



International Student Barometer

ITP sector results

2015



Summary

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Headline results
Overall satisfaction
& propensity to
recommend
Survey response

Pre-arrival

Choice of destination
Application
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Visas

Experience

Arrival
Learning
Student engagement
Living
Support

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Questionnaire
Additional information

Survey overview



Process summary & scale

- Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of institution
- Semi-standardised online questionnaire format, adapted and customised for each partner institution
- Students in New Zealand invited to feedback from April to June 2015
- 41,201 international students responded from 91 ITP-like institutions in 13 countries
- Institution-specific results compared against comparator groups, national and international benchmarks

All participating institutions – Global Poly

ISB (41,201)

Algonquin College	George Brown College	Leeds Beckett institution
Anglia Ruskin University	Georgian College	Manukau Institute of Technology
Asia Pacific University of Technology & Innovation (APU)	Glasgow Caledonian University	NorthTec Institute of Technology
Bournemouth University	Haaga-Helia University of Applied Sciences	Northumbria University
Camosun College	Helsinki Metropolia University of Applied Sciences	Nova Scotia Community College
Centennial College	HKU Space Community College	Novia University of Applied Sciences
Chalmers University of Technology	Hogeschool Rotterdam	Otago Polytechnic
Charles Darwin University	Humber Institute of Technology and Advanced Learning	Oxford Brookes University
Christchurch Polytechnic Institute of Technology	International Year One (Shorelight at Bath Spa)	Plymouth University
College of the Rockies	JAMK University of Applied Sciences	Robert Gordon University
Coventry University	Kajaani University of Applied Sciences	Saxion University of Applied Sciences
CQUniversity Australia	Karelia University of Applied Sciences	Seneca College of Applied Arts and Technology
Durham College	KU Academic Accelerator Program	Sheffield Hallam University (SHU)
Estonian Academy of Arts	Lahti University of Applied Sciences	Sheridan College
Estonian Academy of Music and Theatre	Lane Community College	Singapore Institute of Technology (Glasgow partner)
Estonian Business School	Lappeenranta University of Technology	Sunway College and University
Fanshawe College	Laurea University of Applied Sciences	Swinburne University of Technology (Sarawak Campus)

Institutions in bold surveyed international and domestic students

All participating institutions – Global Poly

ISB (41,201)

Tallinn University of Technology	Universiti Teknologi Petronas	University of Southern Queensland
Tampere University of Applied Sciences	University College Birmingham	University of Sunderland
Tampere University of Technology	University for the Creative Arts	University of Technology, Sydney
Taylor's College	University of Bedfordshire	University of the Sunshine Coast
Technical University of Denmark	University of Canberra	University of the West of England, Bristol
Teesside University	University of Central Lancashire	University of Wales, Trinity Saint David
The Hong Kong Polytechnic University	University of Derby	Valencia College
The Hong Kong University of Science and Technology	University of Gloucestershire	VAMK Ltd, University of Applied Sciences
The University of Northampton	University of Greenwich	Waiariki Institute of Technology
The Vocational Training Council	University of Hertfordshire	Waikato Institute of Technology
Turku University of Applied Sciences	University of Huddersfield	Wellington Institute of Technology
UCF Global Achievement Academy	University of Lincoln	Western Institute of Technology at Taranaki
Unitec New Zealand	University of Portsmouth	
Universal College of Learning	University of South Wales	

New Zealand ITP ISB (1,972)

Christchurch Polytechnic Institute of Technology

Manukau Institute of Technology

NorthTec Institute of Technology

Otago Polytechnic

Unitec New Zealand

Universal College of Learning

Waiariki Institute of Technology

Waikato Institute of Technology

Wellington Institute of Technology

Western Institute of Technology at Taranaki

Headline results

Summary

- Generally, there are relatively high levels of satisfaction amongst international students studying at ITPs in New Zealand
 - 88% of students satisfied overall with their experience
 - 79% would recommend their institution.
- However, this does still leave around one out of ten students dissatisfied with their experience and two out of ten who would not recommend their institution.
- Also important to note that there have been drops in satisfaction scores with a number of elements since 2013, in particular with aspects of the arrival and living experience. Useful to consider why this may be and continue to monitor to assess future trends.
- Satisfaction levels will vary by institution and factors such as student nationality. It's important for institutions to be aware of results for their own students. However at an overall level, areas with lowest satisfaction tend to be around costs, employment/employability and social life. These

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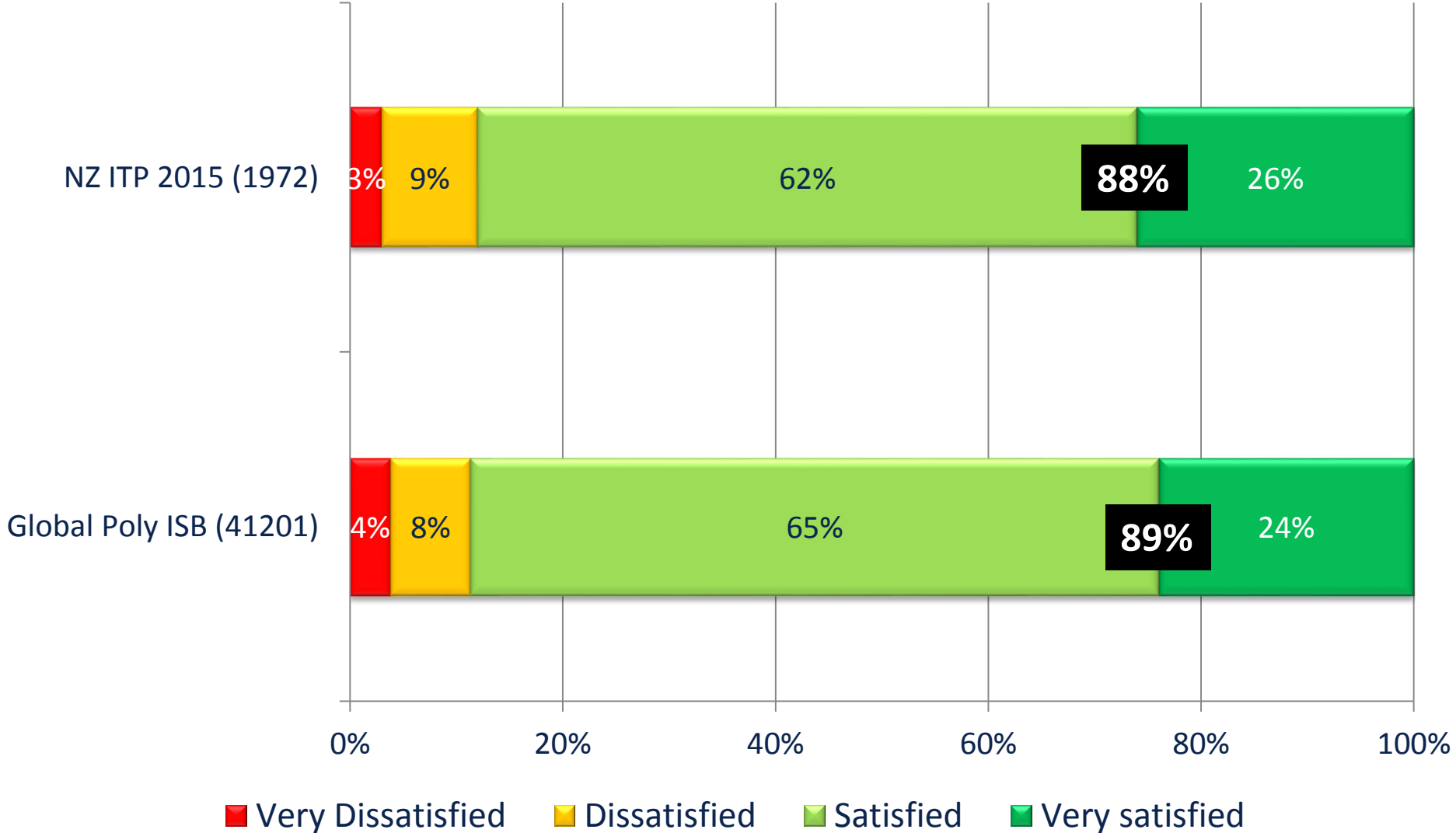
tend to be issues for students globally, not just in New Zealand.

- Students who come to New Zealand ITPs place comparatively high importance on employment/employability - both during and after study - in their choice of institution. Need to try and avoid a mismatch between expectations and reality in this area.

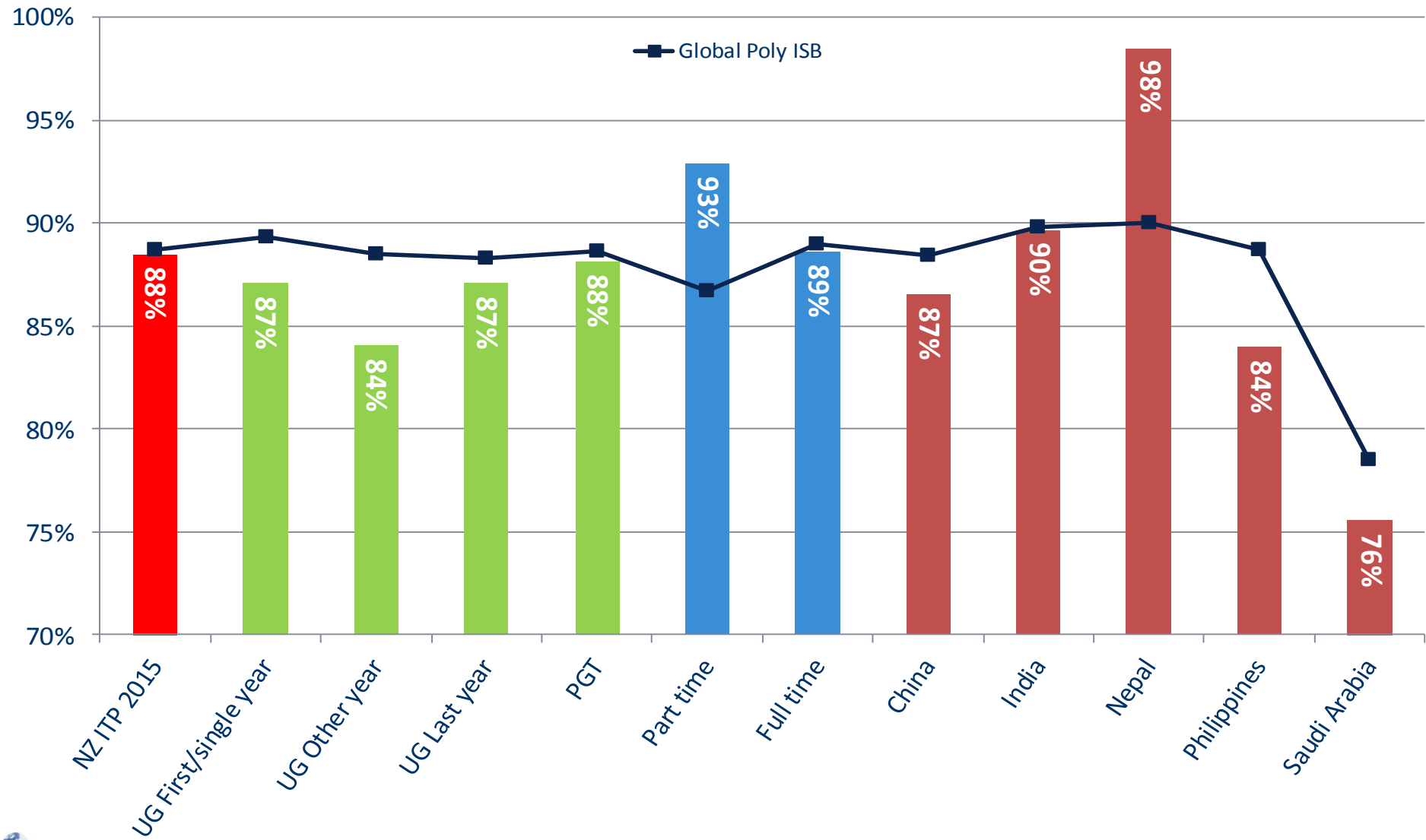
**Overall satisfaction
& propensity to
recommend**

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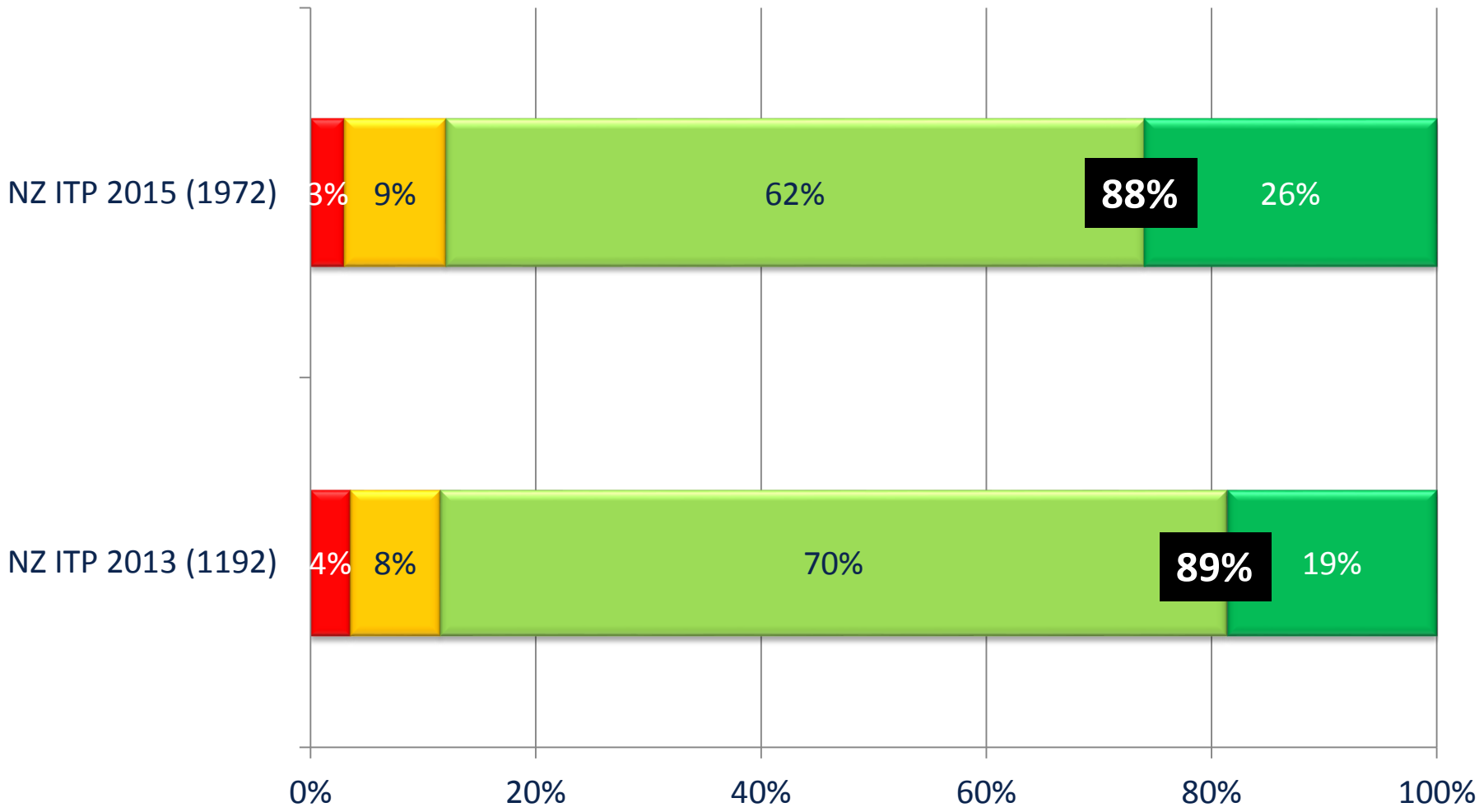
Overall satisfaction



Overall satisfaction



Overall satisfaction – 2015 v 2013



Very Dissatisfied Dissatisfied Satisfied Very satisfied

Overall, how satisfied are you with all aspects of your institution experience?

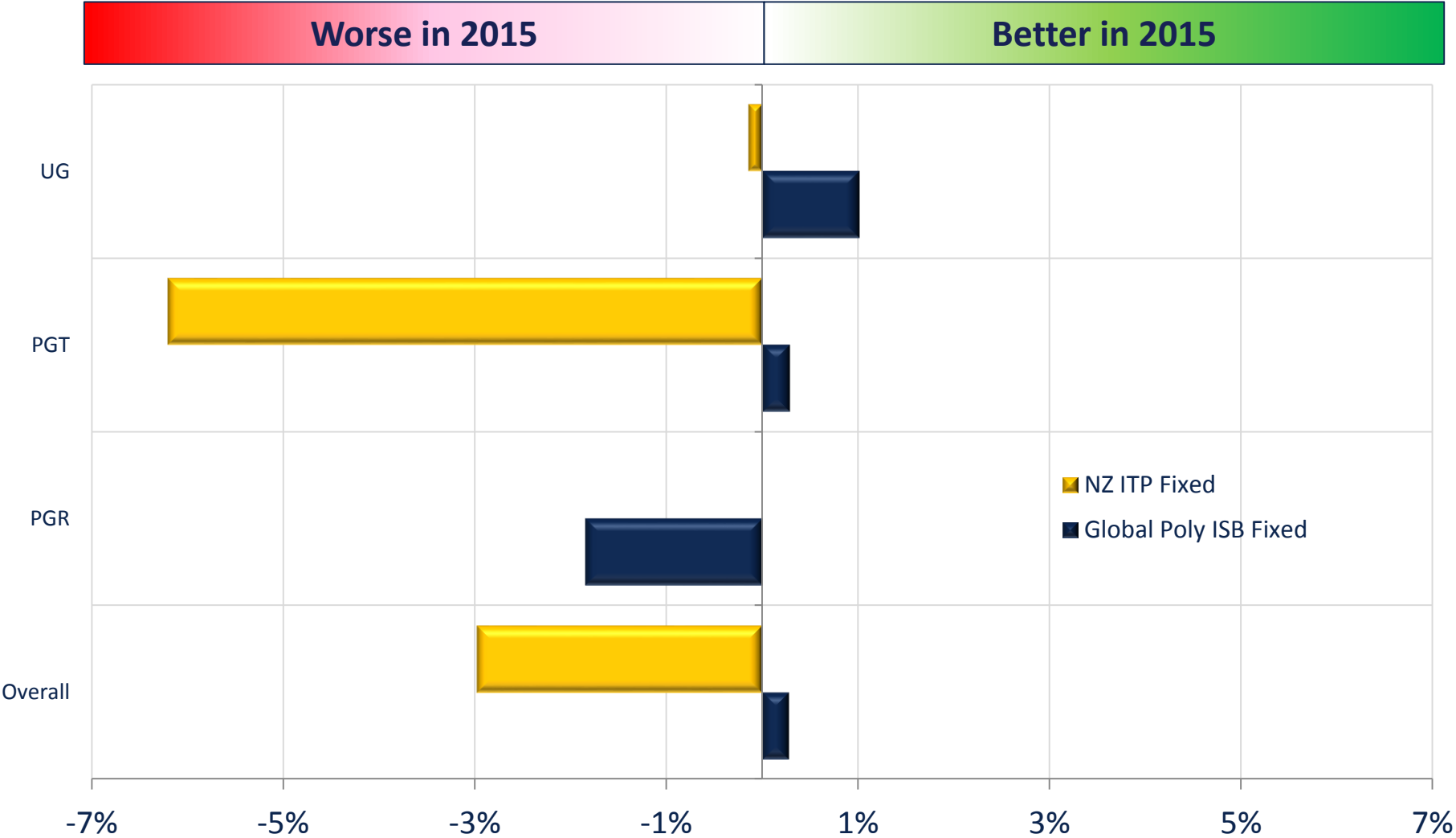
Propensity to recommend

NZ ITP 2015 (1489)	2015 vs 2013		Global Poly ISB (33261)
39%	-1%	I would actively encourage people to apply	38%
79%			82%
40%	-2%	If asked, I would encourage people to apply	43%
15%	1%	I would neither encourage nor discourage people to apply	14%
3%	0%	If asked, I would discourage people from applying	3%
2%	1%	I would actively discourage people from applying	1%

Propensity to recommend (by study level)

NZ ITP 2015 (1489)		PGT (397)	UG (546)
39% 80%	I would actively encourage people to apply	43% 76%	33% 79%
40%	If asked, I would encourage people to apply	33%	46%
15%	I would neither encourage nor discourage people to apply	18%	14%
3%	If asked, I would discourage people from applying	4%	4%
2%	I would actively discourage people from applying	2%	2%

Propensity to recommend – 2013 vs 2015

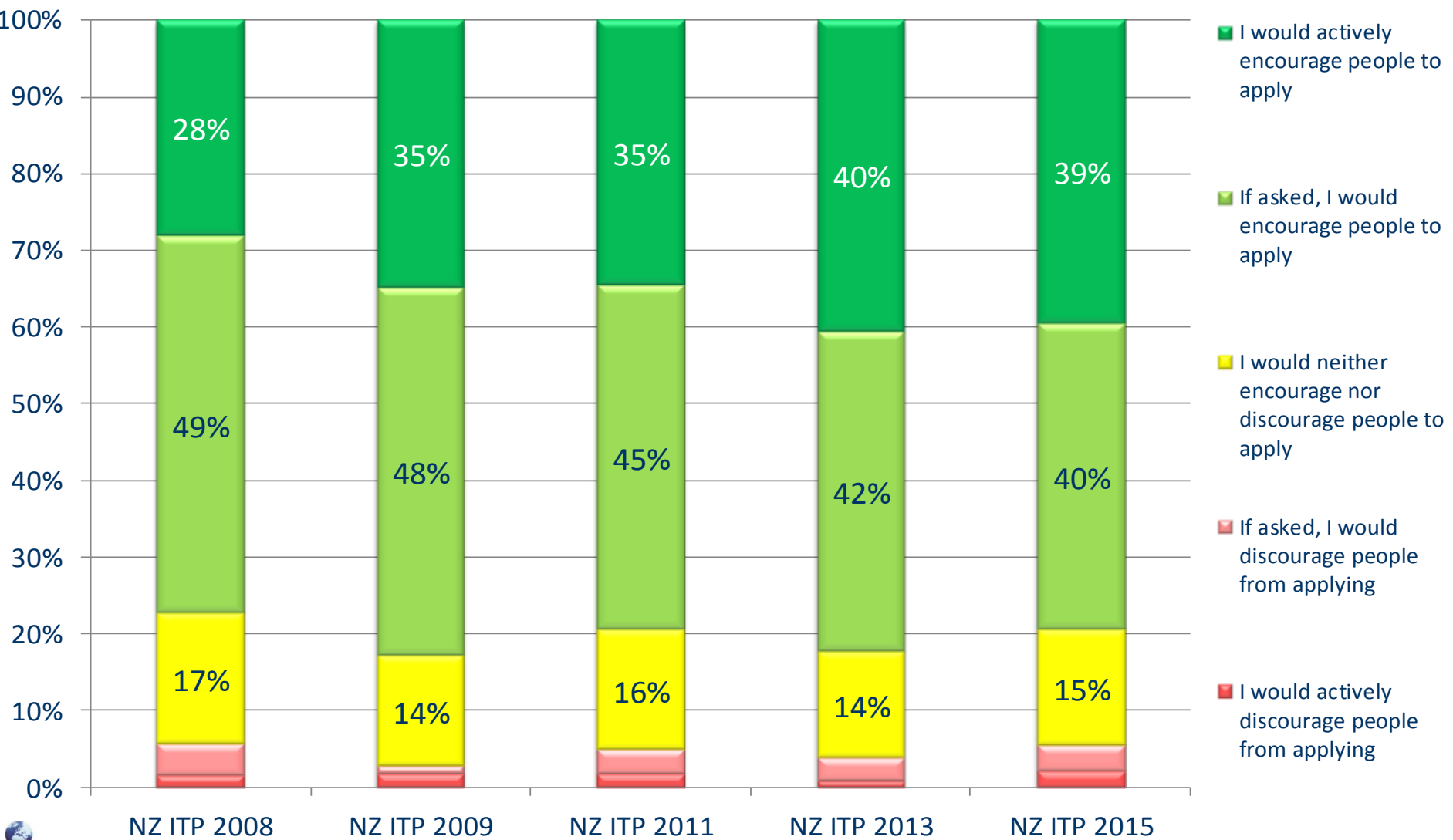


*The Fixed Benchmark only includes institutions that took part in both 2013 and 2015

Would you recommend the institution to others thinking of applying here?

Propensity to recommend (compared to previous years)

ThinkNew



Would you recommend the institution to others thinking of applying here?

Reasons for recommending their institution

ThinkNew®



Because this institute gives practical training in any fields which is further applicable in future to get a job.

The lectures I chose are good, supply new content and are well structure. Most of the lecturers are good in teaching - some better then others. The connection between lecturer and student are close (lecturer know there students). The classes are small with a good learning atmosphere.

Because unlike other universities, the classroom does not have many people, so it is easier for students to communicate with the teachers.

Institute provide a great teaching staff which encourage the students for innovative thinking

I like the course setting includes 2 Practicums, which can assist student to be practical and gain some work experience during study.

bec this polytechic is well repautated and teaching system is very good . teacher are very friendly and cooperative and feeling very safe in polytechnic i do not feel home sick

As an oversea student, I feel tutors at [ITP name] are very supportive, helpful and patient. They have given me lots of conductive suggestions in order to helping me make progresses on my study

Reasons for not recommending their institution

Because [Institution name] doesn't give placement opportunity after the course like other universities do.

The quality of students this year has decreased and quantity has increased!! This has brought down the standard of [Institution name]. Pls don't make education a business to boost the Economy and at the end disappoint students with no job opportunities and compel them to go back to their home country.

Because there are a lot of students the lecturers don't have the time to fully help you with problems, there are very few opportunities [institution name] present to students to have internships on firms

Not because of you. But due to the agencies in india. They are cheating people by telling that they will get a job on the very next day and soon will get pr.

Most of the internationals coming from my country would be looking at long term stay in NZ, basically looking at the PR option. I wonder where the jobs actually are. Even the final project being done, has now been made into groups and I see an emphasis on soft skills! There are no career fairs, the career office has basically no opportunities advertised whatsoever.

Because Its [institution name] Punjab university Only Punjabi students here

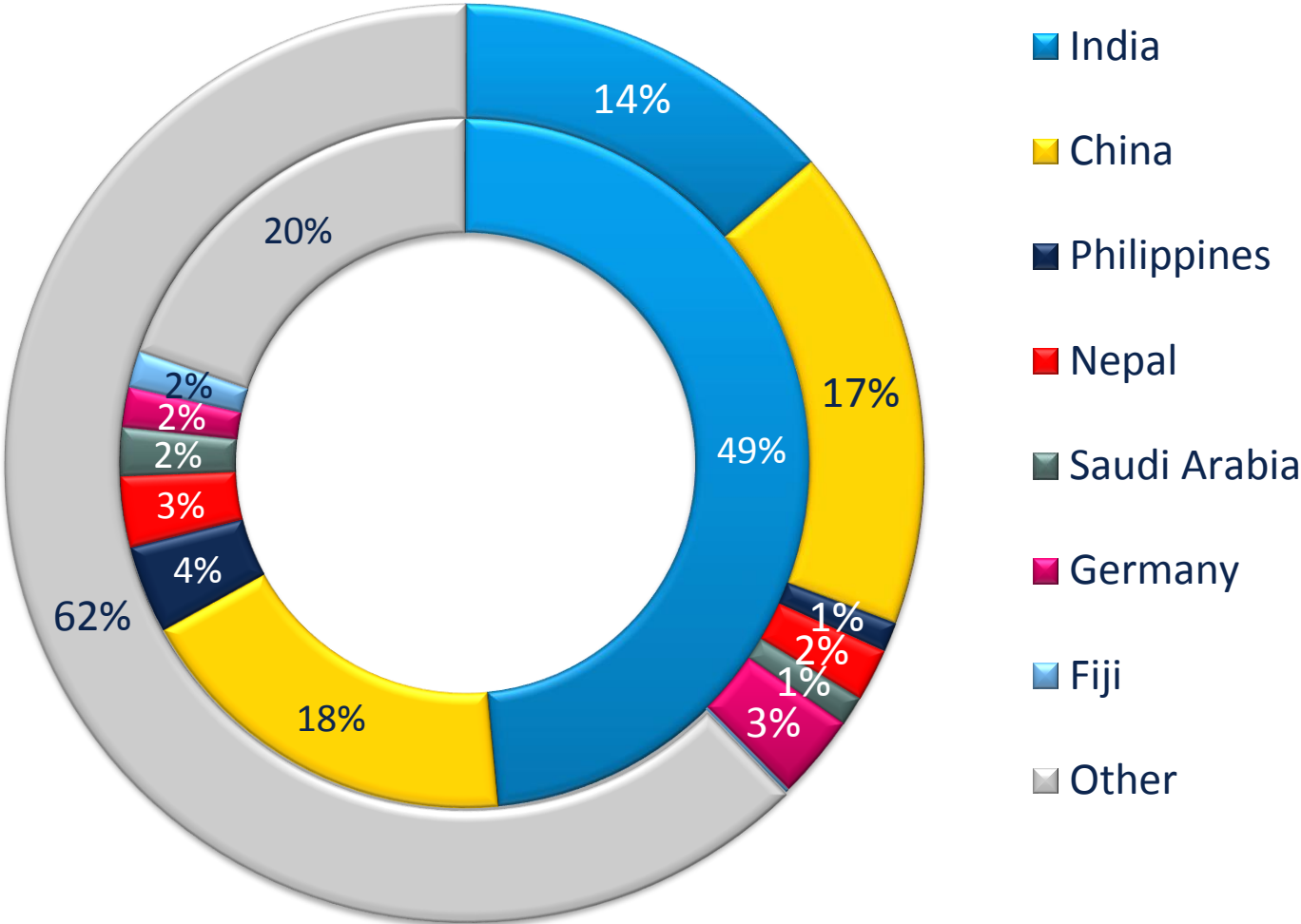
Survey response

Response rate breakdown

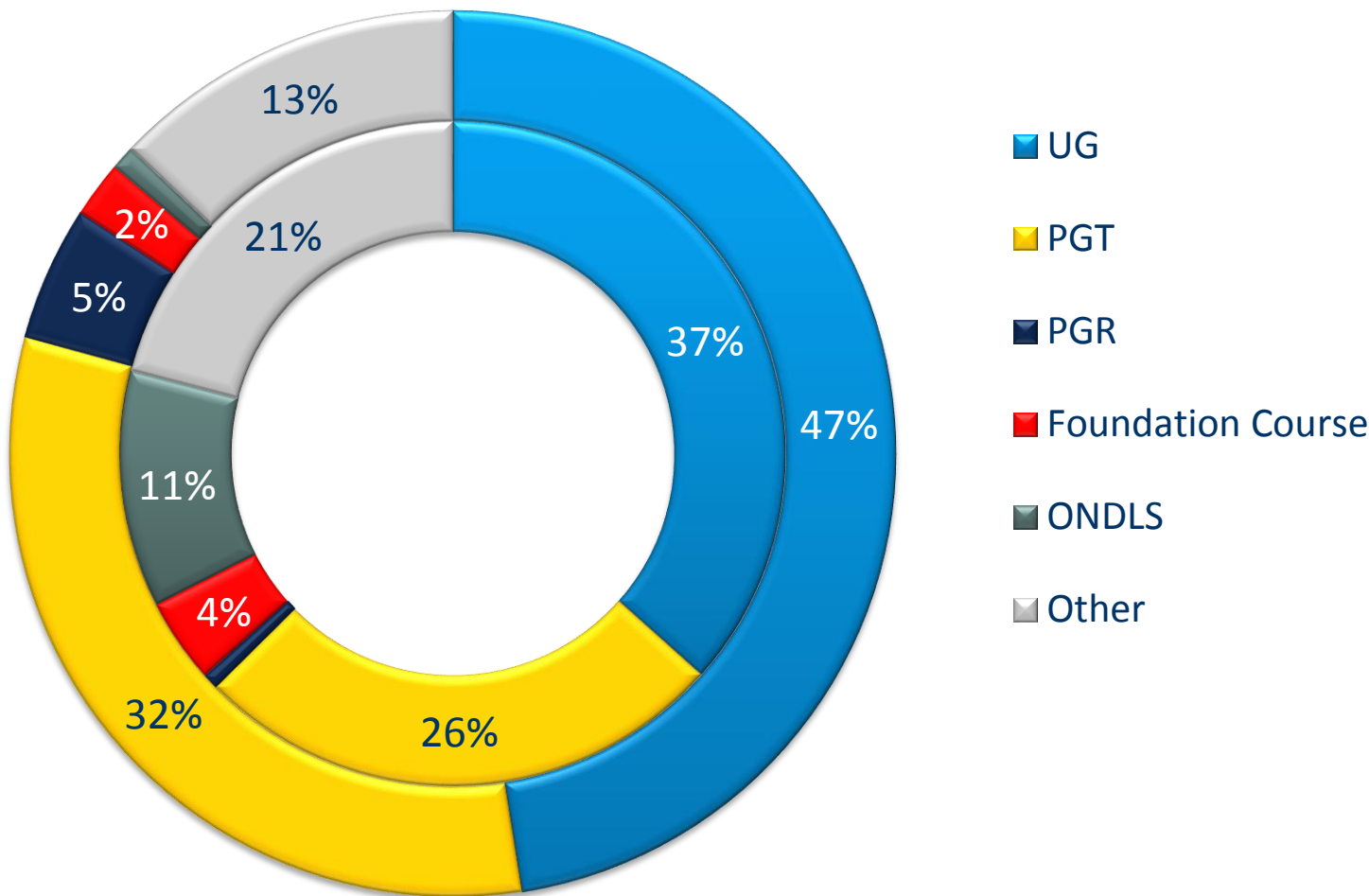


	Response	Population	Response rate
New Zealand ITP ISB 2015	1,972	6,768	29%
New Zealand Metro ITP ISB 2015	1,472	5,270	28%
New Zealand Regional ITP ISB 2015	500	1,498	33%
Global Poly ISB 2015	38,903	144,058	27%

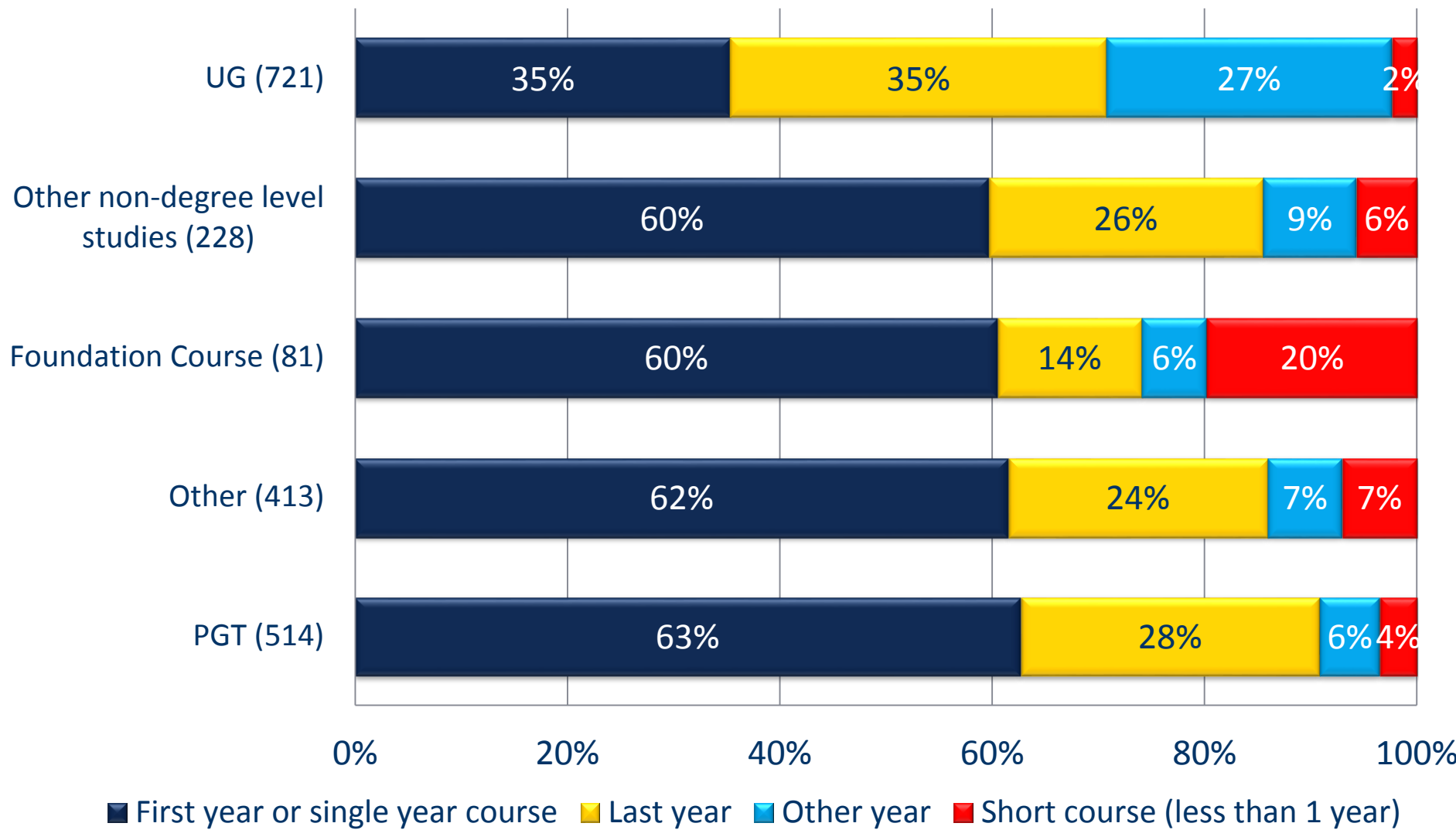
NZ ITP 2015 (1,972, inner circle), Global Poly ISB (41,201, outer circle)



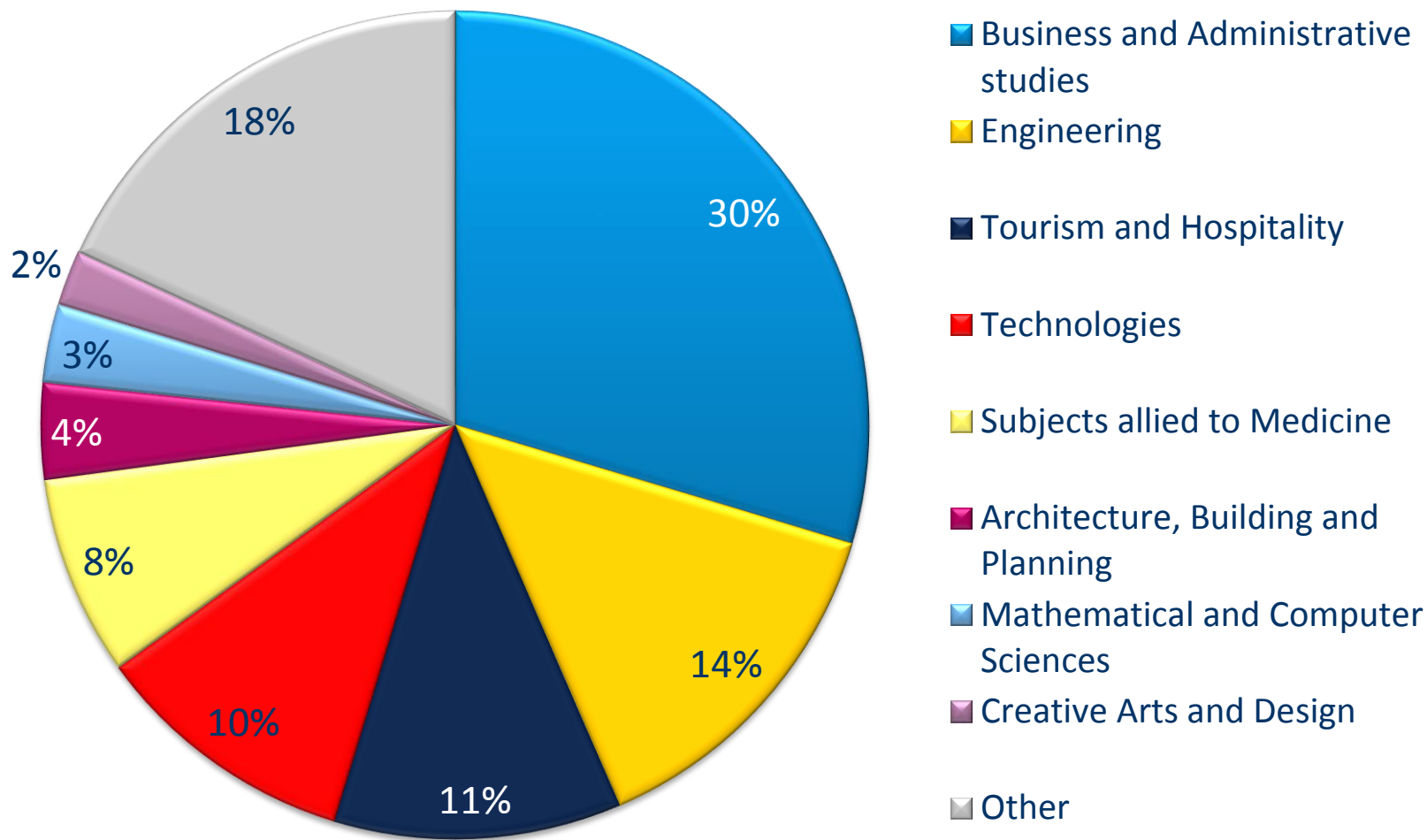
NZ ITP 2015 (1,972, inner circle) vs Global Poly ISB (41,201, outer circle)



Study stage breakdown

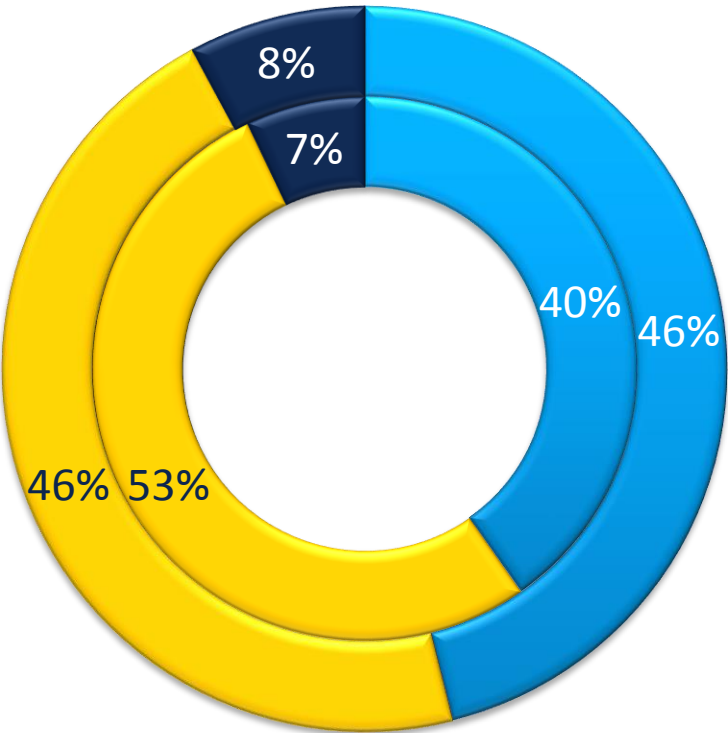


ITP NZ 2015 (1972)



Choice of destination

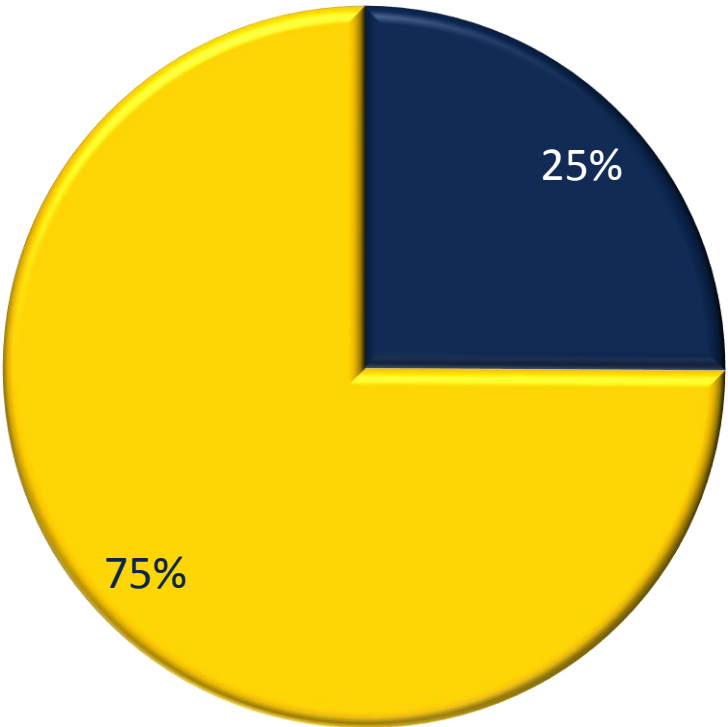
NZ ITP 2015 (790, inner circle) vs
Global Poly ISB (16,248, outer circle)



■ The institution ■ The country ■ Don't know

Which was most important in your decision of where to study?

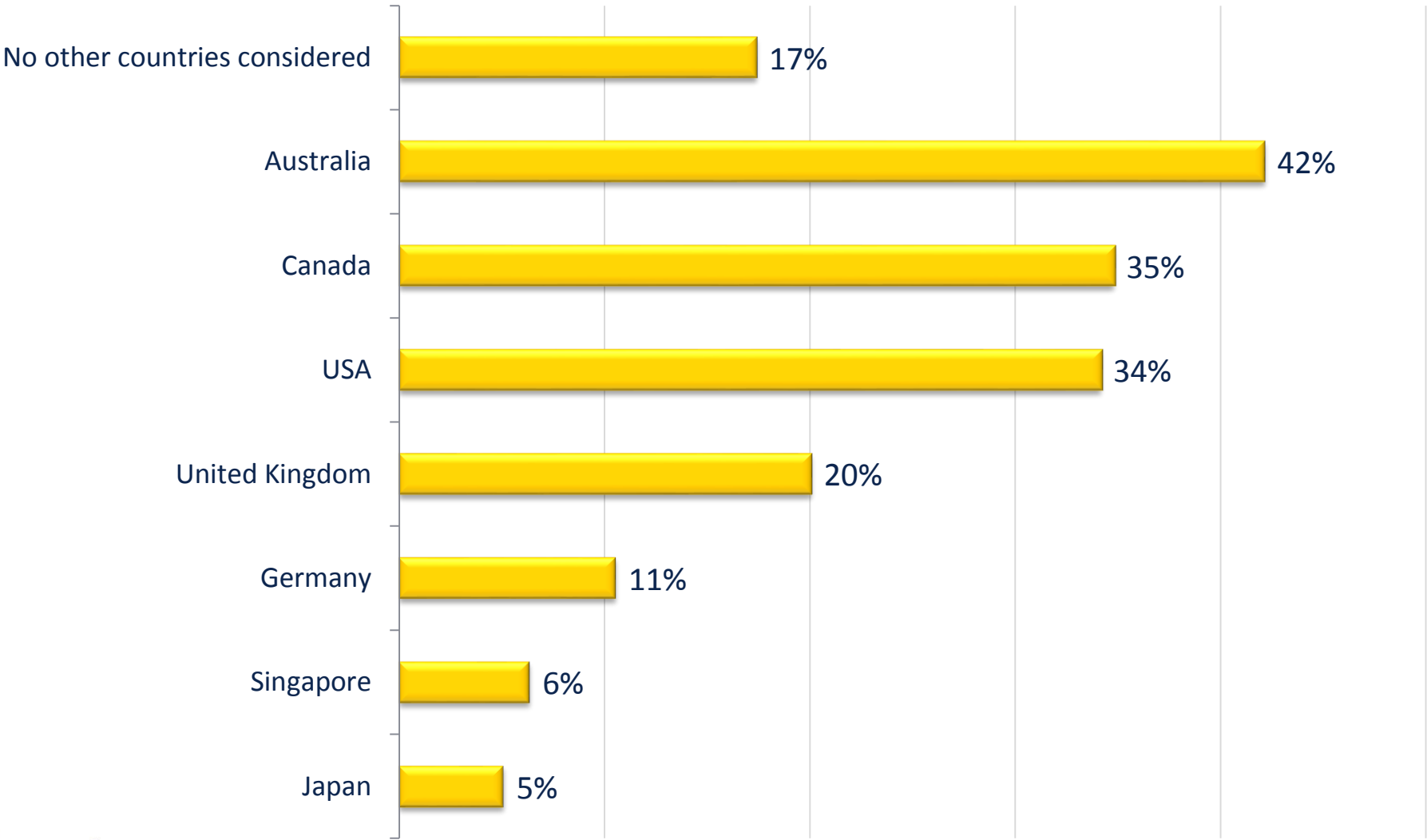
NZ ITP 2015 (789)



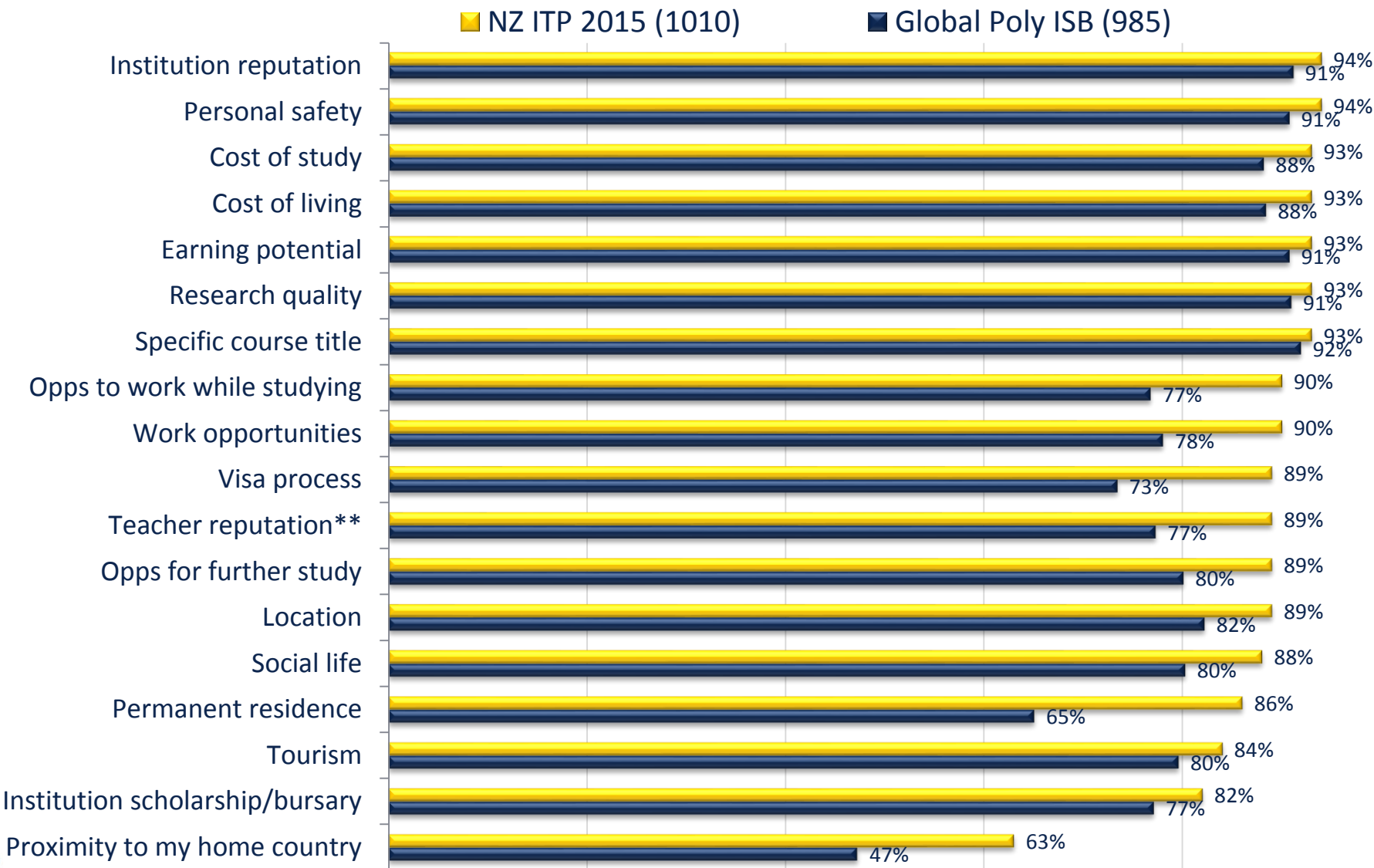
■ No ■ Yes

Was this country your first choice for international education?

NZ ITP 2015 (788)

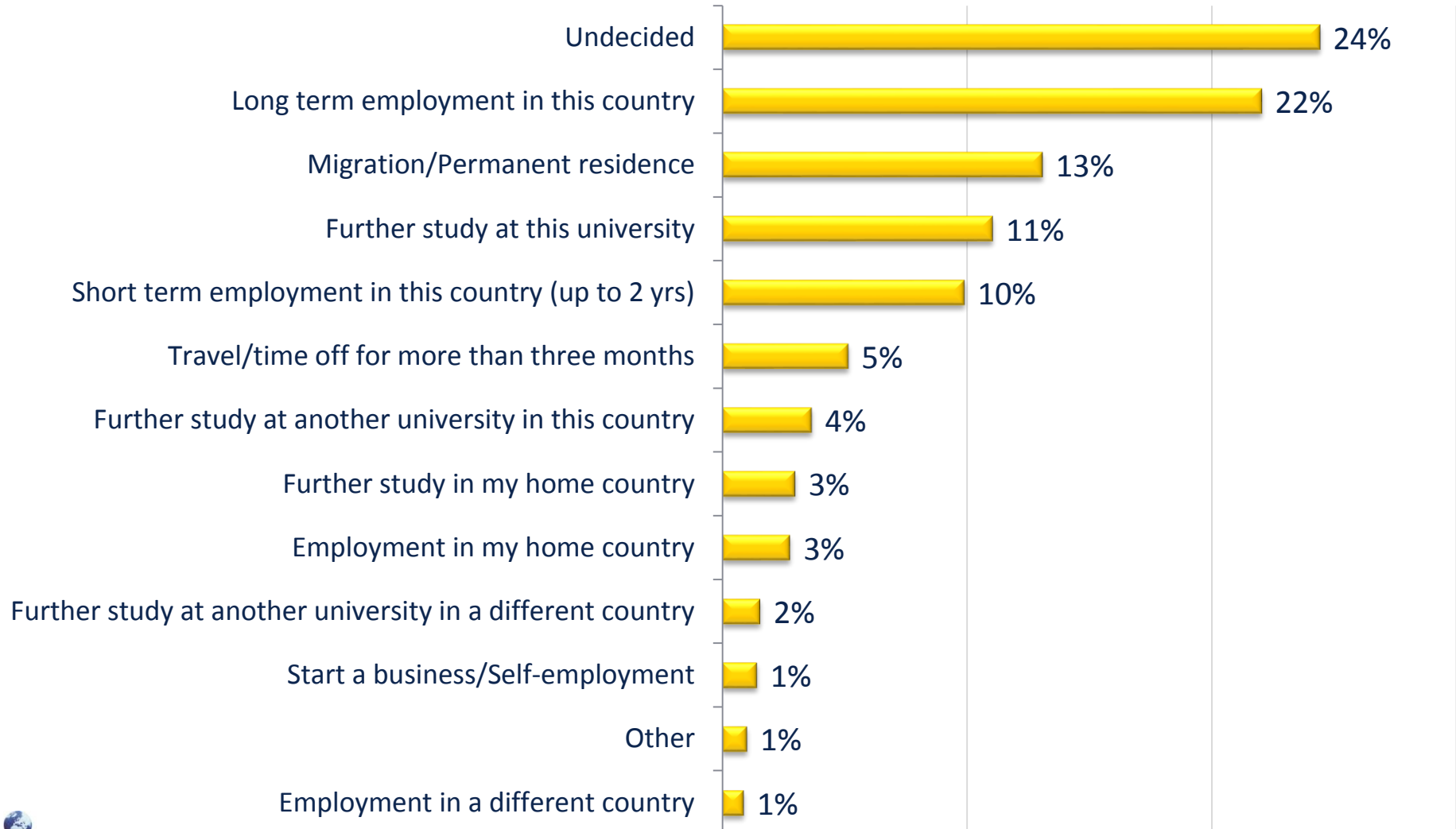


Importance of factors in study decision

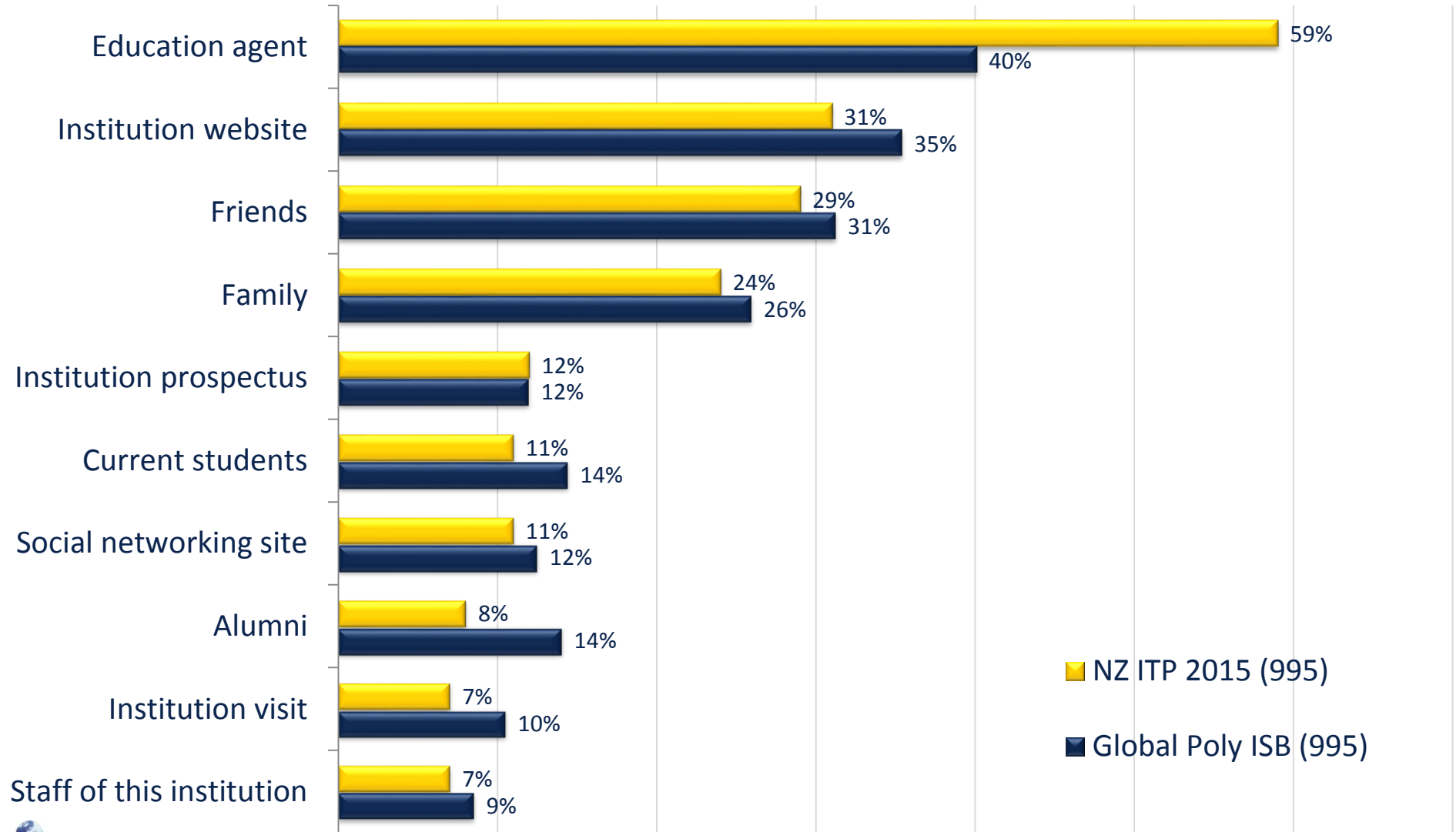


How important were the following factors when deciding where to study?

NZ ITP 2015 (1474)



Top 10 influences in choice of institution

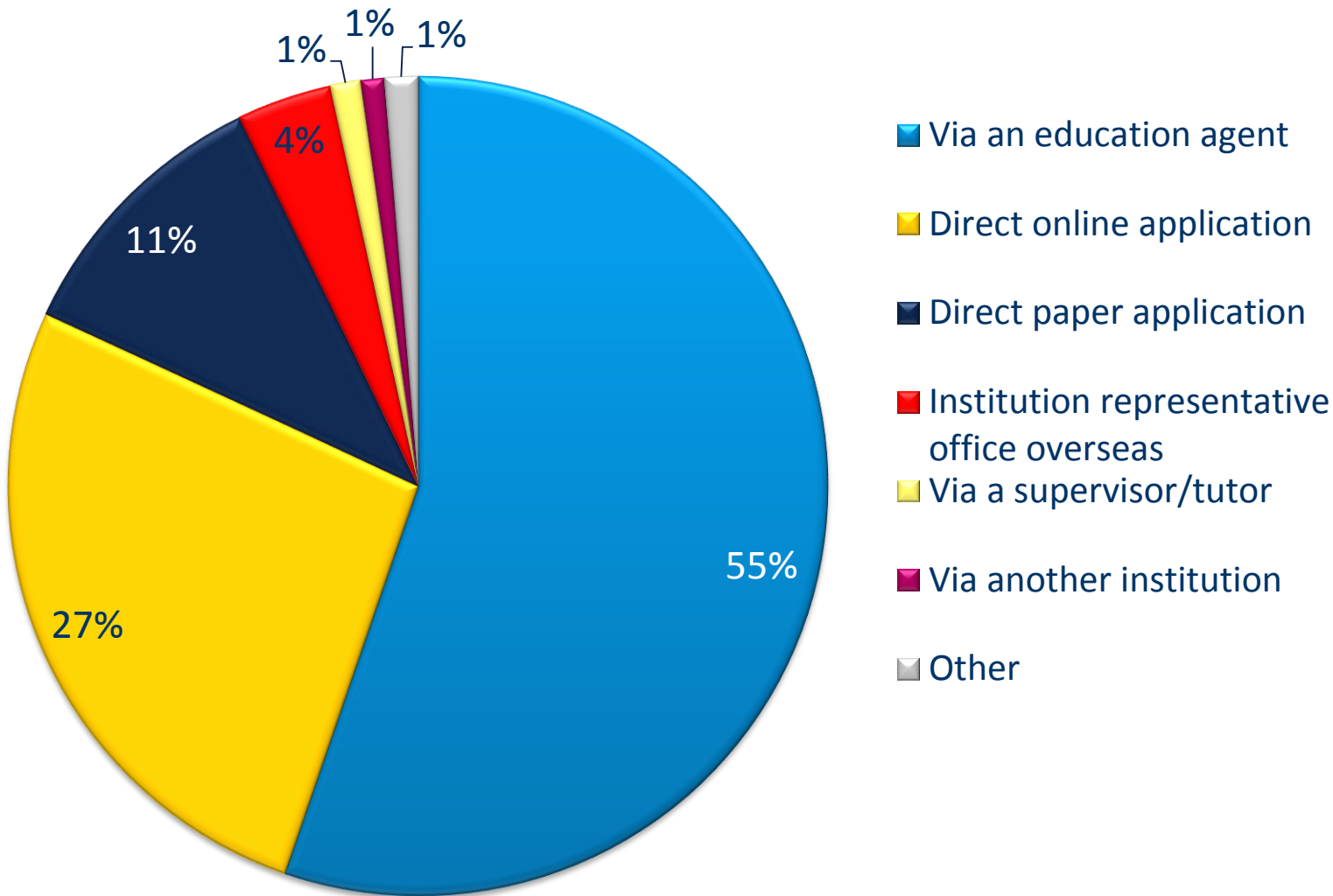


■ NZ ITP 2015 (995)
■ Global Poly ISB (995)

Which of the following helped you to choose this institution?

Application

ITP NZ 2015 (989)



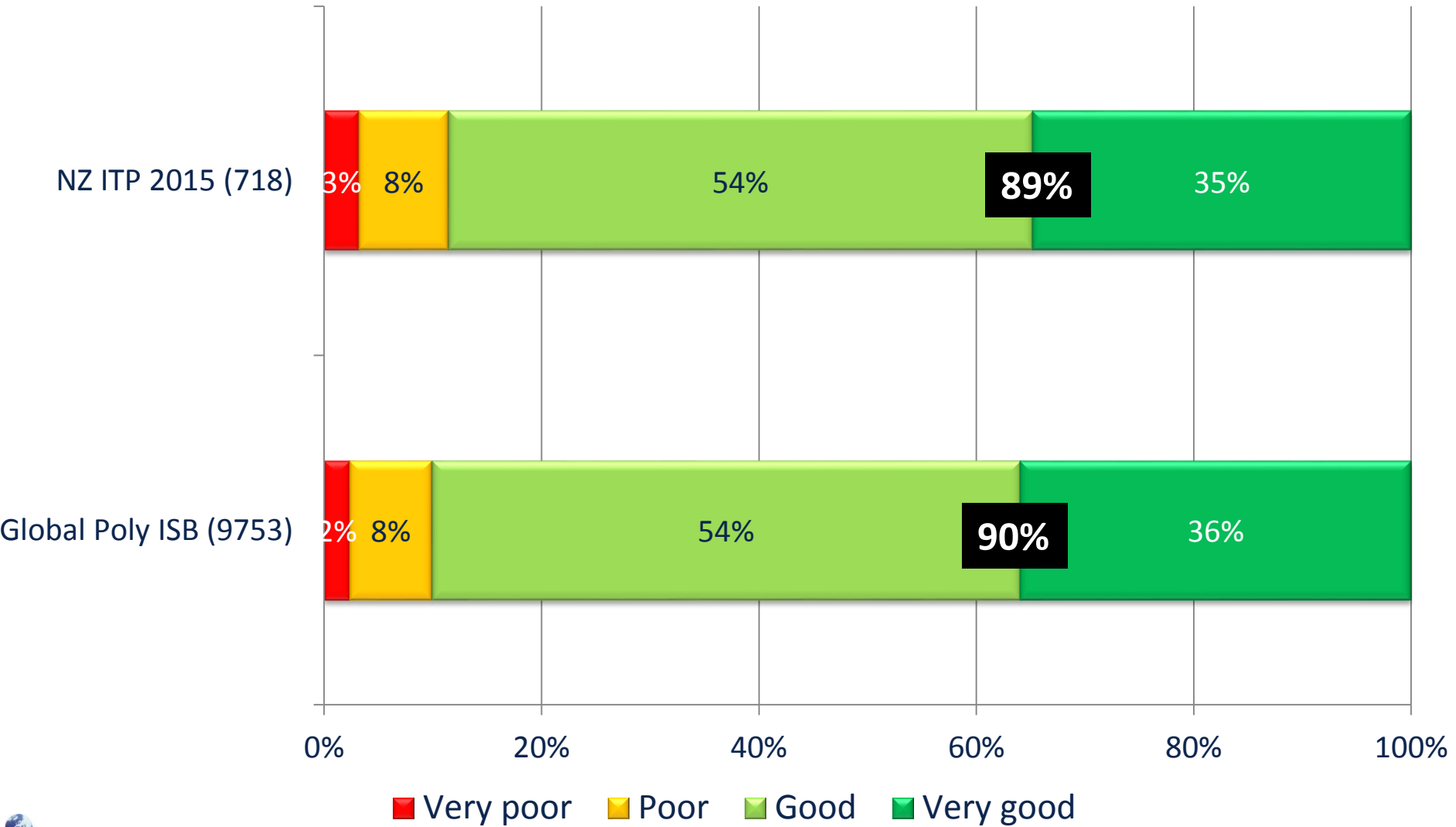
How did you apply to your current course at this institution?

Application to offer – Number of days and satisfaction

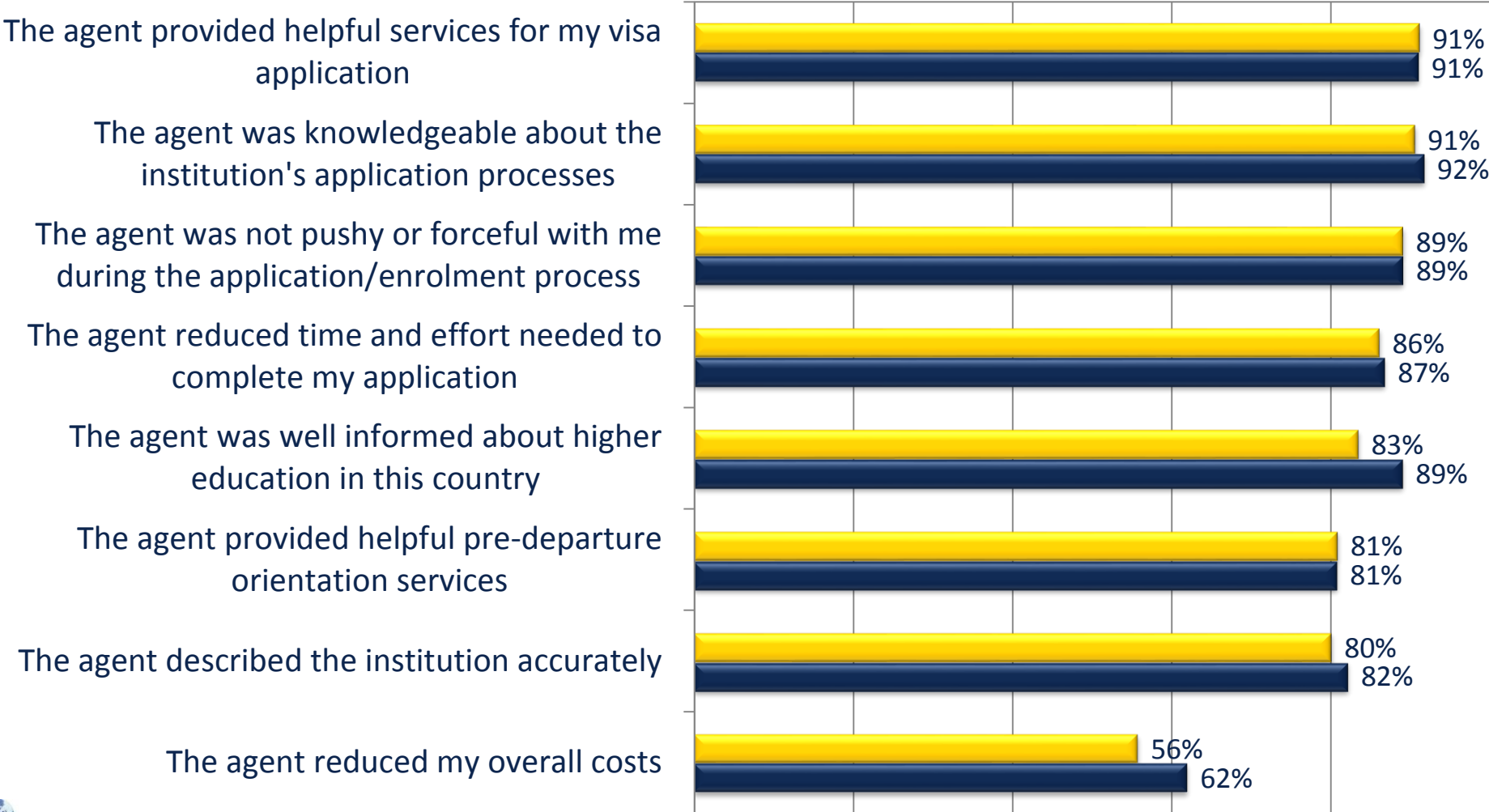
Average Days	NZ ITP 2015	Global Poly ISB
UG	37	41
PGT	21	38

% Satisfaction	NZ ITP 2015	Global Poly ISB
UG	82%	83%
PGT	86%	83%

Agents

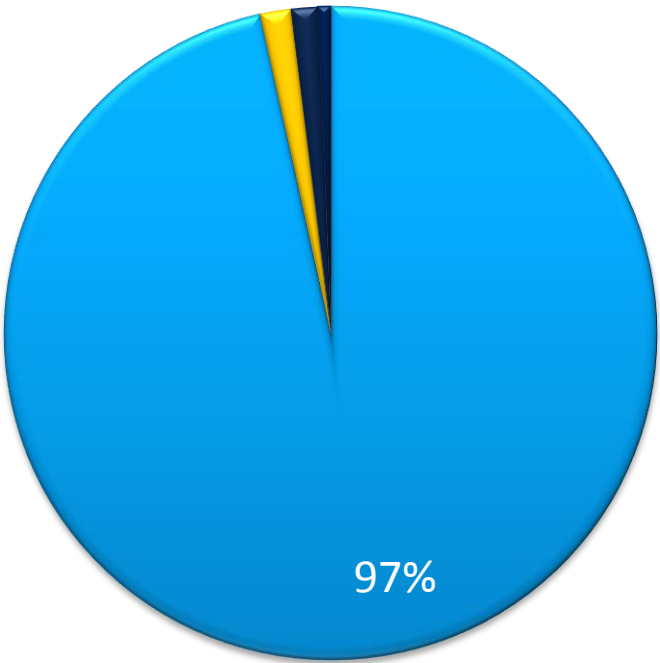


■ NZ ITP 2015 (572) ■ Global Poly ISB (7733)



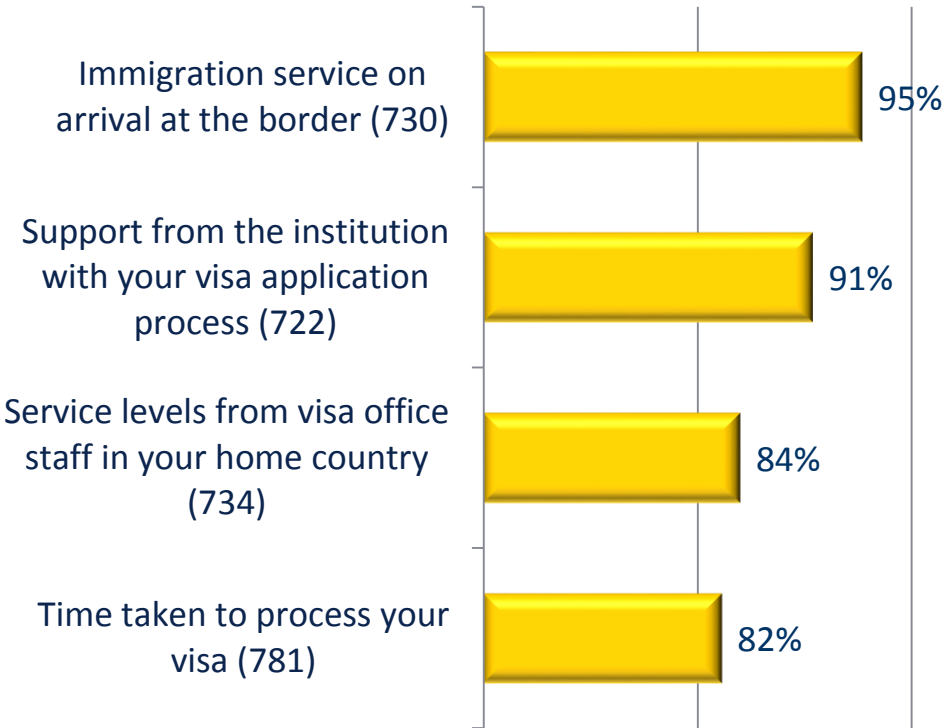
Visas

2015 ITP NZ (785)



- Student visa
- Other work visa (e.g. family, essential skills)
- Visitor visa
- Working Holiday

% satisfied

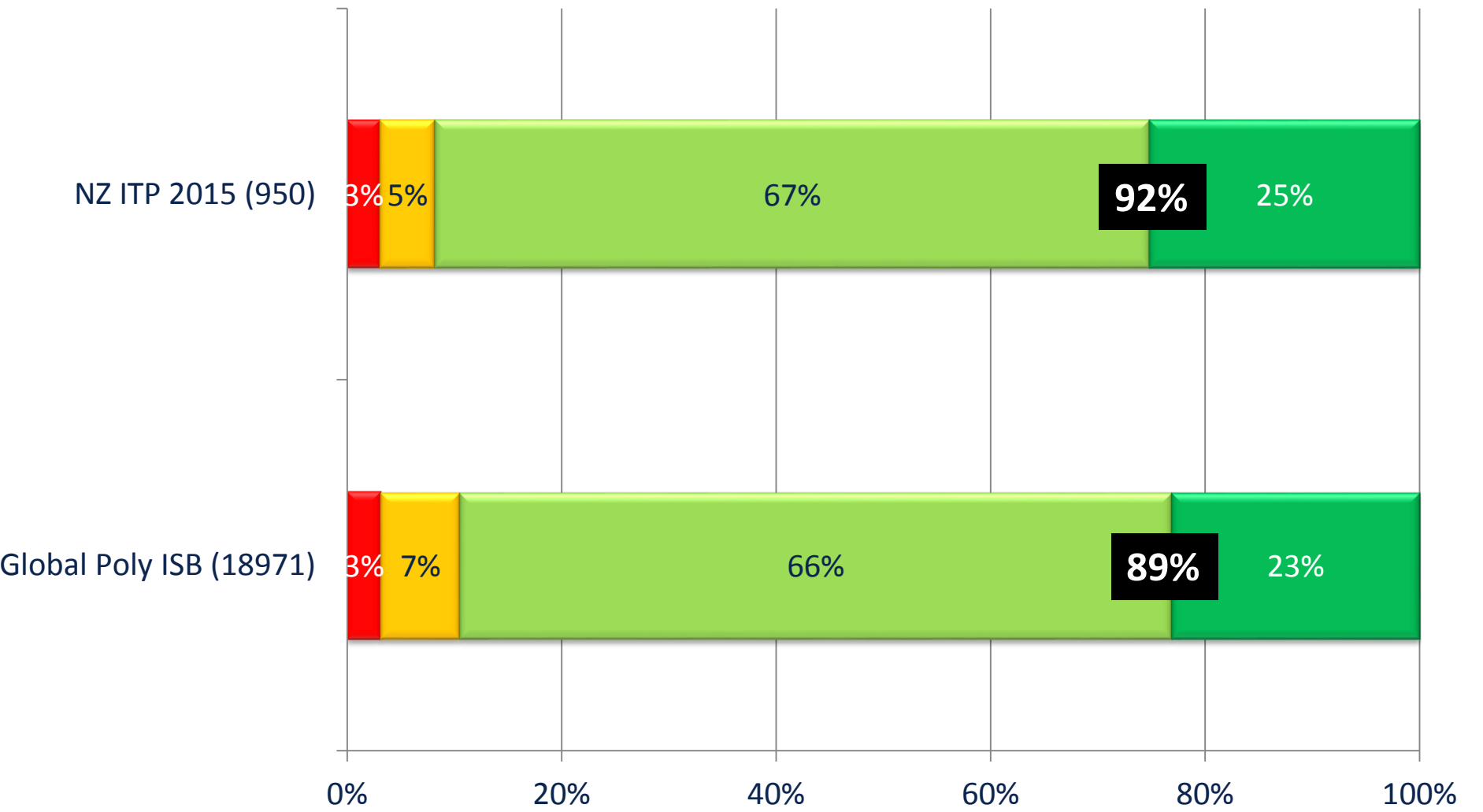


Which immigration visa do you currently have?

During the visa application process, how satisfied were you with the following:

Arrival

Overall satisfaction - Arrival



■ Very dissatisfied ■ Dissatisfied ■ Satisfied ■ Very Satisfied

Overall, how satisfied were you with the arrival experience?



Comments on the arrival experience

[Institution name] must ensure that even late students (given extension letters) will still experience the same activities (tours, orientation, ird, setting bank account etc.) and assistance given to those who came in on time. The late students came in feeling lost, they just went straight into class, lacking assistance and guidance.

Was not picked up at the terminal, slept outside of the terminal from 10pm to 10am. What an experience first night chilling cold.

The study pattern here is very different from my country, so it was difficult for me to understand it, and because of this i could not plan my studies properly. A brief Introduction to the study pattern should be made compulsory for the international students.

I couldn't attend orientation. Either because of that or for any other reason I did not receive any welcome, introduction or any help from the university. I had to figure out everything on my own or through friends.

Orientation experience was really good. I made kiwi friends during my orientation days and came to know more about my study related areas and explore the institute.

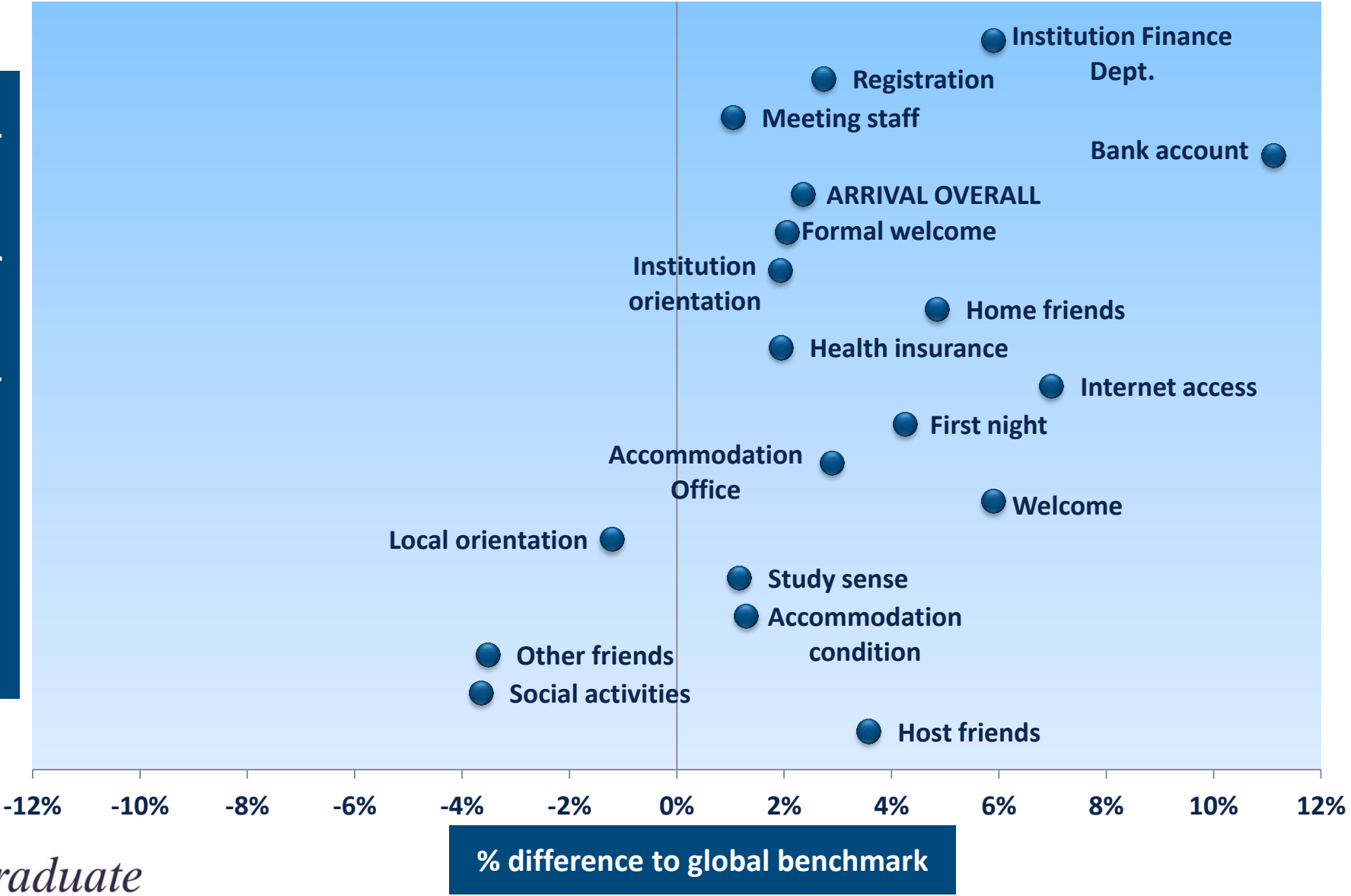
It would be a great help for international students if university providers temporary accomodation and also an airport pickup to every international student as they travel alone in a new country it would be a great feeling for them if a representative comes to pick them up.

Benchmarking arrival

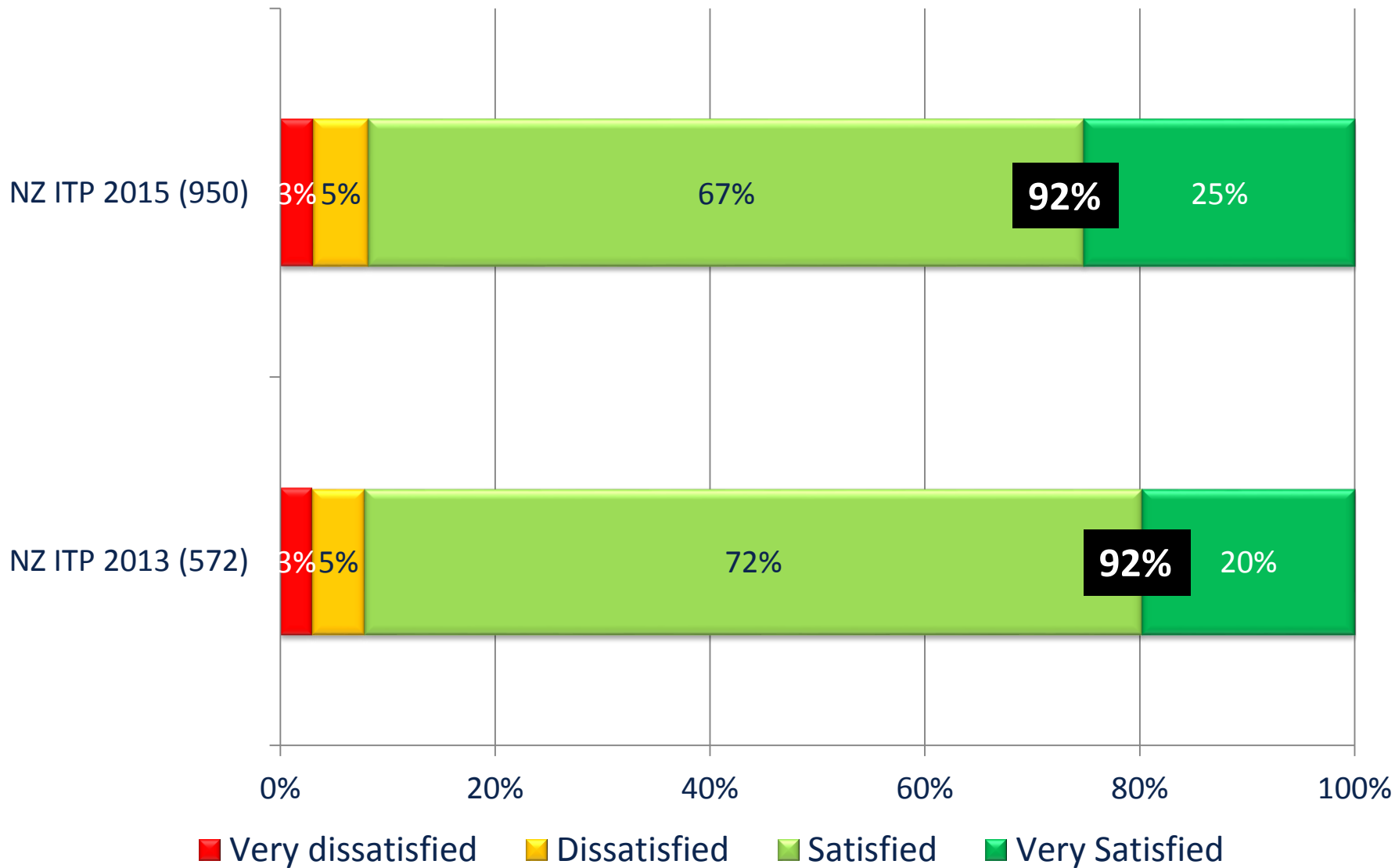
	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
ARRIVAL AVERAGE	88.1%	85.3%	87.4%	89.1%	2.7%	0.7%	-1.0%
ARRIVAL OVERALL	92.3%	90.0%	92.2%	92.6%	2.4%	0.2%	-0.3%
Institution Finance Dept.	95.8%	89.9%	95.8%	N/A	5.9%	0.0%	N/A
Registration	93.1%	90.4%	91.6%	95.3%	2.7%	1.5%	-2.3%
Meeting staff	92.7%	91.6%	93.1%	92.0%	1.0%	-0.4%	0.6%
Bank account	92.5%	81.4%	90.8%	95.1%	11.1%	1.7%	-2.5%
Formal welcome	91.8%	89.7%	92.2%	91.1%	2.1%	-0.5%	0.7%
Institution orientation	91.0%	89.1%	91.3%	90.7%	1.9%	-0.3%	0.4%
Home friends	89.3%	84.5%	88.5%	91.0%	4.8%	0.8%	-1.6%
Health insurance	89.3%	87.4%	87.7%	91.8%	1.9%	1.7%	-2.5%
Internet access	89.3%	82.4%	87.7%	92.7%	7.0%	1.7%	-3.4%
First night	89.1%	84.8%	89.4%	88.7%	4.2%	-0.3%	0.4%
Accommodation Office	89.1%	86.2%	85.4%	100.0%	2.9%	3.6%	-10.9%
Welcome	88.2%	82.3%	89.5%	86.4%	5.9%	-1.2%	1.9%
Local orientation	85.4%	86.6%	83.8%	87.8%	-1.2%	1.6%	-2.4%
Study sense	85.3%	84.1%	84.7%	86.1%	1.2%	0.6%	-0.9%
Accommodation condition	83.8%	82.5%	84.2%	83.1%	1.3%	-0.4%	0.7%
Other friends	83.8%	87.3%	85.0%	81.3%	-3.5%	-1.2%	2.5%
Social activities	79.1%	82.8%	77.6%	82.1%	-3.7%	1.5%	-3.0%
Host friends	76.6%	73.0%	75.2%	79.5%	3.6%	1.4%	-2.9%

Arrival matrix

NZ ITP satisfaction (sorted by % score)

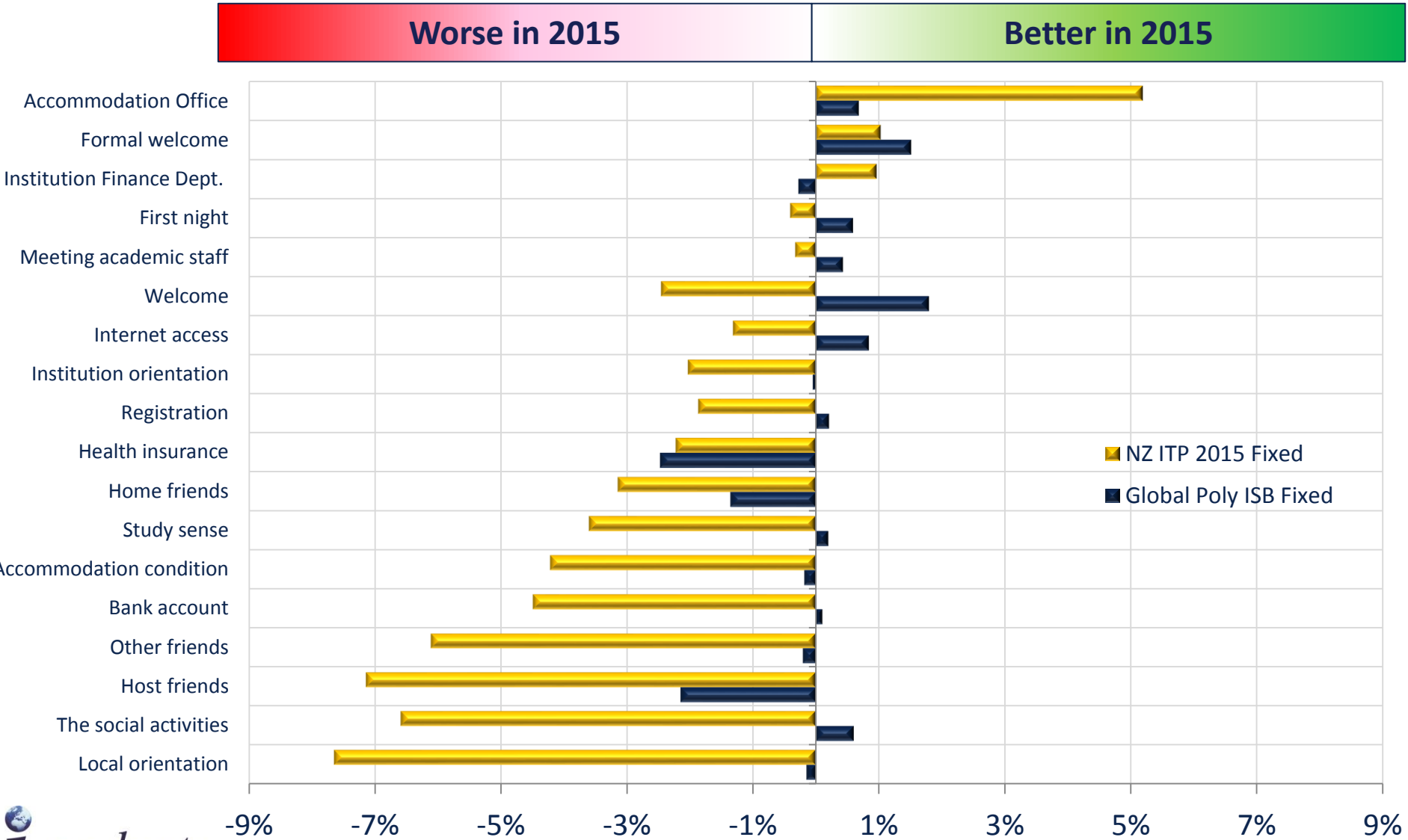


Overall satisfaction – Arrival – 2015 v 2013



Overall, how satisfied were you with the arrival experience?

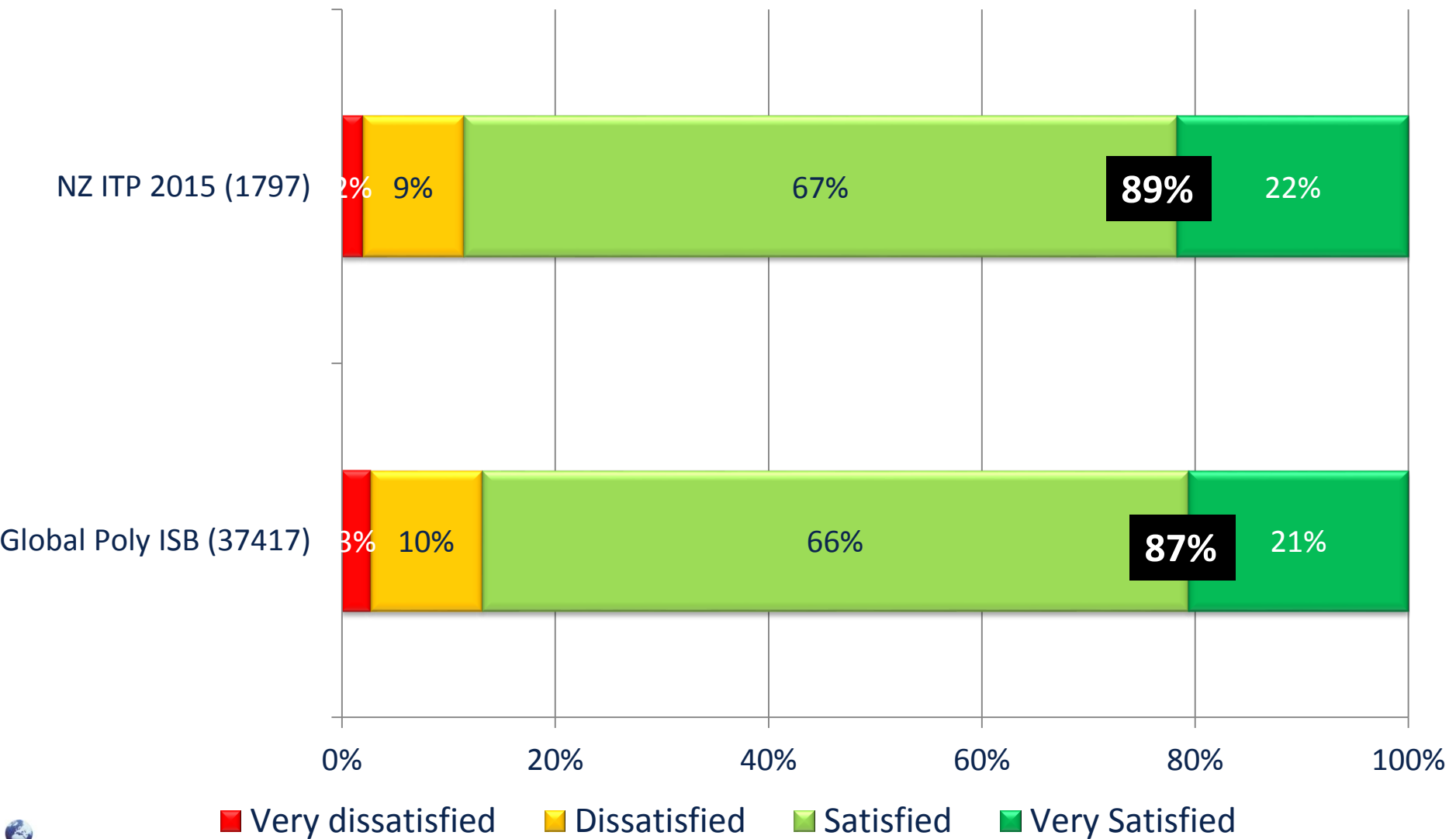
Arrival satisfaction – 2013 vs 2015



The Fixed Benchmark only includes institutions that took part in both 2013 and 2015

Learning

Overall satisfaction - Learning



Comments on the learning experience

We learn mostly on theory and would be better if engineering students were given opportunity to do practicals in some companies as part of a course work - theory we get the grades, practice we get job.

Studying with people from different cultures was a learning experience in itself. Uni has a very practical approach towards studies which we can apply straight to our jobs.

Assignments feedback is too simple and not immediate, make it difficult to know my strength and weakness as I catch up with next assignments. Teachers tend to care only about here and now, assist students passively only when they come asking.

If teachers release the PPT two weeks before the classes, it will give us more time to prepare for the classes for whom English isn't their first language.

At times, some lecturers give vague instructions in their assignments even when asked for details. Some leave very clear instructions - complete with screenshots/examples of what's expected. Some, however, only give short paragraphs that can be interpreted differently, even by native English speakers, and they don't get much clearer when you ask them.

*Its not like NZ college It's like punjab university
Lots of punjabi only.*

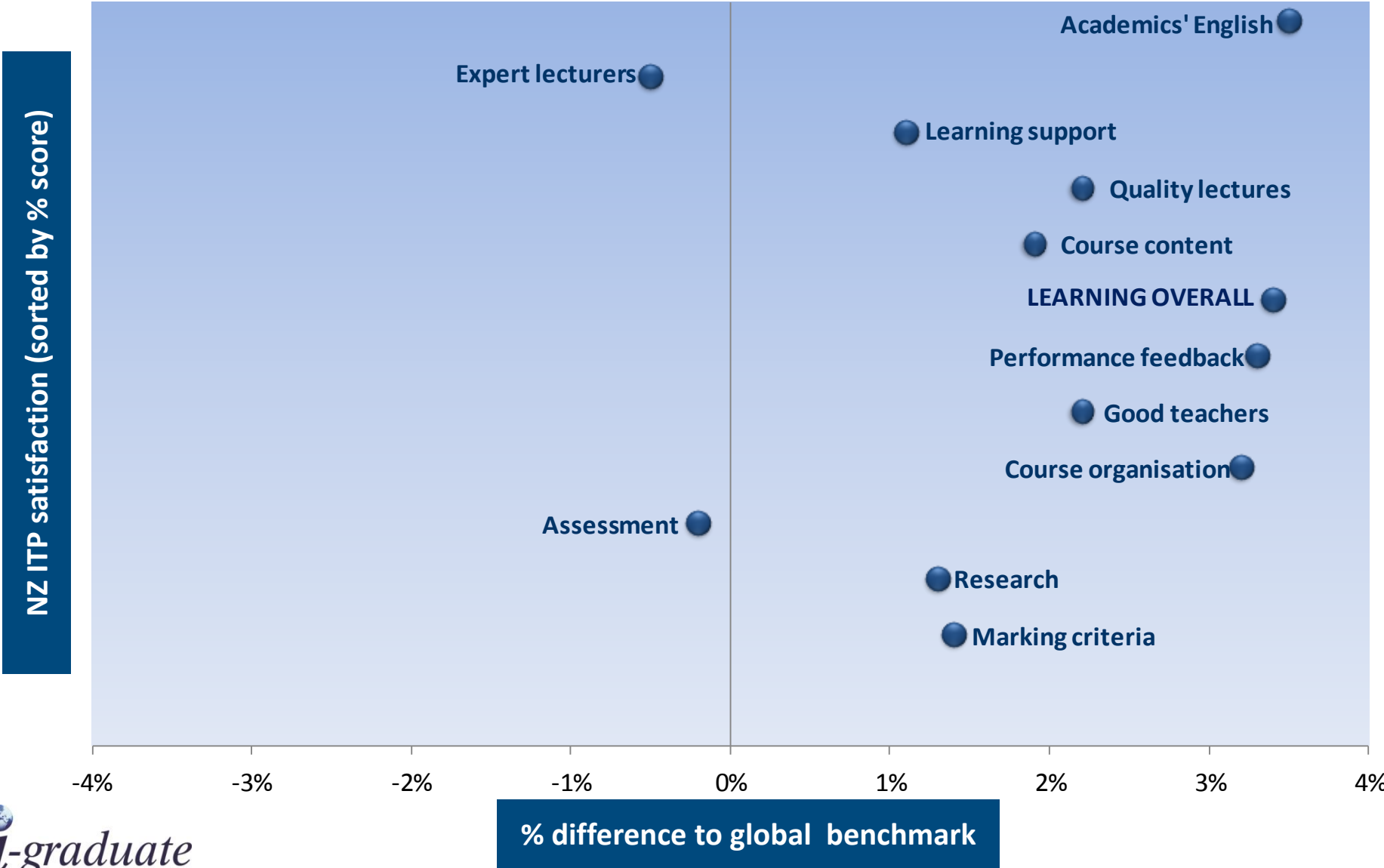
More time on hands on learning than academic learning

Benchmarking learning - Teaching



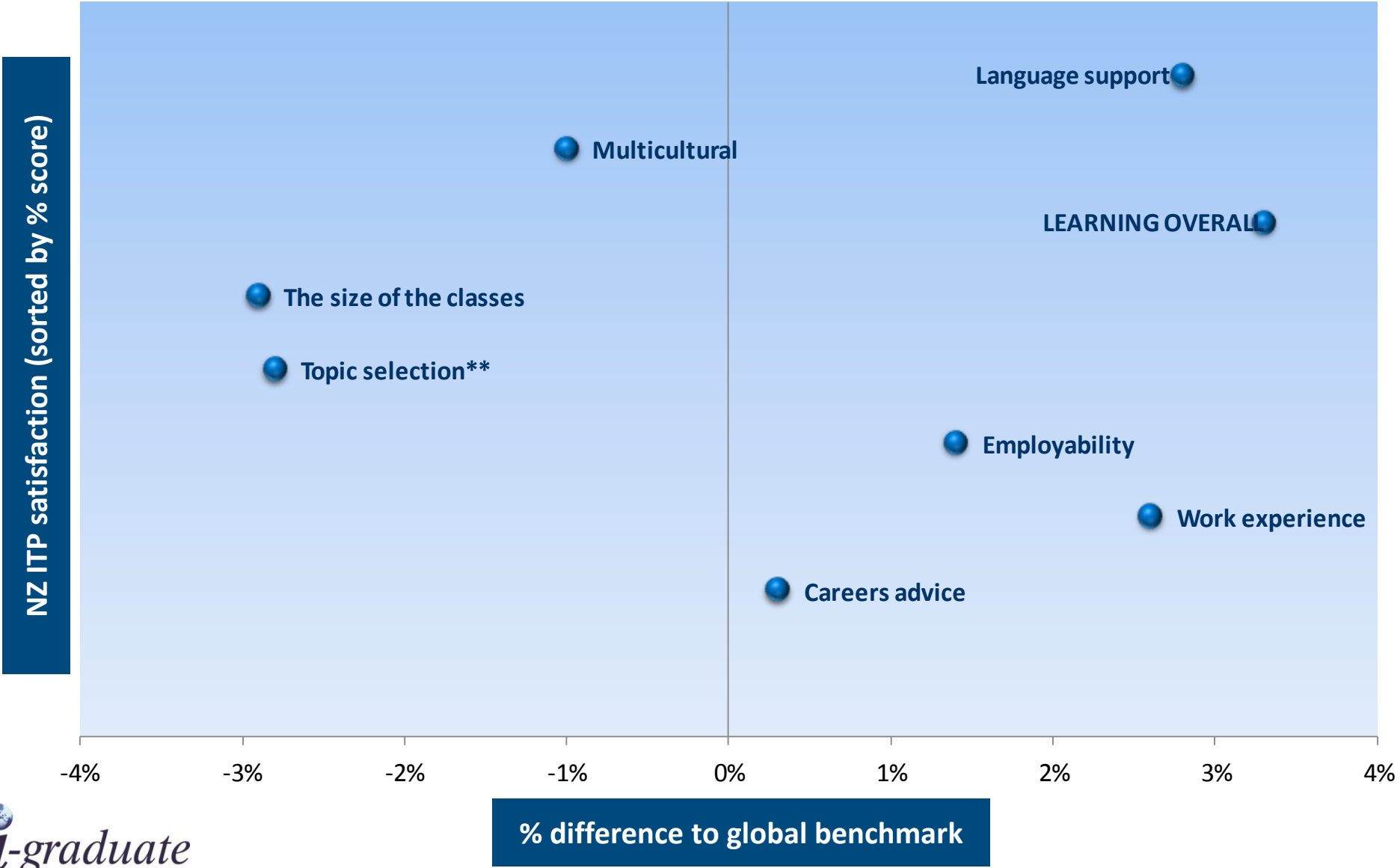
	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
LEARNING AVERAGE	87.7%	86.9%	87.8%	87.5%	0.8%	-0.1%	-0.2%
LEARNING OVERALL	89.0%	85.7%	88.9%	89.2%	3.3%	0.1%	0.2%
TEACHING							
Academics' English	94.4%	91.0%	93.5%	95.8%	3.5%	0.9%	-1.4%
Expert lecturers	90.5%	91.3%	91.1%	89.7%	-0.8%	-0.6%	0.9%
Learning support	90.5%	89.3%	89.9%	91.2%	1.2%	0.5%	-0.8%
Quality lectures	89.6%	87.4%	89.6%	89.5%	2.2%	0.0%	0.1%
Course content	89.4%	87.7%	90.0%	88.5%	1.7%	-0.6%	0.9%
Performance feedback	88.9%	85.5%	89.1%	88.7%	3.4%	-0.2%	0.2%
Good teachers	88.6%	86.5%	88.5%	88.9%	2.1%	0.2%	-0.3%
Course organisation	88.3%	85.2%	87.0%	90.4%	3.2%	1.3%	-2.0%
Assessment	88.3%	88.5%	89.6%	86.3%	-0.3%	-1.3%	2.0%
Research	87.2%	86.1%	86.7%	88.1%	1.1%	0.6%	-0.9%
Marking criteria	86.3%	84.9%	87.5%	84.5%	1.3%	-1.2%	1.8%

Learning matrix - Teaching



Benchmarking learning - Studies

	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
LEARNING AVERAGE	87.7%	86.9%	87.8%	87.5%	0.8%	-0.1%	-0.2%
LEARNING OVERALL	89.0%	85.7%	88.9%	89.2%	3.3%	0.1%	0.2%
STUDIES							
Language support	92.3%	89.5%	92.5%	92.1%	2.8%	-0.1%	0.2%
Multicultural	89.6%	90.6%	90.7%	88.1%	-1.0%	-1.0%	1.5%
The size of the classes	87.8%	90.7%	89.1%	85.9%	-2.9%	-1.3%	1.9%
Topic selection**	85.7%	88.5%	90.7%	78.1%	-2.8%	-5.1%	7.6%
Employability	80.0%	78.6%	80.2%	79.6%	1.4%	-0.2%	0.3%
Work experience	73.5%	70.8%	73.1%	74.1%	2.6%	0.4%	-0.6%
Careers advice	73.1%	72.9%	72.2%	74.5%	0.3%	0.9%	-1.4%

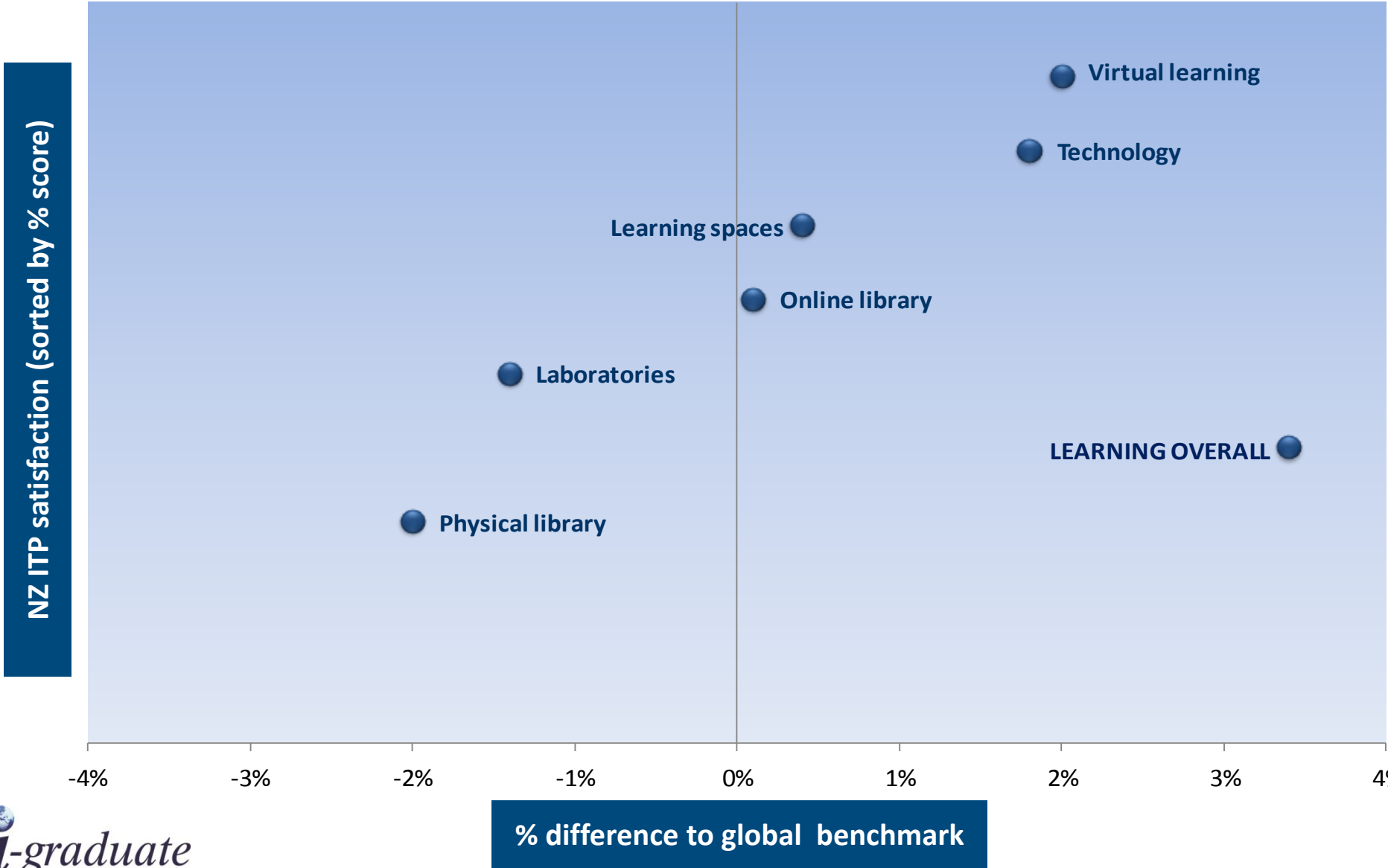


Benchmarking learning - Facilities

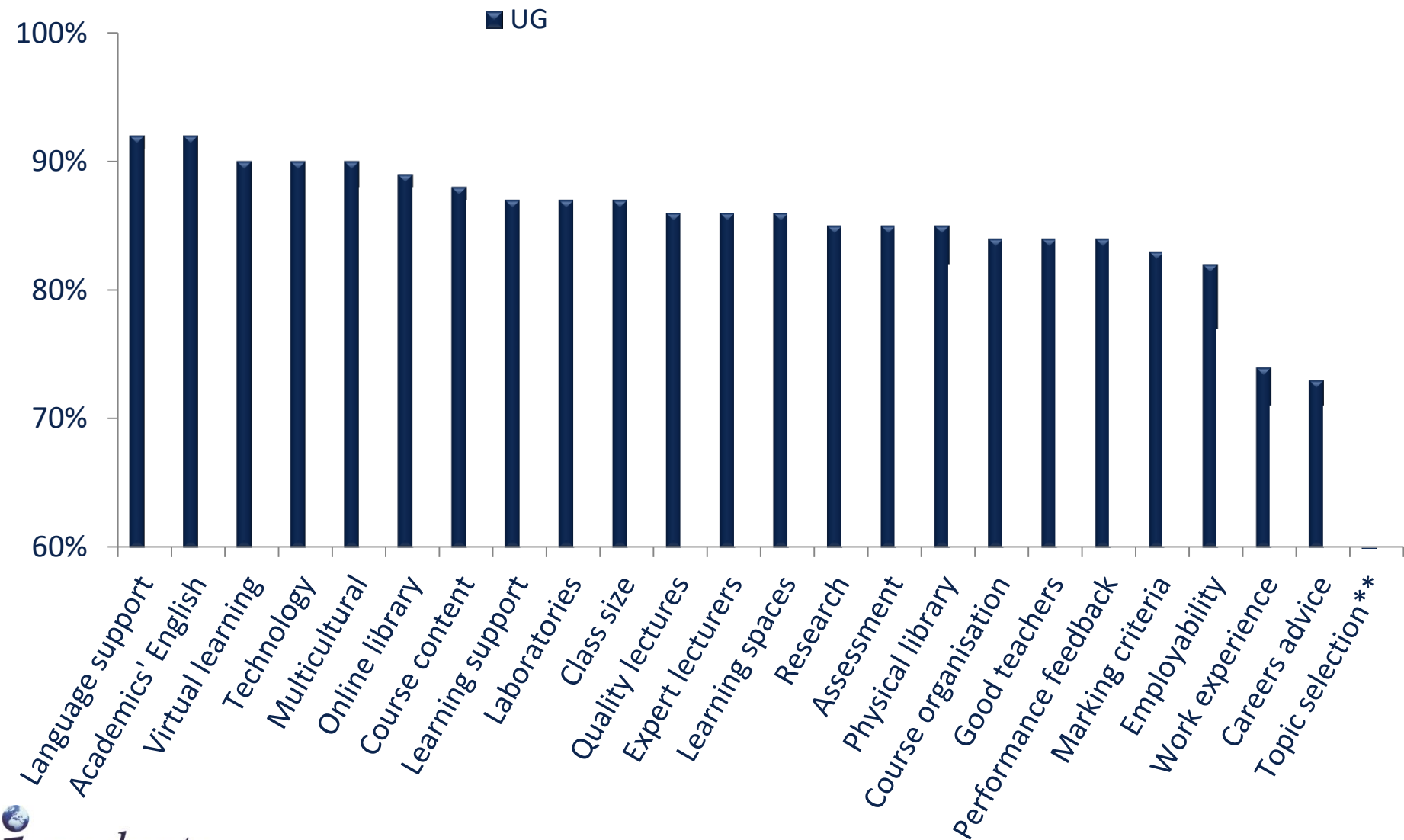


	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
LEARNING AVERAGE	87.7%	86.9%	87.8%	87.5%	0.8%	-0.1%	-0.2%
LEARNING OVERALL	89.0%	85.7%	88.9%	89.2%	3.3%	0.1%	0.2%
FACILITIES							
Virtual learning	92.6%	90.6%	91.7%	93.9%	2.0%	0.9%	-1.3%
Technology	91.0%	89.1%	90.2%	92.2%	1.9%	0.8%	-1.2%
Learning spaces	90.9%	90.7%	90.4%	91.8%	0.2%	0.6%	-0.8%
Online library	89.5%	89.4%	89.3%	89.8%	0.1%	0.2%	-0.3%
Laboratories	89.4%	90.3%	88.9%	90.1%	-0.9%	0.5%	-0.7%
Physical library	87.0%	89.2%	86.6%	87.5%	-2.2%	0.3%	-0.5%

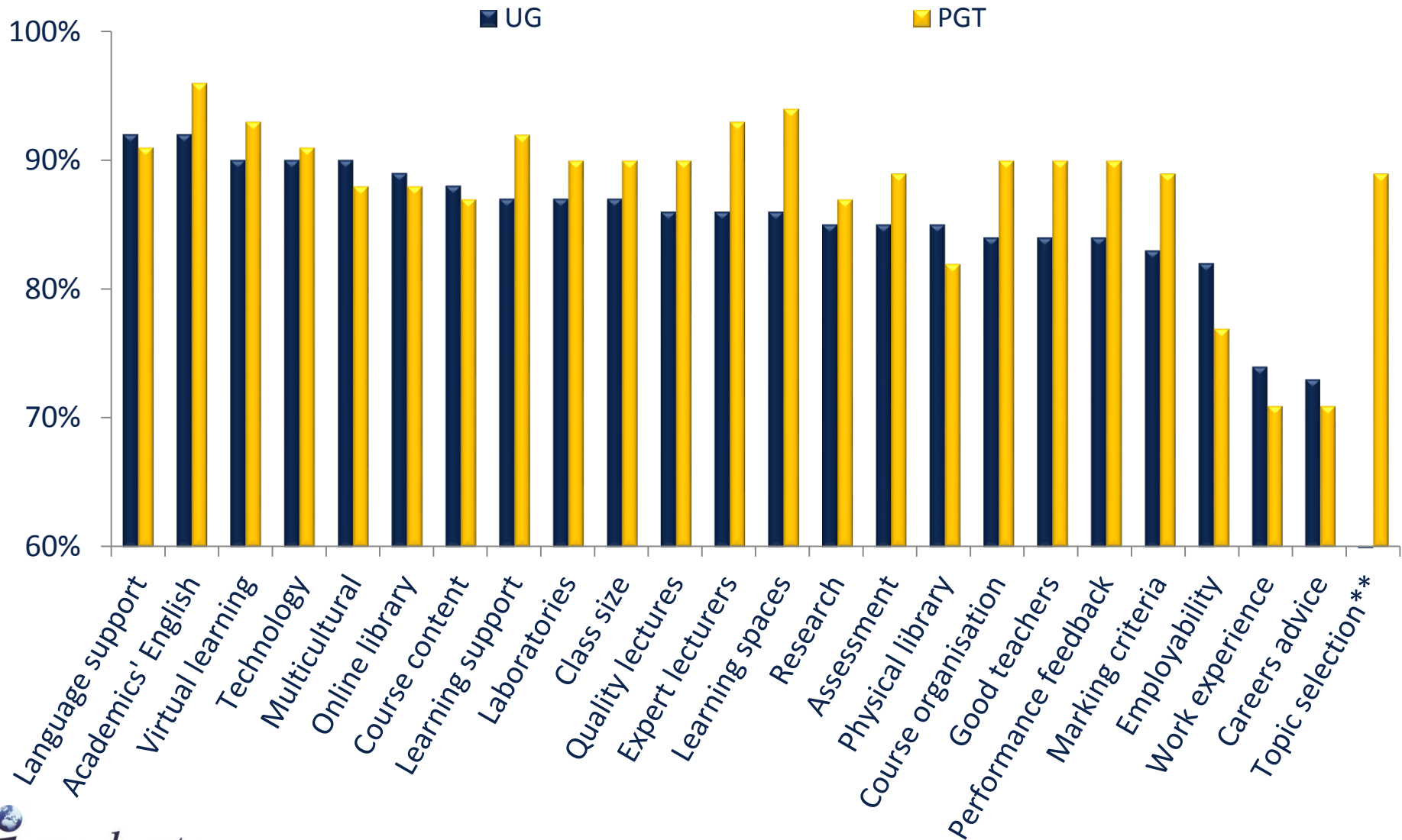
Learning matrix - Facilities



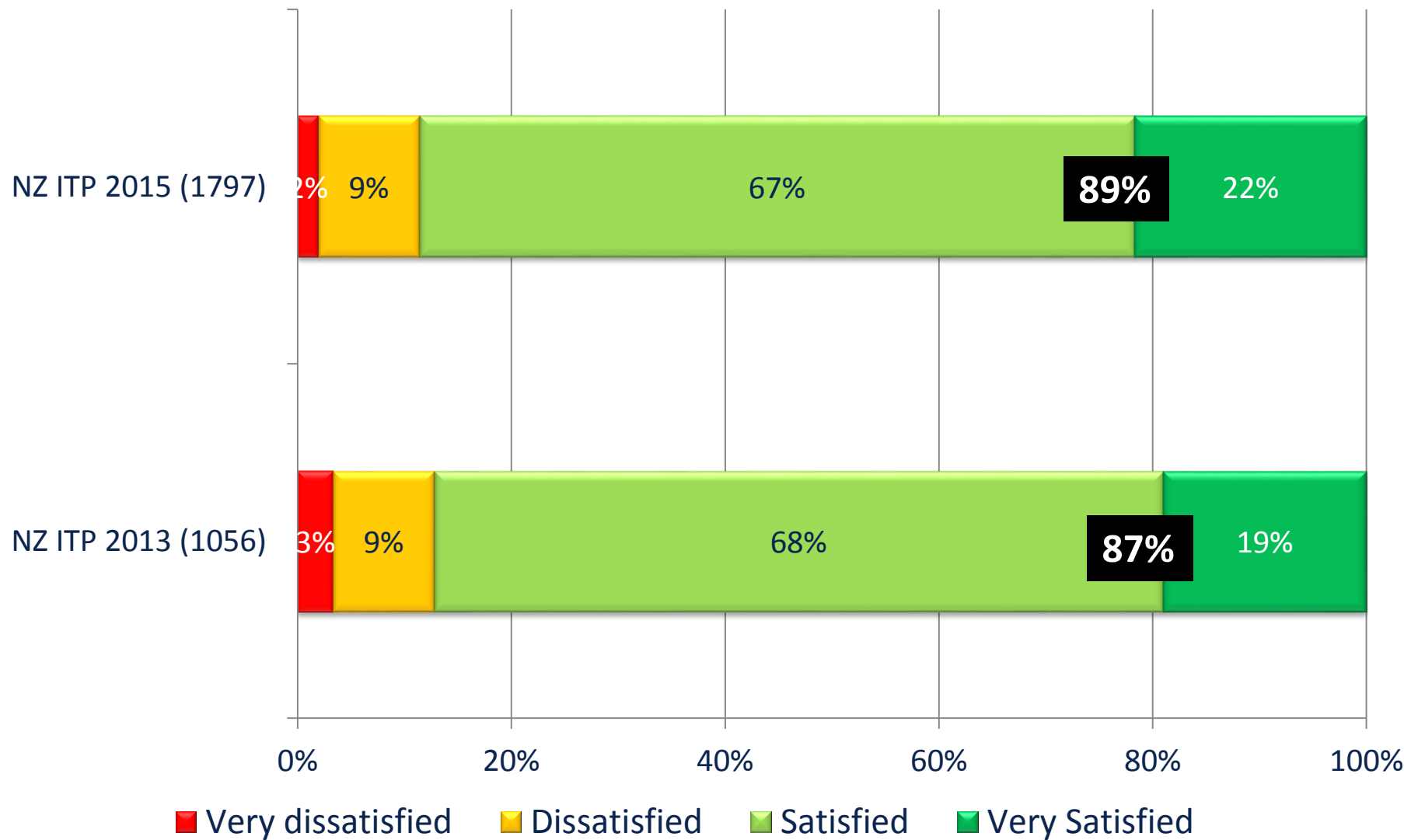
Learning satisfaction by study level



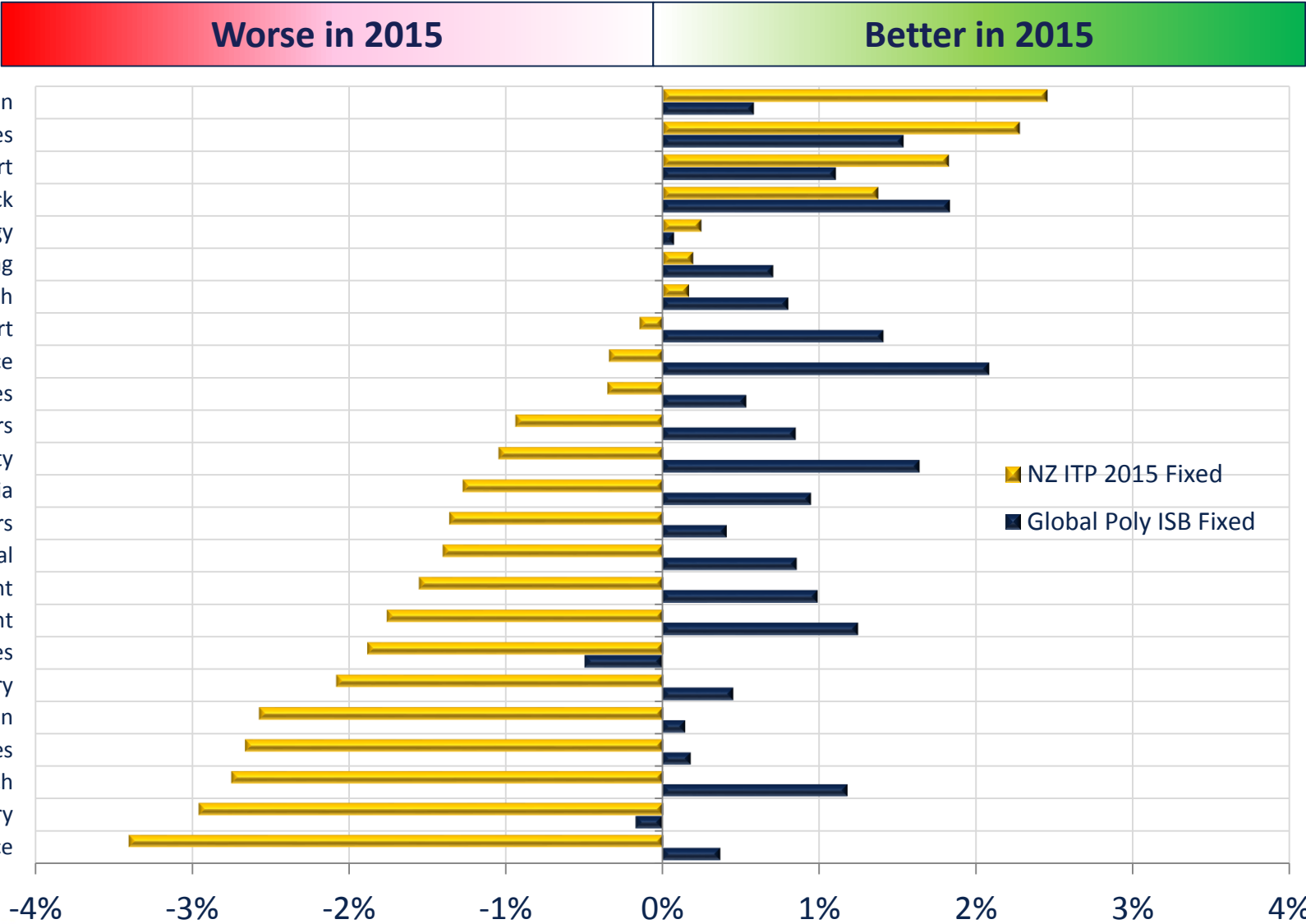
Learning satisfaction by study level



Overall satisfaction – Learning – 2015 v 2013



Learning satisfaction – 2013 vs 2015

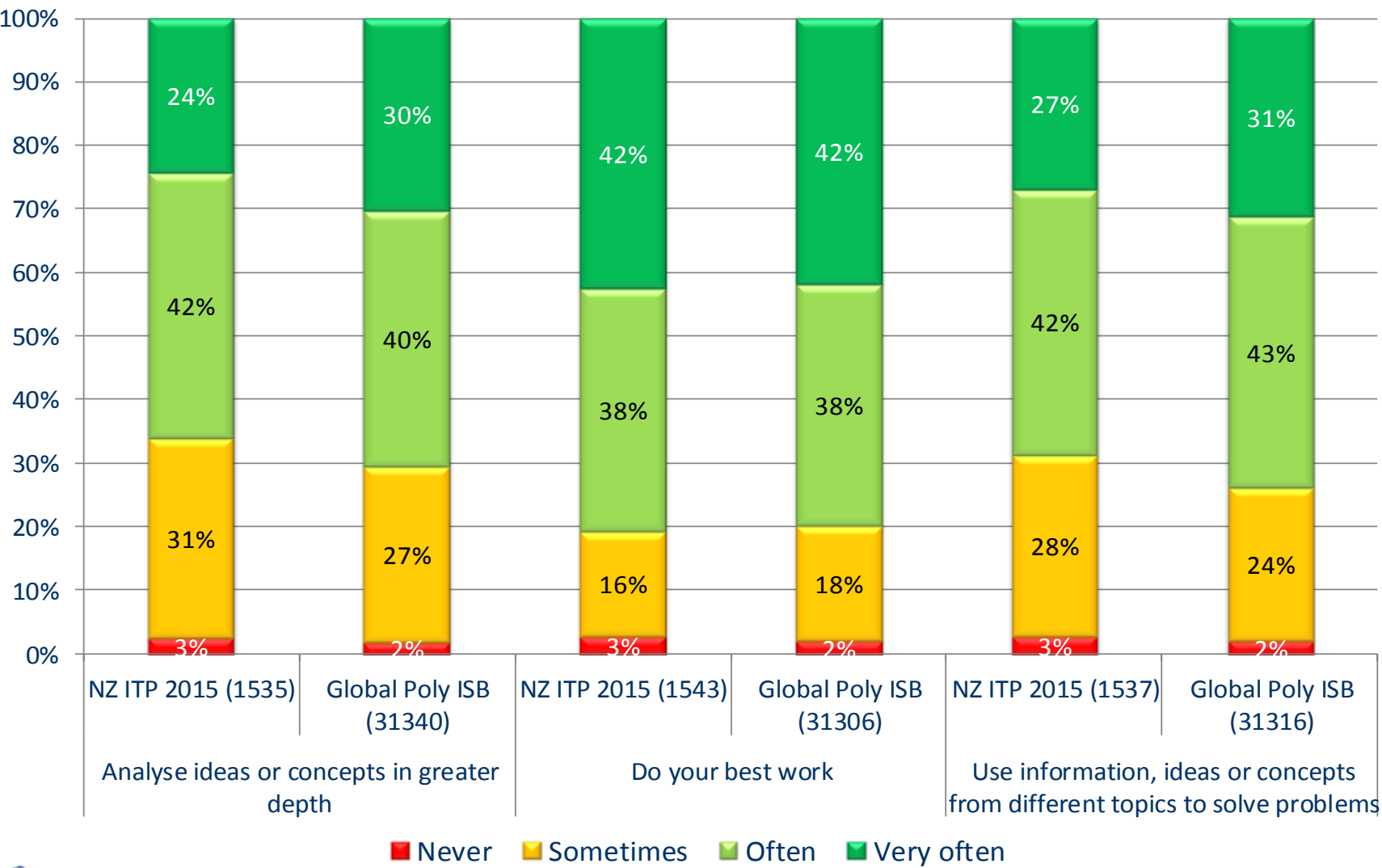


The Fixed Benchmark only includes institutions that took part in both 2013 and 2015

**Postgraduate students only

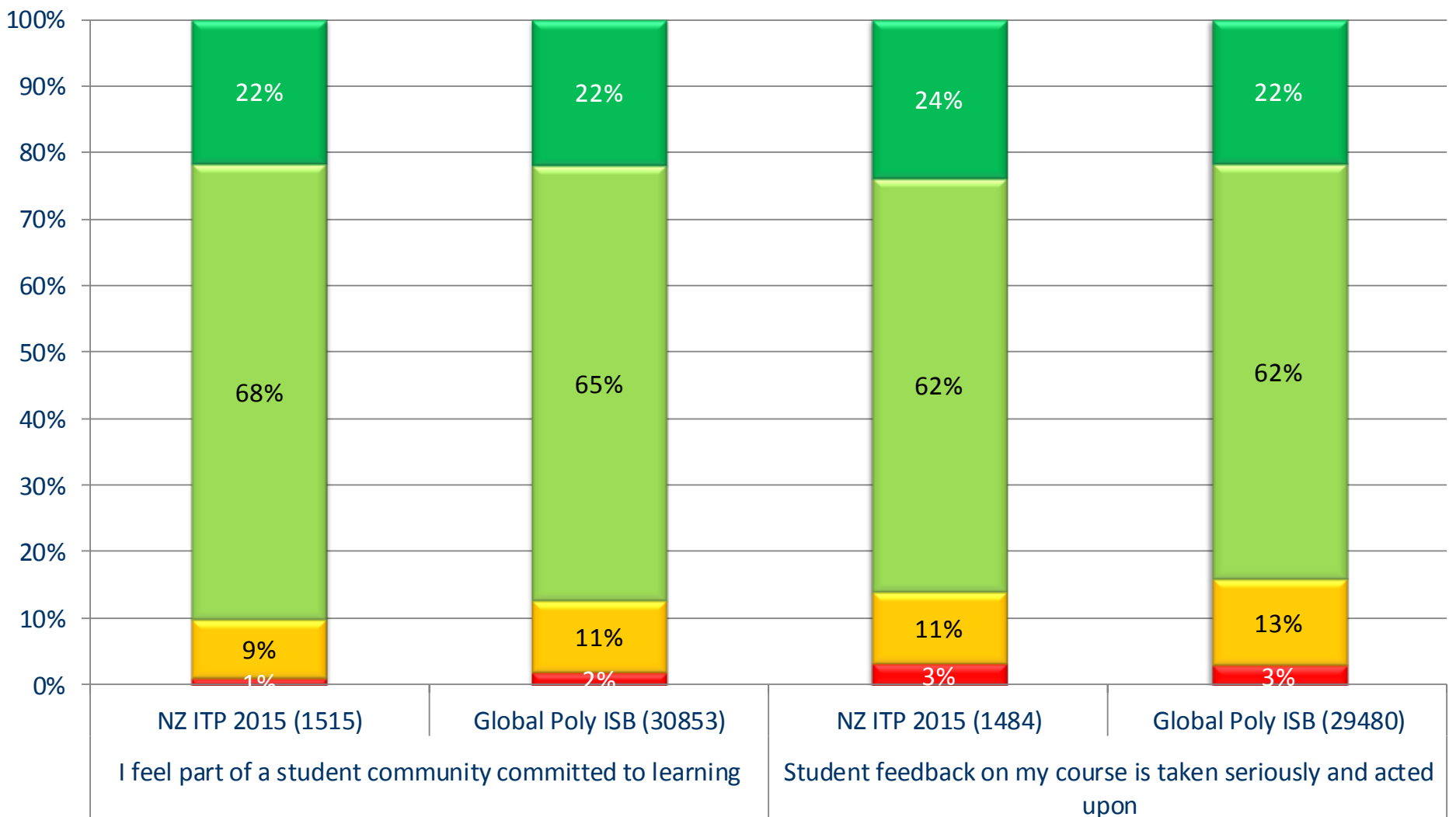
Engagement

Student engagement - Challenges



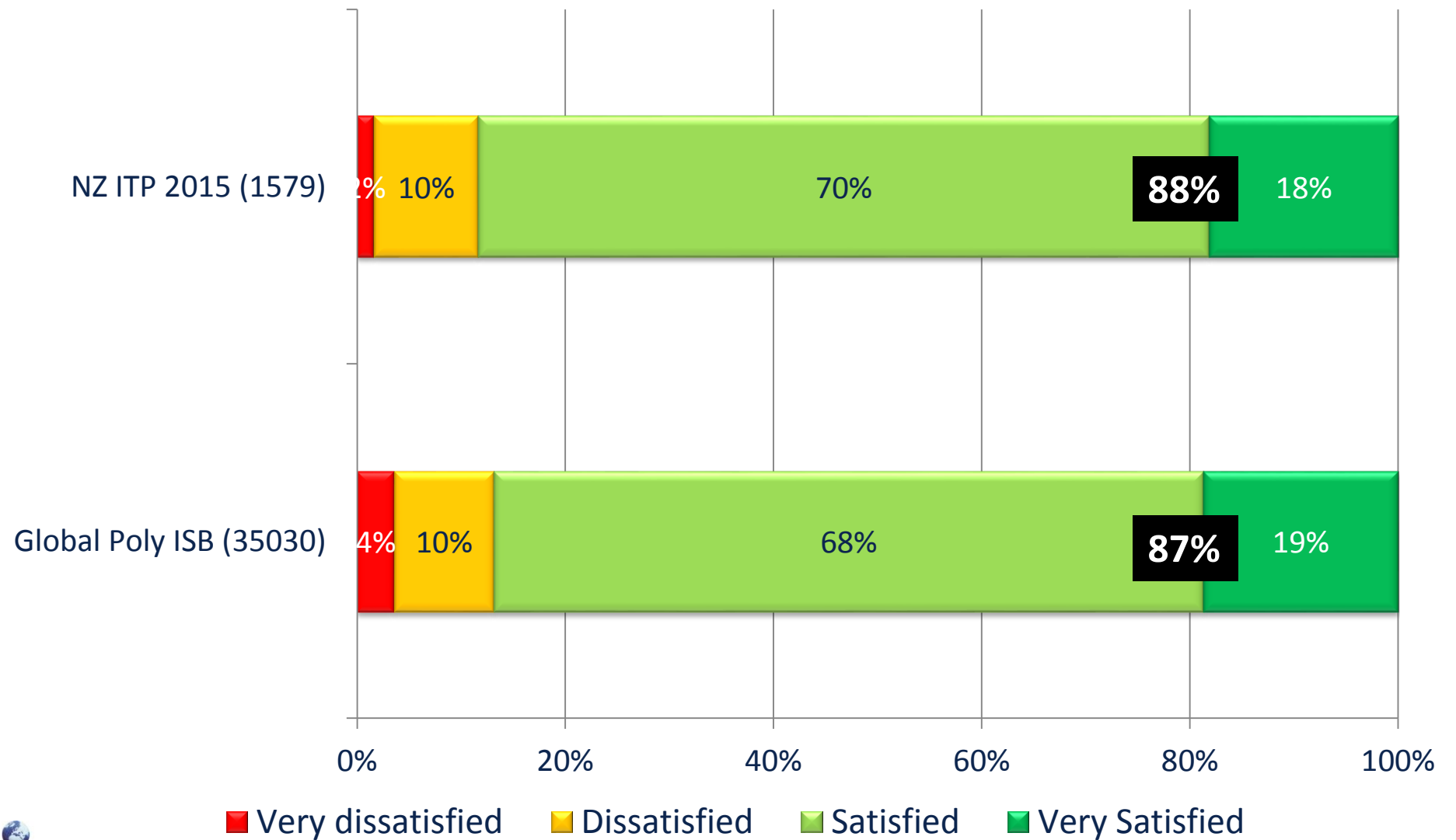
Thinking back over this academic year, to what extent has your course challenged you to:

Student engagement



Living

Overall satisfaction - Living



Overall, how satisfied are you with the living experience at this stage in the year?

Comments on the living experience

ThinkNew



It is insanely expensive to live and study in New Zealand. It would be great if the university would support students with healthy, relatively cheap meals at least. Most money spend is on rent and food during the month, not a lot is left for many activities to experience New Zealand a lot more and relax next to the stressful studies.

...I am also not so familiar with the culture and how things work here in NZ because I do not have the opportunity to. I find most people of NZ hard to get along with or to socialize with.

There is a need to regulate accommodations for students especially those which Internation Centre recommends because some of which are not even legally operating and are false advertising esp the home stays. Students must be informed of acceptable rate and their rights. I think intl centre should conduct house visits or other ways to monitor the matter.

As the number of students seems to be increasing in each intakes, the oppurtunities in [city name] seems to be not increasing which leads to job scarcity and finally it will lead to problems for the new intakes,as there the income will be less when compared to expenses.

Expensive transportation, not frequent buses, no night service buses, no tertiary discounts for students in transportation. Generally food, transportation, internet, mobile plans are much expensive than UK.

Benchmarking living – Accommodation & living costs



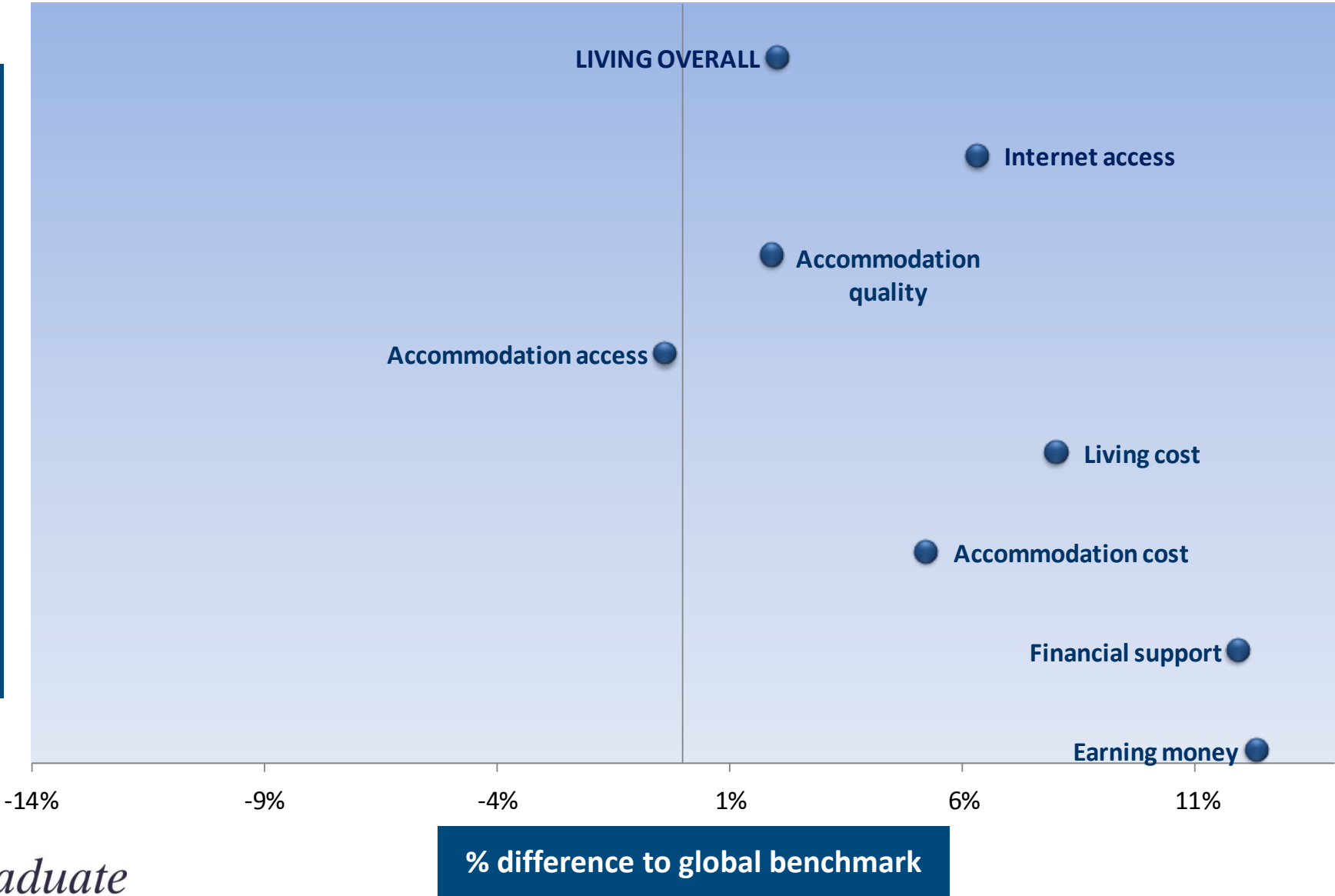
	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
LIVING AVERAGE	82.0%	79.6%	81.1%	83.4%	2.4%	0.9%	-1.4%
LIVING OVERALL	88.6%	86.5%	88.0%	89.6%	2.1%	0.6%	-1.0%

ACCOMMODATION and LIVING COSTS

Internet access	88.2%	81.4%	86.0%	91.5%	6.8%	2.2%	-3.3%
Accommodation quality	86.1%	84.6%	85.1%	87.7%	1.6%	1.0%	-1.5%
Accommodation access	85.4%	85.8%	83.0%	89.0%	-0.4%	2.4%	-3.6%
Living cost	72.9%	65.1%	66.2%	82.9%	7.7%	6.7%	-10.1%
Accommodation cost	67.7%	62.5%	62.2%	76.0%	5.2%	5.5%	-8.3%
Financial support	66.6%	55.3%	64.5%	69.7%	11.3%	2.1%	-3.1%
Earning money	62.2%	49.9%	59.9%	65.6%	12.3%	2.3%	-3.5%

Living matrix – Accommodation & living costs

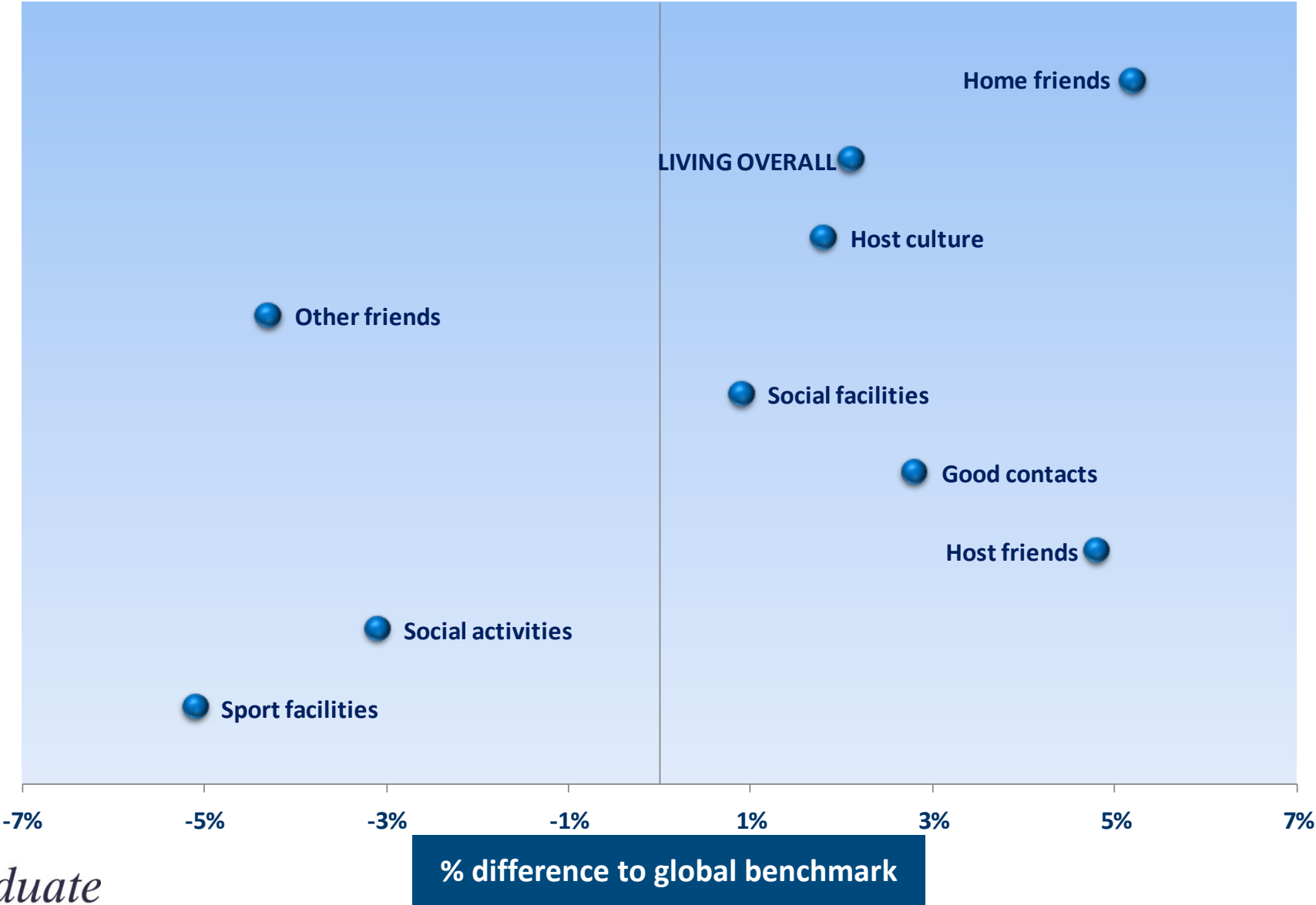
NZ ITP satisfaction (sorted by % score)



Benchmarking living – Social

	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
LIVING AVERAGE	82.0%	79.6%	81.1%	83.4%	2.4%	0.9%	-1.4%
LIVING OVERALL	88.6%	86.5%	88.0%	89.6%	2.1%	0.6%	-1.0%
SOCIAL							
Home friends	90.2%	85.0%	89.9%	90.6%	5.2%	0.3%	-0.4%
Host culture	87.5%	85.6%	85.9%	89.9%	1.8%	1.6%	-2.4%
Other friends	83.1%	87.4%	83.6%	82.3%	-4.3%	-0.5%	0.8%
Social facilities	80.7%	79.8%	81.9%	78.8%	0.9%	-1.2%	1.9%
Good contacts	80.2%	77.5%	79.1%	82.0%	2.8%	1.2%	-1.8%
Host friends	77.4%	72.5%	76.7%	78.4%	4.8%	0.7%	-1.0%
Social activities	76.8%	79.9%	75.5%	78.7%	-3.1%	1.3%	-1.9%
Sport facilities	69.9%	75.0%	72.2%	66.4%	-5.1%	-2.3%	3.5%

NZ ITP satisfaction (sorted by % score)

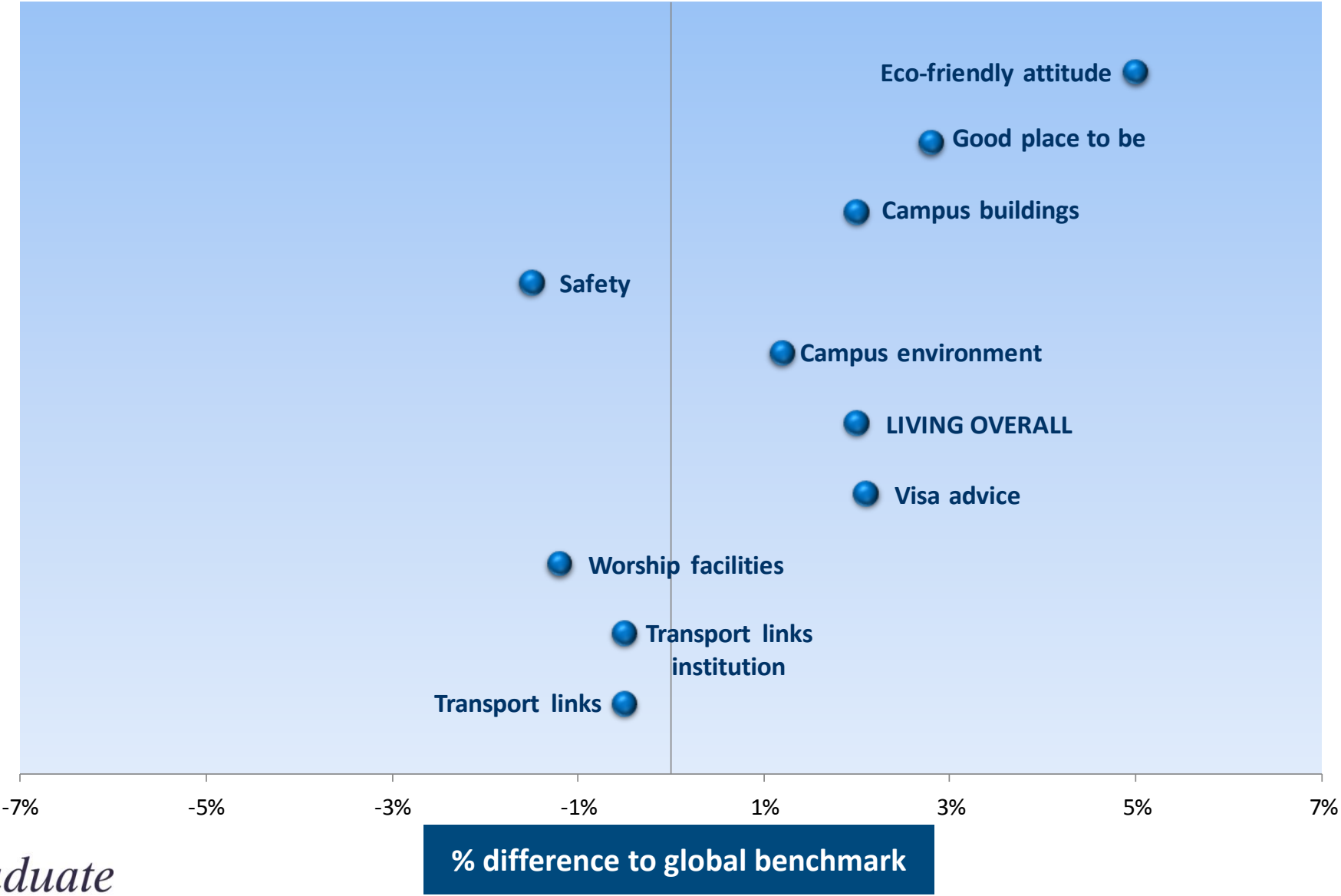


Benchmarking living – Day to day life

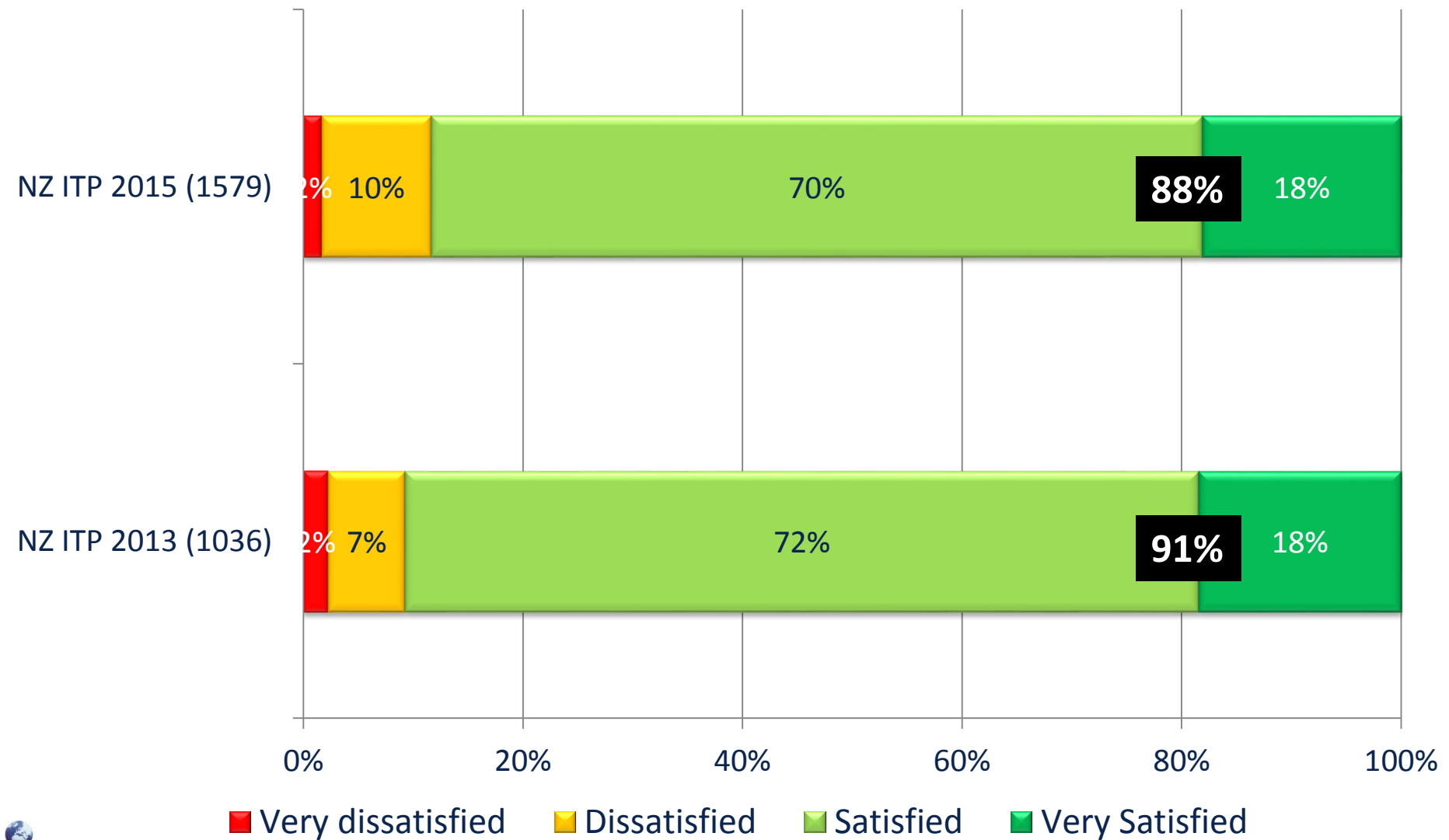
	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
LIVING AVERAGE	82.0%	79.6%	81.1%	83.4%	2.4%	0.9%	-1.4%
LIVING OVERALL	88.6%	86.5%	88.0%	89.6%	2.1%	0.6%	-1.0%
DAY TO DAY LIFE							
Eco-friendly attitude	95.7%	90.4%	95.7%	95.6%	5.2%	0.0%	0.0%
Good place to be	93.2%	90.4%	92.6%	94.2%	2.9%	0.6%	-0.9%
Campus buildings	91.1%	89.4%	90.9%	91.3%	1.7%	0.1%	-0.2%
Safety	90.8%	92.3%	91.0%	90.4%	-1.5%	-0.2%	0.3%
Campus environment	90.6%	89.5%	90.5%	90.9%	1.2%	0.1%	-0.2%
Visa advice	85.0%	83.0%	84.0%	86.5%	2.0%	1.0%	-1.5%
Worship facilities	84.2%	84.8%	84.8%	83.2%	-0.7%	-0.7%	1.0%
Transport links institution	82.3%	82.8%	84.4%	79.1%	-0.5%	-2.1%	3.2%
Transport links	80.7%	81.2%	80.0%	81.7%	-0.5%	0.7%	-1.0%

Living matrix – Day to day life

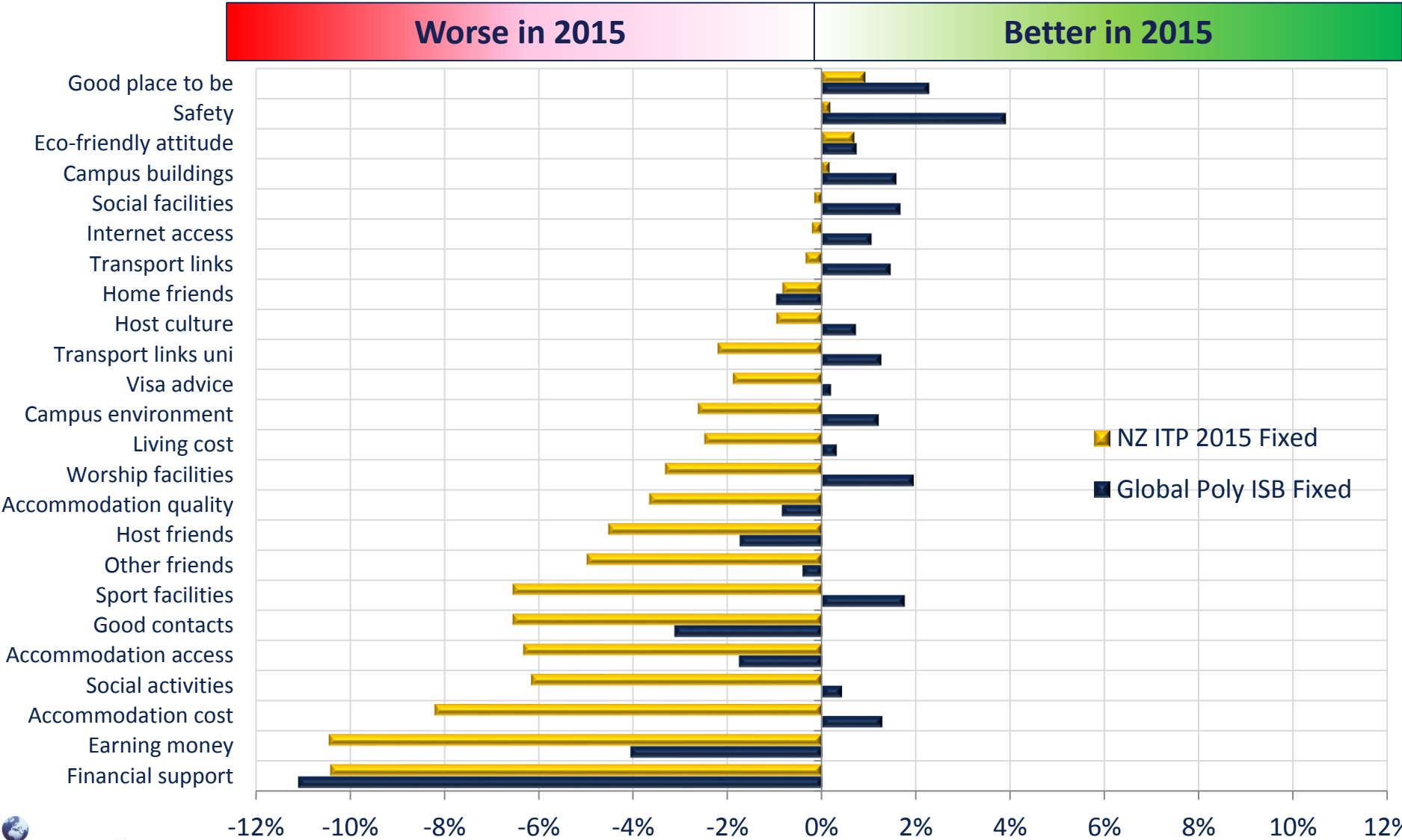
NZ ITP satisfaction (sorted by % score)



Overall satisfaction – Living – 2015 v 2013



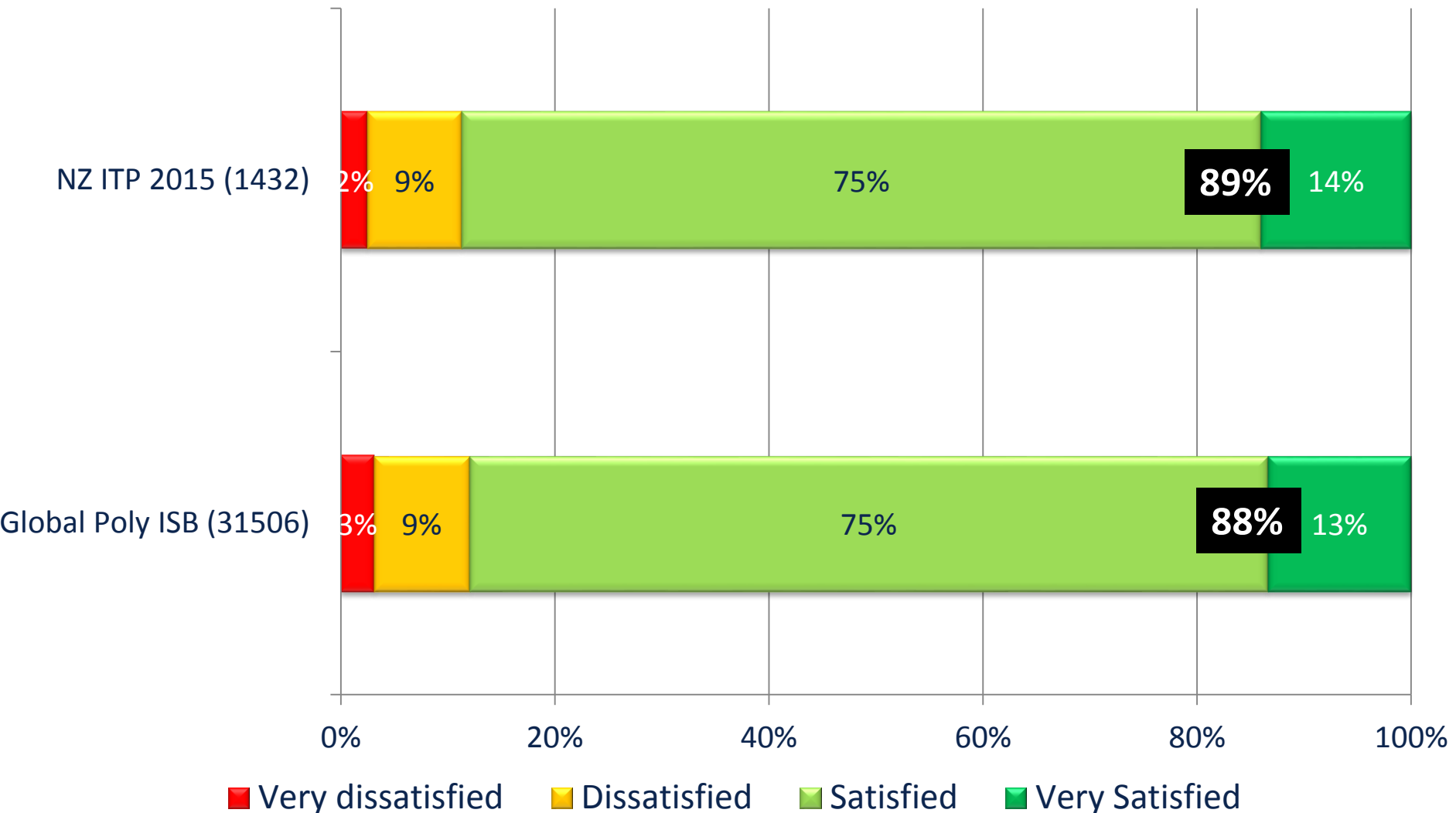
Living satisfaction – 2013 vs 2015



The Fixed Benchmark only includes institutions that took part in both 2013 and 2015

Support

Overall satisfaction - Support



Comments on support services

Prices are way to high, as we are international students and we don't have proper jobs and buying food from the cafe is a complete rip off

The [café name] could be a bit cheaper thinking that it's biggest customer group is students who most likely don't own that much money.

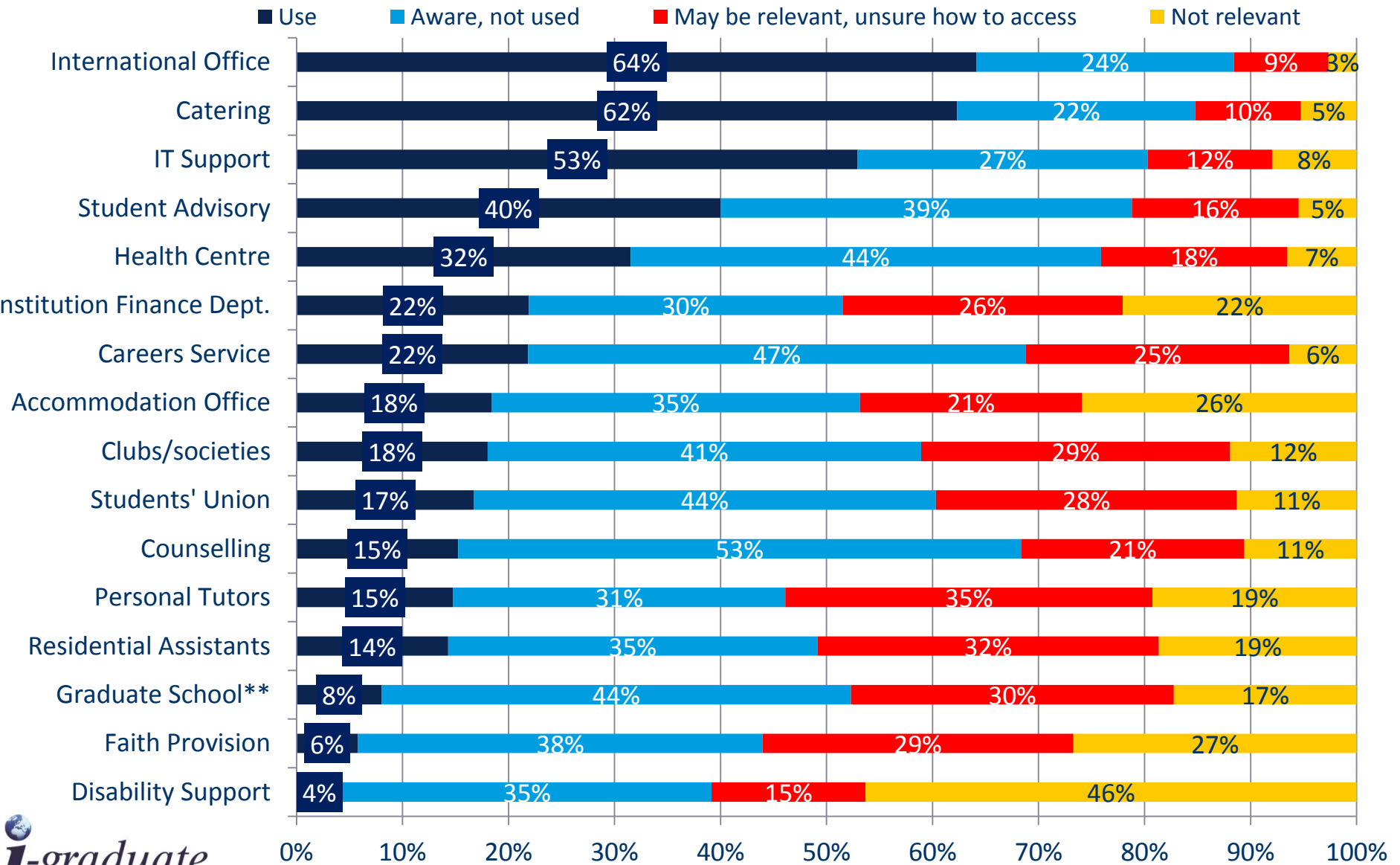
Try to import more types of food for the different people from different countries.

Not Enough option in vegetarian food available.

Career centre should have enough connections that they can fit there student somewhere in relvant areas of study. So student can do some training during their study. People are studying designing program and working in supermarkets because thay cant find part time work in their study related areas which totally wrong practice. If career centre will provide them job they will do lot more better after their study beacause they would have learned industrial environment.

During this 3 year study period the international office has been the my main source of help and I am very satisfied with my hardworking international advisor who always got my back. The international office is a very friendly place filled with awesome professional staffs who are always there for you no matter what situation you are in. They are just perfect!

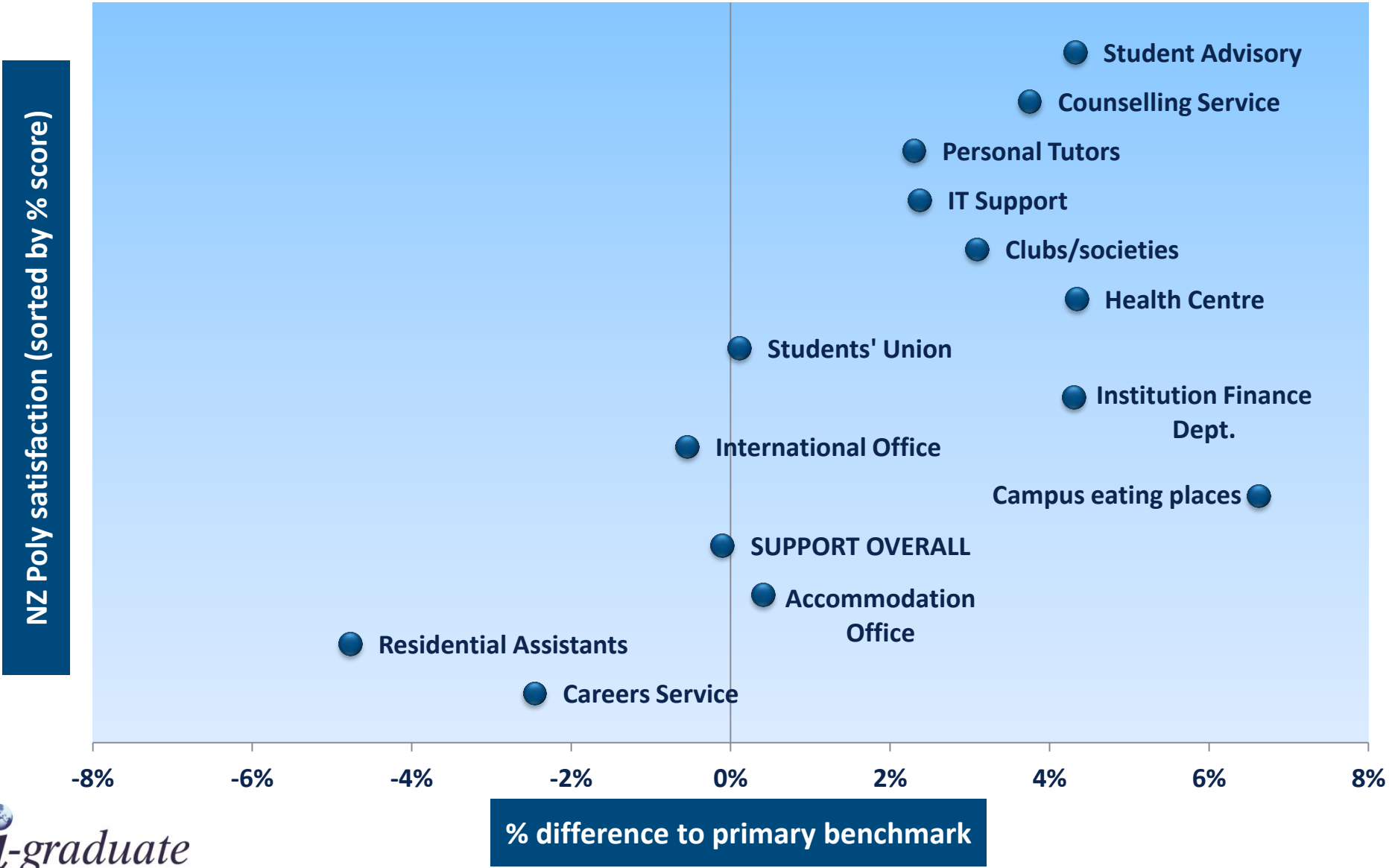
Support usage



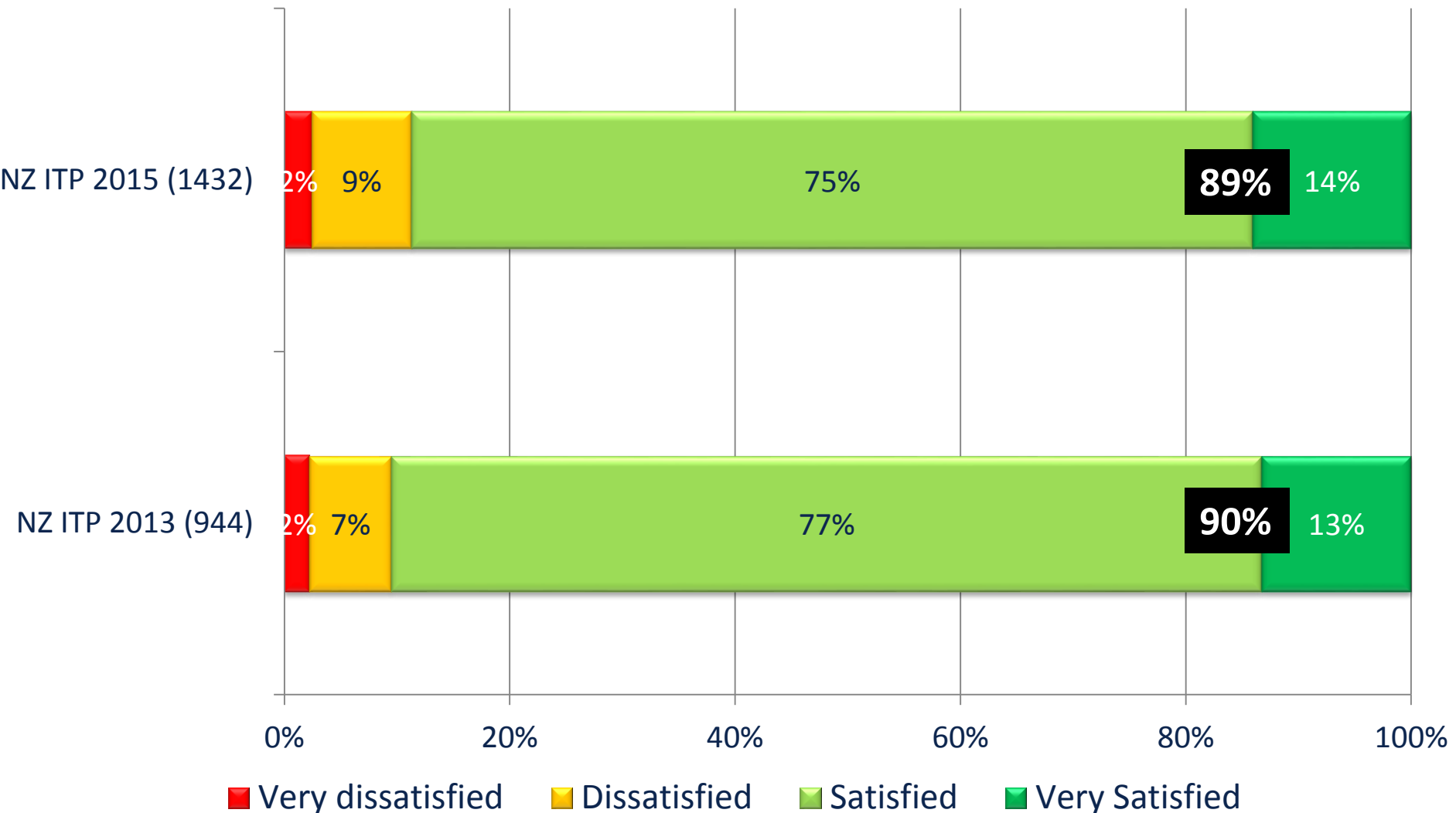
Benchmarking support

	NZ Poly ISB %	Global Poly ISB %	NZ Metro ISB %	NZ Regional ISB %	Global Poly ISB +/-	NZ Metro ISB +/-	NZ Regional ISB +/-
SUPPORT AVERAGE	92.5%	90.4%	91.8%	93.9%	-1.2%	0.6%	-1.4%
SUPPORT OVERALL	88.1%	87.7%	88.9%	87.0%	-0.1%	-0.8%	1.1%
Student Advisory	96.4%	92.1%	96.6%	96.1%	4.3%	-0.2%	0.3%
Counselling Service	95.8%	92.0%	95.0%	97.2%	3.7%	0.7%	-1.5%
Personal Tutors	95.4%	93.2%	96.0%	93.3%	2.3%	-0.5%	2.1%
IT Support	95.4%	93.1%	93.6%	98.2%	2.4%	1.9%	-2.8%
Clubs/societies	95.3%	92.2%	96.0%	92.5%	3.1%	-0.7%	2.8%
Health Centre	93.2%	88.9%	92.4%	94.3%	4.3%	0.9%	-1.1%
Students' Union	92.6%	92.5%	92.1%	94.3%	0.1%	0.6%	-1.7%
Institution Finance Dept.	92.3%	88.0%	91.8%	N/A	4.3%	0.5%	N/A
International Office	92.0%	92.6%	89.2%	96.3%	-0.5%	2.8%	-4.3%
Campus eating places	89.9%	83.3%	89.9%	89.9%	6.6%	0.0%	0.0%
Accommodation Office	85.8%	85.4%	82.3%	100.0%	0.4%	3.5%	-14.2%
Residential Assistants	85.1%	89.9%	85.1%	N/A	-4.8%	0.0%	N/A
Careers Service	84.9%	87.3%	85.8%	79.6%	-2.5%	-0.9%	5.3%

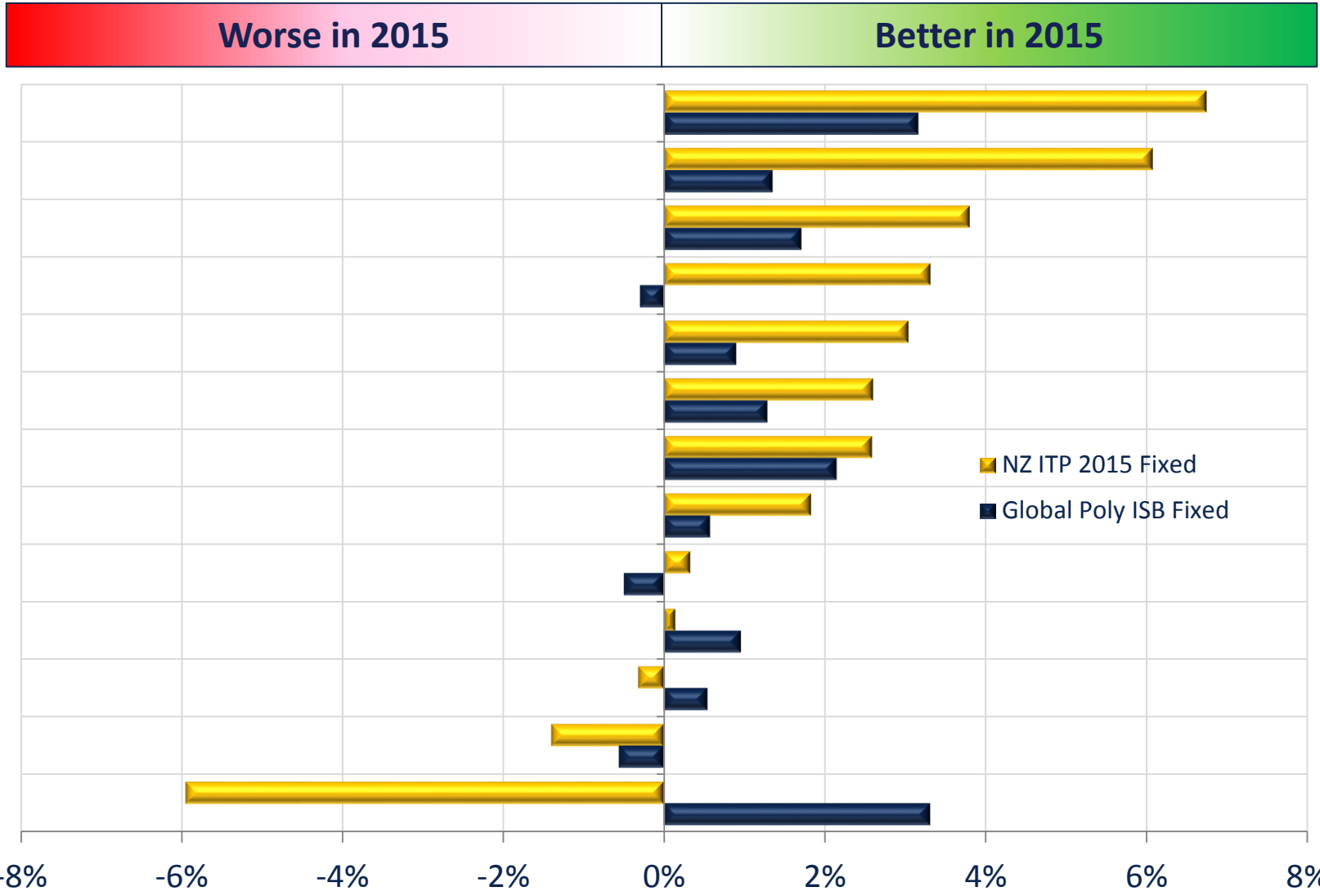
Support matrix



Overall satisfaction – Support – 2015 v 2013



Support satisfaction – 2013 vs 2015



The Fixed Benchmark only includes institutions that took part in both 2013 and 2015

Questionnaire

Background

- *Nationality*
- *Accommodation*
- *Funding*
- *Level of study*
- *Area of study*
- *School/Faculty/Department*
- *Year of study*

Pre-Arrival

- *Choice of destination*
- *Key influences*
- *Application process*
- *Visa Satisfaction*
- *Agents*

Arrival Experience

- *Overall Satisfaction*
- *Rating on experience*

Learning Experience

- *Overall Satisfaction*
- *Satisfaction of learning elements*
- *Weekly hours studying and working*
- *Engagement measures*

Living Experience

- *Overall Satisfaction*
- *Satisfaction of living elements*

Support Experience

- *Overall Satisfaction*
- *Relevance of services*
- *Satisfaction with services used*

Recommendation & Reflections

- *Recommendation to others*

Future Plans

- *Employment*
- *Study*

Not a full list of questions



Arrival terminology

Terminology in Questionnaire	Terminology in Report
Welcome/pickup at airport, railway, coach station	Welcome
Enrolment/Academic registration	Registration
First night - getting to where I would stay	First night
Formal welcome at the institution	Formal welcome
Internet access at my accommodation	Internet access
Institution orientation	Institution orientation
Introduction to the local area	Local orientation
Institution accounts/finance department	Institution Finance Dept.
Setting up a bank account	Bank account
Accommodation office	Accommodation Office
Condition of accommodation on arrival	Accommodation condition
The social activities	Social activities
Making friends from my country	Home friends
Making friends from this country	Host friends
Making friends from other countries	Other friends
Meeting academic staff	Meeting staff
Understanding how my course of study would work	Study sense
Assistance to obtain health insurance	Health insurance

Learning terminology - Teaching

Terminology in Questionnaire	Terminology in Report
The quality of lectures (<i>UG & PGT</i>)	Quality lectures
The subject area expertise of lecturers/supervisors	Expert lecturers
The teaching ability of lecturers/supervisors	Good teachers
The academic content of my course/studies	Course content
The organisation and smooth running of the course (<i>UG & PGT</i>)	Course organisation
The level of research activity	Research
Academic staff whose English I can understand	Academics' English
Getting time from academic staff when I need it/ personal support with learning	Learning support
Feedback on coursework/ formal written submissions	Performance feedback
Explanation of marking/ assessment criteria	Marking criteria
Fair and transparent assessment of my work	Assessment

Learning terminology - Studies

Terminology in Questionnaire	Terminology in Report
Guidance in topic selection and refinement by my supervisor (<i>PGT & PGR</i>)	Topic selection**
Confidence about managing a research project as a result of my experience so far (<i>PGR</i>)	Managing research**
Advice and guidance on long-term job opportunities and careers from academic staff	Careers advice
Learning that will help me get a good job	Employability
Opportunities for work experience/work placements as a part of my studies	Work experience
Studying with people from other cultures	Multicultural
Help to improve my English language skills	Language support
Opportunities to teach (<i>PGR</i>)	Opportunities to teach**
The size of classes (<i>UG & PGT</i>)	Class size



Learning terminology - Facilities

Terminology in Questionnaire	Terminology in Report
The quality of the lecture theatres and classrooms	Learning spaces
The quality of laboratories (if applicable)	Laboratories
The physical library facilities	Physical library
The online library facilities (access to journals etc.)	Online library
The learning technology (PCs, networking, etc)	Technology
Virtual learning environment (Blackboard/ WebCT/ WebLearn/Stream/Moodle)	Virtual learning

Terminology in Questionnaire	Terminology in Report
Access to suitable accommodation	Accommodation access
The quality of accommodation	Accommodation quality
The cost of accommodation	Accommodation cost
The cost of living (food, drink, transport and social)	Living cost
The opportunity to earn money while studying	Earning money
The availability of financial support/bursaries etc.	Financial support
Internet access at my accommodation	Internet access



Living terminology - Social

Terminology in Questionnaire	Terminology in Report
Making friends from my home country	Home friends
Making friends from this country	Host friends
Making friends from other countries	Other friends
Opportunities to experience the culture of this country	Host culture
The sports facilities	Sports facilities
The social facilities (common room etc.)	Social facilities
The social activities (organised events)	Social activities
Making good contacts for the future	Good contacts



Living terminology - Day to day life

Terminology in Questionnaire	Terminology in Report
Feeling safe and secure	Safety
The surroundings outside the institution	Good place to be
Transport between institution locations	Transport links institution
The transport links to other places	Transport links
The facilities for religious worship (quiet room/prayer room etc.)	Worship facilities
Immigration and visa advice from the institution	Visa advice
The institution's eco-friendly attitude to the environment (e.g. recycling/energy etc.)	Eco-friendly attitude
The design and quality of the campus buildings (what they look like, internal quality, functionality and beauty)	Campus buildings
The quality of the external campus environment (landscaping, street furniture, litter, trees, bicycle parking, signposting)	Campus environment

Support terminology

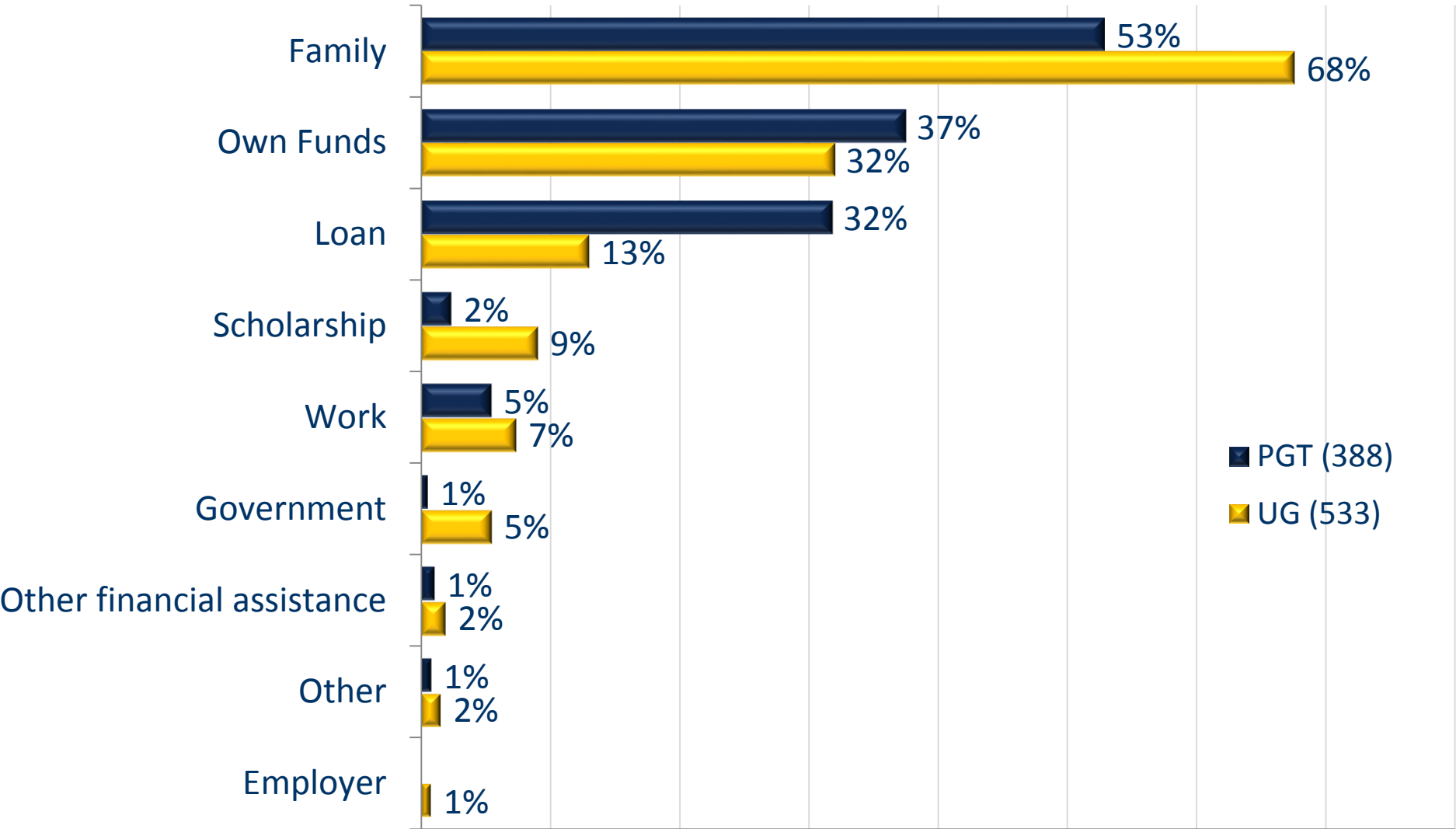
Terminology in Questionnaire	Terminology in Report
Campus eating places	Catering
Institution account/finance department	Institution Finance Dept.
IT and system support	IT Support
Student Advisory Service	Student Advisory
Counselling Service	Counselling
Careers Advisory Service	Careers Service
Chaplaincy or multi-faith provision	Faith Provision
Accommodation office	Accommodation Office
Students' Union	Students' Union
Health Centre	Health Centre
Residential Assistants	Residential Assistants
Graduate School**	Graduate School**
Institution clubs/societies	Clubs/societies
Disability Support	Disability Support
Personal Tutors	Personal Tutors

Additional information

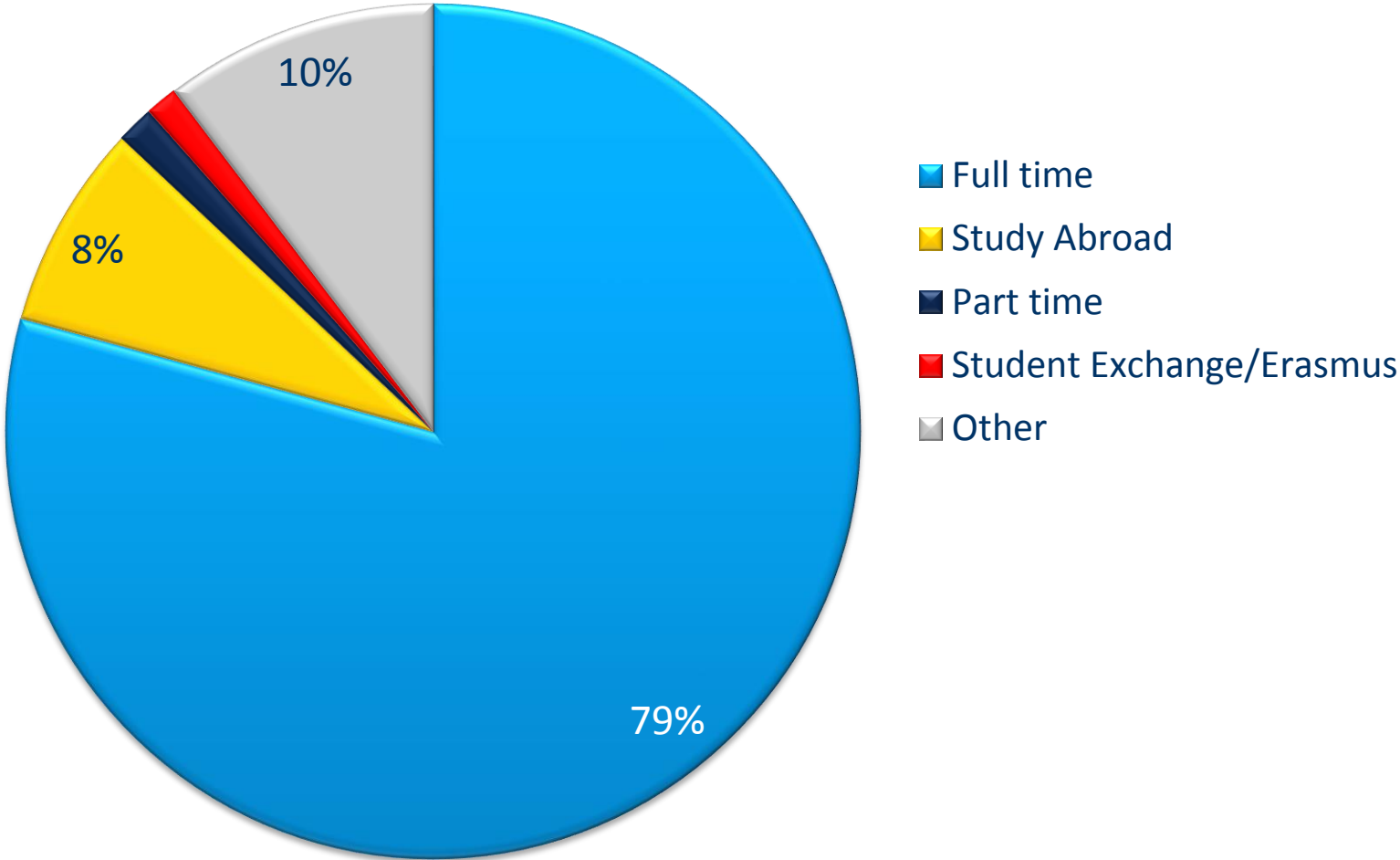
Institution base numbers

Element	NZ ITP base numbers
International Office	926
Catering	903
IT Support	769
Student Advisory	521
Health Centre	394
Careers Service	314
Institution Finance Dept.	277
Clubs/societies	197
Counselling	179
Students' Union	177
Accommodation Office	175
Personal Tutors	174
Residential Assistants	111
Faith Provision	62
Disability Support	62
Graduate School	14

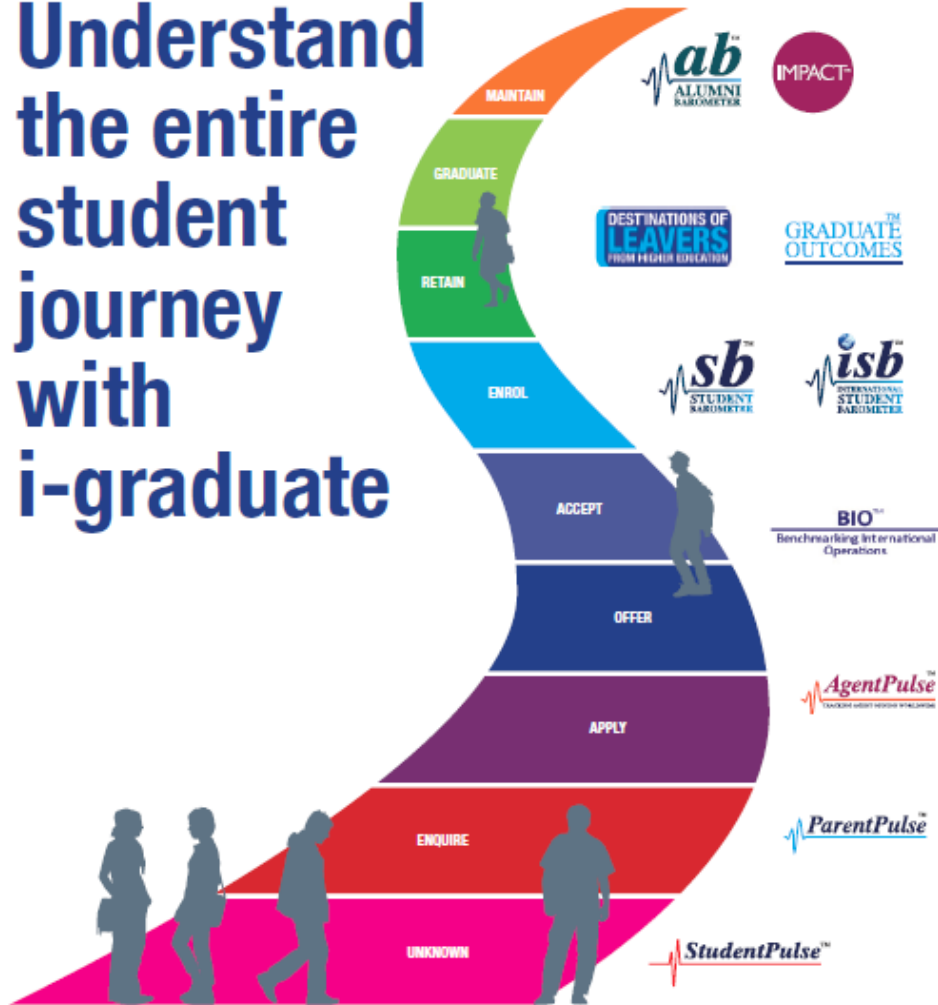
Funding breakdown



ITP NZ 2015 (1972)



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