the teachers keep a close on our progress +/- , and support accordingly.*

*Lecturers are very friendly, approachable and helpful.*

*Supportive tutors lots of other support like student advisors etc.*

*My journey with Unitec has been great, I've gone through some challenges along the way and Unitec have supported me and given me the opportunity to complete degree, now the rest is up to me to get to the finish line.*

*Teachers are really helpful and friendly. Student are nice, I enjoy study with them. I have learn new knowledge and skills. I hop I will get a job after when I finish the course.*

*I think the lecturer is great and they give student space. They don't rush them.*

*The staff and faculty are knowledgeable and supportive.*

*Some of the teachers do not reply to emails. Even during daytime when I went to teacher's office several times, can't even find them. Door is always locked.*

*Because depending on what course they choose will define my answer due to the lecturer, the class course work itself was fine.*

*This is based solely on the last paper I enrolled in. The lecturer was rude and bullying, and intimidated me into not attending class.*

*Language barriers pop up as issues during class too, such as: - it can be difficult to understand lecturers who have broken English. - question on graded work being unclear due to poor grammar, spelling mistakes, wrong words used etc.*

*Ups and downs in education material and quality of lecturer.*

*The supervisors are very hard to get a hold of. Often my emails aren't responded to or it is replied to very late. Communication is not acceptable and due dates are sprung suddenly. It has been a very stressful working environment.*

*A third of lecturers are should not be teaching because they are not capable of passing the necessary knowledge onto the students. Just because some of them might have the qualifications doesn't mean they know how to teach on the subject.*

*Some lecturers teach like they are dictators and respond according to their mood which is not helpful to students that want to learn!*



# Students are overwhelmingly positive about Unitec's culture and it's a key strength, often strongly associated with our people

## Student comments about **Unitec's culture**

*I've studied here for 4 years, and my experience is it a safe and enjoyable environment.*

*This is the only place they merge academic and cultural environment together and embrace their coexistence in pursuing academic excellence.*

*Because learning environment is different to other educational facilities.*

*I really enjoy the whanaungatanga here at Unitec. At first I was really nervous about studying but the lecturers and my peers at Unitec made it really easy and enjoyable for me.*

*Waitakere is such a friendly campus. The campus is easy to get around and I truly think Unitec want their students to succeed. I also love that they incorporate Māori culture into all aspects of the campus and course curriculum.*

*This answer was given because Unitec was very accommodating of disabled people and the campus is a very safe area.*

*Unitec is a place where you can trust and do your studying.*

*Because of best place and good environment of study.*

*Unitec is a student friendly and fantastic institute to complete your studies and the institute offers job opportunities before you finish the course.*

*I am a person who needs to feel welcome and like I belong, and Unitec offers that. The support and encouragement by lecturers is unwavering and inspiring.*

*Unitec has an amazing welcoming safe environment.*

*Because there are lots of options and opportunities to do with lots of people and friends to make.*

*Unitec has quite nice and friendly study environment, and provides many support.*

*Its a pretty good institute and very different from other universities but is a great fit for me.*

*It has a welcoming atmosphere and the staff there are helpful with projects and in general.*

*I enjoy my classes but have struggled to connect with students in Unitec.*

*The experience is great but the uncertainty regarding the polytechnic transition.*

*There is huge racial discrimination and unacceptable level of mistreatment towards people of colour by the teaching staff. Lecturers require more tolerance and accountability towards diversity and what they teach they should have those skills and Māori values when they deal with students and conflict situations.*

*Not much support for international students as expected.*

*I have a limited understanding of what is going on with Unitec/Te Pūkenga. It is my fourth year as a student at Unitec, and I am highly concerned for future students. The quality of lecturers has dropped in the last two years. We have lost a few of our amazing and inspiring lecturers for a multitude of reasons, however the people who have been hired to replace are providing extremely poor teachings. It makes me sad because it was really a great place to be.*

*Everything seems hush hush with the new merge. We don't know anything and have to find out through the media.*





# There are mixed comments about our teaching and courses, with both good and bad experiences being mentioned

## Student comments about **teaching style and courses**

*I love the course that I'm doing, Sometimes it gets hard to understand but that's part of the fun.*

*Unitec has a very hand on practical approach to teaching. However since losing Building one, many interesting projects are discontinued and lecturers have been leaving.*

*Because Unitec provides courses with people who don't have High school qualifications such as Bridging Education. Unitec provides opportunities that I like.*

*I have obtained exactly what I needed in the course and more.*

*For my course, I like the smaller classroom size (35-40 students) and I liked being part of the mid-year intake as it gave me the opportunity to work and save for half a year after high school.*

*I've learnt a lot in this course. Also The more you put into this course, the more you're going to get out.*

*The courses are well structured and contents are relevant as I expected. Lecturers are all professional and equipped with full of knowledge.*

*Practical knowledge from industry experts.*

*Number of students per class is just enough to be one on one with the Lecturer. Atmosphere is awesome. A lot of help everywhere.*

*The class sizes are great, so you get more 1 on 1 with the lecturers.*

*Unitec's courses are practical and meet professional needs.*

*The way of Unitec's education (hands on, small classes) suit someone like me.*

*I like how interactive the learning is and the student help available is good.*

*I just don't like how some lecturers just set assignments that have nothing to do with course work. What's the point of paying very expensive fees if you're not going to get taught? You're paying for someone judging your work that you researched and did yourself without any guidance except a marking schedule.*

*I find our topics too easy and am worried I won't be fully prepared for my future job.*

*Some courses in the diploma were well taught - some were not.*

*The course gives us the basics, however the teaching standards are not consistently good - for example a lecture who read off the PowerPoints and was grumpy about questions.*

*The teaching style is sometimes vague and creates more questions about how something should be done.*

*Have not been impressed with what I've been taught and the support received.*

*I have learned a lot during my programme, but I feel the skills aren't going to make me "job ready".*

*Lack of practical training in certain subjects. Lack of information.*

*Because content is repetitive, no applicable to the paper studying and one lecturer is very unmotivating. Opportunities between campuses and facilities is not the same yet same fees charged.*

*Some of the courses are a complete waste of time the way they are currently taught, so I would maybe suggest people look elsewhere.*

*There's a lot of course material taught throughout each week. I have found it difficult to apply myself to both learning course material and applying it to assignments and tests.*



# Unitec's systems and facilities are a strong theme in the comments that students have many issues with

## Student comments about **Unitec's systems and facilities**

*They have a professional support network and process for application was efficient. The lecturers are most helpful and have a good knowledge.*

*The course I'm doing has had more than a few technical difficulties but the promptness of addressing these issues has given me comfort in knowing that if anything does go wrong they will work it out.*

*Campus is great, awesome resources, library, learning advisors, study rooms, common rooms.*

*Awesome library and campus. Practical and useful information being delivered.*

*It can be annoying when enrolling in papers and sorting StudyLink out.*

*The technical issues I have experienced from online recordings, on Moodle, or even the errors in test schedules are unacceptable.*

*Parking is a nightmare and public transport isn't ideal.*

*Had repeated issues with stuff like computer labs and Moodle*

*Quality of teaching is excellent here at Unitec, but the facilities or lack there of ruin the experience. It doesn't feel like there's space for me.*

*Only downside is campus parking (Waitakere) & the public outside campus (have been approached many of times, sworn at, yelled at).*

*Terrible finance team. Never recognized their mistakes and slandered me.*

*Lack of getting grades out, and not knowing what is needed for each year for your course.*

*Because the studies isn't the problem it's the parking and the security.*

*Waitakere campus is smaller than other institutions with less amenities.*

*Lecture recordings are not reliable.*

*In the past two semesters, Three of the courses I applied for can cancelled and I was informed of this about a week before the semester started. One of the cancelled ones was the course that I wanted to do the most, and the main reason I applied at Unitec.*

*No proper guidance, fees has changed with no information or clarity. Nobody reads any feedback we send. Not happy.*

*Difficult to communicate with in regards to study link and fees for Unitec.*

*Teachers are good, but administration is the worst I have ever seen and lasting for more than 5 years. Don't think you even want to improve this.*

*Knowledgeable staff, however paying for parking and some degrees literally not having a building, and the existing buildings being old and not ideal workspaces.*



# Summary of key findings about NPS reasons

1

The four main themes from the student comments are: 1) Unitec's culture is awesome, 2) Unitec's people are (mostly) great, 3) teaching & courses are inconsistent (lots of positives, but also a lot a negatives), and 4) facilities and processes are a major frustration

2

Unitec's culture is overwhelmingly mentioned as a positive and appears to be one of our greatest strengths. It's often associated with people, but is usually described more as a campus or classroom feeling

3

When students mention staff, it is mostly positive, but negative experiences really standout in student's minds and can be difficult to overcome

4

Feedback about teaching and courses is mixed, with about as many positives as negatives. Students enjoy practical learning and small classes, but can find course guidance lacking or content irrelevant

5

Administrative process, when mentioned, are virtually always negative associations by their nature, but Unitec students seem to mention difficulties navigating our systems quite a lot

03.

# **IMPROVEMENT SUGGESTIONS**



# Administration of courses is by far the most frequently mentioned improvement suggestion

## Improvement suggestions for **course admin**

### Course admin

*I wish that there was a little more organisation around course dates etc.*

*Up to date content loaded for the entire semester from first week so those that like to be organised can schedule themselves better.*

*I didn't like how we were given the weekly content on the day of the class instead of a week earlier so we can look through the content we're going to discuss in class. Getting course weekly content a week ahead of the class allows us to prepare and form questions and engage better with the content being taught.*

*For short tests give more time so students don't have a breakdown while doing it.*

*The lecturers need to make decisions early on in the course about how assessments and formats are used. Maybe unite the format and methods of how to hand in assessments. So every new paper starts at least these remain the same.*

*Just minor things like ensuring dates for assignments are correct to make learning run more smoothly with less confusion. I would recommend using drop-down date tables for lecturers posting submission dates to minimise error here.*

*That there was more content in some classes and that the assignments weren't changed/alterd last minute. That they were super clear and organised before we started classes/content.*

*The grading, I felt last semester the grading wasn't a one size for all. Some got marked less for going over word count and some, that had double the word count, got marked 100%. It was unfairly done for everyone who put in the hard work.*

*Communication between students and some lecturers. Extending the deadlines for activities which take a long time to complete, instead of giving us 2-3 days to complete 8+ hours worth of tasks which isn't even going to be marked. Marking/feedback times for assessments, assignments and activities. Students are still waiting on feedback for activities from 2 months back and still no response from the lecturer. Changing placement locations at short notice because it's frustrating for students having to organize transport, etc.*

*Lesson preparation - ensuring students and lecturers are well informed of the lesson objectives so time isn't wasted when we are in the classroom.*

*Course documentation. Too many assignments with no written cover sheets and barely defined objectives.*

*Please there should be a minimum gap between each submission of a different subject.*

*Quality of assignments can be improved. I say this because in most occasions it appears as if previous semester assignments have been repeated. In some cases, lecturers don't even bother to change the question sequence! It disadvantages students who actually put their time and effort in learning to complete those quizzes.*

*Communication. Like if the course you're enrolled in and have paid for gets cancelled they should really tell you about it...*

*Having a clear outline of the full breadth and depth of a topic even if it is not taught in class but with relevant readings or references to perhaps LinkedIn courses would be beneficial so what is being taught can be marketed in a CV.*



# Still related to teaching, there are some improvement suggestions on course content and lecturer conduct

## Improvement suggestions for **content** and **lecturers**

### Course content

*Being more relevant to the real world should be the focus and have courses that are more comprehensive not just snippets of knowledge where the real learning is done in practice.*

*The teaching, more relevant people working in fields come talk so they sometimes have a better understanding of what is in the real world.*

*Why do we have to learn about CV writing in so many different classes. If people want to learn it have it as an elective course. Felt like a waste of time.*

*To provide more insight about the industry that we will be working post completion of our course.*

*More talk from the lecturers about what to expect with our diploma and what the first few years on the job will be like.*

### Lecturers

*The teachers ability to communicate and be friendly.*

*Change the emphasis on real world experience over teaching ability in your lecturer selection.*

*More time/support available from the lecturers. Everyone seems so busy now that the classes have gotten much bigger.*

*Beginning teacher quality (we have poor quality teachers being thrown into position one or two weeks before school begins).*

*How the lecturers provide information and teach in their lectures.*

*Quality of teaching in some courses.*

*Teaching staff required huge training and skills to deal build equal relationships with students from all backgrounds and communities .*

*Hold the lecturers accountable for their behaviours.*

*The quality of the lectures (some lecturers seem as if they do not know what they are talking about, and do not link it to what we are studying).*

*Lessons in Tikanga to Unitec staff.*

*Monitor the lecturers and make sure they don't say racist or homophobic things without any repercussions as well as making sure they aren't targeting specific students.*



# Parking is another common improvement suggestion and there are a wide range of suggestions for facilities on campus

## Improvement suggestions for **parking and facilities on campus**

### Parking and transport

*Don't like the paid parking.*

*No parking fees should be charged.*

*More carparks.*

*Get rid of paid parking.*

*Free Parking. We pay enough already..*

*Parking (more free parking).*

*Free parking.*

*Public transportation not very accessible. Especially coming from North Shore.*

*14% of suggestions are related to parking, but they all say essentially the same thing so it doesn't bear repeating...*

### Facilities

*The lab could open longer.*

*Classes in third floor needs AC because during summer it's really hot and humid. when windows are kept open then couldn't concentrate on lectures due to traffic noise.*

*A lot of furniture is stained so replace or deep clean.*

*Build a gym for all students to enjoy.*

*That the Waitākere campus has just as much resources as the Mt Albert one.*

*No more central controlled heating.*

*Longer library hours.*

*Lights around the campus for the night.*

*Perhaps it would be the up-keep of the grounds. For the most part its a beautiful campus however rubbish can be found scattered in places.*

*More gender neutral bathrooms.*

*More food options for outsiders like me at the campus.*

*The classroom as it gets too hot and less ventilation.*

*Create a nursing room for moms and pregnant women.*

*More security outside Waitakere campus Longer library open hours Waitakere (for those who enjoy studying later in the evening).*

*Supplying milk in the campus kitchen (at Waitakere) so we can make our own tea/coffee.*



# The last minor themes are around timetabling and improving digital aspects

## Improvement suggestions for **timetabling** and **digital tools**

### Timetabling & course selection

*The traffic is bad while the morning class is so early.*

*Have classes start at 10am instead of 9am as rush hour traffic is around that time.*

*The timetable was so full on. Very exhausted.*

*I think it's better to let student choose the paper rather than particular department.*

*3 classes back to back?! Hmmmmm nah*

*May we please have 2 hours classes instead of 4 hours continuous classes.*

*Have a timetable of the whole semester or year so I can figure out what days I can work.*

### Digital tools

*Unitec setting up the facilities for the lectures to be recorded, so student's can view them later for reference.*

*Lecture recordings and Moodle.*

*Looking at past grades for assignments and exams/tests does not work properly when trying to view it through the student self service page.*

*Technology is the only aspect of learning at Unitec that needs significant improvement. Students from similar courses from other institutions have access to more supportive and advanced systems that allows them to complete their assignments and course requirements more efficiently.*

*Please provide sessions from Grammarly & other resources offered by Unitec in start of semester.*

*Moodle interface is pretty average and hard to navigate.*

*To have class video available after the class session.*

*Moodle can also be a really difficult platform to navigate at times, not just for students but for lecturers also.*

*It would be great if the lectures are recorded.*

*Improve the quality of tools in the classrooms, e.g. projectors. The upgrade for Moodle has been great (disruptive though), however teaching all lecturers how to utilise it well would be great (e.g. putting due dates on the calendar, how to message students properly).*

*Technical support for your staff.*





# Summary of key findings about improvement suggestions

1

The vast majority of improvement suggestions relate to teaching and learning, with the three main themes being: 1) course administration, 2) lecturer conduct and, 3) course content

2

Course administration is a common theme. Aspects like timely/consistent grading, clear course outlines and communication about changes are hygiene factors not consistently being met

3

As with themes from the NPS reasons, negative experiences really stand out in student's minds and can be difficult to overcome, and in suggestion feedback this can come through as asking for 'improvement in lecturers'

4

Parking is also a very common suggestion, both in the availability and cost, while the campus gets a wide range of different suggestions

5

Likely related to administration, digital tools being difficult to navigate (either by students or staff) can add to courses appearing unorganised. Having lectures recorded also continues to come up

04.

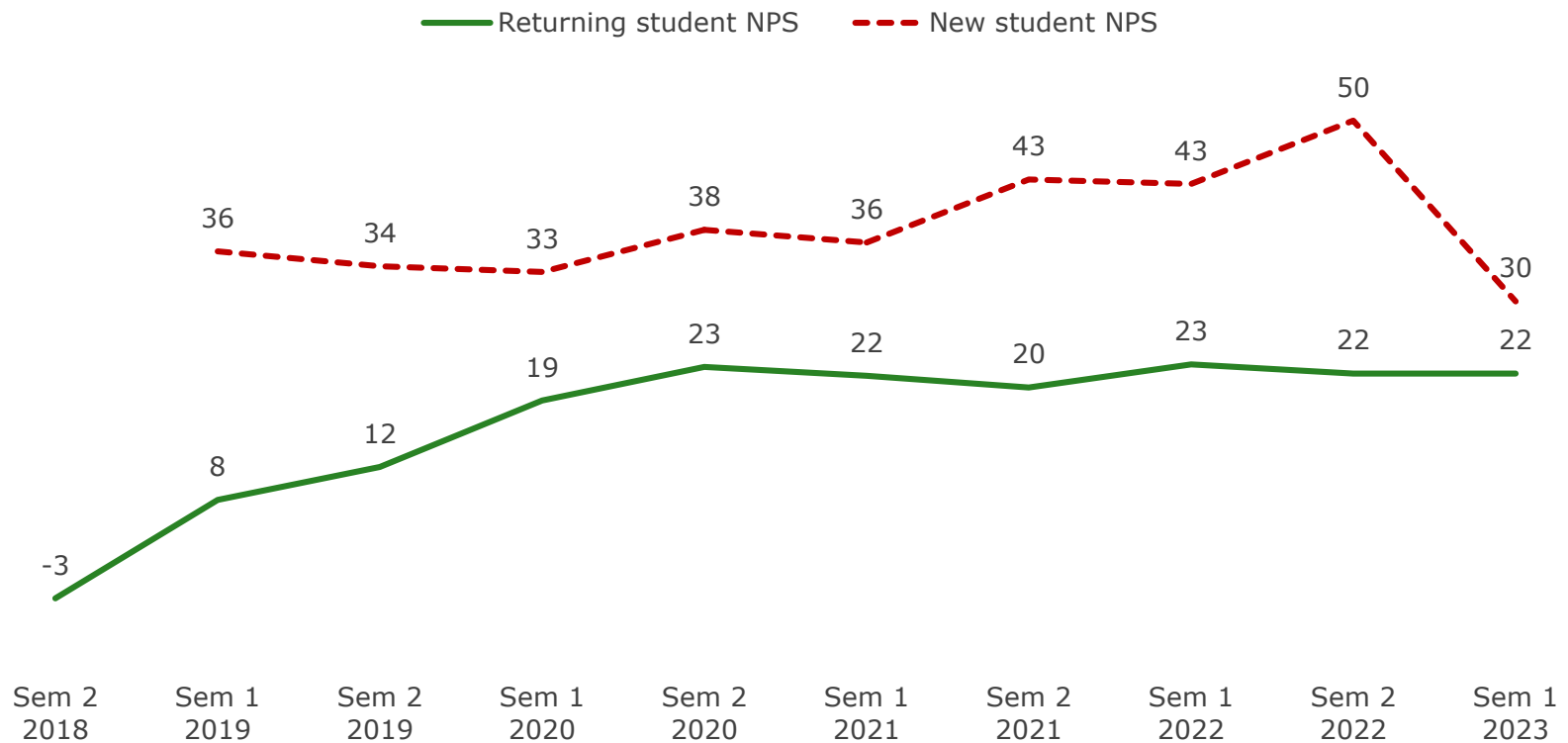
# **NEW STUDENTS**



# Unitec's new student NPS has fallen sharply

ALL STUDENTS

## NPS for new and returning students



Notes:

1. Returning students sample size, n = 1024 | 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281 | 734 | 666
2. New students sample size, n = 0 | 0 | 791 | 602 | 782 | 509 | 1025 | 352 | 284 | 590



# A lack of organisation, most visible on Moodle, appears to be the main issue that has seen NPS decrease

NEW STUDENTS

## Student comments from detractors

The **online system is completely useless**. The years of COVID and online learning should have improved this system, but it is honestly revolting. Lecturers don't know what's uploaded or not, some people aren't even enrolled, the off campus course is dis-functional and confusing, block course isn't organised properly and is completely lacking. Paying so much for just to arouse my anxiety with the lack of organisation. Due dates are not clarified, lecturers don't speak into the microphone during recorded lectures, Moodle doesn't have correct resources. If this wasn't the only option to study off campus, would definitely skip.

Because I have had an extremely unpleasant experience with Unitec, especially with the **enrolment service**, which led to **long delays**, extreme stress, and prevented me from **securing a student loan**, putting me in a difficult financial situation, and draining practically all of my savings.

Great outfit but there seems to be a lot of **miscommunication and Moodle issues** happening. Apparently these issues haven't been resolved and have been issues for years.

Clearer, **more concise communication and organisation** would be appreciated.

Because it is quite unorganised in some lectures and block course. Lecturers don't always put up the information e.g. if there is a microphone issue they don't remake the video, PowerPoints are missing in some cases. **Moodle plays up**, communication about assessment dates isn't always correct e.g. it says one thing on the course assessment dates but doesn't match up on the Moodle calendar with it not showing up at all in some cases.

I have found there to be a **few issues with Moodle**, and the course I am taking that make the programme appear disorganised

**Quality of teaching** for a couple of my classes is poor. Some are good.

I am enjoying the course work but feel a bit lost at times. There **hasn't been any contact individually** to see how things are going. Zoom meetings are at a time I'm not available which is fine. But there aren't a lot of them even to look back on.

I've had some mixed experiences. Some of my lecturers **haven't been as organized** as I would like.

I have found nearly every step with Unitec difficult. Enrolling was difficult. There were issues with **Unitec not accepting my student loan because of post-enrolment editing** to my courses. **Withdrawing from papers was convoluted** and took until the course had already started to be processed and accepted.

The **organisation and resources provided by the course do not provide enough information or guidance** for me to feel confident or supported in my studies. The large majority of learning is self directed, and again it feels odd how much each course costs and what is provided.

Have had nothing but issues with the course from the get go, not worth the price you pay, **Moodle had never worked properly** and the subjects are very rushed.

I was relying on **StudyLink** to afford my studies I missed one test and because of that I'm classified as a part time student and not eligible for StudyLink, this has been a massive waste of my time.

There was a **lack of communication with our lecturers**. It felt like a lot of us were set up to fail and this is the FIRST assignment in the FIRST semester. After explaining this criticism to them, they deflected and did not take accountability. I only wish that moving forward they inform the students FROM THE VERY BEGINNING of what is expected in the course to avoid causing unnecessary stress.



# However, despite the focus on negative comments in the previous slide, the majority of new students are extremely positive

NEW STUDENTS

## Student comments from promoters

*Nice lecturers, small classes and help offers everywhere. Nice green campus too.*

*My experience at Unitec as a first year student was amazing I felt very welcomed inside lecture rooms and outside. Unitec has given me opportunities to talk to the students support centre for financial and learning support. This has had a positive impact on my capabilities in studying and I am so thankful.*

*Because there is so much support and the teachers are always happy to help you and support you whenever you struggling, you can tell that your teachers want the best of you and will do everything they can to help.*

*Because I've studied previously at a different institute, and hated it, although I was younger I feel as though Unitec is much more interactive especially with student - lecturer/teacher ratio. Being able to contact your lecturer and have a response within a few hours/ a day is so beneficial. They are all so hands on and really care about you and your grades.*

*The atmosphere for Unitec is incredibly friendly and joyful and you are provided with a lot of support when needed.*

*Personally, I believe Unitec is a welcoming community. I have meet so many friendly people that are willing to take the time to connect with others. It creates a exciting environment that nurtures our growth as a learner.*

*The lecturers are amazing, they know their content and are super supportive. As a busy mum of 2 kids under 5, I wouldn't have been able to do this course without the distance learning option.*

*Tutors make the whole experience exciting, and interesting. I look forward to classes every week. The tutors are super helpful and never make you feel silly if you don't know things.*

*Unlike other schools my friends have gone to, Unitec holds you account to show up to class and offer help to complete assignments or help in other areas of our lives. I scored a 10 because I already have recommended Unitec to a friend you mine and she is looking into it.*

*Friendly Atmosphere and feels like family. Perfect for international students.*

*Low cost of tuition fees as compared to others . Serene environment good for students. High level technological way of teaching and learning Easy access to eBooks etc.*

*My lecturers have been so supportive and sympathetic! You feel valued being a student here with student support services offering help whenever you need. What a reliable team of support and I love the welcoming culture.*

*Ease of studying remotely. Library staff are incredible to support distance learning. Te Puna facility is great.*

*Most of my friends who are currently in their last year of high school, learn best with practical hands-on work and I know that Unitec provides hands-on work really effectively especially since they're creative practitioners too.*

*Good learning environment and lots of extra helpful resources available when needed. Such as organised study sessions and the implementation of pass leaders in classes. Overall a very well supported system.*

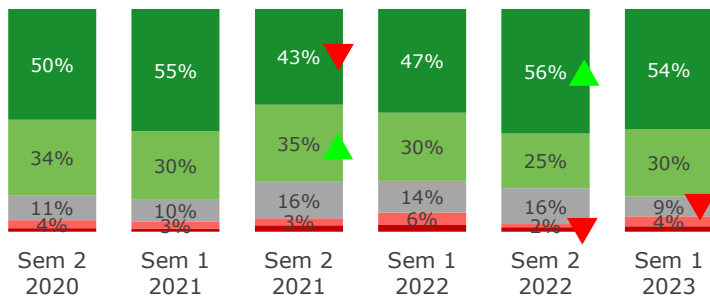
*Very experienced lecturers and guest speakers with a wealth of knowledge*

*Unitec is an excellent college. The faculty and infrastructure are first class.*

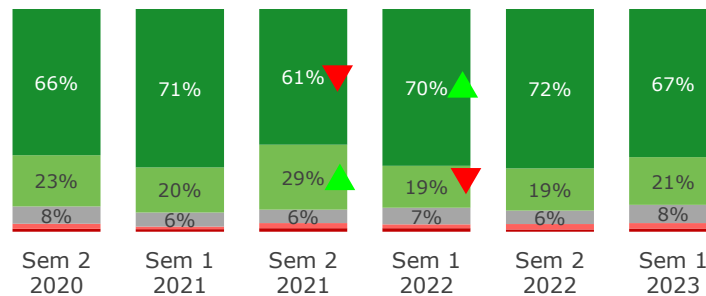
# All other metrics appear to be reasonably stable

NEW STUDENTS

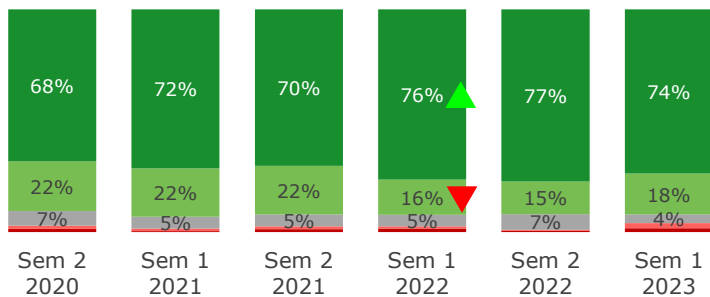
I am forming friendships with people I have met in class



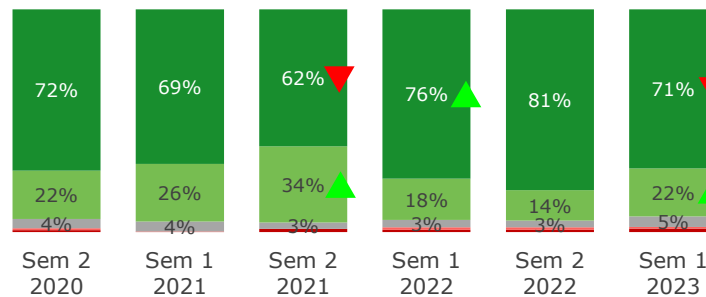
There is someone in my programme or department I can talk to if I have a question or need help



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 = 361 | 703 | 312 | 623 | 199 | 405

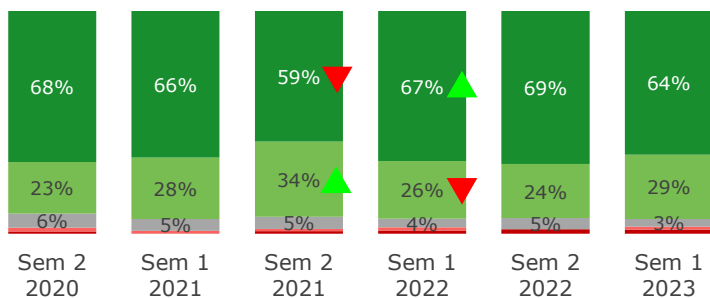
▲ Significantly higher / lower than previous period (95%)  
▼



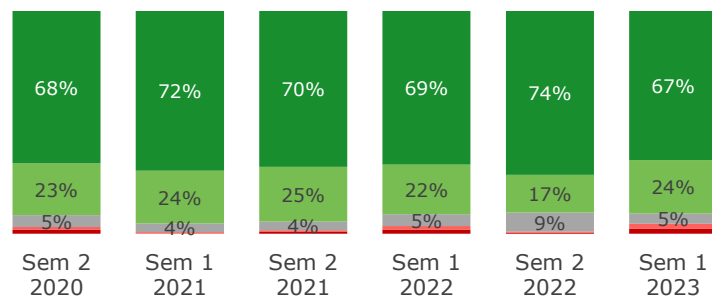
# Stable metrics continued..

NEW STUDENTS

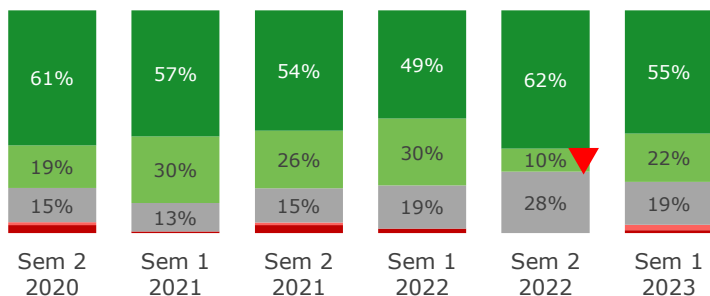
I believe I can be successful in my studies at Unitec



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 = 583 | 363 | 706 | 317 | 199 | 405
3. Māori/Pacific sample size, n = 84 | 157 | 85 | 150 | 29 | 83

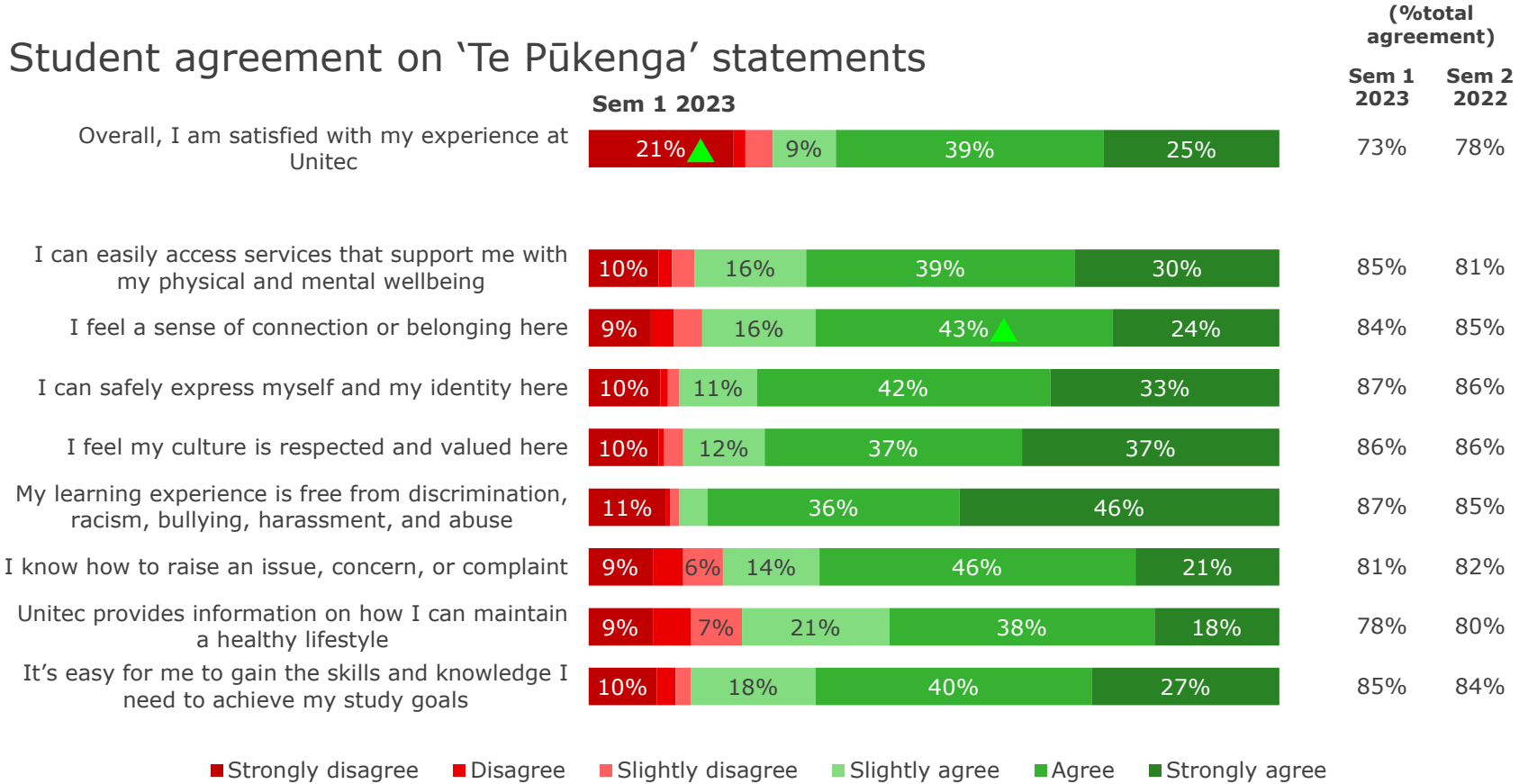
▲ Significantly higher / lower  
▼ than previous period (95%)



# Even the newly added Te Pūkenga statements show stable results from last semester

NEW STUDENTS

## Student agreement on 'Te Pūkenga' statements



Notes:  
 1. Data labels <=5% are hidden for clarity  
 2. Sample size, n = 405 | 203

Significantly higher / lower than previous period (95%)





# Summary of key findings about new students

1

The NPS from new students has fallen sharply this semester, from reaching an all time high in semester 2 2020, to now hitting the lowest score since reporting split new from returning

2

Diving into the comments from detractors, the main theme appears to be disorganisation, most visible on Moodle and with administrative processes (such as enrolments)

3

Positively, other metrics looking stable which might suggest this NPS is simply an anomaly and Unitec will return to “normal” next semester

05.

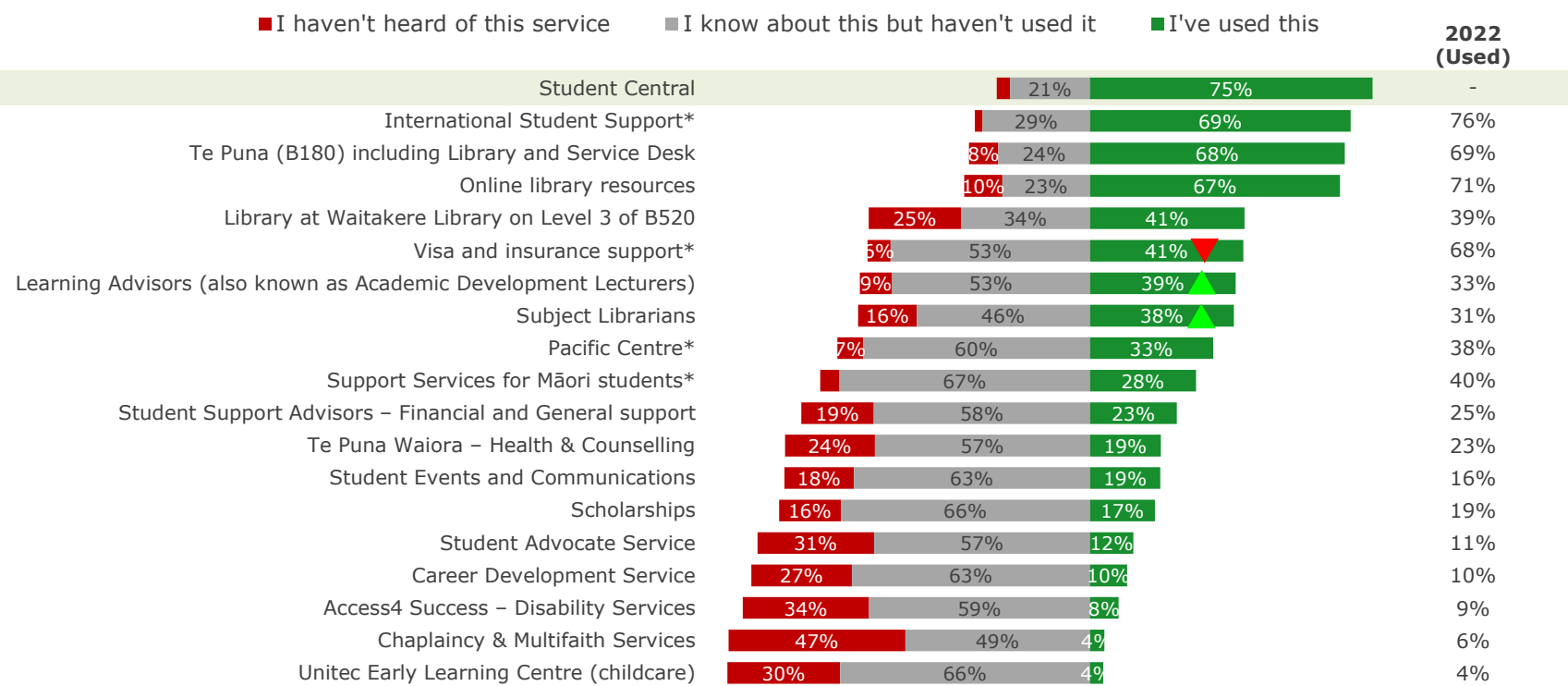
# STUDENT SERVICES



# Student Central was added to the survey this semester and comes in as the most used service

RETURNING STUDENTS

## Awareness and usage of support services



Notes:  
 1. Question text: Unitec has a range of services available to students, and we'd like to know which of these you know about or have used?  
 2. Sample size, n = 397  
 3. \* only asked of students in the relevant priority group, sample size n = 49 | 58 | 39

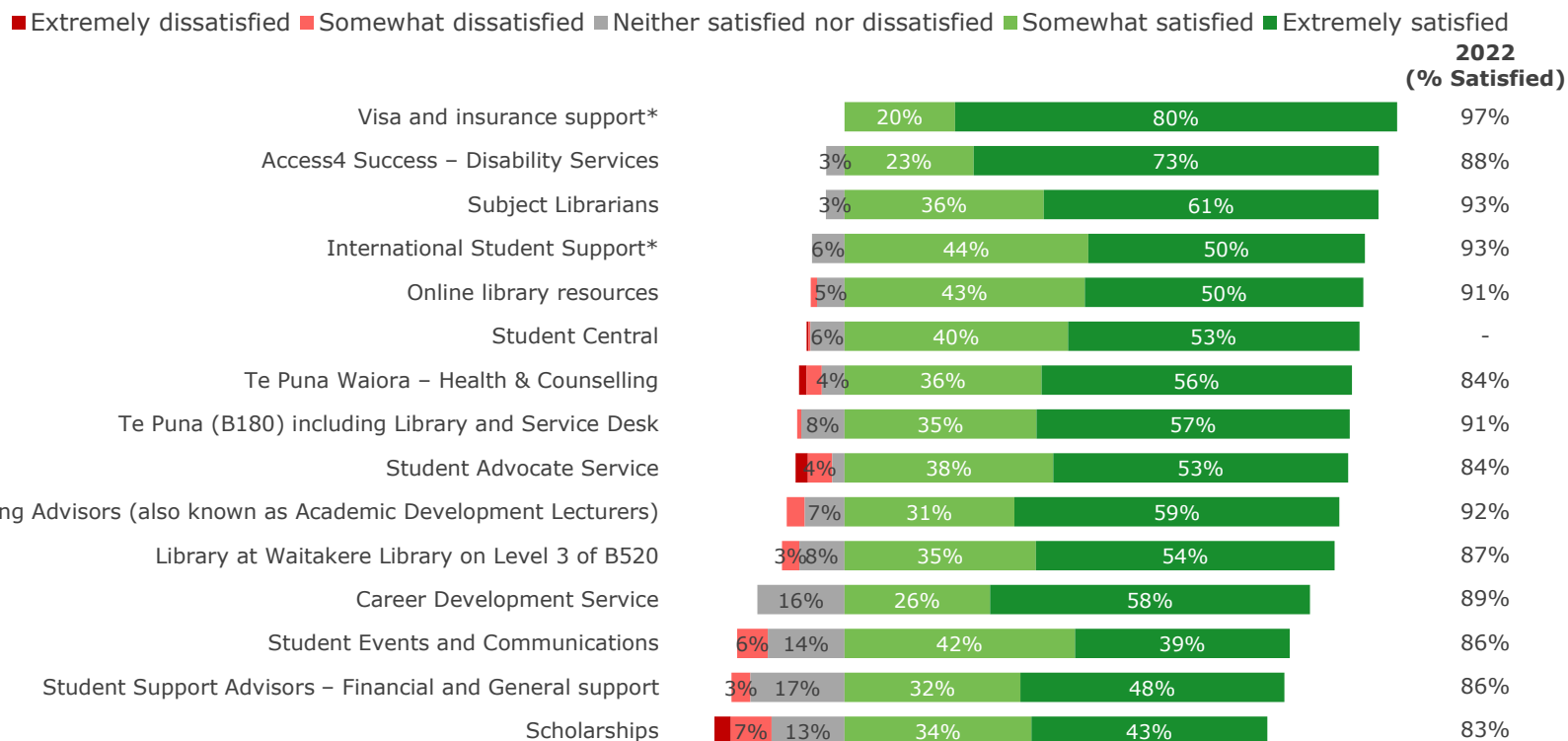
Significantly higher / lower than previous period (95%)



# Satisfaction among users remains high for all services

RETURNING STUDENTS

## Satisfaction with support services



### Notes:

1. Question text: Please tell us how satisfied are you with each of the services that you have used?
2. Sample size, n = 20 | 30 | 147 | 34 | 260 | 292 | 73 | 268 | 45 | 153 | 159 | 38 | 72 | 88 | 68
3. \* only asked of students in the relevant priority group
4. Services with a sample size n<20 are not shown