

STUDENT VOICE—GETTING STARTED

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

- TOPLINE REPORT SEPT 2022 -



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VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

EXECUTIVE SUMMARY

METHODOLOGY

287 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 second trimester of 2022 were sent an e-mail invitation with a link to complete the Student Voice—Getting Started Survey. A total of 287 (2022 Tri 1: 2,566) (2021: 2,114) (2020: 1,988) surveys were started in Qualtrics. Of those, 281 (2022 Tri 1: 2,492) (2021: 2,028) (2020: 1,926) were recorded representing a 33% response rate (2022 Tri 1: 53%) (2021: 38%) (2020: 37%). It is important to note that the survey in Tri 2 has a smaller population and sample size than Tri 1 surveys.

CHOOSING VICTORIA UNIVERSITY OF WELLINGTON

CHOOSING A UNIVERSITY TO ATTEND

64% of new students stated that they did not apply anywhere else when asked if they applied to any other universities for the 2022 academic year. ‘University website’ (89%) was identified as the most useful sources of information to assist students when deciding which University to attend, followed by ‘Family, friends and colleagues’ (83%).

95% of students stated that ‘programme offered’ was an important factor in their decision, followed by ‘university reputation’ (82%).

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 (90%). ‘Family and friends’ (76%) and ‘Liaison officers/Course advice appointments’ (79%) were the only other substantial source (>75%).

SOURCES OF ADVICE WHEN PREPARING FOR STUDIES

Overall, new students found the University website (91%) to be the best sources of advice when preparing for their studies. The source of ‘family and friends’ (71%) was down 9% compared to Tri 1.

FACTORS INFLUENCING DECISIONS

Students identified that they chose the university to pursue their interests (96%), have access to flexible study (81%) and progress their career (81%). Many stated that the ability to study online (87%) and face-to-face teaching and learning (81%) were important to them.

GETTING SORTED

PRE-ENROLMENT EXPERIENCE

Many new students rate their pre-enrolment experience positively. 77% of new students report communication about entry requirements was clear. 75% of new students had confidence in the academic advice they received about their study options, and that reported information about fees was comprehensive (75%). Comprehensive fees information increased by 7% from Trimester 1.

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

93% of new students reported that ‘Email’ was one of the most helpful channels for information before they started their studies. This is up 4% from Trimester 1. The next most helpful channel was the ‘Website’ (33%), but all channels, except ‘Webinar/video chat’, saw a decline in student selection.

EXECUTIVE SUMMARY CONTINUED

NEW STUDENTS' ORIENTATION (NSO)

THE UNIVERSITY WEBSITE IS THE MOST USEFUL SOURCE OF NSO INFORMATION

University website was rated as being the most useful source of NSO information (93%) (2022 Tri 1: 84%), followed by Emails from the University (90%) (2022 Tri 1: 87%).

THE NSO EVENTS AND WORKSHOPS ARE CONSIDERED USEFUL

Overall, new students found the NSO events and workshops useful. The most attended workshops were attended by 20% of respondents. All workshops were rated useful by >80% of participants. 'Using the Library', 'Study Skills', and 'myTech' were the highest rated events.

In Trimester 2 2022, the New Students' Orientation was less impacted by COVID-19 which meant in-person events were able to go ahead.

INTERNATIONAL STUDENTS' ORIENTATION (ISO)

PRE-STUDY INFORMATION IS USEFUL

Over three quarters of new international students report that the pre-study content they received prior to starting their study at Te Herenga Waka—Victoria University of Wellington was clear (88%) (2022 Tri 1: 85%), informative (88%) (2022 Tri 1: 84%), timely (82%) (2022 Tri 1: 77%) and helpful (84%) (2022 Tri 1: 76%).

THE INTERNATIONAL ORIENTATION PROGRAMME IS USEFUL

The 2022 International Students' Orientation programme was able to be held in-person as well as online in Tri 2. Sessions through Blackboard were introduced in 2020 and have continued due to high ratings by students. The sessions consist of seven parts.

A few students provided comments that the quality of the online sessions were good, but recommended integrating more opportunities for students to socialise online. The orientation programme had an overall increase in satisfaction from students.

GETTING UNDERWAY

THE MAJORITY OF STUDENTS ARE OFF TO A POSITIVE START

15% report they are off to a great start, 28% are off to a very good start, 35% a good start, 20% an okay start with 1% of students reporting they are not off to a good start.



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