



# International Student Experience Survey for the school sector

***New Zealand  
2015***

## Summary

Survey overview

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Survey response

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Application

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# Process summary & scale

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- Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of school
- Semi-standardised online questionnaire format, adapted and customised for the New Zealand schools sector
- Survey available in 5 languages:  
English, Chinese (simplified), Japanese, Korean and Thai
- Students invited to feedback from May to July 2015
- 2,162 international students aged 16+ responded from 91 schools (up from 1,871 respondents in 2012)

# Summary



# Summary

- Generally, there are relatively high levels of satisfaction amongst international students studying at New Zealand secondary schools
  - 94% of students happy with their experience at their school
  - 88% happy with their life in New Zealand
  - 75% would recommend their school to others thinking of applying there
- Satisfaction is largely in line with the last survey in 2012
- While this may be seen as a positive result, it does still leave a number of young students who are unhappy with their school and life in New Zealand
  - Understanding the reasons behind this and working to address them is important for both individual schools and for the sector as a whole
- Particular areas that may benefit from attention:
  - Students' arrival at their school
  - Improving integration between international and New Zealand students (maybe more of a challenge at schools with large numbers of international students)
  - Making international students feel more welcome in New Zealand.

# Summary

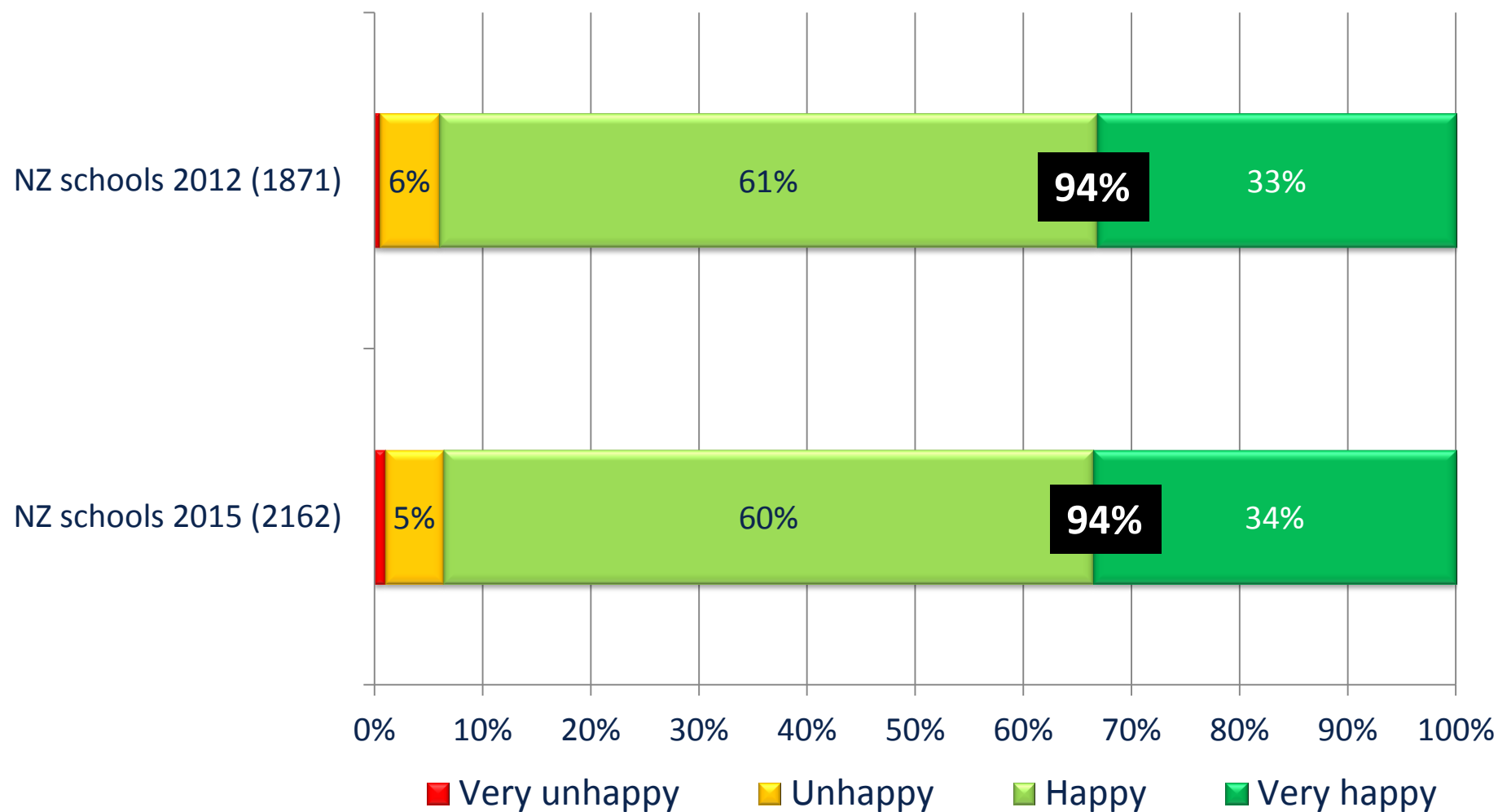
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- There is considerable variation in satisfaction between different groups of students – students at different schools, of different nationalities, etc.
  - Drilling down into the results will help in understanding expectations and experiences of different groups and in ensuring that New Zealand schools are an attractive option for international students.

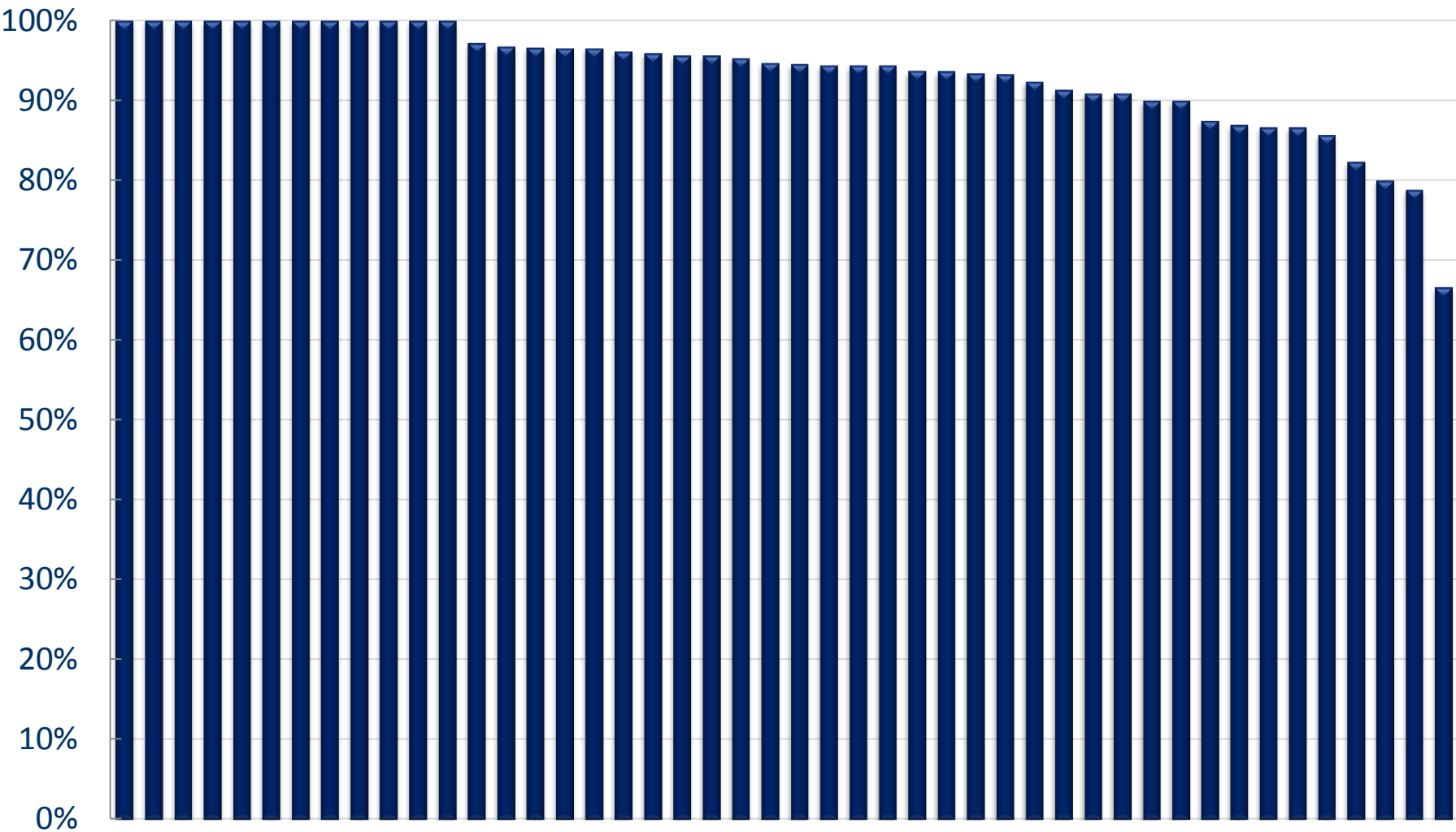
**Overall happiness  
& propensity to  
recommend**

LGCOMW6UQ

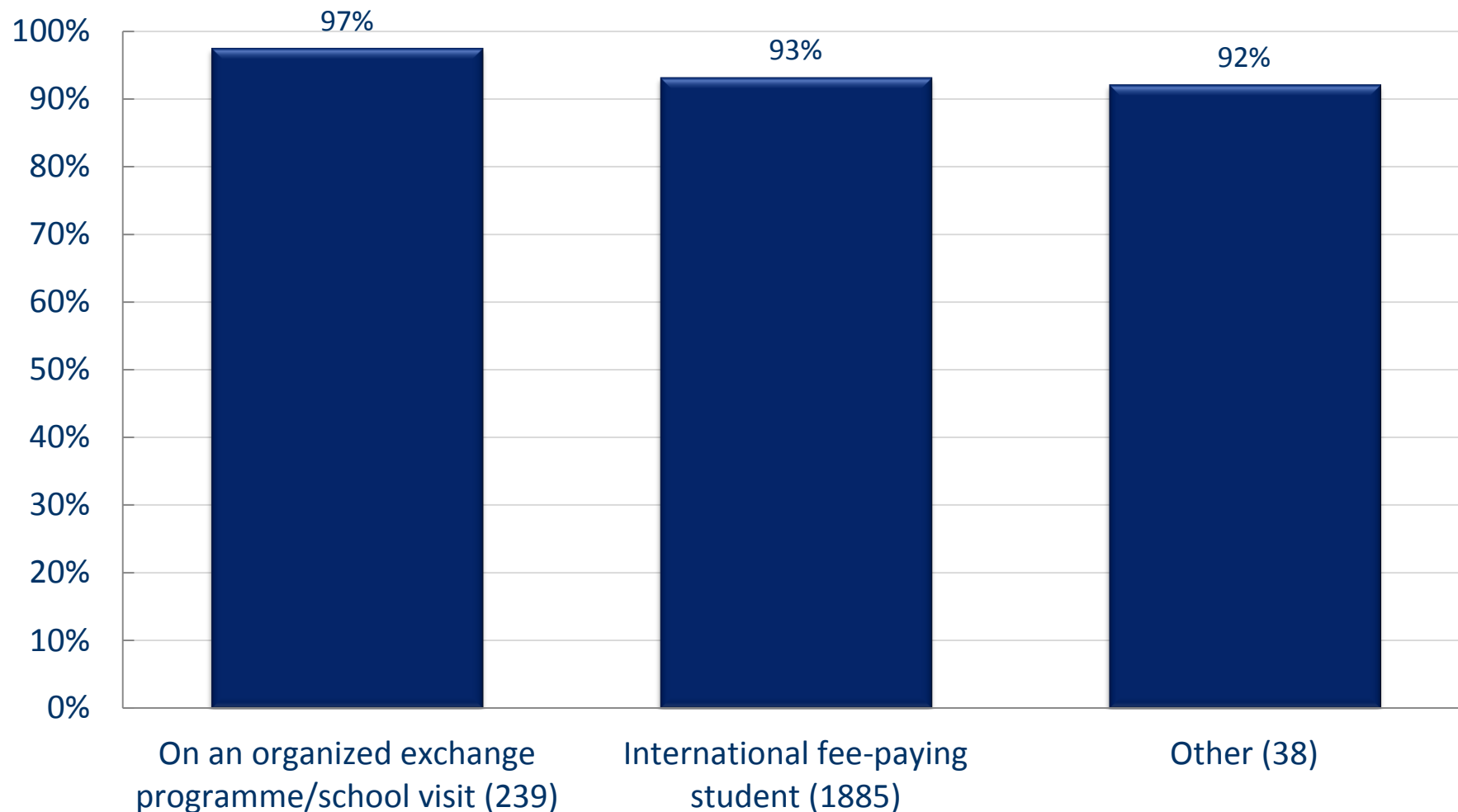
# Overall happiness



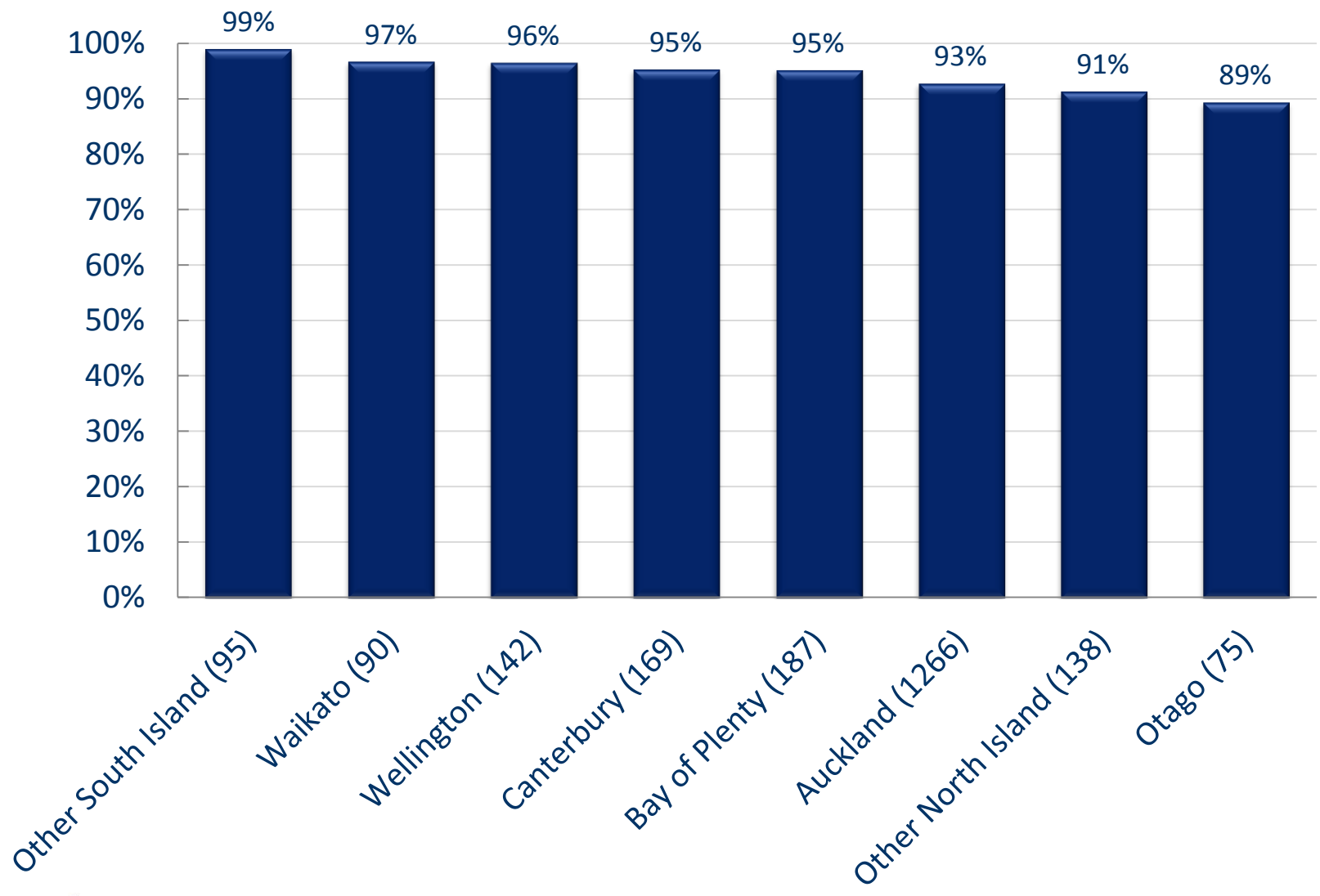
# Overall happiness by school



# Overall happiness by student type

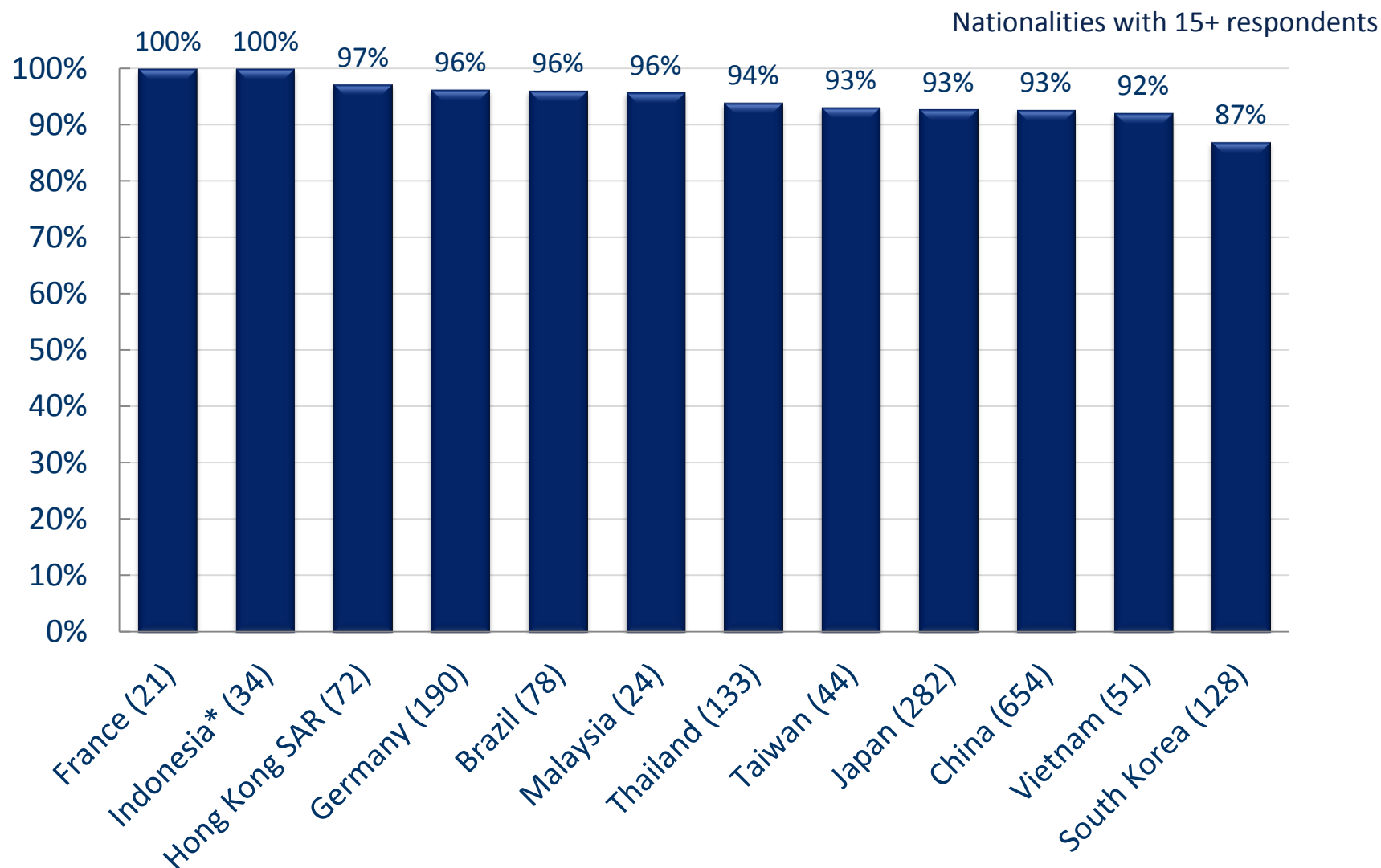


# Overall happiness by region





# Overall happiness by nationality



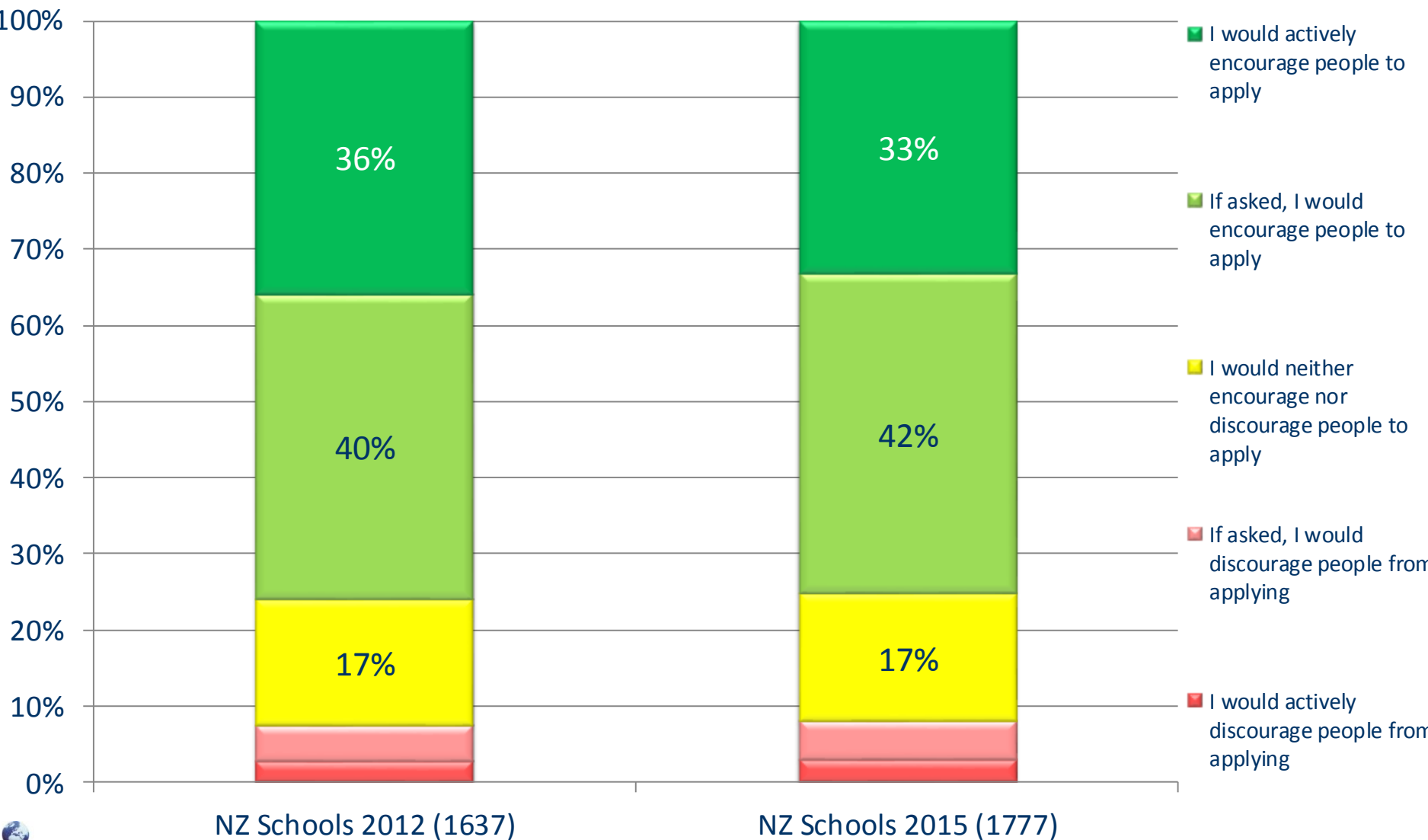
\*Please note that Indonesian respondents were studying at a very small number of schools which may mean the score reflects more about the schools than about the nationality more generally.

# Propensity to recommend

| NZ Schools 2015<br>(1777) | 2015 vs 2012 |   |
|---------------------------|--------------|---|
| 33%                       | -3%          | Yes, I would definitely recommend it              |
| 42%                       | +2%          | Yes, I would probably recommend it                |
| 17%                       | 0%           | I would neither recommend it nor not recommend it |
| 5%                        | 0%           | No, I would probably not recommend it             |
| 3%                        | 0%           | No, I would definitely not recommend it           |

75%

# Propensity to recommend compared to 2012



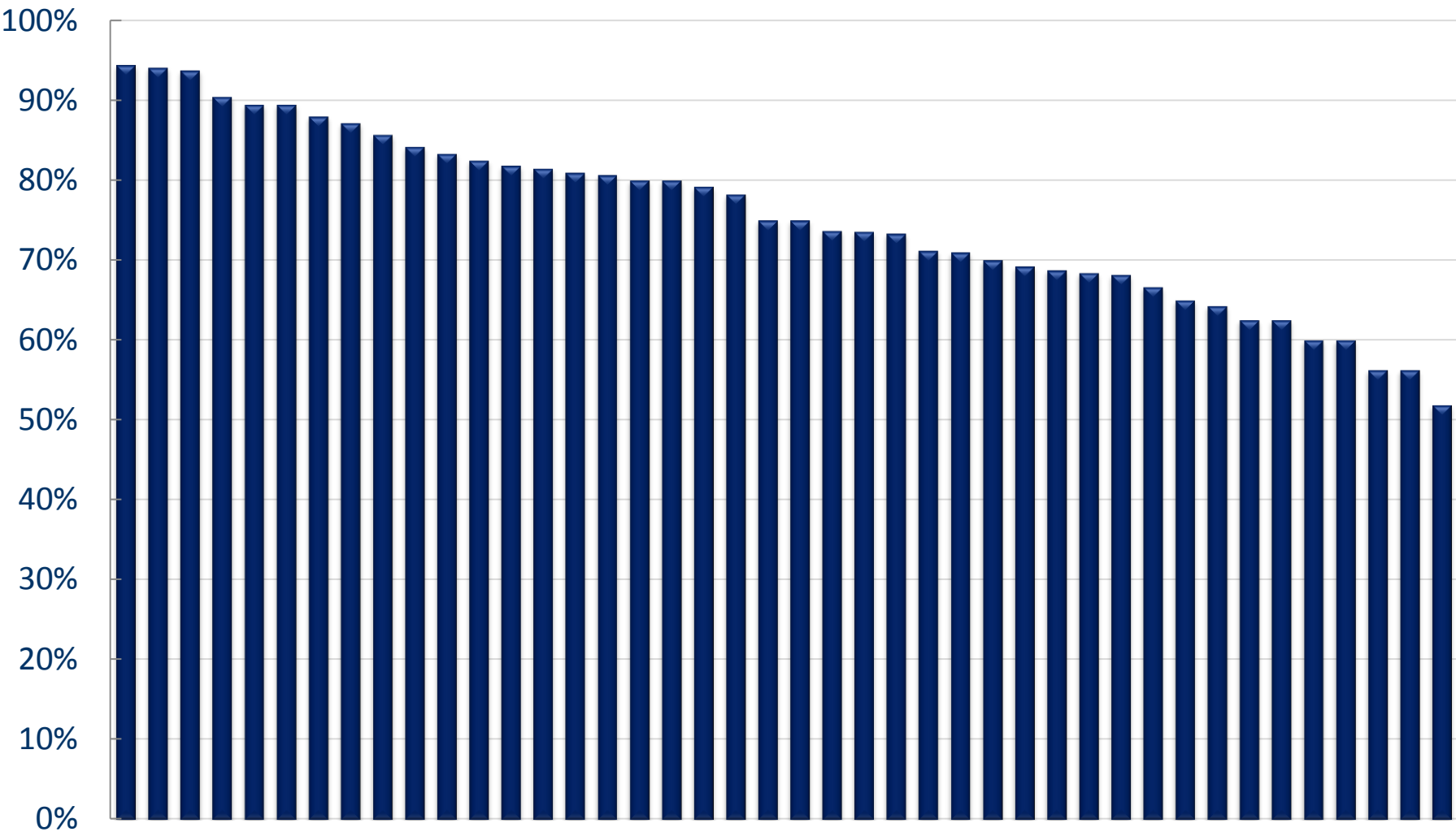
# Propensity to recommend by study type

| NZ Schools<br>(1777) |   | An international<br>fee-paying student<br>(1555) | On an organized<br>exchange<br>programme/ school<br>visit (194) |
|----------------------|---|--|---|
| 33%                  | Yes, I would definitely recommend it              | 32%  | 43%   |
| <b>75%</b>           |   | <b>74%</b>                                       | <b>84%</b>  |
| 42%                  | Yes, I would probably recommend it                | 42%  | 41%   |
| 17%                  | I would neither recommend it nor not recommend it | 18%  | 11%   |
| 5%                   | No, I would probably not recommend it             | 5%   | 4%  |
| 3%                   | No, I would definitely not recommend it           | 3%   | 1%  |

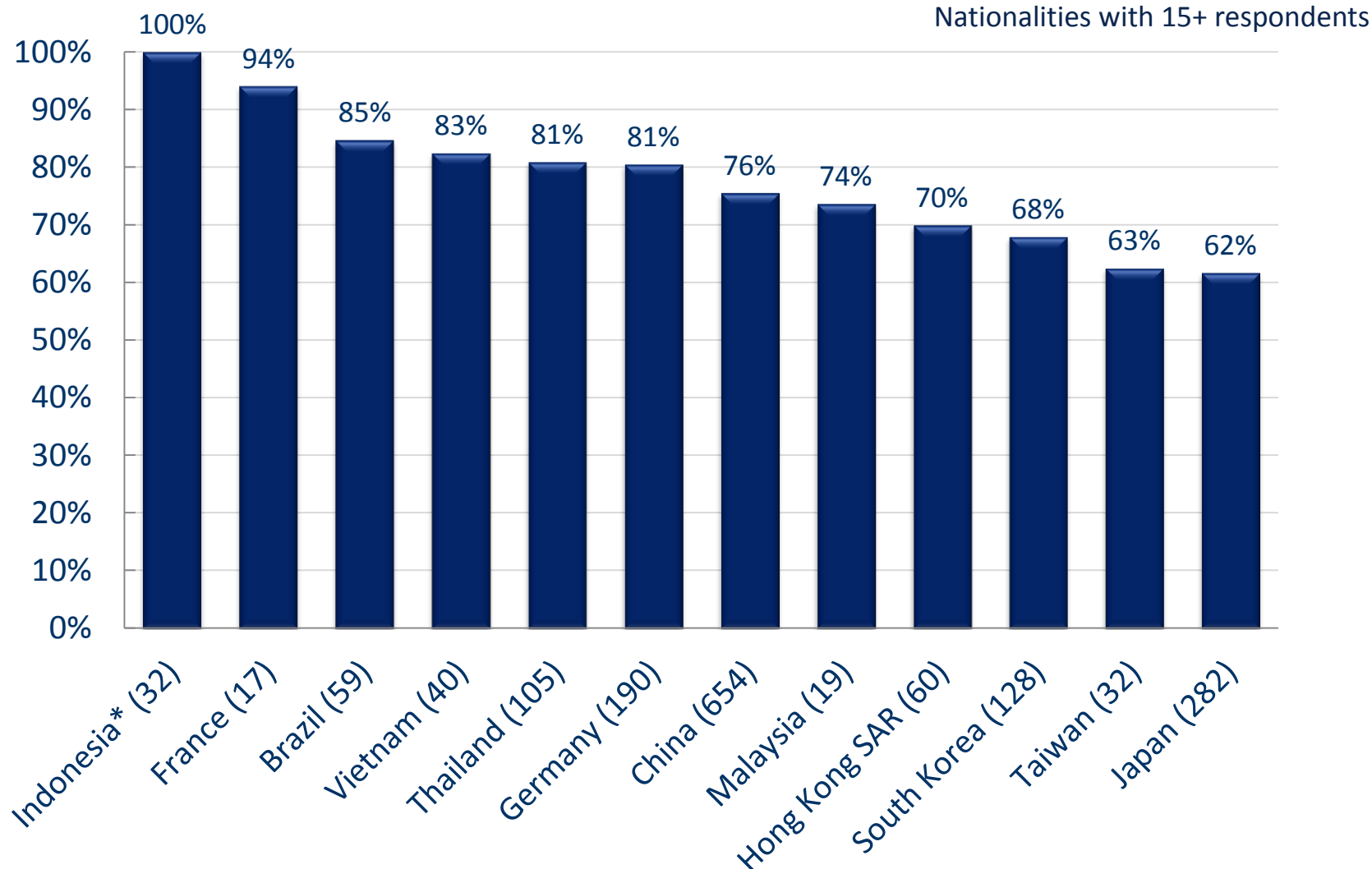
# Propensity to recommend by region

| NZ Schools (1777) |   | Auckland (1024) | Bay of Plenty (158) | Canterbury (139) | Otago (57) | Waikato (78) | Wellington (116) | Other North Island (124) | Other South Island (81) |
|-------------------|---|-----------------|---------------------|------------------|------------|--------------|------------------|--------------------------|-------------------------|
| 33%               | Yes, I would definitely recommend it              | 29%             | 31%                 | 40%              | 25%        | 45%          | 43%              | 39%                      | 49%                     |
| 42%               | Yes, I would probably recommend it                | 45%             | 43%                 | 36%              | 47%        | 29%          | 41%              | 29%                      | 33%                     |
| 17%               | I would neither recommend it nor not recommend it | 18%             | 13%                 | 20%              | 11%        | 19%          | 10%              | 20%                      | 15%                     |
| 5%                | No, I would probably not recommend it             | 4%              | 7%                  | 4%               | 11%        | 3%           | 3%               | 11%                      | 2%                      |
| 3%                | No, I would definitely not recommend it           | 4%              | 6%                  | 0%               | 7%         | 4%           | 2%               | 1%                       | 0%                      |

# Propensity to recommend by school



# Propensity to recommend by nationality



\*Please note that Indonesian respondents were studying at a very small number of schools which may mean the score reflects more about the schools than about the nationality more generally.



# Reasons for recommending their school

*Because the school is in a nice environment with nice students. The staff here is helpful and even though the town here is small, there are many things you can do here. The subjects here are also very interesting.*

*Its a really positive school with good academic features and good sports reputation as well. The teachers are really nice and are there to support you any time. The international department does anything to make your stay unforgettable and the students are interested to meet people from other countries and easy to become friends with*

*I think New Zealand is much safer than other counturies like USA and England . And its better in environmentally, good education systems, nice natural study atmosphere in sub area.*

*They helped me prepare for future study and employment in New Zealand which was what I needed.*

*it is a school that appreciates diversity of cultures and any nationality and you feel accepted. also, there is no school uniform so you feel more free*

*I had such a great experience here in NZ. I learned how to live on my own, without my parents help. I also learned how to integrate into new groups of people and accept their cultural beliefs. My way of thinking is way mature now and I also feel really confident about my improved english skills.*

# Reasons for not recommending their school

*Becasue most of international students hang out together without any kiwi friends so I would rather recommend other schools without many internationals.*

*Because the the New Zealanders are not interested in getting to know the internationals. There are too many international students at this school because they accept everyone and they just want your money.*

*too many internationals from the same country all arriving at the same time making friends, you have to be really outgoing to mke friends and not be too young to come 16 or older is allright*

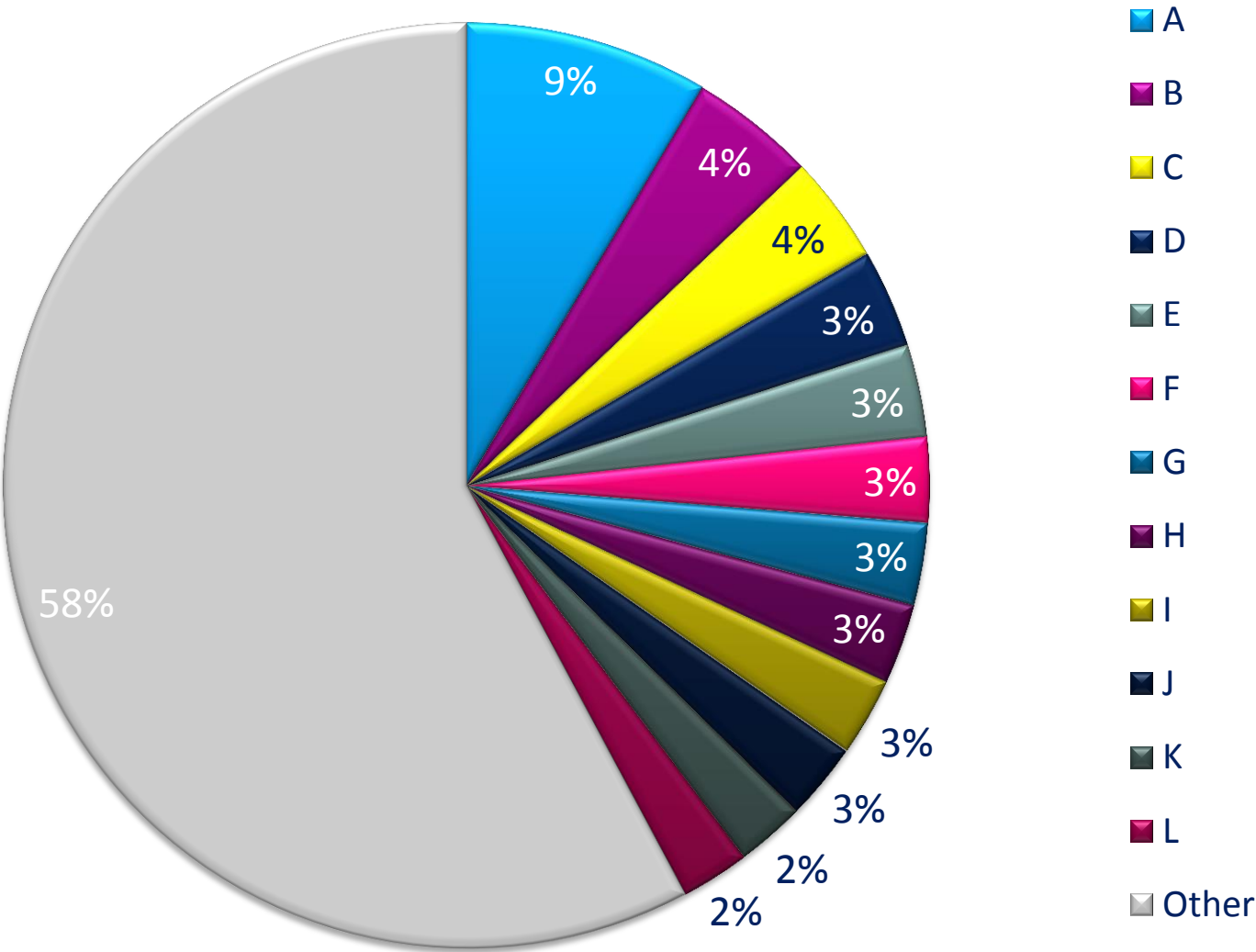
*School fee is too expensive. The native teachers and students are not understanding or welcoming and do not take the time to understand my culture, background and identity.*

*Because [school name]has way too many internationals. The Kiwi students are already annoyed of them so it is very hard to find Kiwi friends.*

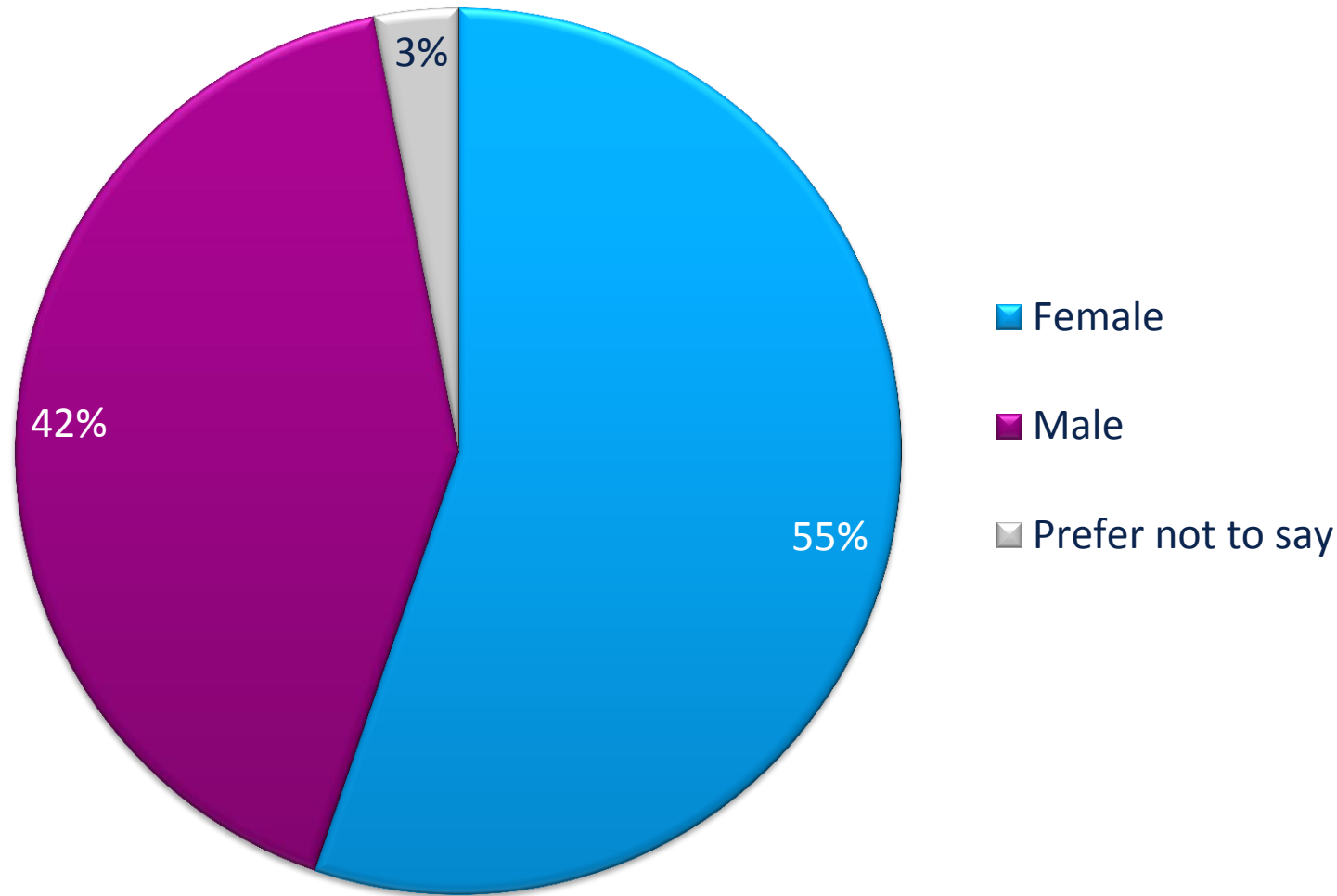
*Because the attitude the staff act to me are not nice, when I have problem not staff help me to solve it I am very disappointed with it*

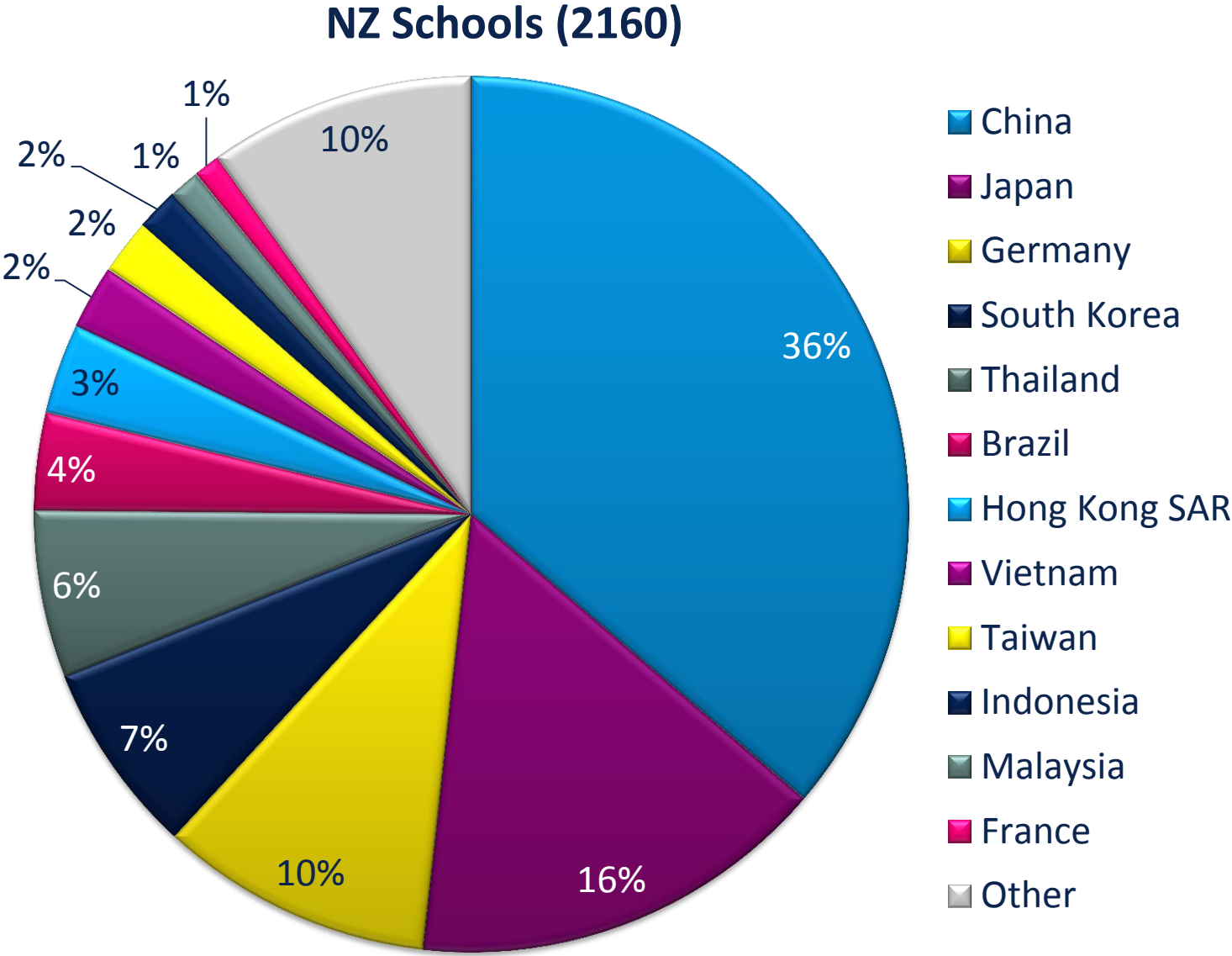
# Survey response

NZ Schools (2162)

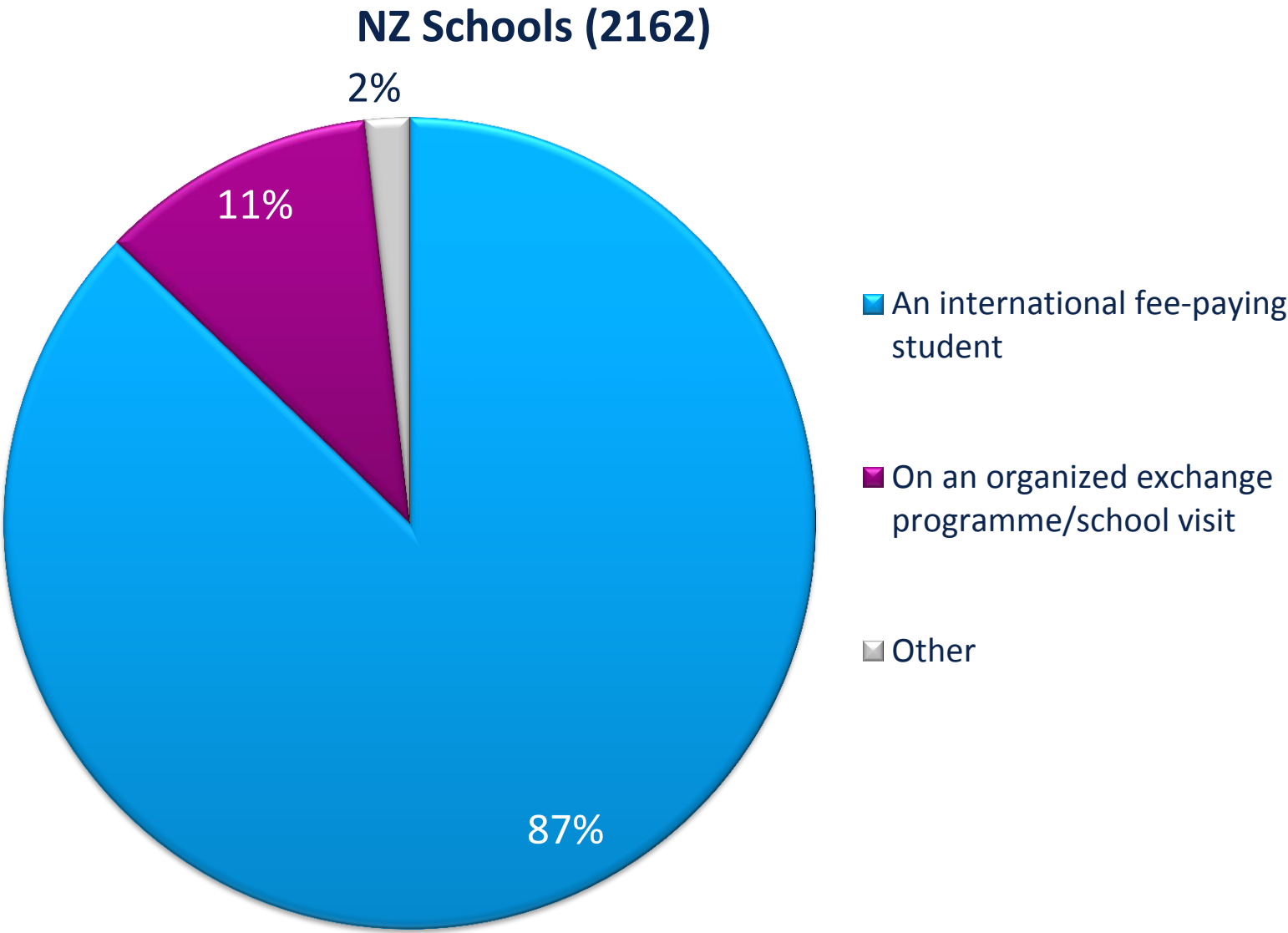


NZ Schools (2153)



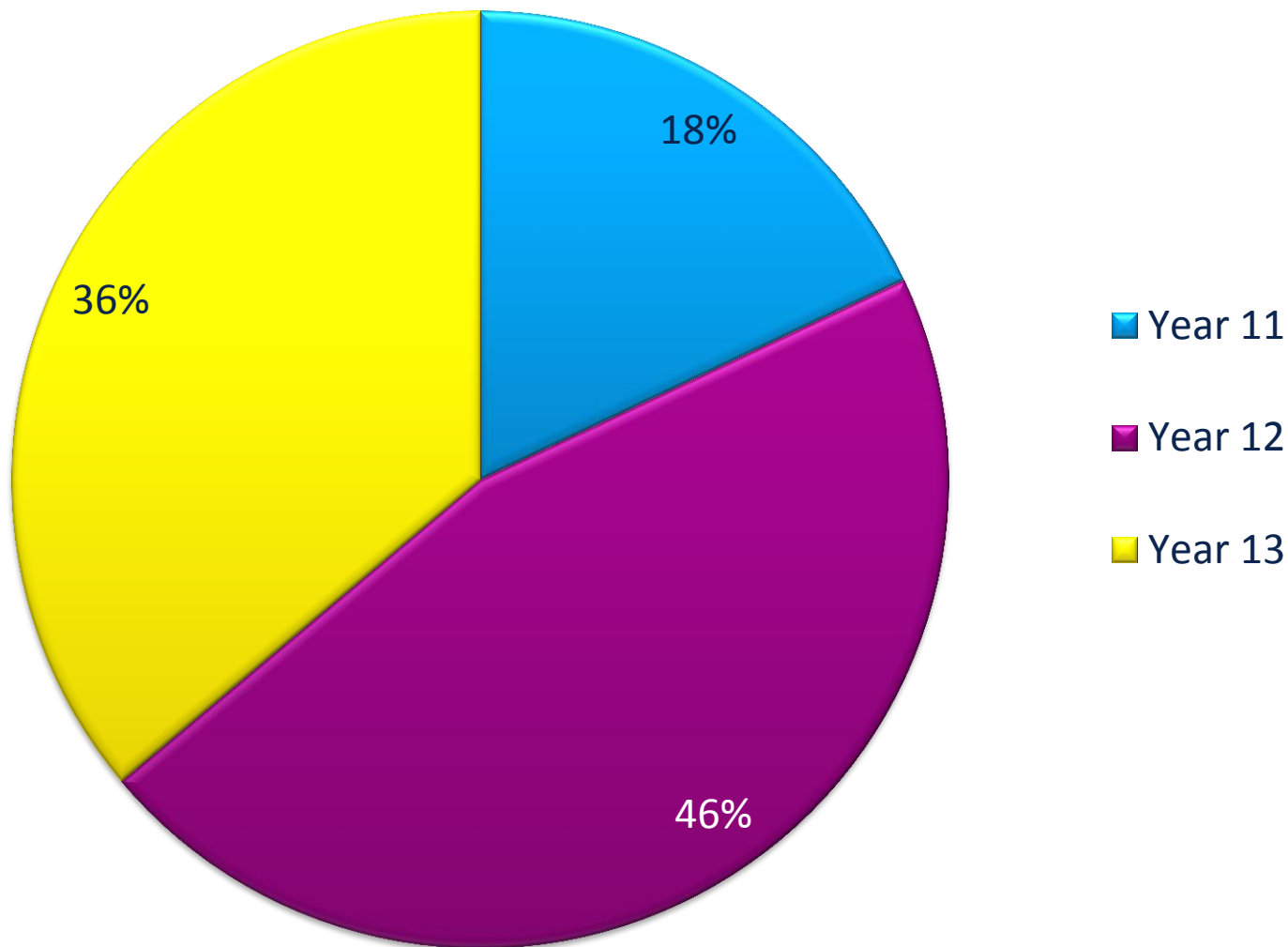


# Study type breakdown

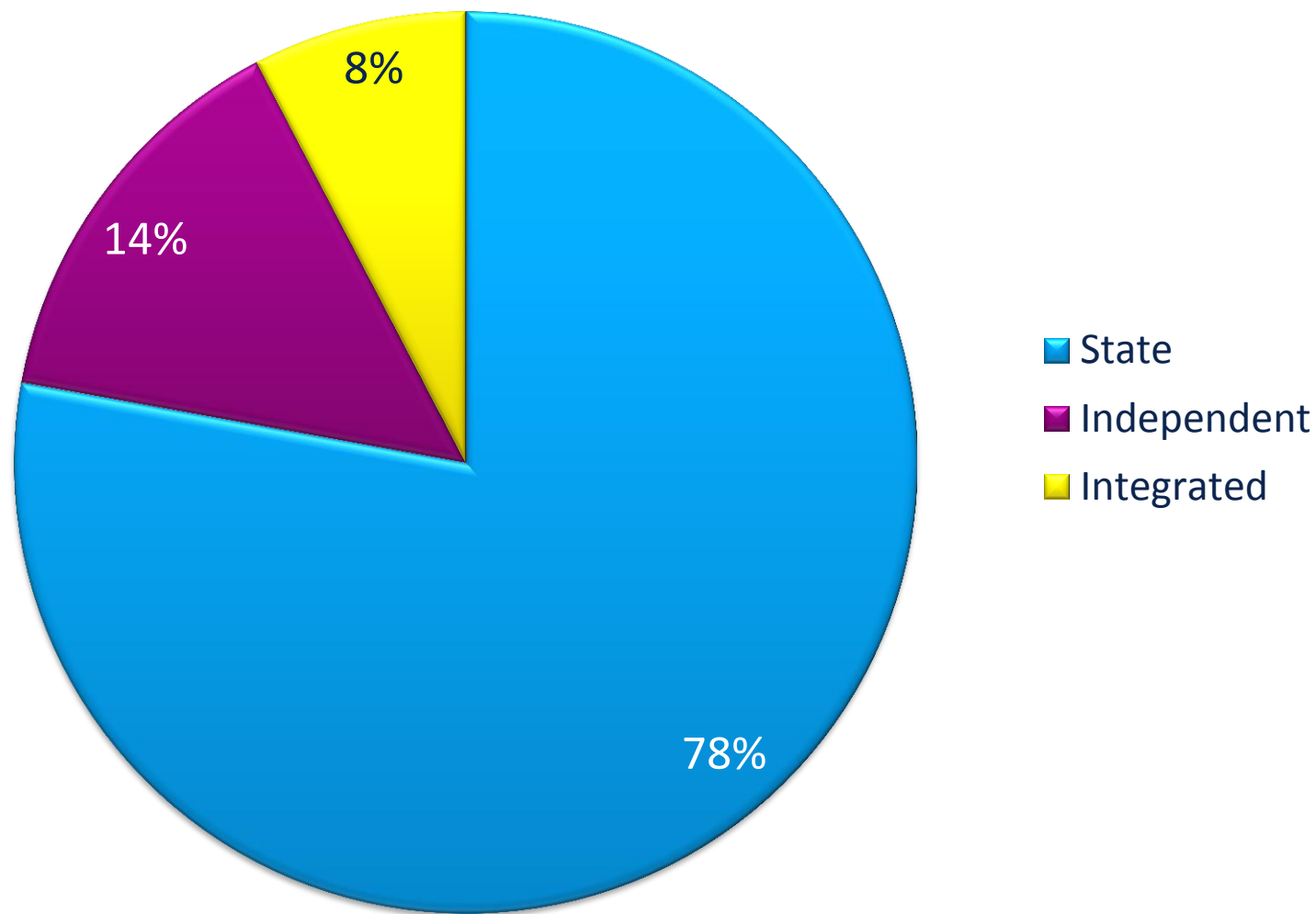




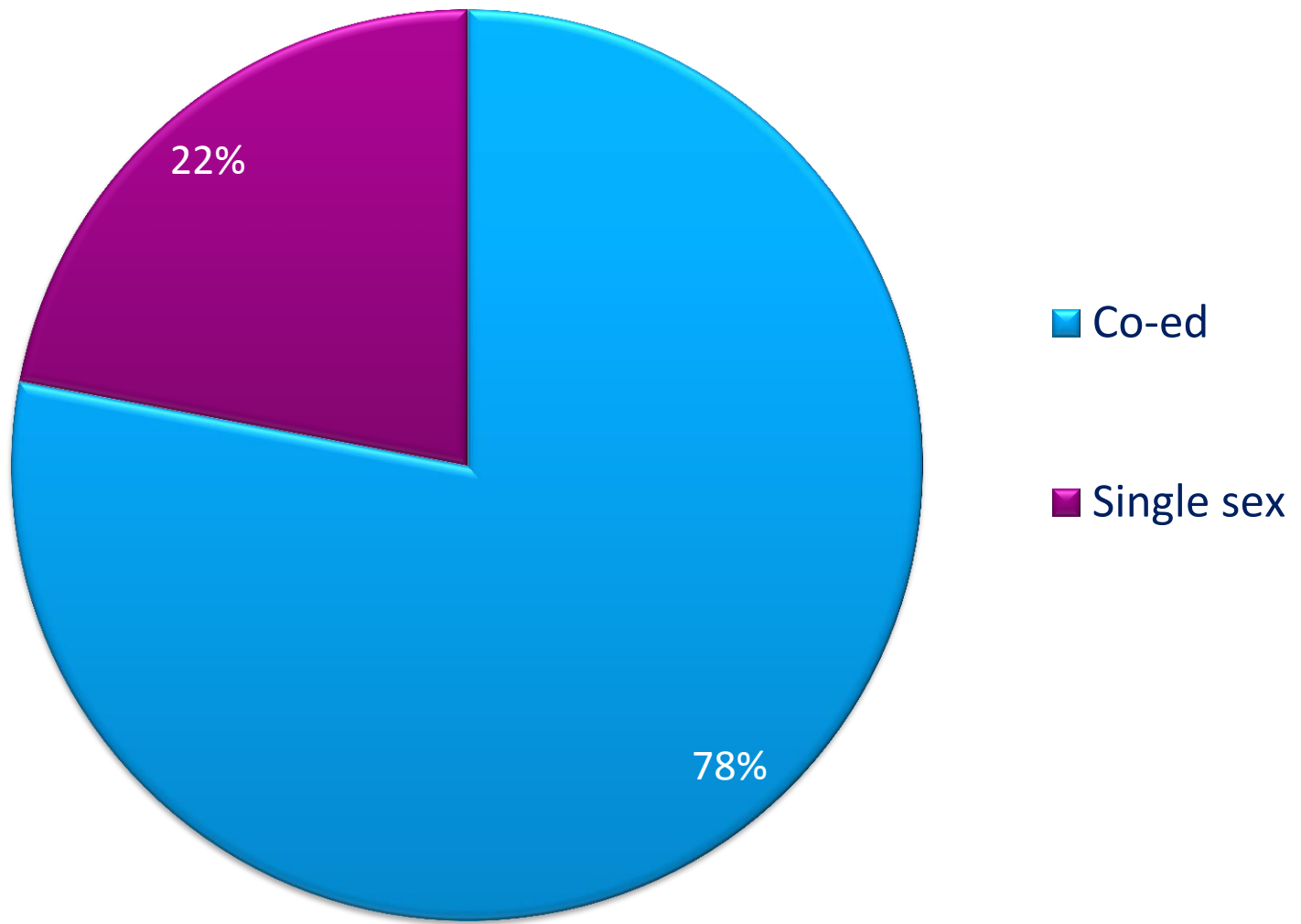
NZ Schools (2162)



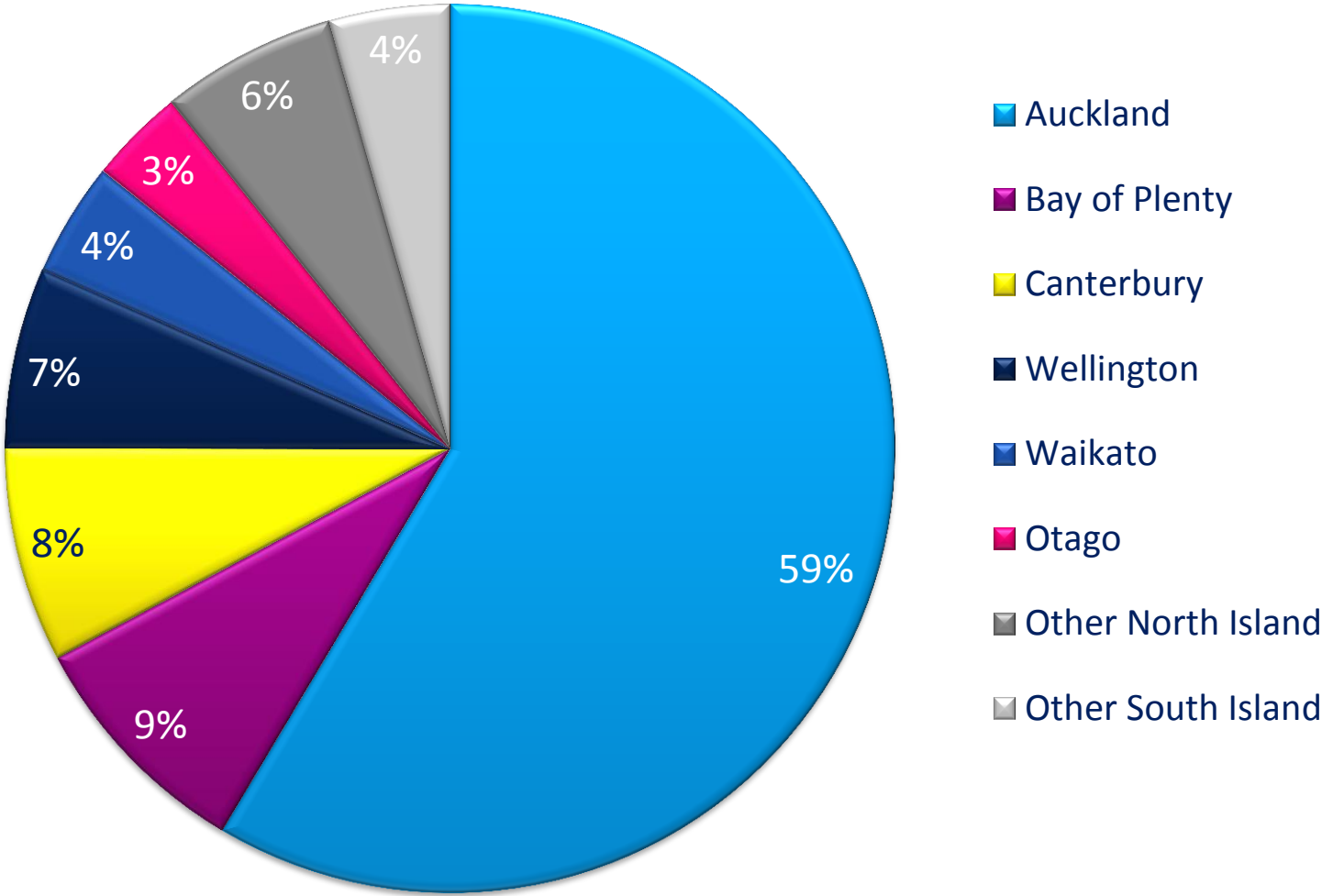
NZ Schools (2158)



NZ Schools (2151)



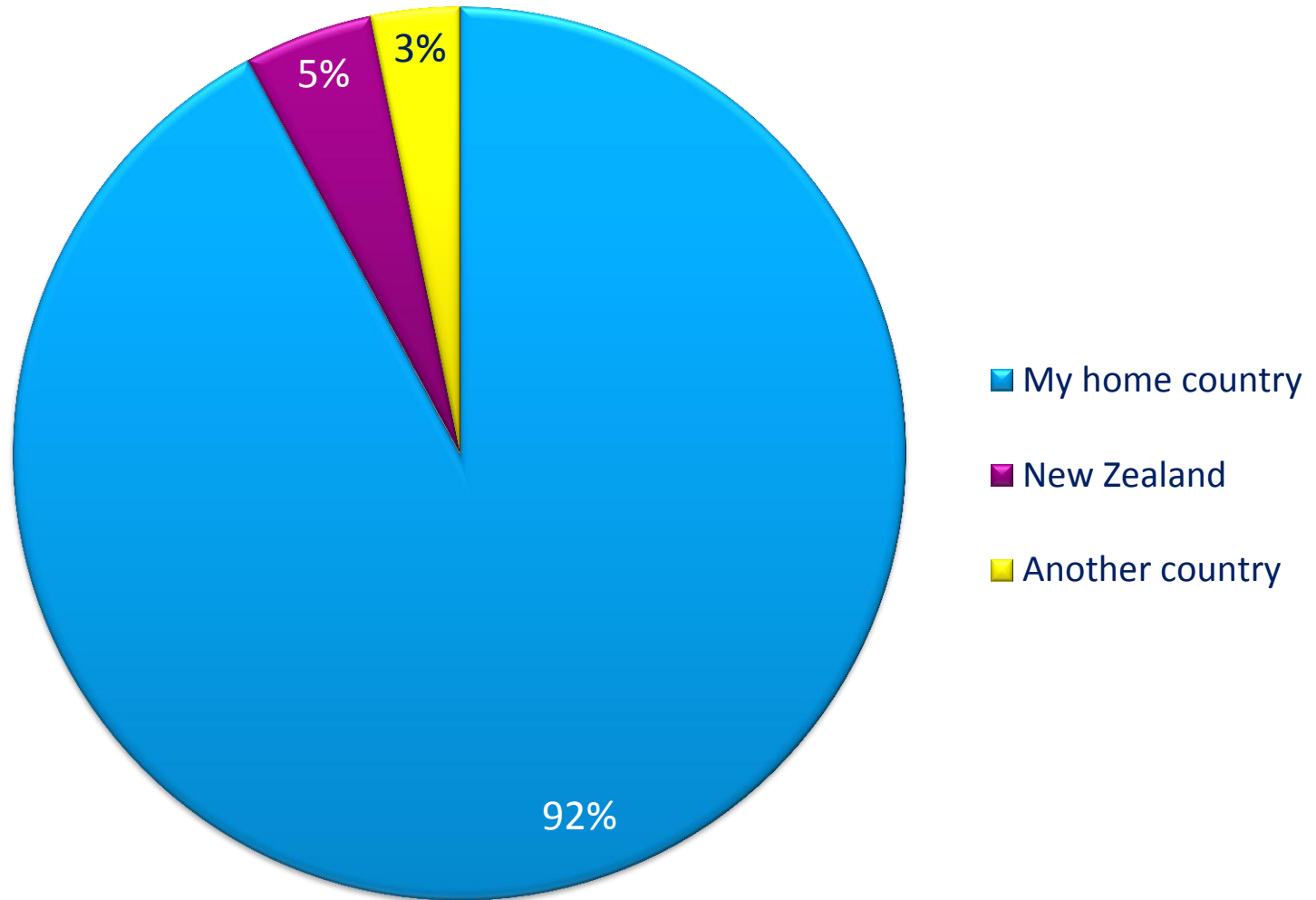
NZ Schools (2162)



# Choice of destination

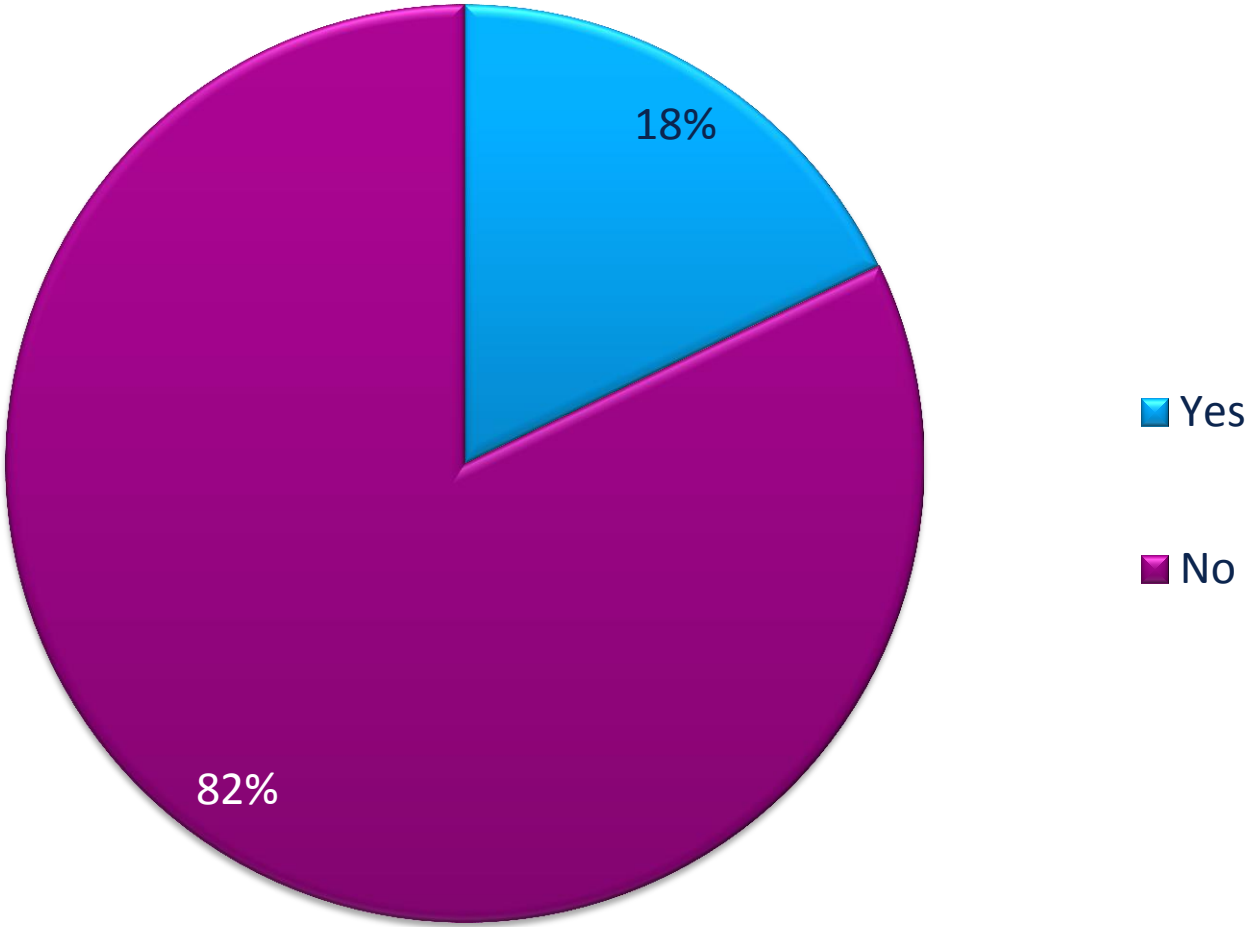
# Previous residence before application

## NZ Schools (2162)



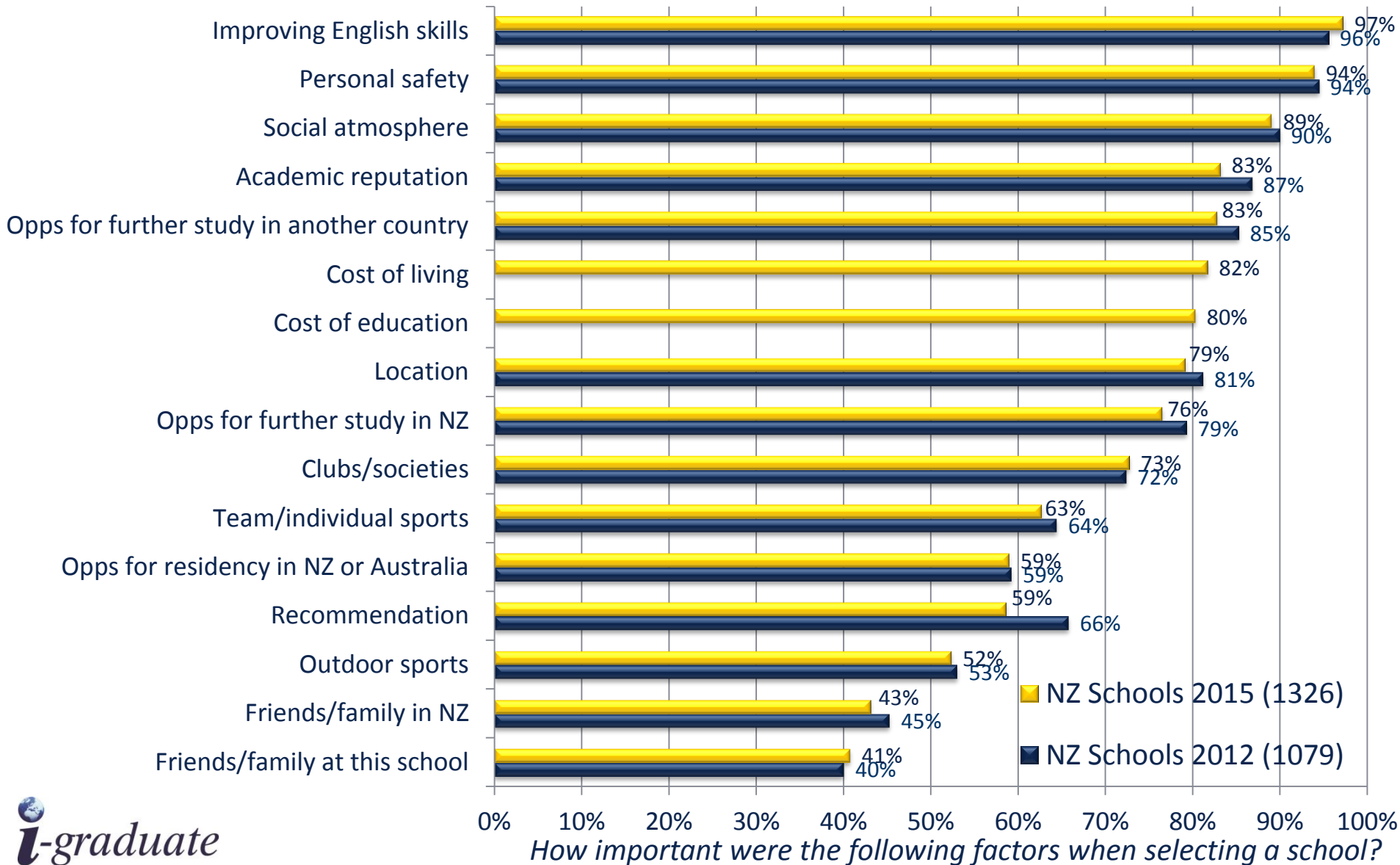
*Which country were you living in before you came to this school?*

## NZ Schools (1174)



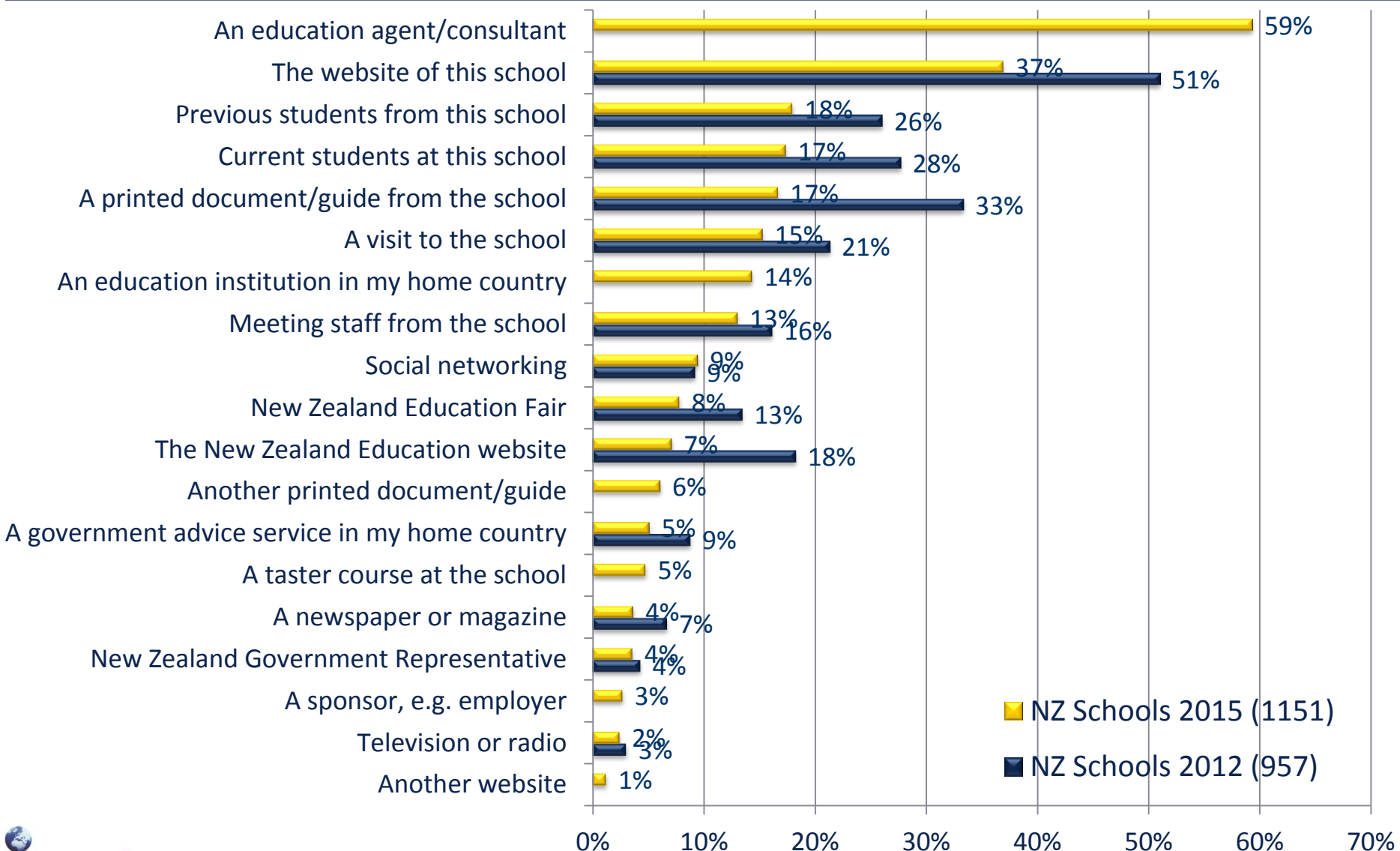


# Factors in study decision (% important)



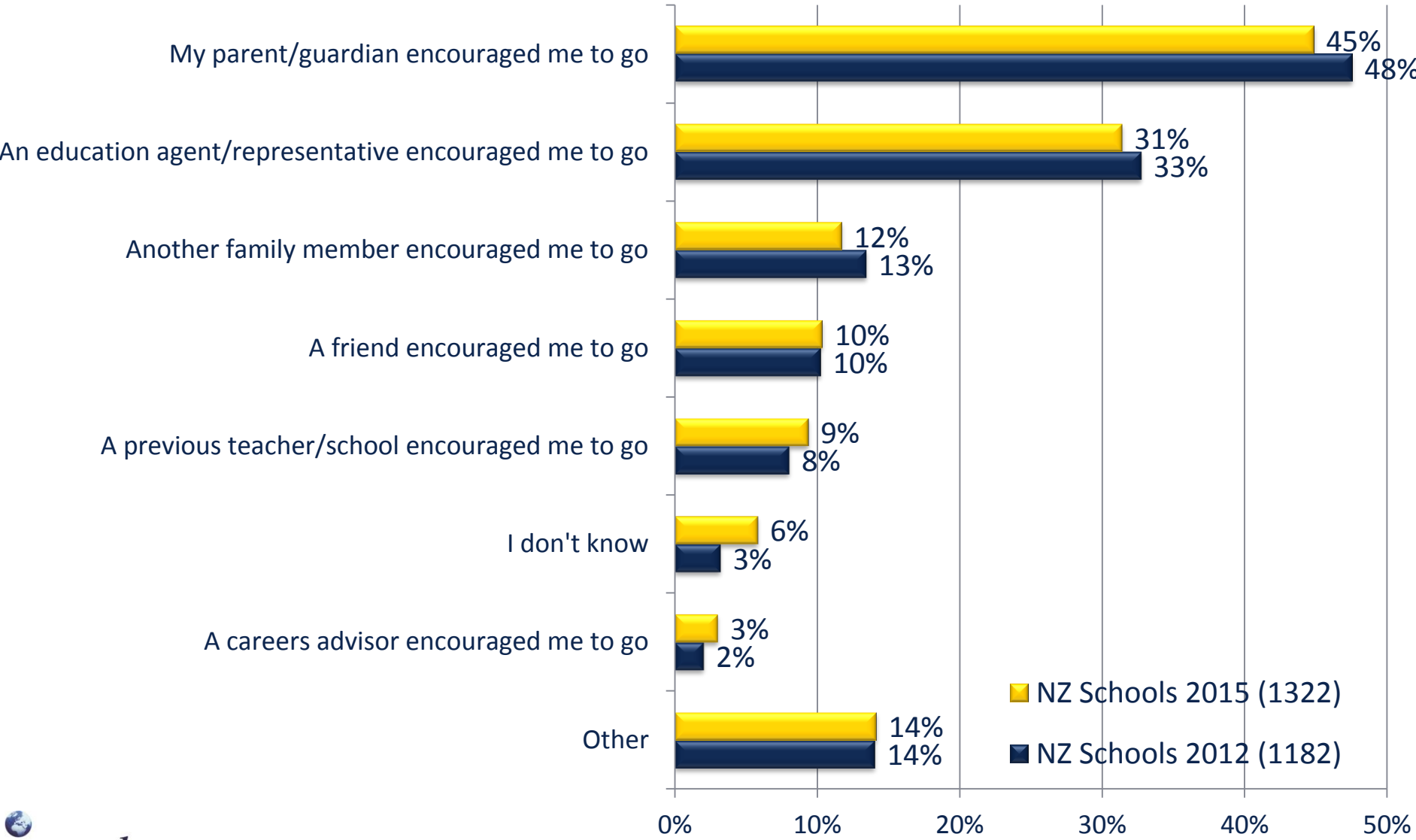
■ NZ Schools 2015 (1326)  
■ NZ Schools 2012 (1079)

# Key influences (choice of school)



# Application

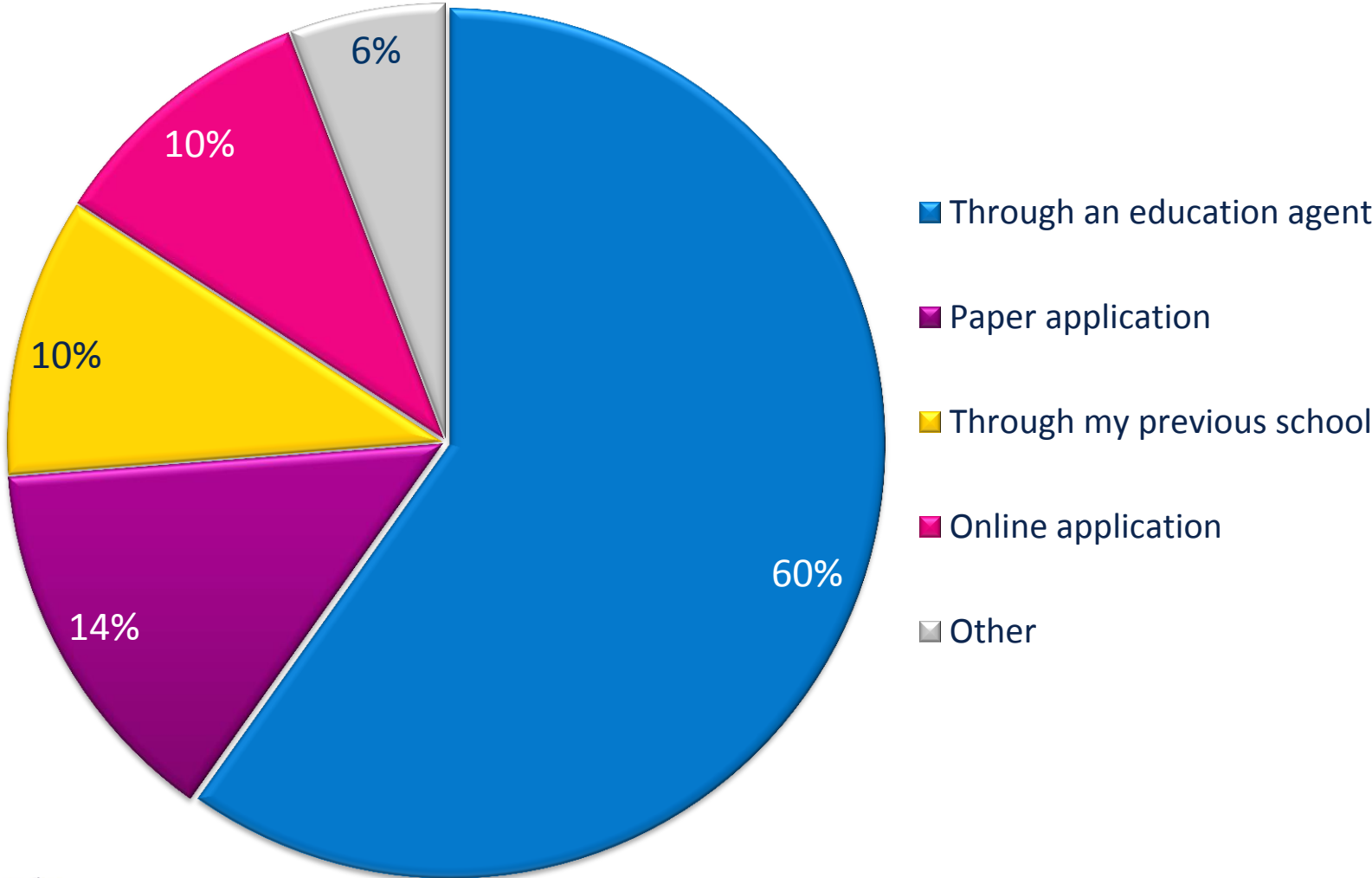
# Why did you apply to this school?



Only asked to students who had started at the school in last 6 months

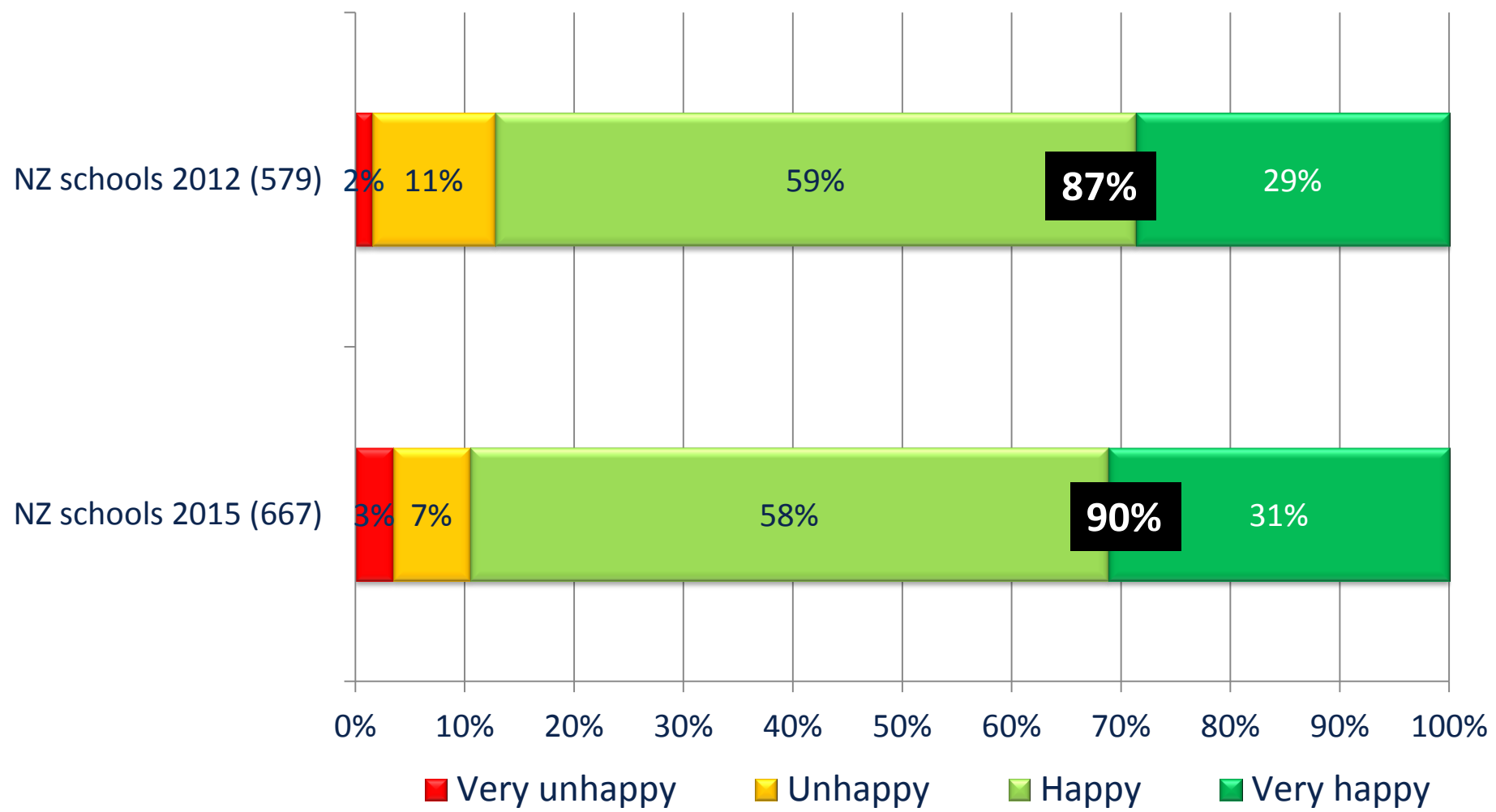
# How did you apply to this school?

NZ Schools (1190)

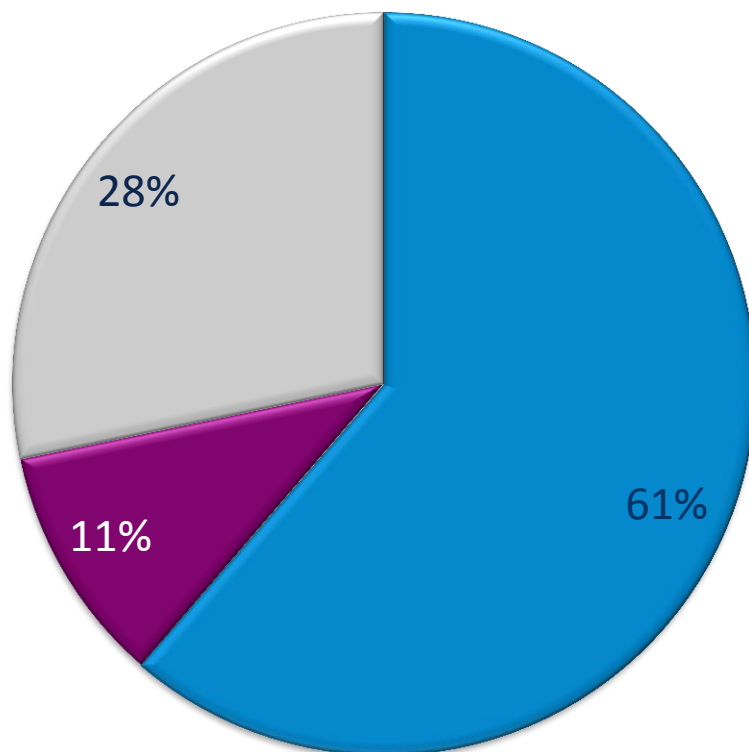


# Agents

# Agent/representative rating

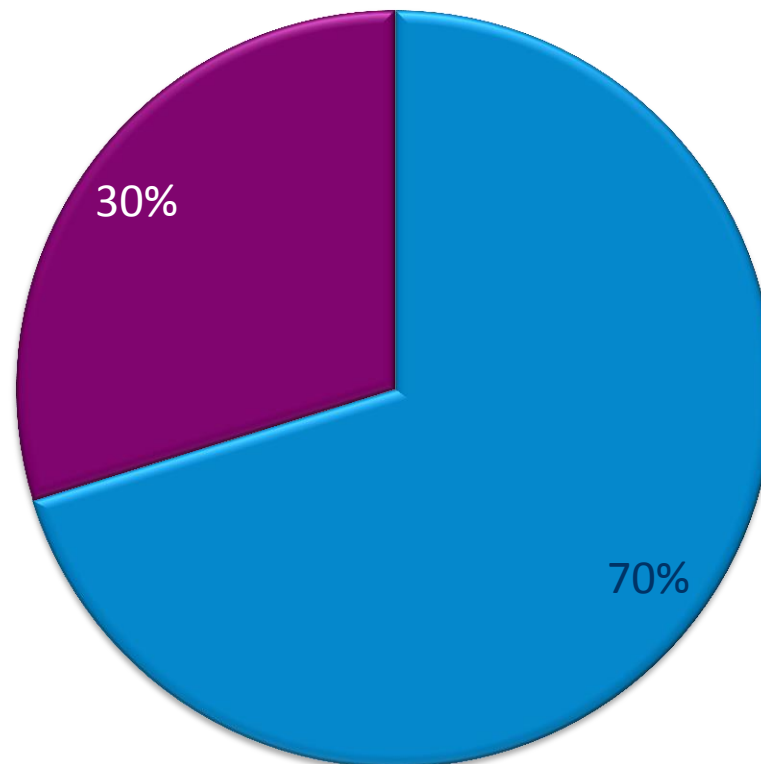


NZ Schools (701)



■ Yes ■ No ■ I don't know

NZ Schools (699)



■ Yes ■ No

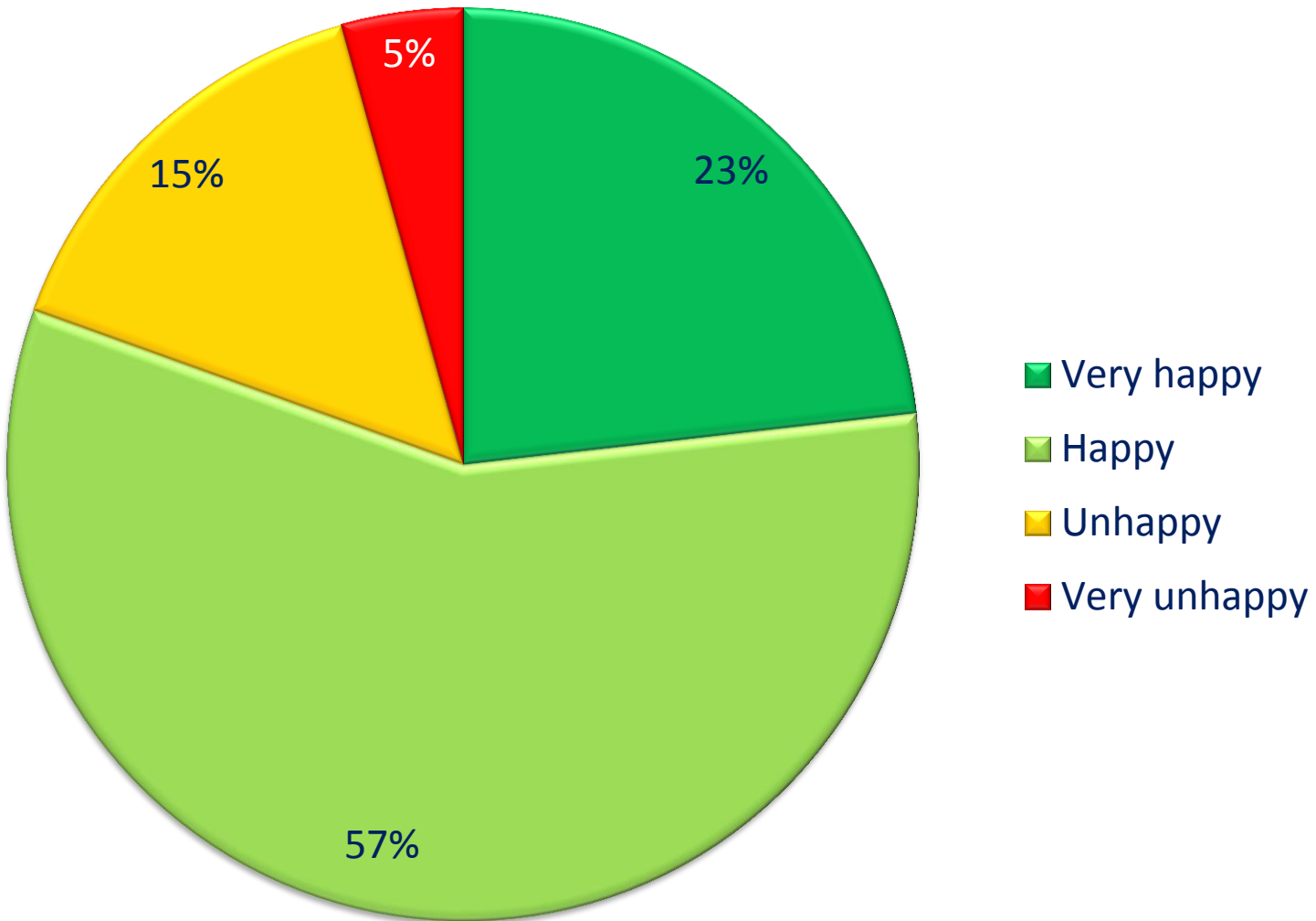
*Does your education agent have a contact in New Zealand?*

*Do you still have contact with your education agent now that you have started at the school?*



# Arrival

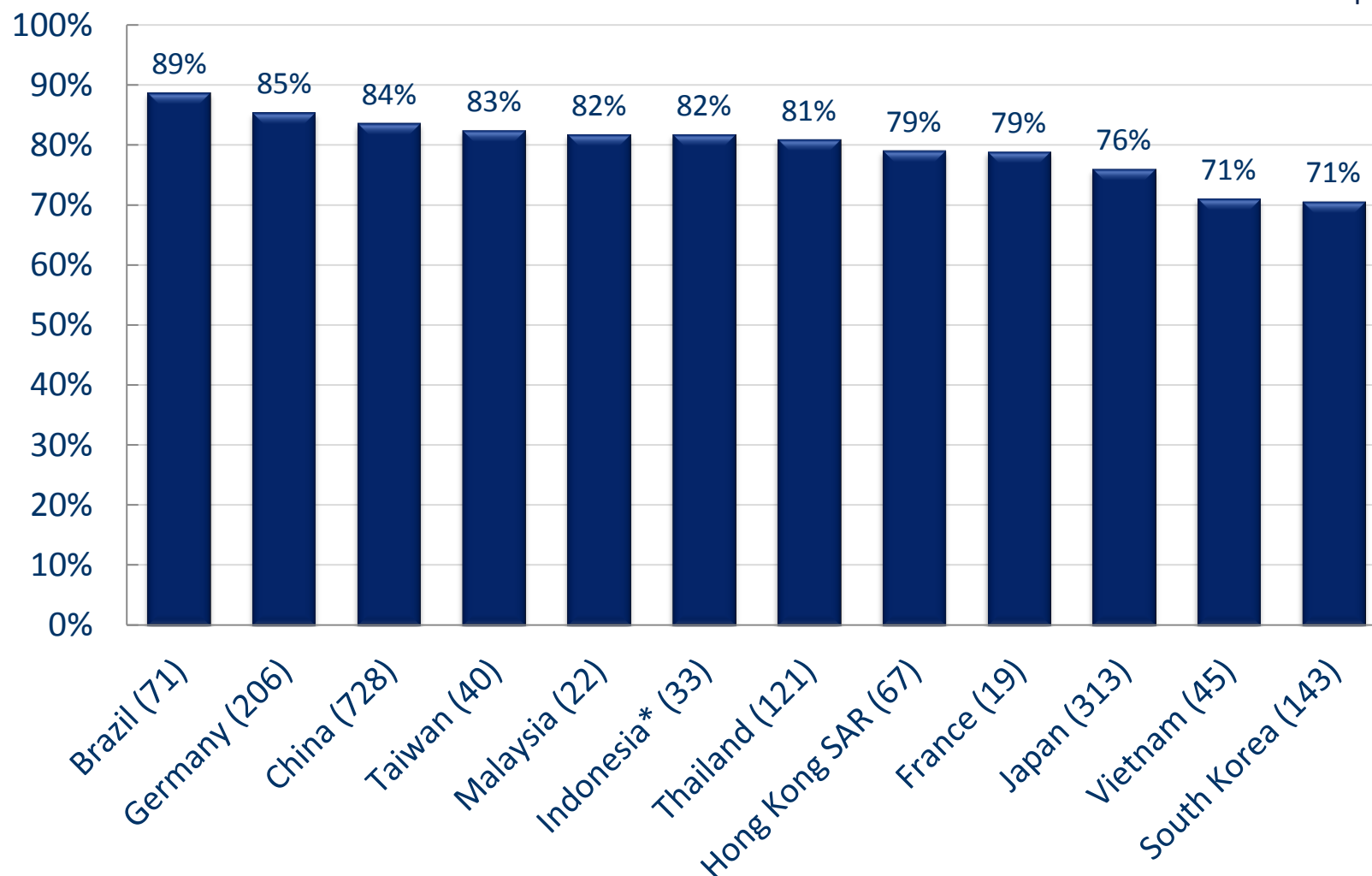
NZ Schools (2003)



*Thinking back, how happy were you with your first few days at this school?*

# Overall happiness with arrival by nationality

Nationalities with 15+ respondents



\*Please note that Indonesian respondents were studying at a very small number of schools which may mean the score reflects more about the schools than about the nationality more generally.

# Comments on the arrival experience

*some of the students just ask you two question like what's your name is and where you come from and that's it..so it was quite hard at the beginning to make kiwi friends*

*I remember how it was hard to get to know native students in the first couple of weeks and I felt like the school could have done a better job to encourage Kiwi students to come to us ( like a tutoring system )*

*...I want to make more Kiwis friends but it is really hard to do that because of my limited English. Besides, I know many Kiwis students do not care or do not like Asians. That makes me feel so sad. I hope [School name] can make a programme that link international students and Kiwis students together. For example, the school can find some Kiwis students who volunteer to help international students to join with other Kiwis. It will be great if I can be friend with Kiwis.*

*I did really enjoy my first days in new Zealand I personally think though that an International should be mor welcomed by the teachers and better integrated ( not all sit together ) and also i hoped that the kiwis would be a little bit more integrated at the international block . It is really cut off.*

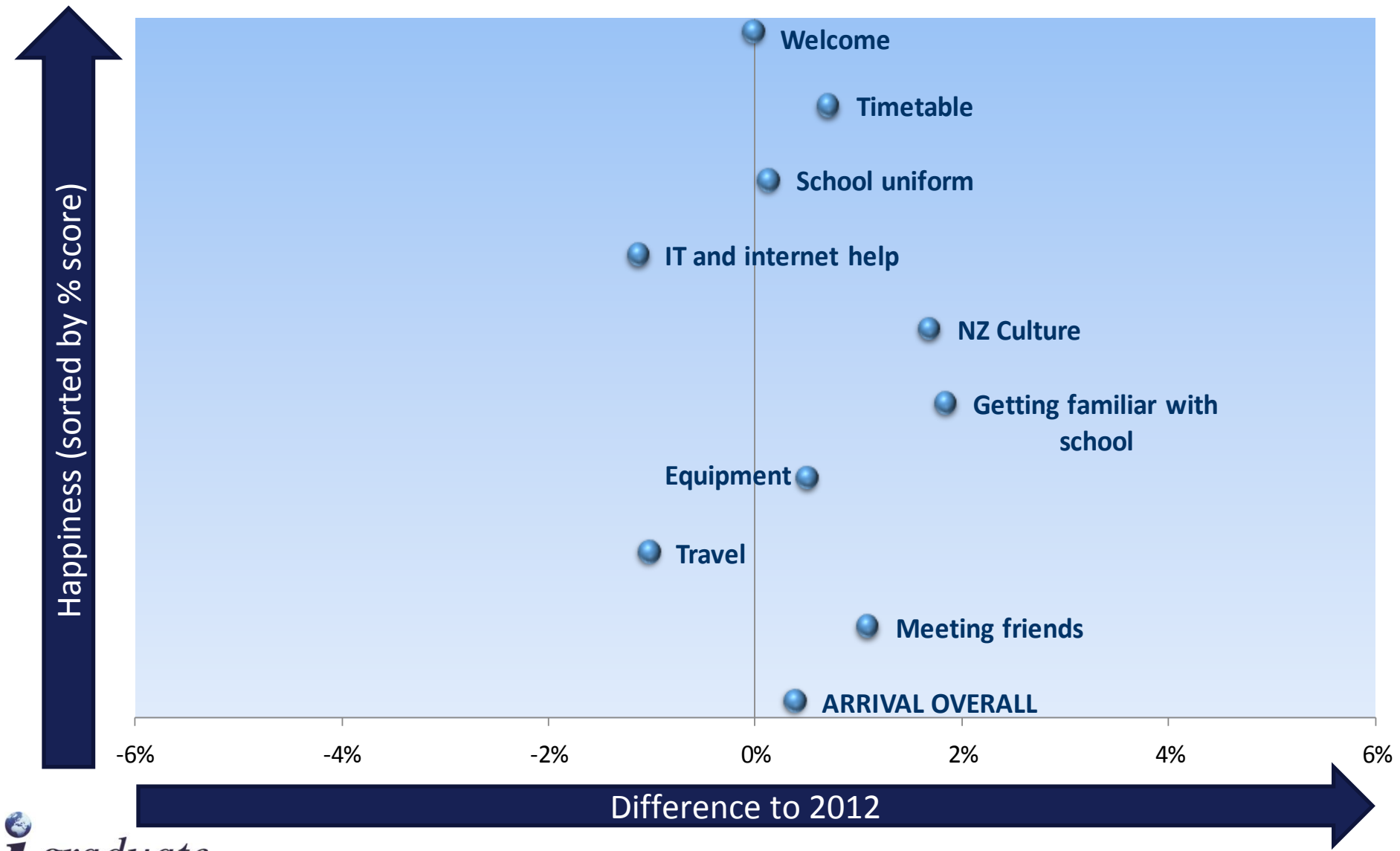
*The greatest thing was getting a "buddy" picked put by the school, though I could already make my first contacts while being in Germany, which made my first days on my new school as easy as thinkable.*

*Having a year 13 peer mentor and a budy helped alot as they were there when ever i needed help with the confusion of the classrooms around the school etc*

# Arrival rating

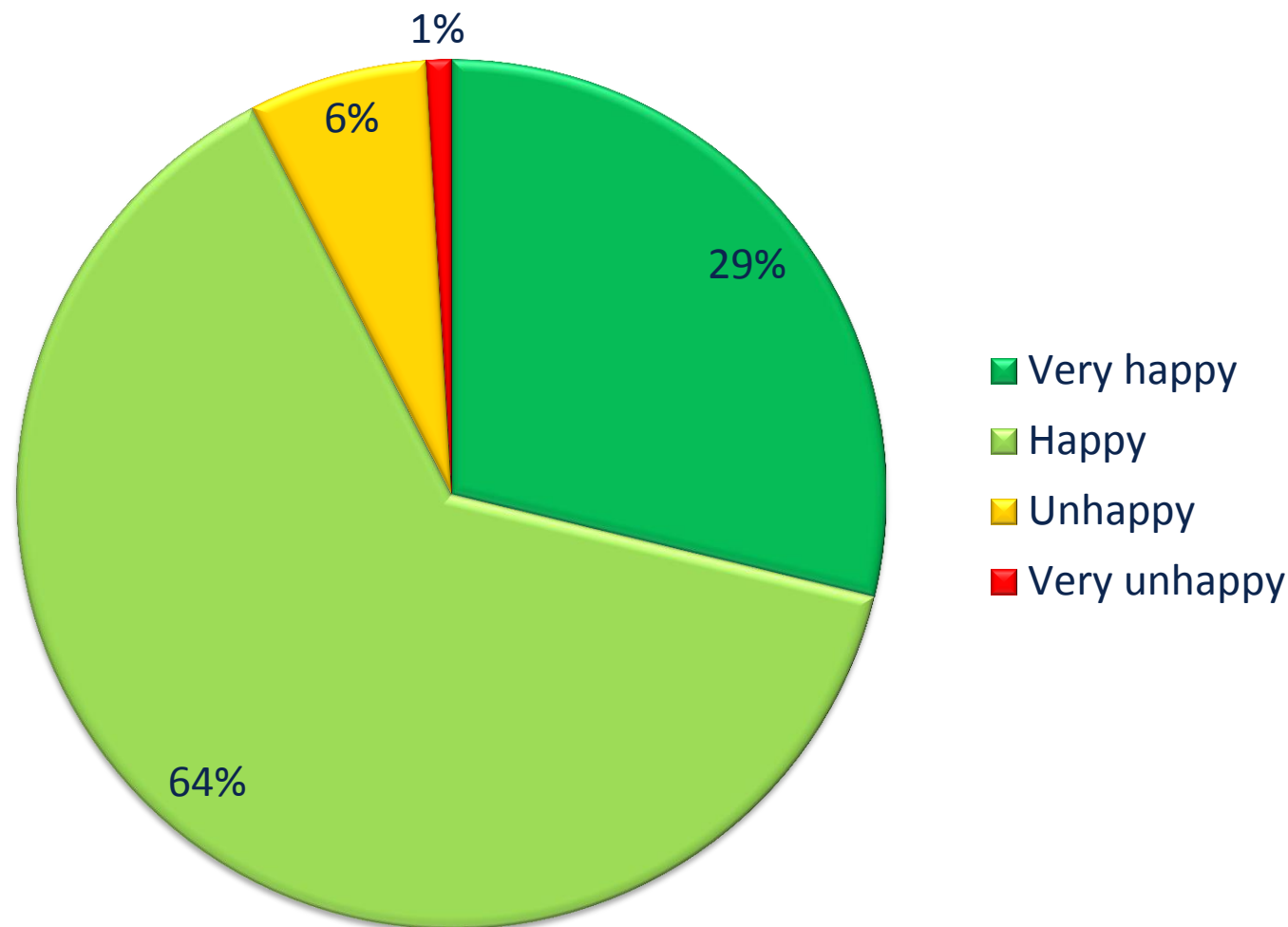
|                              | NZ Schools 2015 % | NZ Schools 2012 % | NZ Schools 2015 +/- |
|------------------------------|-------------------|-------------------|---------------------|
| <b>ARRIVAL AVERAGE</b>       | <b>87.7%</b>      | <b>86.7%</b>      | <b>1.1%</b>         |
| <b>ARRIVAL OVERALL</b>       | <b>81.3%</b>      | <b>81.0%</b>      | <b>0.4%</b>         |
| Welcome                      | 92.3%             | 92.3%             | 0.0%                |
| Timetable                    | 91.3%             | 90.6%             | 0.7%                |
| School uniform               | 88.5%             | 88.4%             | 0.1%                |
| IT and internet help         | 87.8%             | 88.9%             | -1.1%               |
| NZ Culture                   | 87.2%             | 85.5%             | 1.7%                |
| Getting familiar with school | 87.1%             | 85.2%             | 1.8%                |
| Equipment                    | 87.0%             | 86.5%             | 0.5%                |
| Travel                       | 85.6%             | 86.7%             | -1.0%               |
| Meeting friends              | 83.0%             | 81.9%             | 1.1%                |

# Arrival matrix



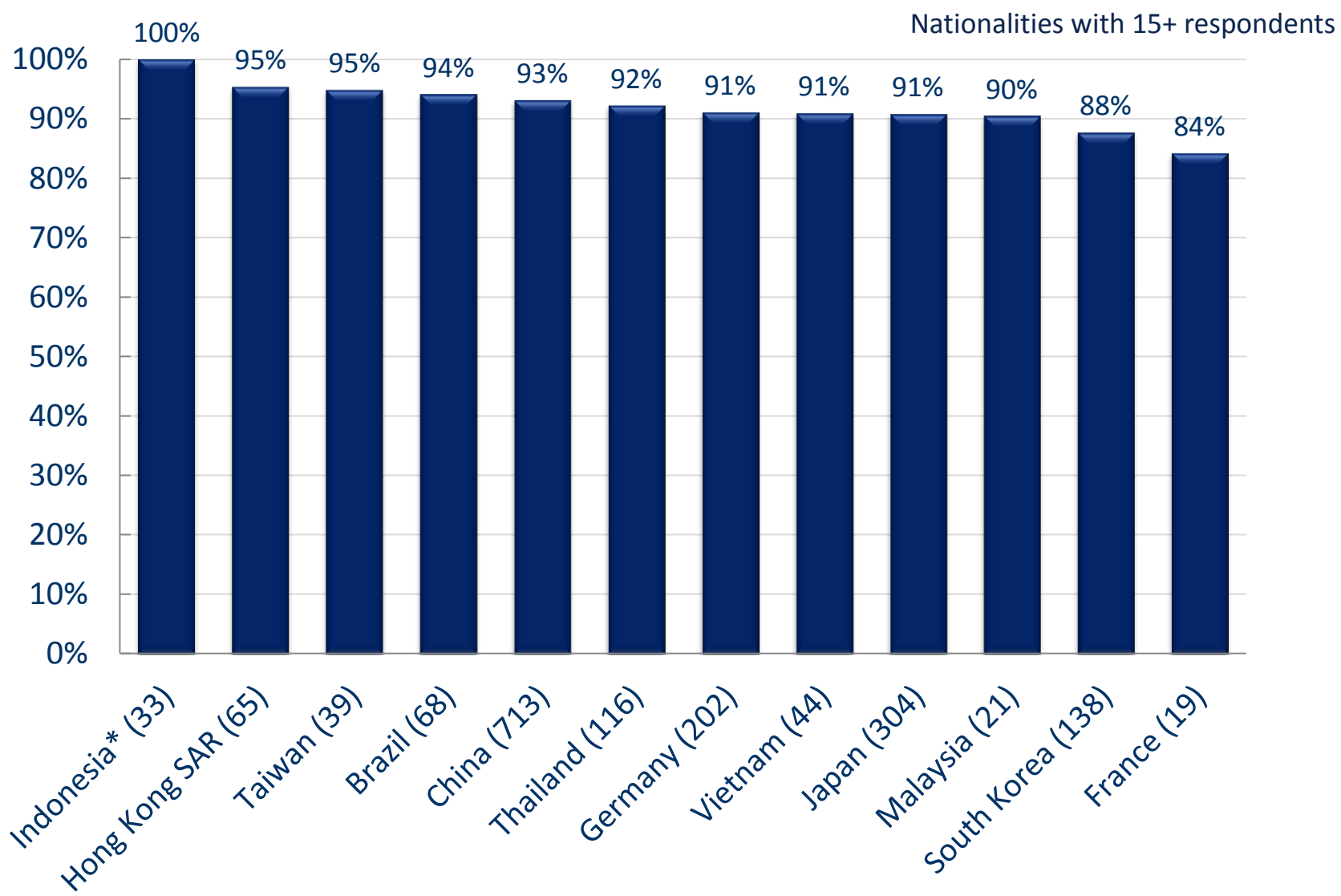
# Learning

## NZ Schools (1942)





# Overall happiness with learning by nationality



\*Please note that Indonesian respondents were studying at a very small number of schools which may mean the score reflects more about the schools than about the nationality more generally.

# Comments on the learning experience

*I think the school should support more the international students that want to go to university above, because they not always are familiarized with the process and need more help on that*

*Every teacher thinks you are there just on holiday, so they don't expect you to do anything or want you to do anything. Every time the class writes an exam or test we can be on our phones and if we say we want to write the test as well, than they don't mark it because it doesn't really count for us. Some classes are even divided in "International Classes" and "kiwi classes", I reckon that's a really bad idea because it's hard to make Newzealnd friends if you're always hanging out with outer internationals.*

*Hopefully .school can give us some suggestions about how to get job in NZ and how to choose major in university.*

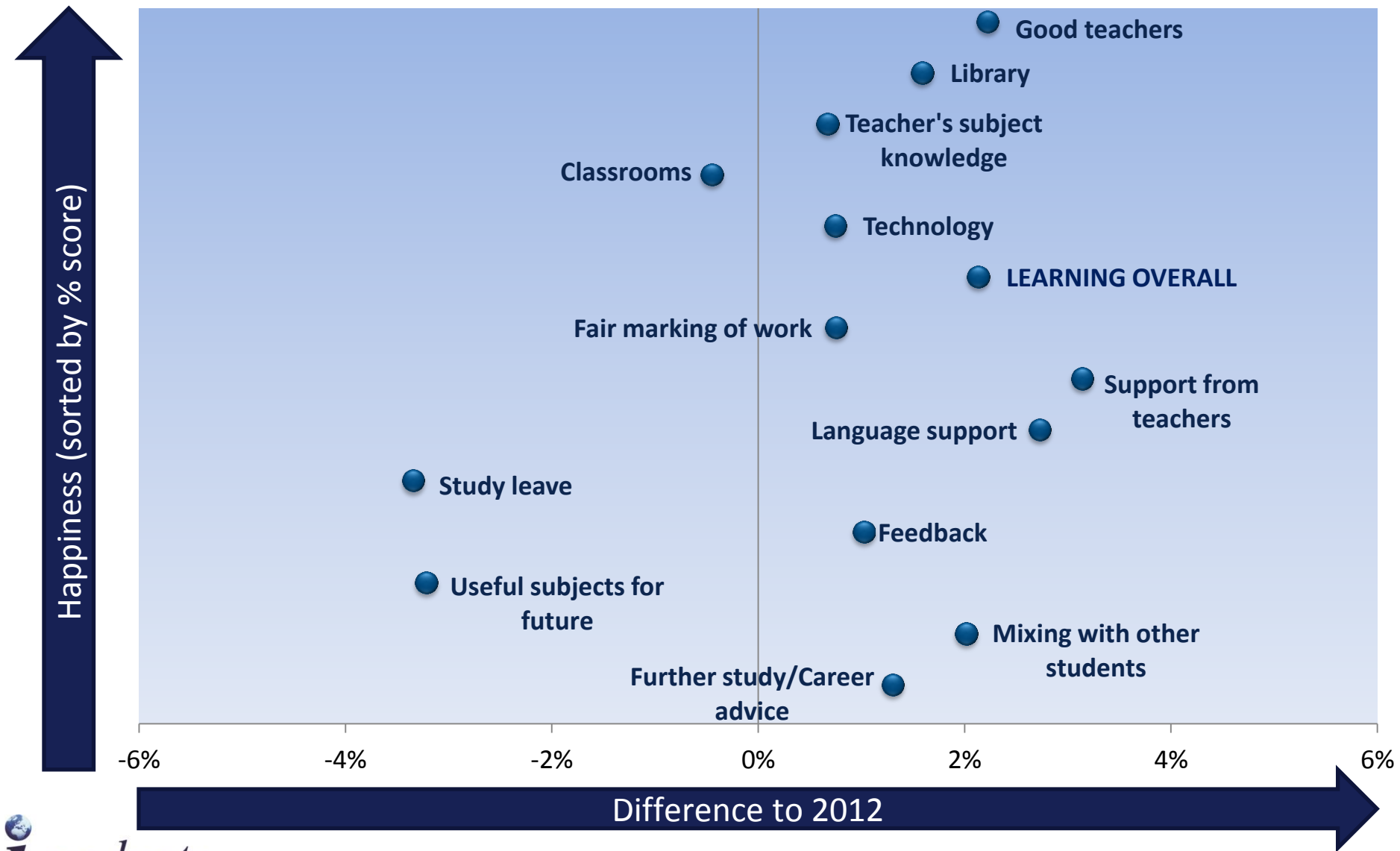
*I've learned so much so far. But I'm in year 13 which means the teachers dosen't have time for 1 student out of 20-30 students to learn him or her English. So the English learning I' ve had to teach myself.*

*Most of the teachers are really nice and can see they are really keen on helping students. I can see the huge differences between the HK teachers and the teachers here. They encourage students a lot and make really useful advices for students to improve. Therefore, I started loving to study and being confident on the subjects that I am not really good at actually. I really appreciate the teachers here and the teacher style. Used in here.*

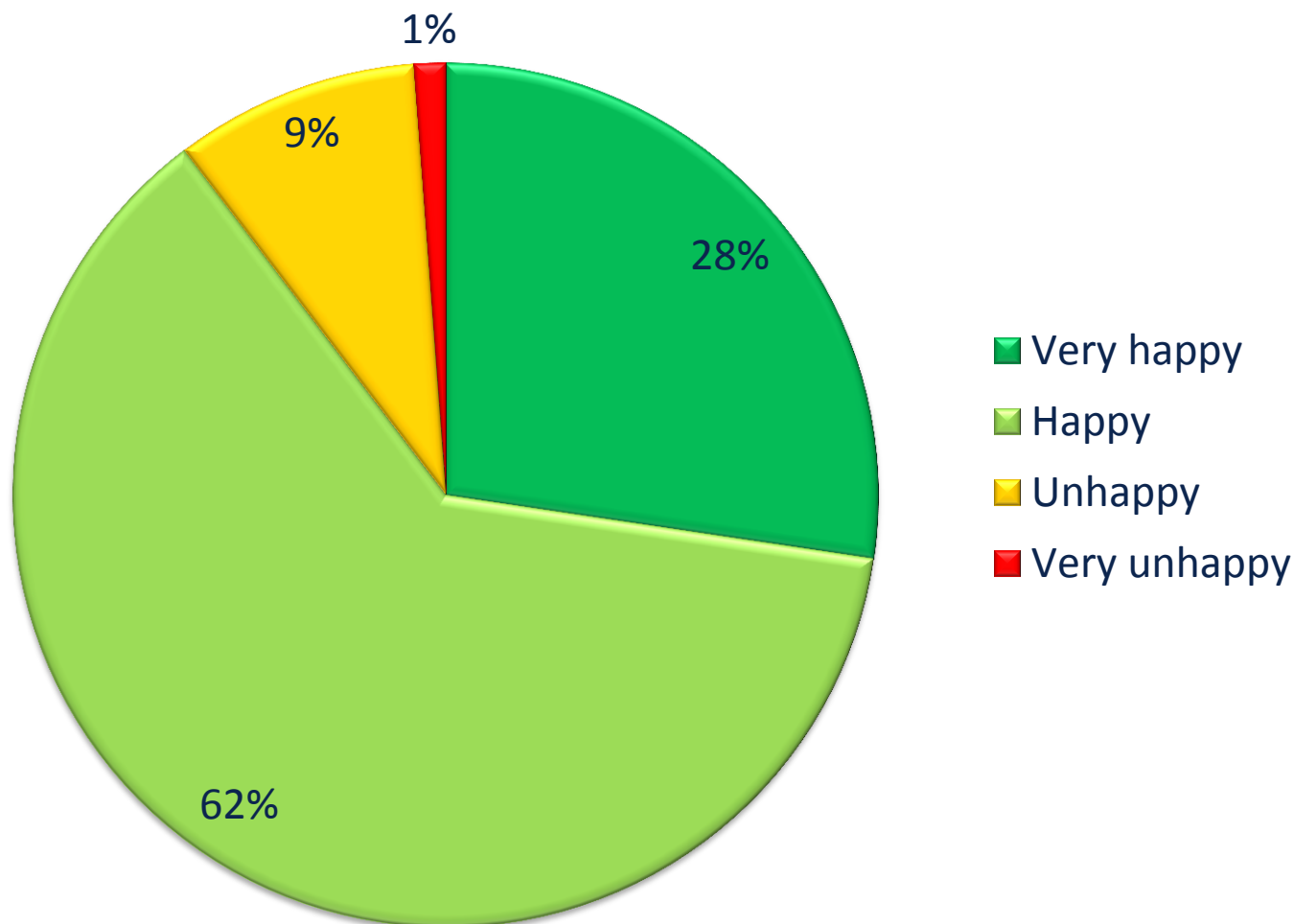
# Learning rating

|                             | NZ Schools 2015 % | NZ Schools 2012 % | NZ Schools 2015 +/- |
|-----------------------------|-------------------|-------------------|---------------------|
| <b>LEARNING AVERAGE</b>     | <b>89.7%</b>      | <b>89.6%</b>      | <b>0.1%</b>         |
| <b>LEARNING OVERALL</b>     | <b>93.0%</b>      | <b>90.8%</b>      | <b>2.1%</b>         |
| Library                     | 93.5%             | 91.9%             | 1.6%                |
| Good teachers               | 93.5%             | 91.3%             | 2.2%                |
| Teacher's subject knowledge | 93.4%             | 92.7%             | 0.7%                |
| Classrooms                  | 93.2%             | 93.6%             | -0.4%               |
| Technology                  | 93.0%             | 92.3%             | 0.7%                |
| Fair marking of work        | 91.4%             | 90.6%             | 0.8%                |
| Support from teachers       | 90.7%             | 87.6%             | 3.1%                |
| Language support            | 90.5%             | 87.8%             | 2.7%                |
| Study leave                 | 90.0%             | 93.3%             | -3.3%               |
| Feedback                    | 88.3%             | 87.3%             | 1.0%                |
| Useful subjects for future  | 86.9%             | 90.1%             | -3.2%               |
| Mixing with other students  | 86.3%             | 84.3%             | 2.0%                |
| Further study/Career advice | 83.6%             | 82.3%             | 1.3%                |
| Internet/wi-fi access       | 81.2%             | N/A               | N/A                 |

# Learning matrix

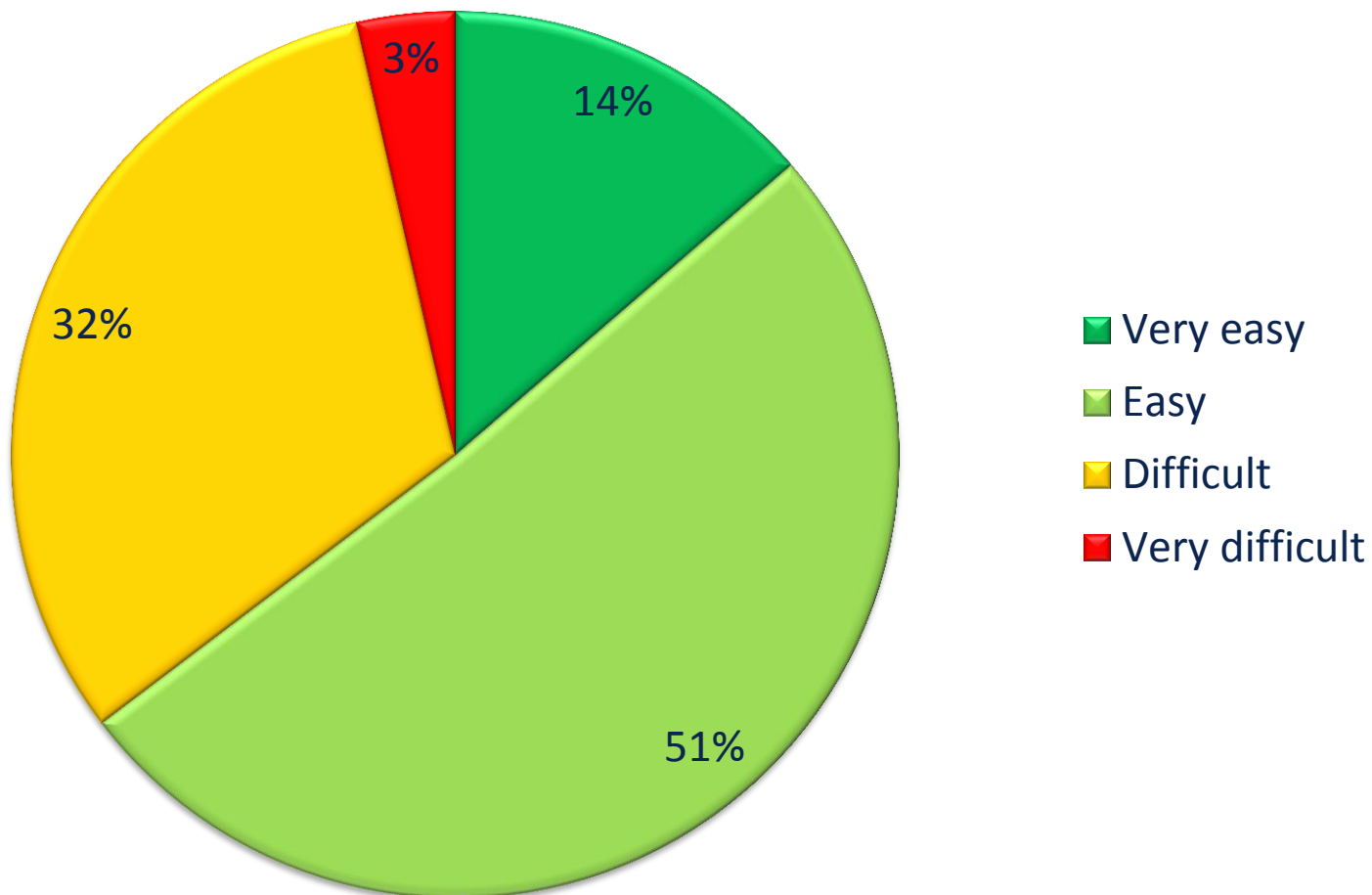


## NZ Schools (2161)



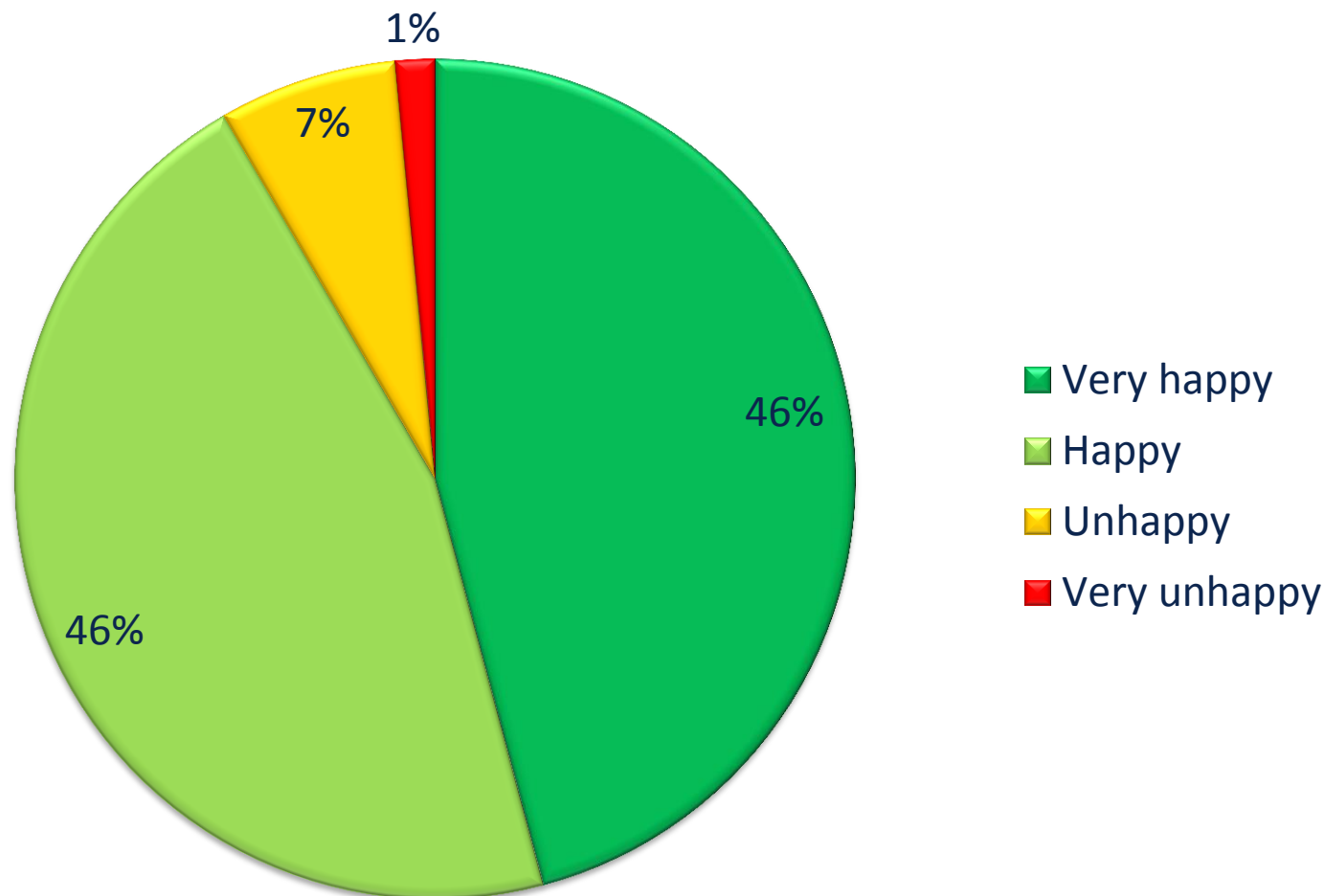
*How happy are you with the choice of subjects you have at this school?*

NZ Schools (2160)



# Living

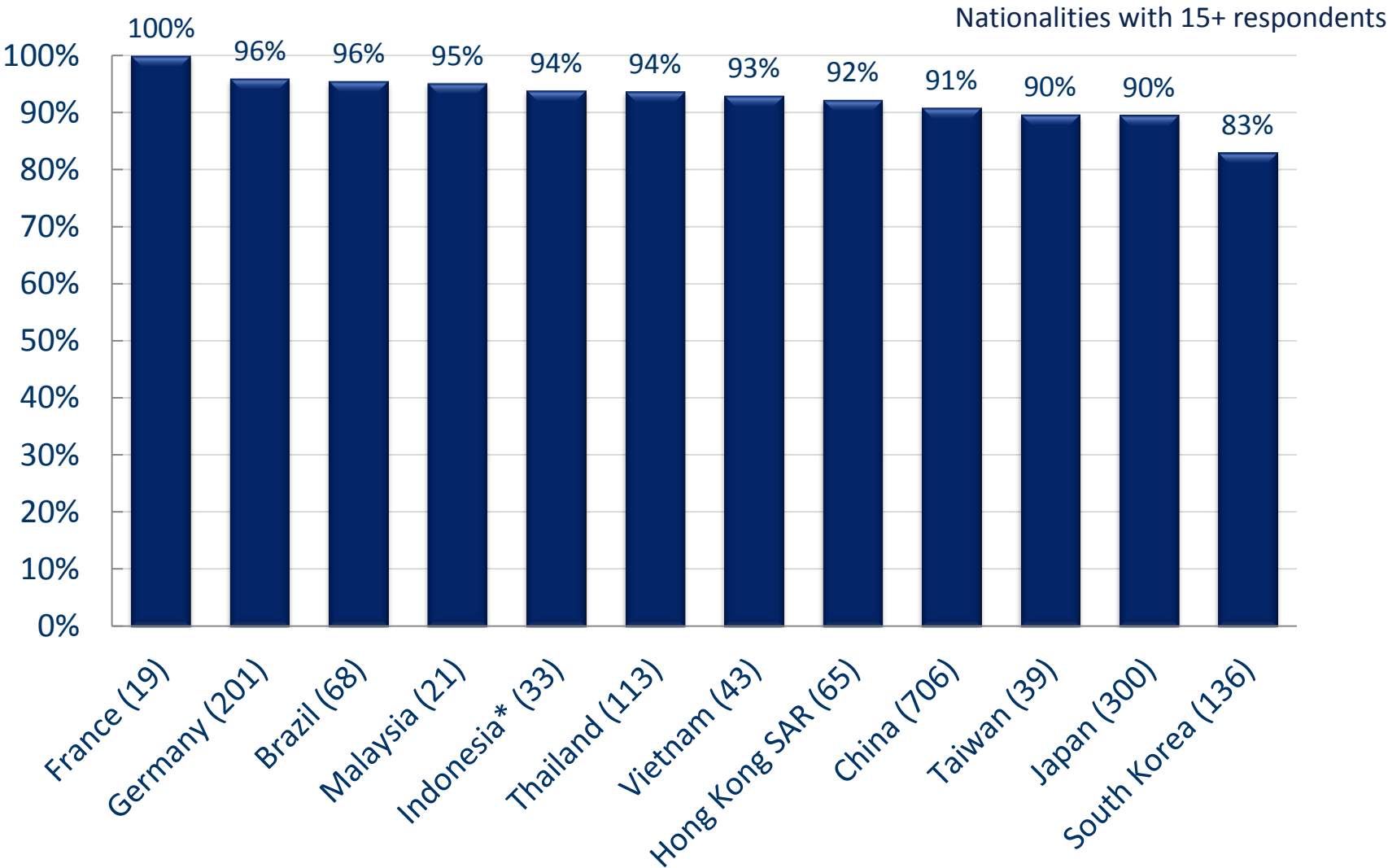
## NZ Schools 2015 (1922)



*How happy are you with your current living arrangements?*



# Overall happiness with living arrangements by nationality



\*Please note that Indonesian respondents were studying at a very small number of schools which may mean the score reflects more about the schools than about the nationality more generally.

# Comments on the living experience

*After a few weeks of school, I was shocked when I realize why I couldn't make very close friends with New Zealand students. [School name] is a school who's got a very high number of international students, always coming and leaving ; and as a result, kiwi students, and sometimes teachers, just doesn't see us any more. We are just 'another one' who's going to leave anyway, and I think that's why they doesn't really want to make friends with us.*

*Public transportation should be improved, horrible homestays should be banned.*

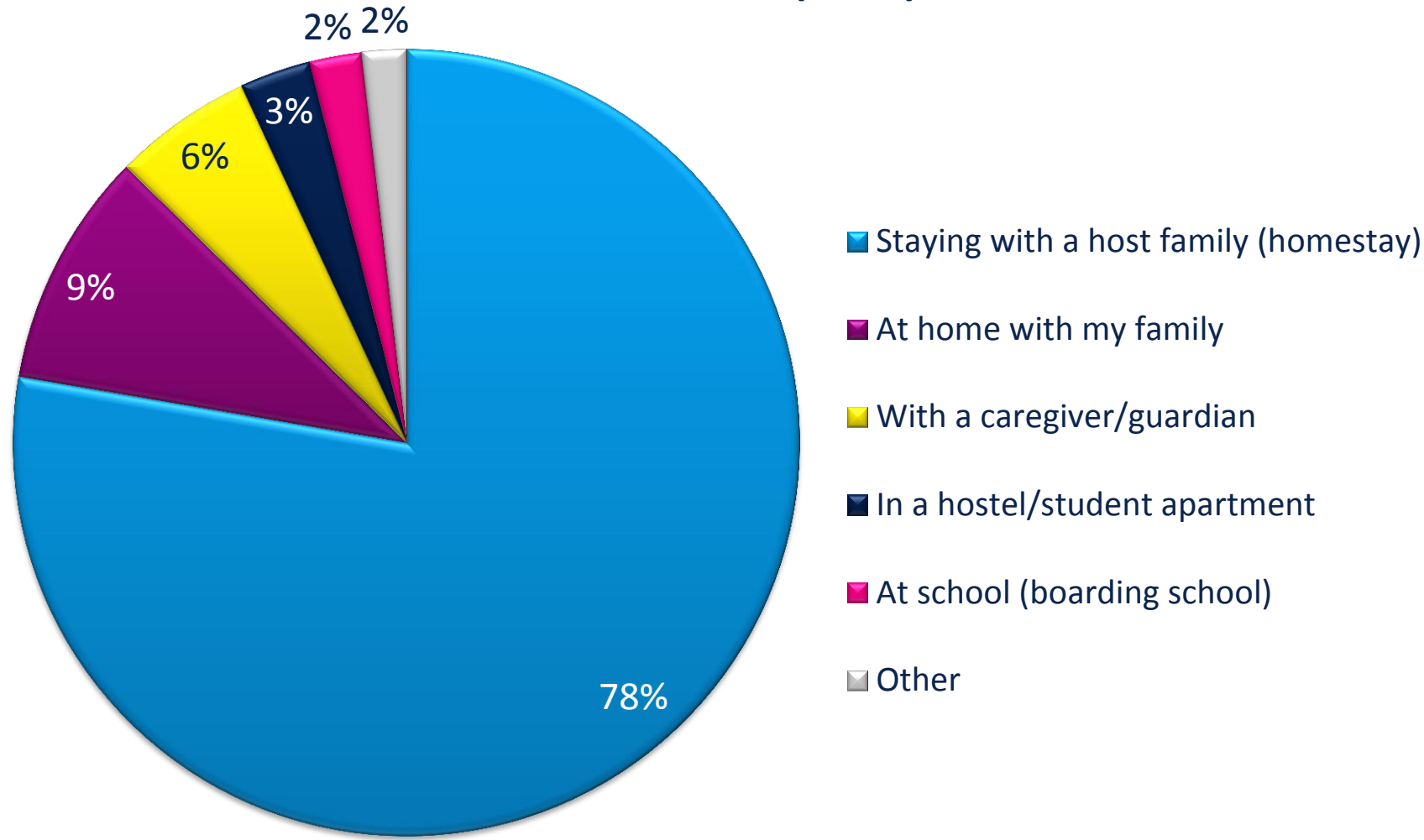
*Not much entertainment here. However , because of this, I can pay much more focus on my studies and the balance of my life e.g. sports.*

*NZ students tend to ignore international students who are shy, do not speak English well,... I know it is not their faults but I hope this problem can be solved someday.*

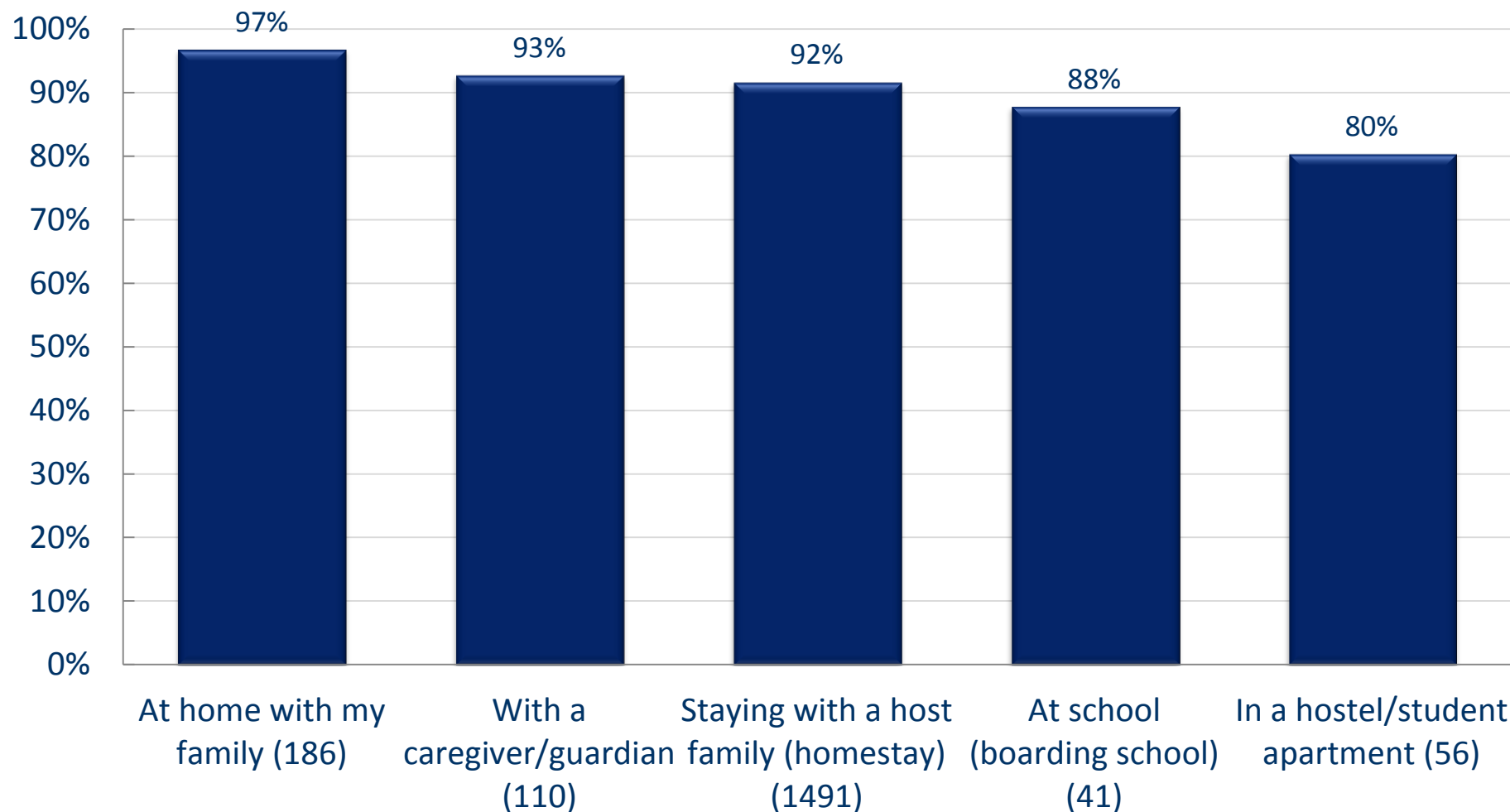
*I hope we have unlimited Wi-Fi for study but most of family does have this facility so we can't contact our family easily. We need to use the Wi-Fi carefully*

*I love how New Zealand have so many diversity people from everywhere and i can get experienced lots of culture and people. Also i can have global friends in here as there are 6 different nationalities , Chinese, Hong Kong, Indonesian, South African(homestay parents) and Kiwi(homestay kids) and me , Korean*

NZ Schools 2015 (1919)



# Happiness with living arrangements by accommodation type



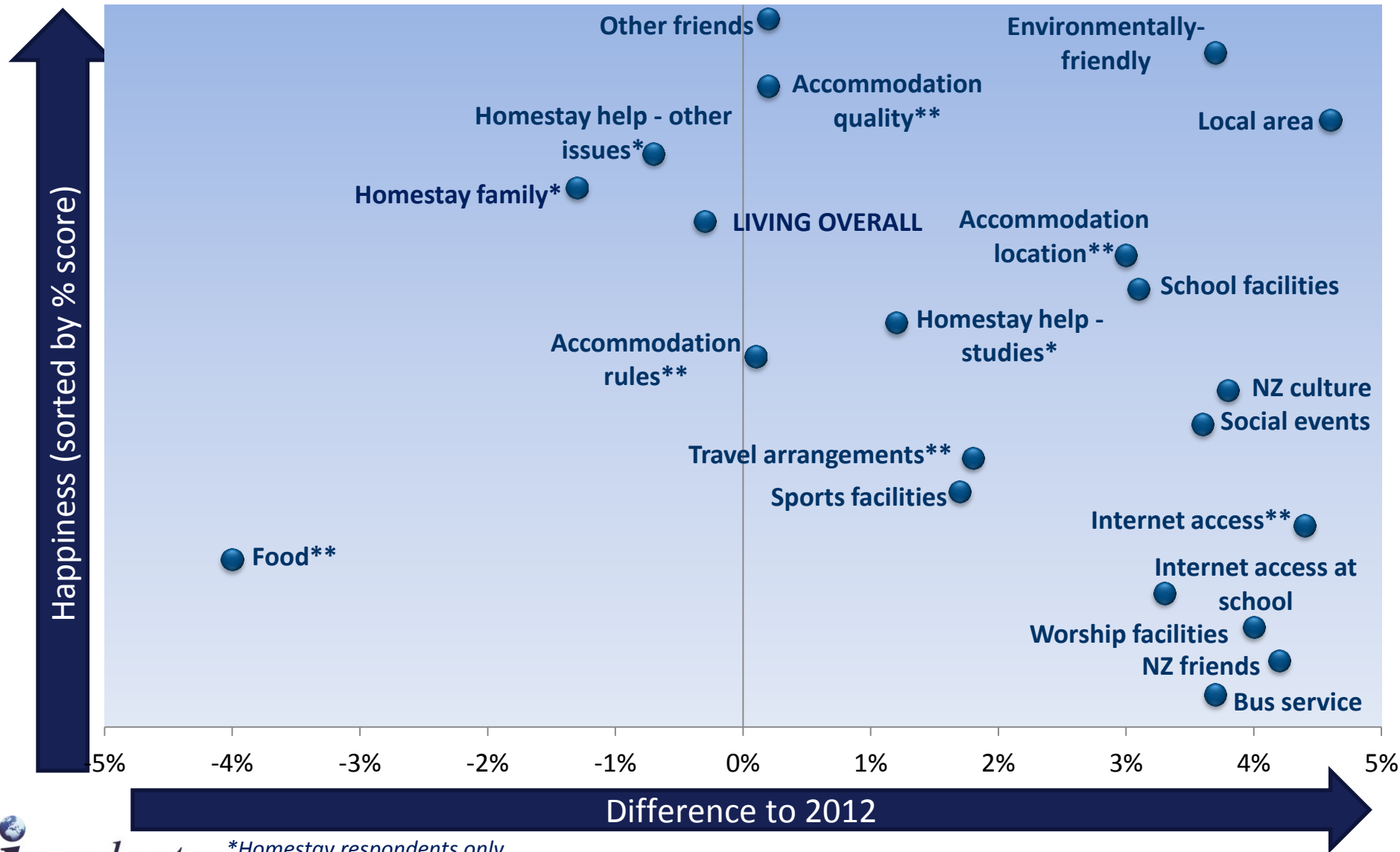
# Living rating

|                               | NZ Schools 2015 % | NZ Schools 2012 % | NZ Schools 2015 +/- |
|-------------------------------|-------------------|-------------------|---------------------|
| <b>LIVING AVERAGE</b>         | <b>88.4%</b>      | <b>86.4%</b>      | <b>2.0%</b>         |
| <b>LIVING OVERALL</b>         | <b>91.4%</b>      | <b>91.7%</b>      | <b>-0.3%</b>        |
| Other friends                 | 95.1%             | 94.9%             | 0.2%                |
| Environmentally-friendly      | 92.7%             | 88.9%             | 3.7%                |
| Accommodation quality**       | 92.5%             | 92.2%             | 0.2%                |
| Local area                    | 92.5%             | 87.9%             | 4.6%                |
| Homestay help - other issues* | 92.3%             | 93.0%             | -0.7%               |
| Homestay family*              | 92.2%             | 93.5%             | -1.3%               |
| Accommodation location**      | 90.8%             | 87.8%             | 3.0%                |
| School facilities             | 90.8%             | 87.7%             | 3.1%                |
| Homestay help – studies*      | 89.7%             | 88.4%             | 1.2%                |
| Accommodation rules**         | 89.6%             | 89.6%             | 0.1%                |
| NZ culture                    | 89.0%             | 85.3%             | 3.8%                |
| Social events                 | 88.7%             | 85.0%             | 3.6%                |
| Travel arrangements**         | 88.0%             | 86.2%             | 1.8%                |
| Sports facilities             | 87.6%             | 85.9%             | 1.7%                |
| Internet access**             | 86.9%             | 82.5%             | 4.4%                |
| Food**                        | 86.7%             | 90.6%             | -4.0%               |
| Internet access at school     | 82.7%             | 79.4%             | 3.3%                |
| Worship facilities            | 80.3%             | 76.3%             | 4.0%                |
| NZ friends                    | 79.9%             | 75.7%             | 4.2%                |
| Bus service                   | 79.7%             | 76.1%             | 3.7%                |

\*Homestay respondents only

\*\*Homestay, boarding school & hostel respondents only

# Living matrix

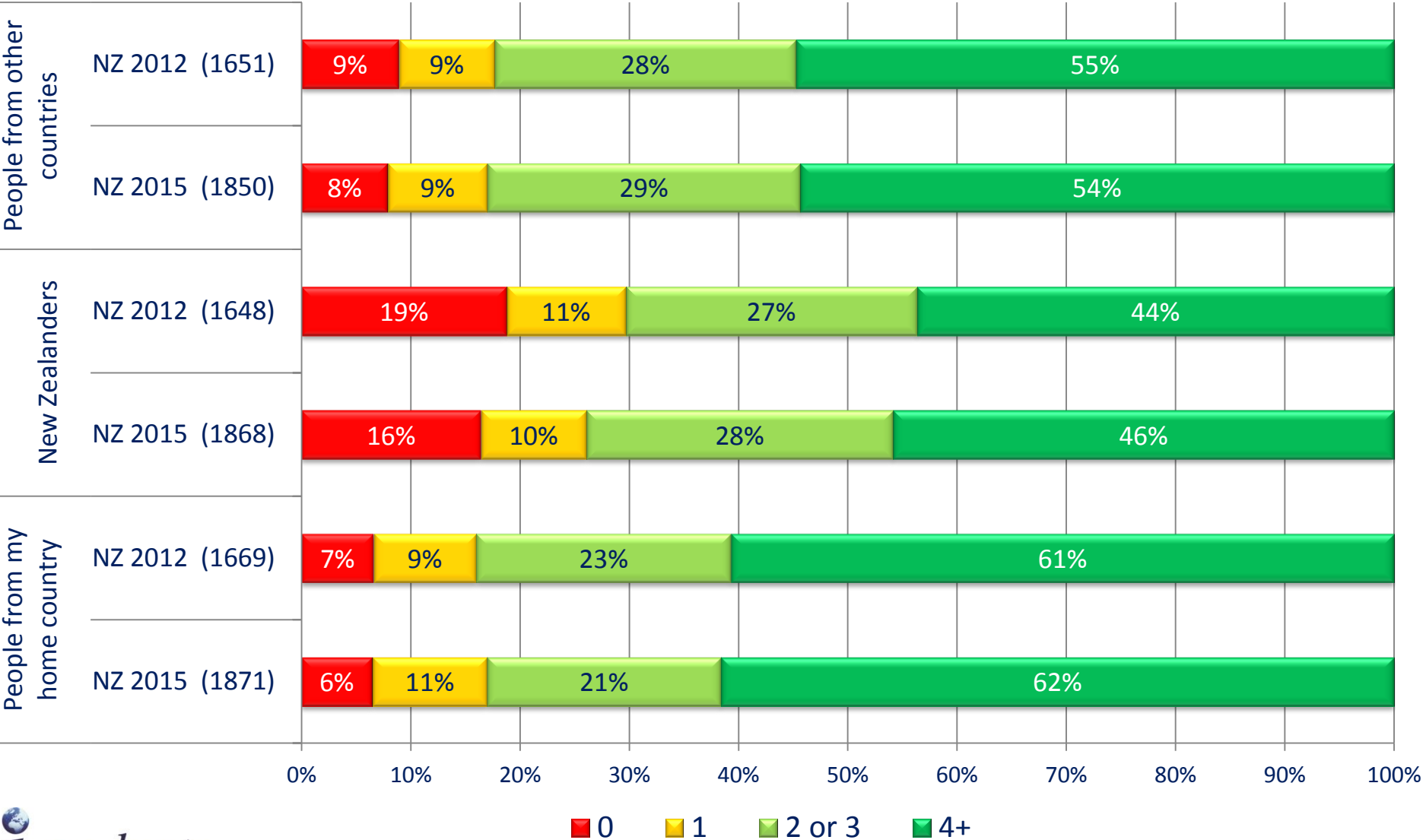


\*Homestay respondents only  
\*\*Homestay, boarding school & hostel respondents only

# Living rating – By region

| LIVING SATISFACTION           |                    |                   |                           |                     |            |                                |                               |                 |                     |
|-------------------------------|--------------------|-------------------|---------------------------|---------------------|------------|--------------------------------|-------------------------------|-----------------|---------------------|
|                               | NZ Schools<br>2015 | Auckland<br>(997) | Bay of<br>Plenty<br>(154) | Canterbury<br>(135) | Otago (59) | Other<br>North<br>Island (124) | Other<br>South<br>Island (81) | Waikato<br>(78) | Wellington<br>(116) |
| Other friends                 | <b>94.0%</b>       | 92.6%             | 96.7%                     | 96.2%               | 96.5%      | 97.6%                          | 92.6%                         | 95.9%           | 94.8%               |
| Homestay help - other issues* | <b>92.5%</b>       | 92.2%             | 95.2%                     | 94.5%               | 89.1%      | 89.2%                          | 90.9%                         | 96.9%           | 92.1%               |
| Accommodation quality**       | <b>92.3%</b>       | 91.0%             | 95.4%                     | 93.3%               | 89.5%      | 95.7%                          | 95.0%                         | 92.8%           | 92.0%               |
| Homestay family*              | <b>92.0%</b>       | 91.5%             | 95.9%                     | 95.4%               | 90.9%      | 92.4%                          | 91.0%                         | 91.0%           | 88.4%               |
| Local area                    | <b>91.0%</b>       | 90.9%             | 88.9%                     | 92.0%               | 89.1%      | 87.9%                          | 93.7%                         | 94.4%           | 93.8%               |
| Environmentally-friendly      | <b>90.7%</b>       | 91.3%             | 88.2%                     | 90.8%               | 84.8%      | 88.8%                          | 94.0%                         | 90.3%           | 91.4%               |
| Accommodation location**      | <b>90.1%</b>       | 89.5%             | 91.5%                     | 91.1%               | 75.4%      | 93.1%                          | 92.6%                         | 94.2%           | 91.2%               |
| Accommodation rules**         | <b>90.0%</b>       | 89.8%             | 93.4%                     | 93.8%               | 80.7%      | 89.7%                          | 85.2%                         | 92.5%           | 89.5%               |
| School facilities             | <b>89.4%</b>       | 86.9%             | 89.4%                     | 95.2%               | 89.5%      | 91.5%                          | 96.1%                         | 94.7%           | 93.6%               |
| Homestay help - studies*      | <b>88.9%</b>       | 87.9%             | 95.3%                     | 93.3%               | 87.2%      | 84.4%                          | 85.9%                         | 90.2%           | 88.0%               |
| Travel arrangements**         | <b>88.5%</b>       | 88.2%             | 90.0%                     | 93.1%               | 80.7%      | 88.1%                          | 88.2%                         | 89.7%           | 86.7%               |
| NZ culture                    | <b>88.1%</b>       | 86.8%             | 89.3%                     | 93.9%               | 80.4%      | 91.8%                          | 85.0%                         | 92.3%           | 90.4%               |
| Social events                 | <b>87.8%</b>       | 85.5%             | 90.5%                     | 96.0%               | 83.3%      | 91.0%                          | 92.4%                         | 95.9%           | 84.1%               |
| Food**                        | <b>87.7%</b>       | 87.8%             | 88.9%                     | 90.4%               | 86.4%      | 88.7%                          | 86.4%                         | 82.6%           | 85.0%               |
| Sports facilities             | <b>86.7%</b>       | 84.6%             | 87.2%                     | 94.1%               | 83.0%      | 90.2%                          | 91.8%                         | 90.0%           | 88.1%               |
| Internet access**             | <b>86.5%</b>       | 85.8%             | 90.2%                     | 88.5%               | 84.7%      | 86.2%                          | 90.0%                         | 95.5%           | 77.9%               |
| Internet access at school     | <b>83.3%</b>       | 82.8%             | 69.7%                     | 87.3%               | 87.3%      | 85.5%                          | 94.9%                         | 90.4%           | 84.5%               |
| Worship facilities            | <b>81.0%</b>       | 79.1%             | 88.9%                     | 90.6%               | 66.7%      | 81.7%                          | 78.6%                         | 89.7%           | 83.7%               |
| NZ friends                    | <b>79.7%</b>       | 80.0%             | 76.6%                     | 84.0%               | 73.7%      | 80.3%                          | 80.2%                         | 81.6%           | 77.9%               |
| Bus service                   | <b>78.9%</b>       | 79.2%             | 68.0%                     | 91.7%               | 63.6%      | 79.5%                          | 80.0%                         | 76.9%           | 83.1%               |

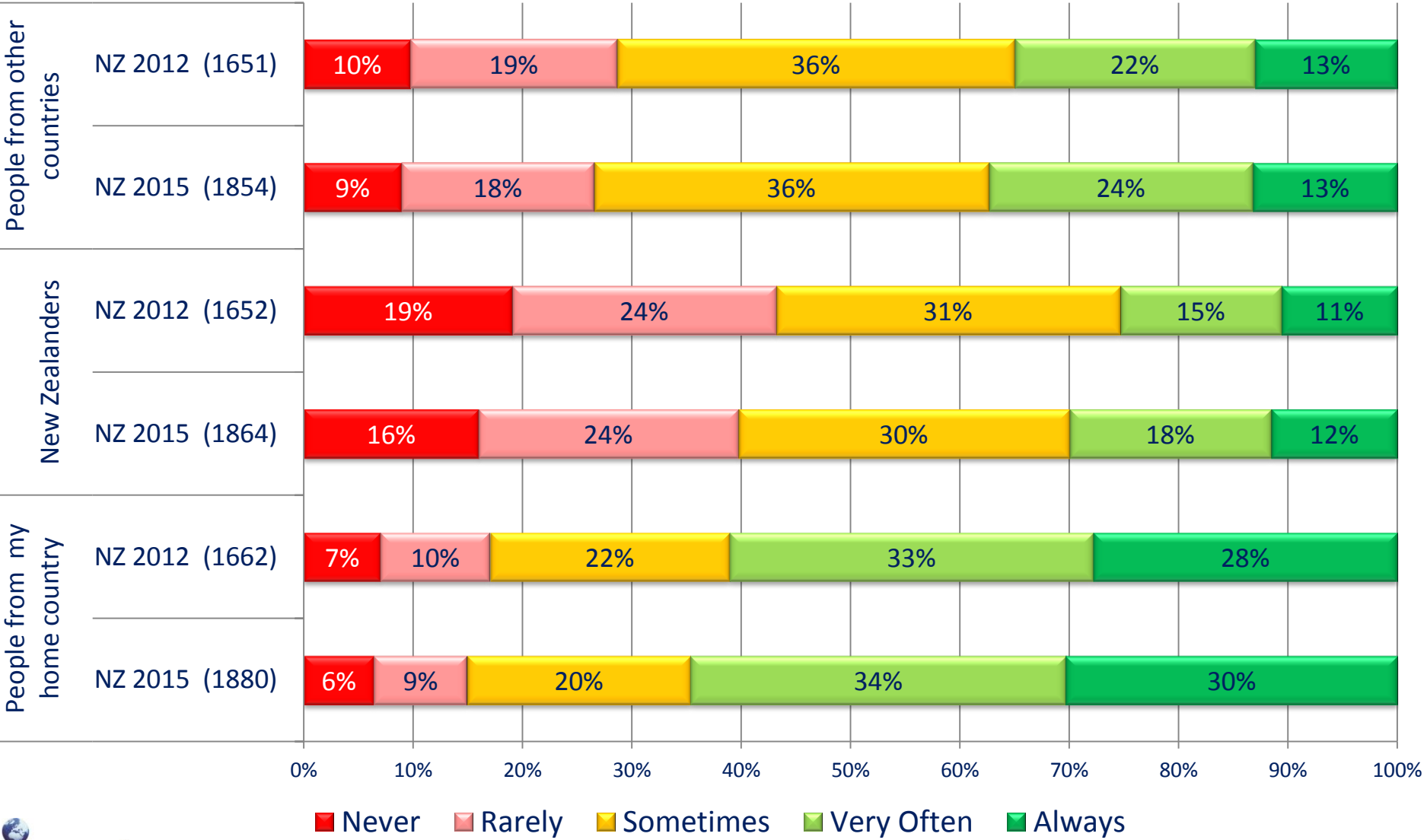
# Living in New Zealand – Number of close friends



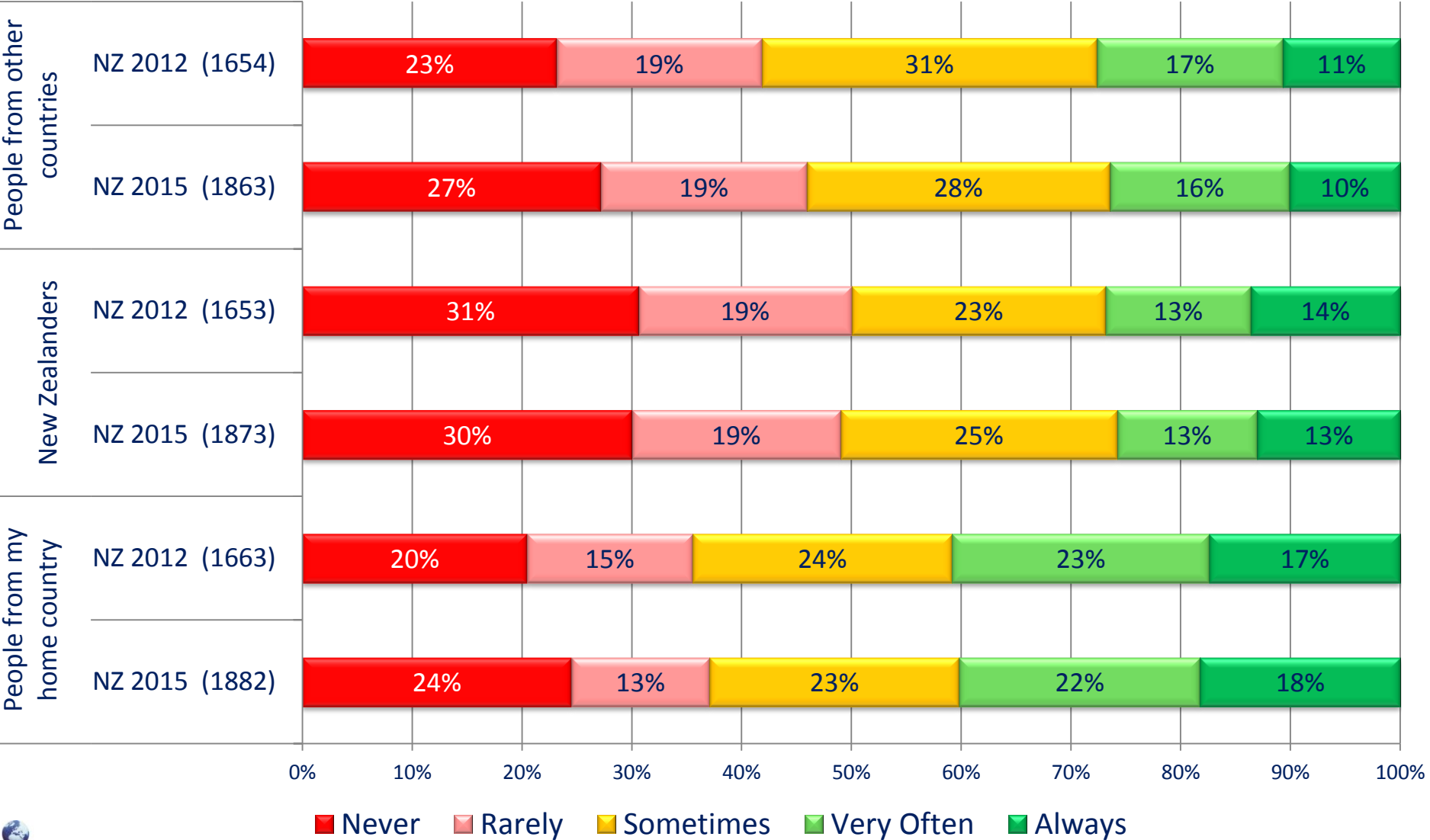
How many close friends do you have now from the following groups of people?



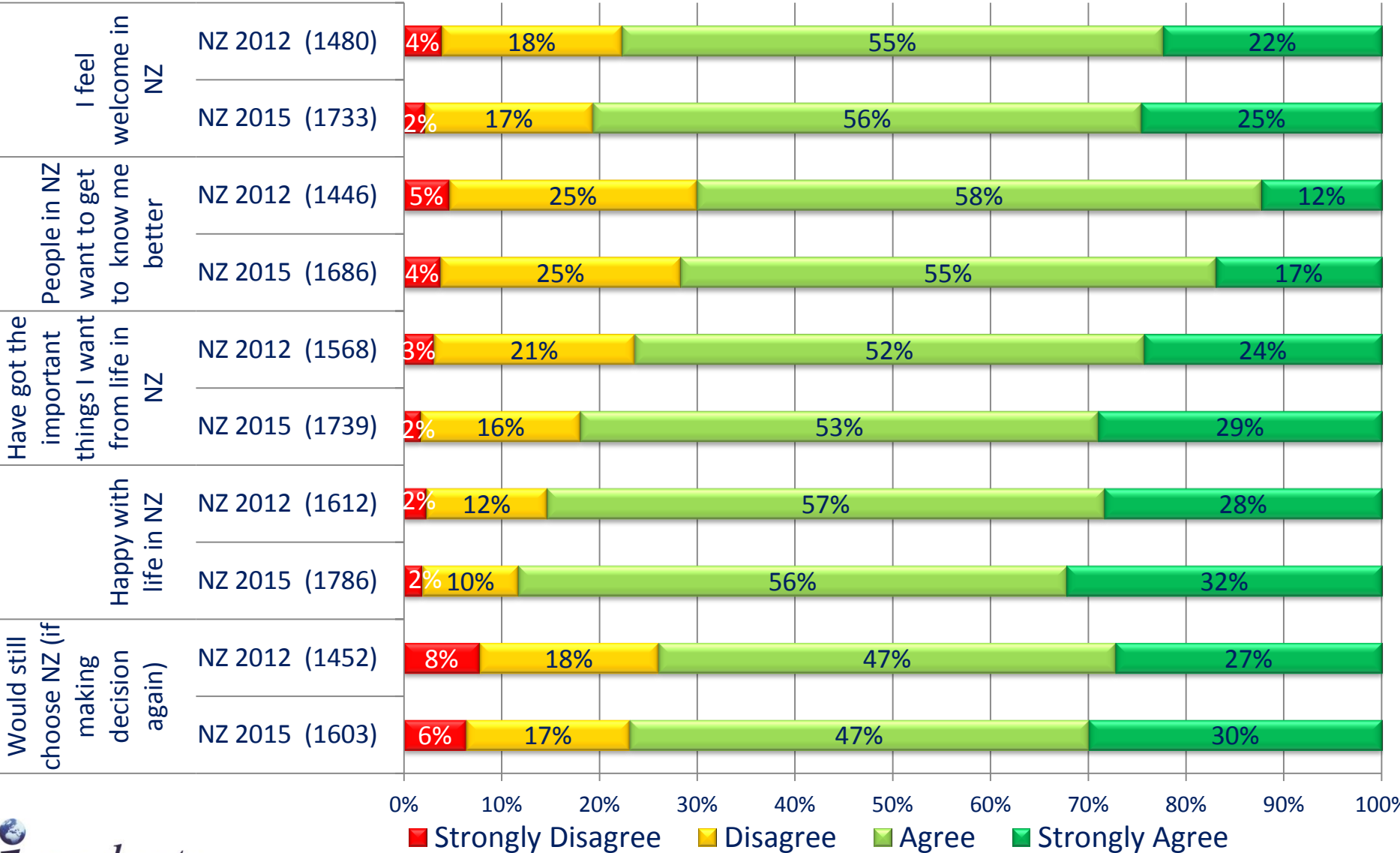
# Living in New Zealand – Spending leisure time



# Living in New Zealand – Studying with

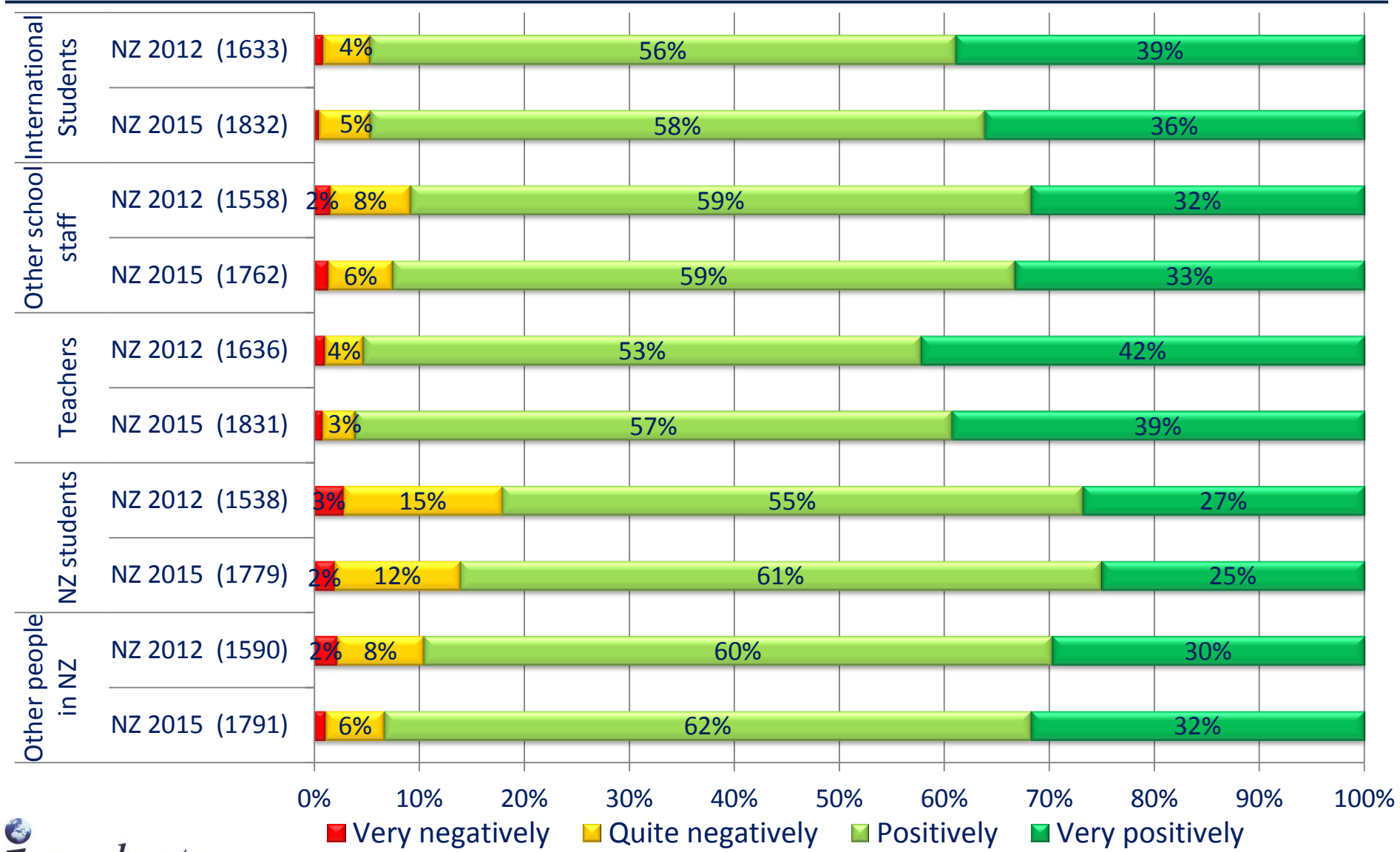


# Living in New Zealand



# Safety and wellbeing

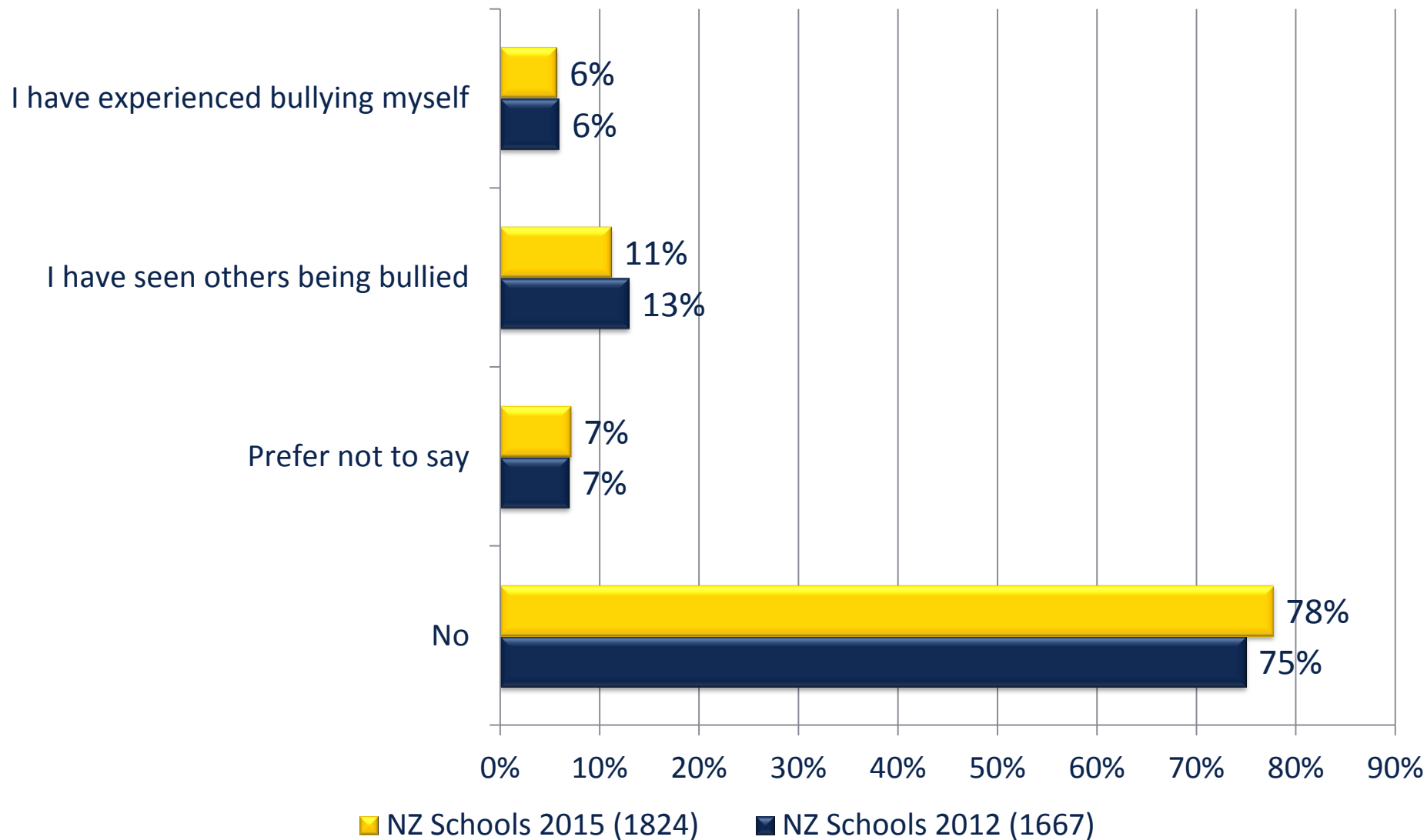
# Treatment by different people in New Zealand



# Negative treatment by people in New Zealand

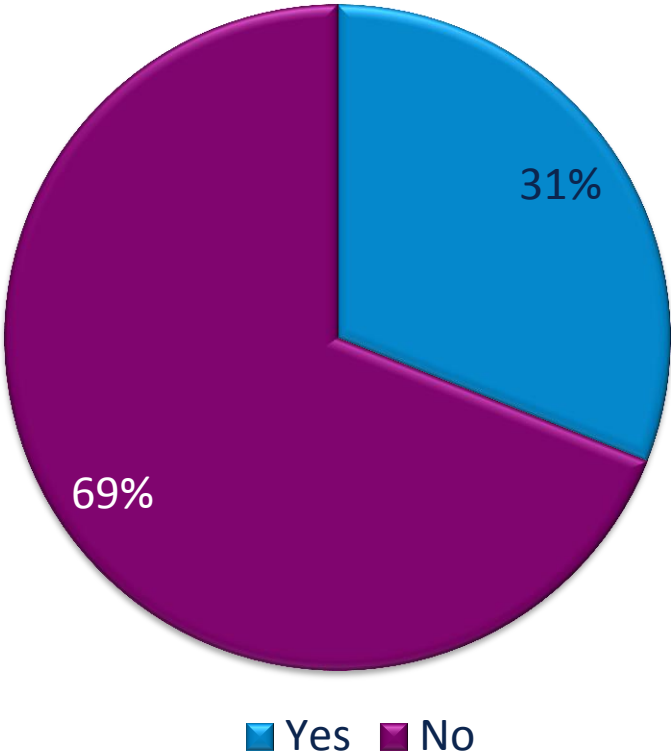
| Treatment by:                           | No experience of negative treatment | The colour of my skin | My religion /beliefs | My Disability | My accent /language | My gender | My age | My nationality | My culture | Other |
|---|-------------------------------------|-----------------------|----------------------|---------------|---------------------|-----------|--------|----------------|------------|-------|
| New Zealand students (1,288)            | 57%                                 | 15%                   | 5%                   | 3%            | 25%                 | 3%        | 3%     | 20%            | 11%        | 7%    |
| Other people in New Zealand (1,135)     | 66%                                 | 14%                   | 4%                   | 2%            | 14%                 | 2%        | 3%     | 17%            | 9%         | 4%    |
| Other international Students (1,098)    | 79%                                 | 5%                    | 3%                   | 3%            | 8%                  | 3%        | 3%     | 9%             | 6%         | 5%    |
| School teachers (1,047)                 | 85%                                 | 3%                    | 2%                   | 2%            | 8%                  | 1%        | 1%     | 6%             | 3%         | 2%    |
| Other school staff (not teachers) (994) | 90%                                 | 2%                    | 1%                   | 1%            | 5%                  | 1%        | 1%     | 3%             | 2%         | 2%    |

# Bullying

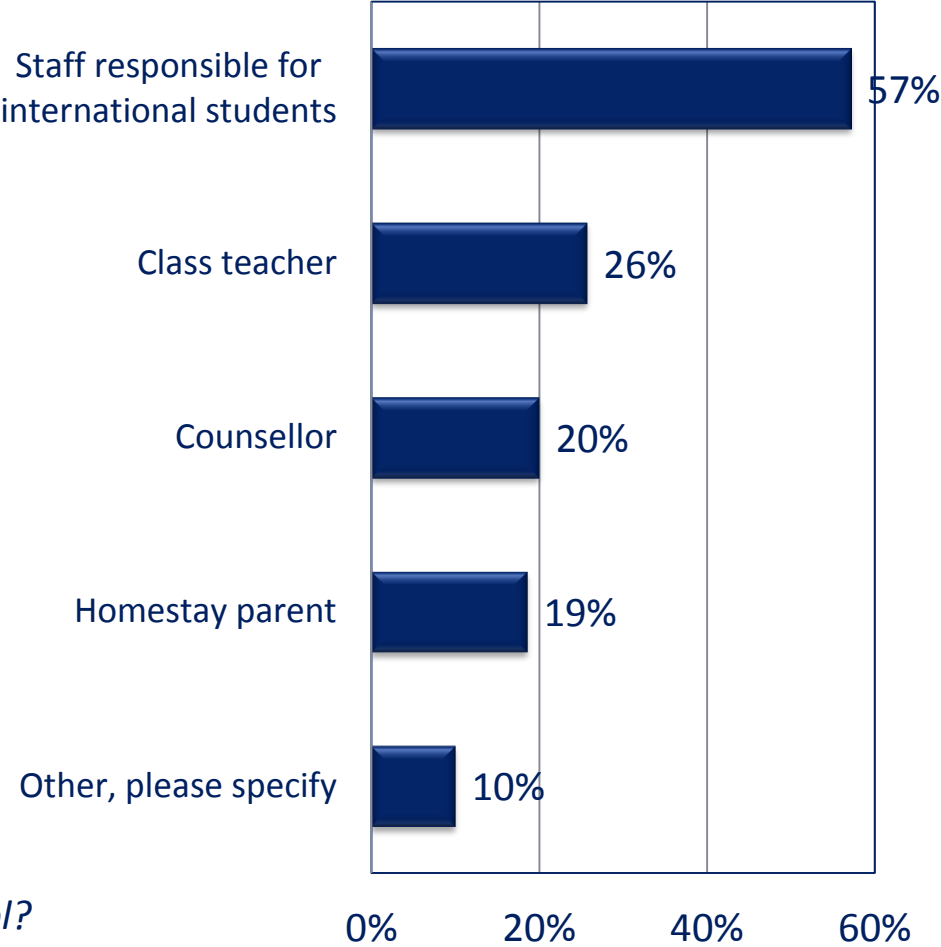


*Within the last 12 months have you experienced bullying by others at this school?*

NZ Schools 2015 (232)



NZ Schools 2015 (70)

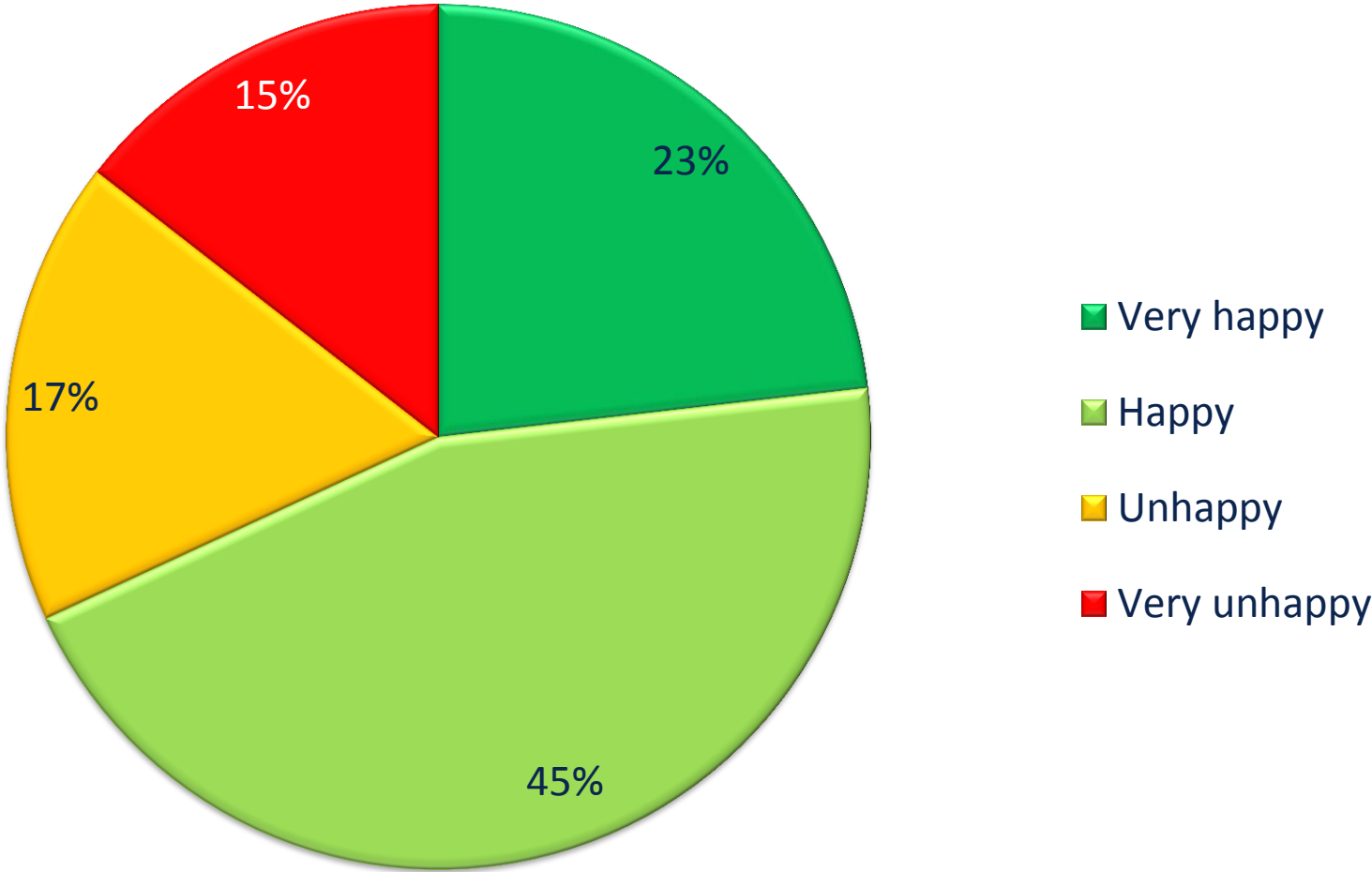


Did you report the bullying to somebody at your school?  
(Only asked of students who answered yes to experiencing  
bullying themselves or seeing others being bullied)

Who did you report the bullying to?  
(Only asked of students who answered yes to reporting  
bullying)

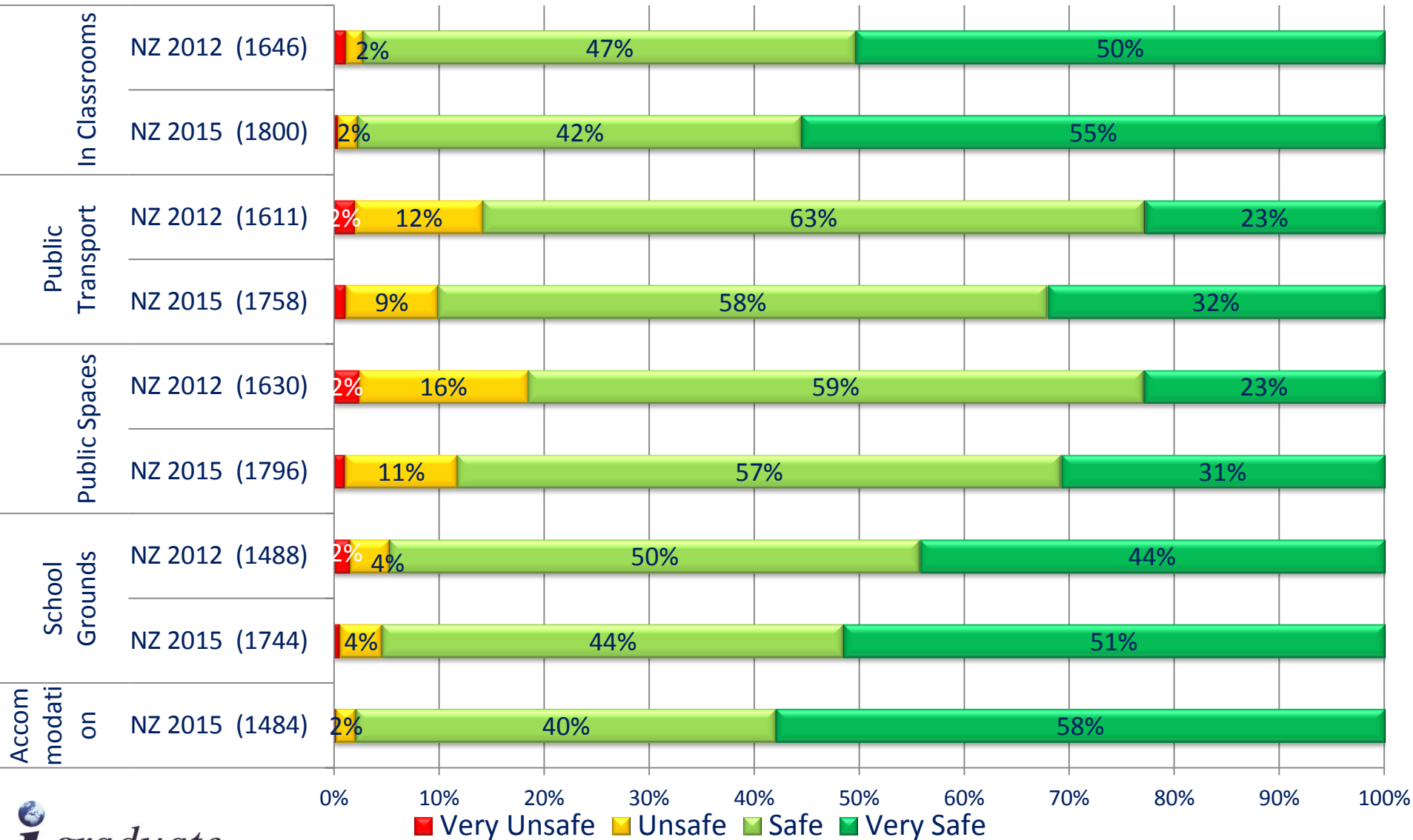


NZ Schools 2015 (69)



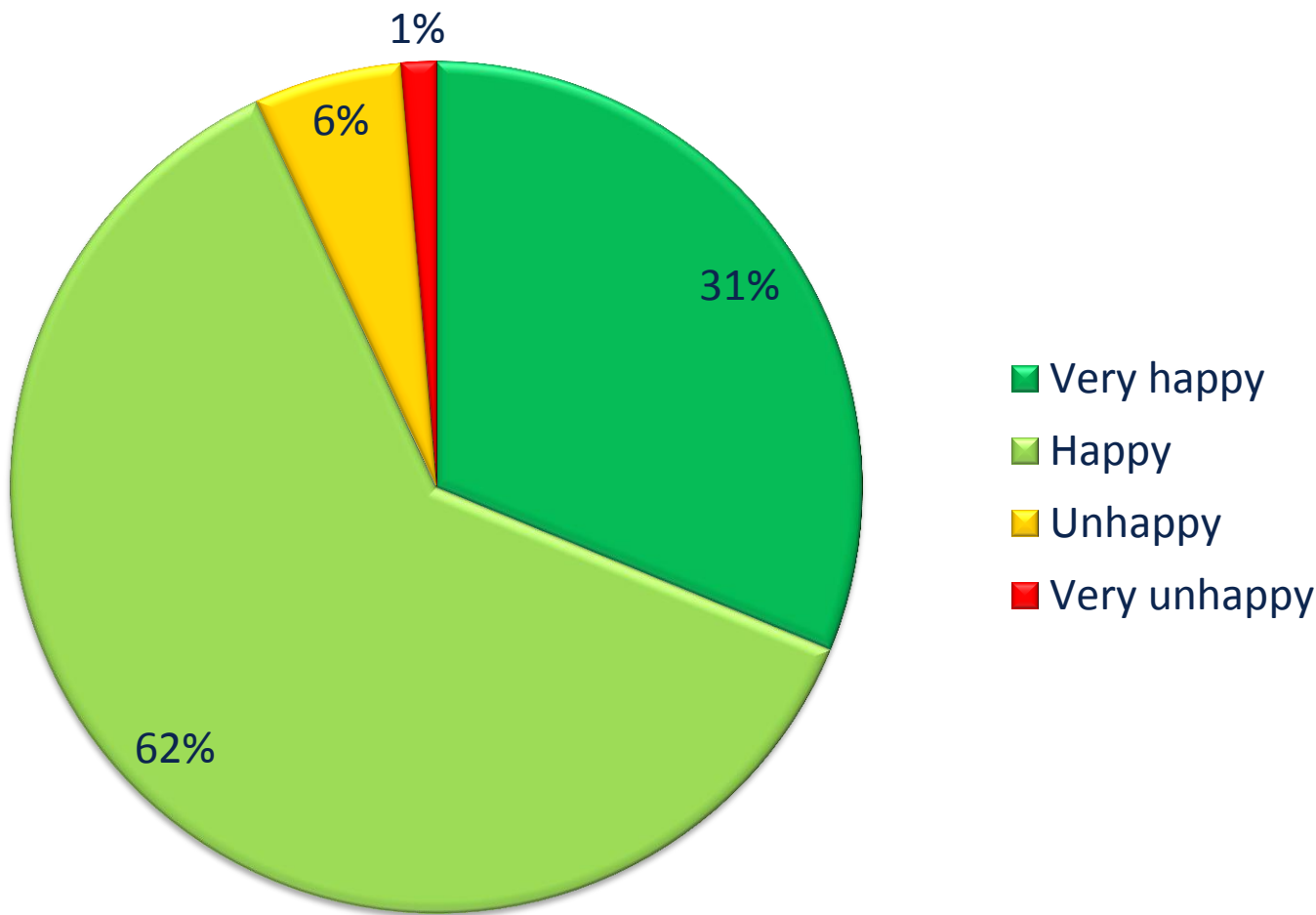
*How happy were you with the way that the school responded to the bullying?  
(Only asked of students who answered yes to reporting bullying)*

# Feelings of safety

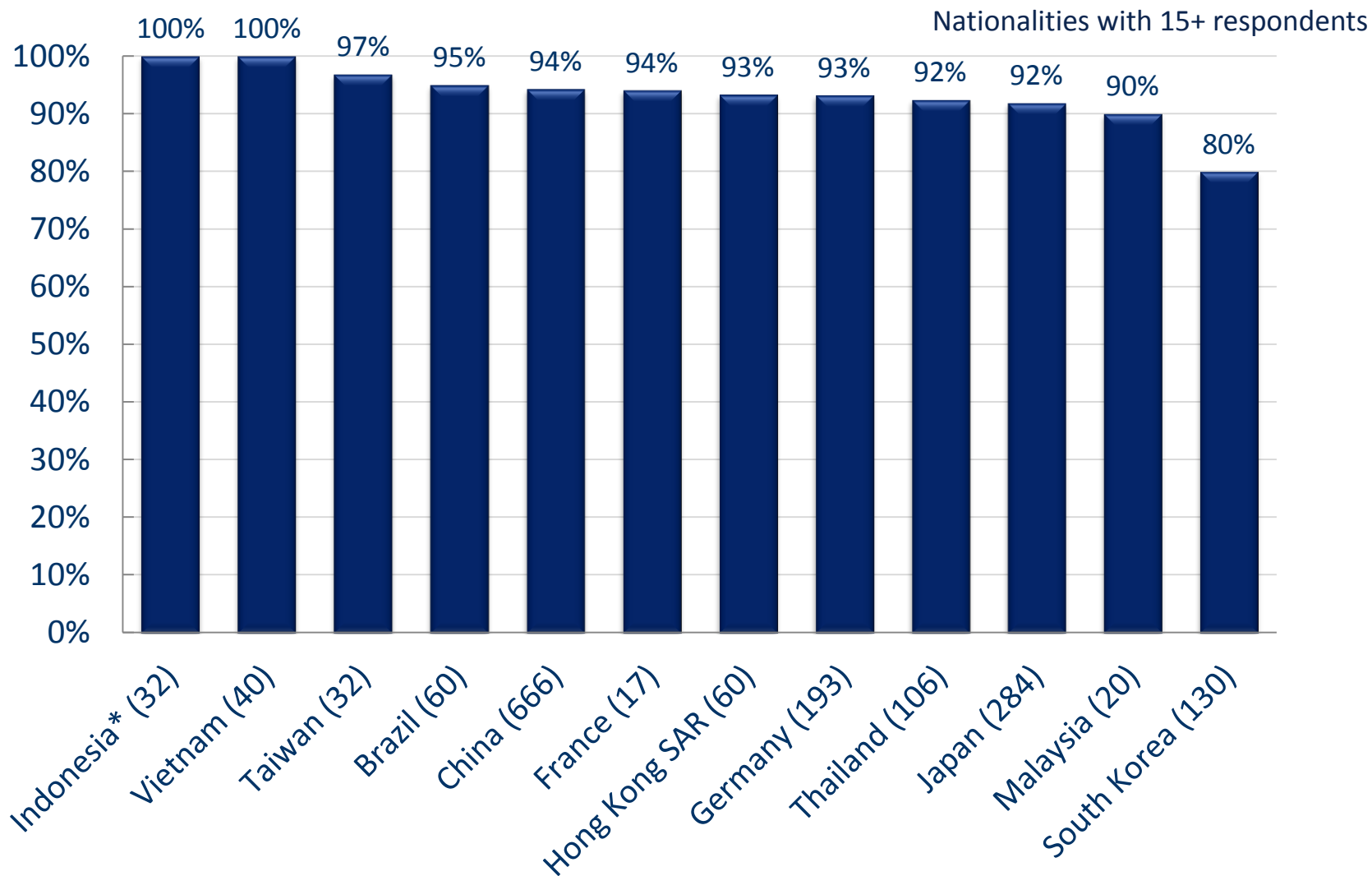


# Support

## NZ Schools 2015 (1803)



# Overall happiness with support services by nationality



\*Please note that Indonesian respondents were studying at a very small number of schools which may mean the score reflects more about the schools than about the nationality more generally.

# Comments on support services

*I think the kiwis should have different attitudes to international students. They have so many students in the school that a lot of them don't care about you and it is very rare that a kiwi would invite you somewhere. I think that they should definitely do something with it!!!!!!*

*I am Buddhism but I have to go to church. There should be exception for Thai or other students who are not christianity to go to church on Sunday.*

*The new zealanders at this school are not open to get to know you!*

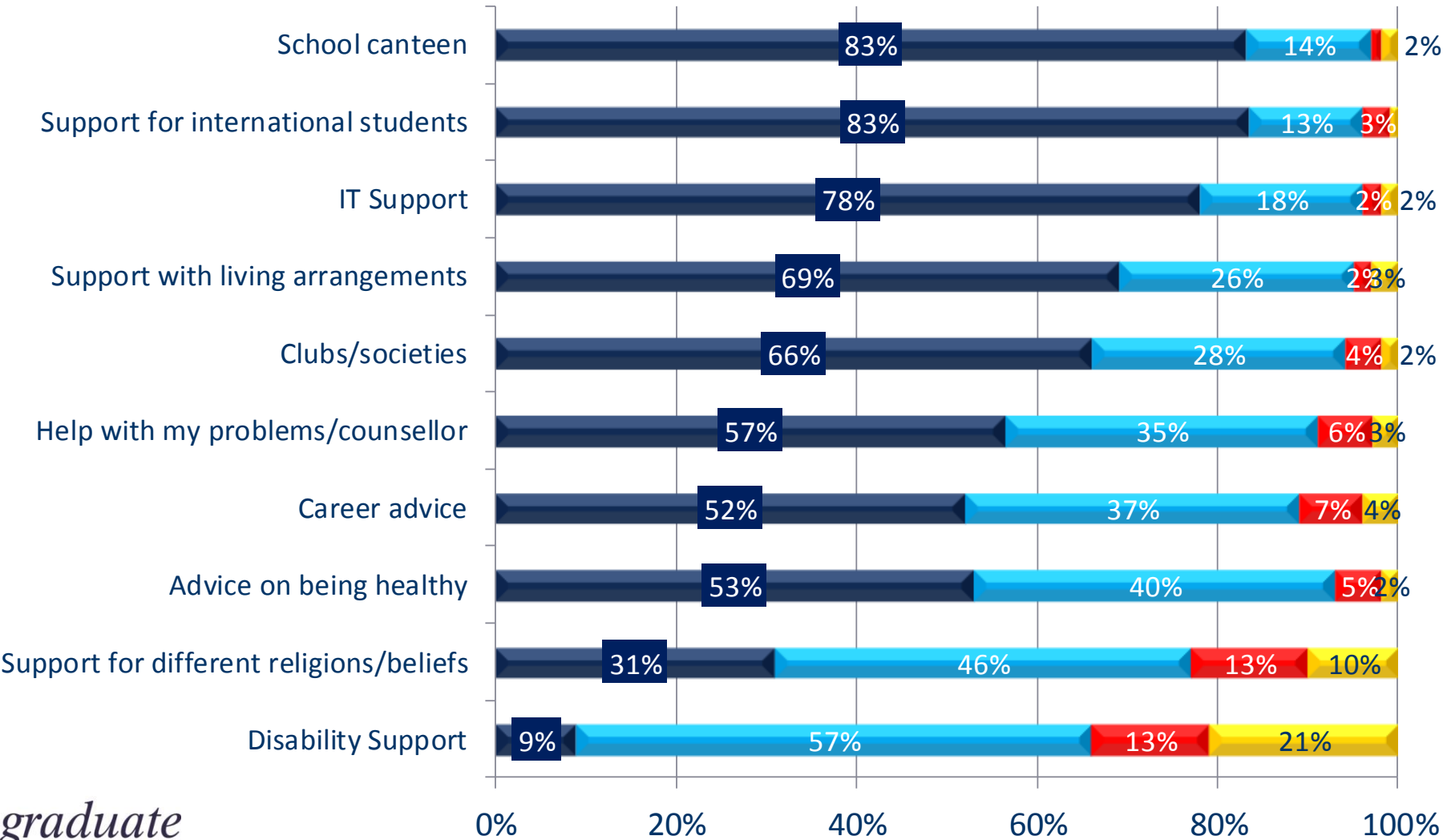
*honestly school nurse and teachers talk to us every time about eating a healthy food but the main food available at the canteen are the minute time cookies, chocolate stuff, lot of sugar, chips, sodas, too much sugar .*

*Dunno how to get on with kiwis*

*some of the students that school organised to be buddy has been bully such as running away from me and telling rumours*

# Support usage

■ I have used this service   ■ I have not used this service but I know how to   ■ I don't know how to use this service   ■ Not applicable

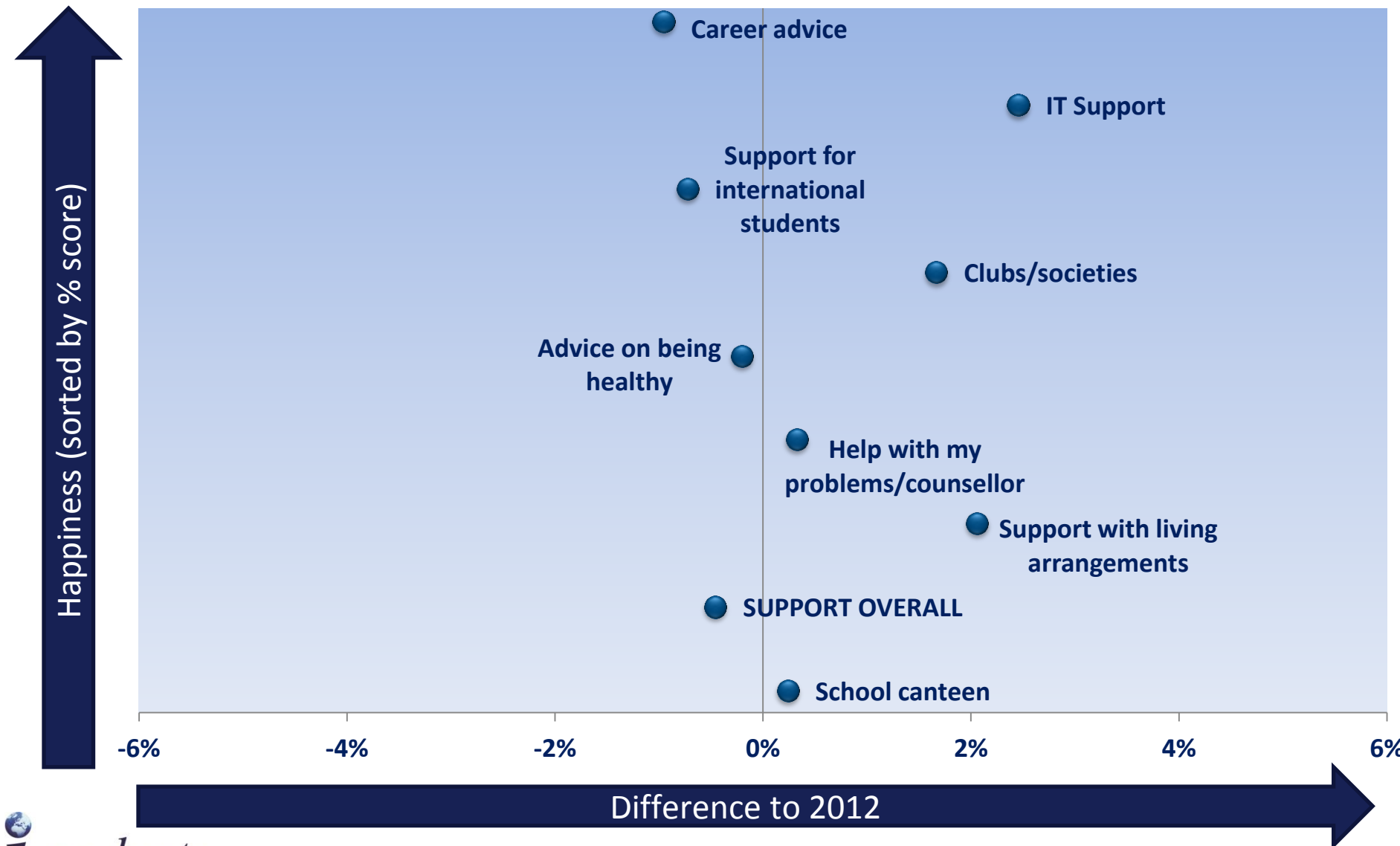


# Support rating

|                                    | NZ Schools 2015 % | NZ Schools 2012 % | NZ Schools 2015 +/- |
|------------------------------------|-------------------|-------------------|---------------------|
| <b>SUPPORT AVERAGE</b>             | <b>96.1%</b>      | <b>95.0%</b>      | <b>1.1%</b>         |
| <b>SUPPORT OVERALL</b>             | <b>93.4%</b>      | <b>93.8%</b>      | <b>-0.5%</b>        |
| Support for different religions    | 100.0%            | N/A               | N/A                 |
| Career advice                      | 97.9%             | 98.9%             | -1.0%               |
| IT Support                         | 97.3%             | 94.8%             | 2.5%                |
| Support for international students | 96.7%             | 97.4%             | -0.7%               |
| Clubs/societies                    | 96.3%             | 94.7%             | 1.7%                |
| Advice on being healthy            | 96.1%             | 96.3%             | -0.2%               |
| Help with my problems/counsellor   | 96.0%             | 95.7%             | 0.3%                |
| Help with living arrangements      | 94.6%             | 92.6%             | 2.1%                |
| School canteen                     | 90.2%             | 90.0%             | 0.2%                |

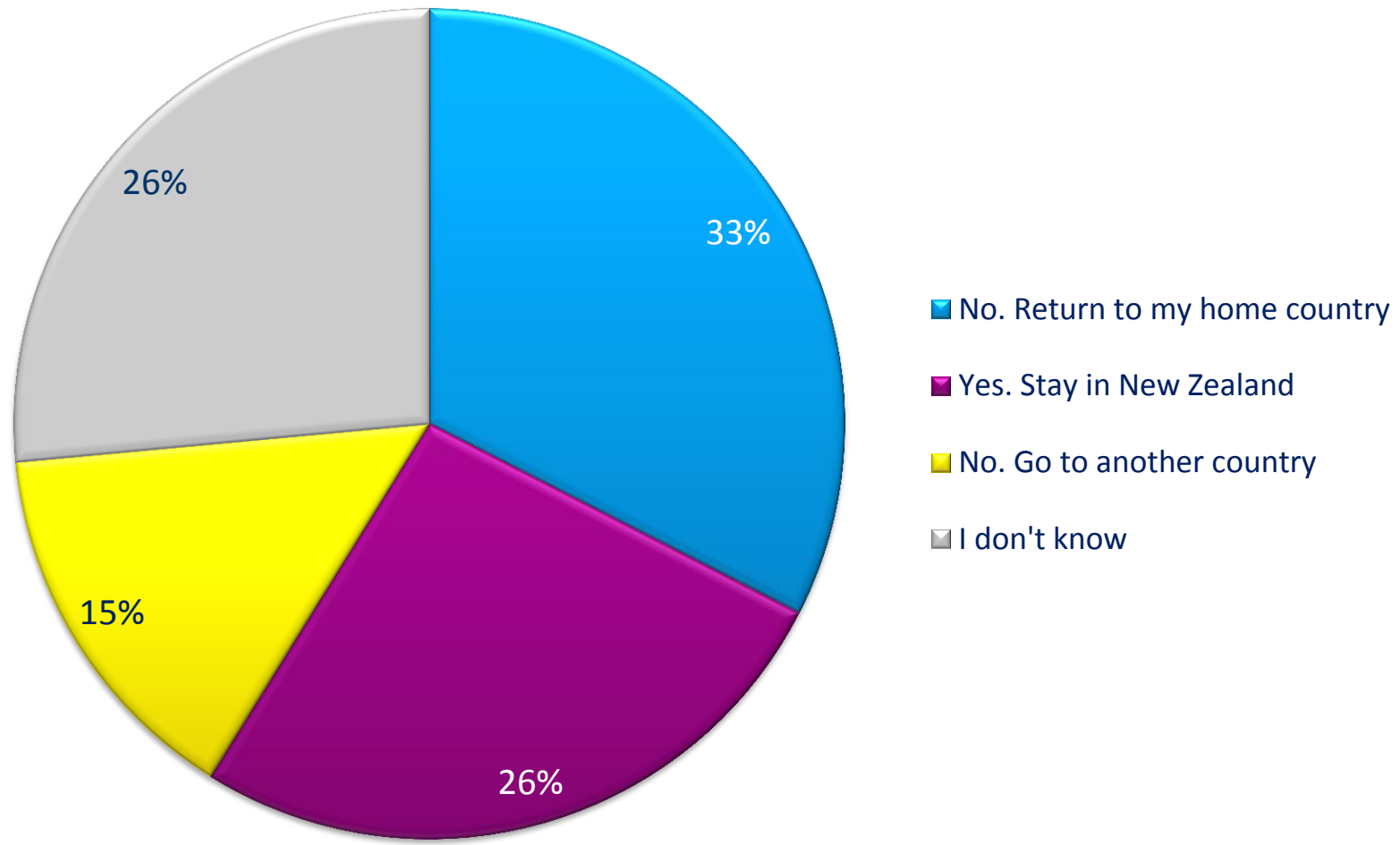


# Support matrix

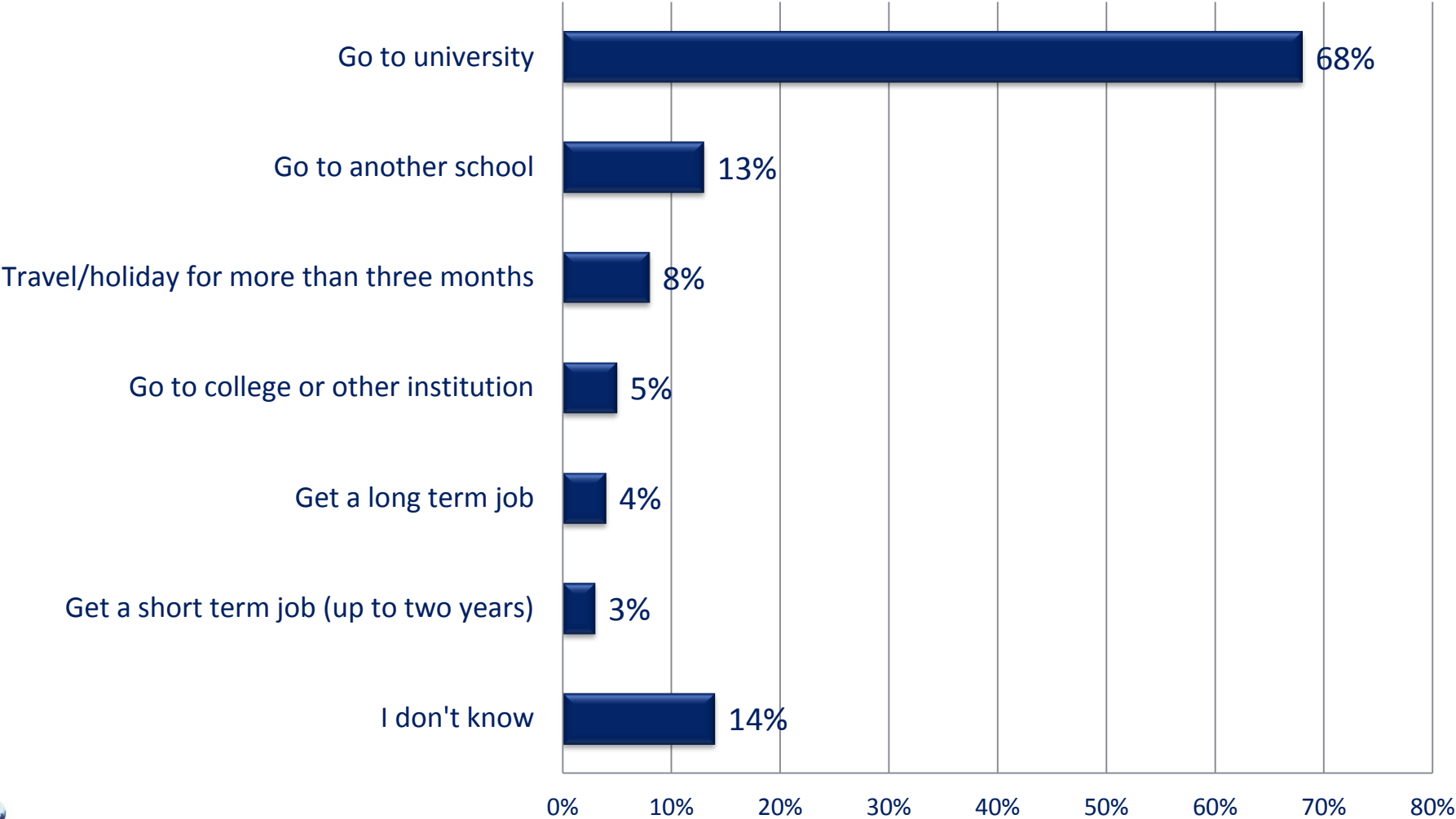


# Future plans

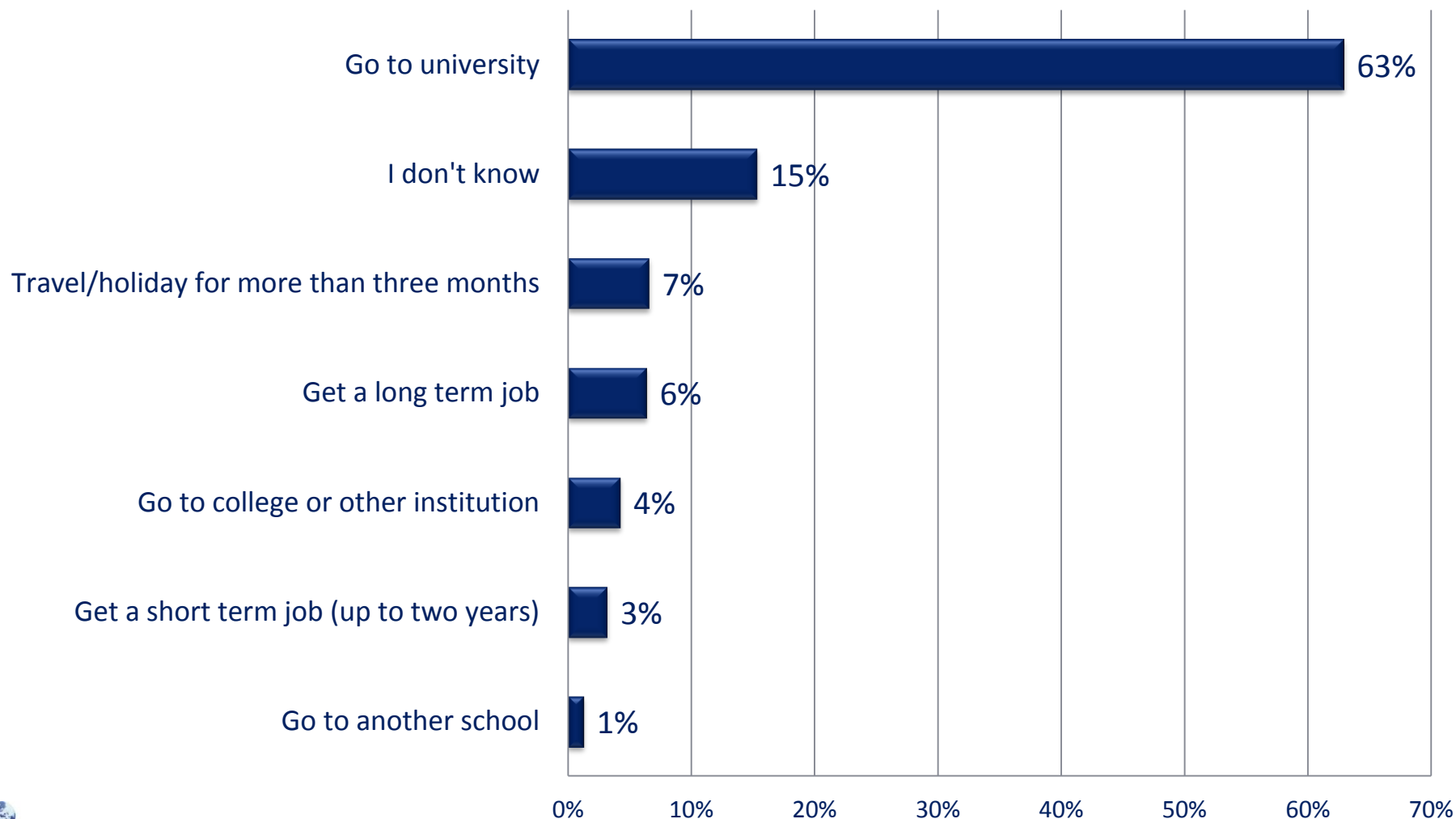
NZ Schools 2015 (1783)



## NZ Schools 2015 (1528)



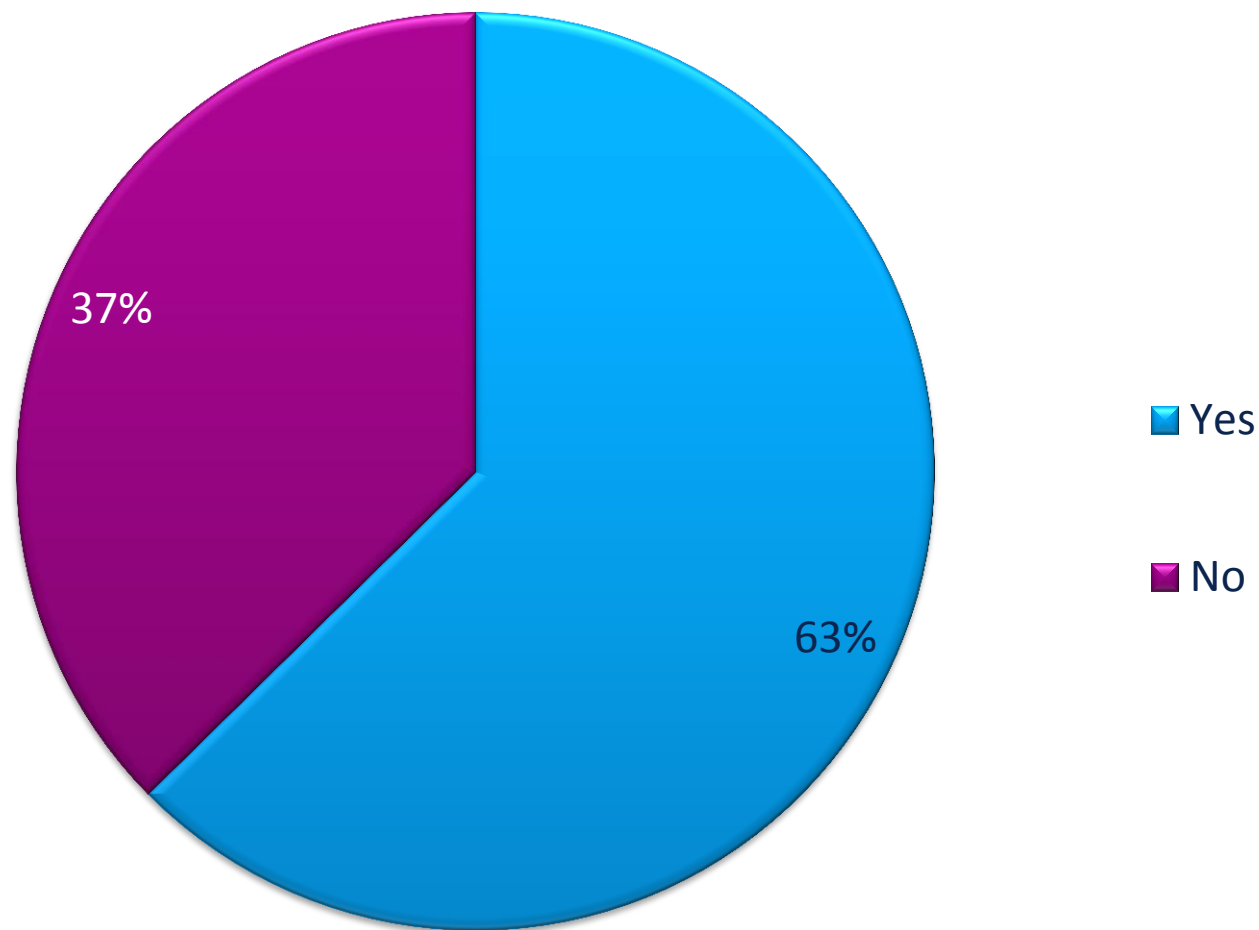
## NZ Schools 2015 - Plan to stay in NZ (469)



*What do you plan to do after you leave this school?*

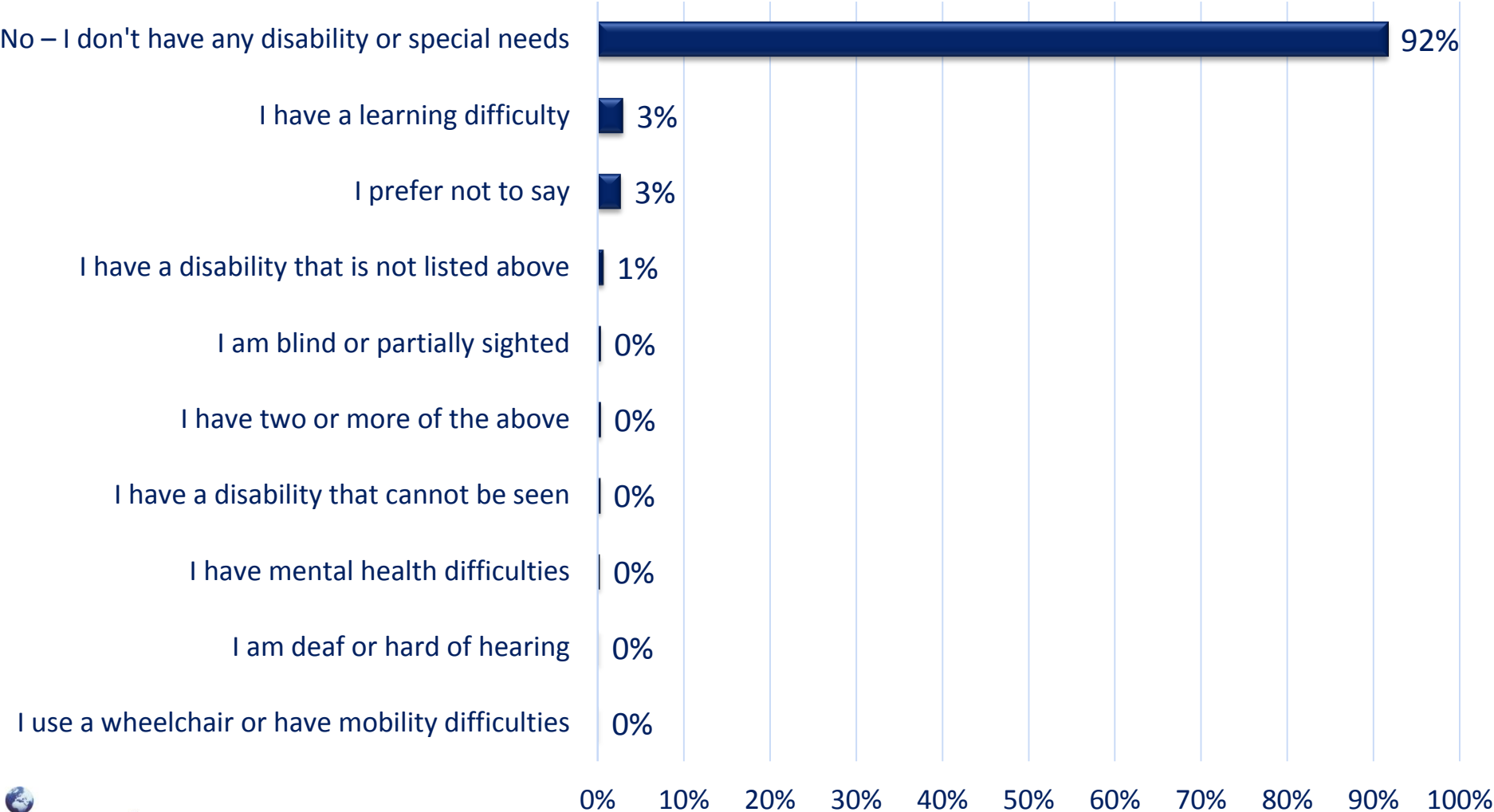
# Additional information

## NZ Schools (2162)



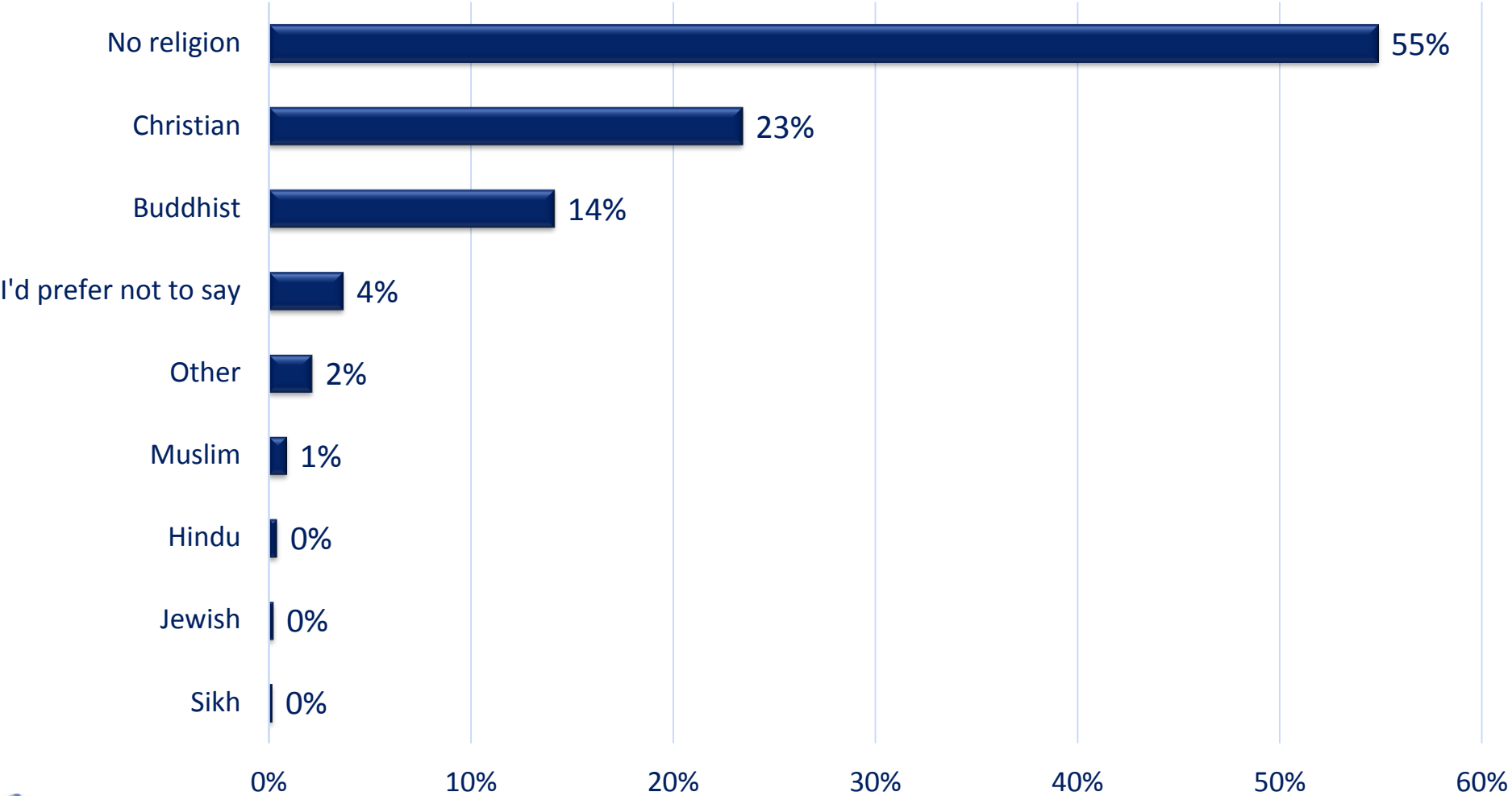
# Disabilities/special needs

## NZ Schools 2015 (1632)





## NZ Schools 2015 (1677)



# Appendix

# All participating schools

## NZ Schools (2,162)

|                                       |                             |                            |
|---------------------------------------|-----------------------------|----------------------------|
| ACG New Zealand International College | Chilton Saint James School  | Kamo High School           |
| ACG Norton College                    | Columba College             | Kapiti College             |
| ACG Senior College                    | Darfield High School        | Kavanagh College           |
| ACG Strathallan                       | Dargaville High School      | KingsWay School            |
| ACG Sunderland                        | Epsom Girls Grammar School  | Lindisfarne College        |
| Albany Senior High School             | Freyberg High School        | Logan Park High School     |
| Auckland Grammar School               | Geraldine High School       | Long Bay College           |
| Avondale College                      | Glendowie College           | Lynfield College           |
| Avonside Girls' High School           | Hamilton Boys' High School  | Macleans College           |
| Awatapu College                       | Hastings Girls' High School | Marlborough Girls' College |
| Bethlehem College                     | Hillcrest High School       | Matamata College           |
| Birkenhead College                    | Howick College              | Mercury Bay Area School    |
| Botany Downs Secondary College        | James Hargest College       | Morrinsville College       |
| Burnside High School                  | John McGlashan College      | Mount Hutt College         |
| Carmel College                        | Kaiapoi High School         | Mt Roskill Grammar School  |
| Cashmere High School                  | Kaikorai Valley College     | Mt Maunganui College       |

# All participating schools

## NZ Schools (2,162)

|                                 |                                       |                                |
|---------------------------------|---------------------------------------|--------------------------------|
| Napier Girls' High School       | Rutherford College                    | Trident High School            |
| Nayland College                 | Sacred Heart College                  | Waimea College                 |
| New Plymouth Girls' High School | Sacred Heart Girls' College, Hamilton | Waitakere College              |
| Northcote College               | Southland Girls' High School          | Waiuku College                 |
| One Tree Hill College           | Spotswood College                     | Wanganui High School           |
| Onslow College                  | St Andrew's College                   | Wellington College             |
| Otamatea High School            | St Cuthbert's College                 | Wellington East Girls' College |
| Otumoetai College               | St Mary's Diocesan School             | Wellington Girls' College      |
| Papanui High School             | St Patrick's College                  | Wellington High School         |
| Papatoetoe High School          | St Peter's College                    | Westlake Girls High School     |
| Queen Margaret College          | Takapuna Grammar School               | Whakatane High School          |
| Queen's High School             | Tauranga Boys' College                | Whangaparoa College            |
| Rangitoto College               | Tauranga Girls' College               | Whangarei Girls' High School   |
| Riccarton High School           | Tawa College                          |                                |
| Rotorua Boys' High School       | Te Puke High School                   |                                |

# Questionnaire

# Questionnaire flow

## Background

- *Accommodation*
- *Type of student*
- *Year of study*

## Pre-Arrival

- *Choice of destination*
- *Key influences*
- *Application process*
- *Agent experience*

## Arrival Experience

- *Overall Happiness*
- *Rating on experience*

## Learning Experience

- *Overall Happiness*
- *Happiness with learning elements*

## Living Experience

- *Overall Happiness*
- *Happiness with living elements*
- *Perceptions of safety*

## Support Experience

- *Overall Happiness*
- *Availability of services*
- *Happiness with services used*

## Recommendation

- *Recommendation to other students*

## Future Plans

- *Employment*
- *Study*

*Not a full list of questions*

# Decision-making terminology

| Terminology in Questionnaire  | Terminology in Report                            |
|---|--|
| Clubs and societies   | Clubs/societies                                  |
| Someone else encouraging me to go   | Recommendation                                   |
| Friends or family already living/studying in the country                                    | Friends/family in NZ                             |
| Friends or family already studying at this school   | Friends/family at this school                    |
| How people would behave towards me as an international student                              | Social atmosphere                                |
| Opportunity to improve language skills by studying in an English speaking country           | Improving English skills                         |
| Location of the school  | Location   |
| Academic reputation of this school  | Academic reputation                              |
| Opportunity to gain residency in NZ or Australia after studying                             | Opportunity for residency in NZ or Australia     |
| Feeling safe  | Personal safety                                  |
| Outdoor sports e.g. kayaking, snowboarding  | Outdoor sports                                   |
| Team and individual sports e.g. basketball, football  | Team/individual sports                           |
| Opportunity to go to a university or other institution in another country after this school | Opportunity for further study in another country |
| Cost of education (tuition fees)  | Cost of education                                |
| Cost of living  | Cost of living                                   |
| Opportunity to go to a university or other institution in New Zealand after this school     | Opportunity for further study in NZ              |

# Arrival terminology

| Terminology in Questionnaire   | Terminology in Report        |
|--|------------------------------|
| Being welcomed into the school, e.g. by teachers                         | Welcome                      |
| Help to understand the different ways of New Zealand, e.g. food, culture | NZ Culture                   |
| Help with getting a school uniform (if applicable)                       | School uniform               |
| Help with getting familiar with the school                               | Getting familiar with school |
| Help with getting other equipment, e.g. books                            | Equipment                    |
| Help with travel to school   | Travel                       |
| Help with using equipment, e.g. computers/internet                       | IT and internet help         |
| Opportunities to meet other students/make friends for the first time     | Meeting friends              |
| Understanding my timetable   | Timetable                    |



# Learning terminology

| Terminology in Questionnaire  | Terminology in Report       |
|---|-----------------------------|
| Advice about university/polytechnics and career options from the school           | Further study/Career advice |
| Fair marking of your work   | Fair marking of work        |
| Getting feedback on your work   | Feedback                    |
| Getting support from teachers   | Support from teachers       |
| Help to improve your English language skills e.g. ESOL                            | Language support            |
| Mixing with other students in class   | Mixing with other students  |
| The ability of teachers   | Good teachers               |
| The classrooms  | Classrooms                  |
| The library   | Library                     |
| If not sitting exams, the program during study leave in term 4                    | Study leave                 |
| The subjects that you learn being useful for your future education and employment | Useful subjects for future  |
| The teachers' knowledge of subjects   | Teacher's subject knowledge |
| The technology, e.g. computers  | Technology                  |
| Internet/wifi access  | Internet/wifi access        |

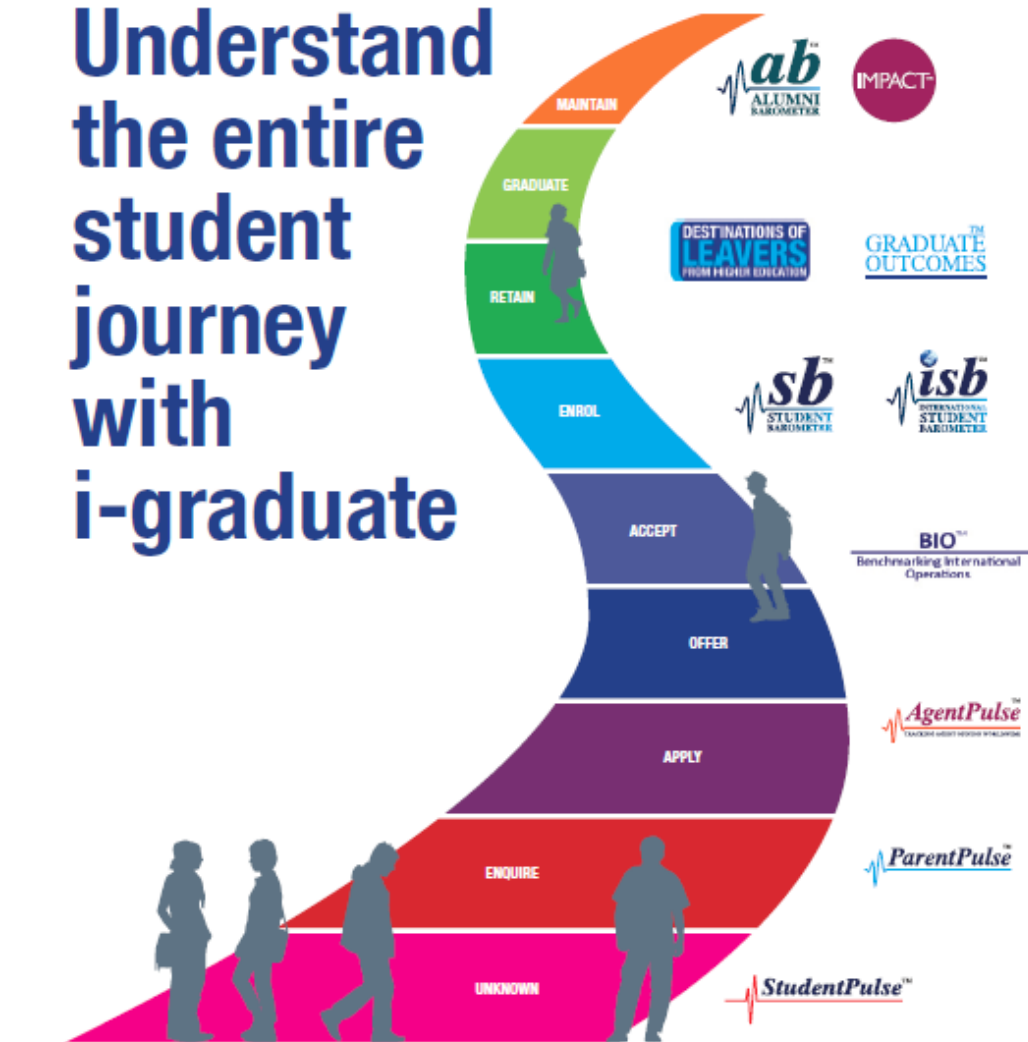
# Living terminology

| Terminology in Questionnaire                                     | Terminology in Report        |
|--|------------------------------|
| Food   | Food                         |
| Help from my homestay family with other issues                   | Homestay help - other issues |
| Help with my studies if needed from my homestay family           | Homestay help - studies      |
| Internet access  | Internet access              |
| Internet access at school  | Internet access at school    |
| Location of my accommodation                                     | Accommodation location       |
| Making friends at school with people from New Zealand            | NZ friends                   |
| Making friends at school with people from other countries        | Other friends                |
| Opportunities at school to experience the culture of New Zealand | NZ culture                   |
| Quality of my accommodation                                      | Accommodation quality        |
| Relationship with my homestay family                             | Homestay family              |
| Rules and regulations in my accommodation                        | Accommodation rules          |
| Social events organised by the school                            | Social events                |
| The area near to the school                                      | Local area                   |
| The facilities for religious worship, e.g. prayer room           | Worship facilities           |
| The school being environmentally friendly, e.g. recycling        | Environmentally-friendly     |
| The school bus service   | Bus service                  |
| The social facilities at the school, e.g. school grounds         | School facilities            |
| The sports facilities at the school                              | Sports facilities            |
| Travel arrangements between my accommodation and the school      | Travel arrangements          |

# Support terminology

| Terminology in Questionnaire                        | Terminology in Report |
|---|-----------------------|
| Advice on being healthy/School doctor or nurse      | Health Centre         |
| Career advice (getting a job)                       | Careers Service       |
| Disability support                                  | Disability Support    |
| Help with my problems/counsellor                    | Counselling           |
| Help with using IT equipment, e.g. computers        | IT Support            |
| School canteen                                      | Catering              |
| School clubs/societies                              | Clubs/societies       |
| Support for international students                  | International Office  |
| Support for students of different religions/beliefs | Faith Provision       |
| Support with my living arrangements                 | Accommodation Office  |

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- For further details of any of our other research services, please contact Kyla Steenhart ([kyla.steenhart@i-graduate.org](mailto:kyla.steenhart@i-graduate.org))

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