

21/11/2025

Student NPS

Semester 2, 2025

Survey date: August-September 2025

Report date: November 2025



Report Overview

- **Key findings**
- **Net promoter score & study experience**
 1. **Returning students**
 2. **New students**
- **Reasons for NPS**
- **Improvement suggestions**
- **You Said, We Did**
- **Student services**

Key findings

Student NPS result

- NPS slightly decreased to 30 for returning students and 36 for new students.
- Scores has declined among Māori, disabled, and under 25 students, but increased for international and Pacific students.
- Community Studies, followed by Trades and Services, received the highest NPS scores again. However, results should be interpreted in context given varying sample sizes across schools.
- Overall satisfaction remain high, with 97% of new and 94% of returning students satisfied with their experience at Unitec.

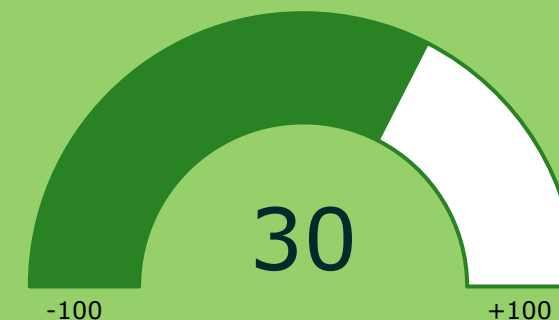
Reasons for NPS

- Over three out of four comments explaining NPS scores were positive.
- Learning and development and supportive staff were the most frequently mentioned themes. While supportive staff received about 90% positive feedback, learning and development drove both positive and negative responses, showing its strong impact on satisfaction and the need to enhance teaching quality and learning experiences.
- Among the most frequently mentioned themes (top eight), atmosphere and culture had the highest positivity (94% positive), while about one-third of comments on courses and content and facilities were negative, signalling key opportunities for improvement.

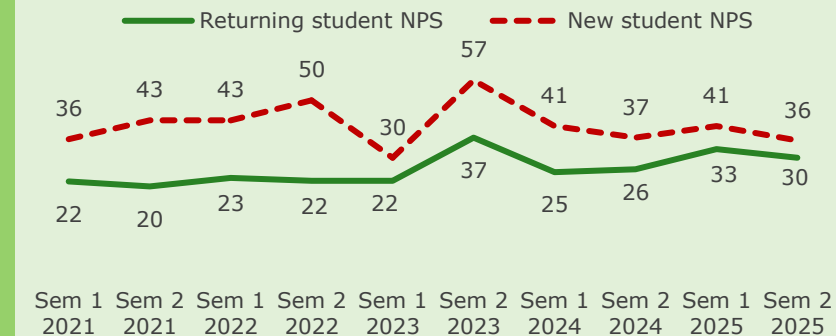
Top suggestions for improvement

1. Upgrade and modernise campus facilities
2. Expand affordable parking options
3. Improve course quality and relevance
4. Strengthen student support services
5. Enhance learning and development methods and opportunities

Returning Student NPS

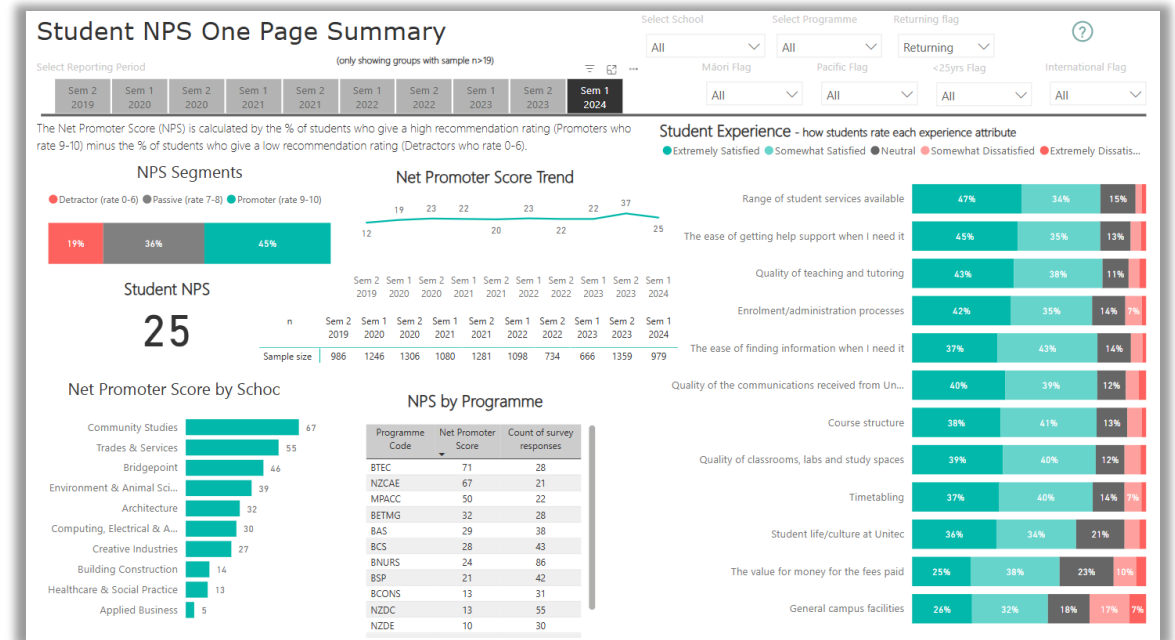


Student NPS over time



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.
- [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 over \$2,000 prize pack offered as the incentive. The survey was sent via email to students enrolled in a formal programme in semester 2, 2025. The survey opened on 25 August to n=5,846 students and closed on 22 September.
In total, **n=1,156** students responded to the survey giving a response rate of **20%**. The previous semester's response rate was 30%.
- 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?

Response rate across NZIST divisions for Sem 1, 2025

18,178

Total respondents

34.6

Overall NPS

2,876

Detractors

6,038

Passives

9,113

Promoters

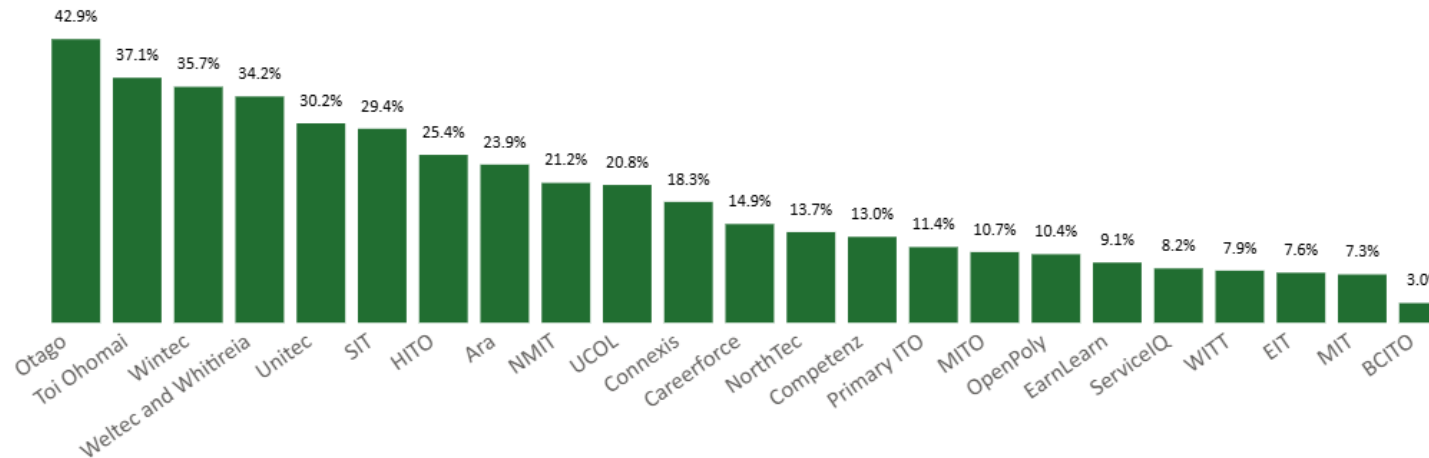
113,174

Survey population (denominator)

16.1%

Response rate

Response rate by Provider



Notes:

1. Data for Sem 2, 2025 is not yet available.

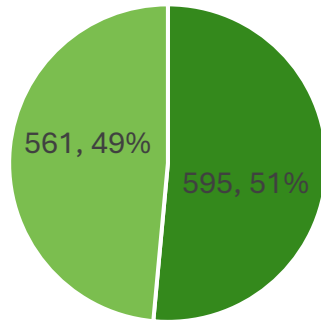
Unitec is a Business Division of NZIST – New Zealand Institute of Skills and Technology



Participants

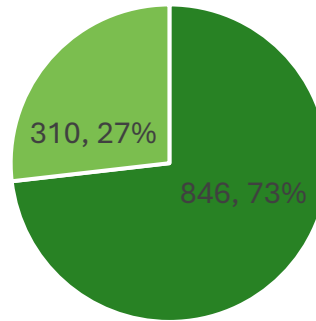
Total participants: 1,156

Enrolment Status



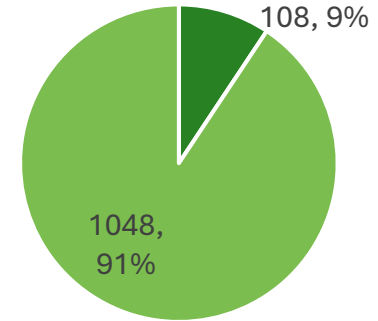
■ New ■ Returning

Residency



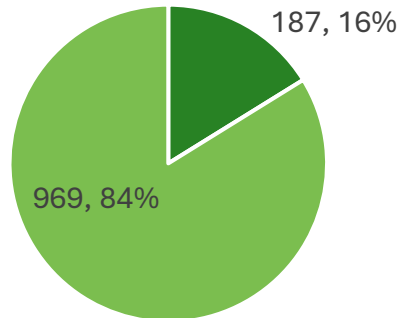
■ Domestic ■ International

Māori Descent



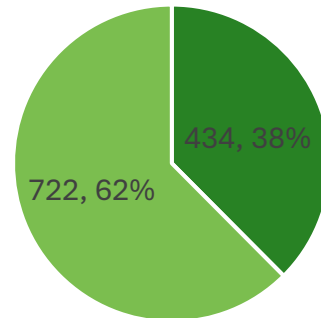
■ Māori ■ Non-Māori

Pacific Descent



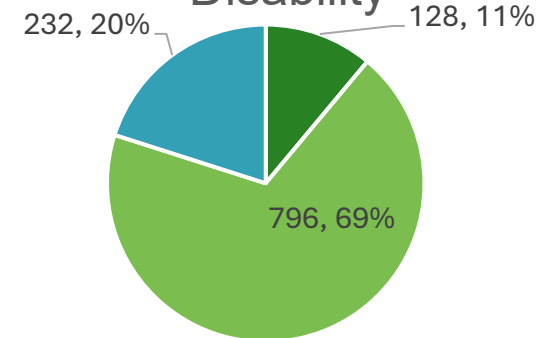
■ Pacific

Age



■ Under 25 ■ 25 and over

Disability



■ Yes ■ No ■ Unknown

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.

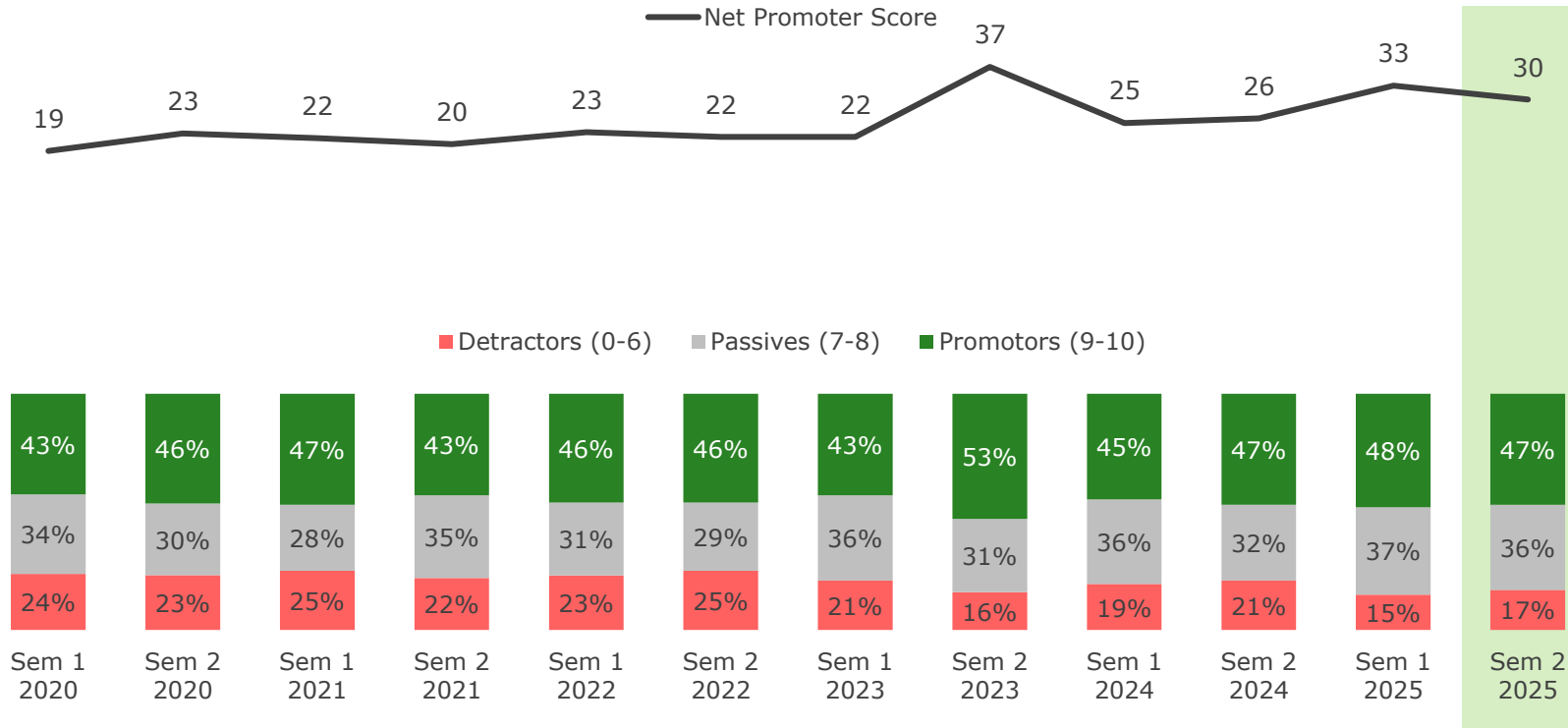
$$\text{Happy Face} \% - \text{Angry Face} \% = \text{NPS}$$

1. Returning students



Unitec's returning NPS at 30, down from last semester but third highest in 12 semesters

Returning student NPS



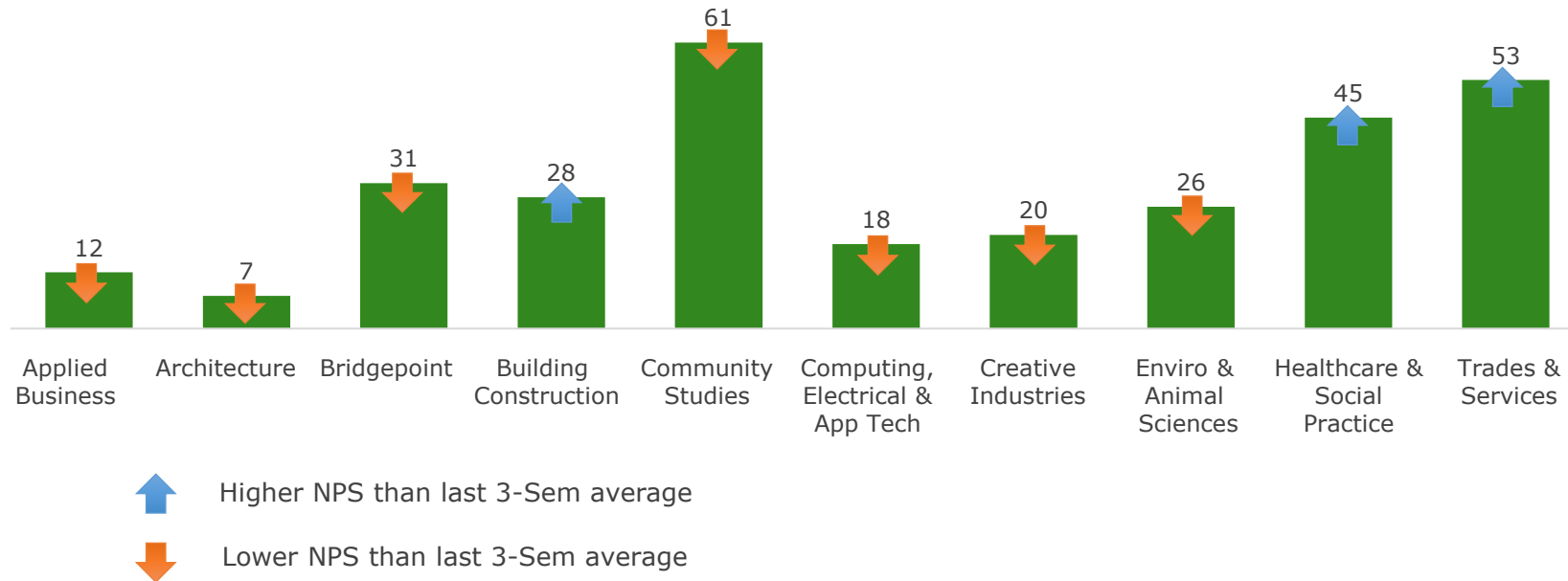
Notes:

1. Student NPS displayed here is for returning students.
2. Question text: On a scale from 0-10, how likely are you to recommend studying at Unitec to a friend, colleague or family member?
3. Sample size (student NPS by semester), n = 1246 | 1306 | 1080 | 1281 | 1098 | 734 | 666 | 1359 | 979 | 755 | 1095 | 561



NPS differs across schools, with Community Studies leading, followed by Trades & Services.

Returning student NPS by school (semester 2, 2025)

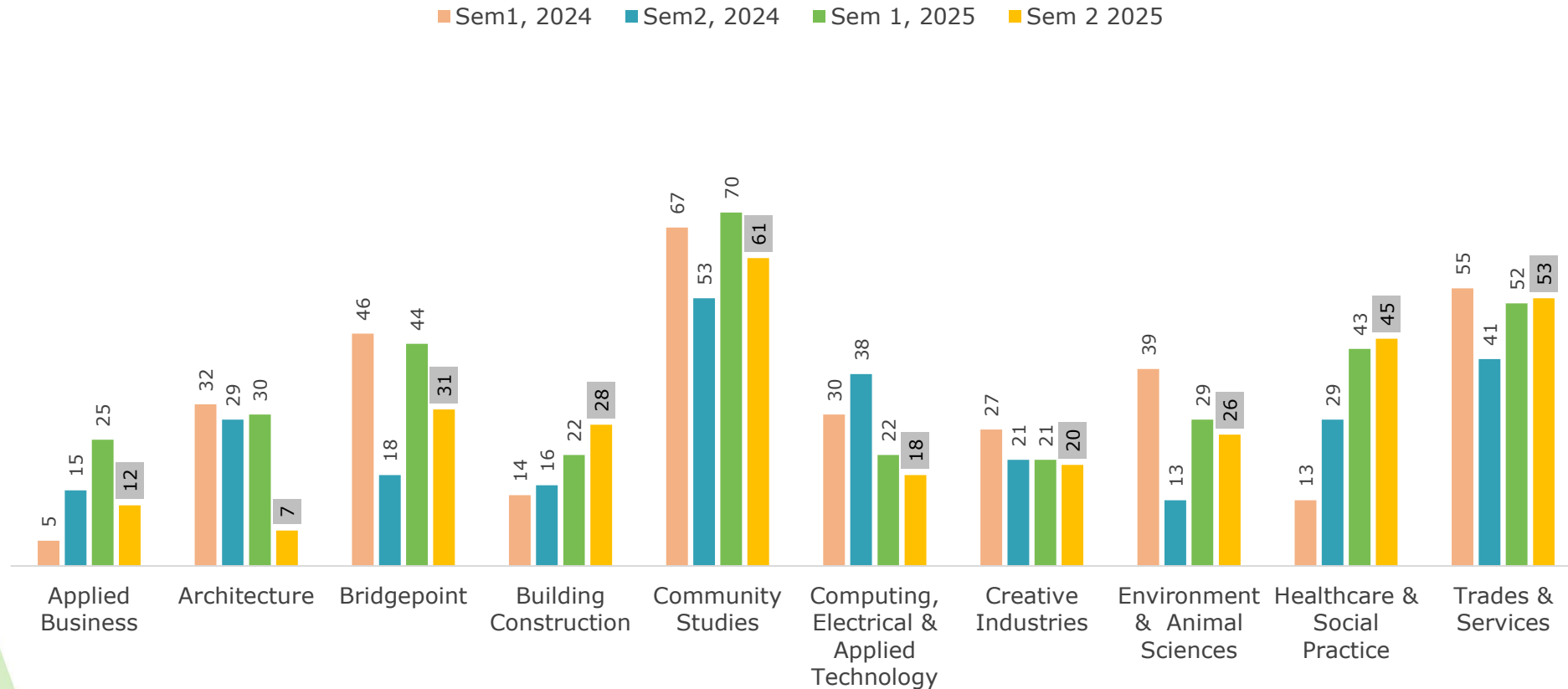


Notes:

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, 2025 by school), n = 73 | 41 | 35 | 93 | 18 | 60 | 25 | 47 | 119 | 38

NPS by school over time

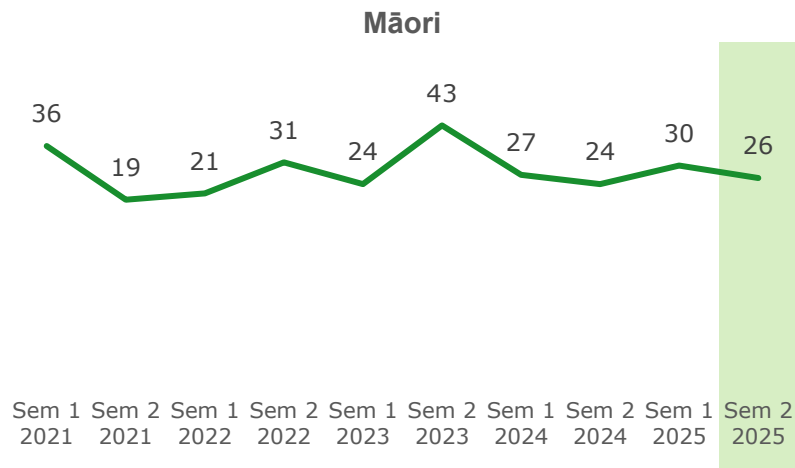
Returning student NPS by school



Notes:

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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, 2025 by school), n = 73 | 41 | 35 | 93 | 18 | 60 | 25 | 47 | 119 | 38

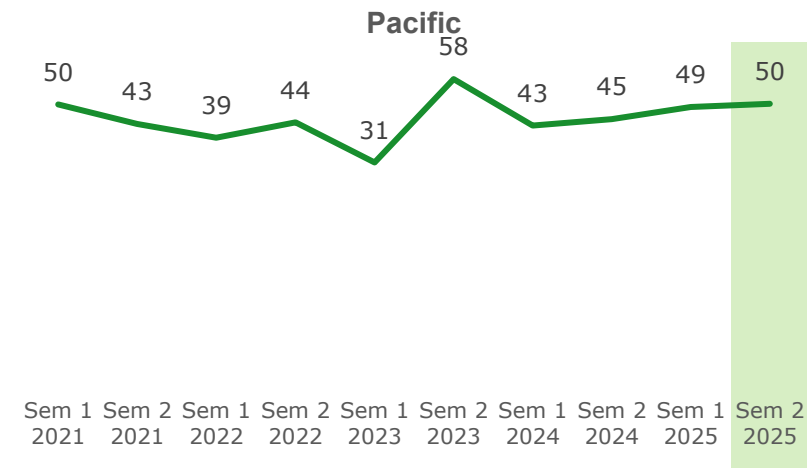
Māori NPS declined compared to last semester but improved from the second semester of 2024, while Pacific NPS continues on a positive trend.



Unitec overall has a great sense of community and culture. It is in general a good place to study at.

There's a lot of support and resources. The lecturers are happy and always trying their best to assist you after class. There's also comfortable areas to study and learning tutors are accessible if your needing extra help after class or in your spare time. Unitec is also culturally diverse, there's a marae and prayer room for spiritual activities and there's always a buzz going on around campus especially near the food court.

... Unitec has a great support system for students and lecturers are easy to communicate with.



I enjoy studying at Unitec.

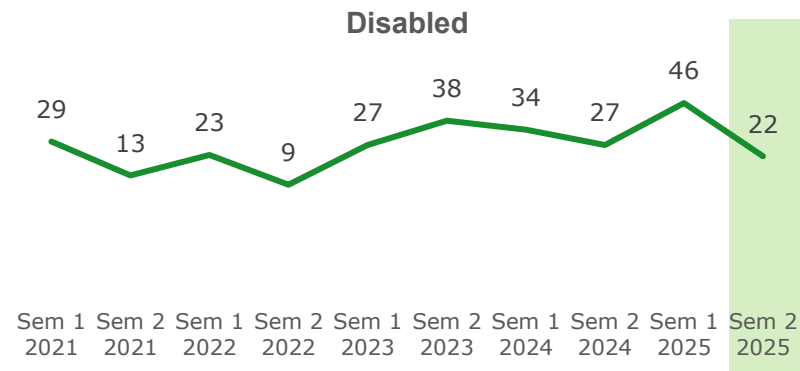
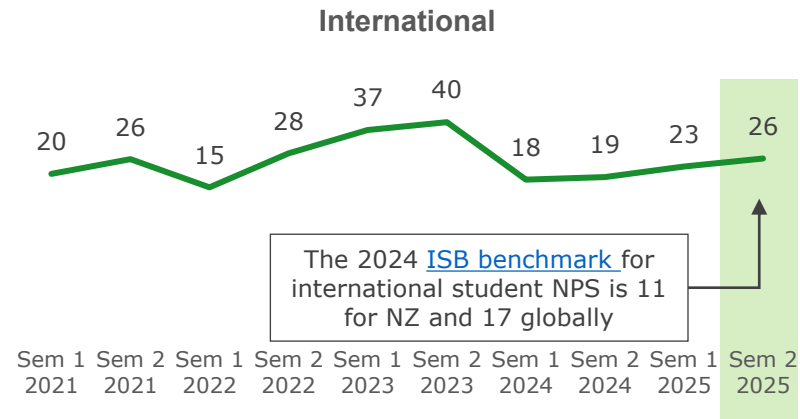
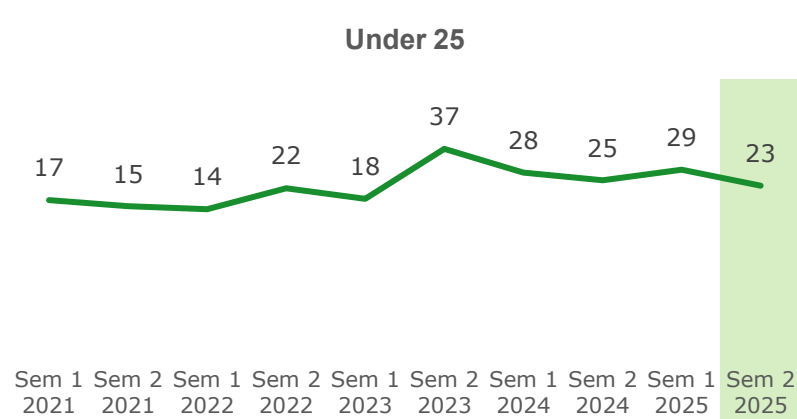
The work environment is very supportive, and the lecturers are approachable and helpful, which makes studying here a positive and encouraging experience.

It's very multicultural and the we have pacific culture that I admire. Us pacific students empower other pacific students to grind on and that is important for pacific to progress.

I am truly blessed to be in a very supportive environment at Unitec.

- Notes:
1. Student NPS displayed here is for returning students
 2. Sample size (semester 2, 2025 by priority group), n = 58 | 106
 3. A learner can belong to multiple schools or priority groups

NPS for under-25 and disability groups declined, while it improved for international students compared to Semester 1, 2025.

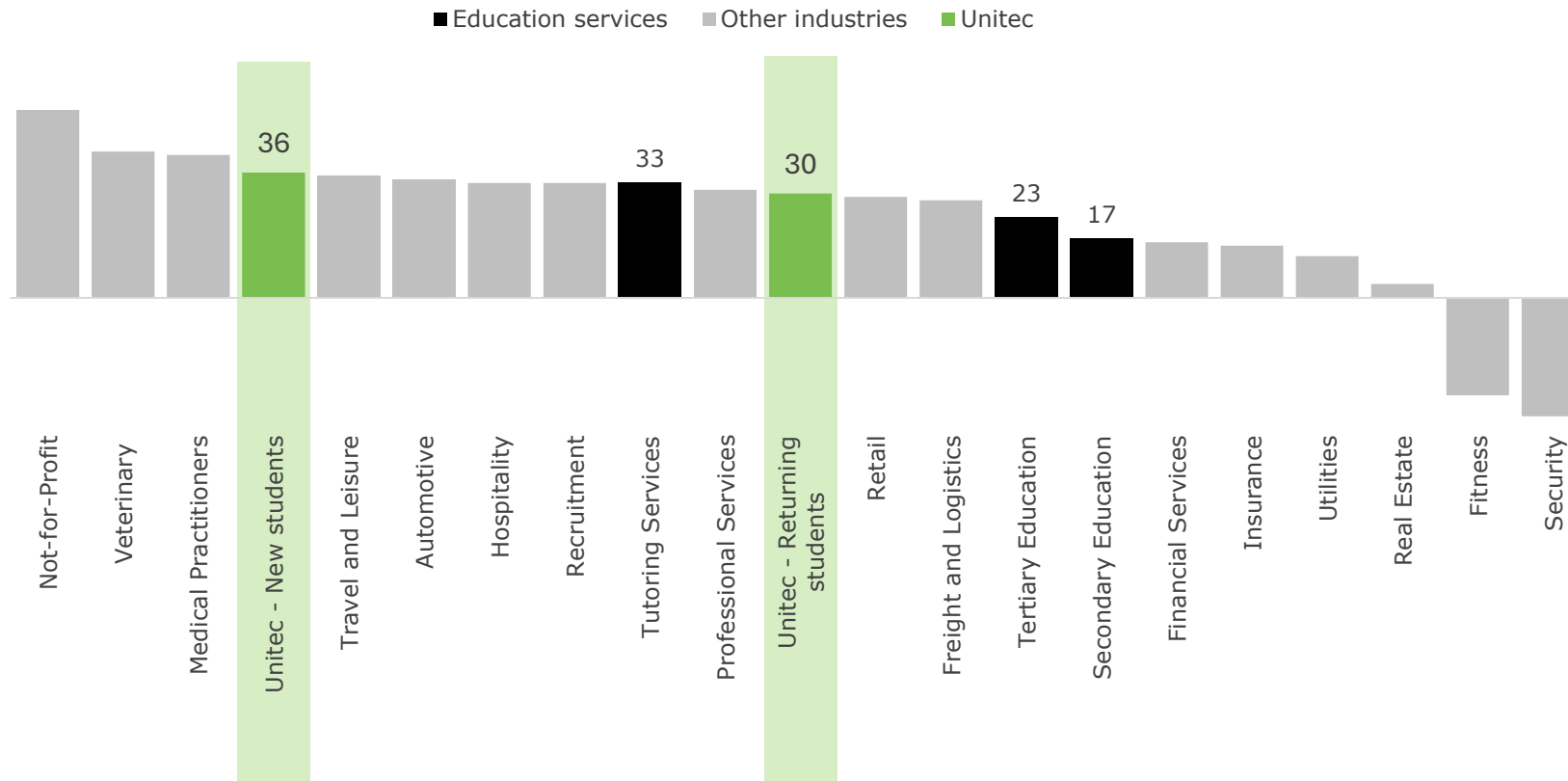


Notes:

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, 2025 by priority group), n = 172 | 104 | 74
4. A learner can belong to multiple schools or priority groups

Unitec's NPS for both new and returning students exceeds the tertiary education benchmark.

New Zealand NPS industry benchmarks 2025



Notes:

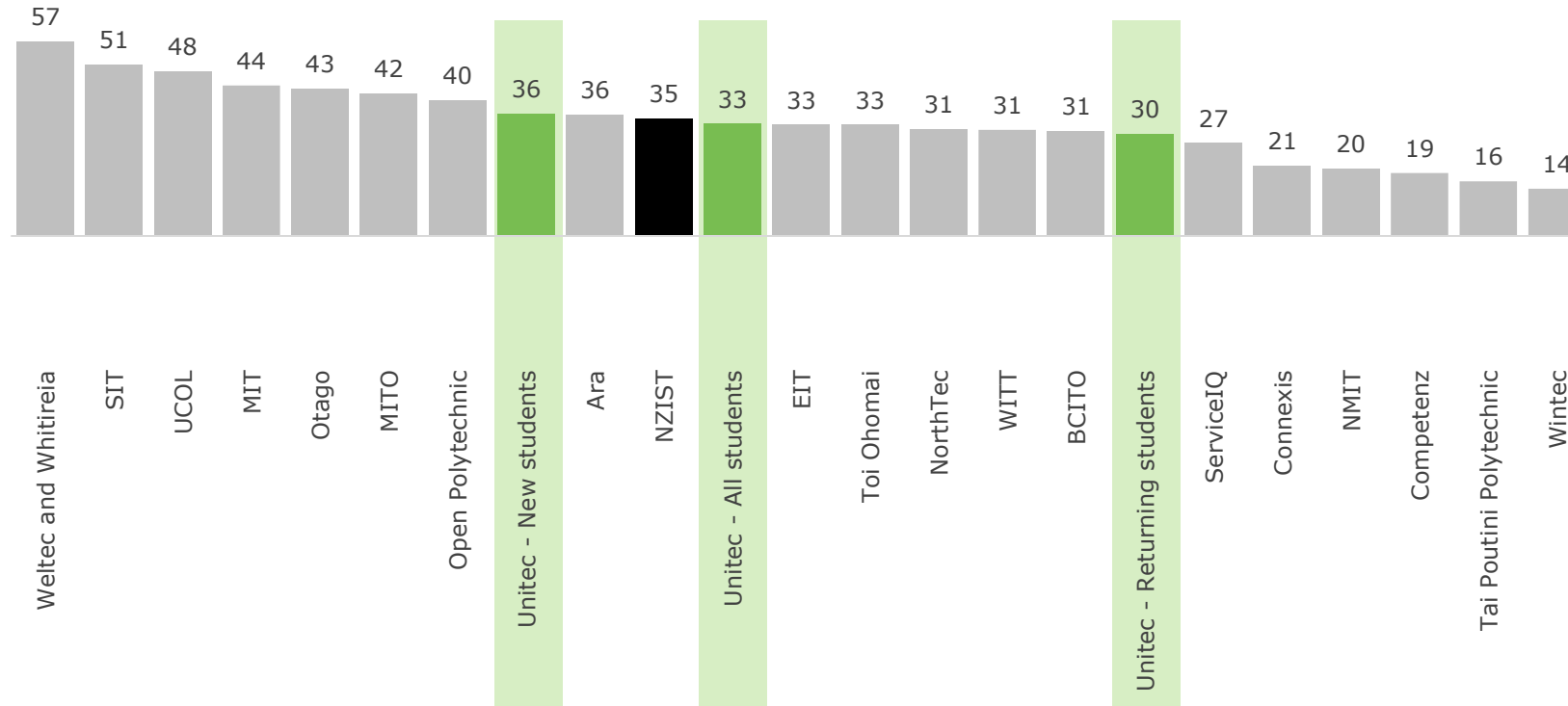
1. Source: Perceptive customer monitor, New Zealand NPS® Industry Benchmarks 2025 report

Unitec is a Business Division of NZIST – New Zealand Institute of Skills and Technology



Unitec's NPS is very close to NZIST average across business divisions.

NZIST Learner Engagement Survey NPS benchmarks

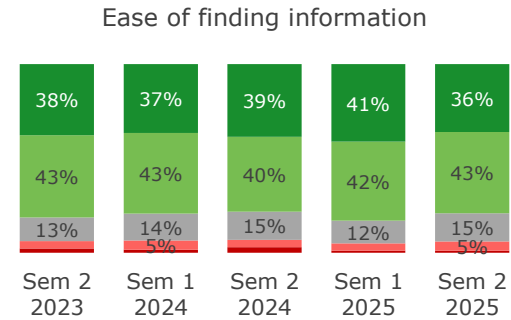
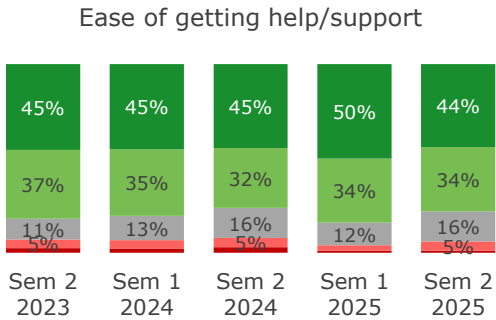
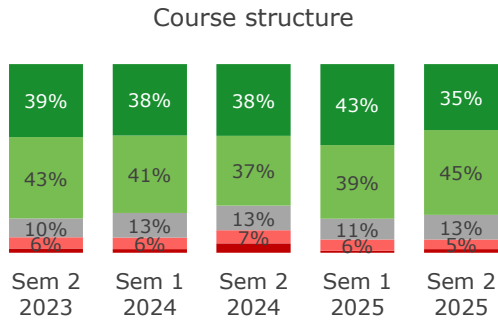
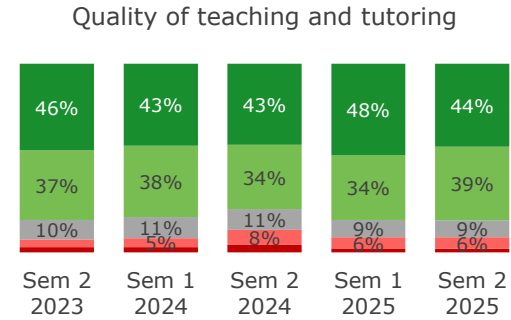
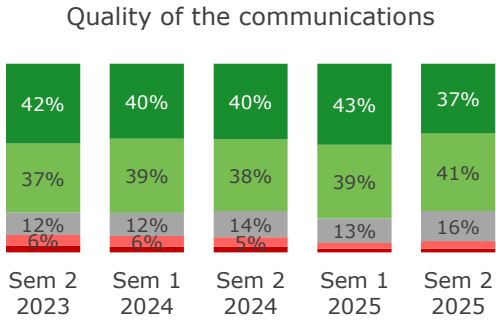
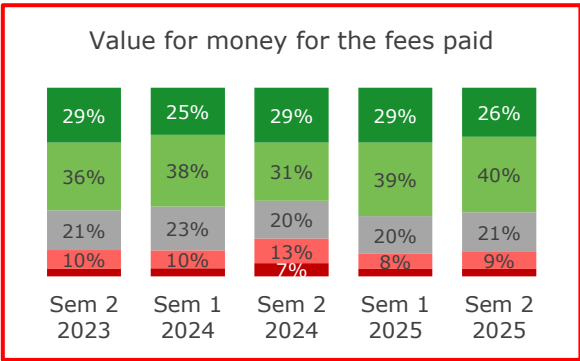


Notes:

1. Source: Te Pūkenga learner engagement survey – semester 1 2025
2. Other institutes most likely have new and returning students mixed together at an unknown ratio
3. Sample size: 201, 1413, 736, 474, 1673, 570, 1986, 595, 493, 18027, 1156, 355, 1778, 185, 99, 401, 561, 187, 599, 545, 895, 31, 1537

High satisfaction levels, but value for money remains a focus.

RETURNING STUDENTS



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

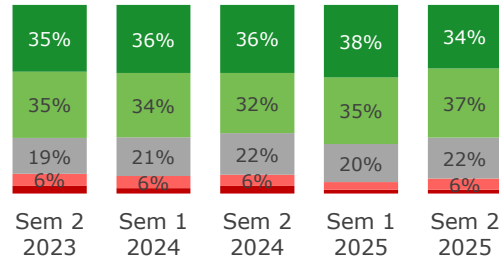
- Notes:
1. Question text: How satisfied are you with the following aspects of Unitec ...
 2. Sample size (semester 2, 2025), n ≈ 500 (range: 498-502)
 3. Data labels <5% are hidden for clarity



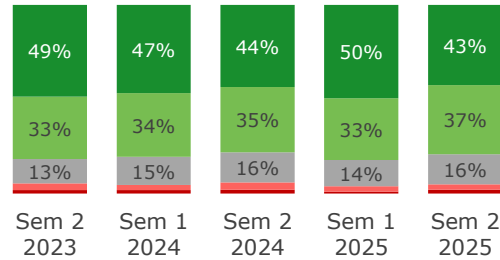
Campus facilities remain the main area needing attention.

RETURNING STUDENTS

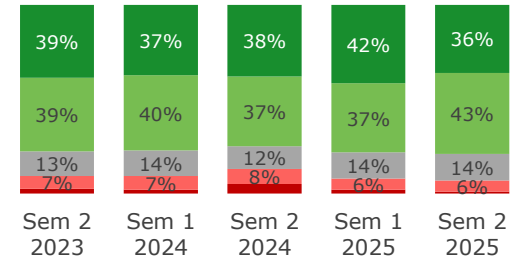
Student life/culture at Unitec



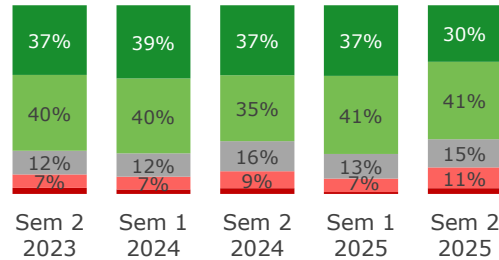
Range of student services



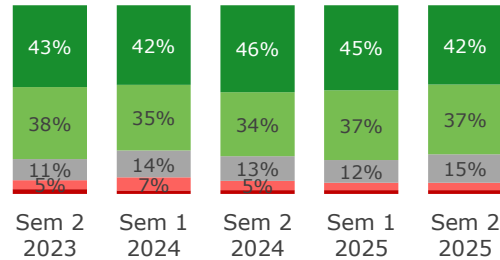
Timetabling



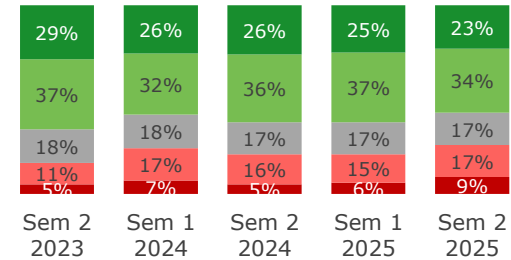
Quality of study spaces



Enrolment/administration processes



General campus facilities



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

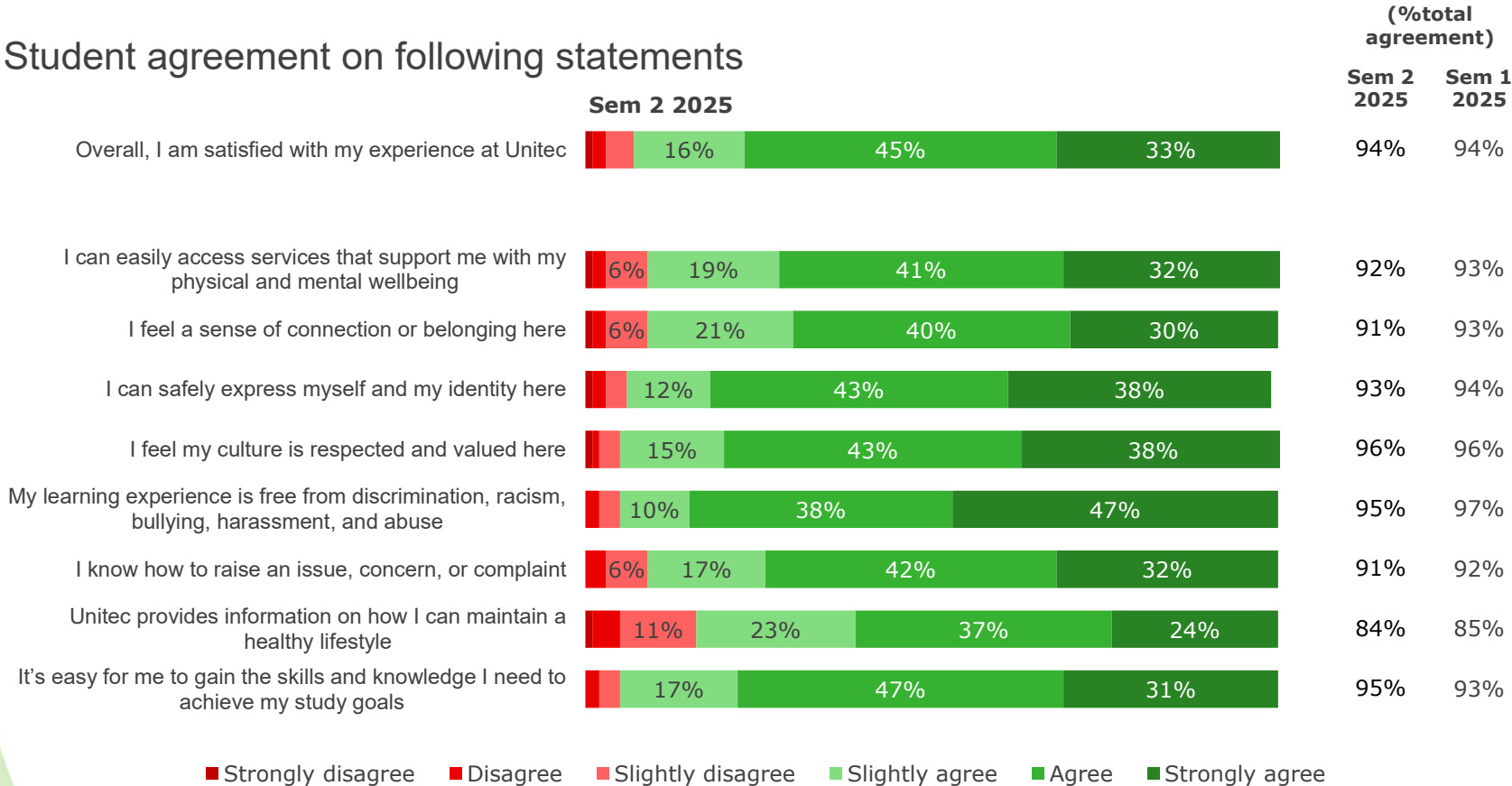
Notes:

1. Question text: How satisfied are you with the following aspects of Unitec ...
2. Sample size (semester 2, 2025), n ≈ 500 (range: 498-503)
3. Data labels <5% are hidden for clarity

Strong support overall, slightly lower agreement on healthy lifestyle information.

RETURNING STUDENTS

Student agreement on following statements



■ Strongly disagree
 ■ Disagree
 ■ Slightly disagree
 ■ Slightly agree
 ■ Agree
 ■ Strongly agree

Notes:

- 1. Data labels <=5% are hidden for clarity
- 2. Sample size, n = 507 | 926



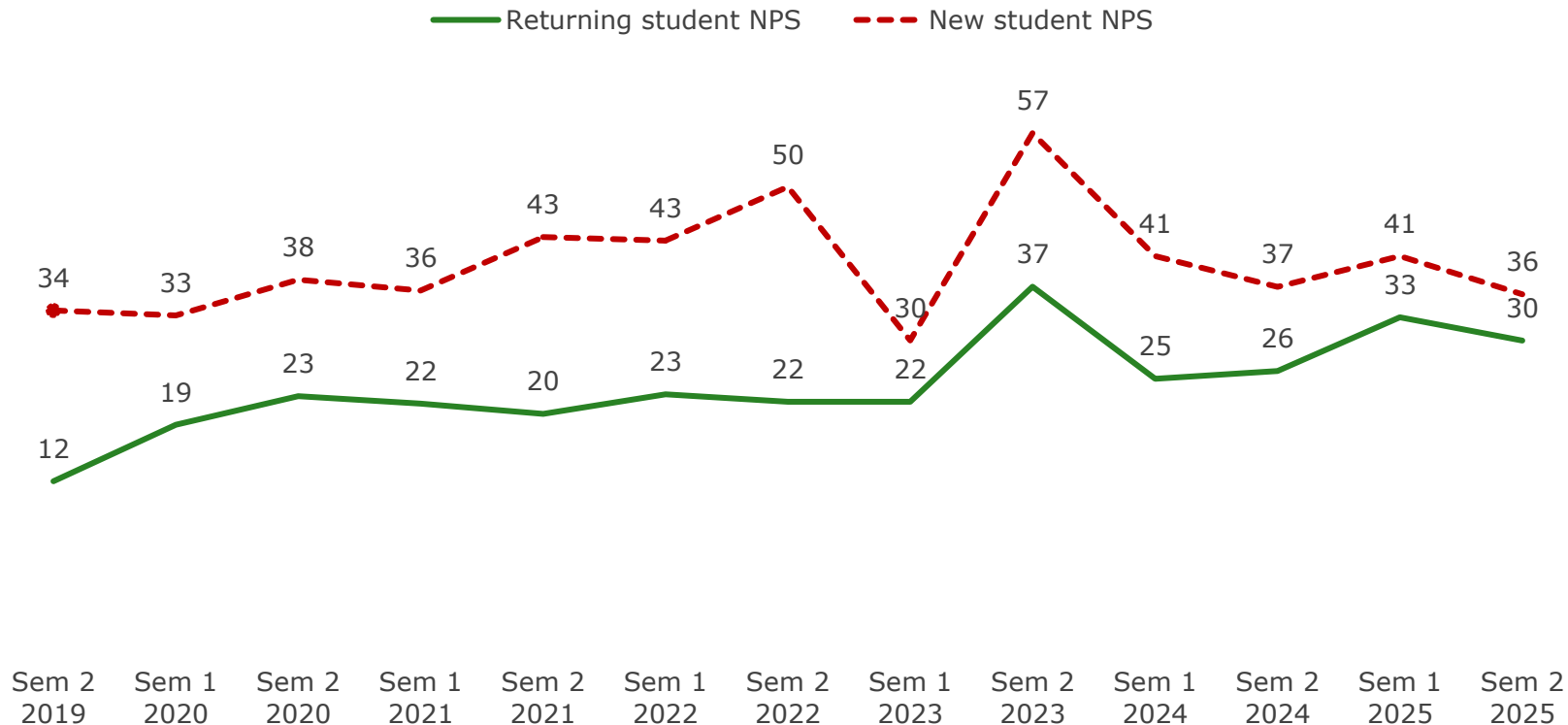
2. New students



NPS scores are down for both new and returning students since last semester, but compared with the second semester of 2024 they are steady for new students and higher for returning students.

ALL STUDENTS

NPS for new and returning students



Notes:

1. Returning students sample size, n = 986 | 1246 | 1306 | 1080 | 1281 | 1098 | 734 | 666 | 1359 | 979 | 755 | 1095 | 561
2. New students sample size, n = 602 | 782 | 509 | 1025 | 352 | 773 | 284 | 590 | 623 | 643 | 381 | 654 | 595



New students appreciate the supportive, welcoming, and engaging learning environment, but highlight areas for improvement.

NEW STUDENTS

Positive comments

Unitec is helpful and very practical which can be ideal for those who learn better practically like me.

In my experience, learning here at Unitec is very hands on, and the people here are so nice! Lecturers are always willing to help you out, and there's always something going on around campus that students can join in on!

Great learning environment, and learning is very practical, makes u ready for work asap.

Awesome support, great library open plan learning. Tutors are great.

It really help and support with getting a role in any field career you seek for with the practical and applied studies.

I absolutely love my lecturers. They are supportive, dedicated, and go above and beyond for us. They always make sure that we are looked after. The campus is easy to access too and the parking is not too badly priced.

As a first-year uni student studying at Unitec, everyone has been welcoming and warm. There is a lot of support here at Unitec that you can get. Unitec is really diverse which is something that is important to me as a Polynesian. Everything here at Unitec is accessible and inclusive.

I like how friendly, non - judgemental and welcoming all the staff, lecturers are.

Negative comments

Some lecturers are horrible at presenting course material.

I guess my school schedule is doable but the transportation and traffic are a bit of a problem but other than that that campus and staff are great.

For my course it's very on point with it's purpose of the course, but one thing that would be very hard is how far the place is but very worth coming to learn.

Teaching is good, but depending on what time your classes are there isn't much parking available. Also so days may drag out longer than needed.

Need better parking facilities with working lifts.

Quality isn't as good as in other countries, lecturers have a weird opinion about their abilities, they think they are the best and are not open for other opinions ...

Staff are unprofessional and have poor teaching skills.

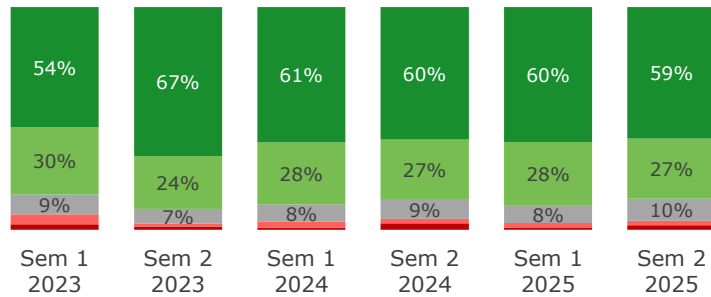
Most of the classes have been good so far but there's this one class in which we are not focusing on stuff we should be.

Course is lacking no support for future development in field assignments aren't clear with requirements to be able to pass

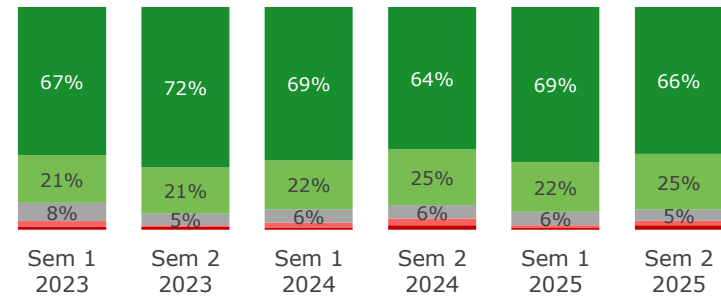
New students rate core aspects of Unitec positively.

NEW STUDENTS

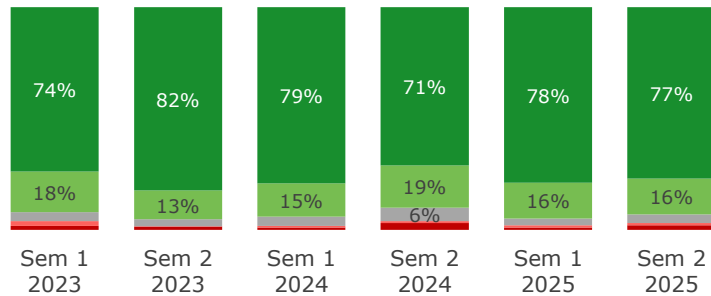
I am forming friendships with people I have met in class



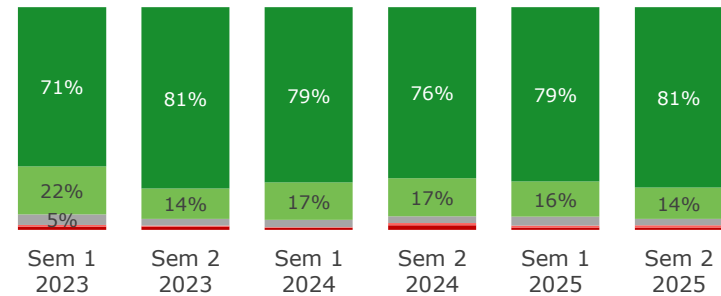
There is someone in my programme or department I can talk to if I have a question or need help



Unitec is a place where everyone belongs, regardless of their background or other aspects of their identity



I have a clear goal or purpose for studying at Unitec



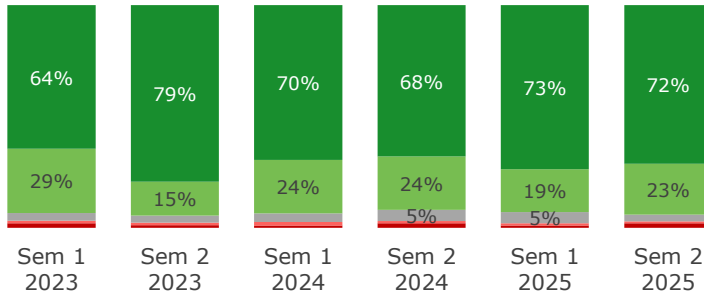
Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 405 | 484 | 564 | 329 | 552 | 513
3. Data labels <5% are hidden for clarity

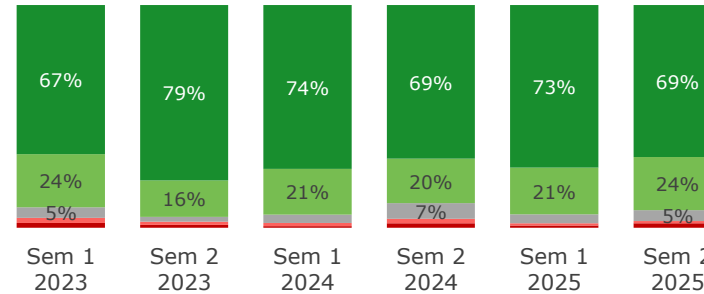
Metrics continued..

NEW STUDENTS

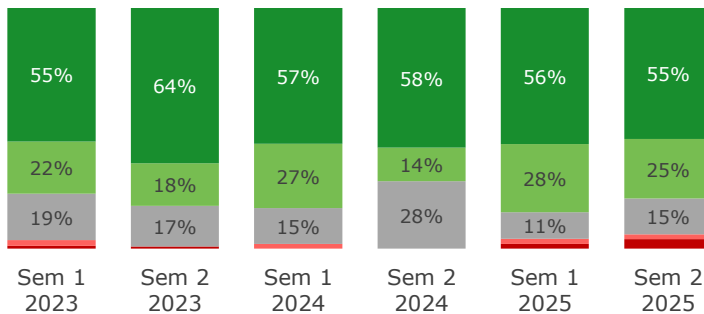
I believe I can be successful in my studies at Unitec



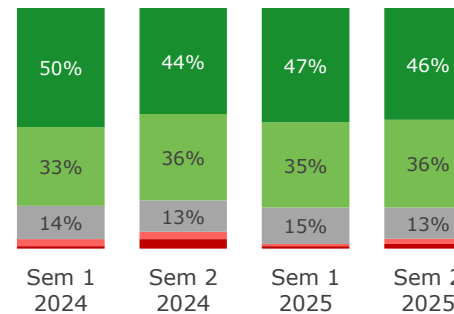
I feel welcomed to Unitec



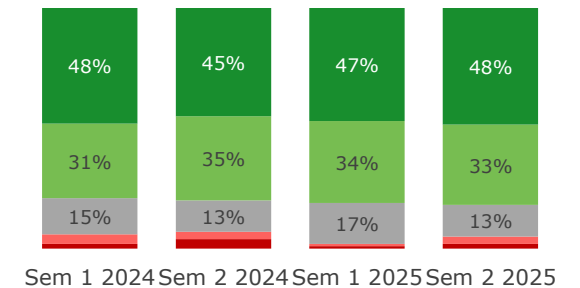
The orientation activities were culturally familiar to Māori and Pacific students



I received advice from other ākonga (students) that was valuable



I received support from other ākonga (students) that helped build my confidence



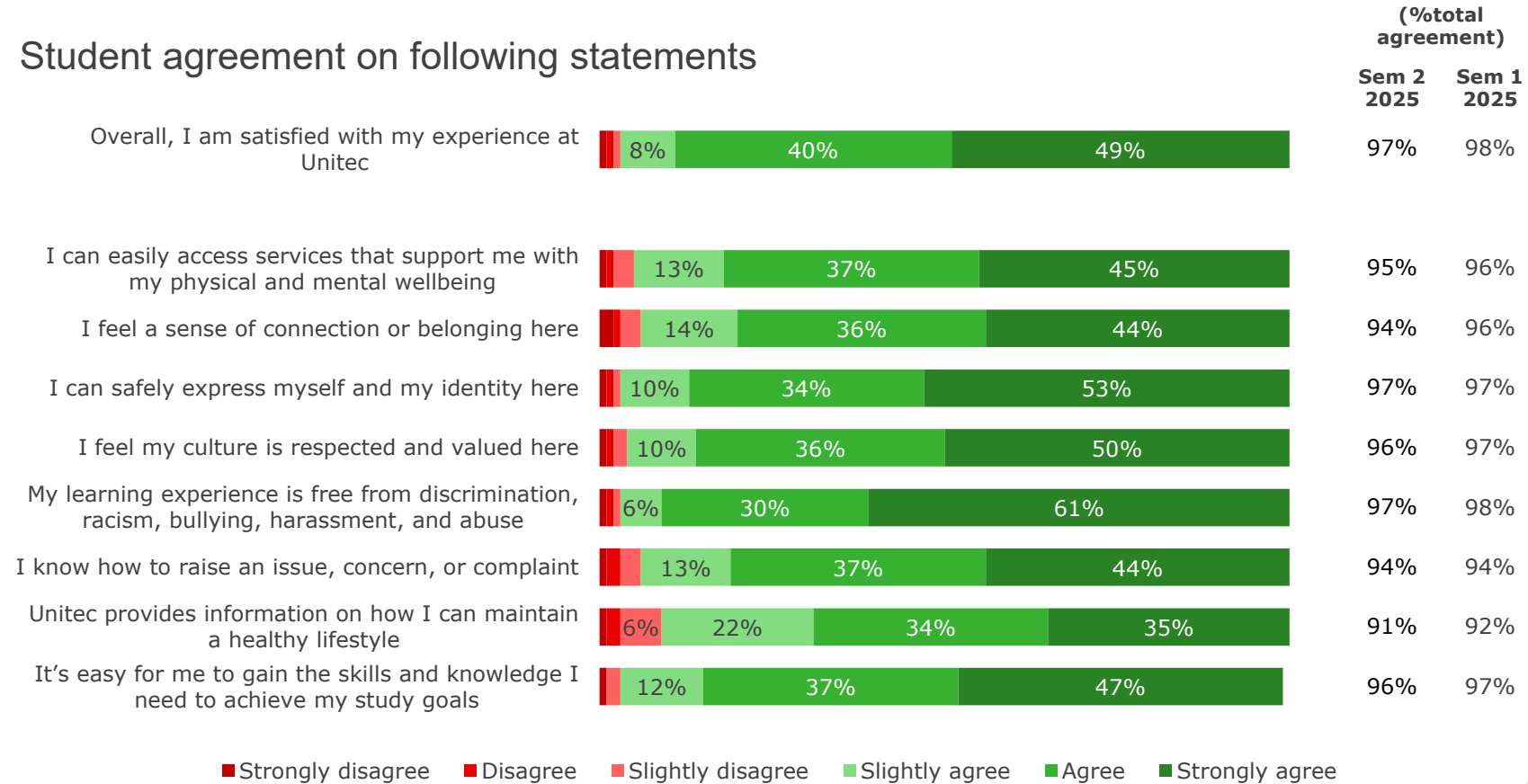
Notes:

1. Question text: Please tell us how much you agree or disagree with each of the following statements.
2. Sample size, n = 405 | 486 | 564 | 329 | 556 | 513
3. Māori/Pacific sample size, n = 83 | 107 | 120 | 36 | 127 | 110
4. Data labels <5% are hidden for clarity

Strong student support for following statements among new students.

NEW STUDENTS

Student agreement on following statements



■ Strongly disagree
 ■ Disagree
 ■ Slightly disagree
 ■ Slightly agree
 ■ Agree
 ■ Strongly agree

Notes:

1. Data labels <=5% are hidden for clarity
2. Sample size, n = 516 | 557

Summary of key findings about NPS and study experience

1

NPS score for both new and returning students slightly declined compared to Semester 1, 2025 (returning from 33 to 30, new from 41 to 36).

2

Among priority groups, Māori, disabled, and under 25 showed small decreases, while international and Pacific students improved slightly.

3

Satisfaction statements align with the NPS trend, showing consistently positive results across most measures.

4

Despite the decline, NPS for both groups remains above the tertiary education benchmark.

Reasons for NPS

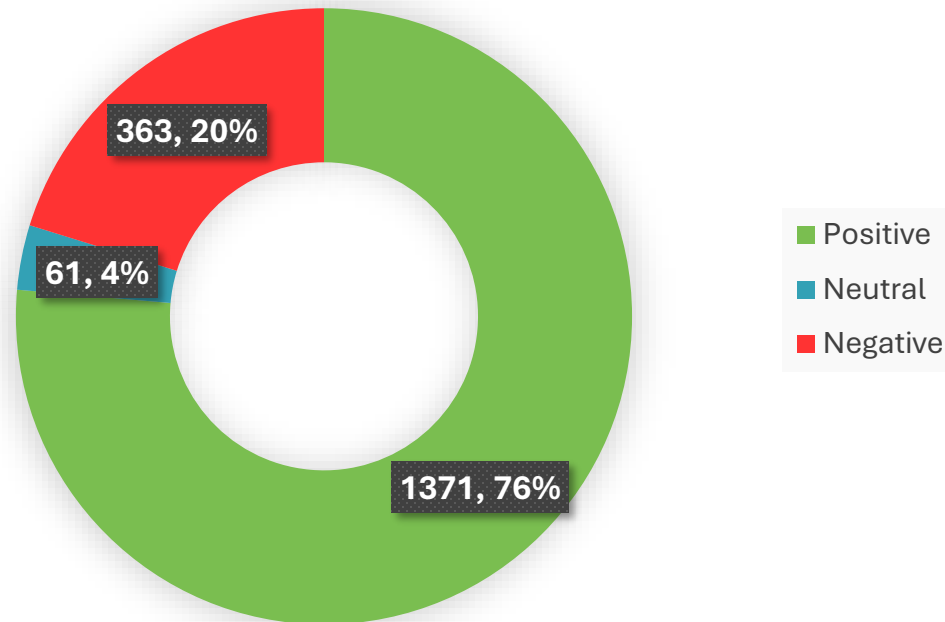


Summary of “Reason for NPS” comments

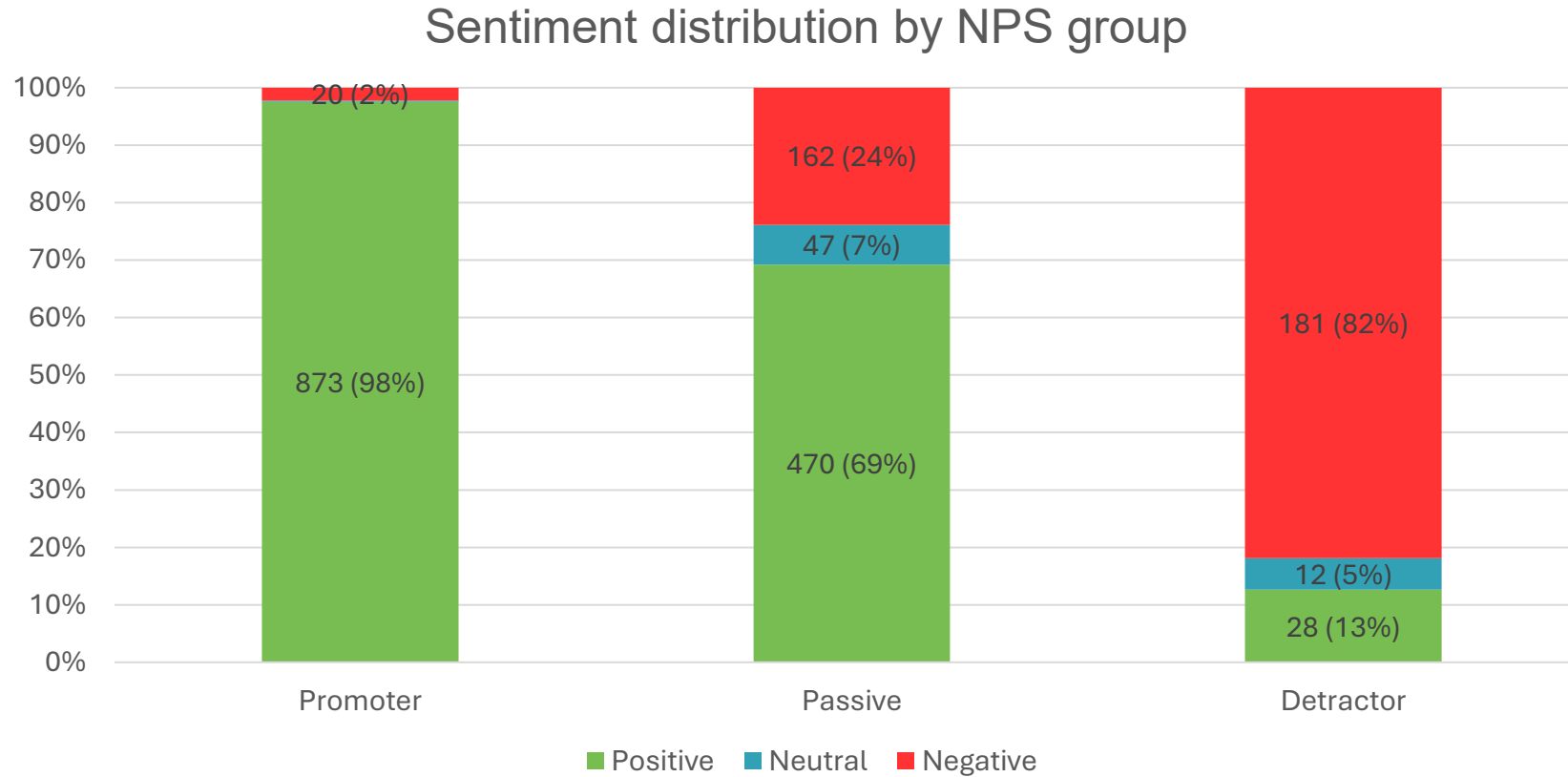
- A total of 920 comments were received from 1,156 respondents, with 89% granting permission to share their feedback.
- Twenty-seven comments coded as “*don’t know/no reply*” (e.g., *idk, normally, because I want to*) were excluded.
- In total, 1,795 themes were assigned to 893 comments, about two themes per comment on average.
- *Learning & Development* was the most frequent theme (n=256); *Opening Hours* the least (n=7).
- This term, sentiment was coded at the theme level, unlike last term where a single sentiment applied per comment.

Student feedback: a positive sentiment

Student comment sentiment breakdown

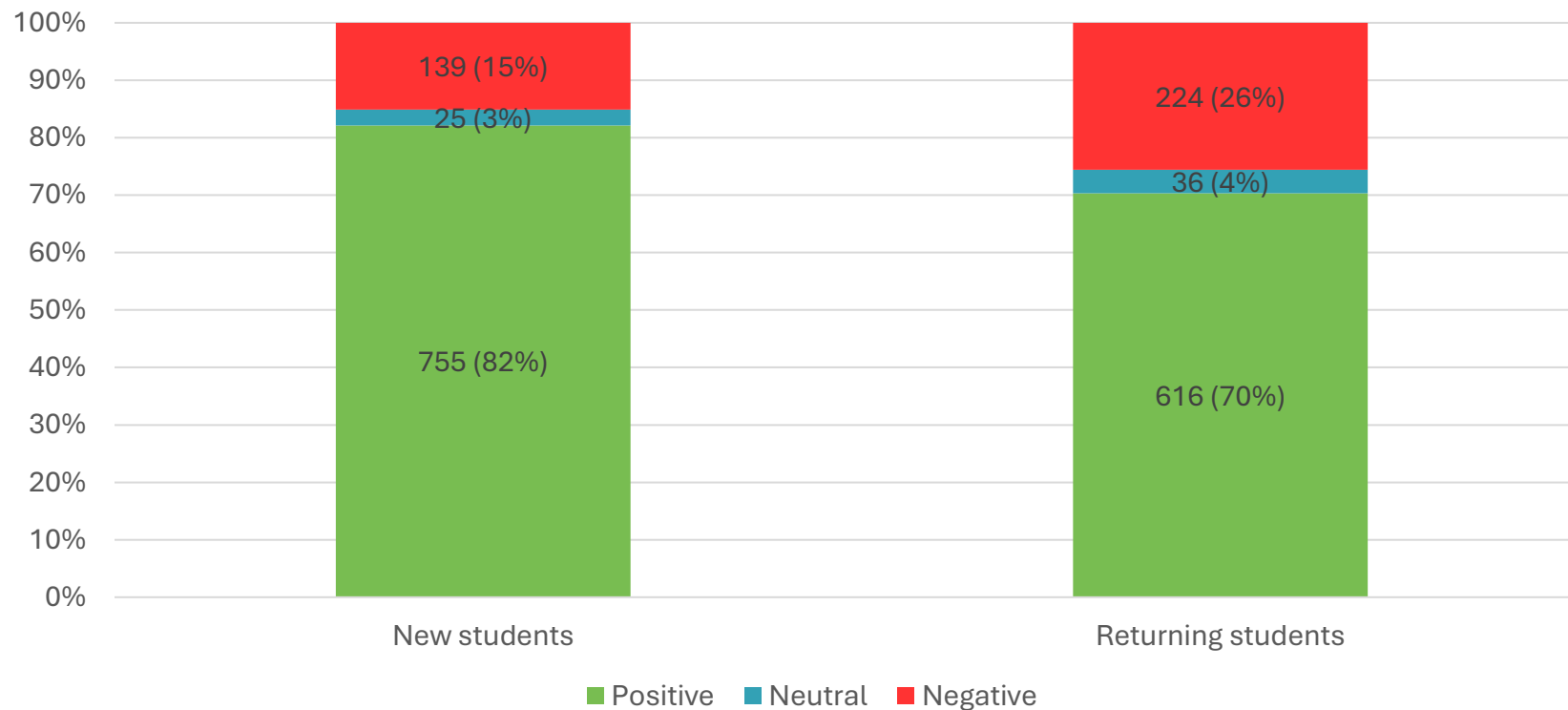


Sentiment aligns with NPS



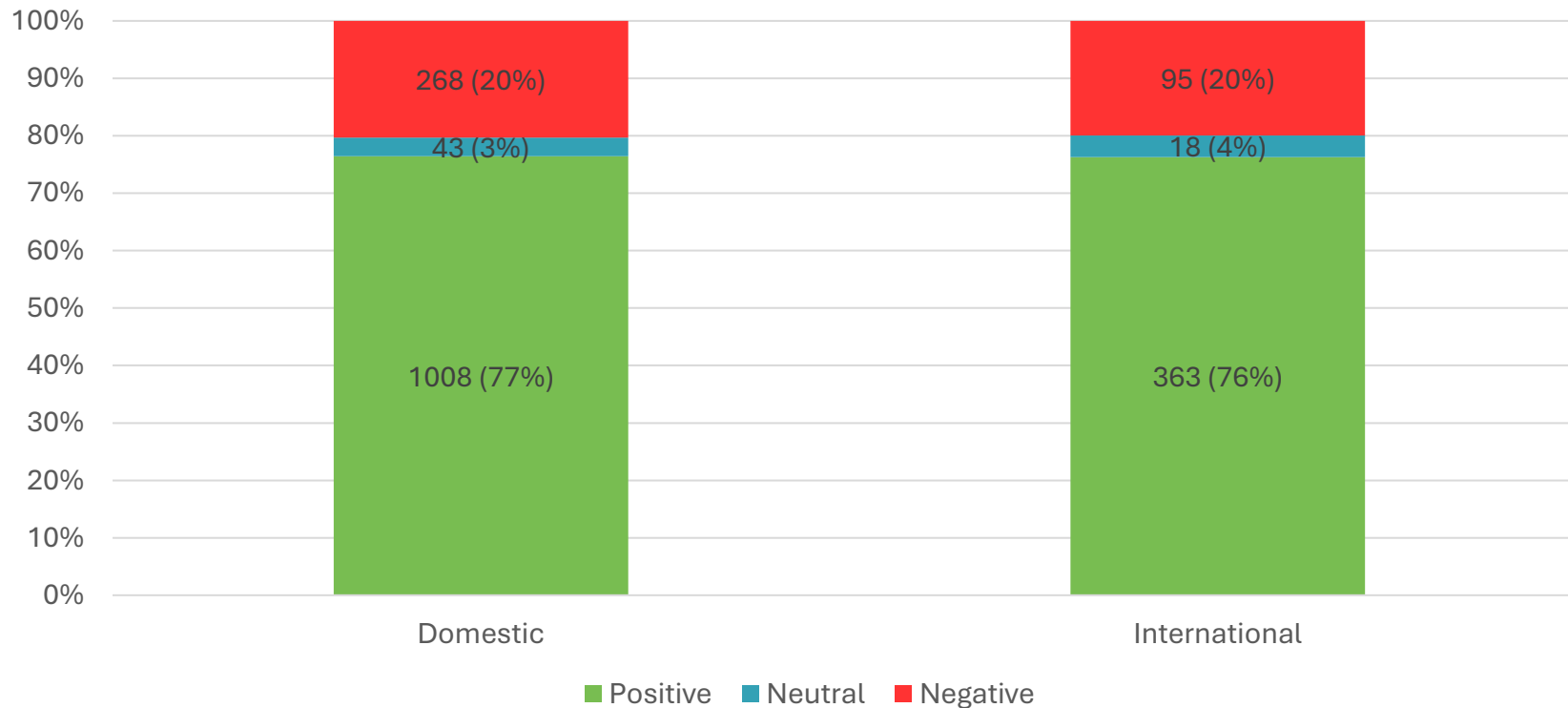
More positive comments from New compared to Returning Students, mirrored in their NPS

Sentiment distribution: New vs Returning students



Domestic and International students show similar sentiment patterns.

Sentiment distribution: Domestic vs International students



Key Themes behind NPS scores

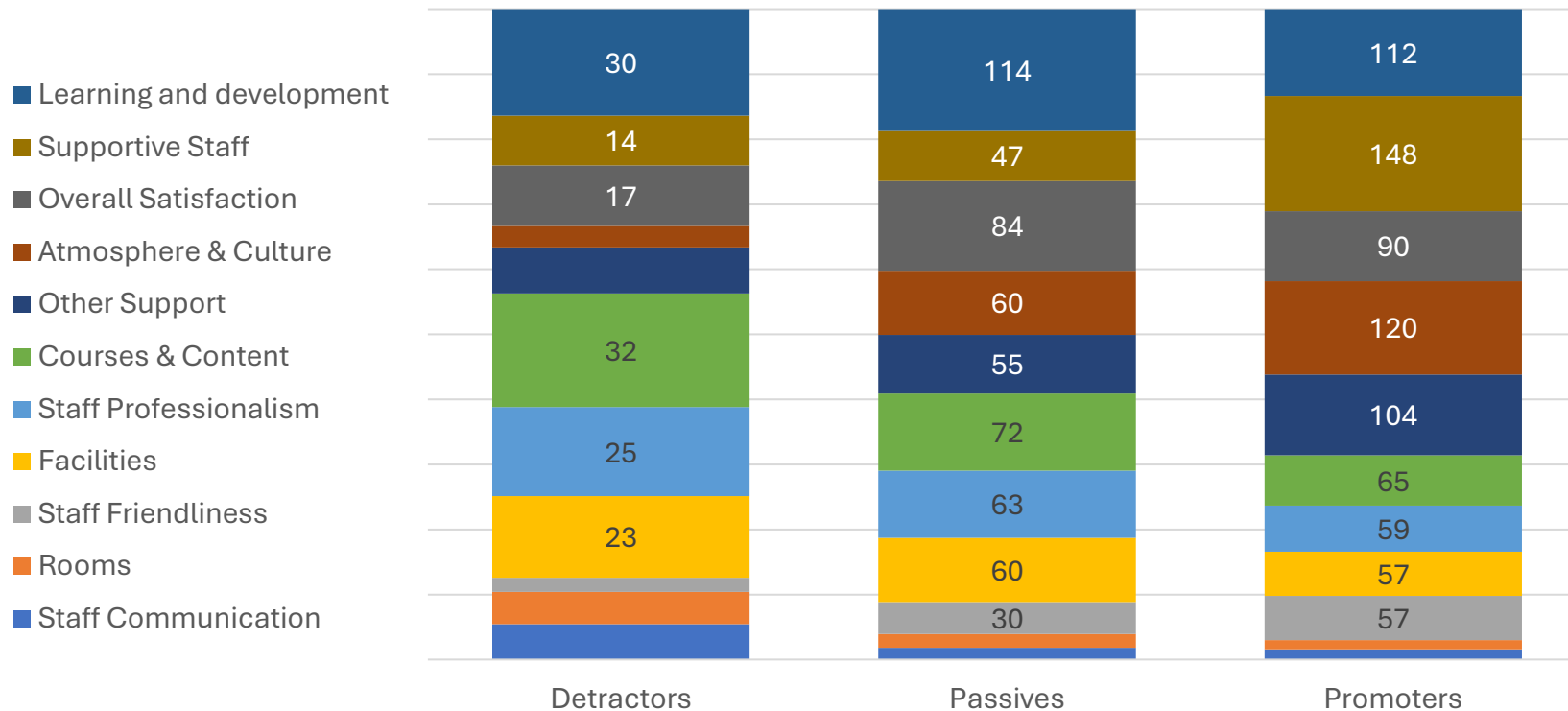


Definitions of the Top 10 NPS Themes

Theme	Definition
Learning & Development	teaching quality, learning support, and opportunities for personal or professional growth and skill development.
Supportive Staff	the helpfulness and approachability of lecturers and other staff who guide, encourage, and care for students' success and wellbeing.
Overall Satisfaction	students' general enjoyment and positive experiences at Unitec, including satisfaction with study, environment, and community.
Atmosphere & Culture	The welcoming, inclusive, and community-focused environment where students feel a sense of belonging.
Other Support	the wide range of help and services available to students, including academic, emotional, financial, and practical support that make studying at Unitec easier and more accessible.
Courses & Content	the quality, structure, and relevance of course materials, assessments, and timetables.
Staff Professionalism	lecturers' expertise, knowledge, and teaching quality, reflecting their professionalism and ability to deliver clear, high-standard learning.
Facilities	the quality, maintenance, and accessibility of campus spaces, buildings, and equipment.
Staff Friendliness	the kindness, approachability, and positive attitude of lecturers and staff.
Rooms	the quality, comfort, and design of classrooms and study spaces, including class size and layout.

Courses & Content and Learning & Development are common concerns for detractors, while supportive staff is the main highlight for promoters.

Student comment themes by NPS groups

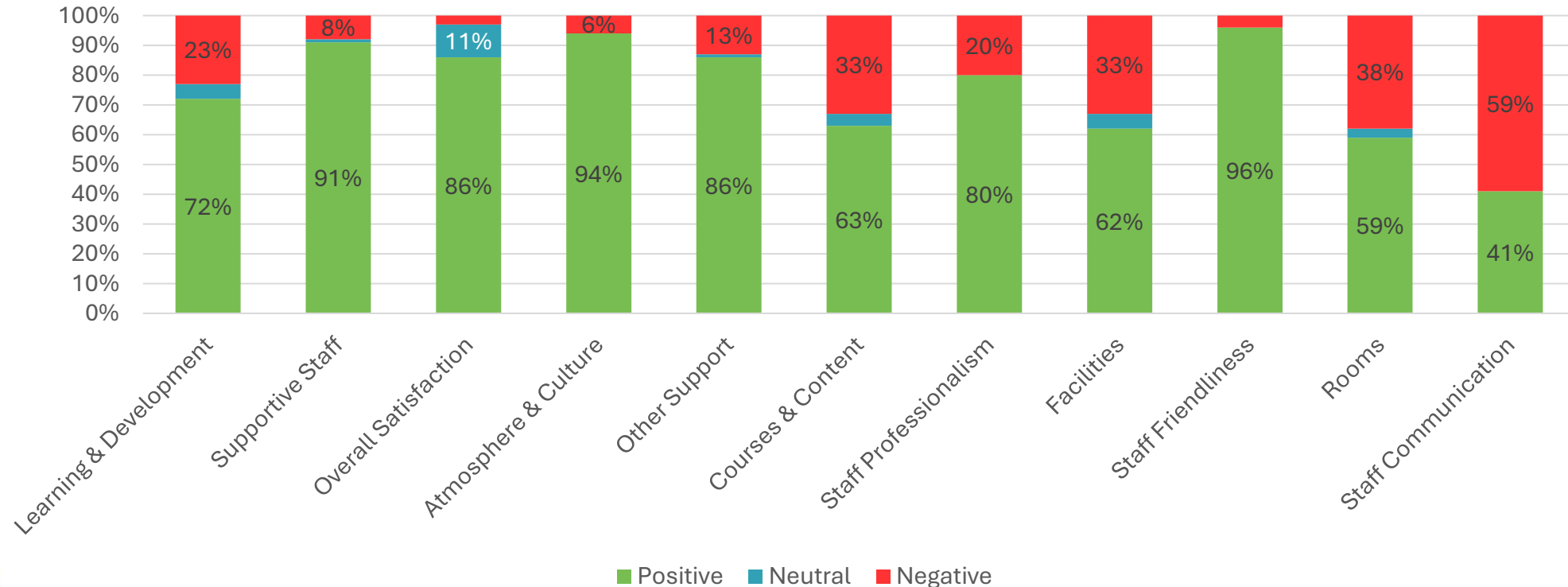


Notes:

1. Shown above are themes with more than n=30 mentions overall
 2. Data labels <14 are hidden for clarity
 3. Most verbatim responses were coded into at least one theme
 4. Verbatim may be coded to more than one theme
- Unitec is a Business Division of NZIST – New Zealand Institute of Skills and Technology

Over 90% of comments on staff friendliness, support, and atmosphere are positive, while staff communication receives the highest share of negative feedback.

Themes by sentiment



Notes:

1. Shown above are themes with more than n=30 mentions overall
2. Count of comments for each theme: 256 | 209 | 191 | 186 | 172 | 169 | 147 | 140 | 91 | 34 | 34
3. Data labels <=5% are hidden for clarity

Unitec is a Business Division of NZIST – New Zealand Institute of Skills and Technology



Sample comments on “Learning & Development” and “Supportive Staff”

Student comments about Learning & Development

Positive:

- Unitec provides strong practical, hands-on learning in engineering and applied technology...
- The classes are practical ...
- good learning environment provided with lots of support from everyone.
- Because of the supportive staff and efficient teaching methods.
- A great place to learn in theory and practically, giving real-world scenarios in the workforce.
- Because I like how there are many different ways to learn and improve on our learning instead of just writing and lectures all the time.

Negative:

- I came to Unitec to find and grow my own architectural voice. But in studio, it often feels like ideas get judged based on personal taste. What one tutor calls “good,” another might dismiss...
- Lecturers has no clue what the industry wants and some of them are just Text book readers. No way that I'm going to recommend such learning to my friends or family.
- There's a lot of improvement needed in the teaching of the course that I am in. There is also a massive disconnection with what we are taught and what's actually happening in the real world...
- The quality of teaching is insufficient. Some teachers have no enough ability to provide good classes. And course design is unreasonable.

Student comments about Supportive Staff

Positive:

- Good support from lecturers.
- Amazing, supportive and knowledgeable Kaiako.
- Have loved each year of studying with Unitec. Great support from all staff.
- Because lectures are helpful and aiming for the best for each student.
- Because the tutors are helpful and classes are really good.
- supportive excellent teaching staff.
- There's a lot of support and resources. The lecturers are happy and always trying their best to assist you after class.

Negative:

- I'm wondering if there are better schools to study at. I feel like the lack of feedback, the long wait for marking, and marks without results from exams means that I can't assess my weaknesses and make sure that I cover the gaps.
- As an international student, my staff treated me really bad and because of that I still suffering . I am not gonna recommend any international student to come and study with Unitec.
- ... gives anxiety to take sick days.
- Lack of extra care for international student. Tutor teats as the same way as the local people.



Sample comments on “Overall Satisfaction” and “Atmosphere & Culture”

Student comments about Overall Satisfaction

Positive:

- I am enjoying here to study.
- It is in general a good place to study at.
- Here 4 years have been the best of my life.
- Overall has been an enjoyable, useful experience.
- Because of the wonderful experience I have had and the sense of achievement that comes with it.
- Unitec is a really good option if a friend wants to do the same course as me.
- Because Unitec has been great and I’m grateful to study here and to receive many support within campus.

Negative:

- I’m wondering if there are better schools to study at.
- Because I think Unitec need improvement.

Student comments about Atmosphere & Culture

Positive:

- Friendly environment.
- It’s very multicultural and the we have pacific culture that I admire.
- I am truly blessed to be in a very supportive environment at Unitec.
- I like the Unitec atmosphere.
- The environment is welcoming. The vibe is open and easy to feel like I can open up and seek help.
- Love the experience and the vibe of Unitec.
- The culture and the study environment is pleasant and convenient.

Negative:

- I used to love studying at Unitec and most of the time I still do, but the campus is not as peaceful as it used to be. The construction, machinery, lack of parking, the noise, it’s not great.
- While Unitec offers good study programs and academic support, I personally did not feel very included in the environment. The campus atmosphere doesn’t feel very lively ...
- ... But in general across the campus I feel Christian beliefs and people aren’t exactly welcomed.



Sample comments on “Other Support” and “Courses and Content”

Student comments about Other Support

Positive:

- ... and the support services are excellent.
- ... and there is good support for international students through workshops and student services ...
- ... because the tutors are very helpful and provide extra material for the studies. If needed they do one on one meeting regarding study or understanding particular topic ...
- ... because the college provides outstanding support, especially through the Learning Advisors. As an international student, I feel genuinely cared for across mental, physical and emotional well-being and I can talk to staff openly ...
- satisfied with the service at Unitec.

Negative:

- ... I deducted two marks because of the lack of welfare facilities.
- There are certain areas where other universities provide better services.
- ... Studying at Unitec is a challenging journey for international students, as they will be overburdened by paper-based exams ...
- because I have experienced some Student Central staff responding in a dismissive and unfriendly manner. This makes students feel as though their concerns are not valued.
- ... but not sure if it's very clear where and what kind of help you can get to someone who doesn't know where to get extra support from.

Student comments about Courses & Content

Positive:

- I am very willing to recommend studying at Unitec to my friends because the courses are practical ...
- Great lecturers and study plans.
- Because the course material and alignment is very good ...
- The course content was just what I expected and good communication made it easy to navigate my way around.
- Unitec courses are structured well.
- It is a very good course, and I like that it has very practical skills built into the papers.

Negative:

- ... However the structure of the courses seems to be far from good.
- ... due to number of assessments (unhappy).
- ... but there is this one class in which we are not focusing on stuff we should be.
- I feel like there could be more quizzes. After each class, students should have a short quiz on what has been covered so far ...
- The course is very useful, but it has a quite short timeframe, so not everything is taught in depth. I wish more details and knowledge could be covered.
- I am bit confused and in the middle of identifying of the timetables, assignments exams work.

Sample comments on “Staff Professionalism” and “Facilities”

Student comments about Staff Professionalism

Positive:

- The methods of teaching is very nice. Professional teachers and employees. I like Unitec staffs. All of them are very kind and lovely.
- Like the staff, they are knowledgeable and helpful ...
- ... and the lecturers are experienced ...
- The quality of the staff’s behaviour is excellent. The lessons are well organised ...
- Lectures are friendly and their teaching stile is very good.
- Because the teachers are the best I have come across. Extremely patient and understanding.
- There are professional teachers and a good learning atmosphere.

Negative:

- ... One of the courses I’m taking has chosen a lecturer who is entirely unqualified ...
- Because the quality of the teachers is inconsistent, each teacher uses different grading standards. In particular, some senior teachers show serious racial discrimination, giving unfair grades based on the preferences of their supervisors. In studio classes, certain teachers only prefer male students when it comes to explaining tasks and providing guidance, which reflects gender discrimination.
- lecturers have a weird opinion about their abilities, they think they are the best and are not open for other opinions, they are referencing very old (outdated) papers ...
- Staff are unprofessional and have poor teaching skills.

Student comments about Facilities

Positive:

- ... and helpful and good facilities.
- Because of the available facilities in Unitec.
- ... and the facilities are equally good.
- ... and heaps of facilities that are well kept.
- ... and facilitate with advance equipment for practical.
- Because I’m studying trades and personally I think Unitec provides the best facilities.
- Unitec are facilitated with all the required tools.

Negative:

Mt Albert Campus

- Lack of facilities, general resources, no bookstore.
- Not as well equipped as other universities.
- ... dated/undersized facilities.
- ... some of the equipment is not working in our classrooms, and our lecturers have to suffer with it as well as students.
- ... some of the bathrooms feel outdated ...

Waitākere Campus

- Waitākere campus needs a revamp.
- The Waitakere campus definitely needs some "love" and development around it's own identity and the students that study there.
- ... however location of Waitakere is somewhat dangerous and I don't always feel safe near the campus.
- I think if it was to be at the Mt Albert campus, then definitely. The Waitakere campus... not so much.

Sample comments on “Staff Friendliness” and “Rooms”

Student comments about **Staff Friendliness**

Positive:

- ... Staff being so helpful and kind and lectures being one to one attention it was fun experience.
- nice teachers and nice students.
- I like Unitec staffs. All of them are very kind and lovely.
- Its a great place to study the staff are helpful and kind and I believe people deserve to see it for themselves.
- Welcoming staff ...
- Lecturers are kind and nice
- all the lecturers are very welcoming, friendly and informative.

Negative:

- ... My staff treated me really bad and because of that I'm still suffering.
- ... It often feels like ideas get judged based on personal taste.

Student comments about **Rooms**

Positive:

- Small classes are engaging. You don't feel intimidated by large theatres for lectures ...
- it is really inclusive, good sized classrooms ...
- I love the small classrooms and being able to talk with lecturers which is one of the big reasons why I applied for Unitec.
- Great smaller class with great interactions.
- I think because of the class sizes, it's so good to be part of a class and not a large auditorium ...

Negative:

- ... But when it comes to a number of actual rooms that are used they get no attention at all ...
- but the student classrooms in the 108 building are horrendously hostile to students and teachers, with no windows, air conditioning, a dozen key card-locked (half of which don't let you in) and they keep getting made worse.
- ... Layout of classrooms can be improved upon.
- ... Rooms a bit crowded.
- ... in the study rooms the heat pumps/air cons temperature cannot be changed. Some of the class rooms have posts right in the middle.

Improvement suggestions



Summary of “Improvement Suggestions” comments

- A total of 925 comments were received from 1,156 respondents, and 89% allowed their feedback to be shared.
- Comments labelled “*don’t know/no reply*” (19), such as *no clue, idk, I’m not sure*, were excluded.
- Comments labelled “*nothing*” (90), such as *nothing to be honest, all good*, were excluded.
- In total, 1,024 themes were assigned to 816 comments, averaging five themes per four comments.
- *Facilities* was the most frequent theme (n=236), followed by *Parking Access* (n=147), while *Safety and Security* was the least frequent (n=7).

Key areas for improvement



Digital Services

Over a quarter of the comments were about “Campus Facilities”.

Students often asked for upgraded and better-maintained facilities, noting that some buildings and classrooms are outdated or uncomfortable. Key suggestions included more microwaves and study spaces, cleaner toilets, improved Wi-Fi and air-conditioning, and repairs to lifts and equipment to create a more functional and welcoming campus environment.

Sample comments on *Campus Facilities*

Mt Albert Campus	Waitākere Campus
<p>The microwaves at Building 180. The queue for the microwave is very long.</p> <p>We need more room for lunch and more space in the library, with a balance between them.</p> <p>The buildings are old and can be very cold in winter.</p> <p>The study spaces under the stairs in 180. I think they shouldn't be clear as it gives people who use an uncomfortable feeling and lack of privacy.</p> <p>Improve the campus facilities and update more of the engineering labs with modern equipment.</p> <p>More walkable Campus and accessibility.</p> <p>A lot of the aesthetics of the buildings are rusty and outdated. Some buildings have vintage vibes but some are just rusty and distasteful.</p> <p>... bring back campus accommodation.</p> <p>The air-con is freezing in Winter.</p> <p>Ergonomic furniture – it's very hard when recovering from injury using the current classroom furniture. The class tables are too low, very few have high tables with the high chairs.</p> <p>On campus gym's.</p>	<p>the overall facilities at the waitakere campus.</p> <p>That the lift in the carpark building worked, and more disabled car parking.</p> <p>If I could improve one thing, it would be the facilities and resources available to health science students. Having more modern equipment would make a significant difference to the learning experience.</p> <p>One big campus and not separate - often it felt as though the Waitakere students were missing out on a real authentic and big campus learning experience.</p> <p>I would like it if there was more access to private study rooms (Besides the library). I don't feel there are many places you can go on campus to study in peace and quiet.</p> <p>One thing is I would say to improve is that the campus should also have the equal access to the main campus facilities.</p> <p>More common spaces for Social Practice and Nursing students at Waitakere.</p> <p>Waitakere Unitec Parking building next to library needs management also lifts are always broken/not in use.</p> <p>At the Waitakere campus, having things like dishwashing liquid, cutlery and tea towels in the kitchen</p> <p>The environment/resources at Waitakere campus, I really love the Mt Albert campus its amazing in the library area.</p>

The second most frequent improvement suggestion related to “Parking Access”.

Students consistently raised concerns about parking, describing it as limited, expensive, and stressful. Many requested free or more affordable parking, increased parking spaces, and a clearer, fairer system to avoid fines.

Sample comments on *Parking Access*

Parking.

I would improve parking by making it free for students and increasing the number of spaces available, as parking is often limited and expensive.

That the lift in the carpark building worked, and more disabled car parking.

The parking on campus is just deplorable. Students drive long distances to attend class here and not having parking available is disrespectful.

Make the places Unitec students can park easily identifiable - green painted lines or something.

Parking enforcement and excessive fees.

Maybe more parking spaces and clearer directions on where certain buildings and classes are.

Parking on campus should be either free or we should get fined at a reasonable fee. We are only students who don't have a lot of money ...

parking is a disaster and the parking system if you miss a day or pay late you are charged huge for a student.

Almost one in eight comments called for improvements in “Course Quality”.

Students highlighted issues with course organisation and scheduling, noting inconsistent timetables, last-minute changes, and unclear communication about assessments. They asked for clearer course materials, better alignment between teaching and assignments, and more structured, industry-relevant content. Many also wanted flexible delivery options, such as recorded or online classes, to better manage study alongside other commitments.

Sample comments on *Course Quality*

I would like the courses to be more organized and connected to careers, so students can clearly see how they will use the learning in the future.

For some subjects its better to start with the basic understanding of the subject.

Timetable of classes.

Gaps in class schedules.

Engineering syllabus is too simple. Meke it real.

Clearer assignment guidelines.

Delivery of distance learning could be improved. We have content released weekly and I would have liked a bit more flexibility to work ahead of schedule when I had the time.

It could be the revision of topics covered in semester at the end of the week.

before exams, teachers should hold a class before the test to help students go over any questions.

More courses available.

Class every 2 weeks and for a full day instead of 1 a week and half day.

Consistency of lecturers across every course for the duration of the degree.

Longer timeframe for the diploma course.

“Other Support” was another commonly cited area for improvement.

Students asked for more accessible and responsive support, including better communication from Student Central, more wellbeing and academic help, and stronger career and job assistance. Many wanted greater inclusion and engagement for international and Pacific, students, along with clearer information about available services.

Sample comments on *Other Support*

More mental health support like seminars courses or resources we can use.

Proactiveness of Student Central.

More awareness of support and what else besides studying is provided from Unitec.

More help with non-English native speakers.

More opportunities for students. Better support. More scholarships. Employment opportunities on campus for students.

Insurance part for international students.

if Unitec can help to student to find and give more part time job opportunities by contacting directly with companies is one of best thing.

More efficient systems and timely updates would make the student experience smoother and allow us to focus fully on learning.

I would arrange more job-seeking support.

I think UNITEC should improve their support for international students.

Perhaps if Unitec provided a creche or daycare at Waitakere campus it would be very helpful, stress-free and a great advantage for students with young children.

Let the industry cooperate with Unitec to help students find jobs after graduation.

Improvement in “Learning and Development” was one of the frequently mentioned needs in the feedback.

Students called for more practical, industry-connected learning with updated labs, workshops, and placements. They also wanted clearer teaching, faster feedback, and greater access to learning advisors to strengthen applied and career-focused development.

Sample comments on *Learning and Development*

I would like the courses to be more organized and connected to careers, so students can clearly see how they will use the learning in the future.

As a MAB student majoring in supply chain and logistics, I would be very happy if Unitec arrange some industry experience-related program where Industry people show their existing tools and techniques.

I would like the teaching process to be more organized. For example, we start in July and not all the assignment information is available. Just more internships would be nice.

I would enhance the opportunities for hands-on industry experience within courses, so students can gain real-world exposure alongside theoretical knowledge.

Since this is vocational training, I would love Unitec to use projects from the industry as part of group assignments. These must be real-life projects to convert your theory into practical use.

More focused on making people motivated to learn.

I hope that Unitec will provide more learning materials and build connections with more companies.

The teaching methods are bit hard for some students and they might feel a bit scared to ask the teacher for an easier method so they could learn better.

can you please improve some practical labs or some company visit and give some experience of company work and practical labs in collage.

Improvement suggestions in other areas

Students also made suggestions for improvement in other areas, such as:

- **Student Activities**, including regular events, active clubs, and better promotion of opportunities across campuses.
- **Digital Services**, including clearer and more integrated online systems like Moodle and MyPortal, faster Wi-Fi, upgraded computers and software access, improved IT support, and easier use of recordings and digital resources across devices.
- **Staff Communication**, Including clearer and faster communication about timetables, class changes, and assessments, quicker replies from lecturers, timely feedback, and better coordination between teaching and admin teams.
- **Food Services**, including more affordable and diverse food options across campuses, such as healthier meals, halal and vegan choices, better café quality, working microwaves, and student-priced or discounted lunch programs.
- **Rooms**, including larger, better-equipped, and temperature-controlled classrooms; more quiet and private study spaces; improved lighting and audio systems; upgraded technology in teaching rooms; and modernised, comfortable learning environments across campuses.
- They also asked for more **professional** behaviour and expertise from teaching staff, lower **fees**, **cleaner** toilets and spaces, better organised **management**, and a more vibrant **campus atmosphere**. A few student also mentioned the need for more **staff support**, extended **opening hours**, and improved **safety and security**.

You Said, We Did



Semester 1, 2025 student feedback highlighted several key areas for improvement.

What you said	What we did
More study and social spaces in Te Puna Hub B180	Added more soft seating on Level 1 and additional study areas on Levels 2 and 3. More spaces planned in 2026 across both campuses.
Study rooms need improvement	Reset furniture layouts and set up regular checks for IT and digital equipment to keep everything working well.
More mental health support	Introduced sensory spaces at both campuses to help students unwind, and increased staffing in wellbeing support areas.
More engagement events, clubs, and food options	Expanded student events and club activities, with more food options added in Semester 2 to create stronger campus engagement.

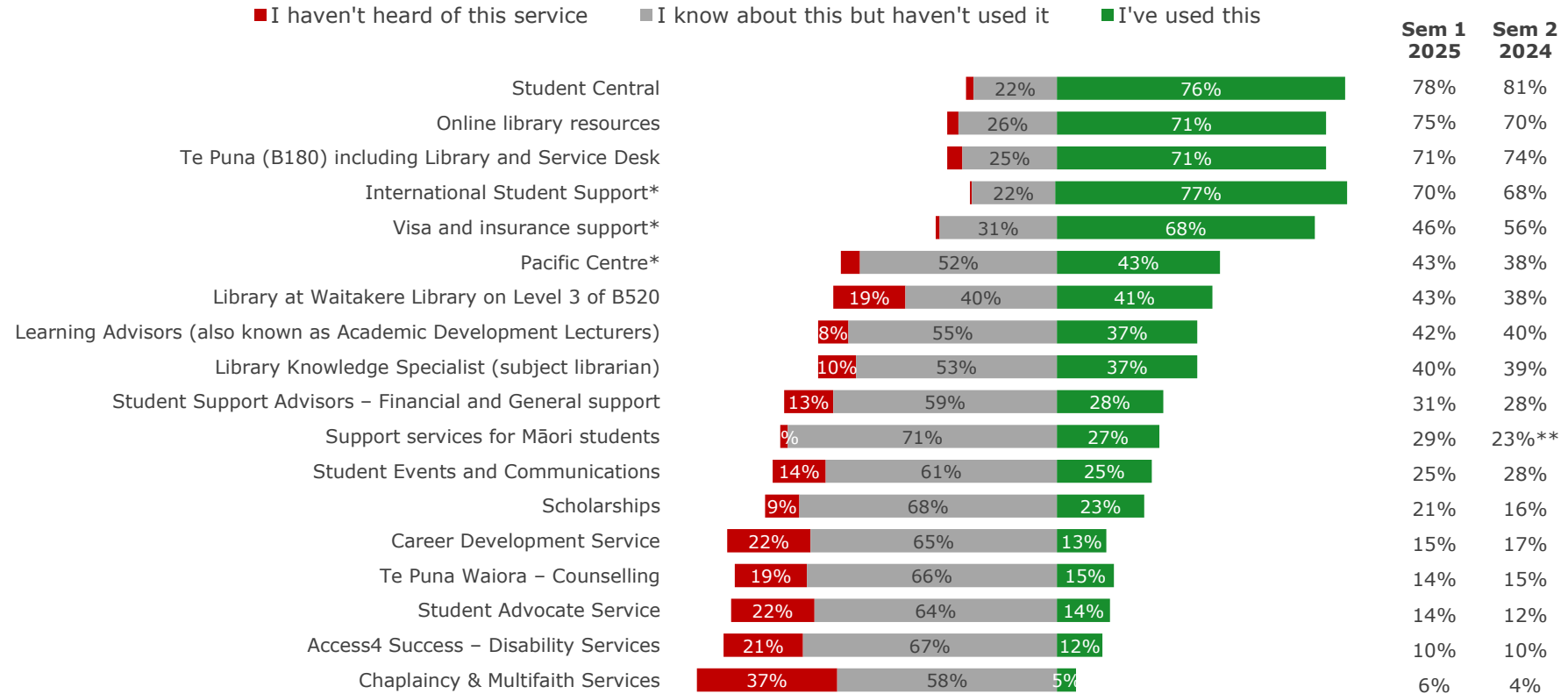
Student services



Student Central and International Student Support are the most used services within their respective audience.

Awareness and usage of support services

RETURNING STUDENTS



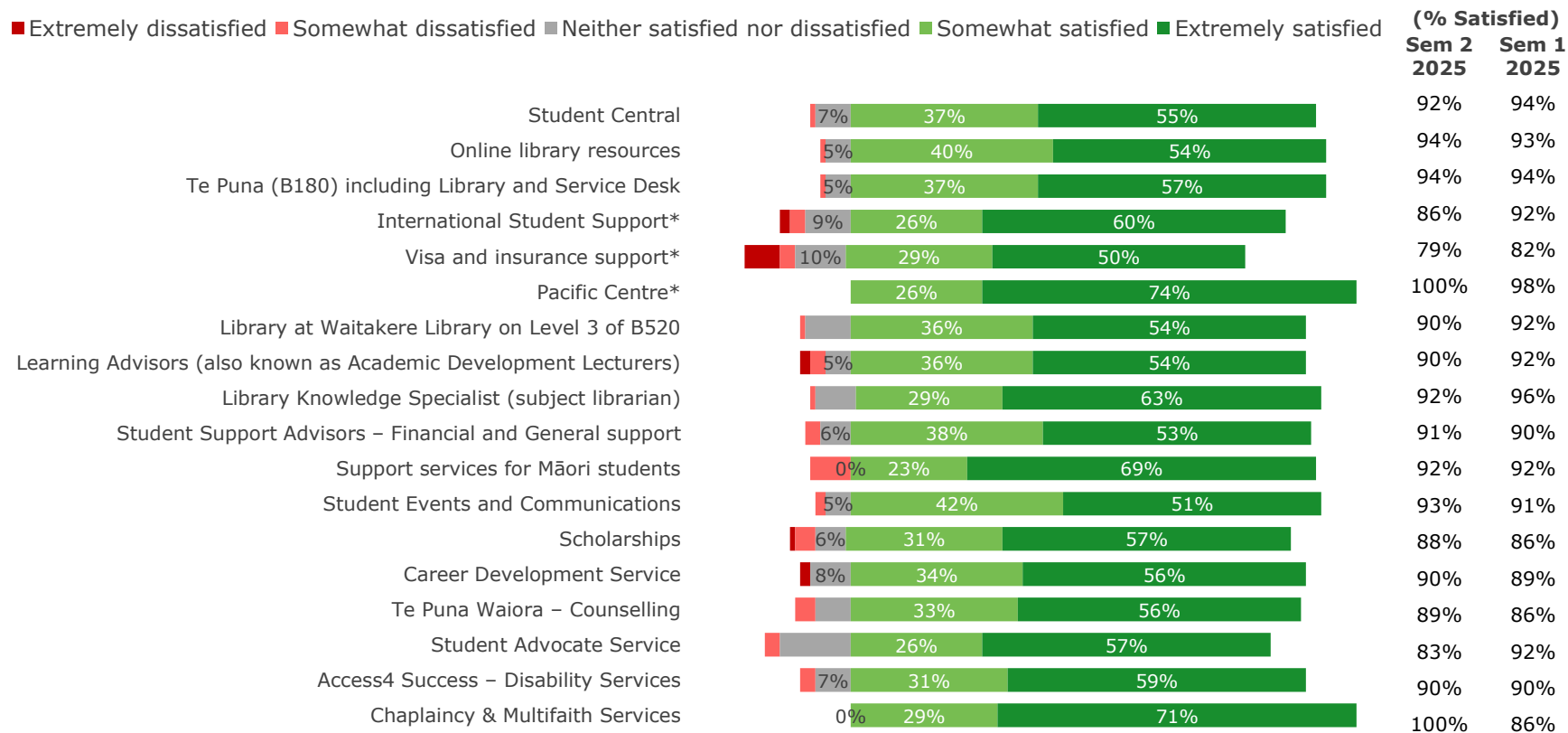
Notes:

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 = 482 | 482 | 484 | 84 | 85 | 93 | 482 | 482 | 478 | 478 | 49 | 480 | 479 | 478 | 481 | 480 | 480 | 481
3. * only asked of students in the relevant priority group
4. **There was no data available on the awareness and usage of "Support services for Māori students" semester 2, 2024 due to an error in the survey logic. The figure shown is from Semester 1, 2024.

Overall user satisfaction remains high, but international student support and student advocate service satisfaction declines.

Satisfaction with support services

RETURNING STUDENTS



Notes:

1. Question text: Please tell us how satisfied are you with each of the services that you have used?
2. Sample size, n = 365 | 340 | 339 | 65 | 58 | 38 | 195 | 176 | 173 | 132 | 13 | 117 | 108 | 59 | 70 | 69 | 59 | 24
3. * only asked of students in the relevant priority group.



Ngā mihi

Questions or Feedback?

If you have any questions, feel free to reach out to:

- **Annette Pitovao** – Director, Student Success
- **Duncan Kirkman** – Brand and Digital Marketing Manager
- **Mehdi Rahimi** – Business Insight Specialist

