

Student NPS Semester 2 2023

October 2023



Key findings

Student NPS result

Returning student NPS has jumped up to 37, as has NPS for new students which has rebounded back up to 57

- All priority groups are up at all-time highs
- Every school has achieved a good NPS
- New students are saying they feel very welcomed and supported at Unitec

Reasons for NPS

Comments from students are overwhelmingly positive, matching the high NPS. Themes are:

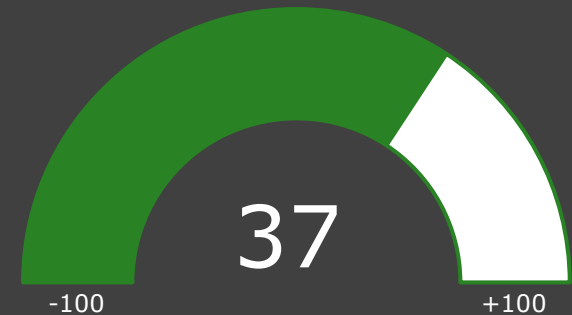
- 1) Students are feeling supported from a whole host of avenues and their comments reflect this
- 2) Although most comments on learning and development are positive, there are pockets of unsatisfied students
- 3) Frustration with courses is a driver of being a detractor, however, most comments on courses & content are still very positive

Improvement Suggestions

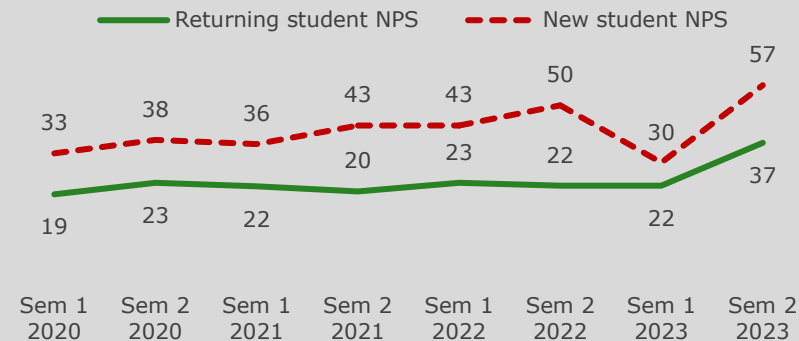
With such a fantastic response rate this semester, there are a wide range of improvement suggestions:

- By far the largest, about one in every seven improvement suggestions is related to parking!
- Students are noticing that the campus feels a bit rundown, especially when aircon doesn't work
- The library is not open early or late enough for some students, mainly for study weeks
- Students would like more choice and flexibility to make their timetable suit them
- Digital tools and lecture recordings could be improved, which appears to be especially helpful for parents

Returning Student NPS



Student NPS over time



Top Improvement Suggestions

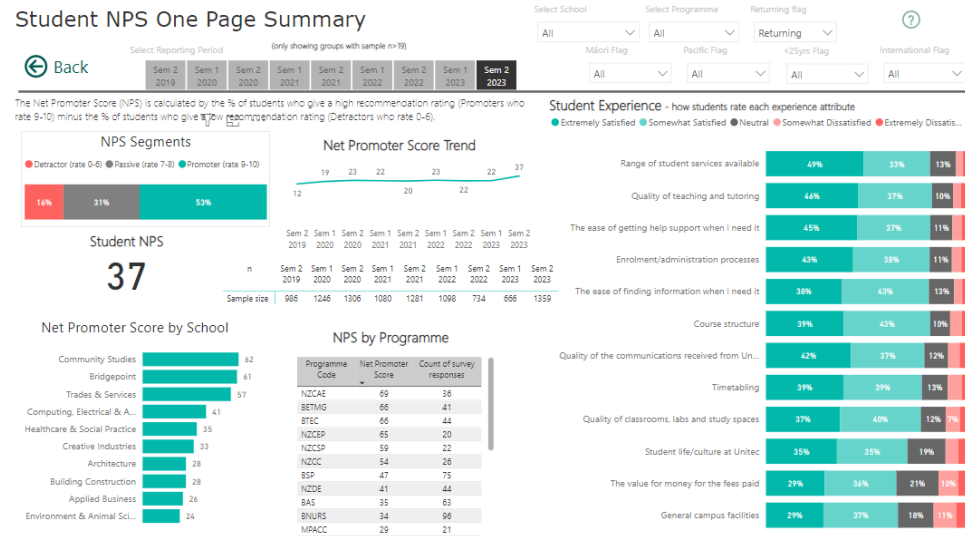
- 1 Parking! Parking! Parking!
- 2 Outdated facilities and library opening hours
- 3 Enrolment communication and timetabling flexibility
- 4 Digital tools & lecture recording continues to be an area of suggested improvement



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](#).



Background information to Student NPS

The Student NPS survey is launched in approximately week 5-7 each semester to monitor Unitec student's level of recommendation, the reason for their recommendation rating and perceptions of Unitec. This survey is designed to get a student's perceptions about Unitec as a whole and not necessarily seek specific feedback about a programme, course or teacher.

There is now a permanent Te Pūkenga module about learner engagement which is standardised across all subsidiaries. It's expected that this will be the last Unitec run student survey.

The survey this semester differed as a huge \$3,000 prize pack was offered as the incentive. The survey was sent via email to students enrolled in a formal programmes in semester 2 2023. The survey opened on 31-Aug to n=5,725 students and closed on 15-Sep. In total, n=1,982 students responded to the survey giving a response rate of 35%. Last semester's response rate was 23%.

This student NPS survey is designed to address a number of research questions:

- What is the advocacy (NPS) of students?
- Why are they giving this rating and how does it compare to the past, benchmarks and targets?
- What improvement suggestions do students have?
- What aspects of Unitec are students satisfied and dissatisfied with?
- How does this vary for new students? And by priority group or school?
- Are new students starting study with Unitec feeling motivated and supported?

01.

NET PROMOTER SCORE & STUDY EXPERIENCE

What is the Net Promoter Score (NPS) and why do we use it?

NPS® is often held up as the gold standard customer experience metric. First developed in 2003 by Bain and Company, it's now used by millions of businesses to measure and track how they're perceived by their customers. NPS scores determine segmenting between poor and positive feedback.

It measures customer perception based on one simple question:

How likely is it that you would recommend [Organisation X/Product Y/Service Z] to a friend or colleague?



Detractors

(score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth



Passives

(score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.



Promoters

(score 9-10) are loyal enthusiasts who will keep buying and fuel growth by referring others.

$$\text{Green Happy Face} \% - \text{Red Angry Face} \% = \text{NPS}$$

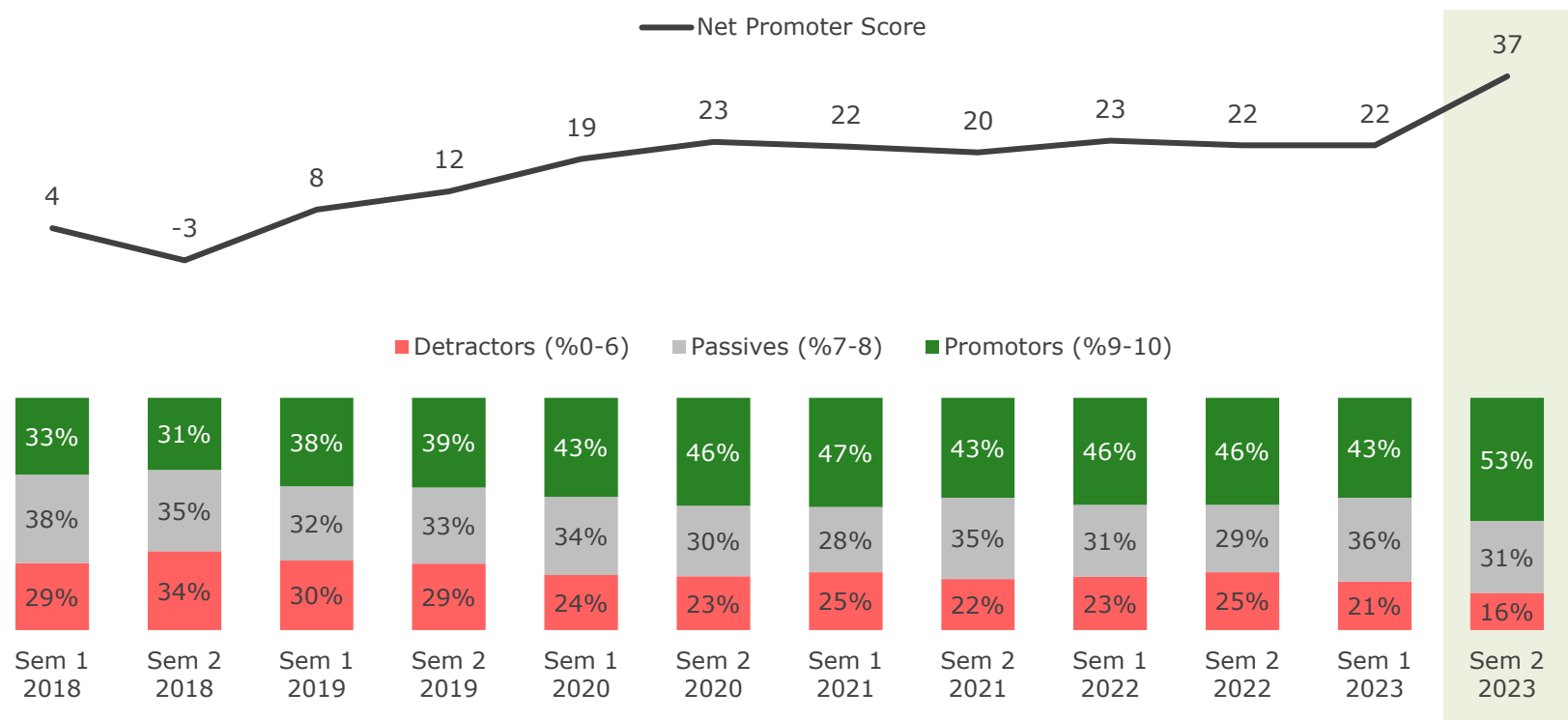
Notes:

1. Explanation and graphic sourced from Qualtrics: <https://www.qualtrics.com/au/experience-management/customer/net-promoter-score/>



Unitec’s returning NPS is now 37, jumping up to the highest ever result and bucking the previous stable trend

Returning student NPS



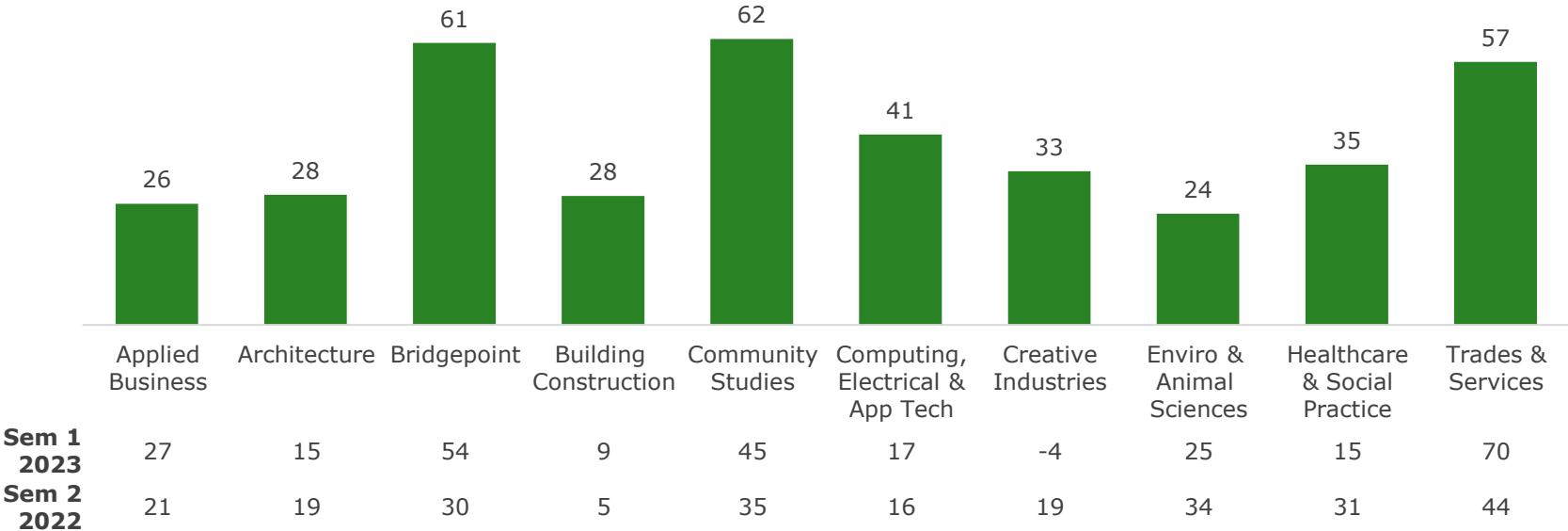
Notes:

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 = 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281 | 1098 | 734 | 666 | 1359



All schools have received a good NPS from returning students this semester

Returning student NPS by school (semester 2 2023)

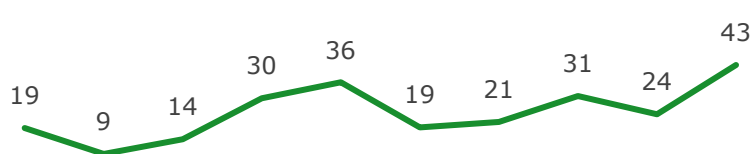


Notes:
 1. Student NPS displayed here is for returning students.
 2. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
 3. Sample size (semester 2 2023 by school), n = 156 | 117 | 90 | 268 | 50 | 143 | 69 | 108 | 233 | 114

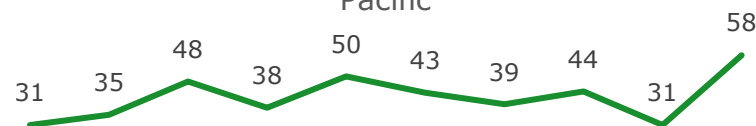


Both Māori and Pacific NPS have followed the overall trend of reaching new highs

Māori



Pacific



Sem 1 Sem 2 Sem 1 Sem 2 Sem 1 Sem 2 Sem 1 Sem 2 Sem 1 Sem 2
2019 2019 2020 2020 2021 2021 2022 2022 2023 2023

Sem 1 Sem 2 Sem 1 Sem 2 Sem 1 Sem 2 Sem 1 Sem 2 Sem 1 Sem 2
2019 2019 2020 2020 2021 2021 2022 2022 2023 2023

Because the support and understanding I've received from my lecturers is amazing. I am a solo mum of 3 under 6. I do not come to most classes, but I watch the echo360 classes and they're very understanding about it. They don't mind as long as I'm doing the work and passing, which I am.

Because I felt like Unitec has really helped me push myself past my limits, expand my knowledge and support me in my learning.

I feel they help support Māori student in every aspect of your learning.

All the staff I have interacted with are absolutely amazing and friendly people, the campus is also packed with everything you need.

Unitec is a place of community, friendship and pretty much home. The vibes are on, and everything about it just keeps getting better. If you value family and community this is the place to study!

The institution not only offers top-notch education but also provides a unique cultural experience.

I really enjoy the one on one help from teachers and the students. I also appreciate the concern from teachers when I don't show up to class. Love the environment.

Because all the knowledge that I learned from Unitec lead me to where I want to be. All the support and the lectures are all very helpful.

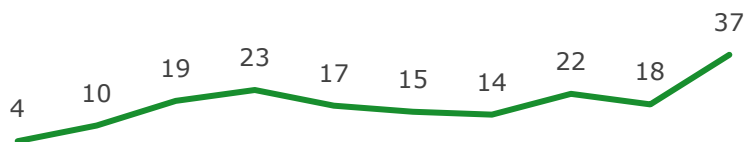
Notes:

1. Student NPS displayed here is for returning students
2. Sample size (semester 2 2023 by priority group), n = 140 | 250
3. A learner can belong to multiple schools or priority groups



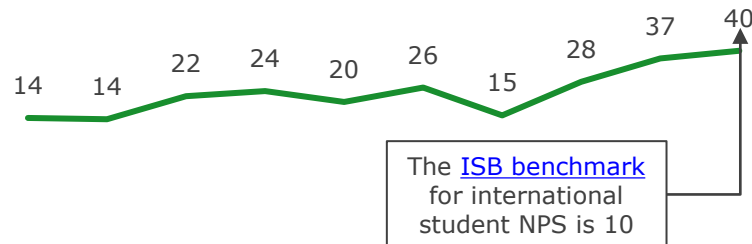
All other priority groups have also hit new highs

Under 25



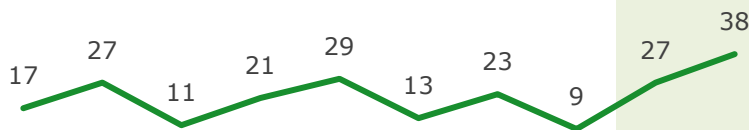
Sem 1 2019 Sem 2 2019 Sem 1 2020 Sem 2 2020 Sem 1 2021 Sem 2 2021 Sem 1 2022 Sem 2 2022 Sem 1 2023 Sem 2 2023

International



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 2023

Disability



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 2023

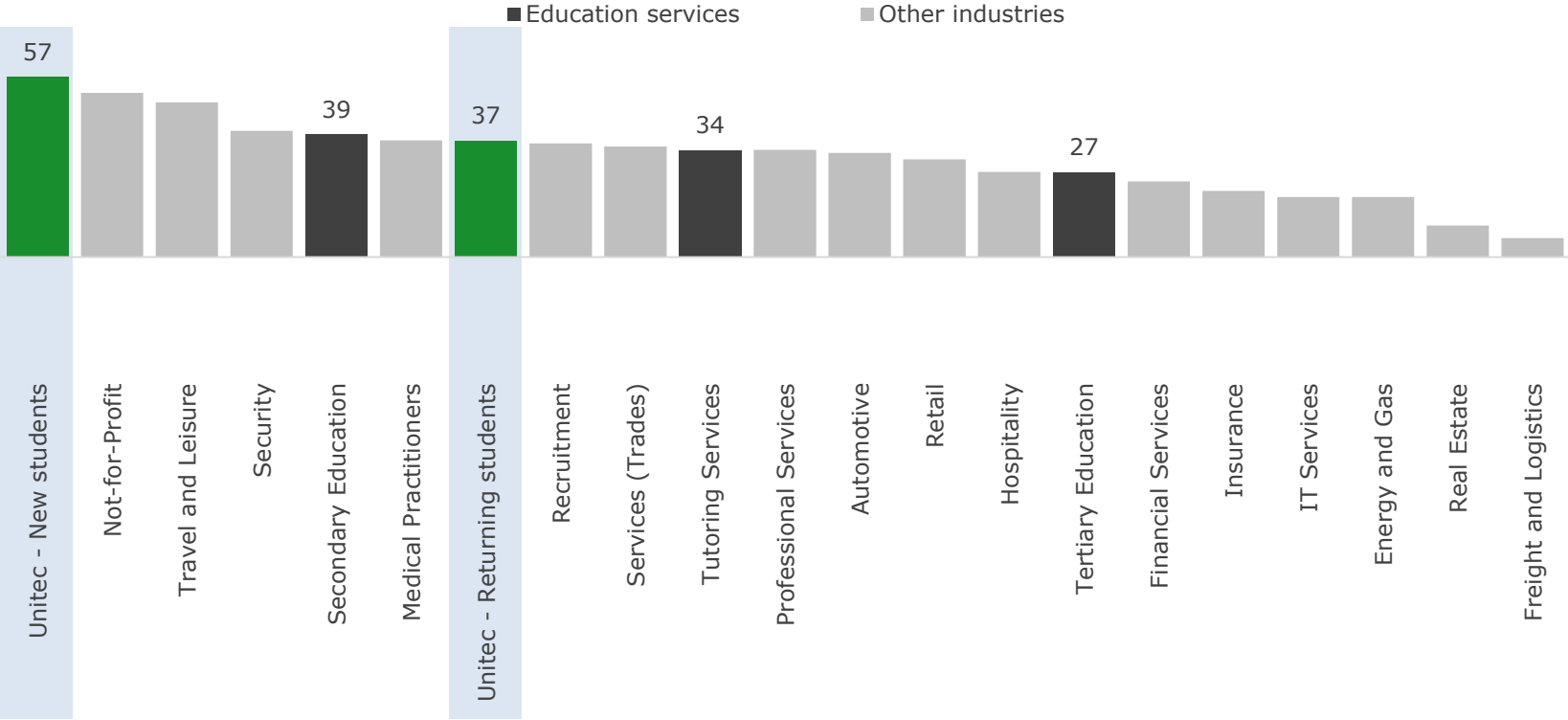
Notes:

1. Defining disability in semester 2023 is different to previous waves as it was directly asked in the survey this semester
2. Sample size (semester 2 2023 by priority group), n = 586 | 202 | 117
3. A learner can belong to multiple schools or priority groups



Unitec’s student NPS is now well above the tertiary education benchmark

New Zealand NPS industry benchmarks 2022

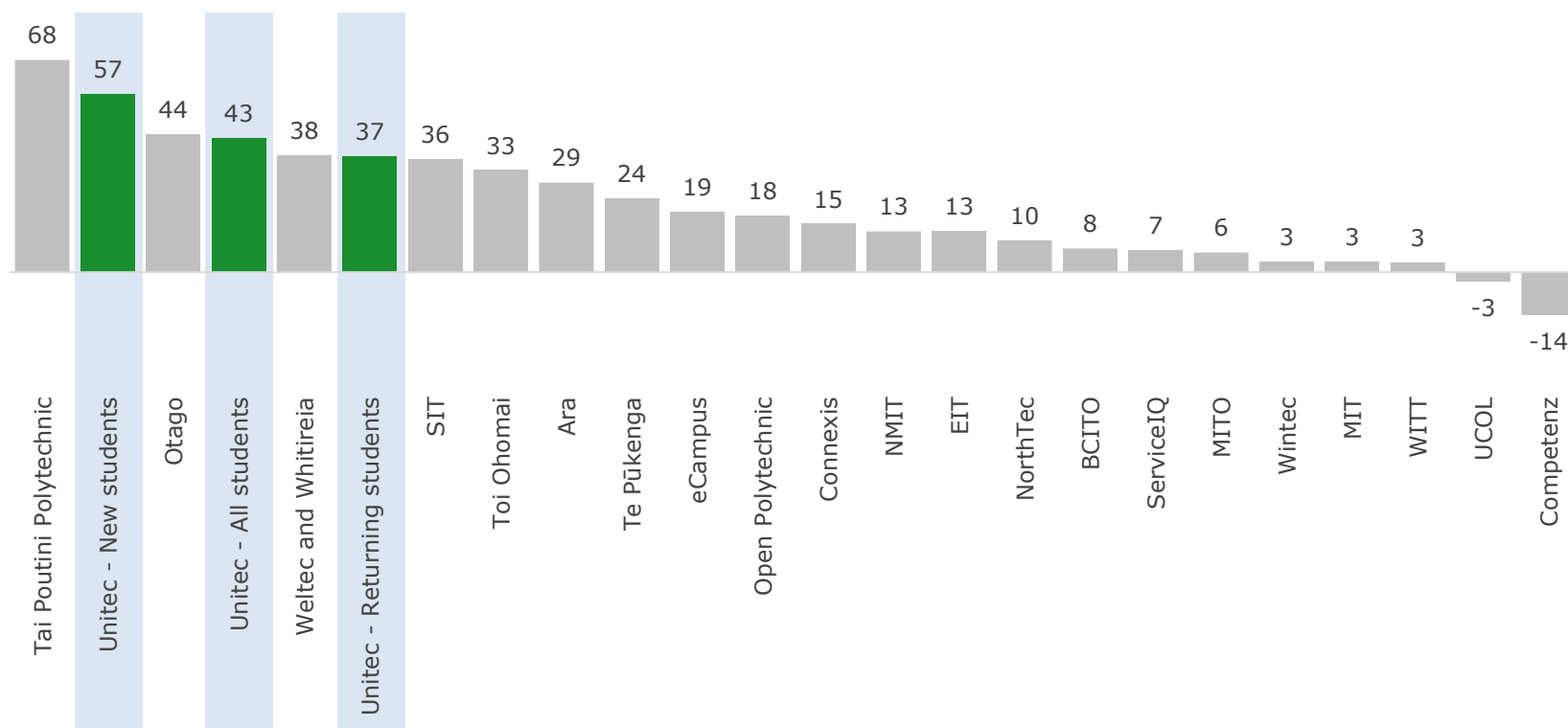


Notes:
1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2022 report



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

Te Pūkenga Learner Engagement Survey NPS benchmarks



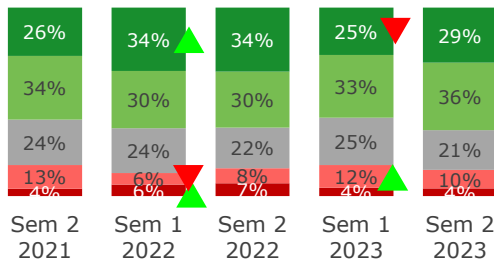
Notes:

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

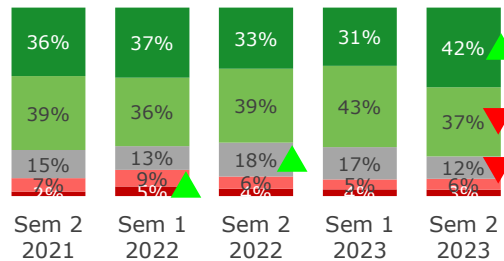
Matching the increased NPS, satisfaction across almost every measured aspect is significantly up this semester

RETURNING STUDENTS

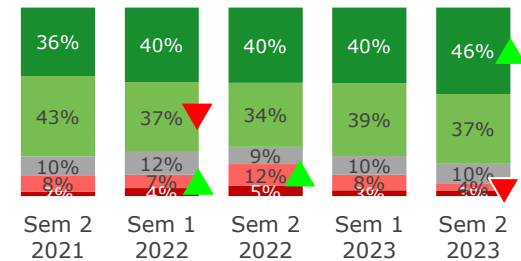
Value for money for the fees paid



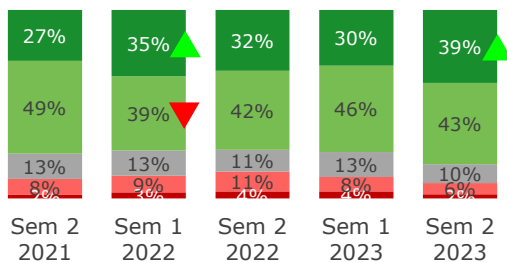
Quality of the communications



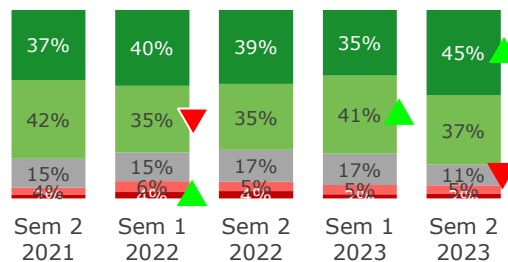
Quality of teaching and tutoring



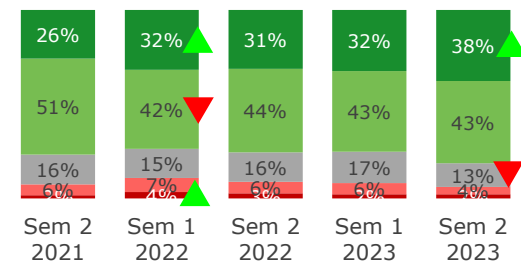
Course structure



Ease of getting help/support



Ease of finding information



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

Notes:

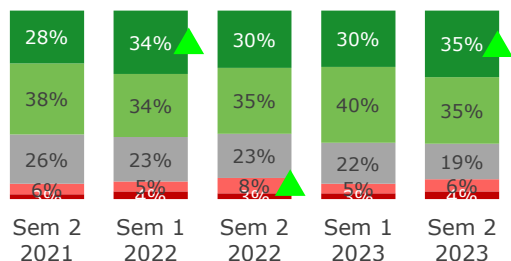
- Question text: How satisfied are you with the following aspects of Unitec ...
- Sample size (semester 2 2023), n = 1049

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

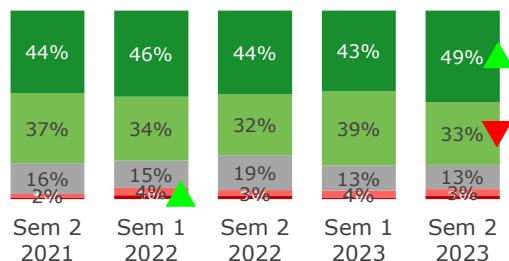
Again, most aspects are up, but noticeable that dissatisfaction remains consistently high for facilities at 16%

RETURNING STUDENTS

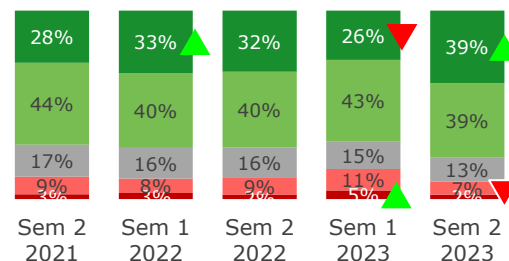
Student life/culture at Unitec



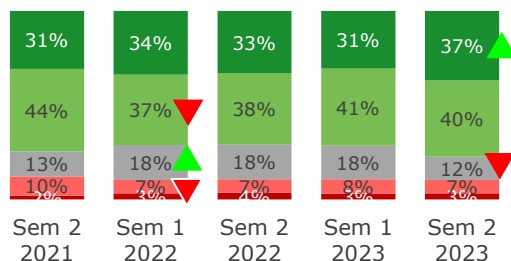
Range of student services



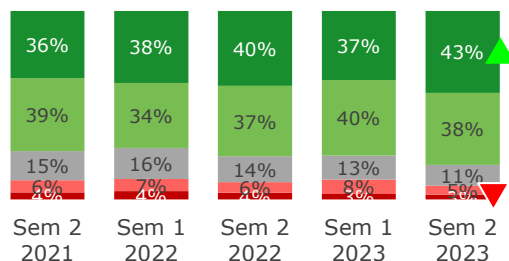
Timetabling



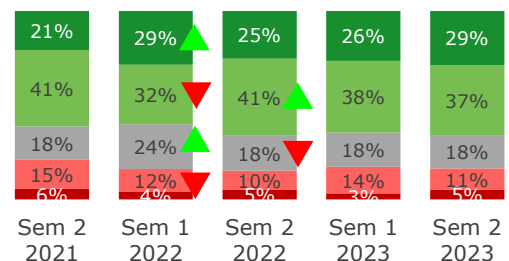
Quality of study spaces



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 2023), n = 1049

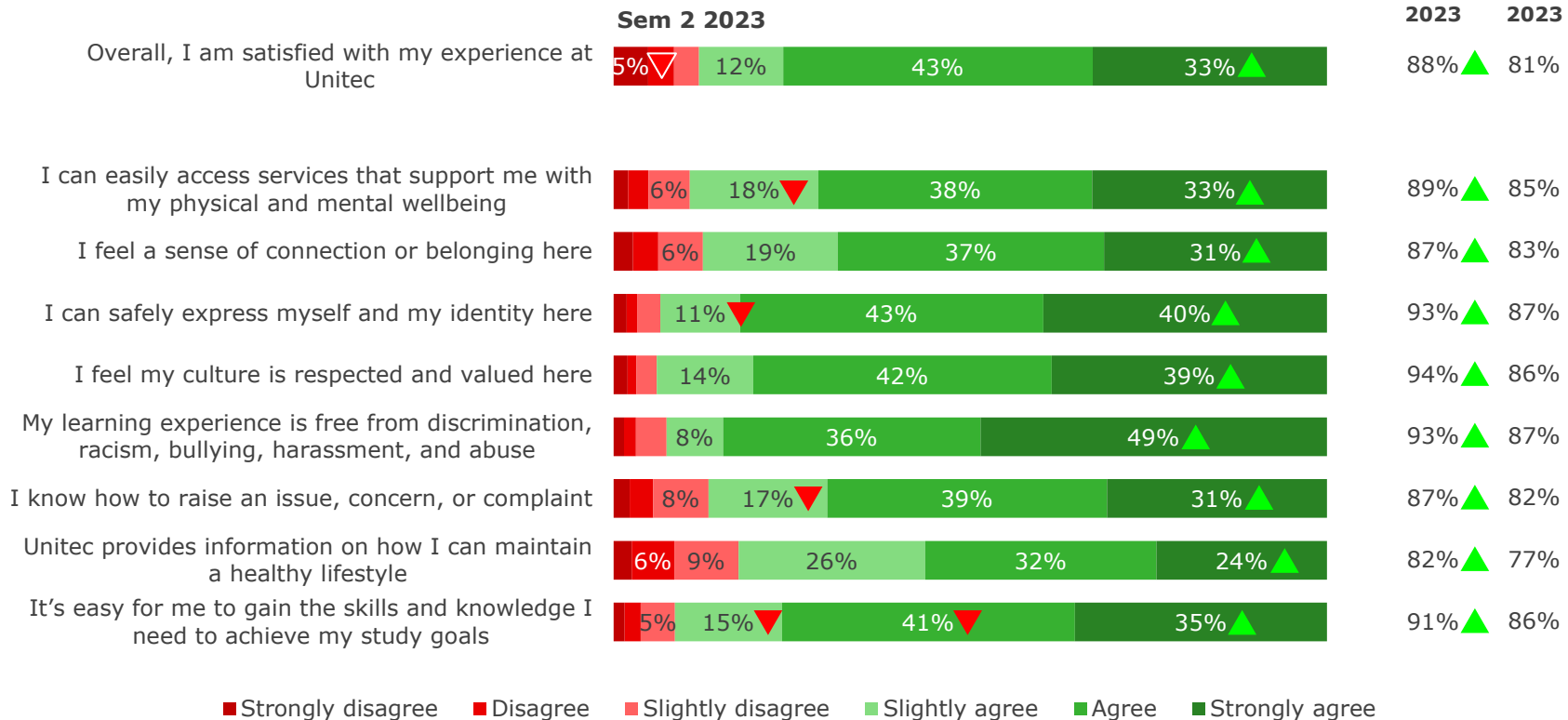
▲ Significantly higher / lower than previous period (95%)



All statements here are significantly up on agreement as well

RETURNING STUDENTS

Student agreement on 'Te Pūkenga' statements



Notes:
 1. Data labels <=5% are hidden for clarity
 2. Sample size, n = 1051 | 454

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



Summary of key findings about NPS and study experience

1

Returning student NPS has skyrocketed up to a score of 37, up 15 points and easily the highest ever result

2

All priority groups are also up at highest ever results

3

Satisfaction statements and the Te Pūkenga statements mirror NPS and show much more positive scores across almost every metric

4

As with all research, when a sudden change like this occurs and is challenging to pinpoint a reason, results should be treated with caution. It's recommended that we wait for subsequent semesters to confirm the high result

5

The reason for this caution is so that we can be sure this result really reflects student sentiment and is not caused by an unknown factor influencing the consistency of our trend (for example, such as the greater incentive)

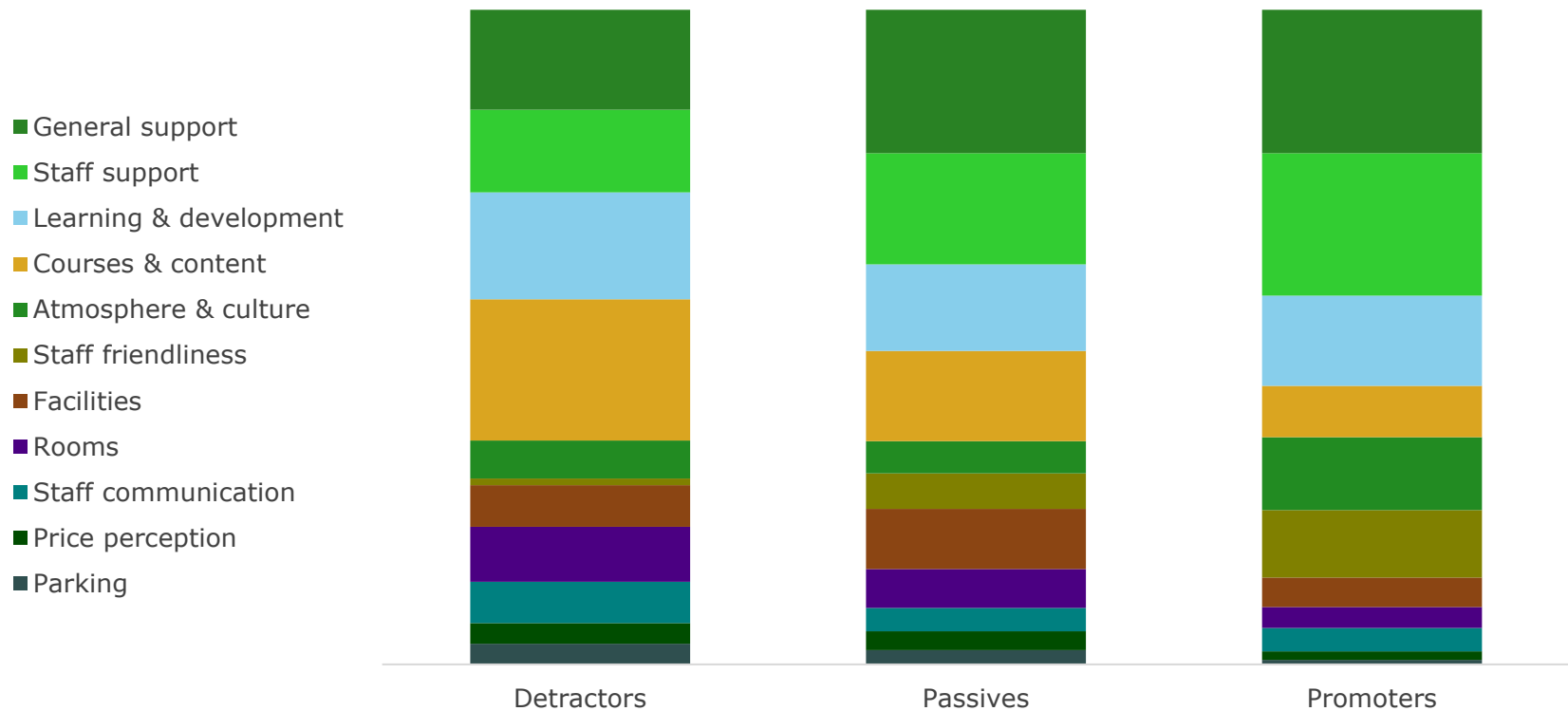
02.

REASONS FOR NPS



Detractors are less likely to mention feeling supported and more likely to mention courses & content

Student comment themes by NPS grouping



Notes:

1. Shown above are themes with more than n=20 mentions
2. 80% of all verbatim were able to be coded into at least one theme
3. Verbatim may be coded to more than one theme



Of the 163 student comments themed under staff friendliness 119 are also themed under staff support

Overlap of student comment themes

	Staff Support	Other Support	Learning & Development	Courses & content	Atmosphere & culture	Staff Friendliness	Facilities	Rooms	Staff Communication	Price Perception	Parking
Staff Support	396	0	95	68	70	119	54	37	26	14	10
Other Support	0	432	89	58	58	0	33	15	19	11	7
Learning & Development	95	89	281	43	62	38	28	22	20	9	4
Courses & content	68	58	43	220	15	20	21	14	17	7	7
Atmosphere & culture	70	58	62	15	179	49	18	12	6	6	5
Staff Friendliness	119	0	38	20	49	163	22	13	16	4	8
Facilities	54	33	28	21	18	22	122	14	10	4	11
Rooms	37	15	22	14	12	13	14	91	9	5	6
Staff Communication	26	19	20	17	6	16	10	9	78	2	2
Price Perception	14	11	9	7	6	4	4	5	2	39	3
Parking	10	7	4	7	5	8	11	6	2	3	28



Comments about staff support are very positive and when mentioned by detractors, it is always another aspect that is negative

Student comments about **staff support**

Unitec has excellent infrastructure and helpful and encouraging lecturers.

Lecturers are really supportive and feel like a home.

Teachers/Professors are very knowledgeable at their respective topics and make things for the most part clear and are very approachable if you're stuck on anything.

Student support and better than other uni's I've been to. Great understanding between staff and students.

The teachers and support which is available is just amazing.

I say this because lecturers are amazing. Filled with knowledge and experience.

There's lots of different opportunities towards studying here! It's more practical which is helpful for me, the lectures here are super helpful! There's also opportunities to get more involved and meet new people throughout your years of studying. The support at Unitec is amazing, there's lots of great people to help with anything you're stuck with whether it's school or family stuff. Amazing opportunities for Pacifica students as well!!

I find studying in Unitec a lot easier as lecturers are willing to put in the effort to help understand what is been taught.

Because people are very friendly and lecturers. Great location for a campus and as being a Māori student there are a lot of places you can reach out for help.

Unitec provides great support to students. Unitec is conscious about cultural awareness and inclusiveness, the staff make it that worth while and are always supportive to helping students succeed.

The teachers are amazing and want the best for their students so they ensure all students get the best study experiences and guide them to success.

Teaching is great and the tutors I've had go out of their way to make sure you pass.

I think the teachers in Unitec are fantastic and they have their responsibility of teaching that I am very grateful for them.

Since the takeover by Te Pūkenga, there have been changes which are negatively impacting Unitec. The lecturers in my degree are all amazing and do the best they can with what they have but they need more staff and resources!

Unitec has a great potential to become a fantastic educational institution in New Zealand in terms of the infrastructure, system and the people. However, I feel the school need to improve on their teaching resources quality and the organising the course in a more engaging manner to the student.

Whilst the teaching staff are doing their best, it seems like there is a reduction in resource with no reduction in expectation or fees.

I think they offer the right courses but just maybe the way of teaching could be better.

Clear lack of resources/funding cuts obvious. No clear path of how a student can better the situation above and little to no contact when problems are brought to the attention of higher up staff members

Unitec is great because of the small classrooms and the lecturers. All lecturers are highly educated and willing to help all students. However, the management at Unitec is pretty bad. Every semester enrolment has been difficult and management unhelpful.

I am a student in the acting program and though I love my lecturers, I don't feel like my program is ever prioritised or acknowledged by wider Unitec.



Students are feeling supported from a whole host of avenues and their comments reflect this

Student comments about **other support**

In my time as a student in Unitec, it has really helped me adjust to the life here in New Zealand, especially being an international student. Having a wide variety of options to choose from and support systems to help me out has given me a more comfortable time during my studies. It's why I'd recommend Unitec to anyone who's interested in studying.

The support system is exceptional.

There are great help during studying. There's great opportunities and assistance.

My experience has been really good and the support is available is great.

Being a mature student at Unitec. I have felt supported from the very moment my studies commenced. Unitec Waitākere is also a smaller campus so it was less daunting coming in to study after over a decade.

The immense support and flexibility will benefit anyone young and old who would like to study and further their qualifications.

I feel like the support systems Unitec offers is a lot better compared to what I received when I studied at UoA.

Unitec offer great programs and opportunities. Also great student support and services

Support system is very well organized especially for international students.

Unitec always does its best to help out and support me during my journey.

Because I made it to my fourth year and I'm almost finished. Unitec has helped me make it this far. Thank you so much Unitec.

The amount of support and options are fantastic.

Unitec is very friendly. They treat students with full care. Guide students appropriately.

Because they have full on support provided for students.

Unitec offers generous student support services. Everyone needs support through their studies at least once in a while.

There are better places to study if you are a high achiever and have the money to go there.

Very opaque and unsupportive culture. Limited support for students in the study, Huge parking issues, City and country are very expensive, rent, food and services are very expensive

Difficulty completing courses. Not easy finding help with accessing help and information to getting to study.

I feel that Unitec does not provide all qualities for better education.

It is strongly negative about shuttle bus services. The shuttle schedule was often changed, so it was very difficult to go to school on another campus. I felt that the school was not responsible and didn't support us. I think schools should keep the bus schedule no matter what and try to keep students from going to school.



Although most comments on learning and development are positive, there are pockets of unsatisfied students

Student comments about **learning & development**

Because I like the way the process works and also Unitec open new doors for learning specially us with kids and work.

The teachers are extremely skilled and experienced. Their way of teaching is very effective. All the resources available for the students are very easily accessible.

It is a very hands on education that consists of one on one and some people may want less.

I like the way Unitec system especially for distance learning.

I've loved my time at Unitec and found all the resources helpful and easy to access.

Quality education, infrastructure and faculties.

I have enjoyed my studies at Unitec and I'm glad I chose to gain my new profession through Unitec as I have learned a lot.

I believe Unitec has key resources to get into any industry.

Education has opened up many possibilities for me, I hope others people like me get the same opportunity.

I believe Unitec provides a much more personalised education in comparison with other universities.

The learning is designed in a way that keeps me interested in the subject, and everyone is very friendly.

I find the quality of teaching and learning amazing and everyone is incredibly supportive and focused on great student outcomes.

Great environment for learning. Teachers are extremely skilled and helpful. Services provided by Unitec are exceptional.

I've been studying at Unitec for 4 years now, and I have noticed a decline in the teaching/learning this year.

Lately I've been asking myself what the purpose of university, and whether or not it is worth the money students have to pay for it. With the rise of online learning such as skill share, or even specific YouTube channels that present academic material in an easily digestible delivery.

Quality of education not sufficient.

Quite a bit of it could have been online learning and condensed into less days onsite per week - make it more accessible to do while working full time.

Don't think I am learning what I need to in my course.

The size of the classroom is small and resulted in an overcrowded environment. Not every student has access to power to run their learning tools. I'm the only Māori, Polynesian and New Zealander in my class.

Some parts very good, some papers very average and little to no online support. More should be done online / recorded to enable learning without having to be In person.

So much has changes just in the last two years and the changes are prevalent after Unitec becoming a part of Te Pukenga. Unitec has lost its flexibility, resources, culture, teacher and no one is even talking about it. It is ridiculous. I've had family study as Unitec and the way they described it years ago is vastly different from what I am experiencing now. My sibling was looking at studying and I made sure he didn't choose Unitec!

Provides great support on students. However, it's lacking in terms of practical practices in class. More labs would be great to practice what we've learn in theory.



Frustration with courses is a driver of being a detractor, however, most comments on courses & content are still very positive

Student comments about **courses & content**

Unitec has been really good and has taught me a lot in the course that I am in.

Courses very practical, enormous study support. I love the campus environment.

I have really enjoyed my experience studying at Unitec. I have found the tutors really supportive and the content that we learn to be very in depth

I'm enjoying the course I'm taking, the lecturers are great as well.

The overall courses are well designed and tutorial sessions are helpful.

Unitec is very supportive. The courses are well designed. The learning environment is modern and well looked after. The lecturers really want the best so are readily available for any query.

There are so many amazing courses to choose from and my experience here has been the best schooling experience of my life.

The quality of the lecturers in the course I am taking plus the attitude of care for wellbeing evident.

You can learn technical skills that you couldn't while doing the same course by distance learning.

I would highly recommend Unitec to your friend or colleague because it offers a diverse range of programs and courses, has a strong reputation for practical, hands-on education, and provides excellent student support services. Additionally, its modern facilities and industry connections enhance the overall learning experience, making it a great choice for those seeking a well-rounded education.

I really enjoy the course I'm in - lecturers are very lovely and helpful.

Because I think Unitec offers some really good courses.

Courses are not designed properly.

The academic manager has no idea and randomly send us to any course. I am not the only student with this problem.

Some of the staff at student central are not as helpful as they should be. I have been given wrong information regarding courses before.

Unitec offers a unique set of courses that are tailored to a specific set of people.

There has been too much disruption to courses due to moving to Te Pukenga, I started a diploma which got dropped so swapped to bachelors then graduate diploma that I am struggling to finish with options relevant to my subject choice.

Course was very badly organized and the content was sparse.

Poor course coordination, not cognisant of students' diverse range of needs, not an environment that supports student wellbeing.

Poor course development, Moodle confusing, grades for each paper all over the place.

Lecturers aren't that reliable and the course really doesn't teach anything

The course content being delivered is often dated and some of the lecturers appear content to present recycled content with little to no preparation.

Poor teaching management, quality of the content is not well prepared.

The assignments are poorly written, some of them don't even know the contents of the assignments or keep telling us don't need to follow the assignment instructions. (Then, I don't know how they are going to mark us.) I'm not sure if I keep studying for the course next year...

03.

IMPROVEMENT SUGGESTIONS



By far the largest, about one in every seven improvement suggestions is related to parking!

Improvement suggestions for **parking**

Parking availability

Probably just the access to parking. It's very scarce at the Mt Albert campus. I have to walk quite to get to my building because parking near my class is either for staff or I'm unable to afford it and get a ticket.

Parking, I know it's cheap enough but most students come from a variety of areas, some near some far but expenses on gas is enough to worry about. I also more seats around the hub, every day at 12 it becomes packed and most seats are taken.

After taking away the lower car park it is much harder to find a car park near my building.

Better parking situation.

The carparking could be more easily accessible.

The parking. With the increase of students- parking is very hard to get.

More parking on the west end on campus.

The parking sometimes could be hard to find sometimes depending on what time it is.

Carpark situation, it's such a tight space, sometimes difficult to get into the car park.

More student car parks please.

About parking. I want to have more space for people to park easily.

Cost and fines

Not charging \$65 for a (not wealthy) student who accidentally forgot to pay the \$3 parking fee. I think the staff are lovely though and I know you guys probably have your parking handled by a company outside of Unitec.

I don't have any student loans or allowances that grant me enough to pay \$15 per week in parking so I park on the street and walk but with short notice both myself and my peers found this quite upsetting.

Don't pay for parking already pay enough.

Free parking, improve the free parking or stop us having to pay to park on campus, are our fees not enough?

Not paying for parking or not having to use the stickers.

Parking, it used to be fine, but asking for basically 15 dollars a week on top of the actual cost of the course is ridiculous.

There's not heaps I'd change about Unitec. Perhaps less paid parking?

Can we have much more free parking.

Bigger and cheaper parking.

Parking. Parking is a rip off especially at the Mt Albert Campus.

Definitely the parking issues. I haven't had parking beeches even though I have paid my parking etc. which has just been inconvenient.

The parking!!! There should be more and we shouldn't have to pay for it.



Other common themes are related to outdated facilities and library opening hours

Improvement suggestions for **opening hours and facilities**

Opening hours

Longer building access would be great. Building 108 is not open until 8am, which kinda late, I couldn't do some work in the morning even if I want to.

LIBRARY HOURS. Most of us students need to study in the library after 5 p.m. Everyone agrees that 8 pm is the best time to close the library.

Unitec library to extend opening hours.

I hope library is open until late (10pm). More private space for study.

Longer opening hours? Kinda hard to say, more people, and maybe just more activities.

Extending library hours at Unitec Waitākere campus.

Sometimes I cannot access full facilities during the holiday period, but understandable with security issues etc.

During the self-study time. Hub can extend a few hours to study.

Opening the Waitākere campus earlier and staying open later, wish I could get inside before 7 sometimes and also wish there was the option to stay late and study at Waitākere.

Increase the availability of sitting in library, as in rush hours like 11 am to 1 pm typically, students occupy the seats in all 3 floors of Te puna and others don't get a chance to sit and do their assignments etc in Te puna.

Facilities

The bathrooms in building 112, the flushing is not great. Other than that nothing.

More availability to facilities outside of standard working hours would aid many students.

The building numbers they are very confusing.

I would like the campus map to be improved as the map only show the building number and not the room that the building has.

Maybe putting aircorn in the building as it gets quite hot inside.

Perhaps better kitchen facilities for students and more outdoor space for lunch eating.

What I would hope for Unitec to improve on is the security for the bike parks. Having a security camera would help a lot in case of an unlikely event of someones bike getting stolen.

Could use more signs to give directions while there is a lot of construction happening.

The Air Conditioning System. Sometime is too hot, sometime is too cold. The voice quality is unstable with the class recooding due to the teachers are not all the time standing beside of the desk where put on the microphone.

The heating system in the lecture theatres outside of Te puna is very cold during winter.

Have a free gym so everyone could get fitness.



Enrolment communication is also a large improvement suggestion, along with timetabling flexibility

Improvement suggestions for **timetabling, structure and enrolments**

Timetabling and course structure

More courses/options of study

No more forced electives, student should be able to choose his elective schedule of classes if to make it earlier than 5pm so students don't need to rush home late at night.

Timetables, example I'm having classes on Saturday and Sunday and nothing in 3 weekdays.

Change class times and decrease food costs.

Academic Manager should actually know which course you are really supposed to do.

Divide classes evenly along the week instead of having 3 hour or 4 hour classes.

Improve class timing for evening classes .

More teachers so that scheduling can be at realistic hours.

Better class schedules and better student portal.

Arrange scheduling a bit better to avoid time gaps in between classes.

More night classes please, if convenient for full time working people.

Night class or summer school papers.

Summer school options.

More classes after 5pm, would be much appreciated.

The timetables changed a few times at the beginning of the semester which can be confusing.

Enrolment communication

Better communication with the students about crucial enrolment steps before the start of each semester.

Communication with external aids. This includes Studylink, our placement sites, and other areas of Unitec (like course leaders liaising better with student hub etc).

Cashier / Finance team. As in my case they did not provide me with enough or right information at the right time.

Follow up regularly and keep people informed where we are at in the process.

Organisation in enrolments, no one seemed to have any idea what they were doing, very stressful as a student.

the enrolment system is still confusing. need to update to a more modern interface.

Sorting out fees better would help. It took multiple emails at the start of the year to sort out my fees free, also having to wait like weeks for a response back from someone who emailed me about getting fees paid back to me (who I responded to within the hour and still haven't heard from after 2 emails). Just quicker communication really, otherwise I haven't had many problems.

More thorough and attentive administration.

Enrolment team should send confirmation of course at 4 weeks in advance.

Communication skills with classes and enrolments etc.

Organisation of correspondence when starting a course.



As with previous waves, digital tools remains a large area of suggested improvement

Improvement suggestions for **communication** and **digital tools**

Lecturer communication

An issue I've noticed over the time being a student is for some how classes double book between Teachers in the same course industry. I've had this happen on multiple occasions. It would be the communication between teachers id hope to see improve.

The administration communication.

Communications with each department.

Communication between Unitec and Studylink can be improved. Better explanations of course fees should be given.

Communication to students relating to staff and timetable changes.

Making sure lecturers are actually aware of what is happening.

Communication with lecture.

Communication and systems.

Digital tools

Moodle, there are always outages.

The Moodle should be more user friendly.

Moodle was hard to use at some points of my studies and would occasionally be down due to unknown reasons but in saying that lecturers were supportive if this happened.

The online portal isn't that straight forward.

A better Moodle.

Moodle is very difficult to navigate, it could be improved.

A bit more help on getting started with Moodle.

Definitely Moodle. It is quite outdated, there should be an app with everything on it instead. Such as Canvas

Provide more online study options.

One area for improvement at Unitec could be to enhance its online learning resources and technology infrastructure.

More training on the Moodle should help.

Add in more online class options. Echo 360 is not a reliable programme. Zoom is more efficient.

Better assessment instructions, better layout on the Unitec Moodle, as everything doesn't occur in logical order, you have to hunt for the info. And updated slides, the information is relevant but often so outdated.

Online recording for us with full time work who can't make it to class.



Timing of assignments and having practical learning styles are frequently requested

Improvement suggestions for **learning style & workload** and **lecturers**

Learning style & workload

Practical lessons alongside normal lectures.

More practical for the trades

Make sure assignments aren't due so close together for 3 different subjects. Don't trial and error year 2 and 3 students but rather start something new with year 1's and see it through.

The way everything gets bombarded on us in second semester I know this is just how it rolls but with a lot of things all happening at once it's hard to keep track of what is what sometimes.

More practical learning assessments.

It depends heavily on presentations and literatures, it should be more practical and more connected to the real work market.

The excessive/unmanageable workloads at level 7

Learning structures. The time slots for physical and theory work aren't planned the best and could use improvement to make the most out of the 'limited' time the students have

Administration. better planning so we can have more time in practical field instead of all classes bumping together.

Just the consistency of teaching quality across courses.

Have more interactive classes.

Ensure that the course outline is being used at all times without people saying no to certain parts of the course that we can't do.

Course assignments due dates in all subjects are falling due in the same week.

Lecturers

Ensuring the staffing are of consistent quality. Especially if you offer distance learning options, the teachers need to be onto it!

Case by case, some lecturers and way of teaching. It is confusing sometimes to have different ways of learning, the choice of assignments to test our knowledge/reflection.

Consistency of grading, quality of lecturer, we have some excellent lecturers and others who arrive unprepared and tell the lecture that their ppt was cobbled together in a rush.

Ensure that when training staff that there is a senior staff member guiding them through so that they don't give wrong info to students and possible students.

More support for the senior lecturer roles who not only teach, and support staff around them, they are representing all their students, and faculty at every turn. Every effort should be made to equip those people for their roles, even just a sound insulated private space to complete office tasks, can make a difference.

The lecturers are all out of date with what is happening in the industry.

Teaching quality and staff accountability.

Consistency of lecturer quality.

I feel the lecturers try to control the students, not motivate the students.

More engagement with the lecturers and maybe bringing us in when necessary as a lot of people still have to work whilst studying .



Improvement suggestions for **campus atmosphere and events**

Improving the social life and connections amongst students. I believe what makes u item different from University is the social aspect. If Unitec were able to create more interesting activities for students like a toga party or creating dorms.

I'm Part of a project that works towards getting what students need and I feel it's student life, more events need to be held here at Unitec and I'm currently working towards it. By ākonga for ākonga.

Support the clubs a bit more.

Maybe to have our own small coffee stall on campus at Waitākere like we used to years ago

More 'culture' on campus. There's minimal clubs and activities and low student interaction ' engagement

Maybe a more rich student life with clubs and uni activities to make uni more fun henceforth improving our performance

04.

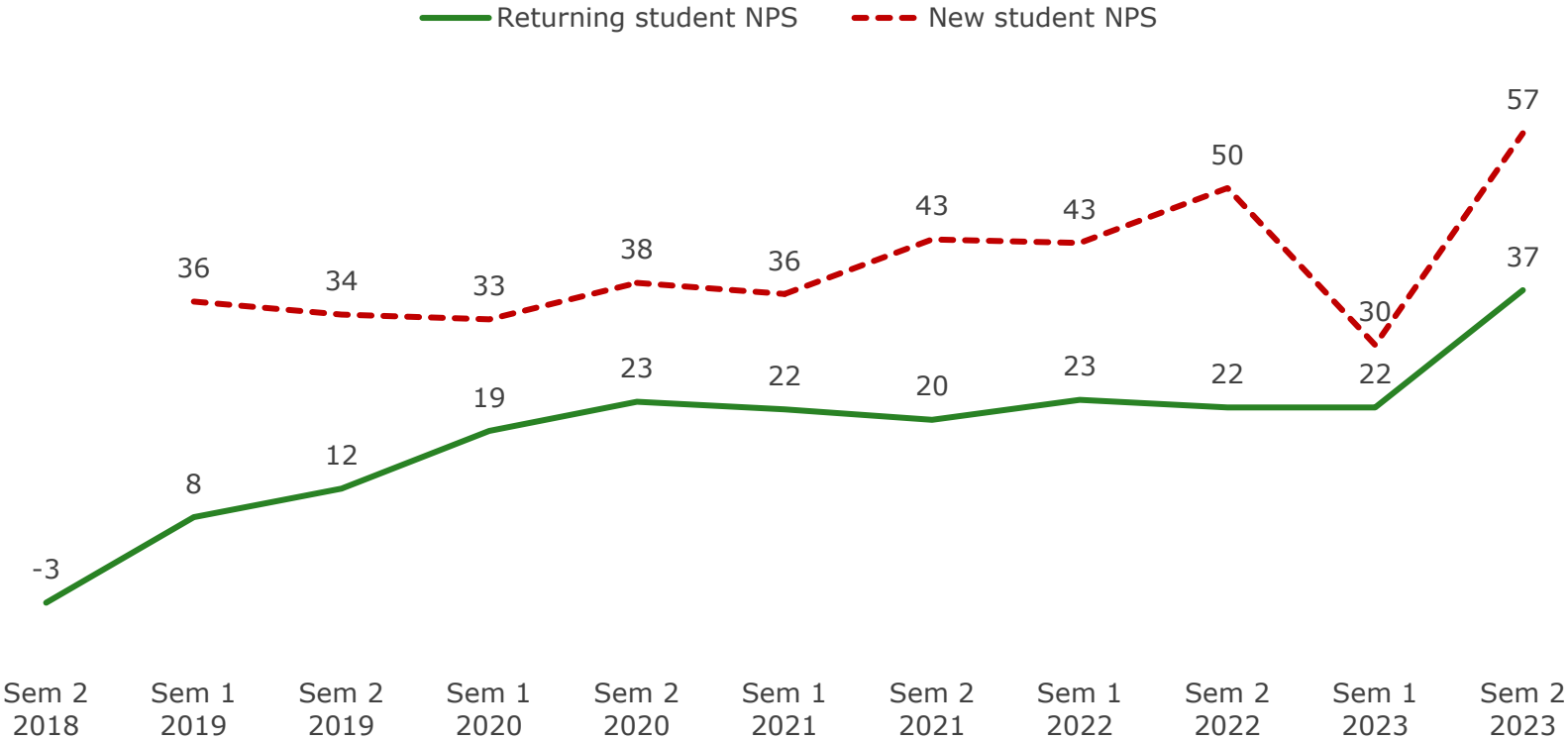
NEW STUDENTS



Unitec’s new student NPS has returned to being excellent after the variation last semester

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 | 1359
2. New students sample size, n = 0 | 791 | 602 | 782 | 509 | 1025 | 352 | 773 | 284 | 590 | 623



There is a lot of positivity among new students which is fantastic to see

NEW STUDENTS

Student comments from promoters

Unitec is a great **welcoming community** to study with, everyone is welcoming with a lot of student support and services available.

Unitec have the **best support system** every students need when they are studying not only on campus but also on the Unitec website. and that is something we as students need.

I like in person studies and **tutors communicate well**.

The **tutors are very helpful** and surprisingly funny. But also the environment on campus is amazing, the cafeteria has everything you could need and it's always handy to have toilets placed everywhere like Unitec has.

Great atmosphere, the teachers seem awesome so far. Overall Unitec just feels more **accepting and welcoming** than other places.

There are a lot of resources to help succeed in the chosen course, professors and all the staff at **Unitec are so welcoming** and go extra mile to help students.

The **course fee is much cheaper than university**, and also Unitec does same job than universities.

Unitec has very **nice study culture** as well as its surroundings and it's location is at best place in New Zealand. Teacher are very nice and supportive to the students they also have learning advisors which helps you to understand your study's.

Excellent teachers , a lot of support and helping hands:)))

Unitec has a **beautiful campus**, and teaching staffs to take care of students.

They have **structured the course exceptionally well** and always try to help the students reach their maximum.

Unitec offers **friendly environment and a friendly staff** who help students to learn and grow. Stress free learning!

Found the **classes very interesting** and lecturers always keen to help.

The way I have been **welcomed into the university**, the staff are absolutely amazing.

Great experience, training and **support to students**.

Has been good especially with **a sense of knowing us** and coaching us through material.

Because Unitec is a good school, with a **wide range** of subjects people can apply for.

Unitec is one of the renowned institution in New Zealand. The **lectures are always supportive**.

I didn't expect that much about polytechnic school but once I started studying I was very surprised how **lecturer were supportive** and also there's a separate class if you need help for science/math. Since the subject is very hard, I'm going science/math class every week and get 1:1 lesson so I can understand the subject.

Course well structured and good use of online resource's to study material before lecture. Good choice of time to study ie during day or in evening. Knowledgeable and excellent teachers.

The school has **professional and excellent teaching and non teaching staff**. The environment and atmosphere are ideal for learners. The objectivity and teaching standards are on the highest level.

Because its cool being here, I believe it makes university education **accessible** to everyone.

Awesome **tutors are very helpful**.



There are very few detractors, so this page is really diving deep to find some negative aspects from new students

NEW STUDENTS

Student comments from detractors

*I love Unitec but I feel like there should be more information provided for what's in the tests. Sometimes stuff we haven't even learnt are in the tests. The **information given is sometimes very disorganised** too.*

*Above average staff, ok **facilities**.*

*Because I have found the **teaching at Unitec weak**.... Solely a box ticking exercise.*

I prefer study at Auckland University.

***Nothing gets marked** for months!*

*Too stressful **So many quiz and assessments**, no break to prepare for exams.*

*I think it is good but it is good for what in particular is being studied. More practical things. Also I think **attendance tracking is dumb**.*

*It is because the **planner they gave for study is not actually followed** the assessment are usually taken after that and kinda make confusion moreover, teachers doesn't have to time to listen student queries they have to rush and they should also provide some go through of assessment question before assessment for international students in beginning before the first one as they have never done such stuff like that without taking them as a grade in their overall.*

*Because Unitec is an **unorganized** institution.*

*It's my 1st semester, and I'm **still getting use to studying**.*

*I think there could be more efforts to make international students feel at home, and I've had **trouble with getting some of the materials for lectures**. There was a book I was not able to get anywhere, and the library only has one on short loan. Also had to pay 120\$ for an assessment, I don't understand why this is not included in the tuition.*

*Most of my **friends' study/studied at UoA or AUT**. But I would still recommend Unitec because of the smaller class sizes and mt albert campus is pretty sweet with the pukeko chilling.*

***Lectures aren't recorded** properly, disadvantaging students that travel from out of west Auckland.*

*Because Unitec is a nice environment overall however if you want to study anything that isn't creative or a trade, you're better off going to somewhere like University of Auckland for the prestige. Also it's a shame how **Unitec isn't as grand as it once was**.*

*They **cancelled my course on orientation day** and now I'm doing business because I have no choice which is also half of a social work course. Seems like funding here is questionable.*

*I think the education in general is good and I like the diversity of the courses, however I sometime feel like the courses **could be a bit more challenging and dig deeper** into the topics. Unitec does not provide any opportunities for students to get to know people and **socialise**.*

*Despite a good teaching environment, I see some weaknesses of the college in providing services like old microwave **facilities**.*

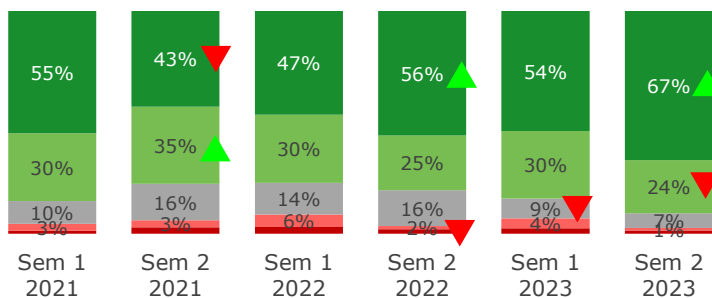
*One course so far provides some useful information, but overall I struggle to justify its existence as a standalone **course**. The other is more helpful. I like it.*

*For a friend who is living a bit far might have some difficulty and inconvenience attending classes in person as due to the **location of the University**. Unitec Waitākere has all the essential facilities and buildings but feels **very small compared to other universities** and there is not many entertainments for the students. But I still think it has some good people and services our students can access and the campus is somewhat clean so I think it's not too bad.*

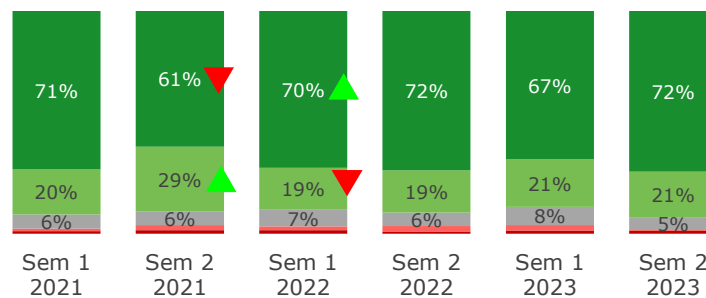
The majority of metrics for new students are seeing higher levels of agreement

NEW
STUDENTS

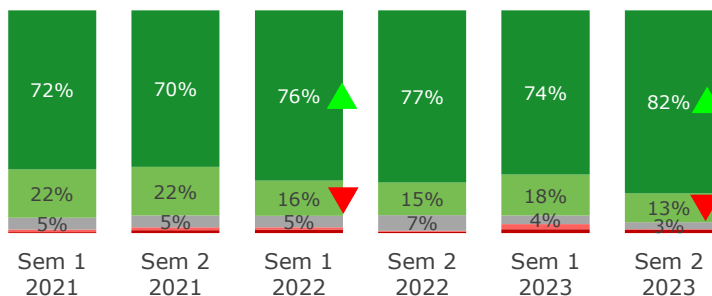
I am forming friendships with people I have met in class



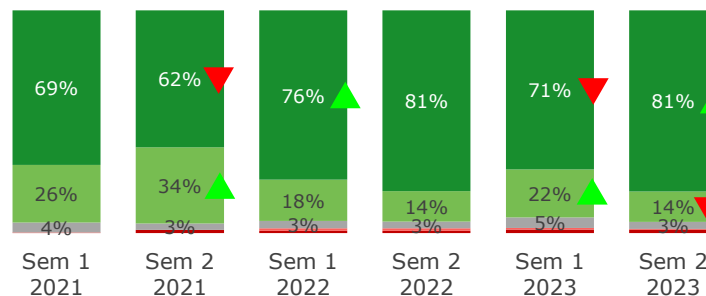
There is someone in my programme or department I can talk to if I have a question or need help



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:

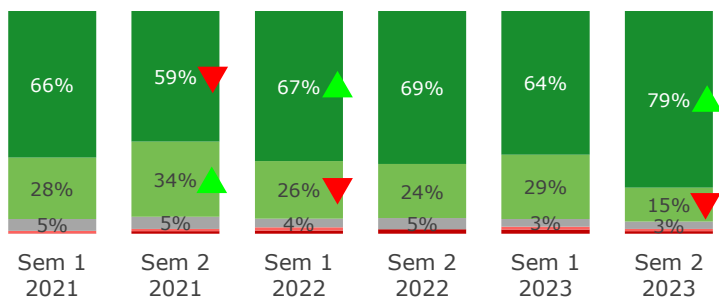
1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 703 | 312 | 623 | 199 | 405 | 484

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

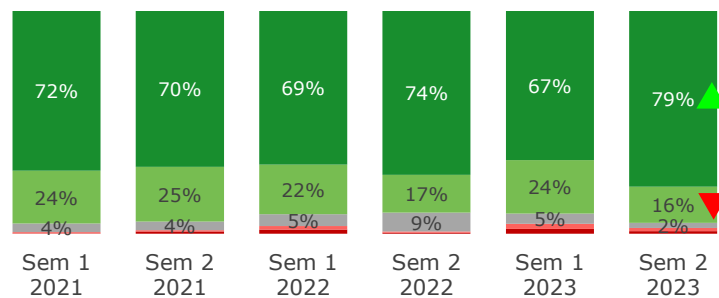
Higher metrics continued..

NEW
STUDENTS

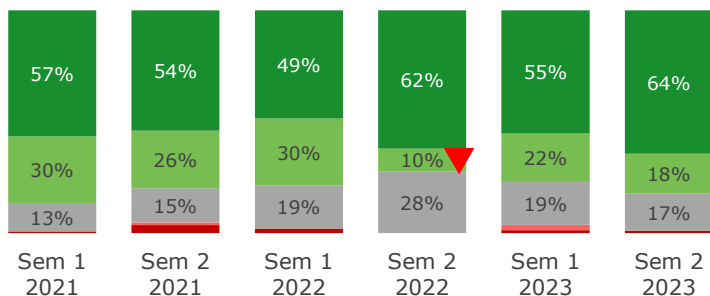
I believe I can be successful in my studies at Unitec



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 = 363 | 706 | 317 | 199 | 405 | 486
3. Māori/Pacific sample size, n = 157 | 85 | 150 | 29 | 83 | 107

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

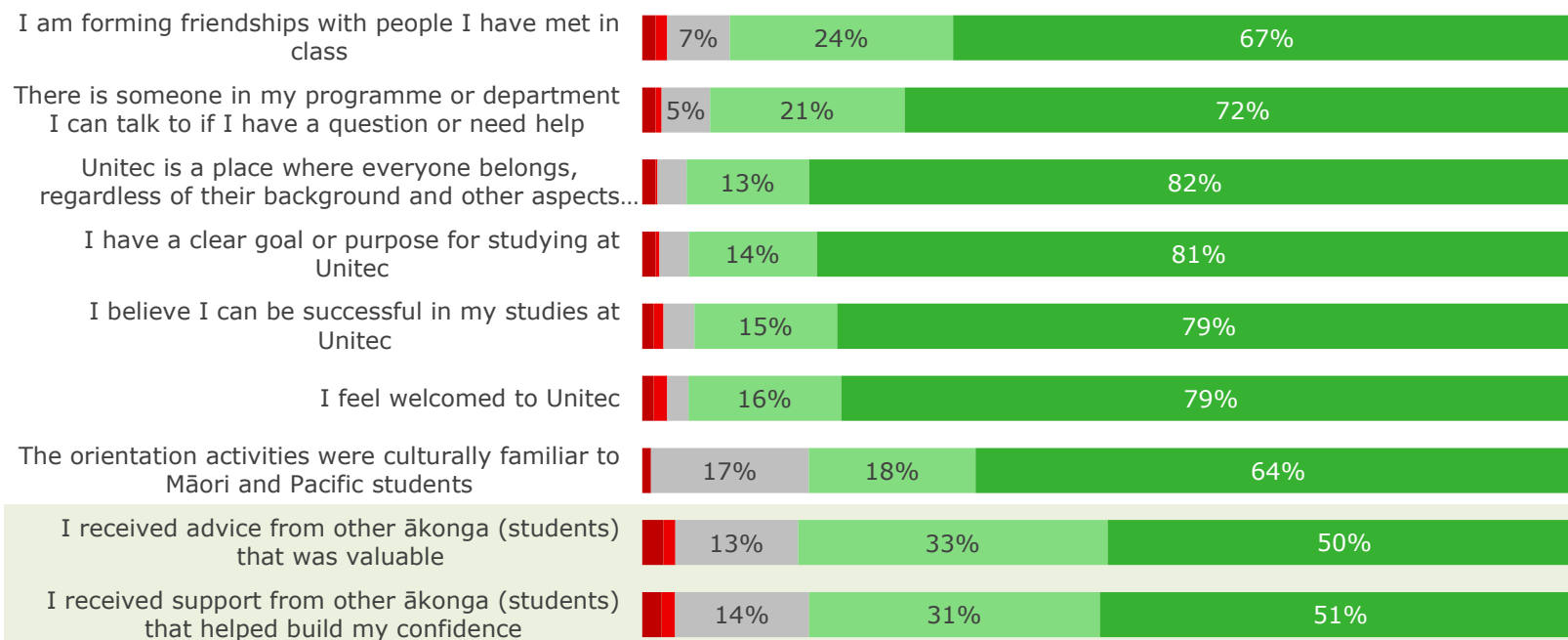


The two newly added statements about support or advice from other ākonga have relatively low agreement

NEW STUDENTS

Student agreement on 'Te Pūkenga' statements

Sem 1 2023



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

Notes:

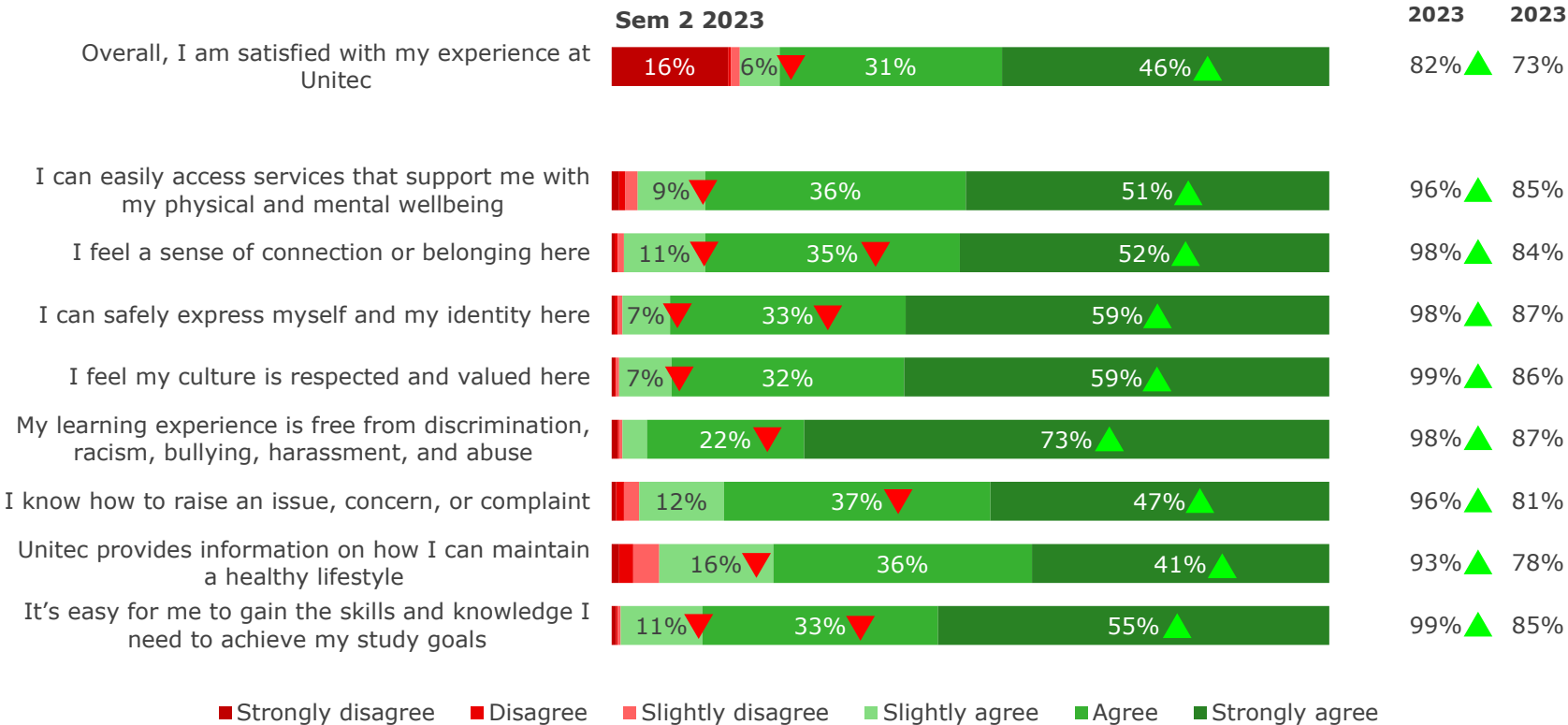
1. Data labels <=5% are hidden for clarity
2. Sample size, n = 484 (n=107 for Māori and Pacific statement)



Like returning students, new students have much higher agreement on all statements

NEW STUDENTS

Student agreement on 'Te Pūkenga' statements



Notes:
 1. Data labels <=5% are hidden for clarity
 2. Sample size, n = 487 | 405

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

05.

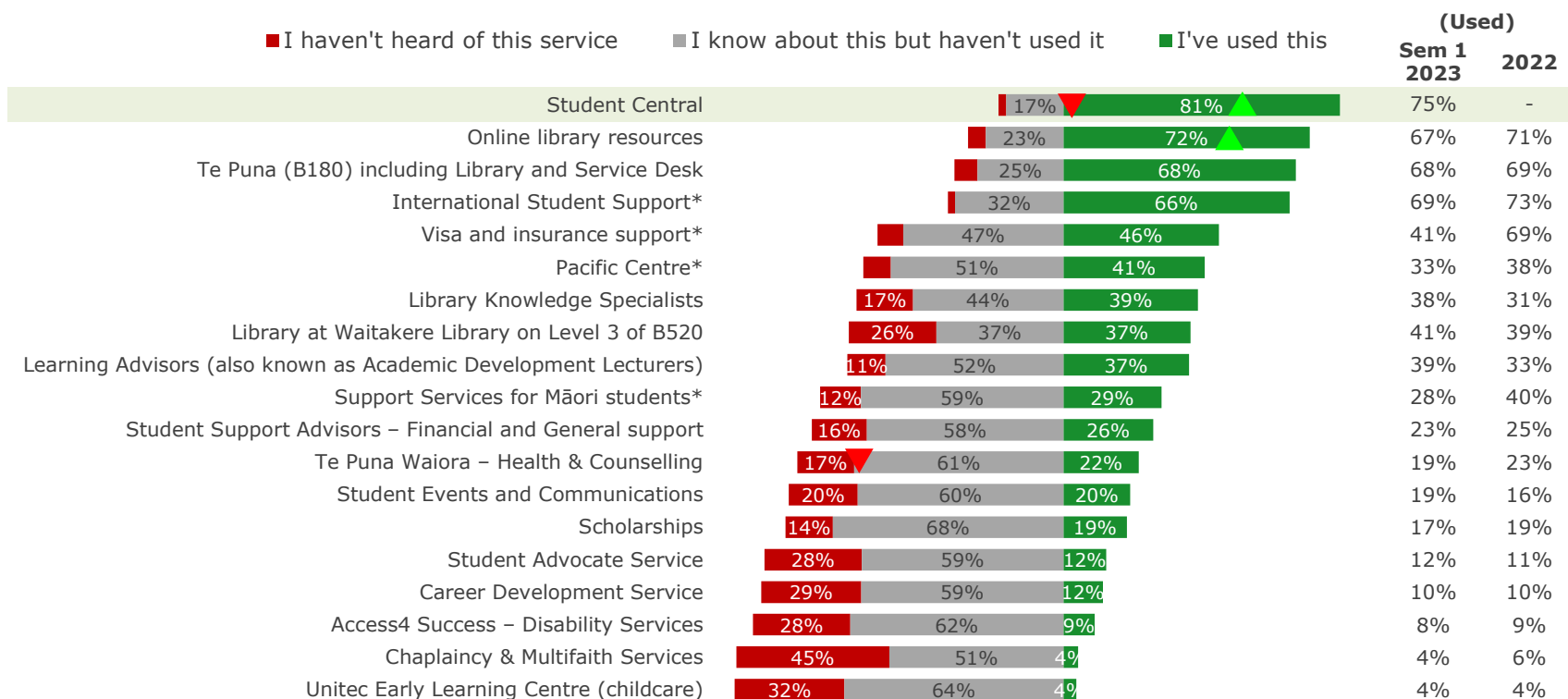
STUDENT SERVICES



Student Central usage has risen and sits comfortably 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 = 990 | 398 | 1262
3. * only asked of students in the relevant priority group

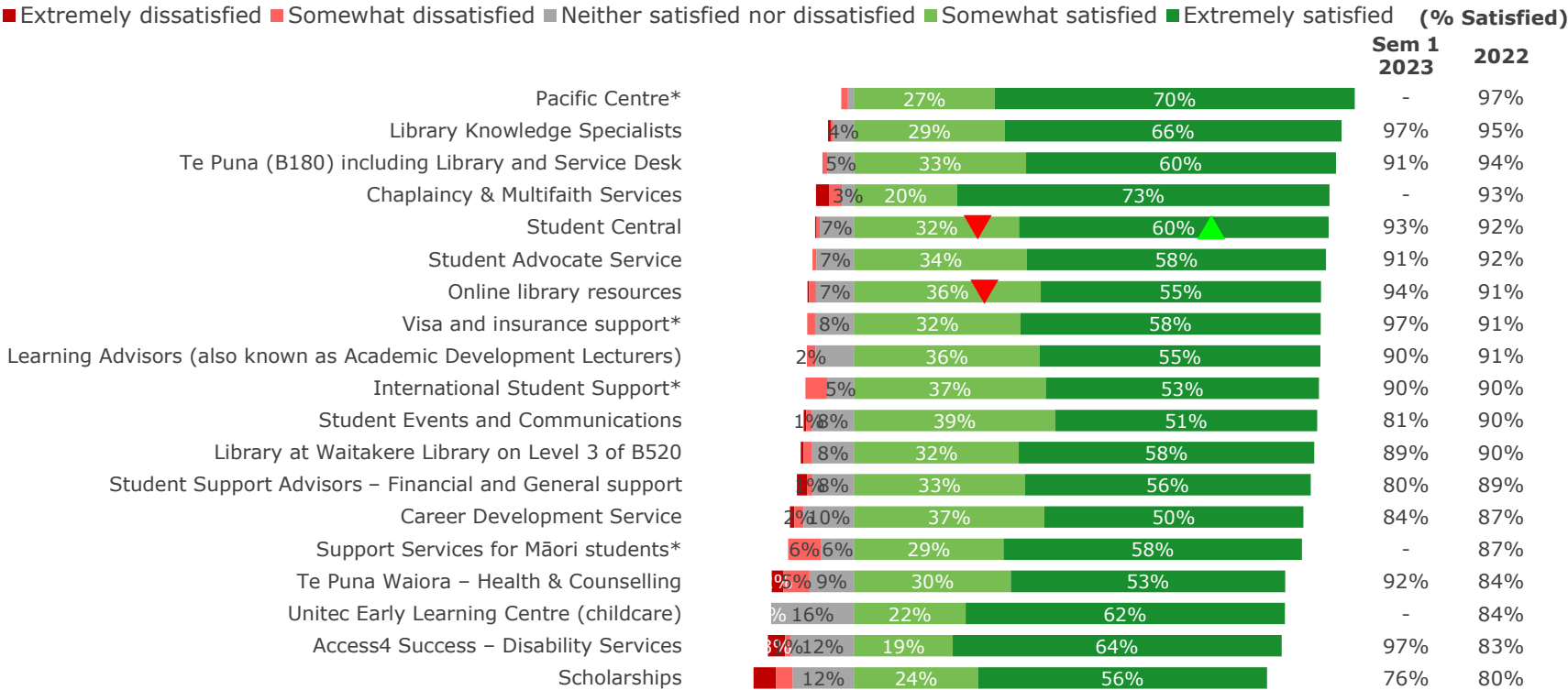
▲ Significantly higher / lower than previous period (95%)



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 = 77 | 386 | 671 | 40 | 796 | 122 | 709 | 65 | 355 | 94 | 192 | 363 | 259 | 111 | 31 | 217 | 37 | 89 | 183
 3. * only asked of students in the relevant priority group
 4. Services with a sample size n<30 are not shown

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