

Education New Zealand Briefing

Title: International Student Experience Survey Report 2023
Date: 21 December 2023 **Priority:** Low
Security level: Unclassified **ENZ ID no:** 2122-072

Action sought

Addressee	Action sought	Deadline
Minister of Education Minister for Tertiary Education and Skills	Note the attached International Student Experience Survey 2023 Report and associated results as provided by Education New Zealand	

Contact for telephone discussion (if required)

Name	Position	Cellphone	1 st contact
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The following departments/agencies have seen this report

MoE
 NZQA
 MBIE
 MFaT
 TEC
 Other

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Education New Zealand Briefing


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Recommendations

Education New Zealand recommends that you

Note the attached International Student Experience Survey 2023 Report and associated results as provided by Education New Zealand

NOTED



Linda Sissons
Acting Chief Executive
Education New Zealand

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Hon Erica Stanford
Minister of Education

____/____/____



Hon Penny Simmonds
Minister for Tertiary
Education and Skills

04/01/24
____/____/____



Purpose

1. This briefing gives an overview of the results of the International Student Experience Survey (ISES) Report 2023. The report is included in **Appendix One**. This aligns to ENZ's legislative mandate of providing information to international students about living and studying in New Zealand as outlined in section 511 of the Education and Training Act 2020.

Key findings

2. In 2023, the experience of international students living in New Zealand remains positive.
3. The survey received a total of 4,755 responses from students of more than 70 nationalities. In 2021, there were 4,736 responses. ✓
4. The top findings were:
 - 84% of international students rated their overall student experience positively, compared to 85% in 2021. ✓
 - 83% of students would be likely to recommend New Zealand as a study destination compared to 81% in 2021. ✓
 - 64% of students said that their New Zealand experience to date had met or exceeded their expectations, the same as 2021. ✓
 - Positively 78% of students said that New Zealand was their first choice of study destination. ✓
5. Other findings are included in **Appendix Two**.

The ISES 2023

6. In 2018, ENZ developed the ISES, to be run annually, surveying international students from all sub-sectors who are studying across the country and are at varying points in their student journey. The aim is to provide data and insights to inform ENZ, other government agencies, and education providers in their work to deliver an excellent student experience.
7. The survey comprises a sample of international onshore and offshore students. MBIE sends the survey to a sample of current student visa holders. Additionally, the survey is also distributed by English NZ and SIEBA, to ensure representation of students who do not require a student visa.
8. Due to the COVID-19 pandemic, ENZ did not run the survey in 2020, but did run it in 2021. In 2022, a smaller ISES was delivered utilising student contacts in the NauMai NZ database (NauMai NZ is the government's official platform for international students studying with a New Zealand education provider).
9. The ISES reflects the importance of an excellent student experience for international students, incorporating both their living and study experience. There are approximately 45 questions in the survey, which is designed to be completed in 15-20 minutes. A graphic representation of the survey themes and questions is included in **Appendix Three**.

Next steps

10. ENZ will publish the report in early 2024. A full communications and engagement plan has been developed to support the release of the report. We will keep you informed about the exact timing and provide you with communications support as required.
11. ENZ is also developing an interactive dashboard to enable stakeholders to delve into further detail according to areas of interest, such as nationality and sector trends. The dashboard is expected to be available when the report is released. It will be available via ENZ's Intellilab. Intellilab is an online resource for international education providers.
12. ENZ will review NauMai NZ to ensure content is comprehensive, up to date, and best reflects insights gained from the ISES 2023.
13. The key findings for each sector will be shared via Peak Bodies and directly to sector members. We will focus on areas where they are doing well, areas of improvement and where new opportunities might be.
14. The importance of agents was reiterated throughout the report. ENZ will ensure relevant ISES insights are shared with the agent network.
15. ENZ will work with existing partners across the sector, government, NGOs, and student associations, to build awareness around themes and insights from the ISES 2023 and identify opportunities for the development of existing or new resources and interventions to better support international students in the future. We will keep you informed of progress on this.



Appendix One: International Student Experience Survey 2023 Report

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Appendix Two: Key findings of ISES 2023

Positive personal outcomes

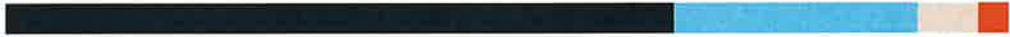
- Students were most positive about the experience helping encourage their curiosity and develop new ideas (87%) and preparing them to be a global citizen (87%).
- 86% of students said they are growing and developing their confidence as a result of studying in New Zealand.

People and connections

- Students were most likely to report feeling positively about people and connections (88% positive) and the education experience (85% positive) in New Zealand.
- Students were generally satisfied with their relationships in New Zealand but were less likely to be satisfied with their connection to local communities, a key contributor of overall 'People and connections' scores.

Value for money

- Students were least likely to report feeling positively about value for money (64%) and work experience opportunities (64%) in New Zealand.
- In 2023, living experience in New Zealand was the most important driver of international students' overall experience.



Appendix Three: Infographic of the question set for ISES 2023



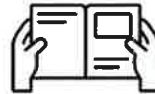
Making study arrangements

- Visa application process
- Time taken for a visa
- Adviser/agency knowledge and support



Arrival and orientation

- Welcome and orientation
- Finding accommodation
- Enrolment process
- Organising finances



Education experience

- Quality of teaching
- Learning and wellbeing support
- Managing workload
- Skills development



Work experience opportunities

- Ease of finding work
- Breadth of opportunities
- Support from providers to find work



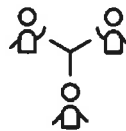
Living experience

- Managing bills
- Opportunities for leisure
- Study and leisure balance
- Access to support services



Value for money

- Cost of living
- Cost of education
- Cost of transport



People and connections

- Making friends
- Cultural inclusiveness
- Peer and local support

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