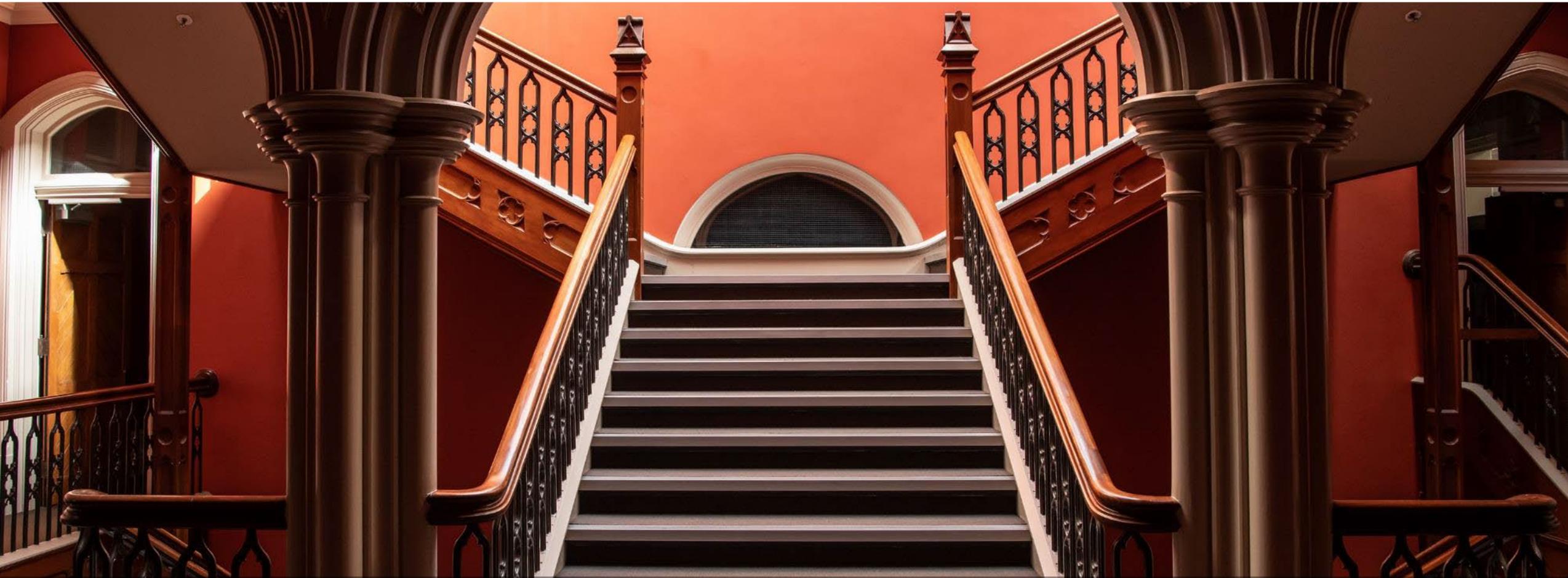


STUDENT VOICE—GETTING STARTED

A look into the experience of new students at Te Herenga Waka—Victoria University of Wellington

- TOPLINE REPORT APRIL 2024-



**CAPITAL THINKING.
GLOBALLY MINDED.**
MAI I TE IHO KI TE PAE



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

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EXECUTIVE SUMMARY

METHODOLOGY

2,166 NEW STUDENTS PROVIDED FEEDBACK IN THE GETTING STARTED SURVEY

The survey was implemented via Qualtrics, a web-based online survey tool. All students new to Te Herenga Waka—Victoria University of Wellington in the first trimester of 2024 were sent an e-mail invitation with a link to complete the Student Voice—Getting Started survey. A total of 2,301 (2023: 2,212; 2022: 2,566; 2021: 2,114; 2020: 1,988) surveys were started in Qualtrics. Of those, 2,166 (2023: 2,116; 2022: 2,492; 2021: 2,028; 2020: 1,926) were recorded representing a 45% response rate (2023: 46%; 2022: 53%; 2021: 38%; 2020: 37%).

CHOOSING VICTORIA UNIVERSITY OF WELLINGTON

CHOOSING A UNIVERSITY TO ATTEND

60% of new students stated that they did not apply anywhere else when asked if they applied to any other universities for the 2024 academic year. ‘University website’ (92%) was identified as the most useful source of information to assist students when deciding which University to attend, followed by ‘University Events: Open Days’ (87%).

93% of students stated that ‘Programme Offered’ was an important factor in their decision, followed by ‘University Reputation’ (88%).

DECIDING WHICH PROGRAMME TO STUDY

The University website remained the most useful source of information for students when choosing which course or programme to study (91%). This was followed by ‘School Visits’ (83%).

SOURCES OF ADVICE WHEN PREPARING FOR STUDIES

Overall, new students found the University website (93%) to be the best source of advice when preparing for their studies. International Office (92%) was very high for international students.

GETTING SORTED

PRE-ENROLMENT EXPERIENCE

Many new students rate their pre-enrolment experience positively. 79% of new students report communication about entry requirements was clear. 81% of new students had confidence in the academic advice they received about their study options, and that reported information about fees was comprehensive (73%).

The overall enrolment process showed an improvement since last year, showing similar levels to what was reported pre-covid.

EMAIL WAS THE MOST HELPFUL CHANNEL FOR INFORMATION BEFORE STARTING STUDIES.

75% of new students reported that ‘Email’ was one of the most helpful channels for information before they started their studies, showing a decrease since previous years. The next most helpful channel was the ‘Website’ (70%), showing a large increase from previous years. Text messages showed declining trends, while Instagram seemed to be increasing.

EXECUTIVE SUMMARY CONTINUED

ORIENTATION PROGRAMME

UNIVERSITY EMAILS AND HALLS ARE THE MOST USEFUL SOURCES OF INFORMATION

Emails from the University was rated as being the most useful source of Orientation information (91%) (2023: 88%; 2022: 87%). Those in Halls rated their Hall of Residence very high (93%).

THE EVENTS AND WORKSHOPS ARE CONSIDERED USEFUL

Overall, new students found the events and workshops useful. 'Pasifika Students' Orientation' (96%) and the 'Māori Students' Orientation' (94%) were highly rated as in previous years. The single sessions that were most positively rated were 'Using the Library' (94%), 'Campus Tour' and 'How to use Nuku' (91%), and 'Study Skills' and 'Introduction to Mauri Ora and Manawa Ora' (90%).

International orientation sessions were well received, and Postgraduate orientation sessions received high ratings.

STUDENTS CONNECTED WITH PEERS THROUGH SOCIAL EVENTS

Students identified that they met other new students through most sessions, particularly the Getting Connected, Postgraduate Students' Welcome, and International Welcome Night. The Official Welcome in the Hub and the Inter-hall Chant-off had a decline compared to the combined Welcome Festival in 2023.

ORIENTATION PREPARED THEM FOR THEIR STUDENT JOURNEY

While a majority of students agreed that the Orientation programme helped them know about the university resources available to them (88%), meet new people (78%), navigate the campuses (78%), and transition to the university (77%); about half of the students felt Orientation helped them prepare for life in Wellington (54%) and helped them learn new skills (51%).

GETTING UNDERWAY

THE MAJORITY OF STUDENTS ARE OFF TO A POSITIVE START

77% of students state that they are off to a positive start at the University (2023: 71%; 2022: 71%; 2021: 70%; 2020: 75%).

BACKGROUND

One of Te Herenga Waka—Victoria University of Wellington’s primary strategies is to provide a holistic learning, teaching and student experience that is second to none.

Te Herenga Waka—Victoria University of Wellington’s vision is to provide services for students that are integrated, accessible and responsive to students’ needs; also, that they enhance learning and enrich the student experience. To achieve this vision, it is necessary to understand how students perceive the value of services Victoria University of Wellington provides and use this knowledge to develop a coordinated approach to continuous improvement.

During the first trimester of 2024, Te Herenga Waka—Victoria University of Wellington conducted an online survey of 2,166 students new to the University in 2024, focused on student choice, admission and enrolment, and orientation activities.



METHODOLOGY

The survey was implemented via Qualtrics, a web-based online survey tool. All students new to Victoria University of Wellington in the first trimester of 2024 were sent an e-mail invitation with a link to complete the Student Voice—Getting Started Survey.

The survey was sent to 4,832 new students on 11 March 2023. Two reminder e-mails were sent to those new students who had not yet completed the survey. The opportunity to win four \$50 prizes and a \$300 cash grand prize were offered as incentives to complete the survey. The survey officially closed on 17 March 2023. A total of 2,184 surveys were recorded in Qualtrics; of those, 2,166 were analysed (45% response rate).

REPORT NOTES

This report provides an overview of the topline findings of the 2024 Student Voice—Getting Started Survey.

Detailed results, including subgroup specific data can be accessed through the *Student Voice—Getting Started – Report Builder*.

In tables and charts:

- Percentages may not add up to 100% due to rounding.
- Results based on small samples ($n < 100$) should be interpreted as directional only.

Throughout this report:

- Where available, comparative results from previous Student Voice—Getting Started Surveys have been used.
- Spelling, grammar and paraphrasing edits have been made to quotes.



CHOOSING UNIVERSITY STUDIES

-NEW STUDENTS-

STARTING THE UNIVERSITY JOURNEY

Students were asked to identify how long their process was from considering the study options at Te Herenga Waka—Victoria University of Wellington to submitting their application to attend.

80% or more of students, overall and by subgroup, had made their decision to attend Te Herenga Waka within 12 months.

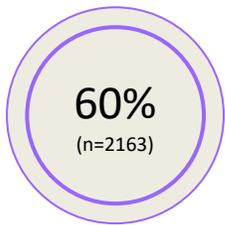
	1 – 6 Months		6 – 12 Months		1 – 2 Years		2+ Years	
	2024	2023	2024	2023	2024	2023	2024	2023
Domestic Students (2024: n=1688; 2023: n=1689)	54%	55%	27%	27%	12%	12%	7%	6%
International Students (2024: n=347; 2023: n=316)	67%	61%	20%	21%	8%	13%	4%	6%
Undergraduate Students (2024: n=1627; 2023: n=1623)	52%	53%	28%	28%	13%	13%	7%	6%
Postgraduate Students (2024: n=331; 2023: n=302)	75%	68%	17%	16%	6%	11%	2%	5%
Doctoral Students (2024: n=34; 2023: n=40)	68%	65%	21%	20%	3%	10%	9%	5%
School Leavers (2024: n=1271; 2023: n=1176)	49%	51%	31%	31%	13%	12%	7%	6%
Other New Students (2024: n=750; 2023: n=829)	67%	63%	18%	19%	9%	13%	5%	6%

CHOOSING TE HERENGA WAKA— VICTORIA UNIVERSITY OF WELLINGTON

We asked new students to identify if they applied to any other universities for the 2024 academic year.

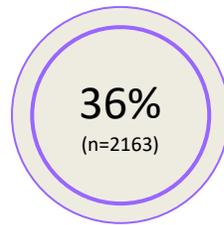
60% of new students stated that they did not apply anywhere else. 36% applied to at least one other New Zealand university, with about half of those applying to The University of Auckland (48%).

23% of domestic transfer students came from a Polytechnic, Wānanga or Private Training Establishment, 17% from University of Otago and 13% from Massey University.



**Did not apply
anywhere else**

(2023: 63%, n=2115; 2022: 65%, n=2472)



**Applied to at least one
other NZ university**

(2023: 32%, n=2115; 2022: 33%, n=2472)

“The university website and accommodation portal were really hard for me to navigate when I was first applying- I don't know what suggestions I can make but I definitely dreaded having to figure it out and trying to understand what websites were for what.”



“Staff are super helpful, and the campus is lovely but enrolling, getting a student ID and logging onto systems could be faster and more user-friendly.”

“Overall, I have thoroughly enjoyed my first two weeks of study at vic uni and I am beyond excited to spend the next three years studying here. Everyone I have come across has been so friendly and helpful in terms of help with classes and uni life in general.”

Q2.1 When choosing to pursue tertiary education, did you apply to any other universities for the 2024 academic year? (n=2163)
Q2.2 Please select which New Zealand universities you applied to: (n=763)
Q2.3 Have you previously attended another New Zealand tertiary institution? (n=225)
Q7.1 Is there anything else you would like to tell us about your experience as a new student at the University? (n=616)

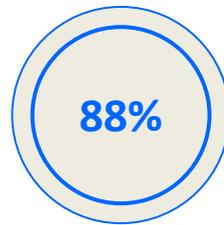
*Student comments may use shorthand to refer to Te Herenga Waka—Victoria University of Wellington

IMPORTANT FACTORS WHEN CHOOSING A UNIVERSITY

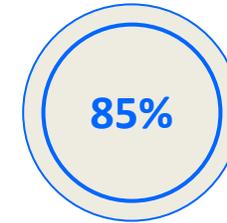
New students highlighted the importance of the programme offered (93%), the university's reputation (88%), opportunity to attend face-to-face courses (88%), and university's facilities (85%) when choosing a university.



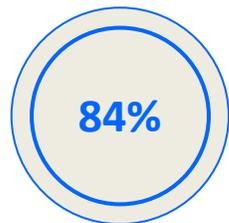
Moderately – Extremely
(n=2041)
University Reputation
(2023: 86%, n=1997; 2022: 88%, n=2367)



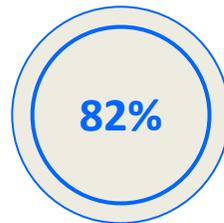
Moderately – Extremely
(n=2036)
**Opportunity to Attend
Face-to-Face Courses**
(2023: 84%, n=2000)



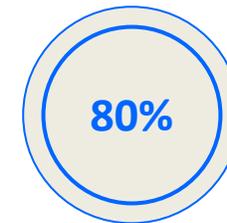
Moderately – Extremely
(n=2039)
Programme Offered
(2023: 92%, n=2008; 2022: 94%, n=2364)



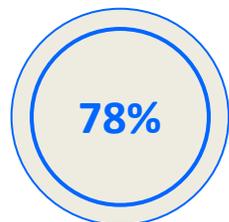
Moderately – Extremely
(n=2034)
**Career Opportunities
(post study)**
(2023: 81%, n=2006; 2022: 81%, n=2358)



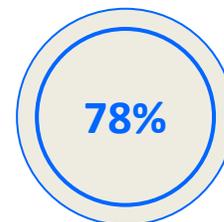
Moderately – Extremely
(n=2037)
Opportunity to Live in Wellington
(2023: 79%, n=2003, 2022: 77%, n=2358)



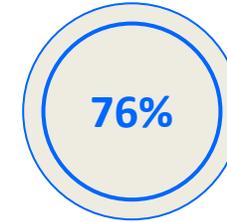
Moderately – Extremely
(n=1866)
**Recommendations
(family/friends/colleagues)**
(2023: 77%, n=1879; 2022: 77%, n=2359)



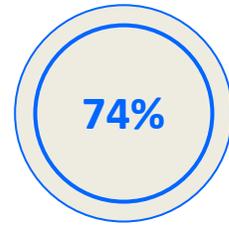
Moderately – Extremely
(n=2038)
**Connections with Industry,
Experts and Peers**
(2023: 75%, n=2006)



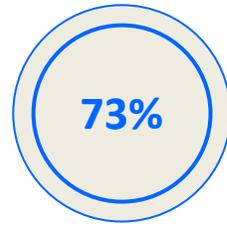
Moderately – Extremely
(n=2037)
Student Social Life
(2023: 75%, n=2004, 2022: 73%, n=2355)



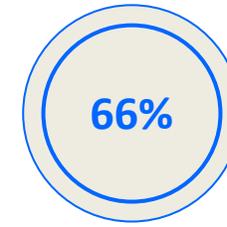
Moderately – Extremely
(n=2035)
Student Safety
(2023: 68%, n=2002)



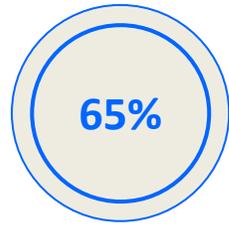
Moderately – Extremely
(n=2038)
**Flexible Delivery of Content
(online and in person)**



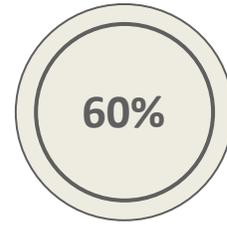
Moderately – Extremely
(n=2037)
University Support Services
(2023: 67%, n=2004; 2022: 62%, n=2358)



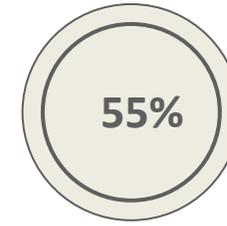
Moderately – Extremely
(n=2032)
University Fees
(2023: 66%, n=2032; 2022: 57%, n=2008)



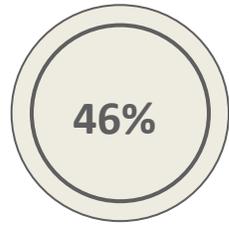
Moderately – Extremely
(n=2033)
**Work Opportunities
(during study)**
(2023: 62%, n=2004; 2022: 61%, n=2356)



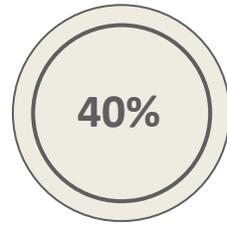
Moderately – Extremely
(n=2030)
**Ability to Study with
a Particular Academic**
(2023: 59%, n=2007)



Moderately – Extremely
(n=2037)
University Accommodation



Moderately – Extremely
(n=475)
Block Courses*
(2023: 45%, n=1993)



Moderately – Extremely
(n=2035)
**Opportunity to Attend
Fully Online Courses**
(2023: 44%, n=2000)



Moderately – Extremely
(n=2033)
Scholarship(s) you Received
(2023: 36%, n=1994; 2022: 41%, n=2355)



Moderately – Extremely
(n=478)
Evening and Weekend Courses*
(2023: 27%, n=1999)



Moderately – Extremely
(n=2024)
Part-Time Study
(2023: 30%, n=2000)



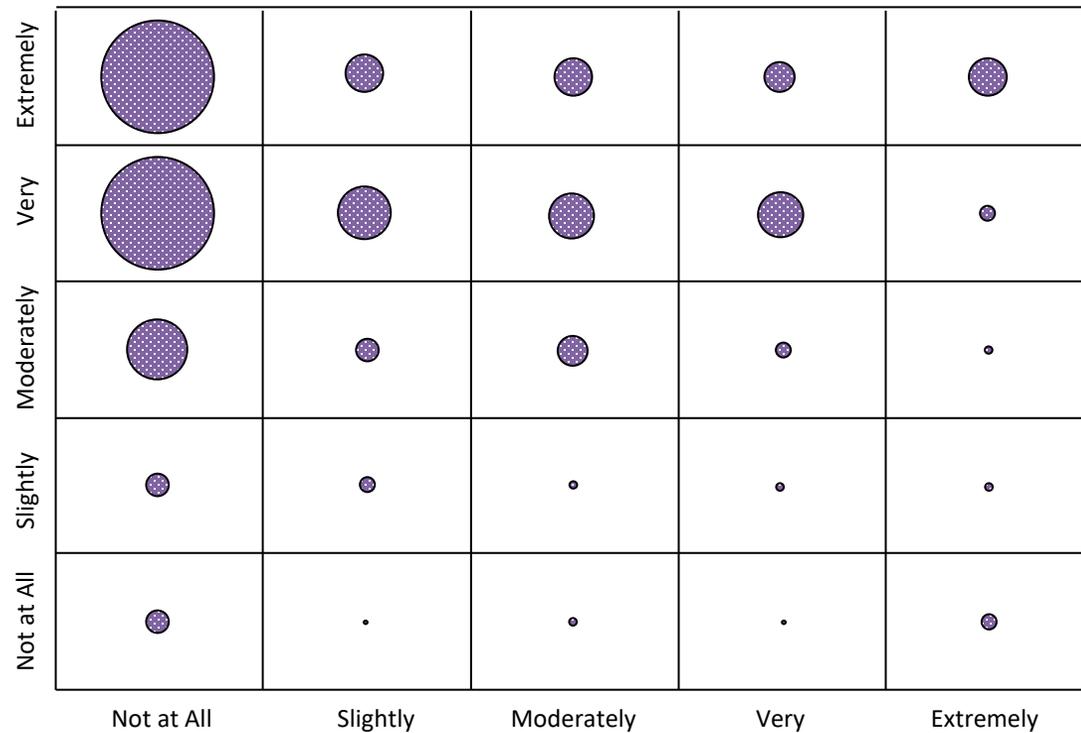
Moderately – Extremely
(n=1729)
Other
(2023: 12%, n=693; 2022: 19%, n=216)

STUDENT LEARNING PREFERENCE

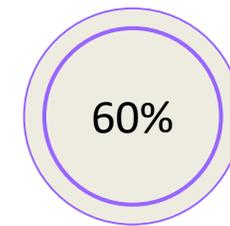
When making their decision to study at the University, students were asked how important they found the opportunities to study face-to-face and fully online. Comparing responses to identify a preference, 60% prefer face-to-face, however, offering both face-to-face and online would cater to all students.



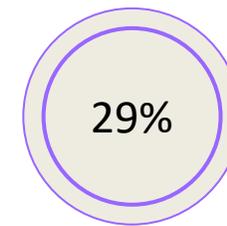
Opportunity to Study Face-to-Face



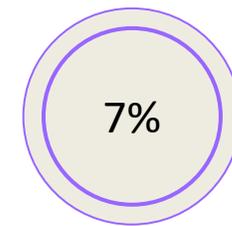
Opportunity to Study *Fully Online*



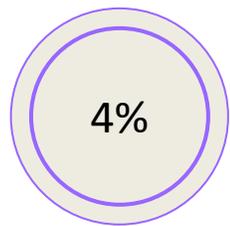
Prefer Face-to-Face
(2023: 52%)



Prefer Both
(2023: 33%)



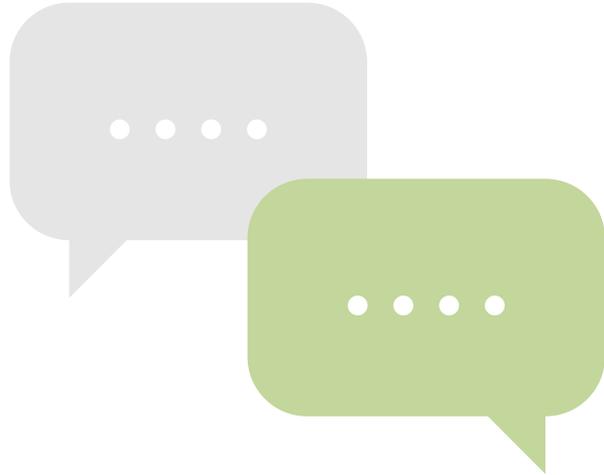
Prefer Fully Online
(2023: 7%)



No Preference
(2023: 8%)

USEFUL INFORMATION SOURCES WHEN CHOOSING A UNIVERSITY

Students indicated that the most useful information sources when deciding which university to attend were the University website (92%) (2023: 82%; 2022: 86%), University events (Open Days) (87%), Family/Friends/Colleagues (86%) (2023: 82%; 2022: 87%), and University events (information evenings) (84%).



	2024 Moderately - Extremely	2023 Moderately – Extremely	2022 Moderately – Extremely
University Website	92% (n=2050)	82% (n=2031)	86% (n=2291)
Family / Friends / Colleagues	86% (n=1919)	82% (n=1938)	87% (n=2253)
University Events (Open Days)	87% (n=1332)	↓	↓
University Events (information evenings)	84% (n=1291)	↓	↓
University Events (e.g., information evenings, Open Day)	↑	80% (n=1523)	58% (n=1563)
Future Student Advisers / Other University Staff	82% (n=1684)	68% (n=1740)	-
University Emails	77% (n=1861)	63% (n=1856)	-
University Publications / Brochures	77% (n=1709)	65% (n=1821)	72% (n=1946)
Teachers / School Advisers	76% (n=1130)	73% (n=1176)	73% (n=1831)
Digital Events / Webinars	76% (n=279)	63% (n=253)	52% (n=1662)
International Education Fairs	75% (n=247)	68% (n=256)	-
Your Agent	75% (n=232)	68% (n=219)	-
Student Ambassadors (in person)	70% (n=814)	-	-
Work Colleagues / Professional Networks	70% (n=602)	62% (n=660)	-
Social Media / Advertising	69% (n=1720)	55% (n=1768)	60% (n=1917)
Online Chat with Student Ambassadors	55% (n=984)	-	-

DECIDING WHICH PROGRAMME OR COURSE TO STUDY

University website, school visits, qualification handbooks, and course advice appointments were identified as the most useful sources of information to assist new students in deciding which course or programme to study.

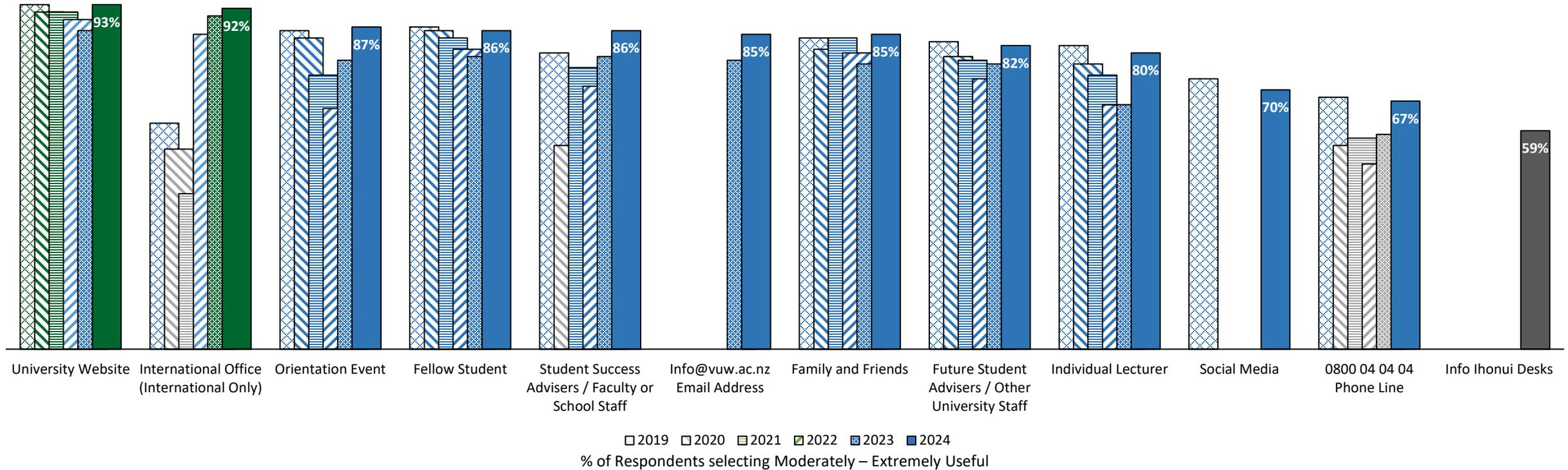
	2024 Moderately – Extremely	2023 Moderately – Extremely	2022 Moderately – Extremely	2021 Moderately – Extremely	2020 Moderately – Extremely
University website	91% (n=1952)	86% (n=1928)	88% (n=2,226)	90% (n=1,937)	91% (n=1,843)
School visits	83% (n=918)	75% (n=950)	65% (n=1359)	69% (n=1156)	76% (n=1149)
Publications (e.g., Qualification handbooks)	79% (n=1582)	-	66% (n=1,776)	72% (n=1,486)	76% (n=1,477)
Course advice appointments	77% (n=1345)	70% (n=1465)	72% (n=1,769)	77% (n=1,469)	76% (n=1,310)
Information evenings	74% (n=1085)	64% (n=1162)	64% (n=1,582)	55% (n=1,163)	64% (n=1,001)
Open Day	73% (n=1224)	73% (n=1224)	-	-	87% (n=1303)
Digital events / Webinars	72% (n=255)	46% (n=1193)	55% (n=1,511)	-	-
Social media	60% (n=1477)	55% (n=1488)	-	-	-
Online chat with Student Ambassador	54% (n=946)	↓	↓	↓	↓

International Students

The Ambassador Platform (TAP)	↑	42% (n=158)	64% (n=56)	-	-
Your agent	71% (n=210)	68% (n=200)	-	-	-
Education New Zealand resources	76% (n=251)	68% (n=216)	-	-	-
International Office	83% (n=277)	81% (n=249)	-	-	-



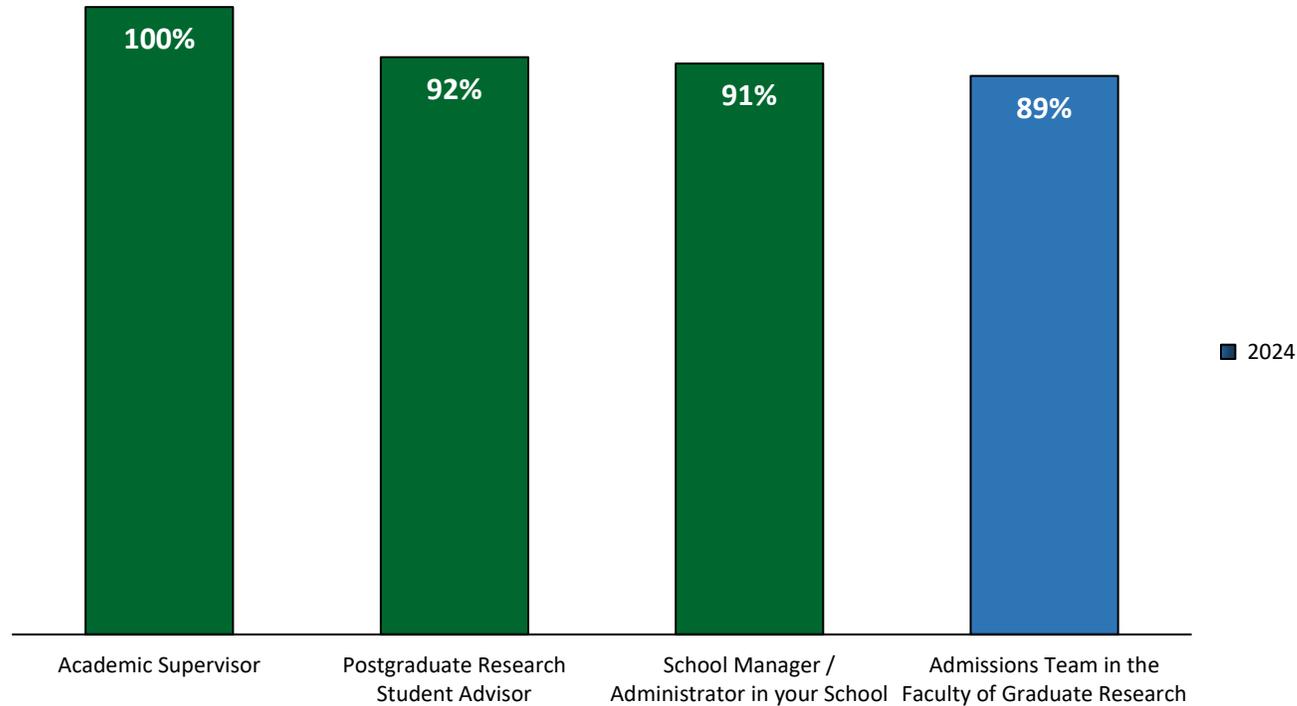
PREPARING FOR YOUR STUDIES



98% of students identified that they used the University website, and of those who used it, 93% gave a positive rating about its usefulness as they prepared for their studies.

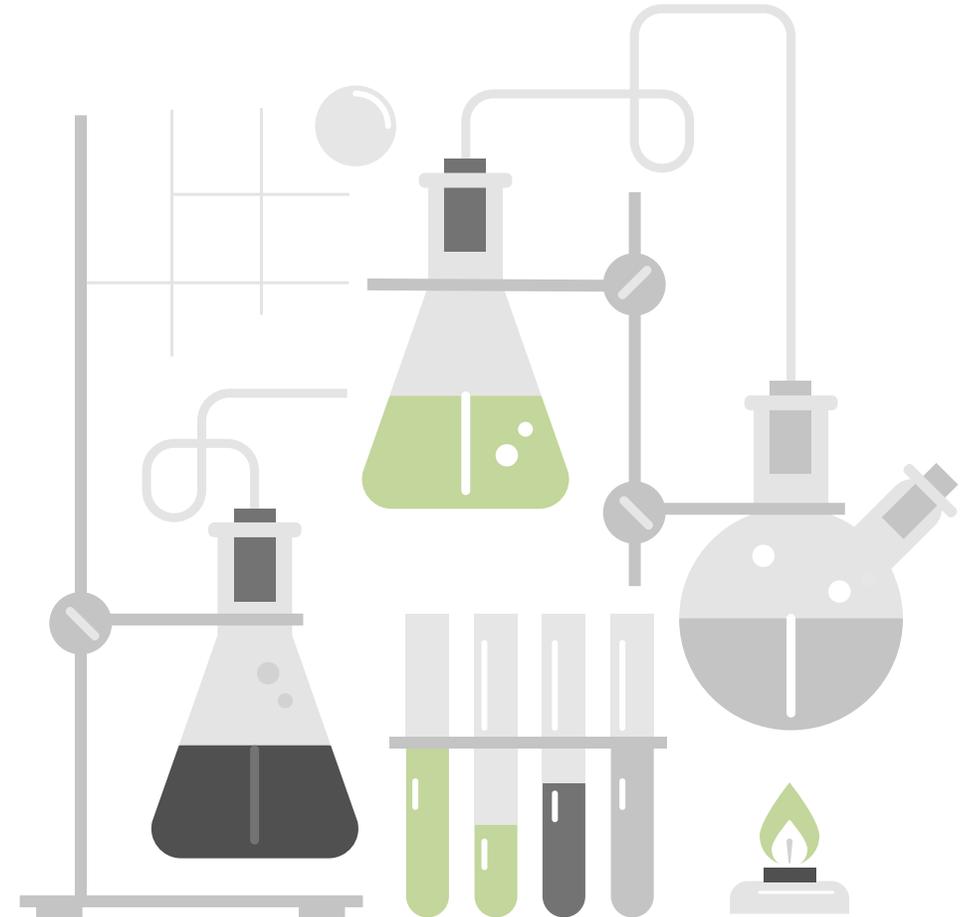
The least used source of advice was the Info Ihonui Desks which had 31% of students identifying they had used it, followed by the 0800 04 04 04 Phone Line with 37% of students having used that source.

PREPARING FOR YOUR STUDIES – POSTGRADUATE STUDENTS



Postgraduate Research students rated four additional options positively.

It is important to note that the audience for these questions was smaller, with 40 responses for Academic Supervisor and 25 responses for Postgraduate Research Student Advisor.



GETTING SORTED

-ENROLMENT-

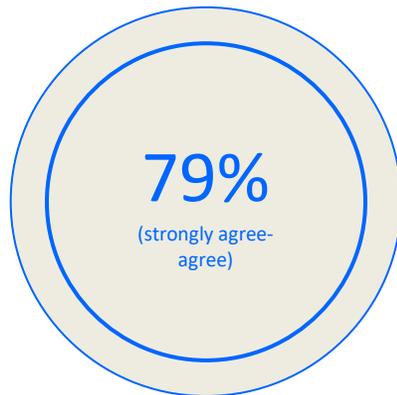
- ← CyberCommons
- ↑ Lecture Theatre LT01
- ← Lecture Theatre LT03
- ↑ Library
- ← Seminar Room G25
- Seminar Room G10
- ←
- Mezzanine Level
 - Seminar Rooms (MZ01-MZ06 & MZ20)
 - Student Services
 - Te Pu Umanga & Tabu
 - Te Pūtahi Atawhai

MANY NEW STUDENTS RATE THEIR PRE-ENROLMENT EXPERIENCE POSITIVELY

Communication about entry requirements was clear

(n=1938)

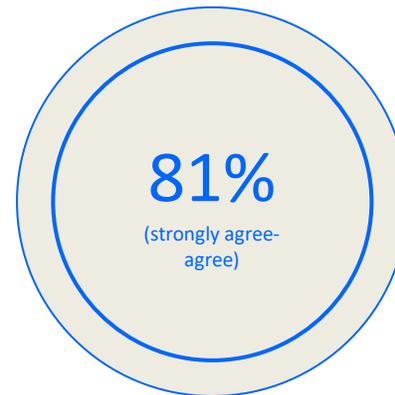
(2023: **75%**, n=1901; 2022: **77%**, n=2265; 2021: **78%**, n=1949)



I had confidence in the academic advice about my study options

(n=2003)

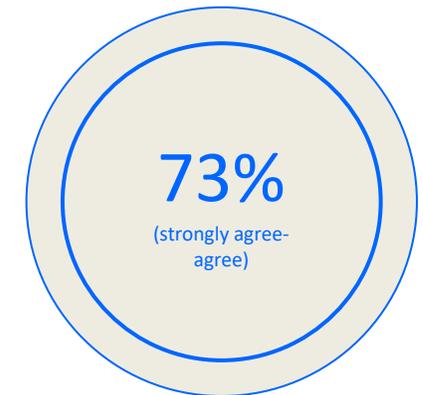
(2023: **73%**, n=1965; 2022: **72%**, n=2262; 2021: **69%**, n=1949)



Information about fees was comprehensive

(n=1934)

(2023: **68%**, n=1896; 2022: **68%**, n=2260; 2021: **65%**, n=1949)



Q2.8 To what extent do you agree or disagree that you had confidence in the advice you received about your academic study options?

Q2.9 To what extent do you agree or disagree with the following?

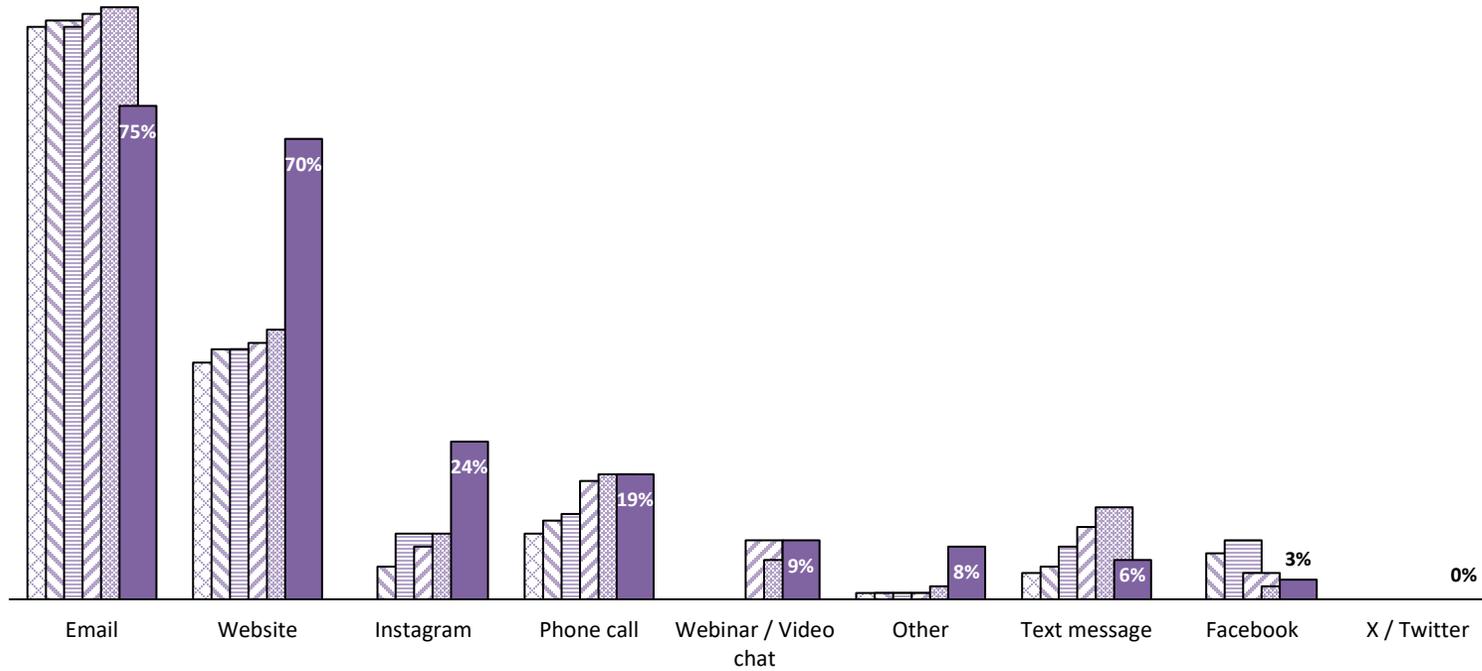
ADMISSION AND ENROLMENT PROCESS

The admissions and enrolment process at the University has improved over the last year, with student agreement about the process and timeliness returning to historical standards.

	2024 Agree & Strongly Agree	2023 Agree & Strongly Agree		2021 Agree & Strongly Agree	2020 Agree & Strongly Agree	2019 Agree & Strongly Agree
I felt the process to apply for admission to my programme was completed in a timely manner	74% (n=1934)	63% (n=1901)	... enrolment process ... timely manner	71% (n=1894)	70% (n=1812)	75% (n=2463)
I felt the process to enrol in my courses was completed in a timely manner	72% (n=1932)	63% (n=1902)		75% (n=1895)	75% (n=1812)	77% (n=2463)
I felt the process to apply for admission to my programme went well for me	76% (n=1935)	64% (n=1903)	... enrolment process ... went well for me	79% (n=1895)	81% (n=1813)	81% (n=2466)
I felt the process to enrol in my courses went well for me	72% (n=1935)	65% (n=1903)		79% (n=1895)	81% (n=1813)	81% (n=2466)
I understood what was required of me to complete my application to study at the University	82% (n=1936)	73% (n=1904)	... my enrolment			

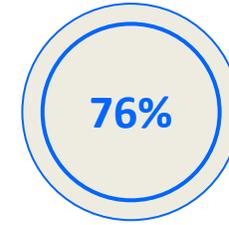
COMMUNICATION CHANNELS BEFORE STARTING STUDIES

76% were satisfied with the communication they received from application to arrival. While still the most helpful communication channels, there was a notable increase with the website and decrease in email communication.

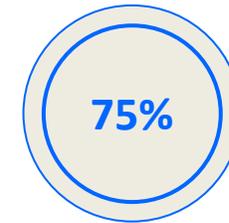


2019 (n=2486)
 2020 (n=2192)
 2021 (n=1903)
 2022 (n=2251)
 2023 (n=1885)
 2024 (n=1904)

Overall Communication Satisfaction from Application to Study



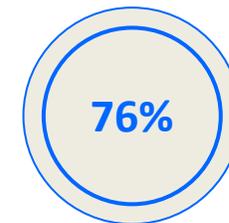
All Students
(n=1913)



Domestic Students
(n=1584)



International Students
(n=329)



Taught Students
(n=1873)



Research Students
(n=45)

Q2.11 From the options below, which channel(s) did you find the most helpful before you started your studies?
Q2.13 Overall, how satisfied are you with the communication and/or advice you received between submitting your application and starting your studies?



GETTING SORTED

-INTERNATIONAL OFFICE-

PRE-STUDY INFORMATION IS USEFUL

Responses from new international students shows an improvement on the pre-study emails they receive. 20% of new international students offered feedback on their experience.

Of the international students that provided feedback, half of those commented that they felt the communication they received from the international office was unhelpful, poorly timed, and that email response times were slow.

Students also commented that they found the admission and enrolment process, including visa application, confusing, and that they would have liked more support and helpful resources.

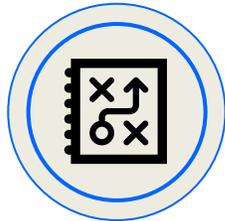


86%

(n=327)

The content is clear

(2023: **83%**, n=296; 2022: **85%**, n=98;
2021: **82%**, n=97; 2020: **84%**, n=338)

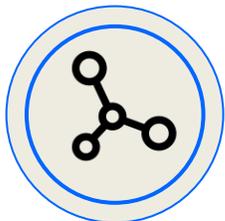


87%

(n=326)

The content guided me

(2023: **75%**, n=295)

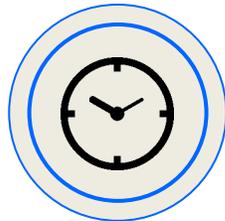


83%

(n=326)

The content is helpful

(2023: **78%**, n=296; 2022: **76%**, n=101;
2021: **84%**, n=97; 2020: **77%**, n=340)



76%

(n=325)

The content is timely

(2023: **69%**, n=296; 2022: **77%**, n=102;
2021: **72%**, n=97; 2020: **74%**, n=339)

Satisfaction with communication and/or advice received from the International Office

Year	Satisfied – Very Satisfied
2024	85% (n=305)
2023	83% (n=285)
2022	89% (n=65)
2021	94% (n=62)
2020	81% (n=58)

Q3.1 Thinking about the information you received, please select the level to which you agree or disagree with the following statements.

Q3.2 If you were contacted by the International Office, how satisfied are you with the communication and/or advice you received?

Q3.3 Do you have any suggestions for improving the information you received from the International Office before you started your studies? (n=58)

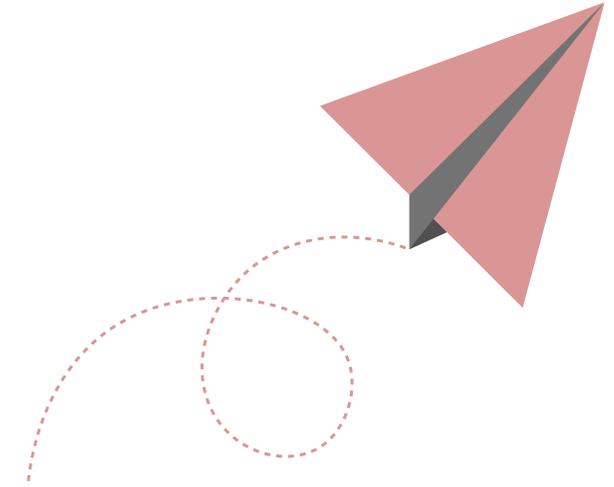


GETTING CONNECTED

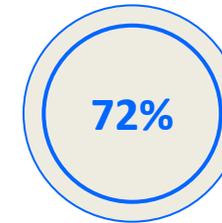
-ORIENTATION PROGRAMME-

SOURCING INFORMATION ABOUT ORIENTATION EVENTS

72% of students attended at least one Orientation programme event or session. Hall residents were very likely to hear about the Orientation Programme in their Halls.



	2024 Moderately – Extremely	2023 Moderately – Extremely	2022 Moderately – Extremely	2021 Moderately – Extremely	2020 Moderately – Extremely	2019 Moderately – Extremely
Emails from the University	91% (n=1,708)	88% (n=1,716)	87% (n=2,070)	92% (n=1,763)	91% (n=1,951)	93% (n=2,255)
University Website	89% (n=1,669)	83% (n=1,663)	84% (n=2,008)	88% (n=1,665)	89% (n=1,893)	89% (n=2,153)
Social media (e.g., Facebook, X / Twitter, Instagram, TikTok, etc.)	79% (n=1341)	69% (n=1,325)	67% (n=1,514)	78% (n=1,265)	78% (n=1,234)	82% (n=1,743)
Publications (e.g., New Students' Orientation Pamphlet)	82% (n=1282)	-	-	81% (n=1,353)	88% (n=1,446)	91% (n=1,987)
Your Halls of Residence	93% (n=842)	-	-	-	-	-



Attended an event or session

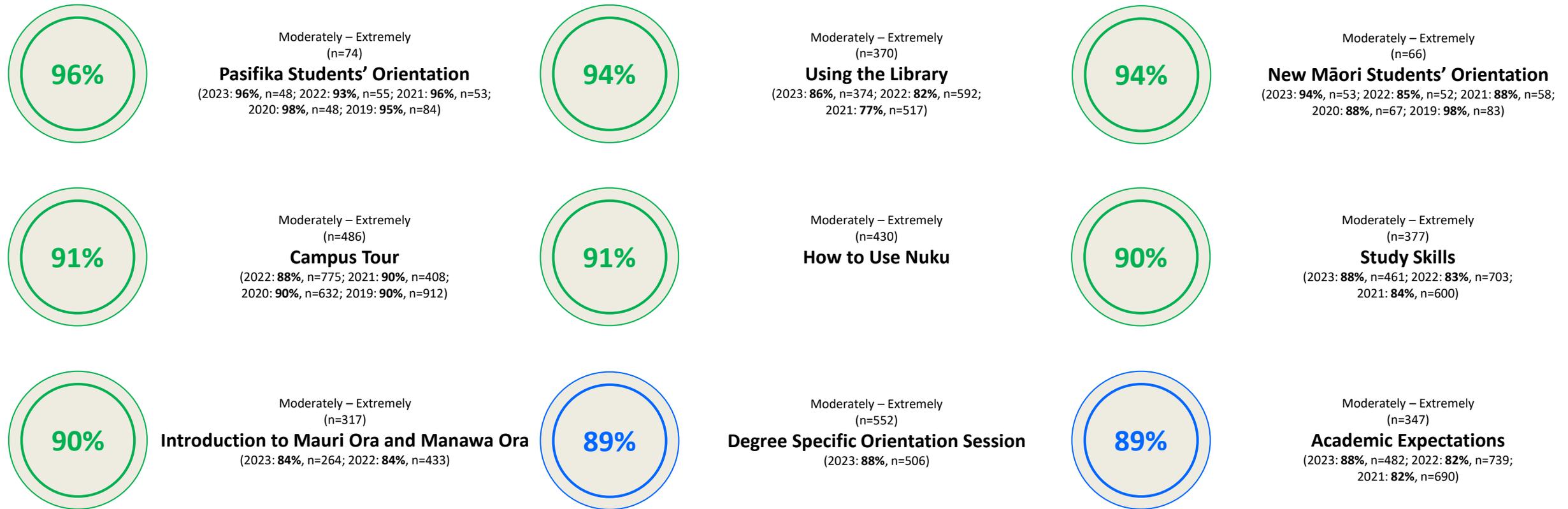
(n=1865)
(2023: **71%**, n=1840; 2022: **52%**, n=2197; 2021: **57%**, n=1838;
2020: **78%**, n=1769; 2019: **75%**, n=2419)

Q4.3 Did you attend any of the Orientation Programme events or sessions?

Q4.2 When learning about the University's Orientation Programme, how useful was the information communicated from the sources listed below?

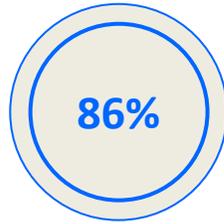
ORIENTATION PROGRAMME EVENTS AND SESSIONS

The Orientation programme events and sessions continued to be useful for new students. Most sessions saw improvements in 2024.





Moderately – Extremely
(n=156)
Supporting Safe and Inclusive Communities
(2023: 79%, n=163)



Moderately – Extremely
(n=464)
Get Involved Session
(2023: 86%, n=431; 2022: 77%, n=485; 2021: 75%, n=355;
2020: 83%, n=578; 2019: 87%, n=805)



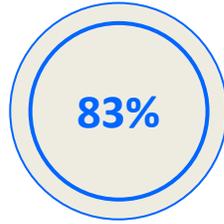
Moderately – Extremely
(n=64)
Mature Students' Orientation
(2023: 87%, n=87; 2022: 69%, n=210;
2020: 65%, n=121; 2019: 69%, n=222)



Moderately – Extremely
(n=373)
Academic Writing
(2023: 85%, n=444; 2022: 82%, n=564)



Moderately – Extremely
(n=270)
Student Budgeting 101
(2023: 87%, n=219; 2022: 74%, n=411;
2021: 76%, n=319)



Moderately – Extremely
(n=507)
UNI 101 Sessions
(2023: 73%, n=707)

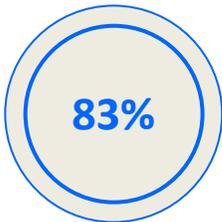


Moderately – Extremely
(n=426)
Halls' Session
(2023: 82%, n=443)

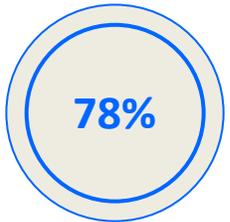


Moderately – Extremely
(n=267)
UNI 101 Navigation Sessions

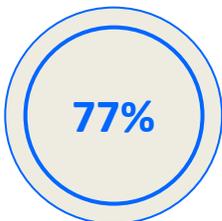




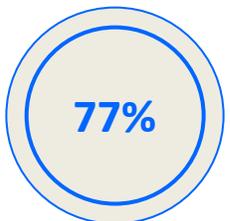
Moderately – Extremely (n=100)
Te Amaru - Disability Services' Welcome
(2023: 75%, n=80; 2022: 68%, n=212; 2021: 65%, n=137)



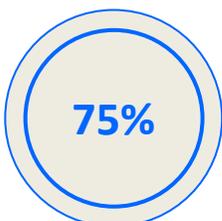
Moderately – Extremely (n=162)
Rainbow Students' Welcome
(2023: 73%, n=123; 2022: 69%, n=258; 2021: 72%, n=195; 2020: 69%, n=154; 2019: 70%, n=225)



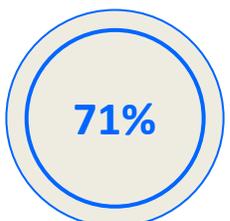
Moderately – Extremely (n=544)
Inter-Hall Chant Off
Welcome Festival
(2023: 81%, n=225; 2021: 82%, n=669)



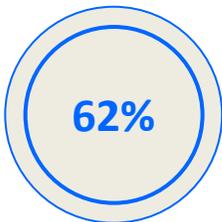
Moderately – Extremely (n=164)
WGTN Hall Events
(2023: 70%, n=159; 2021: 83%, n=385; 2020: 66%, n=246; 2019: 77%, n=391)



Moderately – Extremely (n=563)
Official Welcome in the Hub
Welcome Festival
(2023: 81%, n=225; 2021: 82%, n=669)



Moderately – Extremely (n=75)
Spirituality 101
(2023: 70%, n=77; 2022: 61%, n=188)



Moderately – Extremely (n=53)
Refugee-Background Students' Welcome
(2023: 58%, n=53; 2022: 60%, n=162; 2020: 49%, n=77; 2019: 52%, n=140)

INTERNATIONAL STUDENT EVENTS AND SESSIONS

The international events and sessions were catered to the audience and received high ratings from participants.

	2024	2023
City Walking Tour	82% (n=102)	86% (n=74)
Getting Connected	88% (n=128)	-
International Buddy Programme	84% (n=89)	-
International Welcome	93% (n=208)	95% (n=202)
International Welcome Night	86% (n=133)	91% (n=140)
Keeping Safe in New Zealand	83% (n=151)	90% (n=97)
Late / Online Orientation	93% (n=42)	80% (n=51)
Māori Language and Kiwi Culture	88% (n=108)	-
PhD Session	87% (n=15)	-
Private Rental	83% (n=60)	88% (n=58)
Students with Families	84% (n=51)	-



POSTGRADUATE STUDENT EVENTS AND SESSIONS

The postgraduate events and sessions received high ratings from participants.



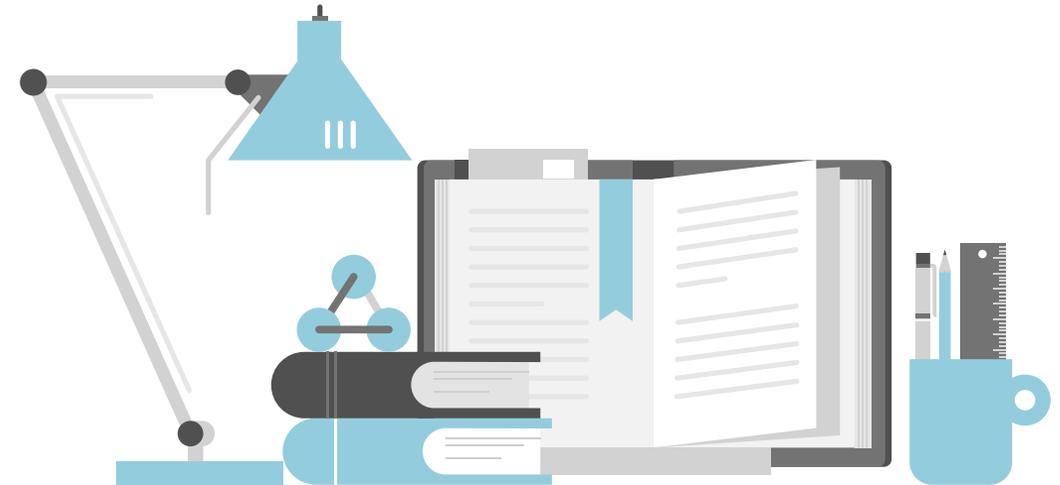
Moderately – Extremely
(n=93)
Postgraduate Academic Preparation
(2023: **92%**, n=87)



Moderately – Extremely
(n=117)
Postgraduate Students' Welcome
(2023: **92%**, n=122; 2022: **83%**, n=52; 2021: **81%**, n=36;
2020: **94%**, n=86; 2019: **93%**, n=138)



Moderately – Extremely
(n=86)
Thriving at University
(2022: **91%**, n=64)

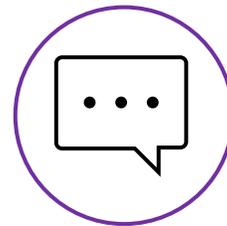


THE DEGREE SPECIFIC ORIENTATION SESSIONS WERE GOOD AND HELPFUL

29% of students, who attended the Degree Specific Orientation Sessions, offered feedback on their experience.

35% of those respondents said they already knew the information provided, or that it was too general and repetitive, and they wanted the session to be more specific about their course.

33% of the student comments reinforced that the sessions were ‘informative’, ‘helpful’ and ‘good.’



“The degree-specific orientation sessions were incredibly informative and beneficial. They provided a detailed overview of the academic expectations and resources available for my program, which has helped me feel more prepared for my studies...”

“To me it felt like I was just being told information I already knew through open days and other previous information sessions rather than anything new and useful.”

“The session didn’t really cover too much about what to expect in the course or how to approach study which could have been useful!”

OPPORTUNITIES TO MEET OTHERS

The Orientation programme is designed to allow students to meet each other and make friends while learning about the University and the services available to them.

Most sessions were conducive to meeting other students, however, the 'Inter-hall chant-off' and 'Official Welcome in the Hub' showed a decline when compared to the combined 'Welcome Festival' in 2023.

	Met Other Students	
	2024	2023
Getting Connected	95% (n=120)	-
Postgraduate Students' Welcome	95% (n=112)	93% (n=117)
International Welcome Night	91% (n=129)	91% (n=136)
Halls' Session	87% (n=413)	89% (n=441)
City Walking Tour	87% (n=97)	90% (n=68)
Degree Specific Orientation Sessions	84% (n=461)	-
Campus Tour	83% (n=391)	87% (n=148)
UNI 101 Sessions	80% (n=486)	82% (n=639)
Inter-Hall Chant Off	68% (n=464)	↓
Official Welcome in the Hub	67% (n=545)	↓
<i>Welcome Festival</i>	↑	82% (n=194)



OPPORTUNITIES TO MEET OTHERS - INTERNATIONAL

The University recognises this opportunity to foster relationships between students from New Zealand and abroad to strengthen the student community.

Meeting new students across the New Zealand and International groups was most prevalent in the Halls' Session.

International Attendees

	Met International Students		Met New Zealand Students	
	2024	2023	2024	2023
Getting Connected	93% (n=120)	-	38% (n=120)	-
Postgraduate Students' Welcome	91% (n=93)	93% (n=89)	40% (n=93)	38% (n=89)
International Welcome Night	90% (n=129)	91% (n=136)	21% (n=129)	23% (n=136)
Halls' Session	71% (n=41)	67% (n=33)	68% (n=41)	61% (n=33)
City Walking Tour	87% (n=97)	82% (n=68)	26% (n=97)	25% (n=68)
Degree Specific Orientation Sessions	79% (n=57)	-	56% (n=57)	-
UNI 101 Sessions	61% (n=49)	52% (n=58)	53% (n=49)	57% (n=58)
Campus Tour	84% (n=128)	85% (n=148)	41% (n=128)	38% (n=148)
Inter-Hall Chant Off	61% (n=46)	↓	52% (n=46)	↓
Official Welcome in the Hub	75% (n=121)	↓	40% (n=121)	↓
<i>Welcome Festival</i>	↑	74% (n=54)	↑	46% (n=54)

New Zealand Attendees

	Met International Students		Met New Zealand Students	
	2024	2023	2024	2023
	-	-	-	-
	53% (n=19)	57% (n=28)	79% (n=19)	68% (n=28)
	-	-	-	-
	41% (n=372)	33% (n=408)	85% (n=372)	87% (n=408)
	-	-	-	-
	29% (n=404)	-	81% (n=404)	-
	22% (n=437)	27% (n=581)	78% (n=437)	81% (n=581)
	24% (n=263)	-	76% (n=263)	-
	23% (n=418)	↓	65% (n=418)	↓
	22% (n=424)	↓	61% (n=424)	↓
	↑	31% (n=140)	↑	77% (n=140)

ORIENTATION OUTCOMES



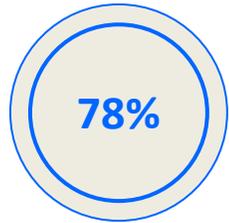
International Only
Uni Crew were helpful

(n=215)
(2023: **93%**, n=227; 2021: **92%**, n=26; 2020: **91%**, n=229; 2019: **96%**, n=347)



The Student Ambassadors were helpful

(n=1037)



The UNI 101 programme helped me understand the services the University provides to students.

(n=484)
(2023: **63%**, n=705; 2022: **64%**, n=881; 2020: **73%**, n=884; 2019: **76%**, n=1231)



The Official Welcome in the Hub was enjoyable.

(n=537)
Welcome Festival was enjoyable
(2023: **74%**, n=224; 2020: **79%**, n=940; 2019: **82%**, n=1289)



Q5.10 How helpful did you find our Uni Crew (in green shirts) during Orientation?

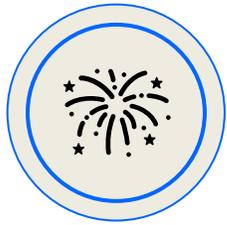
Q5.9 Thinking about the Welcome Festival, do you agree or disagree that the event was enjoyable?

Q5.8 Thinking about the UNI 101 programme, do you agree or disagree that they have helped you understand the services the University provides to students?

Q5.19 How helpful did you find our Student Ambassadors (in white shirts) during Orientation?

THE ORIENTATION PROGRAMME PREPARED STUDENTS FOR 2024

2024 saw an overall positive response from students about the benefits of the Orientation programme. The Orientation Programme 'helping students learn new skills' and 'preparing them for life in Wellington' have improved since last year but are still potential areas for growth.

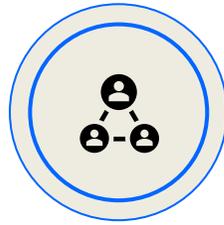


78%

(n=1309)

Was fun

(2023: **62%**, n=1271; 2022: **62%**, n=979; 2021: **72%**, n=963;
2020: **81%**, n=1272; 2019: **82%**, n=1682)

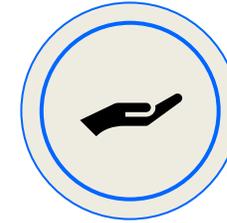


78%

(n=1306)

Allowed me to meet new people

(2023: **77%**, n=1272; 2022: **50%**, n=950; 2021: **65%**, n=927;
2020: **81%**, n=1274; 2019: **82%**, n=1670)

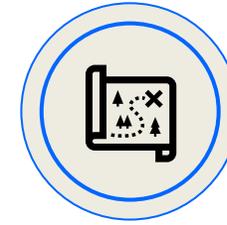


88%

(n=1312)

Helped me know available resources

(2023: **82%**, n=1273)

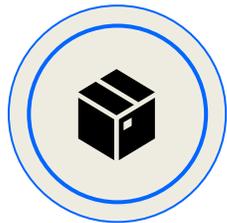


78%

(n=1299)

Helped me navigate the University

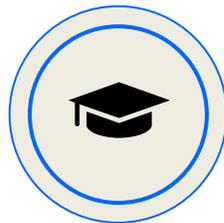
(2023: **70%**, n=1267)



77%

(n=1309)

Helped me transition to the University

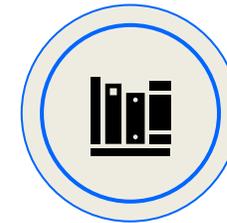


74%

(n=1312)

Taught me about the academic system

(2023: **76%**, n=1271)



71%

(n=1310)

Prepared me for study

(2023: **61%**, n=1269; 2022: **71%**, n=989; 2021: **64%**, n=969;
2020: **69%**, n=1277; 2019: **72%**, n=1690)

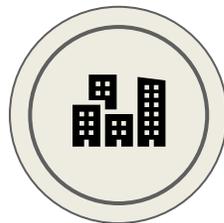


70%

(n=1306)

Provided emergency contact information

(2023: **65%**, n=1270)

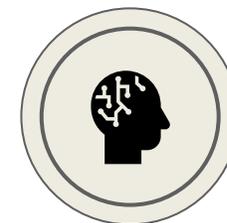


54%

(n=1307)

Prepared me for life in Wellington

(2023: **44%**, n=1271; 2022: **51%**, n=831; 2021: **56%**, n=841;
2020: **63%**, n=1138; 2019: **67%**, n=1469)



51%

(n=1310)

Helped me learn new skills

(2023: **44%**, n=1273)

TOP SUGGESTIONS FOR THE ORIENTATION PROGRAMME

17% of students who attended the Orientation Programme, offered comments about their experience.

About a quarter commented on how good the Orientation Programme was to attend and how they were able to meet other people during the week.

However, 11% identified issues with the timing and organisation of sessions throughout the week, making it difficult to attend or catch a session they missed. Some of these students commented specifically about the timing of the Māori and Pasifika orientation sessions, which caused them to have to choose between which sessions they attended.

1

The programme was good

24% of student suggestions mentioned how good the programme was to attend.

“Overall, it was a valuable experience that provided me with essential information about campus resources, academic expectations, the variety of activities offered during orientation allowed me to connect with fellow students and familiarize myself with the campus environment. The sessions were informative and engaging, and the orientation leaders were knowledgeable and approachable...”

2

The timing of events could be challenging

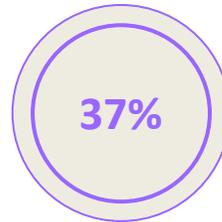
11% of student suggestions mentioned the challenges of attending based on one-time events and timings.

“Running some of the seminars/talks multiple times would be helpful - I missed out on a couple of the talks that I wanted to go to due to clashes with other events; I also noticed that at some of the more popular events, people started being turned away because the lecture theaters were full.”

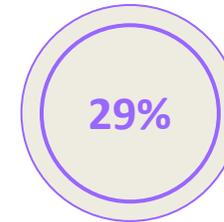
VUWSA O WEEK ATTENDANCE

49% of new students identified that they went to OWeek events. The largest single reason students did not attend was the expense of the tickets, followed by the lack of friends going.

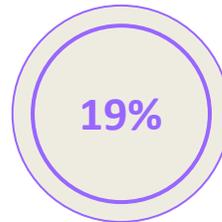
Year	Yes, I attended
2024	49% (n=1837)
2023	-
2022	-
2021	52% (n=1840)
2020	57% (n=1753)
2019	50% (n=2397)



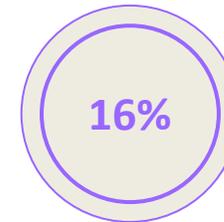
Tickets were too expensive
(n=934)



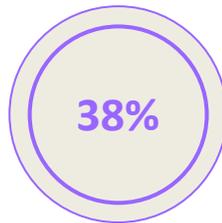
Didn't know any friends going
(n=934)



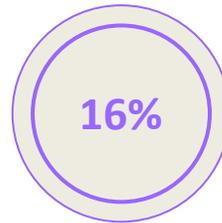
Didn't like event options
(n=934)



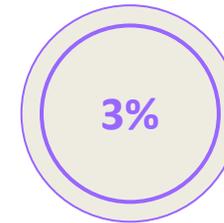
Didn't know about the events
(n=934)



Other
(n=934)



Timing of events were bad
(n=934)



Didn't feel events were safe
(n=934)

Q5.17 Did you attend any OWeek events? (n=1837)

Q5.18 Were there any specific reasons why you did not attend? (n=934)

TOP SUGGESTIONS FOR VUWSA O WEEK

About two-fifths of students, who attended VUWSA OWeek events, took the opportunity to provide additional feedback.

58% of those students commented on how fun and enjoyable the VUWSA OWeek was to attend; and 7% talked about how they were able to meet other people during the week.

However, 42% commented that they had issues with the events, due to the organisation (noise levels, security, the venue being too crowded, and lack of bathrooms), the lineup of musical acts, the drinks and tickets being too expensive, and the comedy night being disorganised and the comedians being inappropriate for the type of audience.

1

OWeek was fun and enjoyable

58% of student suggestions mentioned how fun the week was to attend.

"The events during OWeek were all very fun, exciting and a great way to bond and get to know people in your hall, your RAs and staff and to meet other students. The choice of bands, rappers and DJs were all very good and fit the vibe well."

"They were very enjoyable, well structured, and the process of getting to and from the events was smooth."

2

The events could be improved

42% of students commented on the organisation, individual lineup, and expense of the week.

"Ticket prices were unrealistic for university students, and the money was not worth the event as nothing was provided except water."

"Super cool, maybe give the comedians a better brief about who they were performing for because they were good comedians but didn't cater amazingly to the audience."



GETTING UNDERWAY

-STUDENT WELLBEING-

THE MAJORITY OF NEW STUDENTS ARE OFF TO A POSITIVE START

77% of new students are off to a positive start.

(n=1830) (2023: 71%, n=1812; 2022: 71%, n=2175; 2021: 70%, n=1838; 2020: 75%, n=1749; 2019: 78%, n=2393)



2%

Are not off to a good start

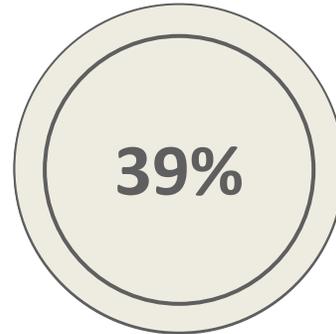
(2023: 4%; 2022: 4%; 2021: 3%; 2020: 2%; 2019: 2%)



21%

Are off to an okay start

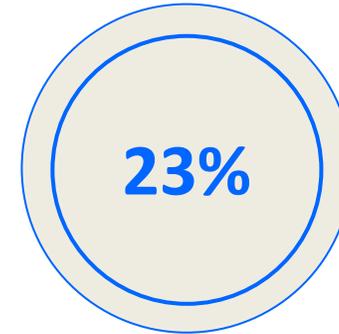
(2023: 25%; 2022: 25%; 2021: 27%; 2020: 22%; 2019: 21%)



39%

Are off to a good start

(2023: 40%; 2022: 42%; 2021: 40%; 2020: 42%; 2019: 43%)



23%

Are off to a very good start

(2023: 20%; 2022: 20%; 2021: 21%; 2020: 22%; 2019: 24%)



14%

Are off to a great start

(2023: 11%; 2022: 10%; 2021: 9%; 2020: 11%; 2019: 11%)

POSITIVE AND NEGATIVE IMPACT ON STUDENTS' START AT THE UNIVERSITY

We asked new students to identify the experiences that had the most positive and negative impact on their start at the University.

Of the 1,119 respondents who commented on their positive start, 29% discussed the sense of community they felt from their friends and meeting new people, 20% described their positive experiences with a lecturer, 10% discussed supportive and helpful University staff, and 10% commented on the support and sense of community the Halls have provided them.

Out of 351 respondents providing information on their negative start, 24% discussed their difficulties with academic expectations, 21% commented about the difficult transition to university and 17% discussed their physical (10%) and mental health (7%) issues.



Q6.2 What experiences have made the most negative impact on your start at the University? (n=351)
Q6.3 What experiences have made the most positive impact on your start at the University? (n=1119)

"The transition from moving away from home, friends, and family, and the difference in the workload size/individual management, and guidance in my study or work."

"Everyone is very helpful and kind, it is quite easy to get in contact with lecturers, overall meeting a bunch of new people and making new friends has been a highlight."

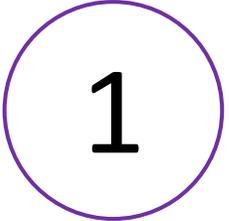
"Just feeling overwhelmed by the new environment and all the new information."

"The lecturers are nice and enthusiastic about teaching, which makes me enthusiastic about my learning."



TOP PIECES OF ADVICE STUDENTS WOULD GIVE TO A NEW STUDENT

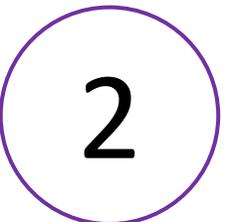
Approximately two thirds of respondents offered advice to future students. 30% of students commented on being organised, prepared, and applying early. 19% of students recommended that future students 'Get Involved' with OWeek, events, clubs, and studies. 19% brought up the importance of meeting people at the University. 16% reinforced the value of being yourself and staying calm.



1

Be Organised, Prepare, and Apply Early

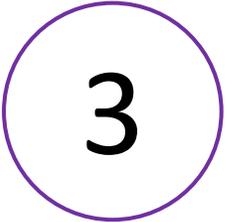
"Make sure to be as prepared as you can be, don't be afraid to ask for help because everyone is just as lost as you, being organised will be your best friend."



2

Get Involved and Try New Things

"One piece of advice for future students includes joining student clubs, participating in extracurricular activities, attending events and taking advantage of resources like academic support services..."

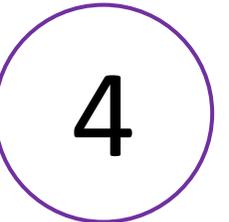


3

Meet People

"Socialise as much as you can! Knowing people can help you feel more comfortable being in class."

"To go out and have as much fun as possible. Meet new people and make lots of friends."



4

Be Yourself and Stay Calm

"Relax, don't try and be someone you're not, it's a big change from high school but be yourself and the friends will come"

A black and white photograph of a modern building's interior staircase. The stairs are wide and have a dark carpet. The railing is made of metal and glass. The ceiling is high and features a large skylight with multiple panes. The overall atmosphere is bright and architectural. A large, solid orange rectangle is overlaid in the center of the image, containing the word "APPENDIX" in white, bold, sans-serif capital letters.

APPENDIX

PROFILE OF RESPONDENTS

	2024	2023	2022	2021	2020	2019
All students	2,166	2,116	2,492	2,028	1,926	2,617
Domestic	1,812	1,783	2,376	1,912	1,648	2,201
International	354	333	116	116	278	416
Female	1,439	1,362	1,602	1,349	1,275	1,676
Male	689	724	841	651	635	932
Non-Binary / Not Reported	38	30	49	28	16	9
Under 25 years	1,770	1,730	2,139	1,765	1,644	2,190
25 years and over	396	386	353	263	282	427
NZ European/Pakeha	1,275	1,237	1,698	1,423	1,225	1,593
NZ Māori	254	254	289	233	194	294
Pasifika	158	143	196	126	110	166
Asian	506	441	441	317	335	561
European	321	306	352	300	338	365
Other ethnicity	150	128	112	118	117	137
Not stated	15	66	13	0	0	4



**CAPITAL THINKING.
GLOBALLY MINDED.**
MAI I TE IHO KI TE PAE



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WELLINGTON
TE HERENGA WAKA