Student NPS
Semester 2, 2024

Survey date: August-September 2024
Report date: January 2025

Unitec
Institute of Technology
TE WHARE WĀNANGA O WAIRAKA

Key findings

Student NPS result

Returning student NPS has slightly increased to 26, while NPS for new students has decreased to 37.

- While some priority groups have slightly decreased from the previous NPS score, there was an uplift within the Pacific group.
- Community Studies received the highest NPS score; however, with a smaller sample size (32), results should be viewed with context.
- New students are saying they feel very welcomed and supported at Unitec.
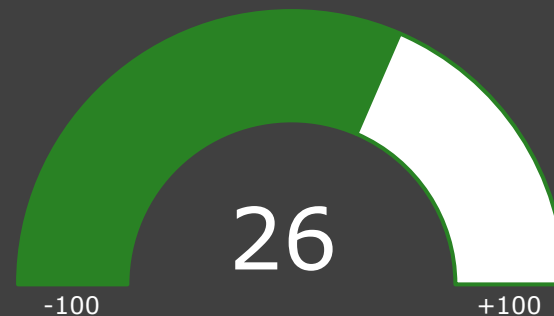
Reasons for NPS

- Students express strong positivity about the atmosphere/culture and learning/development.
- Supportive staff and staff friendliness remain a key strength.
- There were more comments from detractors in areas like courses and content, management and price perception than other aspects.
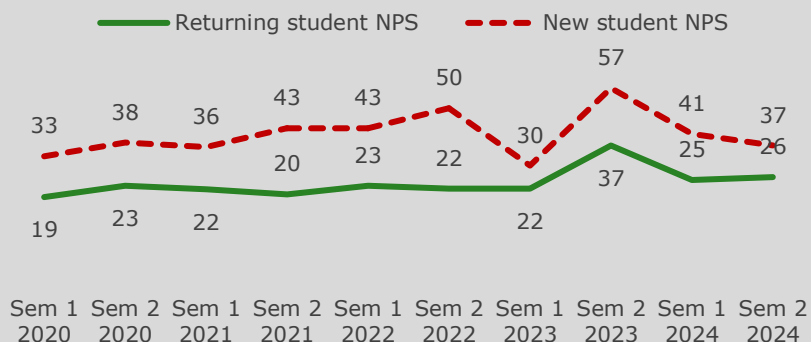
Improvement Suggestions

There are a wide range of improvement suggestions:

- Facilities: more gym options, study spaces, and better equipment.
- Hygiene: cleaner toilets, student kitchens, and classrooms.
- Parking: free or cheaper parking and lower fees.
- Courses: update content and improve teaching quality.
- Support: better mental health and community support.

Returning Student NPS

26

-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	Sem 2 2024
New student NPS	33	38	36	43	43	50	30	57	41	37
Returning student NPS	19	23	22	20	23	22	22	37	25	26

Top Improvement Suggestions

1. Facilities
2. Parking, costs and prices
3. Course content, structure and relevance to industry
4. Communication from staff and lecturer engagement
5. More activities and food options

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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.
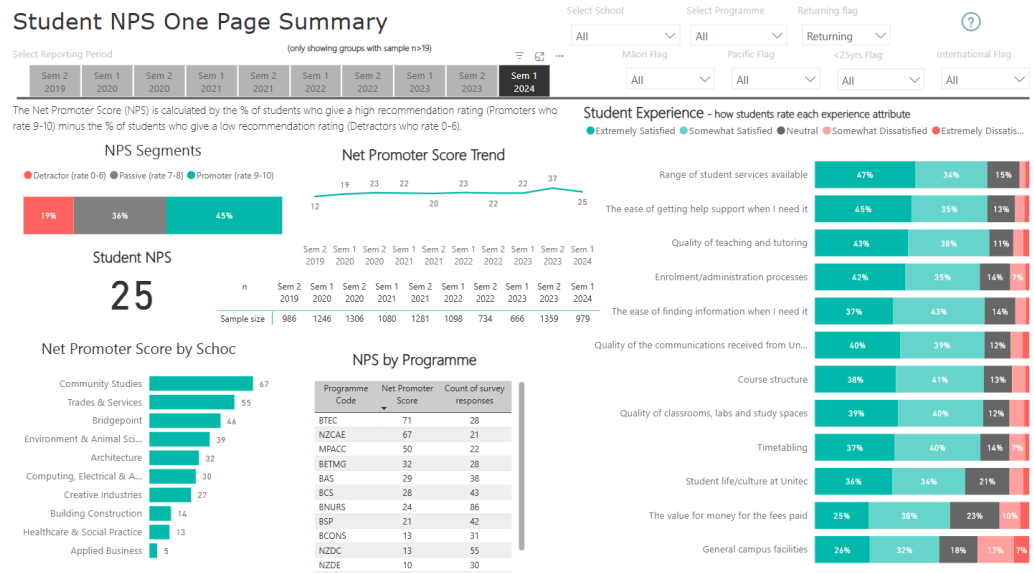
If there are any problems getting access to the dashboard, or if there are any other questions about the content, please contact the [marketing team](#).

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 huge $3,000 prize pack offered as the incentive. The survey was sent via email to students enrolled in a formal programme in semester 2, 2024. The survey opened on 25 August to n=5,948 students and closed on 30-Sep. In total, **n=1,136** students responded to the survey giving a response rate of 19%. The previous semester's response rate was 28%.

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?

Participants

Enrolment Status

- New: 381
- Returning: 755
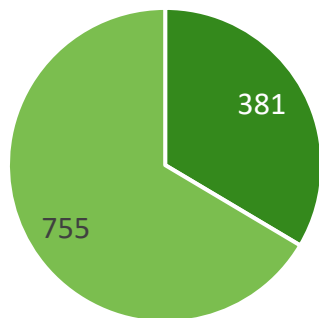
Residency
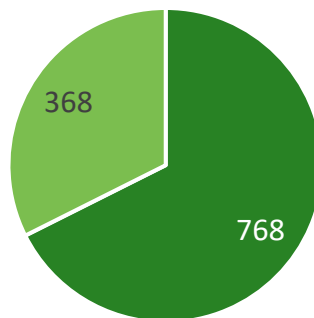
- Domestic: 768
- International: 368

Māori Descent

- Māori: 80
- Non-Māori: 1056
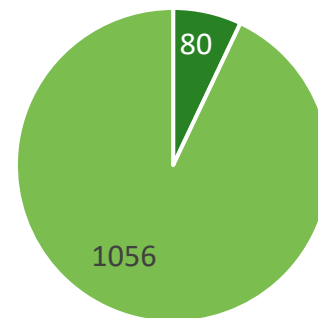
Pacific Descent

- Pacific: 169
- Non-Pacific: 967

Age

- Under 25: 464
- 25 and over: 672

Disability

- Yes: 100
- No: 733
- Unknown: 303
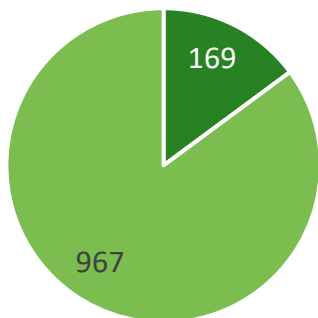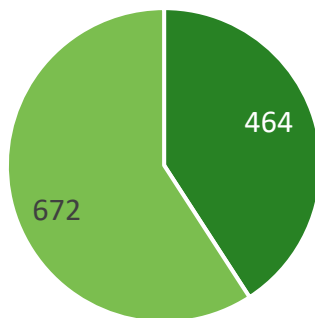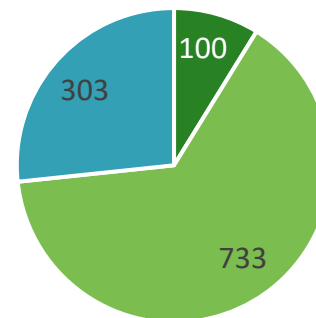
01.

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.

$$😄\% - 😠\% = \text{NPS}$$

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

Unitec's returning NPS at 26, slightly higher than Sem 1, 2024

Returning student NPS
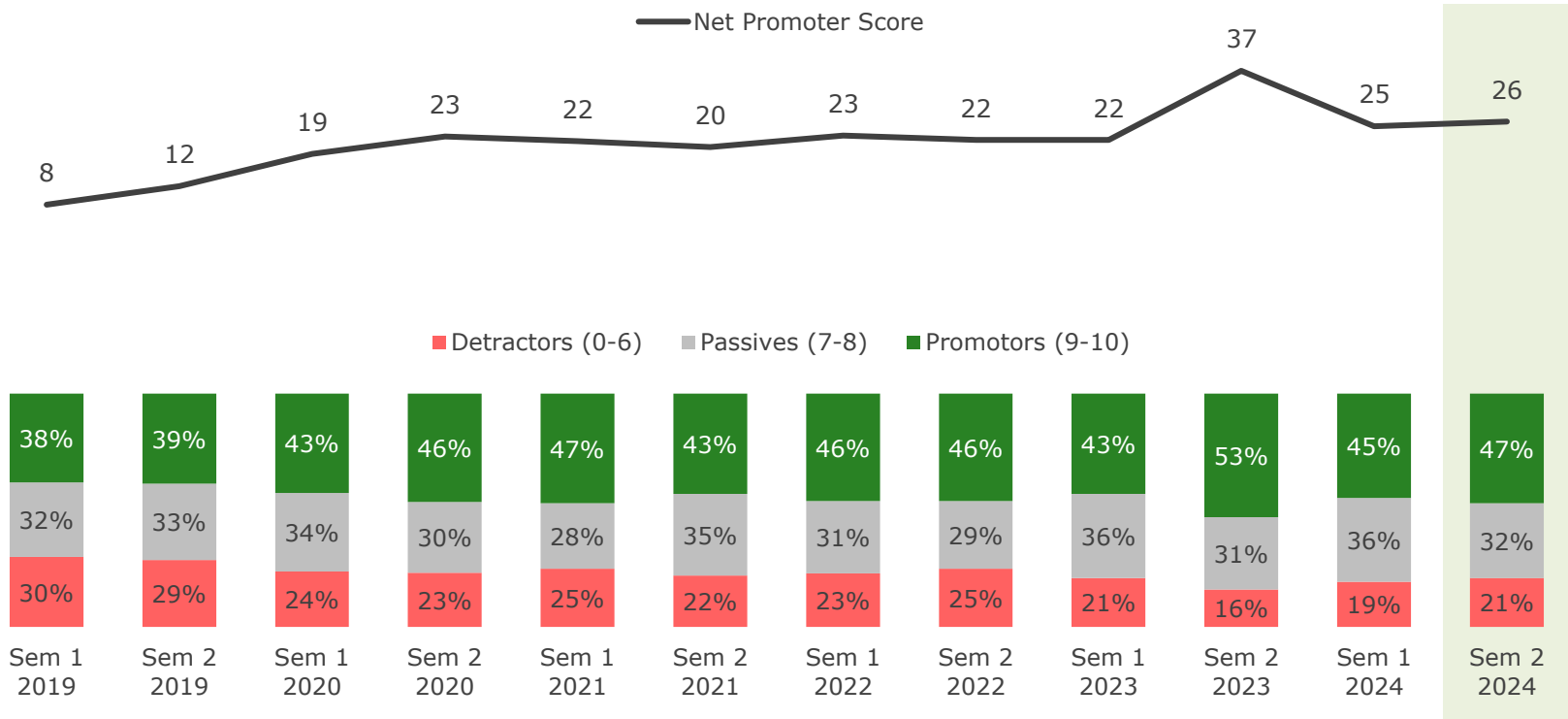
— Net Promoter Score

8	12	19	23	22	20	23	22	22	37	25	26

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

	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	Sem 2 2024
Promotors	38%	39%	43%	46%	47%	43%	46%	46%	43%	53%	45%	47%
Passives	32%	33%	34%	30%	28%	35%	31%	29%	36%	31%	36%	32%
Detractors	30%	29%	24%	23%	25%	22%	23%	25%	21%	16%	19%	21%

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 = 1397 | 986 | 1246 | 1306 | 1080 | 1281 | 1098 | 734 | 666 | 1359 | 979 | 755

NPS varies across school with Community Studies achieving the highest NPS score, followed by Trades & Services

Returning student NPS by school (semester 2, 2024)

School	NPS
Applied Business	15
Architecture	29
Bridgepoint	18
Building Construction	16
Community Studies	53
Computing, Electrical & App Tech	38
Creative Industries	21
Enviro & Animal Sciences	13
Healthcare & Social Practice	29
Trades & Services	41

↑ Higher NPS than Sem1, 2024

↓ Lower NPS than Sem1, 2024

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, 2024 by school), n = 117 | 52 | 55 | 116 | 32 | 97 | 34 | 53 | 141 | 46

NPS by school over time

Returning student NPS by school

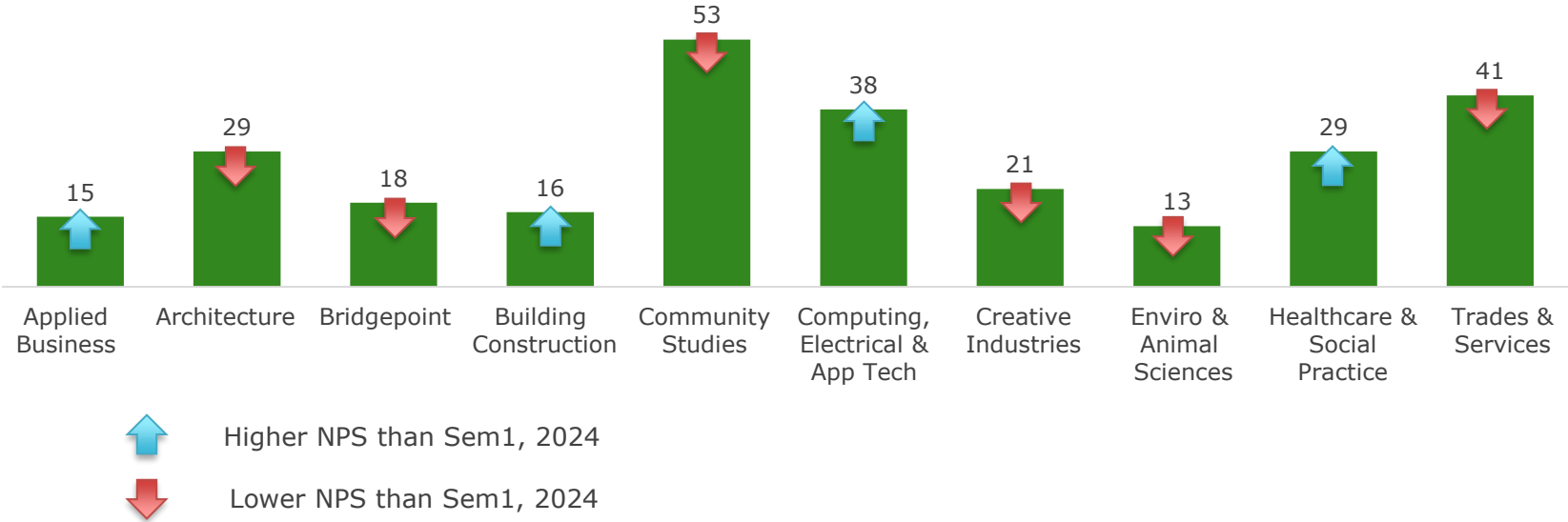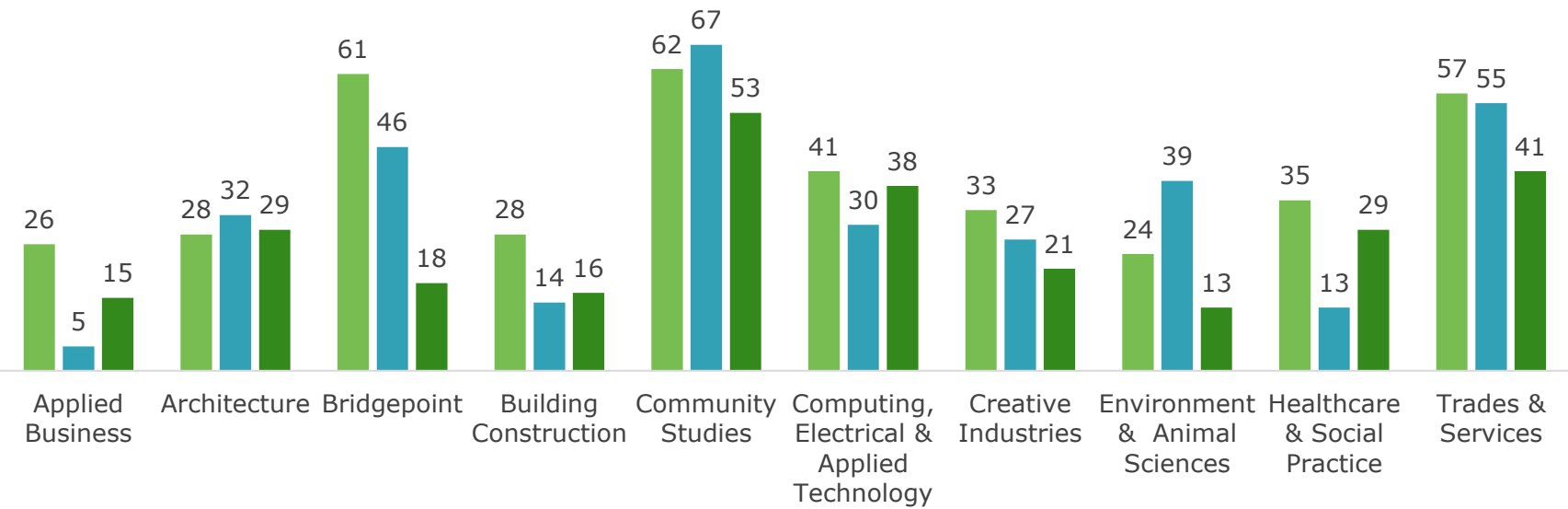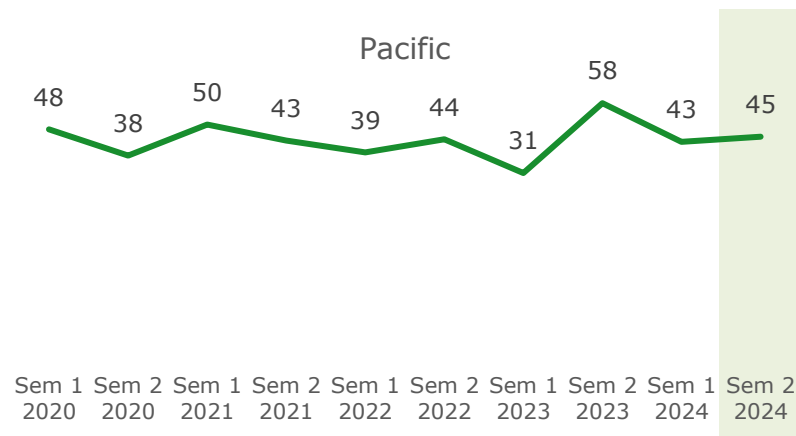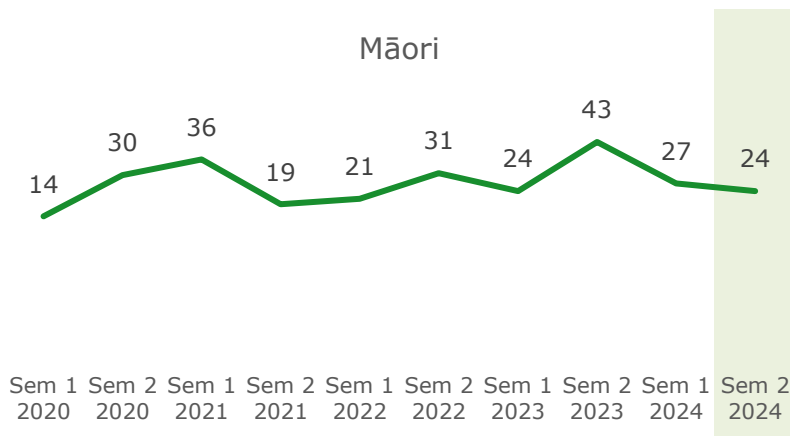■ Sem2, 2023   ■ Sem1, 2024   ■ Sem2, 2024

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, 2024 by school), n = 117 | 52 | 55 | 116 | 32 | 97 | 34 | 53 | 141 | 46

Māori NPS has decreased while Pacific NPS has improved compared to Semester 1, 2024

Māori

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	Sem 2 2024
14	30	36	19	21	31	24	43	27	24

Pacific

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	Sem 2 2024
48	38	50	43	39	44	31	58	43	45

Unitec is a smaller campus, allowing for a more intimate relationship with your academic and other department members. You are not merely a number. You have convenient access to academic and support resources.

Unitec is a culturally and morally included campus (LGBTQ+ friendly for example) and is always helpful and accommodating when I have queries.

More Māori services are coming available at Unitec Waitakere, the support has changed over my 3 years of studying. It's improving.

My experience here has been so awesome and rewarding, all the staff, including the cleaners, have been so warm and caring and so supporting.

Very informative and friendly Institute.

As a student out of high school who took a gap semester, I was really nervous to go into university. I didn't know what to expect, but my first day at Unitec I was amazed. I felt relaxed and all my worries were gone, to me it's a home away from home. The lecturers are understanding and teach with a passion, wherever they can they will help. Students are welcoming and all have one goal and all help each other out. This is why I would recommend any of my friends or families to study here.

I find Unitec a very welcoming place with lecturers willing to hear feedback on the course delivery.

Very helpful staff, always available whenever we need help in any area of our study.

Notes:
1. Student NPS displayed here is for returning students
2. Sample size (semester 2, 2024 by priority group), n = 58 | 128
3. A learner can belong to multiple schools or priority groups

Declines in NPS scores for under 25's and those with a disability, with a modest increase for international students since Semester 1, 2024

Under 25

	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	Sem 2 2024
	19	23	17	15	14	22	18	37	28	25

International

The 2024 ISB benchmark for international student NPS is 11 for NZ and 17 globally

	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	Sem 2 2024
	22	24	20	26	15	28	37	40	18	19

Disability

	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	Sem 2 2024
	11	21	29	13	23	9	27	38	34	27

Notes:
1. Student NPS displayed here is for returning students.
2. Defining disability since semester 1, 2023, differs from previous waves as it was directly asked in the survey.
3. Sample size (semester 2, 2024 by priority group), n = 299 | 181 | 74
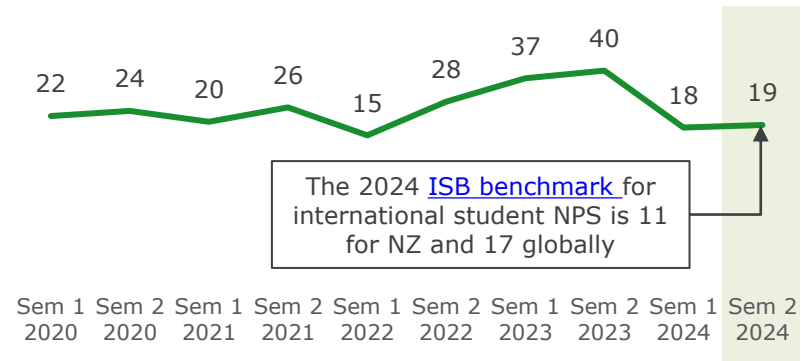4. A learner can belong to multiple schools or priority groups

Unitec's both new and returning student NPS is above the tertiary education benchmark

New Zealand NPS industry benchmarks 2024

■ Education services ■ Other industries ■ Unitec

Chart showing NPS benchmarks by category (left to right): Veterinary, Not-for-Profit, Travel and Leisure, Unitec – New students, Medical Practitioners, Fitness, Professional Services, Retail, Automotive, Unitec – Returning students, Hospitality, Tertiary Education (22), Security, Insurance, Freight and Logistics, Tutoring Services (14), Utilities, Secondary Education (10), Financial Services, Real Estate, Recruitment.

Notes:
1.   Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2024 report

>>Unitec INSTITUTE OF TECHNOLOGY   >>MARKETING

Unitec NPS in comparison to other Te Pūkenga business divisions

Te Pūkenga Learner Engagement Survey NPS benchmarks

Institution	NPS
Weltec and Whitireia	61
Open Polytechnic	49
Otago	45
EIT	42
BCITO	42
SIT	40
MITO	40
UCOL	40
ServiceIQ	38
Te Pūkenga	38
Unitec – New students	37
Tai Poutini Polytechnic	36
NorthTec	35
Ara	33
WITT	32
Toi Ohomai	30
Unitec – All students	29
NMIT	28
Unitec – Returning students	26
Connexis	22
Wintec	11
Competenz	6
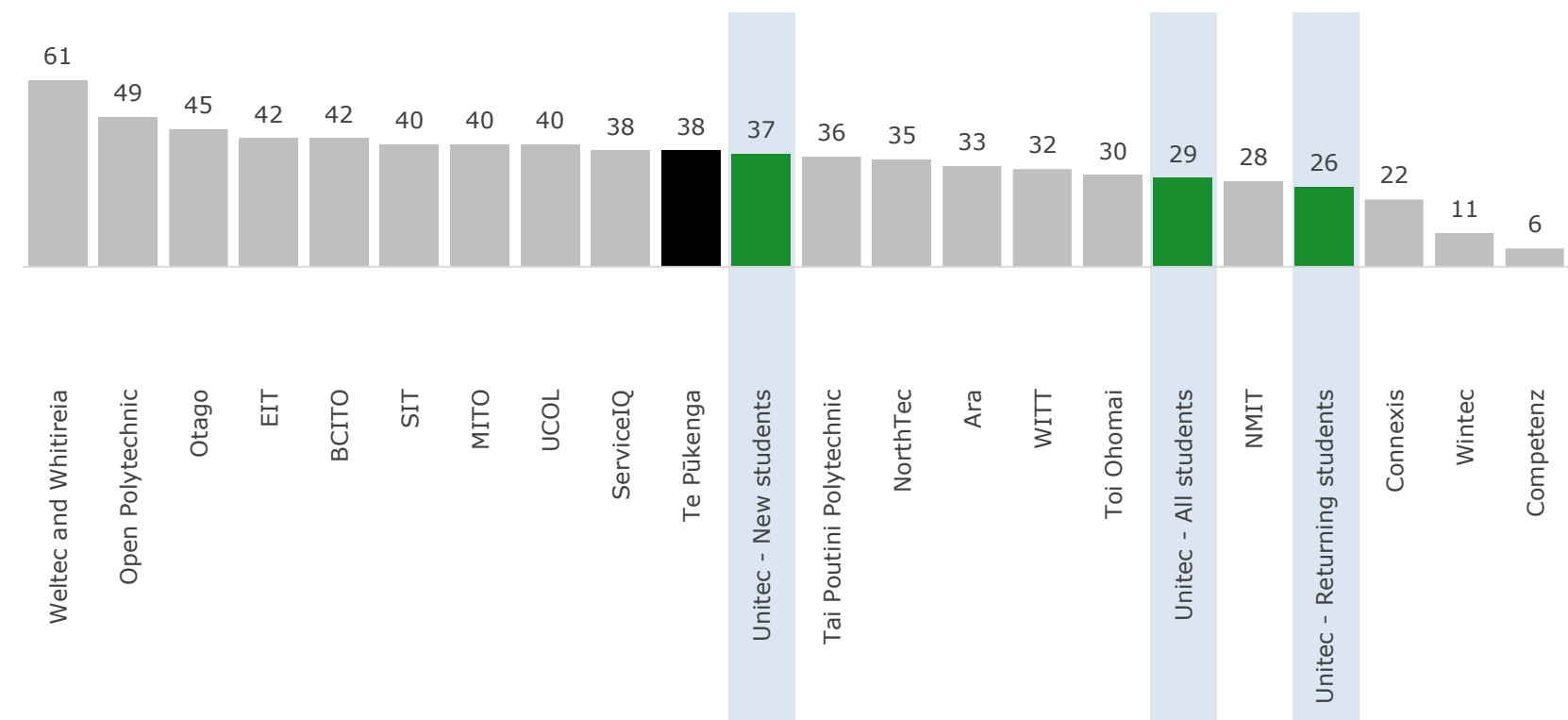
Notes:
1. Source: Te Pūkenga learner engagement survey – semester 2 2024
2. Other institutes most likely have new and returning students mixed together at an unknown ratio
3. Sample size: 602, 4137, 2138, 382, 474, 1354, 457, 417, 321, 19563, 381, 62, 402, 2339, 219, 527, 1136, 587, 755, 313, 1475, 165
4. The NPS result for MIT is not yet available and will be added to the slide as soon as it is ready.

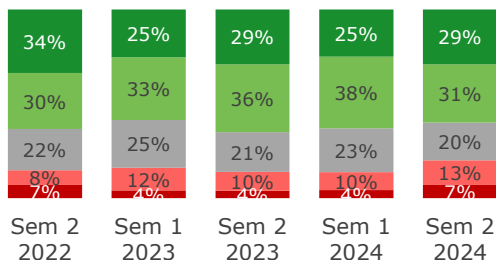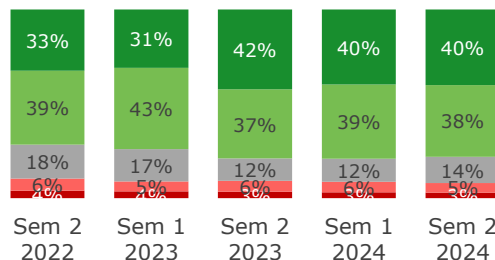# Most students are satisfied with the aspects below, with value for money being the biggest area for improvement
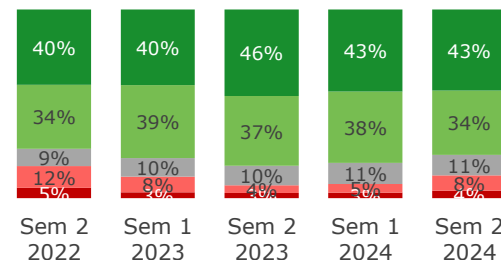
Value for money for the fees paid

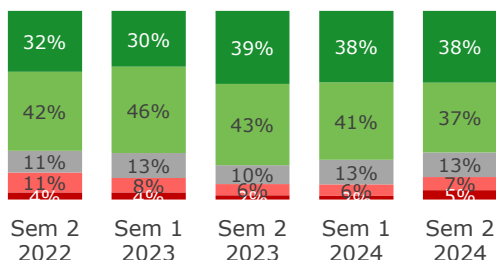|	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	34%	25%	29%	25%	29%
Somewhat satisfied	30%	33%	36%	38%	31%
Neither	22%	25%	21%	23%	20%
Somewhat dissatisfied	8%	12%	10%	10%	13%
Extremely dissatisfied	7%	4%	4%	4%	7%

Quality of the communications

	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	33%	31%	42%	40%	40%
Somewhat satisfied	39%	43%	37%	39%	38%
Neither	18%	17%	12%	12%	14%
Somewhat dissatisfied	6%	5%	6%	6%	5%
Extremely dissatisfied	4%	3%	3%	3%	3%

Quality of teaching and tutoring

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

Course structure

	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	32%	30%	39%	38%	38%
Somewhat satisfied	42%	46%	43%	41%	37%
Neither	11%	13%	10%	13%	13%
Somewhat dissatisfied	11%	8%	6%	6%	7%
Extremely dissatisfied	4%	3%	3%	3%	5%

Ease of getting help/support

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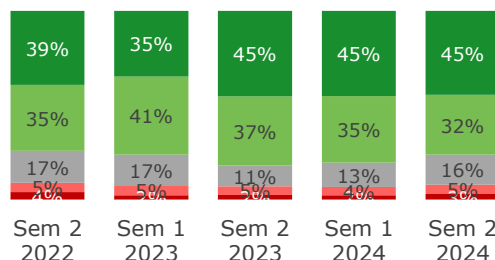
Ease of finding information
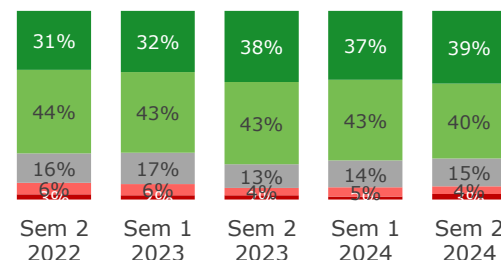
	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	31%	32%	38%	37%	39%
Somewhat satisfied	44%	43%	43%	43%	40%
Neither	16%	17%	13%	14%	15%
Somewhat dissatisfied	6%	6%	4%	5%	4%
Extremely dissatisfied	3%	3%	3%	3%	3%

Legend: ■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied
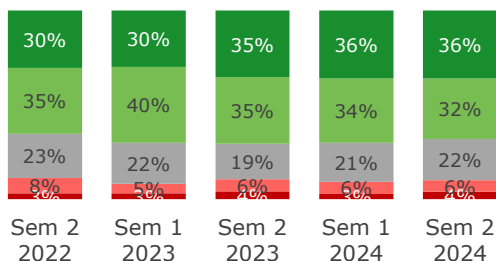
Notes:
1. Question text: How satisfied are you with the following aspects of Unitec …
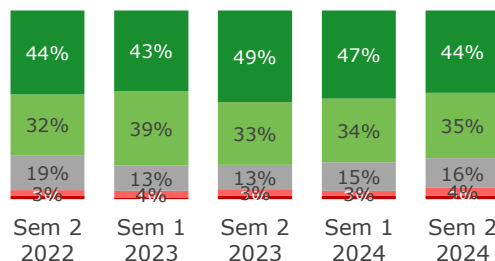2. Sample size (semester 2, 2024), n ≈ 620 (range: 618-621)

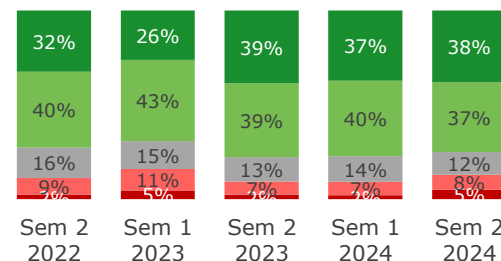A decrease in the satisfaction with the quality of study spaces

RETURNING STUDENTS
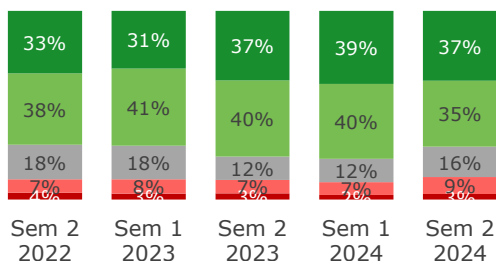
Student life/culture at Unitec

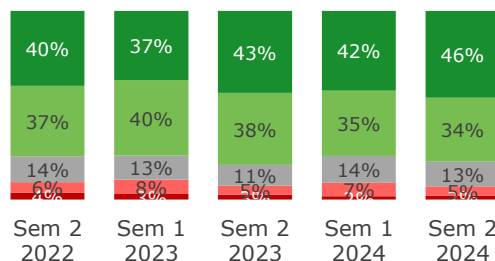|	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	30%	30%	35%	36%	36%
Somewhat satisfied	35%	40%	35%	34%	32%
Neither	23%	22%	19%	21%	22%
Somewhat dissatisfied	8%	5%	6%	6%	6%
Extremely dissatisfied	3%	3%	4%	3%	4%

Range of student services

	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	44%	43%	49%	47%	44%
Somewhat satisfied	32%	39%	33%	34%	35%
Neither	19%	13%	13%	15%	16%
Somewhat dissatisfied	3%	4%	3%	3%	4%

Timetabling

	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	32%	26%	39%	37%	38%
Somewhat satisfied	40%	43%	39%	40%	37%
Neither	16%	15%	13%	14%	12%
Somewhat dissatisfied	9%	11%	7%	7%	8%
Extremely dissatisfied		5%			5%

Quality of study spaces

	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	33%	31%	37%	39%	37%
Somewhat satisfied	38%	41%	40%	40%	35%
Neither	18%	18%	12%	12%	16%
Somewhat dissatisfied	7%	8%	7%	7%	9%
Extremely dissatisfied	4%			3%	3%

Enrolment/administration processes

	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	40%	37%	43%	42%	46%
Somewhat satisfied	37%	40%	38%	35%	34%
Neither	14%	13%	11%	14%	13%
Somewhat dissatisfied	6%	8%	5%	7%	5%

General campus facilities
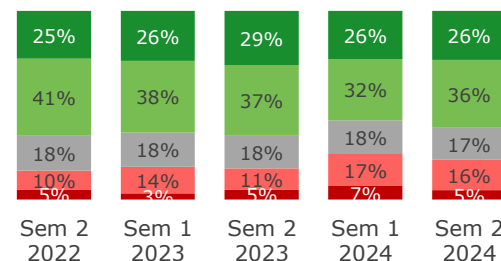
	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Extremely satisfied	25%	26%	29%	26%	26%
Somewhat satisfied	41%	38%	37%	32%	36%
Neither	18%	18%	18%	18%	17%
Somewhat dissatisfied	10%	14%	11%	17%	16%
Extremely dissatisfied	3%		3%	7%	5%

■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied
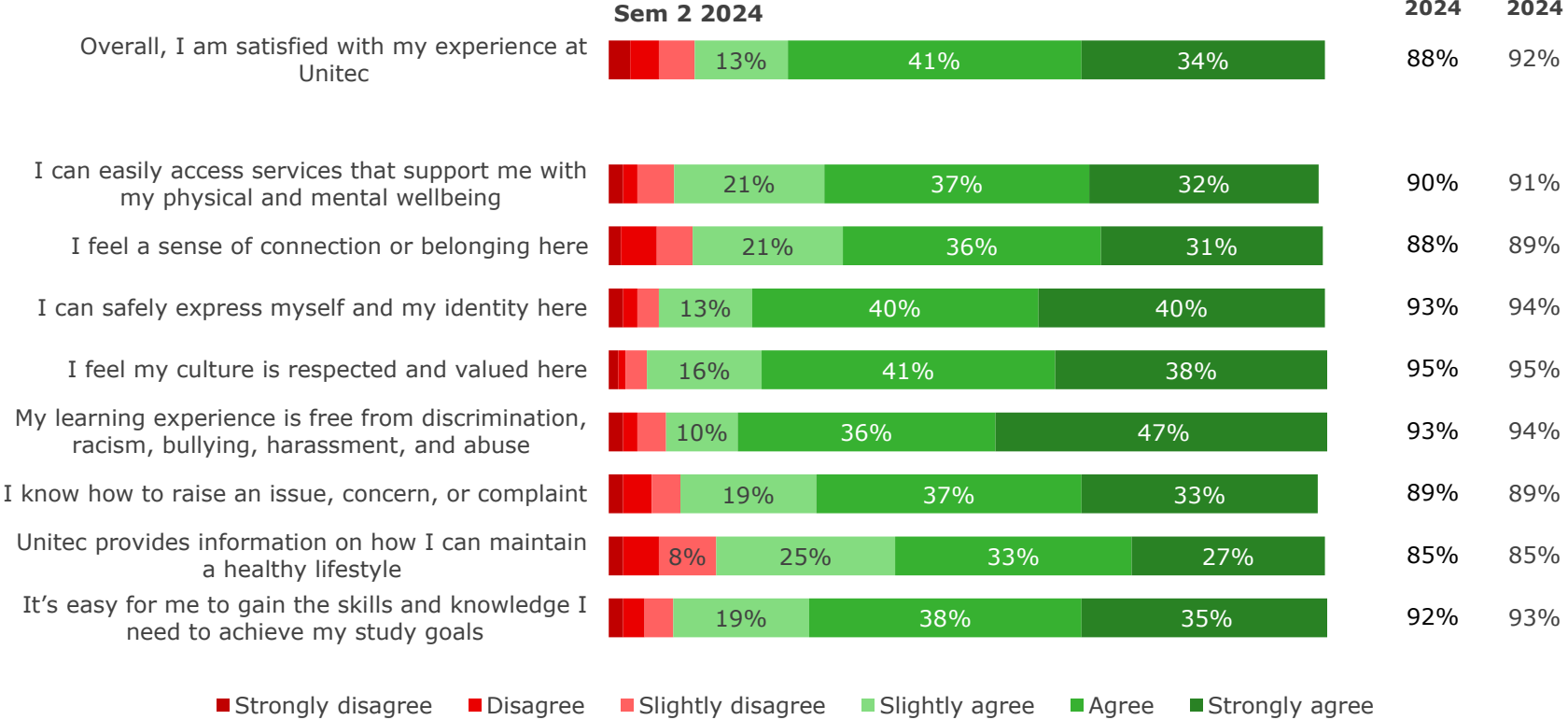
Notes:
1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 2, 2024), n ≈ 620 (range: 618-623)

Majority of students are satisfied with the Te Pūkenga statements, consistent with Semester 1, 2024

Student agreement on Te Pūkenga statements

Sem 2 2024

Statement	Sem 2 2024 (%total agreement)	Sem 1 2024 (%total agreement)
Overall, I am satisfied with my experience at Unitec — 13% / 41% / 34%	88%	92%
I can easily access services that support me with my physical and mental wellbeing — 21% / 37% / 32%	90%	91%
I feel a sense of connection or belonging here — 21% / 36% / 31%	88%	89%
I can safely express myself and my identity here — 13% / 40% / 40%	93%	94%
I feel my culture is respected and valued here — 16% / 41% / 38%	95%	95%
My learning experience is free from discrimination, racism, bullying, harassment, and abuse — 10% / 36% / 47%	93%	94%
I know how to raise an issue, concern, or complaint — 19% / 37% / 33%	89%	89%
Unitec provides information on how I can maintain a healthy lifestyle — 8% / 25% / 33% / 27%	85%	85%
It's easy for me to gain the skills and knowledge I need to achieve my study goals — 19% / 38% / 35%	92%	93%

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

Notes:
1. Data labels <=5% are hidden for clarity
2. Sample size, n = 605 | 852

Summary of key findings about NPS and study experience

1   Returning student NPS has slightly increased to a score of **26**, up by **1** point compared to Semester 1, 2024. Apart from Semester 2, 2023, which saw a surge in NPS, this is the highest NPS in the past seven years.

2   While some priority groups have slightly decreased from the previous NPS score, there was an uplift within the Pacific group, compared to Semester 1, 2024.

3   Satisfaction statements and the Te Pūkenga statements mirror NPS and show positive scores across almost every metric.

4   Both the new and returning student NPS is above the tertiary education benchmark.

02.

REASONS FOR NPS

Detractors tend to focus on Courses and Content, while promoters highlight Supportive Staff

Student comment themes by NPS grouping

Legend:
- Supportive Staff
- Other Support
- Learning and Development
- Courses and Content
- Atmosphere and Culture
- Staff Friendliness
- Facilities
- Staff Communication
- Staff Professionalism
- Price perception
- Management

Detractors · **Passives** · **Promoters**
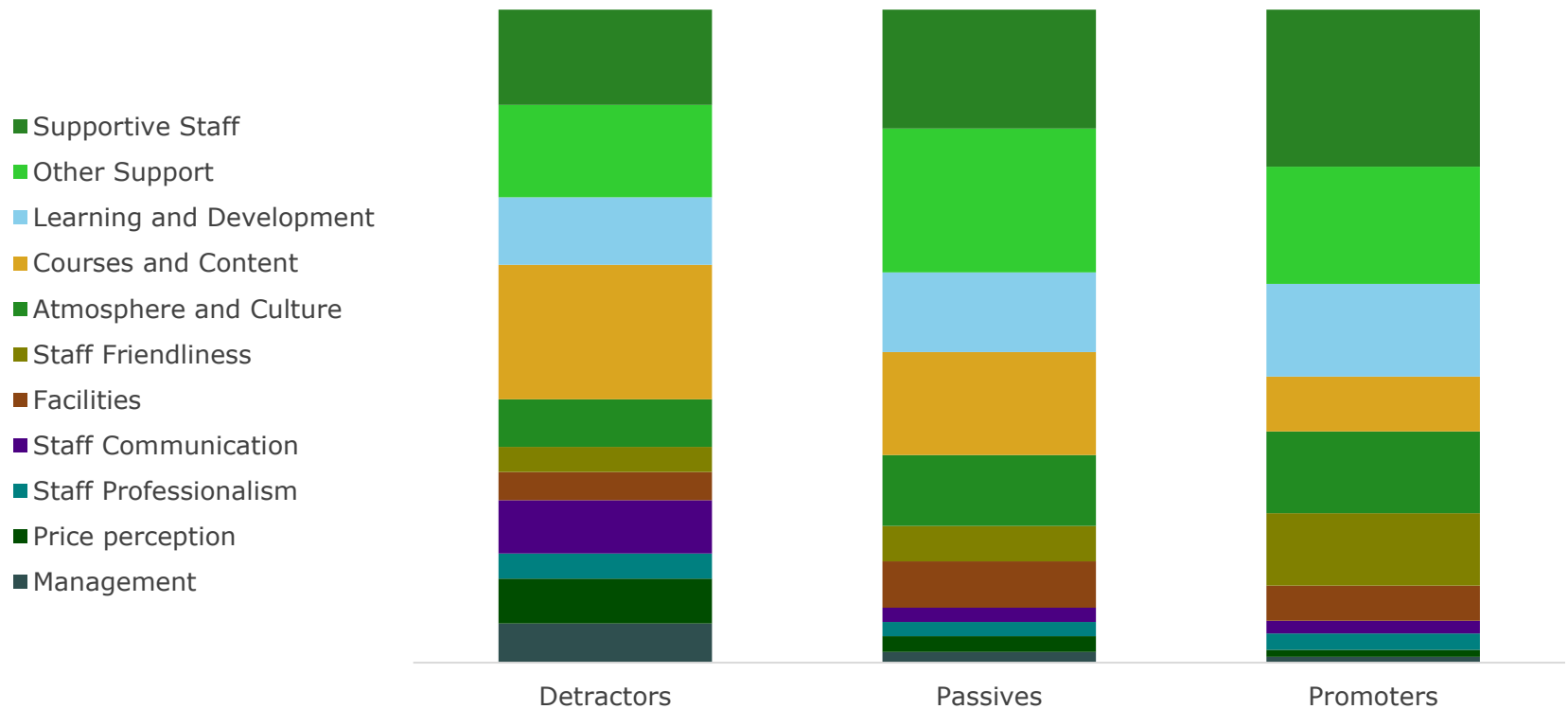
Notes:
1. Shown above are themes with more than n=20 mentions
2. Most verbatim responses were coded into at least one theme
3. Verbatim may be coded to more than one theme

Of the 262 student comments themed under Supportive Staff, 63 are also themed under Staff Friendliness and 58 under Learning and Development

Overlap of student comment themes

	Supportive Staff	Other Support	Learning & Development	Courses & Content	Atmosphere & culture	Staff Friendliness	Facilities	Staff Communication	Staff Professionalism	Price Perception	Management
Supportive Staff	262	3	58	30	39	63	31	19	10	5	7
Other Support	3	234	34	23	26	1	15	5	2	10	4
Learning & Development	58	34	164	32	28	17	13	8	6	4	1
Courses & Content	30	23	32	162	3	13	12	14	10	9	5
Atmosphere & culture	39	26	28	3	141	16	10	4	6	4	1
Staff Friendliness	63	1	17	13	16	103	11	8	6	1	1
Facilities	31	15	13	12	10	11	72	2	3	4	0
Staff Communication	19	5	8	14	4	8	2	40	6	3	5
Staff Professionalism	10	2	6	10	6	6	3	6	34	2	1
Price Perception	5	10	4	9	4	1	4	3	2	32	1
Management	7	4	1	5	1	1	0	5	1	1	26

Students are feeling supported by staff and their comments reflect this

Student comments about **Supportive Staff**

From Promoters:

The teaching staff at Unitec go out of there way to provide the help that is needed to succeed.

Staff have always been very supportive and helped me through everything.

Unitec is a great school that help students achieve their goals. They provide us services and tools that can help us in our studies. Since I started this year, I never had a bad experience at school or with my classmates and lecturers. Based on my experience, I can strongly suggest the institution to my friends and family.

The programme aligns with my request and schedule, the teachers are experienced and supportive, the campus is comfortable, in my studies I gain an expertise valuable for my career plans.

Because I have found the lectures and staff to be helpful and approachable. There is a tone of supports available.

love the huge amount of support available, staff are lovely and very helpful to guide in the correct direction and happy to answer questions even if they seem stupid, love the amount of resources available on Moodle to help study.

From Detractors:

I am happy with the way that Unitec is conducting the program, their support to students, resource available and support from lectures.

Truthfully I feel that some of the lecturers are very unsupportive, I also feel that there are lecturers who are teaching subjects that they have no relevant field experience within, and this makes it hard to gain a proper understanding of what is expected and what we can expect in these fields of which we are studying.

Sometimes I feel the Lecturer is not fully engaged with the students and the course study is rushed. We Pay good money for education and value for money isn't there.

Sometimes you get a great teacher and sometimes you get a teacher who clearly doesn't care and doesn't want to be there.

I have experienced difficulty completing certain classes due to not having proper guidance through the course.

Students highlight various forms of "Other Support" they receive

Student comments about **Other Support**

From Promoters:

Because I really really love the certificate I'm taking: screen arts and technical production (level4) my peers, my mentors, my lessons (particularly the acting and filmmaking lessons) and the food are all awesomely amazinggggg. And I am really enjoying the system here compared to regular schools. It's easier for me to follow and I just genuinely love how much I've changed for the better since starting uni. I always look forward to attending when transport fees aren't too big of a problem.

The tuition fee is reasonable, though it flows as the inflation and living costs compared to the other unis, it's still better. It provides a more international environment for international students, to get people used to the NZ culture gradually.

Because I like Unitec and it's fun and it's helped me get a bit more confident.

I have been with Unitec for a long time and they have been a great support and being honest with what I need to work on.

It's been a wonderful experience. I wanted to be academically challenged while being supported and that's what I got (yes sometimes it was hard and frustrating and it was easy to direct those feelings towards Unitec, but they were misplaced feelings).

From Detractors:

I feel like student central can be more helpful.

Unitec has a lot to offer, from sciences to the arts, but my experiences show how courses are managed could be better. … I enjoyed these courses, I have always thought that their management could have improved, especially from a technological point of view. As technology is becoming increasingly more prominent in today's society, UNITEC as a whole needs to update its use of Moodle, as it is incredibly confusing and hard to work with.

I have found this year a lot harder than last year even though I am only completing work placement hours. It is very hard for a full-time worker to get into a clinic.

As a distance student, I've found that Unitec definitely caters towards onsite students and the distance option often gets overlooked.

Coming from the perspective of a performing arts major, there was a lack of real care for my course from the upper management. The absence of health services in recent years is a real loss for the school. But the teachers and tutors are world-class and make the rest bearable.

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

Student comments about **Learning & Development**

From Promoters:

I would likely recommend studying at Unitec to a friend, colleague, or family member, especially if they're looking for practical, hands-on learning experiences. Unitec offers a wide range of programs with strong industry connections, which can be beneficial for career prospects. The campus environment is inclusive and supportive, fostering personal and professional growth. However, I'd advise them to research specific programs to ensure it aligns with their career goals. Overall, Unitec is a solid choice for those seeking applied education.

I prefer polytechnics over academic universities, allows more freedom and hands on learning.

Awesome resource. It was so easy enrolling in and the lecturers take there time to explain lecture. Awesome feel around the school having a multicultural feel to it.

Unitec is a great place to study with wonderful faculty members, excellent resources, and top-notch academic support. Unitec does much more than most tertiary institutions to support the achievement of their students.

I like Unitec. I've been learning via Moodle and have found it to be very convenient and the tutors are very helpful if I'm finding anything unclear.

From Detractors:

Not being able to utilize online learning and you have to go to class or else you'll fail which doesn't make sense as we're paying for the course and should be able to complete it in a hybrid system rather than just in person.

The course I am currently studying was presented in such a manner that it made understanding the course material and learning the course material difficult. Material that should have been released to the student at the beginning of the year, was given at second semester. This makes no sense, and made life difficult.

I really struggled with learning understanding the course content last semester with the new teacher and sometimes the vocabulary I feel we are just expected to know . And we have to go on google every few mins trying to get definitions to foreign words.

Past semester were really good learning experience however this current semester I was not able to get a learning experience that meets my expectation of Unitec standards.

Frustration with courses contributes to being a detractor, although most comments on courses and content remain highly positive

Student comments about **Courses & Content**

From Promoters:

I can't speak for every course, but I'm very happy with how my course and studying have gone at Unitec. There are some things I would like more and things I wish were different (especially this year), but overall things have been very good. I'd recommend Unitec to others.

In my course there are many guest speakers and plenty of trips. This makes it enjoyable and fun. Lots of opportunities to learn.

I really enjoy my schooling here at UNITEC, so would definitely recommend it. Everyone is so helpful, the tutors are great and I love the flexibility I get while studying here. There such a wide ranges of courses, degrees and programs available that I'm sure most people could find what they want to study here.

I have learned so much in the programme. I have loved the lecturers, the course content, the learning environment, even the assessments.

because I think Unitec teaches us the exact things we need to know for our future careers. they talk to companies what they think the students should know.

… If you come to Unitec and build a whole house you will have way more knowledge what to do on site and more opportunity and more people will want to accept you.

From Detractors:

Unitec has a lot to offer, from sciences to the arts, but my experiences show how courses are managed could be better. Last year, I was part of a pathways course through High School called 'Environmental and Animal Sciences (EAS) and this year, I am in the 'New Zealand Certificate in Animal Management- Zookeeping'. Though I enjoyed these courses, I have always thought that their management could have been improved, especially from a technological point of view. As technology is becoming increasingly more prominent in today's society, UNITEC as a whole needs to update its use of Moodle, as it is incredibly confusing and hard to work with.

The way courses are structured is good. Content and some lectures are outdated or misguiding.

… Course too easy and not challenging

Course design is extremely poor and not adequately focused towards market needs. Moreover, few faculties are of extremely poor quality.

The course content and assignments have, for the most part, been uninspiring drudgery. When we are allowed to choose a topic for a our project, it none the less has to be an obvious choice because we are not encouraged to think outside the box. I have been penalised in assignments for things that were not even taught, or asking far too much for what the assignment is worth…

Comments about atmosphere and culture are largely positive

Student comments about **Atmosphere & Culture**

From Promoters:

The environment in Unitec is very good with the feel of involvement in community. Many support from the Unitec team and I highly recommend others to study here.

The Unitec community is very homely and welcoming.

I believe it offers a very friendly and comfortable study environment for international students. Additionally, the support provided by the student support staff and teachers is exceptional in all aspects of academic life. I don't have much experience with other disciplines, but so far, I've been very satisfied with the teaching style of the Architecture faculties. I hope to receive the same level of support in the upcoming academic year.

I have had a great experience studying and the culture to support students is exceptional and so I have given 10.

I have more confidence and happy just in this place to study , because of the love and respect of people especially the staff members like the lectures, always help out to protect and provide helps for the generations especially the community.

A friendly user environment with lots of different culture.

From Detractors:

Because day by day the Unitec study system is getting worse students are suffering a lot at Unitec. I did not find supportive environment at Unitec I recommended my family and friends to study at Unitec but at this moment I don't want to recommend anybody because of the current situation at Unitec.

Good community but some not very good lecturers.

Previously I would've said a lot lower but have noticed a change in Unitec this semester. It has been a more positive experience, however the previous experience still makes me a little unlikely to recommend Unitec.

I don't think it is that friendly at all.

03.

IMPROVEMENT SUGGESTIONS

Nearly one in five comments were about Facilities and Cleanliness

Improvement suggestions for **facilities** and **cleanliness**

Facilities	Cleanliness

Facilities

Mt Albert Campus

Gym facilities.

TREES. there is a big grass field. maybe some trees and benches for students would be nice and create a nice atmosphere.

More space in the library or other places to study.

More indoor seating areas.

Add a sports facility, A pool table.

Dance studios on campus.

A/c system at building 108 is either too hot or too cold and is programmed to remain in a certain mode. Most of the windows at a PG Studio can not be open. Additionally, the ventilation system is quite loud.

Equipment. Some mics don't work in labs.

Equipment for the automotive workshop. Such as a wheel alignment up to date with the real world and that actually works.

Need more technical facilities in lecture rooms.

Space availability for students to hang out, parking and adding more lights across campus as some areas are darker and feel unsafe.

It would be perfect if the students can get a medical facility and are provided with proper procedure to claim the insurance.

Waitākere Campus

The facilities - Waitakere is so outdated and has nothing for the students (like food etc) so would love it to be similar to Mt Albert…

The Waitakere campus isn't as good as Mt Albert. It would be nice if we had a place to gather at lunchtime like grass space. And parking sucks.

Cleanliness

Mt Albert Campus

Always check every toilets from different buildings if its clean all the time.

Better Washroom hygiene and look.

Cleanness. The drinking water fountains are very dirty all around the campus. The toilets as well. They must be cleaned properly first time off and there after cleaned more than once in a day. It is very unhygienic. And there should be hand sanitizers available as well.

Toilet sanitary is not the best. could use more cleaning.

Everything clean and tidy.

… More frequent regular maintenance and cleaning of toilets is highly required.

I found the classroom was not tidy, i.e., there was some stuff that could not be found in the classroom, such as road cones, a hula hoop, and a big piece of paper like a map which was thrown at a corner. The facility could not be used when the teacher wanted to use it. I do not know how the school the managed, but I gave the feedback that I want to say.

Waitākere Campus

The kitchen area. There needs to be a schedule of some sort where cohorts take turns in cleaning and maintaining the cleanliness of that area.

Have a clean kitchen area at Waitakere.

Parking challenges and costs continue to impact ākonga

Improvement suggestions for **parking**, **costs** and **prices**

Parking

I would remove the $65 parking fee.

Paid parking is a bit stressful. Imagine being a student who lives far away, spending a fortune on fuel and scraping to get by on a measly student allowance, and then getting a parking fine. It's tough. Seems a bit unfair for students.

Free parking for apprentices or some heads up before arriving. Because they aren't expecting it when they arrive. I've noticed a few people getting caught out.

Student discounts. We already pay for transport, parking and food at expensive rates in Auckland, better discounts on stationary and transport would make the financial ease much better.

Free parking. I have to travel by car or it takes more than 2 hours. Having some free parking for students who are disadvantaged would help.

Free parking for apprentices or some heads up before arriving. Because they aren't expecting it when they arrive. I've noticed a few people getting caught out.

Parking, people are frustrated about parking , if we pay late or miss a payment by mistake we're charged with hefty fine which we can do nothing about. Parking tickets are way too harsh, it's a university for students and stellar is taking a lot of money from students. People are getting so mad after a ticket they talk about fighting the parking guy, and it's bound to happen soon.

Parking availability.

Costs and prices

More benefits for international students. Sometime we need to keep the balance between living cost and studying.

The cost, its overpriced.

Maybe the prices of food around campus as sometimes people may not have time to make lunch and having to buy on campus can be extremely pricey.

… When an international student applies for admission, please be clear that they have to pay the entire fees before coming instead of pay for 2 semesters and then pay the rest once onboard. this is extremely stressful.

Think more about the student, if the Uni can issue the full course fee for 1.5 years the students can save charges of 6 months visa fee.

Pricing, actually obliging to the course length. For example I finished a 28 month course in over 36 months. There was no way I could've finished quicker. I was well ahead to my assignments and tasks but I believe if your close to staying another year at Unitec, they will just delay courses to make you spend another annual fee.

Making courses, diplomas and things like that a lot more cheaper or even free.

Make it cheaper.

Several improvement suggestions focus on courses, learning styles, and workload

Improvement suggestions for **courses**, **learning styles** and **workload**

Course structure and content	Learning styles and workload
More course content and better organised, i.e. marking on time and not pushing out due dates.	*Being graded in some classes for attendance. It's not fair as some people are chronically sick, such as me, and can't always make class but will always complete the work. I lost marks last semester because I didn't have great attendance because I was in and out of hospital. I always did complete my work though. Just a little unfair.*
More open and obvious routes to personalised study. If there were an easier way to schedule different courses for what you personally need and when.	*… the degree could be condensed into three years or could offer those with previous work experience to finish earlier. A degree shouldn't be a one size fits all, in my opinion.*
Update content.	
More animal courses in the Bachelor of Applied Science.	*More integrated internship opportunities.*
Organisation. Having everything organised before hand, before students start learning with the times and dates and the content of each lecture and actually following the content of the lecture.	*Hire more learning advisors so that students can utilise them more often.*
Redefine course content in line with industry requirements.	*If I could improve one thing about Unitec, I would focus on expanding and enhancing the availability of practical, hands-on learning opportunities. While the theoretical knowledge provided is strong, more real-world projects, industry partnerships, and internship opportunities could better prepare students for their careers by allowing them to apply what they've learned in a practical setting. This would not only enhance the learning experience but also give students a competitive edge in the job market.*
Design courses that focus more on industry and job placement of Unitec students.	
Design the course to be functional. Working with the student, not against them, as it is currently doing.	
The NZCAT course is an absolute joke, that should probably change.	*The one thing that can be improved is to provide industry connections for career advancement.*
Make more practical classes or interactive, in small groups. And change groups throughout the course, so more people could meet each other.	*More mingling. Like a day where you can get like-minded people together to talk and learn more.*
Please do not put 3 courses at same lecturer. That's disaster.	*Clear expectations for assessments.*
I've found some of the course work to be outdated - And it shows as a lot of the assignments have been the exact same over the past few years, as we are shown with examples and speaking to past students. Some of the topics we are taught, I find that we will never use and I would have preferred to go into more depth or touched base on other subjects that are more necessary to make us stand out better when it comes to applying for jobs. I find this would have been a better use of my time and the money that is spent on education.	*More online lectures rather than on campus.*
	Reliable resources and the ability to learn with clear instructions and format. There is no timetable to follow so it can be unclear on what you're doing or where you are on the day

Suggestions for improvement also include enhancing staff communication/ supportiveness, and lecturer engagement

Improvement suggestions for **staff communication/supportiveness** and **lecturers**

Staff communication and supportiveness

COMMUNICATION and not adding in extra cohorts to level 4 when you don't have enough teachers as it's at the expense of people's mental health.

Encouraging student feedback, and making students who give feedback feel validated - genuinely considering and possibly implementing suggestions.

Management team required to communicate more with the students.

Customer service on the phone is really bad. 5 out of 5 times I called people are always rude.

Better communication from some staff members e.g. email, etc.

I'd improve the availability of student support services, like tutoring and career guidance, to help students succeed more effectively.

Student central and other advisory services seem to be lacking. Sometimes they seem unhelpful for certain situations.

Providing a little more assistance to international students, and ensuring all marks are released in a timely manner.

Exam supervision methods and attitude.

Unitec should engage more administration staff for every course.

Better process's and staff having training around dealing with student staff /staff conflicts.

Lecturers

More engaged lecturers.

MENTAL HEALTH HELP, please get lecturers to take this seriously especially bullying (isolation, ganging up, etc).

I feel some of the teaching staff should become more fluent with the English language to help better deliver the in class lectures and material.

Lecturers should be trained on how to teach professionally, not only because they have PhD, they're good to teach.

I would review some of the lecturers/ teachers on how they teach.

Get rid of the teaching staff that regularly score bad on the student reviews.

The teachers at Unitec need to know how to actually teach, instead of being industry professionals with the arrogance of a professor but none of the qualifications.

I would prefer it if lecturers allow us to form our own groups during group projects. We have experienced extreme difficulties when having to work with those who are not likeminded. We have scored way less marks than we could because of this problem.

Tutors can make a difference in students life. It's okay to fail. Don't make them feel little or dumb.

The attitude of some teachers. The management should look into that.

Ākonga suggested creating a stronger campus atmosphere and organising more events and activities

Improvement suggestions for **campus atmosphere** and **events**

Campus atmosphere	Activities

Campus atmosphere

Mt Albert Campus

More community and help for local student that are not international or pacific students.

I'm not sure, but maybe additional teaching stuff would help to improve the atmosphere.

Add a sports facility, A pool table, more student friendly environments where people can have a excuse to hang with each other.

Flexible and friendly learning environment.

Less road works.

Improve school branding.

Waitākere Campus

I feel that there is a lot more of a community feeling at Mt Albert campus whereas at Waitakere campus it doesn't really feel like that. I guess it feels less lively and vibrant than the other campus. The library and stores play a huge part in that and the open space. I also love the beautiful campus itself at Mt Albert with all the trees and nature surrounding the buildings. We obviously can't do a lot with where Waitakere is situated lol but yeah.

More diversity among the students.

Have a men's support group of some kind. It's a very female dominated programme and sometimes the needs for the men are overlooked. It's not about excluding women but rather creating a safe space for men to voice the thoughts and concerns.

Activities

It's engagement activities. Students should have more activities to engage with each other and learn each other's culture and beliefs.

More clubs and activities.

More social aspect of tertiary study. Having more activities involving students.

Make more activities and events based for stress relieving and social interaction.

More spaces for after school activities so other we can meet other students from different background. and a study group for different subjects, where students with initiatives can form a study group for those that can't cope in class.

Probably more activities/things to bring the different cohorts etc. closer together.

More student engagement and campus placements. Sports and recreation are finally starting to get the attention but more activities could be organised.

Organisation. Giving people much more notice. More events. More showing of opportunities available e.g. Sports teams, gym, scholarships etc.

Clubs more accessible to students living all over Auckland.

More staffs and events in Waitakere campus.

Food options and digital tools are areas for improvement

Improvement suggestions for **food options** and **digital tools**

Food options

Mt Albert Campus

… And more food options.

Being able to supply a healthier alternative to the free snacks or Kai on campus. A bit easier to get financial help. If the courses gave out starter packs.

Since some microwaves don't work properly. Therefore, many users would keep a long wait during a peak hour. Please consider to put more microwaves there.

Cafeteria because the price of foods and drinks are high compared to outside.

More free lunches!! We're all broke students.

… More food vendors.

Please more food choose in the library.

Waitākere Campus

More food options onsite and maybe somewhere to take a nap.

The comparison between the Unitec Mt Albert campus and Waitakere campus. Waitakere campus doesn't have as many options like food varieties like Mt Albert campus does. Also the vending machines don't offer any healthy options and would be better to have breakfast options there instead of energy drinks. We do have most of the health courses at Waitakere.

Digital tools

Moodle, as previously stated, Moodle is not in the user's best interest and doesn't help when students need to use it for nearly every task they complete (especially those in a distance learning course).

This may be more specific to my course, but I would like to see Moodle being managed better. i.e. updating it with my latest course results.

Better classrooms in which we study; more L&D for staff to use Moodle. Some of them really struggle with this and are unaware of how to upload a file on Moodle.

Technical equipment in lecture rooms.

The computers in library has been slow and I am studying Electrical engineering, some system has been really slow to run.

More advanced lab area which includes 2 monitors computers, available cad and engineering software, and more affordable restaurants.

Eh... The lab? There's nothing could be installed in Lab's computer and not enough screen for big class. If we need to use our own laptop then why bother goes to the lab?

Need to review the computer test for Automotive Engineering…

… Website to pay for tuition fee is also never working.

04.
NEW STUDENTS

The NPS score slightly increased for returning students while decreased for new students compared to Semester 1, 2024

NPS for new and returning students

— Returning student NPS   - - - New student NPS

	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	Sem 2 2024
New student NPS	36	34	33	38	36	43	43	50	30	57	41	37
Returning student NPS	8	12	19	23	22	20	23	22	22	37	25	26
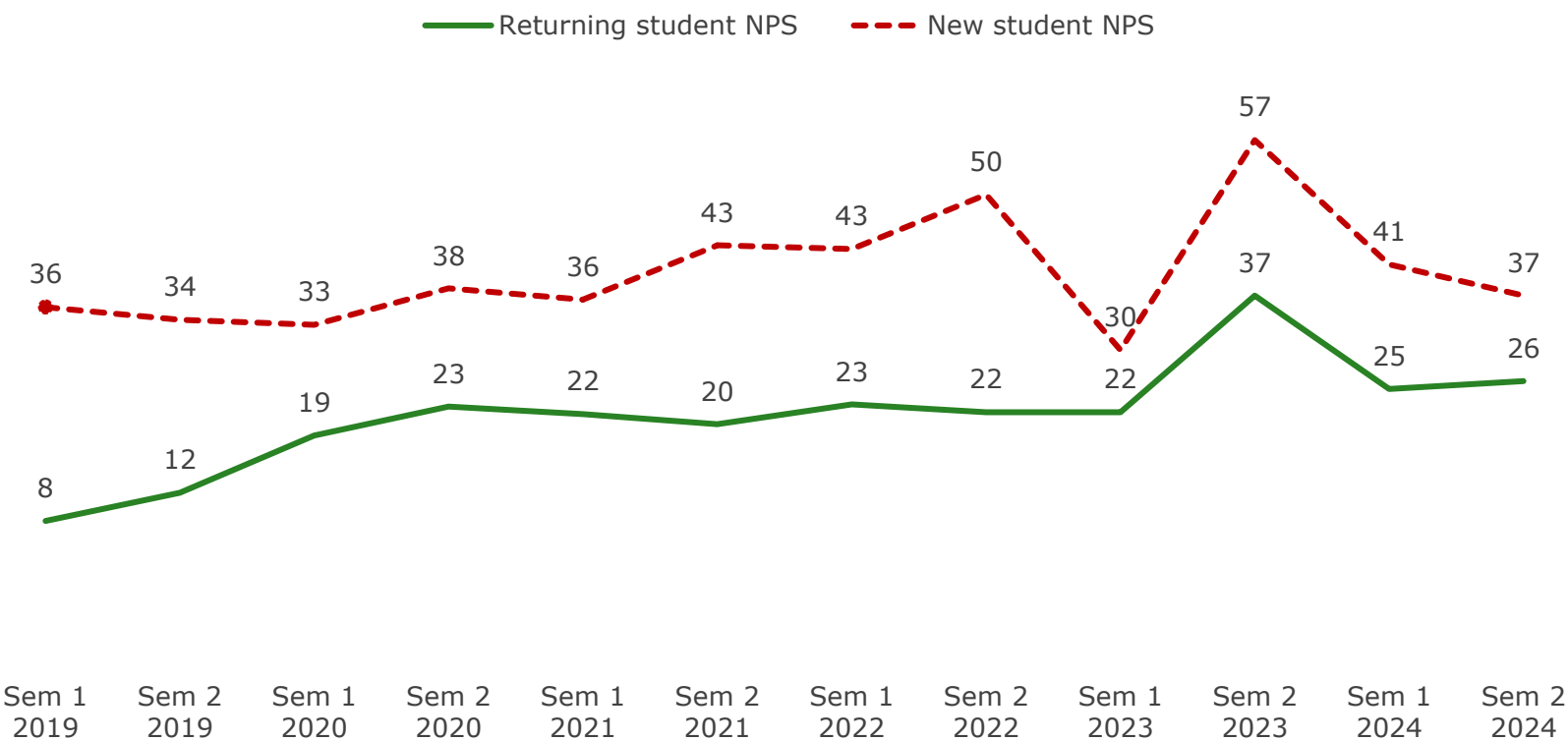
Notes:
1.   Returning students sample size, n = 789 | 1397 | 986 | 1246 | 1306 | 1080 | 1281 | 734 | 666 | 1359 | 979 | 755
2.   New students sample size, n = 791 | 602 | 782 | 509 | 1025 | 352 | 773 | 284 | 590 | 623 | 643 | 381

It is encouraging to see a very high level of positivity among new students

Student comments from promoters

*I find it really comfortable and fun being able to learn in a **safe learning environment**.*

*__Friendly__ environment and very **welcoming**.*

*… All the lecturers seem approachable and down to earth, everyone wants you to succeed and they provide the right **resources** to do so. I enjoy the **group projects** in class, it breaks the ice a bit and hearing different perspectives is always interesting. Lectures and learning material are accessible and if you need help with anything there's always someone willing to **help** and if they can't they'll find someone who can.*

*State of the art **facilities**; exceptional **staff** and **lecturers**; all **inclusive** and enhanced learning environment; unfiltered **support**; sense of **belonging** and **acceptance**.*

*Unitec has an uplifting and **encouraging** atmosphere with supportive lectures and a diverse student body. There is more **support** to be offered at Unitec than I would have ever expected from a tertiary education service.*

*From the day of orientation of international students, induction, training, briefing, details about the library, student council etc. was just so **welcoming**. Have never experienced such a gesture from university.*

*I am thoroughly pleased with **teaching**.*

*I have had a great experience so far. The instructors are great, they teach us things that are actually **useful in the real world** and not always about theory.*

*I've found that the **teaching methods** at Unitec are much more advanced compared to the institute where I previously studied. The **facilities** here are also well-maintained and properly managed. Overall, my experience so far has been better than I expected.*

*I would highly recommend studying at Unitec for several compelling reasons. First and foremost, Unitec offers a **dynamic** and supportive learning environment where students are not just numbers but individuals with unique aspirations. The faculty and staff are exceptionally **friendly** and accommodating, ensuring that each student receives the attention and support they need to thrive. The diverse range of programs and practical, hands-on approach to learning provide students with valuable **real-world experience**, which is crucial for career success. Additionally, the campus itself is **well-equipped** with modern facilities and resources that enhance the learning experience.*

*Unitec is **skilled oriented** institution, which helps gripping jobs smoothly.*

*When studying at Unitec you feel like you have a sense of **belonging**, I feel connected to people around me and its like we're one big family.*

There were far fewer negative comments from new students than positive feedback

Student comments from detractors

*I am an international student and I feel a lot of **stress** with the new study system.*

*Please make better assistive guidance especially for **assignments**.*

*Classes are not **scheduled** well. Evening classes and classes on Friday and Saturday become a barrier to holding a part-time job. As an international student, it is very difficult to survive without a job.*

*As an **international student** it is really difficult for us to adjust in a class with domestic students. Also, I was expecting that teachers would give a little more attention and **guidance** as we are completely new to this. I don't expect anyone to totally guid us in every step at least some sort of consideration on how difficult it is for us to understand and adjust with kiwi student. Some classes like mine are filled with domestic students while I get burried between them and gets even more difficult. So if there is any improvement on this, I would more likely recommend others.*

*The **fees** seem to be way above the average for an institute.*

*Students may hear something but they experience different things - e.g., the **course** advertised two 3-hour classes per week but it was only 45 min. online lecture. The lecturer didn't allow **discussions** either.*

*The good point is some teachers are responsible, and the students service team are fast-response, the disadvantage is that some teachers have a strong **accent** in English.*

*Teachers teach from the slides and tries to cover all the content as per their week schedule regardless of **student's understanding**.*

*The level of teaching you get from each teacher is so different. As many people are coming from high school I feel there is not the same level of **guidance** given from high school to uni. This may just be a general opinion.*

*Due to random **schedule** of classes. And there are long **gap** between two classes.*

*I think the value of the classes really depend on the **teacher** and therefore are better and worse.*

*The **classes** are so big that you feel like a number. **Contact time** is very limited, and in the place of teaching time, an ex-student often delivers content. Lots of instructions are given verbally, which can make things difficult for learners with **disabilities**.*

Most new students report positive experiences across key areas at Unitec

NEW STUDENTS

I am forming friendships with people I have met in class

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Strongly agree	47%	56%	54%	67%	61%	60%
Somewhat agree	30%	25%	30%	24%	28%	27%
Neither agree nor disagree	14%	16%	9%	7%	8%	9%
Somewhat disagree	6%	2%	4%	1%	3%	7%
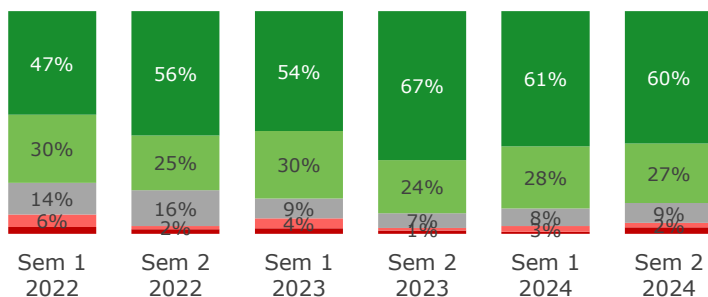
There is someone in my programme or department I can talk to if I have a question or need help

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Strongly agree	70%	72%	67%	72%	69%	64%
Somewhat agree	19%	19%	21%	21%	22%	25%
Neither agree nor disagree	7%	6%	8%	5%	6%	6%
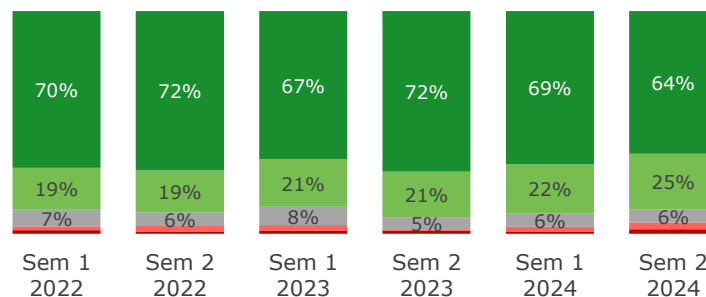
Unitec is a place where everyone belongs, regardless of their background or other aspects of their identity

	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Strongly agree	76%	77%	74%	82%	79%	71%
Somewhat agree	16%	15%	18%	13%	15%	19%
Neither agree nor disagree	5%	7%	4%	3%	4%	6%
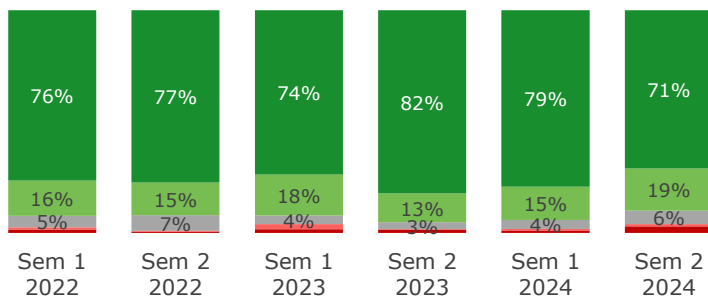
I have a clear goal or purpose for studying at Unitec
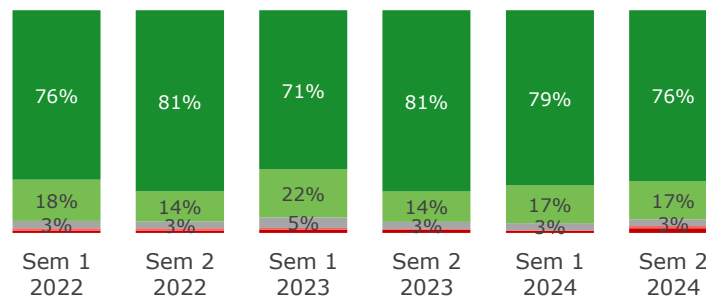
	Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
Strongly agree	76%	81%	71%	81%	79%	76%
Somewhat agree	18%	14%	22%	14%	17%	17%
Neither agree nor disagree	3%	3%	5%	3%	3%	3%

■ 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 = 623 | 199 | 405 | 484 | 564 | 329

Metrics continued..

I believe I can be successful in my studies at Unitec

67%	69%	64%	79%	70%	68%
26%	24%	29%	15%	24%	24%
4%	5%	3%	3%	4%	5%
Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024

I feel welcomed to Unitec

69%	74%	67%	79%	74%	69%
22%	17%	24%	16%	21%	20%
5%	9%	5%	2%	4%	7%
Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
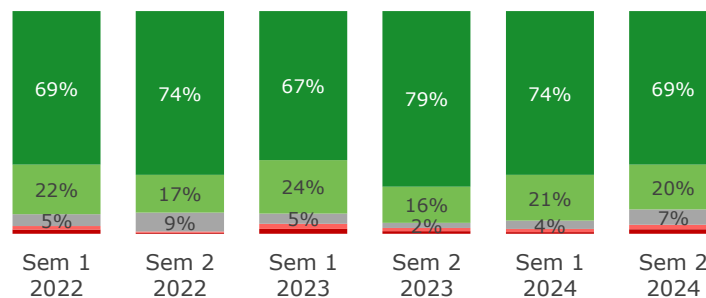
The orientation activities were culturally familiar to Māori and Pacific students

49%	62%	55%	64%	57%	58%
30%	10%	22%	18%	27%	14%
19%	28%	19%	17%	15%	28%
Sem 1 2022	Sem 2 2022	Sem 1 2023	Sem 2 2023	Sem 1 2024	Sem 2 2024
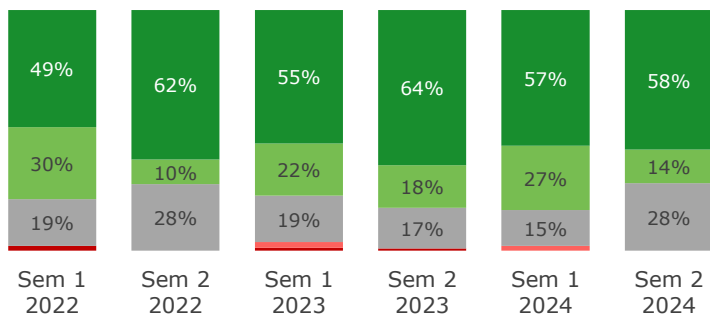
I received advice from other ākonga (students) that was valuable

50%	50%	44%
33%	33%	36%
13%	14%	13%
Sem 2 2023	Sem 1 2024	Sem 2 2024
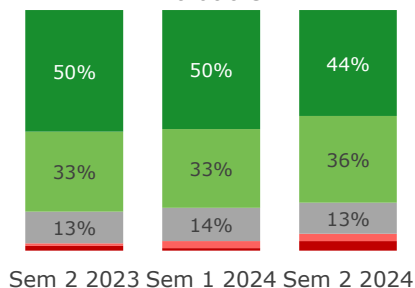
I received support from other ākonga (students) that helped build my confidence
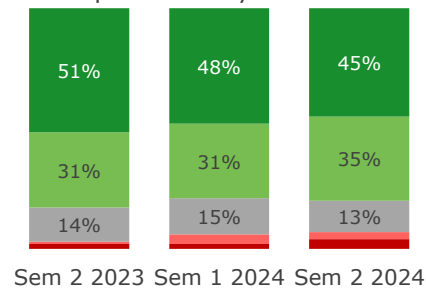
51%	48%	45%
31%	31%	35%
14%	15%	13%
Sem 2 2023	Sem 1 2024	Sem 2 2024

■ 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 = 317 | 199 | 405 | 486 | 564 | 329
3. Māori/Pacific sample size, n = 150 | 29 | 83 | 107 | 120 | 36

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

Student agreement on Te Pūkenga statements

Sem 2, 2024

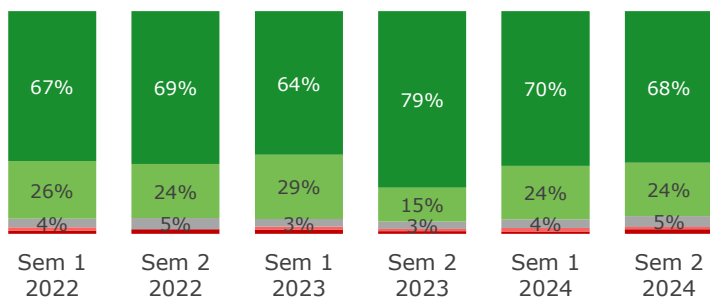| Statement		(%total agreement)	
		Sem 2 2024	**Sem 1 2024**
Overall, I am satisfied with my experience at Unitec	11% / 34% / 51%	96%	97%
I can easily access services that support me with my physical and mental wellbeing	14% / 33% / 47%	94%	96%
I feel a sense of connection or belonging here	16% / 37% / 40%	93%	95%
I can safely express myself and my identity here	8% / 34% / 54%	96%	99%
I feel my culture is respected and valued here	12% / 36% / 48%	96%	99%
My learning experience is free from discrimination, racism, bullying, harassment, and abuse	28% / 64%	99%	97%
I know how to raise an issue, concern, or complaint	11% / 35% / 45%	91%	93%
Unitec provides information on how I can maintain a healthy lifestyle	20% / 35% / 33%	88%	89%
It's easy for me to gain the skills and knowledge I need to achieve my study goals	16% / 36% / 45%	97%	96%

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

Notes:
1. Data labels <=5% are hidden for clarity
2. Sample size, n = 314 | 547

05.

STUDENT SERVICES

Student Central remains the most used service followed by Te Puna (B180) including library and service desk

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 this	(Used) Sem 1 2024	(Used) Sem 2 2023
Student Central		17%	81%	79%	81%
Te Puna (B180) including Library and Service Desk		19%	74%	68%	68%
Online library resources		24%	70%	72%	72%
International Student Support*		31%	68%	73%	66%
Visa and insurance support*		42%	56%	58%	46%
Learning Advisors (also known as Academic Development Lecturers)		47%	40%	37%	37%
Library Knowledge Specialist (subject librarian)	15%	46%	39%	38%	39%
Pacific Centre*	5%	57%	38%	42%	41%
Library at Waitakere Library on Level 3 of B520	24%	38%	38%	40%	37%
Student Support Advisors – Financial and General support	15%	57%	28%	26%	26%
Student Events and Communications	19%	53%	28%	23%	20%
Career Development Service	24%	59%	17%	15%	12%
Scholarships	16%	67%	16%	20%	19%
Te Puna Waiora – Counselling	23%	63%	15%	14%	22%
Student Advocate Service	28%	60%	12%	11%	12%
Access4 Success – Disability Services	26%	63%	10%	9%	9%
Chaplaincy & Multifaith Services	44%	52%	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 = 581 | 581 | 583 | 134 | 134 | 576 | 581 | 95 | 576 | 576 | 576 | 570 | 572 | 574 | 570 | 574 | 574
3. * only asked of students in the relevant priority group
4. There is no data available on the awareness and usage of "Support services for Māori students" this semester due to an error in the survey logic.

Satisfaction among users remains high for all services

Satisfaction with support services

Legend: ■ Extremely dissatisfied ■ Somewhat dissatisfied ■ Neither satisfied nor dissatisfied ■ Somewhat satisfied ■ Extremely satisfied

Service	Somewhat satisfied	Extremely satisfied	(% Satisfied) Sem 2 2024	Sem 1 2024
Student Central	29%	64%	93%	93%
Te Puna (B180) including Library and Service Desk	30%	64%	94%	94%
Online library resources	33%	59%	92%	93%
International Student Support*	36%	58%	94%	87%
Visa and insurance support*	33%	58%	91%	90%
Learning Advisors (also known as Academic Development Lecturers)	33%	57%	90%	92%
Library Knowledge Specialist (subject librarian)	26%	69%	95%	95%
Pacific Centre*	19%	75%	94%	92%
Library at Waitakere Library on Level 3 of B520	27%	62%	89%	89%
Student Support Advisors – Financial and General support	28%	58%	86%	87%
Student Events and Communications	29%	62%	91%	87%
Career Development Service	30%	55%	85%	78%
Scholarships	18%	63%	81%	81%
Te Puna Waiora – Counselling	16%	67%	83%	89%
Student Advocate Service	28%	62%	90%	90%
Access4 Success – Disability Services	33%	54%	87%	86%
Chaplaincy & Multifaith Services	20%	68%	88%	87%

Notes:
1. Question text: Please tell us how satisfied are you with each of the services that you have used?
2. Sample size, n = 464 | 424 | 403 | 88 | 73 | 227 | 222 | 36 | 216 | 160 | 157 | 92 | 92 | 83 | 69 | 57 | 25
3. * only asked of students in the relevant priority group
4. There is no data available for satisfaction with "Support services for Māori students" for this semester due to an error in the survey logic.