Student NPS Semester 1 2024

May 2024

Key findings

Student NPS result

Overall, Student NPS has landed at scores of 41 for new and 25 for returning. This is an increase when compared to Semester 1 2023 but a decrease when compared to the previous semester of Semester 2 2023.

- All priority groups have decreased from the previous NPS score but are still at higher levels than Semester 1 2023.
- Community Studies received the highest NPS score.
- New students are saying they feel welcomed and supported at Unitec which is a continued theme from previous NPS.

Reasons for NPS

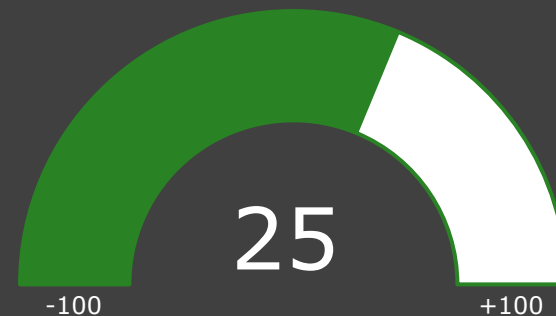Comments from students are mixed, matching the NPS. Themes are:

1) Students feel positive about the atmosphere and culture at Unitec
2) Students are feeling supported by staff and their comments reflect this
3) Course content is an issue for some detractors
4) There are a few students who feel they want more support
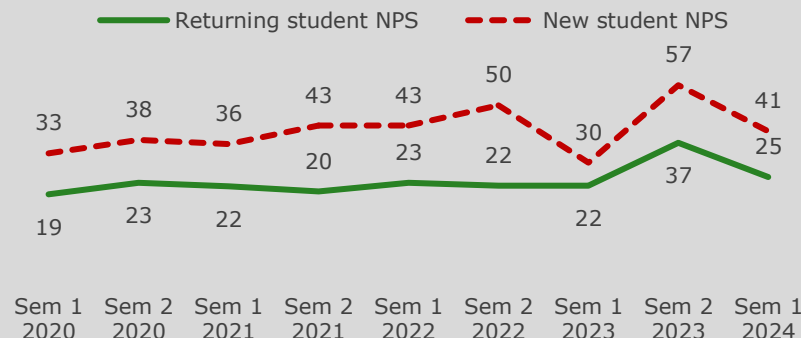
Improvement Suggestions

There have been a number of suggestions for improvement:

- By far the largest, about one in five is about improvement campus maintenance, food and opening hours
- Parking availability and cost remains an issue
- Timetabling, and structure of courses has been noted as an area for improvement

Returning Student NPS

25

-100   +100

Student NPS over time

Returning student NPS — — — New student NPS

|	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
New student NPS	33	38	36	43	43	50	30	57	41
Returning student NPS	19	23	22	20	23	22	22	37	25

Top Improvement Suggestions

1. Outdated facilities, food options and library opening hours
2. Parking! Costs and availability!
3. Timetabling, and enrolment communication could be improved
4. Lecturer communication and issues with digital tools are areas 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.
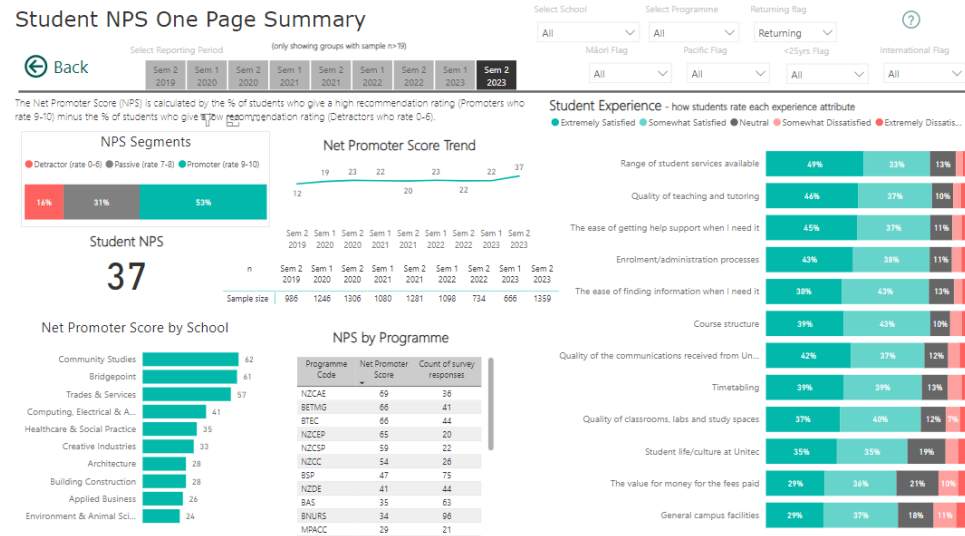
If there are any problems getting access to the dashboard, or if there are any other questions about the content, please contact the [marketing team](#).

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.

The survey this semester again had a significant $3,000 prize pack was offered as the incentive. The survey was sent via email to students enrolled in a formal programmes in semester 1 2024. The survey opened on 8-Apr to n=5,738 students and closed on 6-May. In total, n=1,622 students responded to the survey giving a response rate of 28%. Last semester's response rate was 35%.

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.
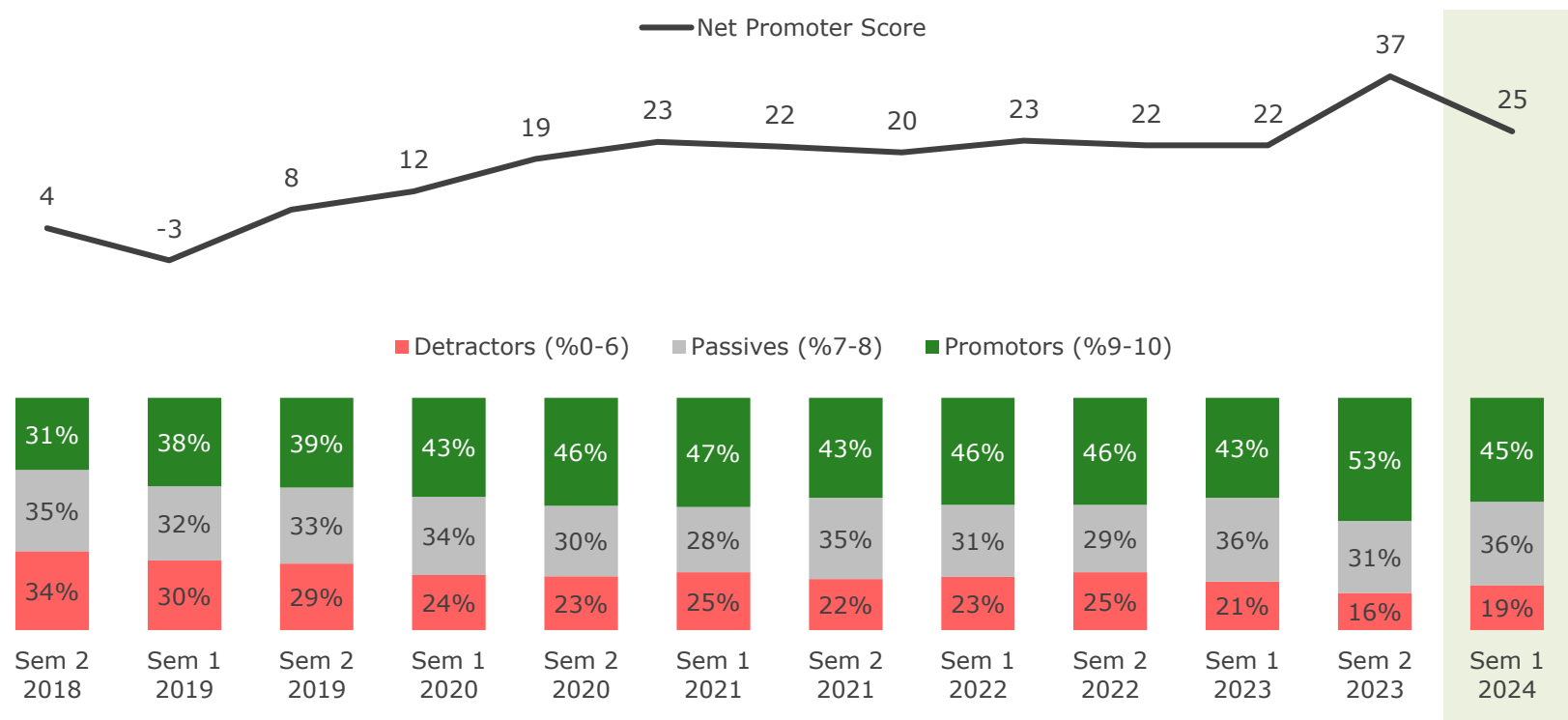
$$\text{☺}\% - \text{☹}\% = \text{NPS}$$

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

Unitec's returning student NPS is now 25, an increase of 3 points as compared to Sem 1 2023

Returning student NPS

— Net Promoter Score

37
23   23
19   22   20   22   22
12   25
8
4
-3

■ Detractors (%0-6)   ■ Passives (%7-8)   ■ Promotors (%9-10)

	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 2023	Sem 1 2024
Promotors	31%	38%	39%	43%	46%	47%	43%	46%	46%	43%	53%	45%
Passives	35%	32%	33%	34%	30%	28%	35%	31%	29%	36%	31%	36%
Detractors	34%	30%	29%	24%	23%	25%	22%	23%	25%	21%	16%	19%

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 | 979

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NPS varies across schools with Community Studies achieving the highest NPS score

Returning student NPS by school (semester 1 2024)

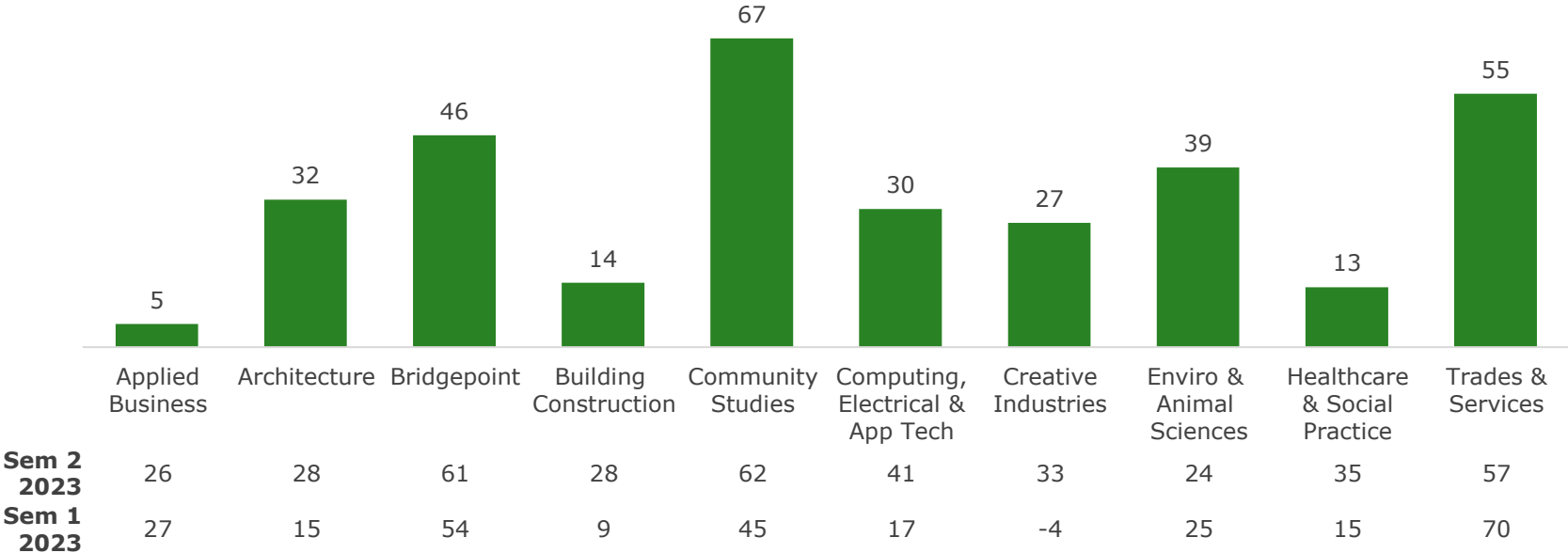|	Applied Business	Architecture	Bridgepoint	Building Construction	Community Studies	Computing, Electrical & App Tech	Creative Industries	Enviro & Animal Sciences	Healthcare & Social Practice	Trades & Services
Sem 2 2023	26	28	61	28	62	41	33	24	35	57
Sem 1 2023	27	15	54	9	45	17	-4	25	15	70

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 1 2024 by school), n = 139 | 71 | 70 | 160 | 33 | 141 | 37 | 72 | 182 | 60

NPS has improved for Māori and Pacific ākonga as compared to Semester 1 2023
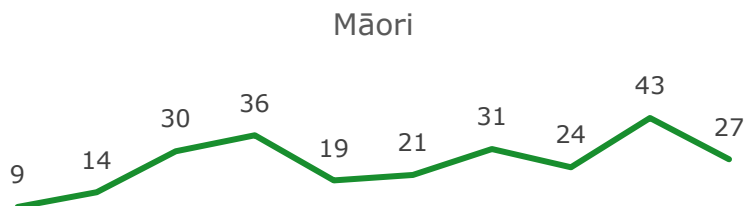
Māori

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	Sem 1 2024
9	14	30	36	19	21	31	24	43	27

Pacific

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	Sem 1 2024
31	35	48	38	50	43	39	44	31	58	43
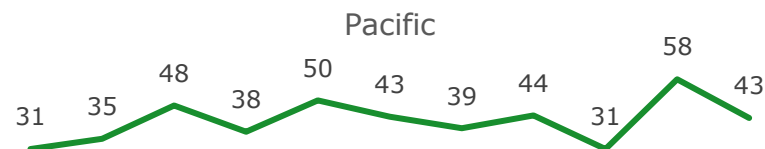
In my experience, I see diversity and acceptance of all cultures. It has all walks of life walking through the halls of Unitec, and I can engage and learn from my peers from different cultures, ethnicities and races. Kotahitanga at its finest.

Great tutors, specifically in the arts department. Great facilities also, computers free to use, unlimited books to take out and extremely helpful support staff. Also, there is a good amount of cheap accommodation in the area.

There is a large support system provided if asked. Teachers are willing to help and go a bit further with helping students where they can.

Unitec staff take a lot of pride in ensuring that their students have the right tools and learn the necessary skills to pass their studies. They also make sure that students are introduced to people in their chosen trade, helping them make connections to gain a foothold in their chosen industry.

The teachers are incredible, the staff and support systems are fantastic and the spaces around Unitec are easy to access and aesthetically appealing to see.

I've learned a lot from Unitec in terms of communication, diversity culture and the values that motivate me towards my goals as a student
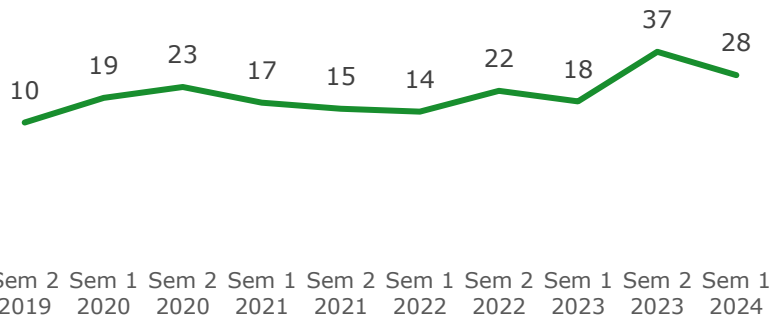
Notes:
1. Student NPS displayed here is for returning students
2. Sample size (semester 1 2024 by priority group), n = 86 | 167
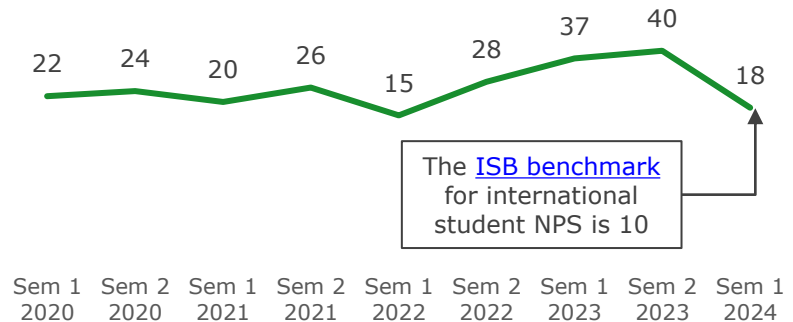3. A learner can belong to multiple schools or priority groups

NPS for under 25 and disability increased as compared to Semester 1 2023 International NPS has decreased but remains above ISB benchmark

Under 25

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	Sem 1 2024
10	19	23	17	15	14	22	18	37	28

International

Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
22	24	20	26	15	28	37	40	18

The ISB benchmark for international student NPS is 10

Disability

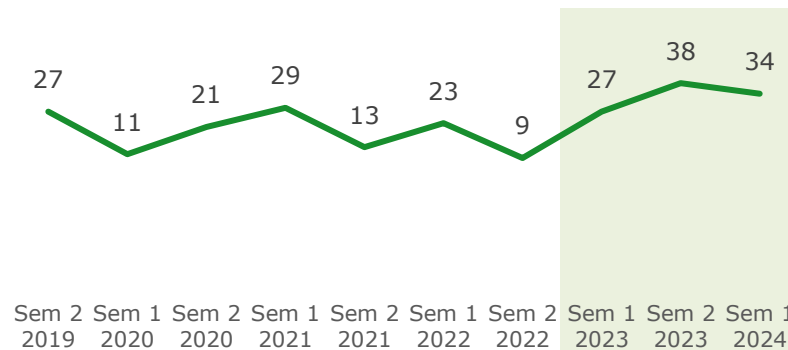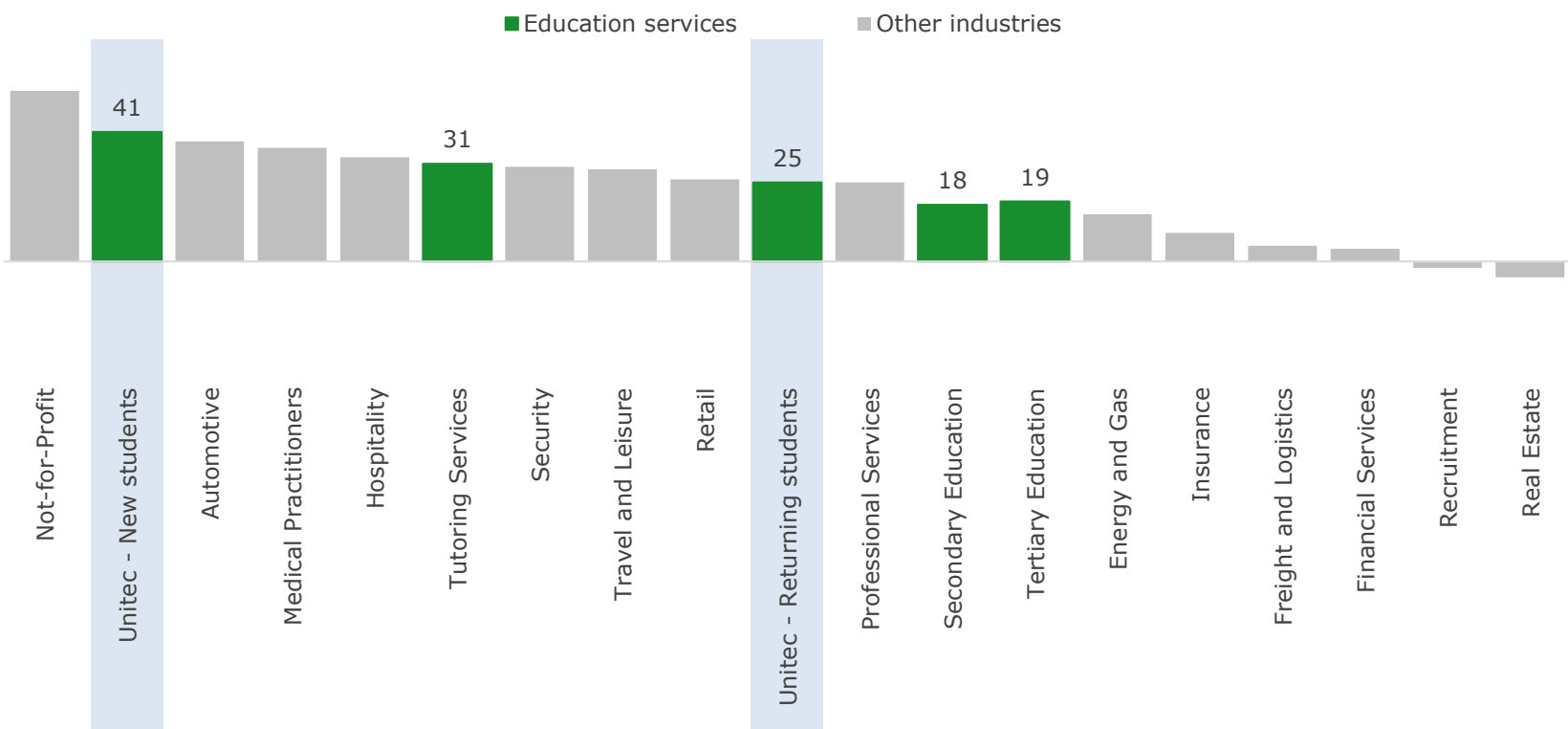| Sem 2 2019	Sem 1 2020	Sem 2 2020	Sem 1 2021	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
27	11	21	29	13	23	9	27	38	34

Notes:
1. Student NPS displayed here is for returning students.
2. Defining disability in semester 1 2023 is different to previous waves as it was directly asked in the survey this semester
3. Sample size (semester 1 2024 by priority group), n = 339 | 234 | 100
4. A learner can belong to multiple schools or priority groups

New student NPS is well above the tertiary education benchmark with returning students 6 points above

New Zealand NPS industry benchmarks 2024

Legend: ■ Education services ■ Other industries

Bar chart values and categories:
- Not-for-Profit
- Unitec – New students: 41
- Automotive
- Medical Practitioners
- Hospitality
- Tutoring Services: 31
- Security
- Travel and Leisure
- Retail
- Unitec – Returning students: 25
- Professional Services
- Secondary Education: 18
- Tertiary Education: 19
- Energy and Gas
- Insurance
- Freight and Logistics
- Financial Services
- Recruitment
- Real Estate
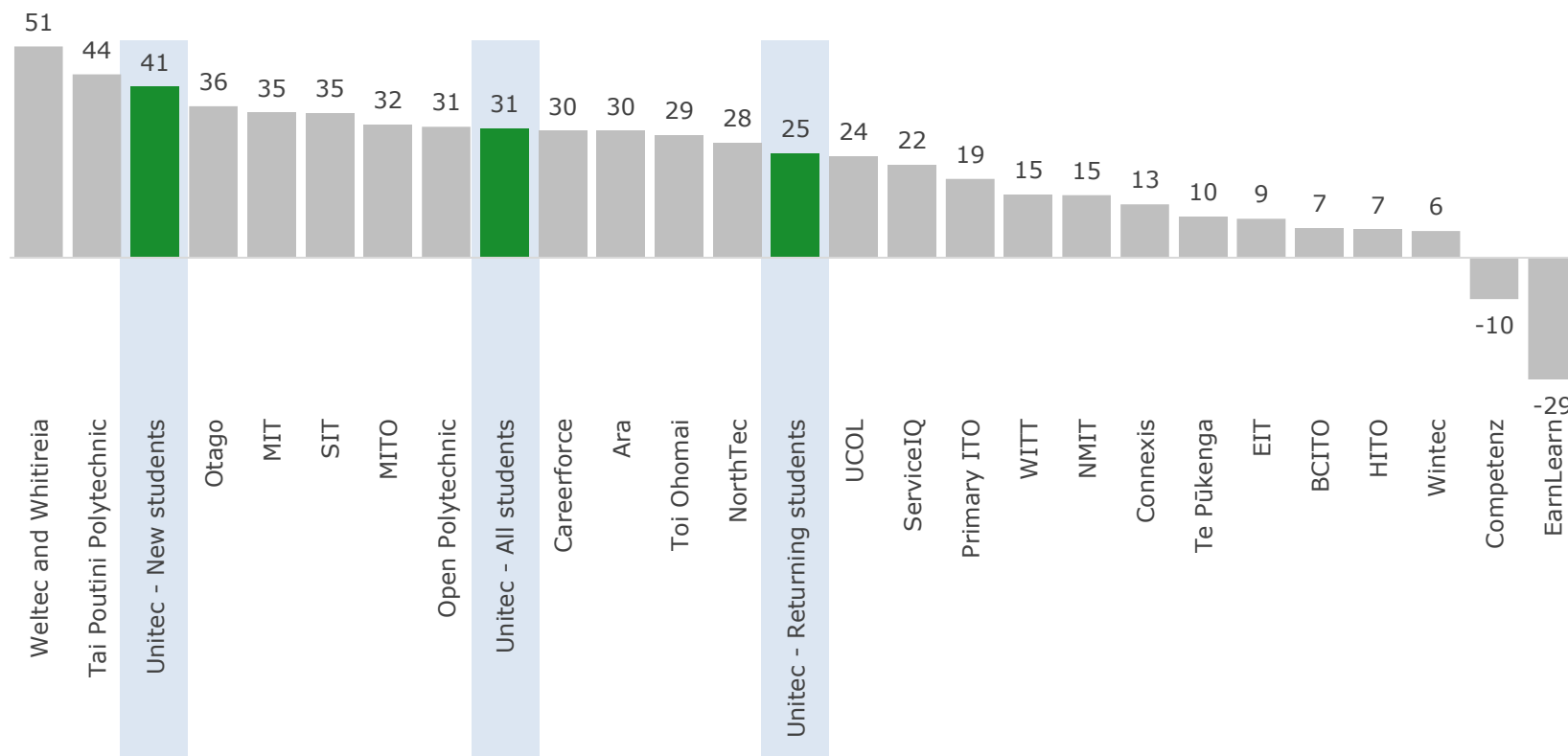
Notes:
1.   Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2023 report

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

Te Pūkenga Learner Engagement Survey NPS benchmarks

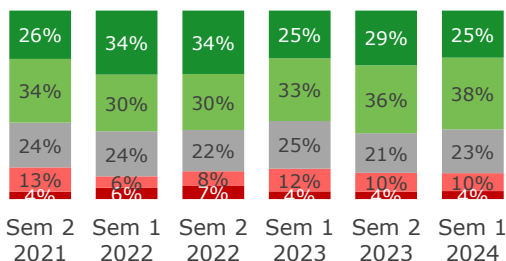| Institute	NPS
Weltec and Whitireia	51
Tai Poutini Polytechnic	44
Unitec – New students	41
Otago	36
MIT	35
SIT	35
MITO	32
Open Polytechnic	31
Unitec – All students	31
Careerforce	30
Ara	30
Toi Ohomai	29
NorthTec	28
Unitec – Returning students	25
UCOL	24
ServiceIQ	22
Primary ITO	19
WITT	15
NMIT	15
Connexis	13
Te Pūkenga	10
EIT	9
BCITO	7
HITO	7
Wintec	6
Competenz	-10
EarnLearn	-29

Notes:
1. Source: Te Pūkenga learner engagement survey – semester 1 and 2 2023
2. Other institutes most likely have new and returning students mixed together at an unknown ratio
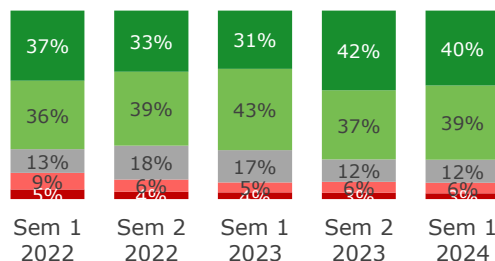3. The sample size and response rate of other institutes is unknown

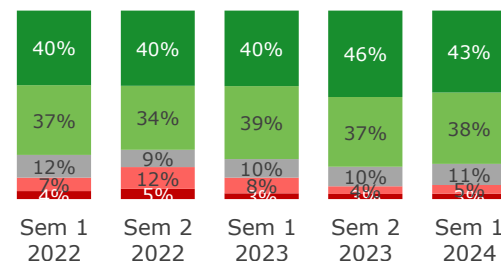# Value for money remains the area with the largest opportunity for improvement.
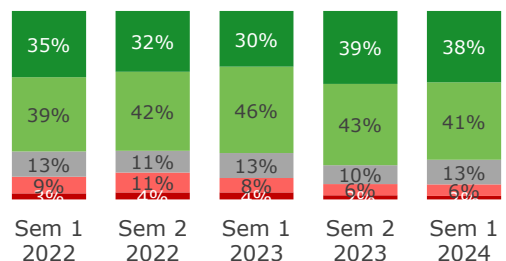
Value for money for the fees paid

	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	26%	34%	34%	25%	29%	25%
Somewhat satisfied	34%	30%	30%	33%	36%	38%
Neither	24%	24%	22%	25%	21%	23%
Somewhat dissatisfied	13%	6%	8%	12%	10%	10%
Extremely dissatisfied	4%	6%	7%	4%	4%	4%

Quality of the communications

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	37%	33%	31%	42%	40%
Somewhat satisfied	36%	39%	43%	37%	39%
Neither	13%	18%	17%	12%	12%
Somewhat dissatisfied	9%	6%	5%	6%	6%
Extremely dissatisfied	5%	4%	4%	3%	3%

Quality of teaching and tutoring

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	40%	40%	40%	46%	43%
Somewhat satisfied	37%	34%	39%	37%	38%
Neither	12%	9%	10%	10%	11%
Somewhat dissatisfied	7%	12%	8%	4%	5%
Extremely dissatisfied	4%	5%	3%	3%	3%

Course structure

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	35%	32%	30%	39%	38%
Somewhat satisfied	39%	42%	46%	43%	41%
Neither	13%	11%	13%	10%	13%
Somewhat dissatisfied	9%	11%	8%	6%	6%
Extremely dissatisfied	4%	4%	4%	3%	2%

Ease of getting help/support

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	40%	39%	35%	45%	45%
Somewhat satisfied	35%	35%	41%	37%	35%
Neither	15%	17%	17%	11%	13%
Somewhat dissatisfied	6%	5%	5%	5%	4%
Extremely dissatisfied	4%	4%	2%	2%	3%
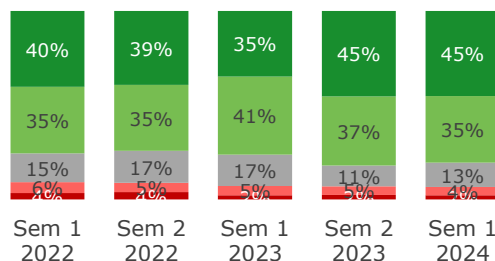
Ease of finding information
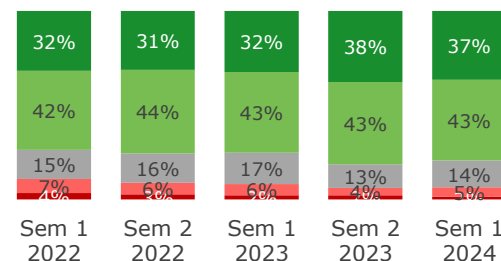
	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	32%	31%	32%	38%	37%
Somewhat satisfied	42%	44%	43%	43%	43%
Neither	15%	16%	17%	13%	14%
Somewhat dissatisfied	7%	6%	6%	4%	5%
Extremely dissatisfied	4%	3%	2%	2%	1%

Legend: ■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied
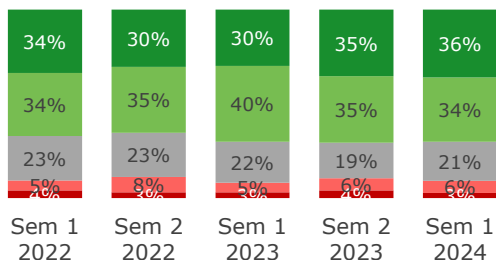
Notes:
1. Question text: How satisfied are you with the following aspects of Unitec …
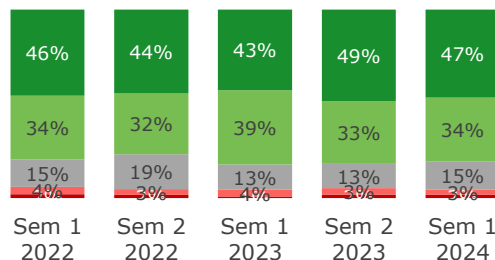2. Sample size (semester 1 2024), n = 848

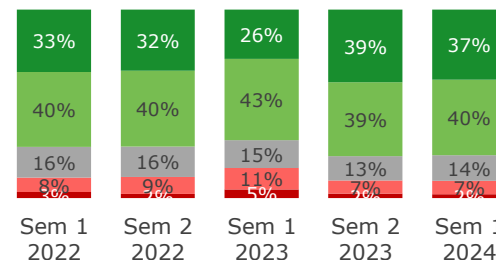# There has been a noticeable decrease in the satisfaction with Unitec facilities.
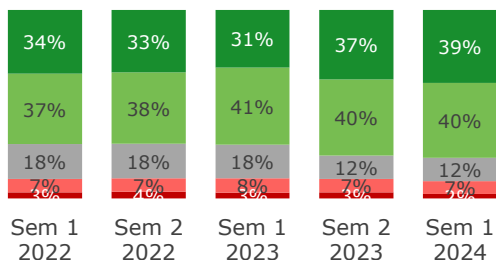
Student life/culture at Unitec

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	34%	30%	30%	35%	36%
Somewhat satisfied	34%	35%	40%	35%	34%
Neither	23%	23%	22%	19%	21%
Somewhat dissatisfied	5%	8%	5%	6%	6%

Range of student services

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	46%	44%	43%	49%	47%
Somewhat satisfied	34%	32%	39%	33%	34%
Neither	15%	19%	13%	13%	15%
Somewhat dissatisfied	4%	3%	4%	3%	3%

Timetabling

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	33%	32%	26%	39%	37%
Somewhat satisfied	40%	40%	43%	39%	40%
Neither	16%	16%	15%	13%	14%
Somewhat dissatisfied	8%	9%	11%	7%	7%

Quality of study spaces

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	34%	33%	31%	37%	39%
Somewhat satisfied	37%	38%	41%	40%	40%
Neither	18%	18%	18%	12%	12%
Somewhat dissatisfied	7%	7%	8%	7%	7%

Enrolment/administration processes

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	38%	40%	37%	43%	42%
Somewhat satisfied	34%	37%	40%	38%	35%
Neither	16%	14%	13%	11%	14%
Somewhat dissatisfied	7%	6%	8%	5%	7%
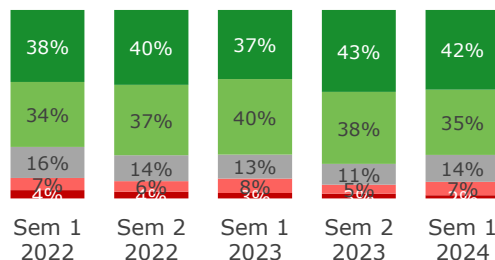
General campus facilities
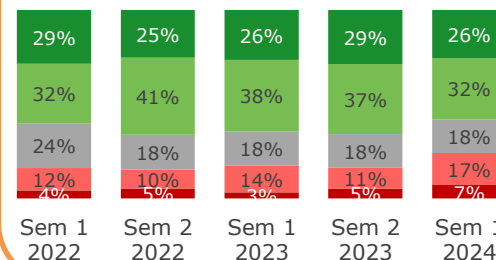
	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Extremely satisfied	29%	25%	26%	29%	26%
Somewhat satisfied	32%	41%	38%	37%	32%
Neither	24%	18%	18%	18%	18%
Somewhat dissatisfied	12%	10%	14%	11%	17%
Extremely dissatisfied	4%	3%	3%	5%	7%

Legend: ■ 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 ...
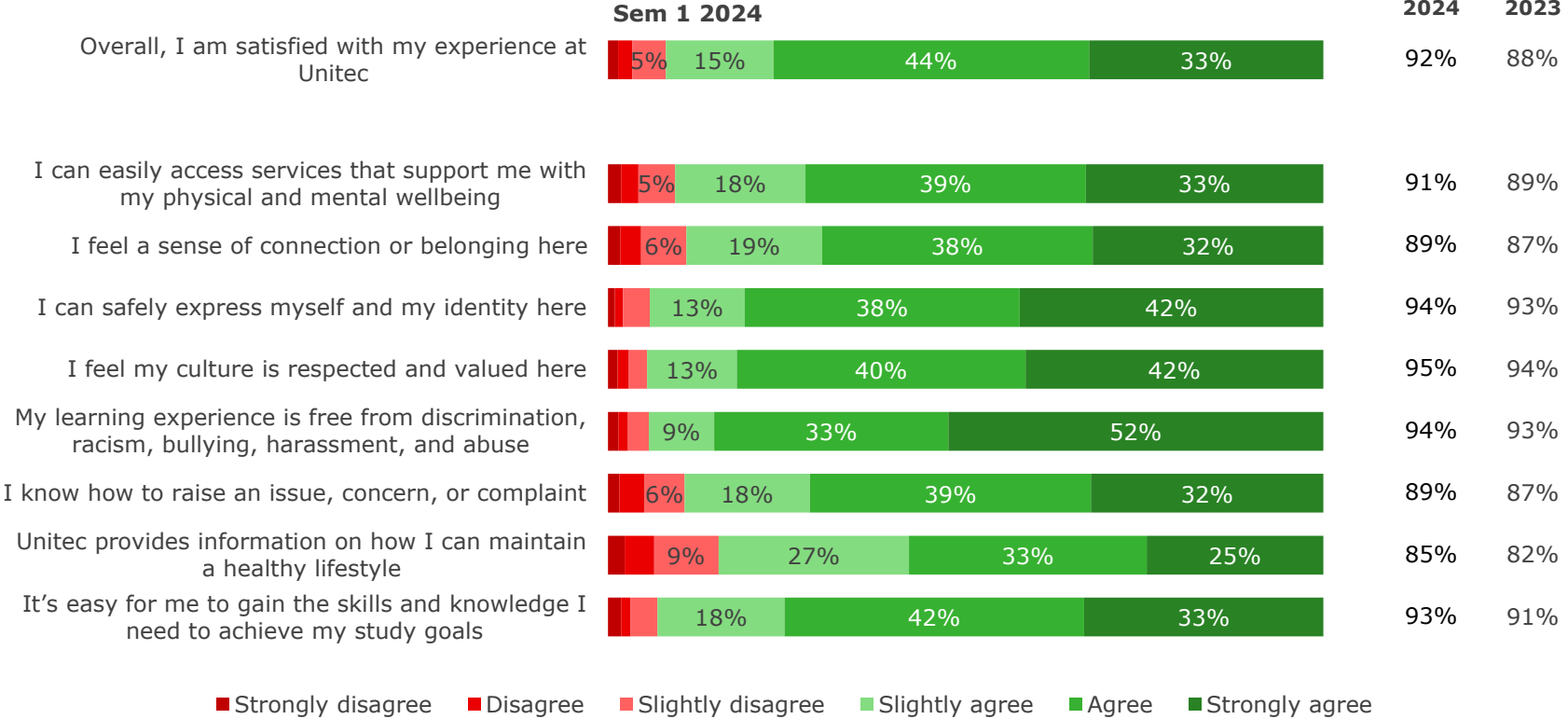2. Sample size (semester 1 2024), n = 848

There has been an improvement in the overall student wellbeing compared to Semester 2 2023, as indicated by the statements below.

Student agreement on 'Te Pūkenga' statements

	RETURNING STUDENTS	(%total agreement)	
	Sem 1 2024	Sem 1 2024	Sem 2 2023
Overall, I am satisfied with my experience at Unitec	5% / 15% / 44% / 33%	92%	88%
I can easily access services that support me with my physical and mental wellbeing	5% / 18% / 39% / 33%	91%	89%
I feel a sense of connection or belonging here	6% / 19% / 38% / 32%	89%	87%
I can safely express myself and my identity here	13% / 38% / 42%	94%	93%
I feel my culture is respected and valued here	13% / 40% / 42%	95%	94%
My learning experience is free from discrimination, racism, bullying, harassment, and abuse	9% / 33% / 52%	94%	93%
I know how to raise an issue, concern, or complaint	6% / 18% / 39% / 32%	89%	87%
Unitec provides information on how I can maintain a healthy lifestyle	9% / 27% / 33% / 25%	85%	82%
It's easy for me to gain the skills and knowledge I need to achieve my study goals	18% / 42% / 33%	93%	91%

Legend: ■ Strongly disagree ■ Disagree ■ Slightly disagree ■ Slightly agree ■ Agree ■ Strongly agree

Notes:
1. Data labels <=5% are hidden for clarity
2. Sample size, n = 852 | 1051

Summary of key findings about NPS and study experience

1 Returning student NPS has decreased to a score of **25**, down **12** points compared to Semester 2 2023 but still 3 points up compared to Semester 1 2023 NPS score. New students NPS decreased with **16** points from Semester 2 2023 to a score of **41** in Semester 1 2024.

2 All priority groups decreased but are still at levels higher than Semester 1 2023.

3 Te Pūkenga statements indicate an overall improvement in returning student wellbeing compared to Semester 2 2023 while new students indicate lower levels of wellbeing.

4 As with all research, when a sudden change 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 or the disestablishment of Te Pūkenga).

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

Legend:
- Atmosphere & culture
- Courses & content
- Staff support
- Learning & development
- Staff friendliness
- Staff professionalism
- Other support
- Facilities
- Staff communication
- Price perception
- Management
- Activities
- Parking

Categories (x-axis): Detractors, Passives, Promoters
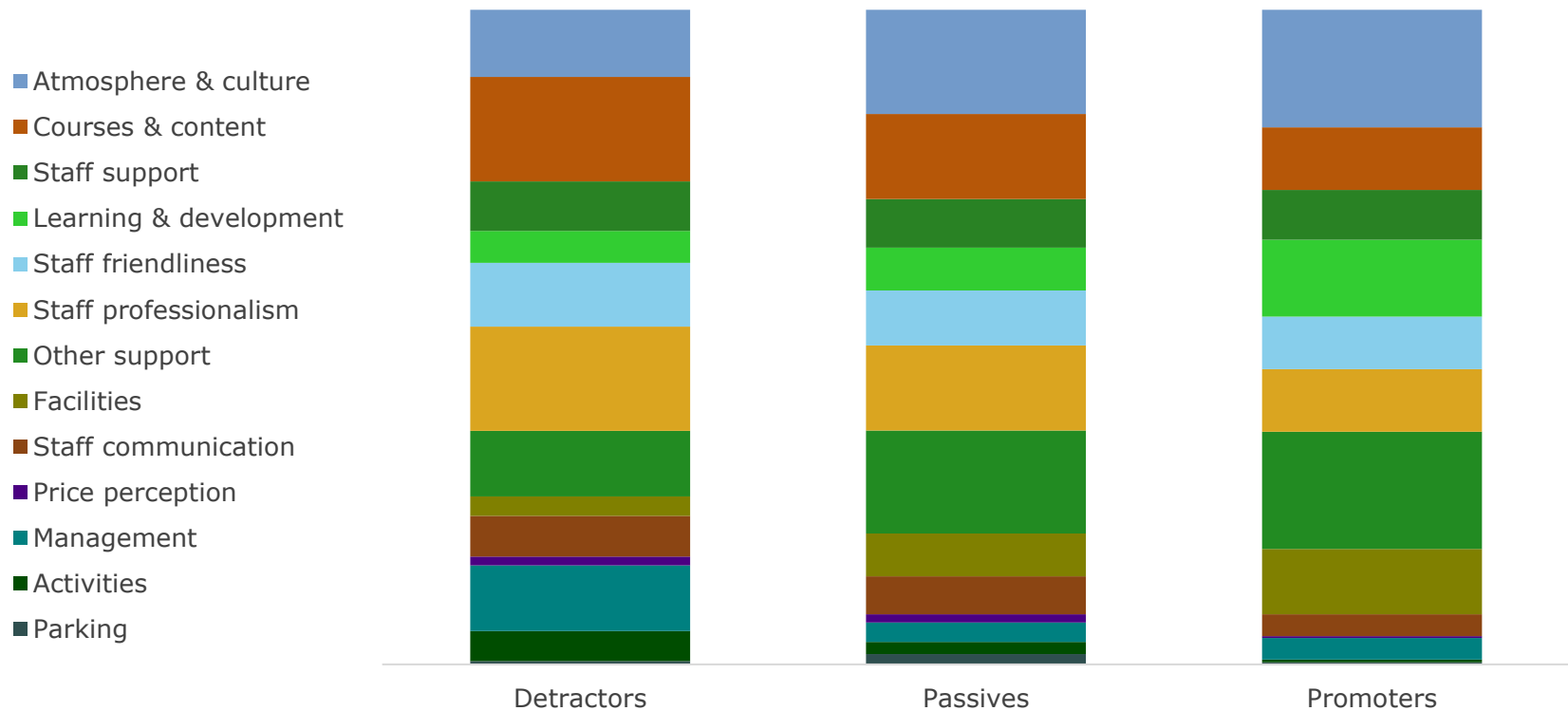
Notes:
1. Shown above are themes with more than n=20 mentions
2. All verbatim were able to be coded into at least one theme
3. Verbatim may be coded to more than one theme

Of the 430 student comments themed under Atmosphere & Culture, 77 are also themed under Staff Support and 78 under Staff Friendliness.

Overlap of student comment themes

	Atmosphere & Culture	Courses & Content	Staff Support	Learning & Development	Staff Friendliness	Staff Professionalism	Other Support	Facilities	Staff Communication	Price Perception	Management	Activities	Parking
Atmosphere & Culture	430	53	77	50	78	49	53	29	20	10	6	10	6
Courses & Content	53	306	45	59	35	55	29	20	27	12	12	4	3
Staff Support	77	45	245	28	65	36	47	24	30	2	3	3	1
Learning & Development	50	59	28	223	32	28	32	14	14	5	2	2	3
Staff Friendliness	78	35	65	32	212	33	33	18	22	7	2	1	0
Staff Professionalism	49	55	36	28	33	206	27	29	30	8	8	3	5
Other Support	53	29	47	32	33	27	201	19	20	5	5	2	1
Facilities	29	20	24	14	18	29	19	120	6	5	1	2	4
Staff Communication	20	27	30	14	22	30	20	6	110	3	6	3	0
Price Perception	10	12	2	5	7	8	5	5	3	38	0	0	1
Management	6	12	3	2	2	8	5	1	6	0	36	0	1
Activities	10	4	3	2	1	3	2	2	3	0	0	23	0
Parking	6	3	1	3	0	5	1	4	0	1	1	0	20

Comments about atmosphere and culture are largely positive

Student comments about **Atmosphere & Culture**

Because of the teaching method, support students get from lecturer and the management. And the practical skills we get. I like the way our lecturers teach, resources they provide.

I think Unitec is a great place to learn, in a caring and helpful environment with many lectures that can help you along the way with anything.

I feel like it's a good environment. You can tell the teachers want the best for you and teach in a way that personally helps me when I'm doing my assessments. The vibe at Unitec is good too.

Really great support services for Neurodiverse learners. The lecturers want you to pass and do everything they can to best support students. Cafe, subway, sushi places to eat at. Enriched in Māori culture, beautiful welcoming pōwhiri at the marae and support services specially for Māori learners. Excellent course structure with lots of practical mahi.

Because the learning here at Unitec is very engaging. Not only that, but I feel like the lecturers really care about the students too and want them to succeed. They never feel like they're just here to do their job and send us away, they're always willing to offer their time for us and I find that very encouraging, not to mention it's quite productive

My experience at Unitec has been really good so far for a number of reasons. The atmosphere of community between the students that you guys have managed to create is amazing, students are so kind and helpful and friendly especially since I'm new to Unitec, they really made me feel welcome. It is such a stark difference to the university I went to before where everyone was cold, rude and unhelpful. Secondly the staff has been very helpful, when I had to enrol kind of last minute the admin staff were so helpful and quick, especially Jojo!

I love the environment of the University! We can study anytime with a clean and silence place. All the staff is very cooperative and supportive.

Unitec is very friendly, cultural, accepting and the staff are very kind and welcoming

When I first started my degree in 2020 it was awesome had great Lecturers and now in my last semester of my degree and with the merge of Te Pūkenga last year I personally think it's become worse. Great lecturers have left and I am thankful I was taught by them in my first 2 years. There are a few great lecturers left that I've had and some new ones that have started this year and they are really good, but I don't have that Whanau feeling about Unitec anymore.

No student community, student admin support has poor customer service and poor understanding of the courses Unitec offers, poor quality teaching, unjustifiable costs, unnecessary papers included in degree.

Firstly, our campus is not very inviting. It is just one building; therefore, it doesn't provide a university feel. It just feels like you are in high school. We have very limited areas for students to socialise. We have little to no student clubs and social events as well. Overall, it doesn't provide the university experience that most students want. Secondly, our study options aren't flexible; as someone who travels an hour or more by train ride, I would appreciate if some classes were either offered online or at least a quality recording for the lecture should be provided. The lectures that are currently being recorded are not up to standard in this advanced digital age. The recordings have numerous sound and video issues. Sometimes, we can't hear the lecturer's voice either because of a technical issue or because the lecturer doesn't bother to use mics. Other times, the video recordings just freeze, and a chunk of the lecture is missing...

Challenges with courses is a contributing factor to being a detractor, however, most comments on courses & content are still very positive

Student comments about **Courses & Content**

Because the course material is (mostly) all relevant to the industry. The lecturers are knowledgeable and passionate about teaching. They are responsive and happy to spend time with students who need their help.

Unitec is able to provide good support to their students and teachers. As Unitec gives lots of opportunities and resources to help us students grow. I've been quite impressed with the student support in Unitec. As we have financial, mental and other aspects of support. My course is well structured and has the appropriate tools and resources to help us learn. Unitec is a good school with lots of support and resources to help us students get the most out of our tertiary education.

My course have given me everything I've wanted from it so far and has taught me more than I thought I would learn.

I like the teaching materials the tutors make available for the students such as class discussion, flip learning videos and LAB is the best.

While the lecturers are great and knowledgeable, I feel as though the management of Unitec could be a lot better. For example, some of the courses in my degree were taken away, which was poorly managed, leading to some students having to do courses elsewhere.

From what I have seen with the course I am doing; it is very well resourced and equipped for the students.

Both times I've attended Unitec it's been hard work but in a sense of the teachings, learning and meeting new peers is refreshing and easy going. The faculty are all very hands on and helpful. It's a place where you really do feel welcome, it gives you a breath of "I really can do this." Some people are nervous and belittle themselves but attending Unitec takes that dull feeling away. I've already recommended Unitec to a couple friends who are wanting to get back into studying.

The selection of available courses, guidance options, the amount of student support available & the lecturers are all extremely great positive aspects to why I'd recommend Unitec to a family member or friend.

There are many issues with this uni, from constant course changes, to a lack of communication between courses in other courses. Also Moodle is terrible, I literally have to psych myself up to use it else I risk having an anxiety attack.

Recognition and Assignment quality is very good. Sometimes, content of the certain subjects not clearly specified. Guidance regarding assignment preparation should improve.

The administration of the school is abysmal. At the start of each semester, I have had to deal with muck ups in my enrolment, 30% of my exams and tests have had, at best, typos, at worse, information errors that change the meaning of the question and/or required answers from the intended or learned one. The teachers complain consistently about the state of the school, and all seem very busy and overworked.

Good teaching resources and good staff. Unfortunately, some of our credits are not accepted by Te Pūkenga or Skill or NZQA. We have to do some courses again on level 4 courses. Waste of a few months of time.

Students are feeling supported by staff and their comments reflect this

Student comments about **Staff Support**

Because of the way the school is, teachers, staff and students it feels like a safe place. The course i take is hard, but the teachers give really good support.

Really great support services for Neurodiverse learners. The lectures want you to pass and do everything they can to best support students. Cafe, subway, sushi places to eat at. Enriched in Māori culture, beautiful welcoming pōwhiri at the marae and support services specially for Māori learners. Excellent course structure with lots of practical mahi.

All the help they offer and it's a close knitted school. Tremendous help when you're pursuing your career path, staffs and students usually forms groups that will help with your studies: mentally and physically, adding to your overall experience at the school.

Before I started to study, I tried to look at different universities, and I found the staff at Unitec to be very kind and they were very helpful, they answered all my questions in the process. During my studies, I found that lecturers are very professional they want their students to succeed, and each student is valued and heard.

Not enough support for international students after fees are paid. Certain lecturers seem unwilling to help with questions. Inconsistent information on Assignment sheet and grading sheet

I am pretty satisfied with the staff and people working on campus, but the facility and support for international students are not even the bare minimum. In addition to that, international student support does not even reply to emails for like weeks.

The organisation of the whole study process is good. Appreciate many help services for students such as learning advisors, library help with specialities, maths corner. And all staff is always very-very helpful, kind and do their best to answer any queries! Also, the lecturers are interested in their classes and try to give maximum relevant information and help.

Good teaching environment and lecturers but no placement support

Lack of organisation from lecturers, staff not taking personal situations into account regarding placements.

Bad management. Not much support

Lack of support from the teaching team, Unitec has decided to not to offer TA's tutorial session which have always been a great help for an academic achievement.

Not enough support for international students after fees are paid. Certain lecturers seem unwilling to help with questions. Inconsistent information on assignment sheet and grading sheet

The professors don't help at all especially Level 6

To be honest I am older in age and if get fail with little marks it matters so much. I can see how it can affect younger people. They go In depression. I talk to the young people about it and I end up feeling sorry for me. It makes me sad that I don't get the support from Unitec

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

Student comments about **Learning & Development**

I think it is a good way to get some qualifications, but I do not think that it has excellent course content or process. I think that it ticks a box, however, the content lacks at times, it is inconsistent, the standard for assessments are not high and I think it depends on what you're looking for.

Good flexibility for learning, lots of practical as well as theoretical learning and very supportive lecturers.

From the teaching expect it is excellent institute to study in. However, management needs to look after selecting of elective subject. Some of students including myself didn't get our desire subjects to learn due to time crash in given time-table. And we need to accept selected courses.

I am pleased with the resources and facilities provided by the Unitec. The staff and lecturers are very helpful, and it's one of the best places for an international student to complete their dream education needs!

Because everything is very helpful especially the modules and you can access everything online, so study is made easy.

It is a reputed polytechnic with a good selection of courses. However, it seems like the quality of education you get is not up to the price you pay for an international student. Further, the practical exposure you get is not sufficient, especially for computing students.

I would say that studying at Unitec can be highly beneficial for many individuals, as it often provides valuable education, opportunities for personal growth, and networking connections.

I was unable to complete my course and there was no possibility of redoing an assessment. Poorly managed

I would not recommend a Bachelors in Business Management as none of the courses are suitable for parents. I am a solo mother of 3 children under 6 and all the classes are at night time. I've asked my lecturers multiple times to have live recording sessions (Echo360) as I will be able to watch them from home. I have had 2 lecturers reply and have been supportive in trying to help me whereas 2 of my other lecturers communication skills sorely lack.

I don't think the distanced learning is very connected to how we have learnt at Toi the last 2 years of our study. It would be good if there was more field work.

Courses are really hard and students do not have any breathing space in this university. Back to back exams and assignments make it harder to concentrate and score good in each and every subject. I myself feel terrified because of this studies.

Lack of support from the teaching team, Unitec has decided to not to offer TA's tutorial session which have always been a great help for an academic achievement.

Unitec has been very disorganised regarding exam timetables and calendars making it very stressful to organise the required Access4Success for exams and Studylink applications. The release of course content is also very slow at the start of academic blocks meaning any study to prepare for the classes can not be done in advance.

03.

IMPROVEMENT SUGGESTIONS

Nearly one in five comments were about maintenance of the campuses, opening hours, and food options

Improvement suggestions for **cleanliness and facilities, opening hours and food**

Facilities and cleanliness	Opening hours and food
The room heating and desks in the older building. The very low desks make it very uncomfortable to write notes for a long time, and I'm only 169cm tall. The heating issue starts to get annoying every year. It is well known, and still - students and staff are left to freeze during lectures. This should definitely improved.	*If I had to choose one thing, it would be that the cafe stays open later for us night class students they make really good coffees.*
A few things, like there being more power points in the class rooms and the a.c system being more consistent I.e. not too cold or too hot and being operated from Mt albert campus so I've heard	*Open facilities up to midnight so we have space to study*
I think the library should arrange regular cleaning of books and shelves for health and safety reasons because some are dusty and looks like have not been cleaned in a while.	*Close the campus late, not at 4 or 5 pm. Students want to study more till 8 or 9pm.*
	Lab and library should be 24 hrs available for Unitec students
The amount of spaces for people to learn in. There are plenty of spaces for written work and studying to happen, but for courses such as Dance and Drama, there are not enough facilities and the few facilities we have don't fit our needs.	*Open Henderson campus library on the weekends*
	Extension of library hours, especially during exams
The facilities I found very old and sometimes they are not very clean and the devices are old.	*More food options in library apart from subway and sushi or café*
	To provide better cafeteria options
Hours for the facilities for students who really needed to finish their assignment or do some more work.	*The food placing, yes we are near a mall but it would be nice to have a variety of food places on campus*
Toilets cleanliness and more spaces for students to study.	*There is nothing that I would want to improve about Unitec - but I would like more food options.*
Fresh soap within bathrooms in lecture buildings (they smell really bad). Having less broken toilet seats and broken seats within the lecture room	*More places to eat at on campus*
	School canteen, more food stalls like milk tea :)
People leaving trash around seems to be a pretty big problem so maybe more bins so people don't litter as much	*the food selection from the library area*

Parking issues relating to availability and cost remain an issue for ākonga

Improvement suggestions for **parking**

Parking availability

Unitec is pretty awesome overall, but let's be real, there's always room for improvement. First on my list: the parking situation. It's like the Hunger Games out there trying to find a spot, especially if you have a morning class.

If I could improve one thing it would be the carparks for students. Building more carpark areas so students don't struggle to find one & also making carparks free.

I think car parking is a bit important for students. Because there is no enough space so students are so many but car parking is not enough.

Give us back the big parking lots. It was the best thing about Unitec. Now we can't park anywhere on weekdays. People started parking on the grass because there was no other space left.

The Parking debacle is a disaster for students and staff. The parking company, have zero compassion and are unethical in their business dealings. I have found them to be deplorable to communicate with, which makes my long study journey more stressful.

One small thing. Parking. It's hard to find parking sometimes.

Parking is a problem at present with many of us having to drive around many car parks to find a park.

More parking, bigger parking space.

The parking situation is abysmal.

Cost and fines

There is one things that concerns me is the parking fares for students. I understand that as an organisation, you need to make the most out of the resources you have available and parking spaces were meant for it, but as an international student who already has lots of expenses to cover and adding another one for just travelling to Uni and parking my car there is where it gets me upset. I would really be grateful if changes could me made to that.

Parking, I can't afford to pay for parking everyday because I don't earn as much due to having to focus on studies.

As more students could agree, the parking situation could be improved. Paying for parking whilst paying to be here studying is an added expense a lot of students cannot afford and in my opinion should not have to.

The paid car parking holds me back from coming in, sometimes I just can't meet the price.

Get rid of paid parking. or at the very least include in the fees for the year so no giant fines if students forget.

The parking fees, we already pay enough for our studies, to pay the parking fees, not all of us can afford it

Free parking. So many students have been stressed with parking tickets

Access to Unitec. Parking is a bit of a problem as there isn't a lot of space for all the students and teachers that attend Unitec. When I was attending Unitec last year they had a free parking which was handy for me and my other classmates as vehicles are expensive and not having to pay for parking helps us attend without much difficulty. The only thing I would want changed is one of the parking lots to be free once again.

A number of improvement suggestions centre round timetabling and scheduling of classes along with enrolment comms

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

Timetabling and course structure	Enrolment communication
If the test or quiz can happen on each separate week/topic rather than 2 or 3 weeks syllabus together	*It was just the enrolment for my Tuesday class that was a bit messy. Maybe an email earlier from the team saying there are issues would be good as I know a few students who missed the first class due to this.*
Need to consider the assignment schedule of all subjects as a whole not individually and see if is it practical for students to submit assignments within a week for all 4	*I would say that the only area of improvement I could note is communication orientated via emails otherwise nothing of note.*
Not really sure maybe class schedules as some students have 3 classes in a day while only having 5 classes or others have to wait for half day for their other class i.e. one at 8 am the other at 6 pm. More workshops if possible like for students to see possible work inters and stuff.	*Better communication between staffs, when it comes to enrolment information.*
	More information about forms that we need to complete could be provided, website could be much better.
When we are taking four courses in one semester, hopefully teachers could communicate with each other about the learning tasks for the same period. Sometimes several assignments need to be completed at the same time.	*Change in enrolments automation*
	Enrolment process
Some classes during 2nd Sem start late in the afternoon and end at around 830pm, which is very difficult for international students who live far as the buses are few, and then the next day, student has to be there early because of the early morning class. Unitec should consider safety of its students.	*The communication between Unitec and study link also real me really needs to be addressed it was so hard and it took me ages to actually get though it all and for someone who doesn't know much about computers and systems it is really hard*
The schedule of classes. Hopefully it finishes earlier than 8:30pm specially in winter as most of the students are international students so the schedule of work ends earlier as we have limited hours of work only.	*Dysfunctional communication and poorly organised. Enrolment was a chore, there was no communication prior to starting courses, orientation was poor - most students didn't know how to find the rooms for their classes or login to Moodle. Poor communication compared to other education providers.*
To make it more online - so that I can study and still do the content, this ties into the whole monitoring attendance stuff. I feel like attendance is not necessary to pass the course. If the content was just online, I feel I would do the same.	

Digital tools are an area for improvement

Improvement suggestions for **communication and digital tools**

Lecturer communication	Digital tools
An easier to understand lecturer The administration communication.	*Moodle took a while to be ready for all of our classes. One class in particular took a while to be on Moodle. Also with the seats app, not all classes can connect to the Bluetooth to sign me into class for attendance.*
Please respond to emails quickly and provide support as needed.	
Better communication with regards to changes	*Moodle. I wish it was a little easier to find things on it.*
Some of the communication between staff and students to let them know what is happening	*Being able to navigate through Moodle and other parts of the online website*
Lecturers should be ready to help the students rather than move away from this responsibility.	*Moodle, the entire Moodle system is difficult to navigate and not user friendly, especially for those in their first year*
Better communication .sound Clarification of an issue . Not to be tossed around departments when a student faces an issue.	*More organised Moodle pages*
Lecturers need to be more organised when providing negative feedback for a student. Some students might genuinely not know the content.	*I know this is probably unpreventable on a daily basis, but ensuring IT issues are kept to a minimum.*
Have more conversations with students it's not right to treat students based on software being used for judging their work.	*Moodle - It's very confusing sometimes*
Replace the lecturers who can't speak English properly because we are paying them to explain things to us, and they can't even form a coherent sentence.	*Utilising Echo360. Some students may take advantage of it but it doesn't mean you should punish the ones who WILL benefit from it. One of my lecturers said they will not do Echo360 because of students using that as a way to stay home. I am just trying to get a degree and raise my children at the same time.*
The way teachers explain and teach the subjects to students. Teach from the start to finish with the easiest to hardest topic.	*One login to access everything, rather than separate ones for MyPortal & Moodle.*
Communication between lecturers and students, I've noticed communication gets lost between me and my lecturer and it can sometimes affect my work.	*Remove Moodle and replace it with literally any other system (for example google classroom)*

Additional guidance and a need for more teaching staff has been highlighted as suggested improvements

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

Learning style & workload	Lecturers
The class need to be organised, Everything should get sorted before the term start not afterwards.	*Some lecturers don't seem to be qualified enough to deliver the lectures. Unitec needs to hire lecturers who have a true sense of learning and can work with students to achieve good results.*
Sometimes the Unitec workload can be a bit too much for students.	*I find the courses to be very full on, I guess I would slow them down although I know it is average for university to be fast paced.*
Do the lectures video record for our students; it will help most students better understand our lectures.	*To be lenient on assessments.*
Teaching assistants are a must I understand the financial side to it but teaching assistants are a must especially for courses like estimation where some people might not have any construction experience teaching assistants are basically their lifeline.	*improve the wording for assignment paper to be more accurate, I can provide examples based on my personal experience upon request.*
	More teaching from teachers rather than self directed learning.
No time for lunch during the study when the teacher asked for the afternoon presentation(study in the morning and presentation in the afternoon.)	*As I mentioned previously, there is a staff shortage. And, in my personal opinion, only lecturers who have taught the subject for multiple years can really teach it is great.*
I prefer teachers can provide more recommendations regarding reading materials, then I can make the most of our library resources.	*More lecturers so the lecturers are not stretched too thin and having to do more than their share of classes. Lecturers need to be fresh and enthusiastic for their classes.*
It would be the pace of class sometimes it's too fast and hard to retain the information.	*Kick out the useless teachers. Hire some teachers that are actually interested in what they are teaching. Also, some new tech in classrooms would be good.*
I need more assignment guidance. It is not easy for a student without industry experience to search everything online to gain a thorough understanding of what was taught in class.	*I think that teaching and the class environment can be improved and trusted. Some classes are not good, and the environment was not good.*
Have teaching assistants in technical courses.	*More support and resources given to lecturers.*
To provide more hands-on exercises during class because I find it the best way to learn.	
More paper/book related work. for example articles, worksheets, books etc	

Ākonga suggested that there is a need to create a campus atmosphere and arrange more events and activities

Improvement suggestions for **campus atmosphere and events**

Campus atmosphere	Events
Creating more of a campus life maybe setting up more student friendly spaces where we can hang out, more food options/student discount places, help us to set up more sporting clubs and help us organise events like a student ball etc.	*I would like more events for students. It would be nice to see more variety of clubs and activities to do on campus.*
To improve the experience in the Waitakere Unitec building. We pay the same money as Mt Albert campus but we have zero of the amenities they do. It is unfair and borderline racist that they have everything and we have nothing.	*Unitec is already doing a fantastic job, but it would be more student events where students can engage with other students from other courses and build connections within the community of Unitec.*
The Campus morale, it use to feel like family, now the atmosphere has changed and to be honest I'm glad that this is my last semester and that I'm leaving Unitec. It's quite sad that I feel like this at the end of my degree.	*To have more campus activities for everyone to participate in or get to know each other.*
Better student life. Inform students what benefits unitec provides that they could utilise ie computer software subscriptions, computer labs, discounts, etc	*There are no clubs at Unitec. There aren't even many events here. I hope the management can hold at least 1 big event in the student central at least every month. No need to give away free food but any worthwhile experience.*
I would recommend for more activities and facilities for interaction and communication. Especially at this time, like me, many International Students are not just eager to learn but love to learn about NZ culture and other cultures.	*implement activities that encourage more than a lecture learning environment. Kapa haka, te reo Māori courses, even if after 5pm. Activities should be mirrored at both Unitec facilities.*
The campus looks gloomy and uninviting. I'm not sure how to improve that without major infrastructure, which may not be too feasible.	*More on campus events.*
	One thing I personally think that could be improved is the curricular activities are rarely performed, giving less change to students to interact with other college mates.
	More social clubs, for more student life
	More social events, clubs and things that make university life memorable and enjoyable. Flexible learning and study options. Student support where they can voice concerns without fear of getting on lecturers bad side.

04.

NEW STUDENTS

The NPS score decreased for both new and returning students while still showing an improvement compared to Semester 1 2024.

NPS for new and returning students

Legend: —— Returning student NPS   - - - New student NPS

Returning student NPS values: -3, 8, 12, 19, 23, 22, 20, 23, 22, 22, 37, 25

New student NPS values: 36, 34, 33, 38, 36, 43, 43, 50, 30, 57, 41

X-axis: 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 2023, Sem 1 2024
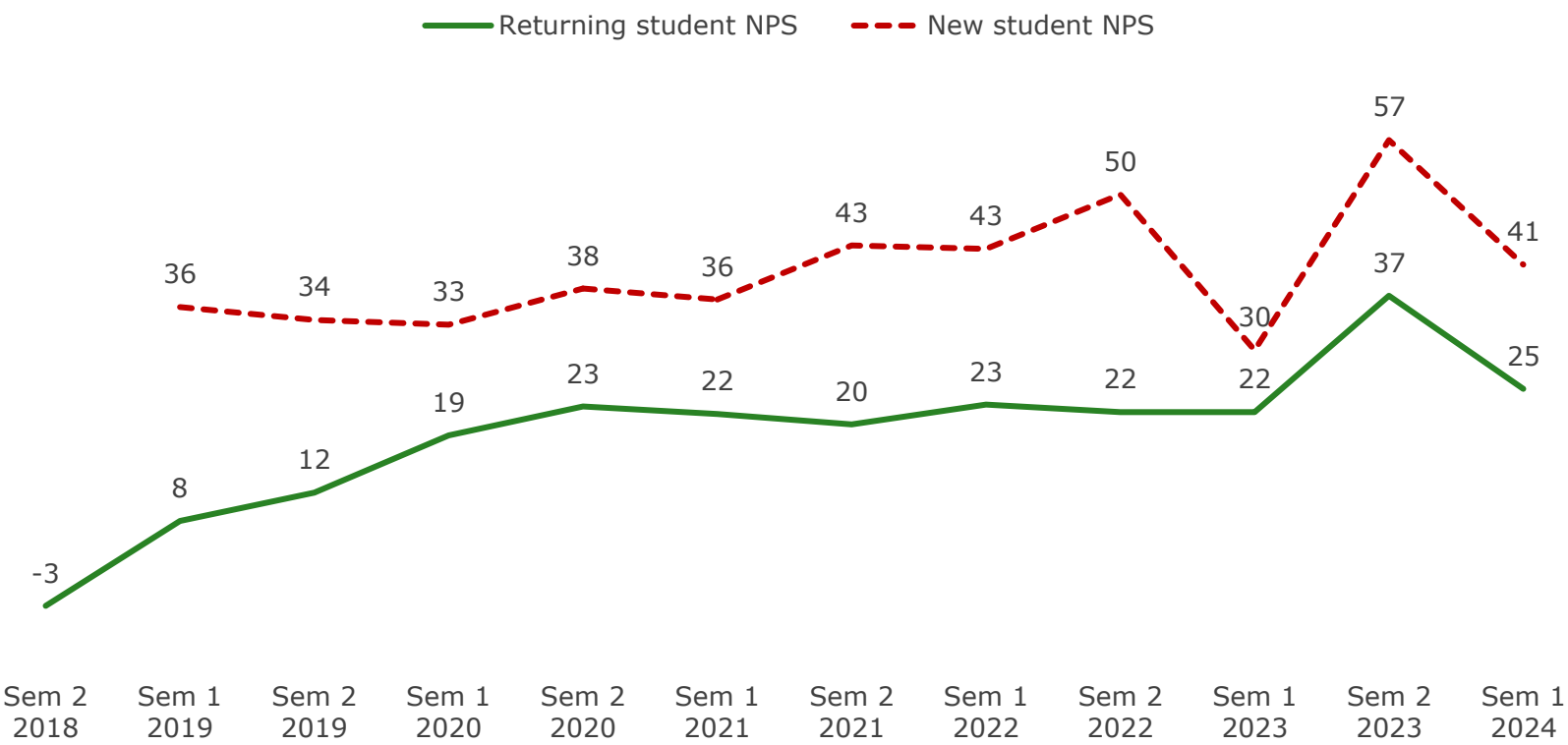
Notes:
1. Returning students sample size, n = 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281 | 734 | 666 | 1359 | 979
2. New students sample size, n = 791 | 602 | 782 | 509 | 1025 | 352 | 773 | 284 | 590 | 623 | 643

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

Student comments from promoters

All the papers I have done so far have been super **useful** and cross over really well into the workforce. All the lecturers are amazing as well and are super approachable and helpful.

Most teachers are **friendly** and there are so many **support** that we can get while we are studying at Unitec. Big library with learning advisors are the most fabulous thing.

I think the university has **great infrastructure and facilities**. It is prestigious amongst New Zealand standards . However, I think the studies could be made a bit tougher.

because i really enjoy how **welcoming** Unitec is to students, especially being a first year. I also feel the approach to learning for my degree is very **practical** and what a lot of universities should apply to their education.

Resources are **easily accessible**! Lecturers are very **helpful** in making sure students understand content of their work!"

I am really enjoying my study here at Unitec. I love how well Unitec **takes care** of their students which was something I valued deeply in my choice of tertiary.

Because my time at Unitec has really made **feel safe and happy**, as-well as the people at Unitec everybody is kind and very welcoming.

I achieved my goal at Unitec easily than I expected with **exceptional advice and guidance from the staff**. So, I would recommend Unitec for anyone and of course I have already done that.

The learning style is **very hands on** which I find the easiest way to learn. Most of the staff treat you as equals and there isn't that weird teacher/student hierarchy.

Unitec all **staff members are friendly,** and all of the **facilities are good**. I can tell the school wants to deliver me useful skills.

Learning environment and tactics are very **inclusive** for all people & understandable.

Very organised and **professional teachers** also very clean and safe environment.

I like the **support system** at Unitec, there is a system in place for almost anything you need. Tutors are very supportive and are there to help you succeed.

Unitec is **flexible** and want their students to achieve and will help you to get there

My experience at Unitec has so far been **enjoyable**, I think that many others would enjoy it too.

Whanau environment, lots of **choices** towards pathways.

I like the **learning atmosphere** here. The lecturers and classmates are very helpful. I hope my friends can also study at Unitec.

One of the **best environments for study** and overall experience was amazing. Very friendly staff

Because I love the environment of the University! We can study anytime with a **clean and silence place**. All the staff is very cooperative and supportive.

Unitec offers **helpful resources** and aide for students who may be struggling. It's also very helpful when those who help visit the students during orientation or one of the classes.

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

Student comments from detractors

Some of the **toilet facilities** and buildings appear dirty and dated. Car parking isn't always sufficient during class times.

United is a really good place for learning, however the **technology used**(Moodle) is very difficult to understand, I feel maybe an update version, or a change is software is needed.

The **communication is poor**. And they don't really advocate to youth like me with ADHD.

I've studied at other institutes and comparing them to Unitec, it would **not be my first option**. The culture and style of Unitec is just very different to what I am used to, so it has been hard adjusting.

Student services are very poor, especially **toilets** are very dirty, and classroom facilities are very limited. Everything is expensive for students. Some lecture rooms do not have adequate chairs and have to look for chairs. Some computers are not working properly in the computer labs. The student career centre does not add any value. it is very difficult to find part-time jobs for student and their partners. No major student concessions inside the campus as well as outside. It seems even though the cost of courses is high, the future of students in New Zealand is questionable.

Course **fee is too high** and due to charges are not given for the full course students have to pay extra visa charges.

I like the amount of support services and help available for the students. However, I don't like the **punctuality of some of my lecturers**. I also don't believe that there is much value for the money. The classes are meant to be 4 hours but the majority of the time the classes are 2 hours or less. I do like that I can get ice cream from the shop though.

The Facilities and services are very good at Unitec, but the **lectures are a little complicated**. There are a wide age range of students studying so it only makes sense that you make the lectures as simple as possible.

Some lecturer is not good enough to teach and source of **books at library is rather poor**. There are no available **sport facility** for students to use to maintain their health.

There is a little bit of **disorganisation**. But the people are great.

I don't feel like the lecturers I am receiving are living up to my standards. The lecturer that facilitates my breakout sessions for one of my papers rushes the whole session and comes off rude and arrogant. We are also told about tutorials less than 12 hours before. I am a mum who works full time.

Friendly environment, Good location, but the course I'm doing seems to be very **unorganised**.

The school is good for specific topics however it is **not recommended for everyone.**

I really like Unitec but there are tiny problems like the **library is too small** and the classes aren't good. I'm saying this in my opinion.

The beginning of this year has been very **confusing**, hard to find my way around the moodle and website. I feel like I have been **thrown in to the deep end** with not a lot of organising from the uni. Otherwise, lectures have been amazing, and replies have been ok.

Although I love the courses that Unitec has to offer, there have been certain **organisational difficulties** that have been a bit of a barrier.

The majority of new students are in agreement with the statements related to Unitec with a few opportunities for improvement.
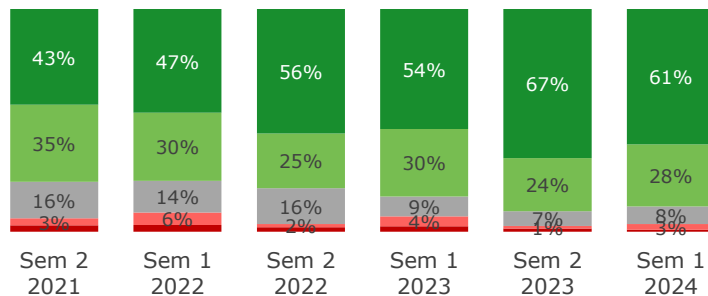
I am forming friendships with people I have met in class

	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Strongly agree	43%	47%	56%	54%	67%	61%
Somewhat agree	35%	30%	25%	30%	24%	28%
Neither agree nor disagree	16%	14%	16%	9%	7%	8%
Somewhat disagree	3%	6%	2%	4%	1%	3%

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

	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Strongly agree	61%	70%	72%	67%	72%	69%
Somewhat agree	29%	19%	19%	21%	21%	22%
Neither agree nor disagree	6%	7%	6%	8%	5%	6%
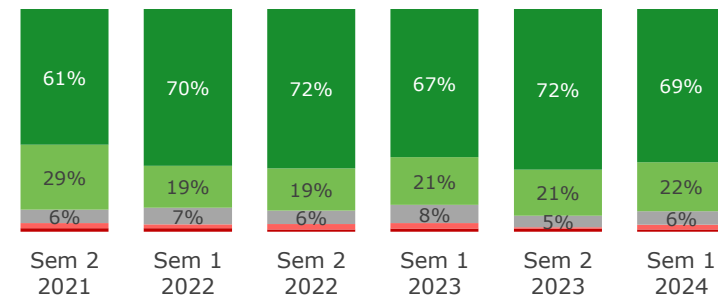
Unitec is a place where everyone belongs, regardless of their background or other aspects of their identity
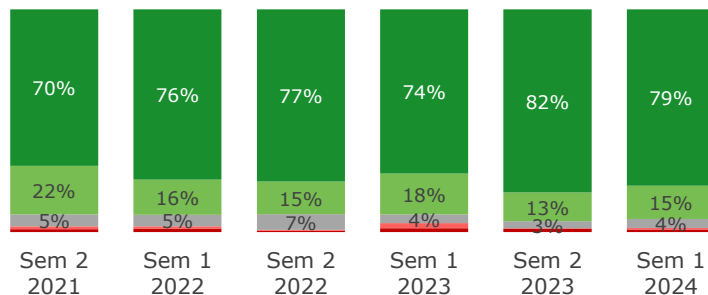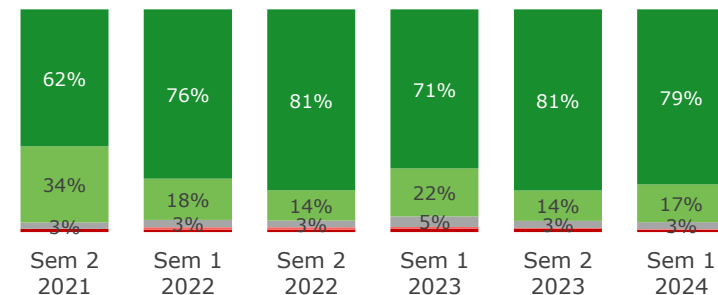
	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Strongly agree	70%	76%	77%	74%	82%	79%
Somewhat agree	22%	16%	15%	18%	13%	15%
Neither agree nor disagree	5%	5%	7%	4%	3%	4%

I have a clear goal or purpose for studying at Unitec

	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Strongly agree	62%	76%	81%	71%	81%	79%
Somewhat agree	34%	18%	14%	22%	14%	17%
Neither agree nor disagree	3%	3%	3%	5%	3%	3%

Legend: ■ 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 = 312 | 623 | 199 | 405 | 484 | 564

Metrics continued..
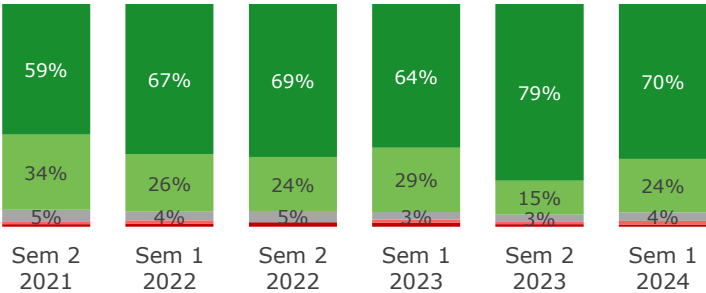
I believe I can be successful in my studies at Unitec

	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Strongly agree	59%	67%	69%	64%	79%	70%
Somewhat agree	34%	26%	24%	29%	15%	24%
Neither	5%	4%	5%	3%	3%	4%

I feel welcomed to Unitec

	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Strongly agree	70%	69%	74%	67%	79%	74%
Somewhat agree	25%	22%	17%	24%	16%	21%
Neither	4%	5%	9%	5%	2%	4%

The orientation activities were culturally familiar to Māori and Pacific students

	Sem 2 2021	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024
Strongly agree	54%	49%	62%	55%	64%	57%
Somewhat agree	26%	30%	10%	22%	18%	27%
Neither	15%	19%	28%	19%	17%	15%
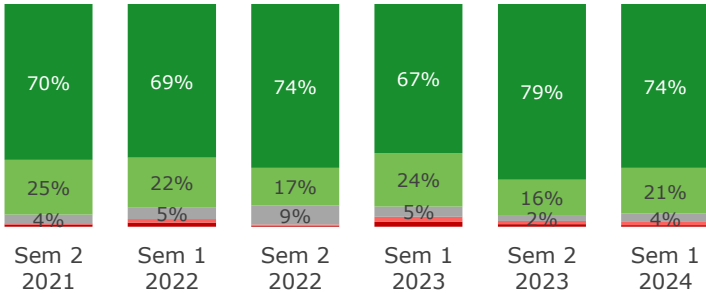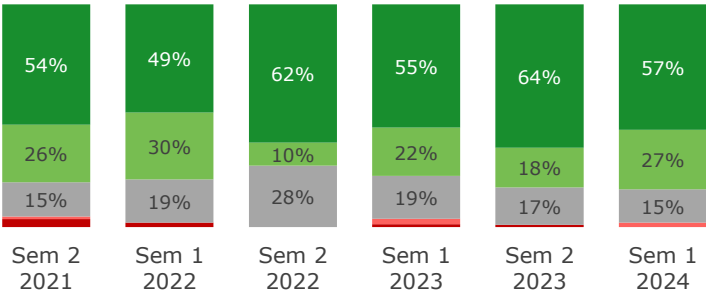
■ Strongly disagree ■ Somewhat disagree ■ Neither agree nor disagree ■ Somewhat agree ■ Strongly agree

Notes:
1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 706 | 317 | 199 | 405 | 486 | 564
3. Māori/Pacific sample size, n = 85 | 150 | 29 | 83 | 107 | 120

Some new students' agreement with Te Pūkenga statements shifted from Strongly agree to Somewhat agree which indicates a lower level of student wellbeing.

Student agreement on 'Te Pūkenga' statements

Sem 1 2024

Statement	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I am forming friendships with people I have met in class			8%	28%	61%
There is someone in my programme or department I can talk to if I have a question or need help			6%	22%	69%
Unitec is a place where everyone belongs, regardless of their background and other aspects...				15%	79%
I have a clear goal or purpose for studying at Unitec				17%	79%
I believe I can be successful in my studies at Unitec				24%	70%
I feel welcomed to Unitec				21%	74%
The orientation activities were culturally familiar to Māori and Pacific students			15%	27%	57%
I received advice from other ākonga (students) that was valuable			14%	33%	50%
I received support from other ākonga (students) that helped build my confidence			15%	31%	48%

Legend: ■ 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 = 564 (n=120 for Māori and Pacific statement)

Like returning students, most new students agree with the below statements

Student agreement on 'Te Pūkenga' statements

Sem 1 2024

Statement	Slightly agree	Agree	Strongly agree	(%total agreement) Sem 1 2024	(%total agreement) Sem 2 2023
Overall, I am satisfied with my experience at Unitec	8%	36%	53%	97%	82%
I can easily access services that support me with my physical and mental wellbeing	16%	36%	44%	96%	96%
I feel a sense of connection or belonging here	19%	35%	41%	95%	98%
I can safely express myself and my identity here	9%	36%	54%	99%	98%
I feel my culture is respected and valued here	10%	37%	52%	99%	99%
My learning experience is free from discrimination, racism, bullying, harassment, and abuse		27%	65%	97%	98%
I know how to raise an issue, concern, or complaint	11%	37%	45%	93%	96%
Unitec provides information on how I can maintain a healthy lifestyle	20%	37%	32%	89%	93%
It's easy for me to gain the skills and knowledge I need to achieve my study goals	11%	36%	49%	96%	99%

Legend: ■ Strongly disagree ■ Disagree ■ Slightly disagree ■ Slightly agree ■ Agree ■ Strongly agree

Notes:
1. Data labels <=5% are hidden for clarity
2. Sample size, n = 547 | 487

05.

STUDENT SERVICES

Student Central remains the most used service followed by online library resources

Awareness and usage of support services

Legend:
- ■ I haven't heard of this service
- ■ I know about this but haven't used it
- ■ I've used this

Service	I haven't heard	I know but haven't used	I've used	(Used) Sem 2 2023	(Used) Sem 1 2023
Student Central		18%	79%	81%	75%
Online library resources		23%	72%	72%	67%
Te Puna (B180) including Library and Service Desk		24%	68%	68%	68%
International Student Support*		27%	73%	66%	69%
Visa and insurance support*		39%	58%	46%	41%
Pacific Centre*		48%	42%	41%	33%
Library Knowledge Specialists	15%	47%	38%	39%	38%
Library at Waitakere Library on Level 3 of B520	26%	35%	40%	37%	41%
Learning Advisors (also known as Academic Development Lecturers)	11%	52%	37%	37%	39%
Support Services for Māori students*	14%	64%	23%	29%	28%
Student Support Advisors – Financial and General support	16%	59%	26%	26%	23%
Te Puna Waiora – Counselling	22%	63%	14%	22%	19%
Student Events and Communications	22%	55%	23%	20%	19%
Scholarships	15%	65%	20%	19%	17%
Student Advocate Service	27%	62%	11%	12%	12%
Career Development Service	25%	60%	15%	12%	10%
Access4 Success – Disability Services	27%	63%	9%	9%	8%
Chaplaincy & Multifaith Services	47%	49%	4%	4%	4%

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 = 806 | 804 | 806 | 190 | 189 | 141 | 802 | 801 | 806 | 74 | 799 | 803 | 804 | 798 | 797 | 795 | 799 | 798
3. * only asked of students in the relevant priority group

Satisfaction among users remains high for all services

Satisfaction with support services

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

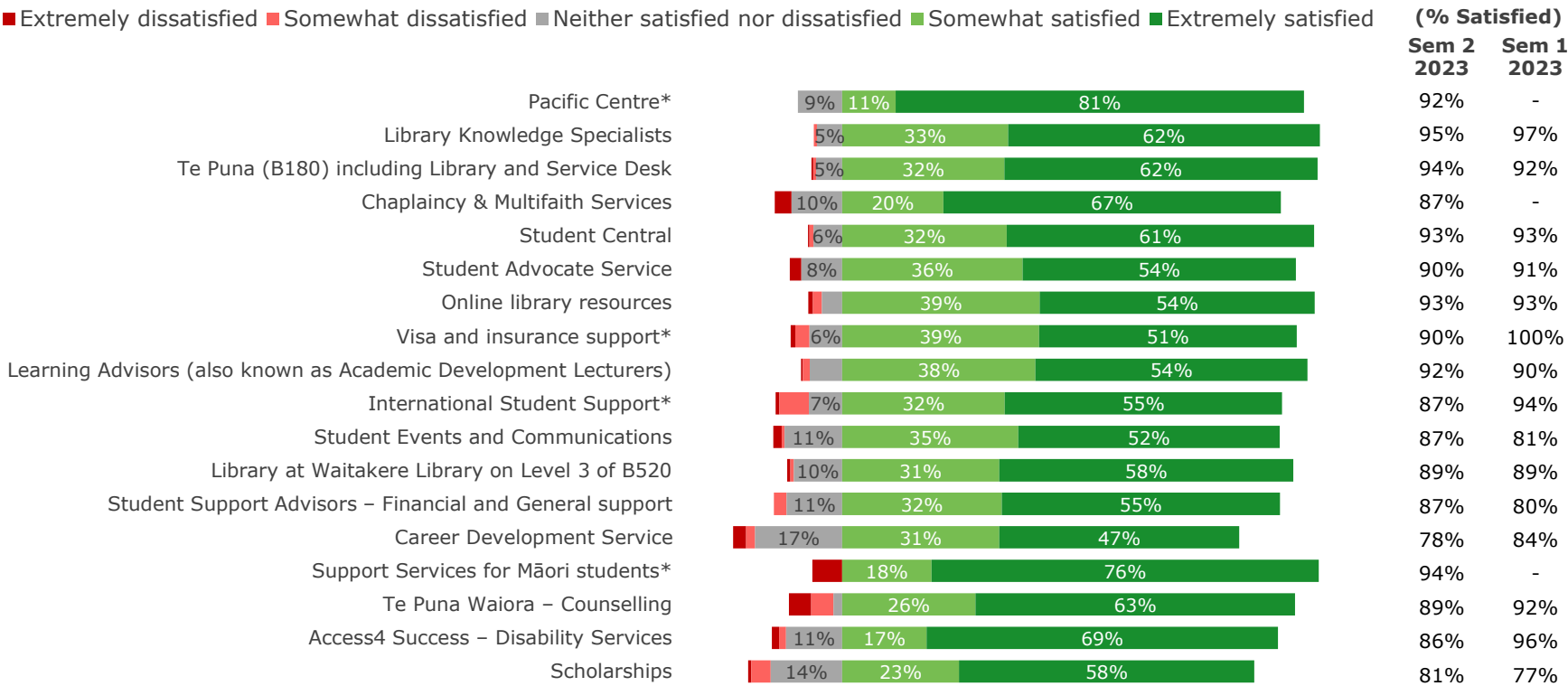| Service	Neither	Somewhat satisfied	Extremely satisfied	(% Satisfied) Sem 2 2023	Sem 1 2023
Pacific Centre*	9%	11%	81%	92%	-
Library Knowledge Specialists		5% 33%	62%	95%	97%
Te Puna (B180) including Library and Service Desk		5% 32%	62%	94%	92%
Chaplaincy & Multifaith Services	10%	20%	67%	87%	-
Student Central		6% 32%	61%	93%	93%
Student Advocate Service		8% 36%	54%	90%	91%
Online library resources		39%	54%	93%	93%
Visa and insurance support*		6% 39%	51%	90%	100%
Learning Advisors (also known as Academic Development Lecturers)		38%	54%	92%	90%
International Student Support*		7% 32%	55%	87%	94%
Student Events and Communications	11%	35%	52%	87%	81%
Library at Waitakere Library on Level 3 of B520	10%	31%	58%	89%	89%
Student Support Advisors – Financial and General support	11%	32%	55%	87%	80%
Career Development Service	17%	31%	47%	78%	84%
Support Services for Māori students*		18%	76%	94%	-
Te Puna Waiora – Counselling		26%	63%	89%	92%
Access4 Success – Disability Services	11%	17%	69%	86%	96%
Scholarships		14% 23%	58%	81%	77%

Notes:
1. Question text: Please tell us how satisfied are you with each of the services that you have used?
2. Sample size, n = 57 | 302 | 543 | 30 | 634 | 87 | 569 | 108 | 296 | 137 | 184 | 313 | 200 | 116 | 17 | 114 | 72 | 156
3. * only asked of students in the relevant priority group
4. Services with a sample size n<30 are not shown