

# STUDENT VOICE—GETTING STARTED

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

- TOPLINE REPORT AUGUST 2020 -



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## TRIMESTER 2



VICTORIA UNIVERSITY OF  
**WELLINGTON**  
TE HERENGA WAKA

# EXECUTIVE SUMMARY

## METHODOLOGY

### 33% OF NEW STUDENTS PROVIDED FEEDBACK IN THE STUDENT VOICE – GETTING STARTED SURVEY

The survey was implemented via Qualtrics, a web-based on-line survey tool. All students new to Victoria University of Wellington in the second trimester of 2020 were sent an e-mail invitation with a link to complete the Student Voice—Getting Started Survey. A total of 397 (2020 Tri 1: 1,988) surveys were started in Qualtrics. Of those, 376 (2020 Tri 1: 1,926) were recorded representing a 33% response rate (2020 Tri 1: 37%).

## CHOOSING VICTORIA UNIVERSITY OF WELLINGTON

### THREE OUT OF FOUR NEW STUDENTS APPLIED ONLY TO VICTORIA UNIVERSITY OF WELLINGTON FOR TERTIARY EDUCATION

73% of new students stated that they did not apply anywhere else when asked if they applied to any other universities for the 2020 academic year (2020 Tri 1: 67%). 13% applied to only one other New Zealand university (2020 Tri 1: 20%). 5% of students applied to at least one international university (2020 Tri 1: 3%).

### INFORMATION SOURCES TO ASSIST STUDENTS DECIDE WHAT TO STUDY

University website (94%), Family and friends (84%), Liaison officers / Course advice appointments (79%), and Printed publications (71%) are rated as the most useful sources of information to assist students decide what to study.

### USEFUL SOURCES OF ADVICE WHEN PREPARING FOR STUDIES

International students found the University website (95%), Staff at your Faculty/School office (93%), Individual lecturer (93%), and Wellington University International (91%) to be great sources of advice.

Domestic students found the University website (92%), Staff at your Faculty/School office (89%), Family and friends (87%), and Liaison officers (Student recruitment staff) (86%) to be the best sources of advice when preparing for their studies.

## GETTING SORTED

### PRE-ENROLMENT EXPERIENCE

The majority of new students rate the pre-enrolment experience positively. 79% of new students report communication about entry requirements was clear (2020 Tri 1: 80%). 73% of new students reported information about fees was comprehensive (2020 Tri 1: 64%). 67% of new students had confidence in the academic advice they received about their study options (2020 Tri 1: 71%).

### EMAIL IS THE MOST HELPFUL CHANNEL FOR INFORMATION BEFORE ARRIVING

87% of new students reported that Email was a helpful channel for information before they arrived on campus. 38% and 16% reported that they thought the Website and Phone calls, respectively, were the most helpful channels for information.

### THE ENROLMENT EXPERIENCE RATINGS ARE SIMILAR TO TRIMESTER 1

While close to three in four new students report the overall enrolment experience went well for them (70% (2020 Tri 1: 75%), less students found the enrolment process to be well coordinated across the whole university (60%) (2020 Tri 1: 62%). 79% of students report that they understood what was required of them to complete enrolment (2020 Tri 1: 81%). 67% of students thought the process was completed in a timely manner (2020 Tri 1: 70%) and 76% found the enrolment services staff to be helpful and knowledgeable (2020 Tri 1: 72%).

# EXECUTIVE SUMMARY CONTINUED

## INTERNATIONAL STUDENTS' ORIENTATION (ISO)

Wellington University International introduced a brand new online orientation for new students beginning their journey at Victoria University of Wellington in Trimester 2 of the 2020 academic year. The online orientation provided a series of sessions to welcome students to the University while providing them with essential information and support. While all international students were asked to participate in the online orientation, those international students who could access the Kelburn campus in New Zealand were also able to participate in a few in-person sessions including tours, safety briefings and social events.

### PRE-DEPARTURE INFORMATION IS USEFUL

Four in five new international students report the pre-departure information they received prior to coming to New Zealand was informative (81%) (2020 Tri 1: 85%) and clear (78%) (2020 Tri 1: 86%) while three in four new international students report that it was helpful (74%) (2020 Tri 1: 78%). Three in five stated that the information was received in a timely manner (60%) (2020 Tri 1: 78%).

### WHILE THE ENROLMENT PROCESS WAS EASY TO FOLLOW, STUDENTS FELT IT COULD HAVE BEEN MORE EFFICIENT

Overall, international students report that they understood what was required of them to complete their enrolment (78%) (2020 Tri 1: 78%) and staff and volunteers were helpful and knowledgeable (67%) (2020 Tri 1: 78%). 52% stated that enrolment was completed in a timely manner (2020 Tri 1: 55%) and 47% of students report that the process was well coordinated (2020 Tri 1: 51%).

### INTERNATIONAL STUDENTS FOUND STAFF AND STUDENTS HELPFUL

92% of new international students found the Uni Crew to be helpful during their orientation (2020 Tri 1: 91%). 81% of new international students were satisfied with communication from the International Conversion team.

### THE INTERNATIONAL ORIENTATION PROGRAMME IS USEFUL

54% of international students participated in the online orientation, 28% engaged in on-campus activities, and 27% stated they did not participate in orientation.

The new online orientation through Blackboard was very successful. All sections of the online orientation received a usefulness rating at 90% or above, with Safety and Emergencies (95%), Welcome and Arrival briefing (93%), and Insurance and Health (93%) being rated the highest.

In person, the Academic Essentials (94%), New Zealand Police Safety Briefing (94%) (2020 Tri 1: 90%), Campus tour (89%) and Movie Night (71%) were rated positively. No one provided ratings for the Library tour.

94% of new international students report after attending the orientation programme they knew what resources were available to them (2020 Tri 1: 88%), who to contact in an emergency (83%) (2020 Tri 1: 94%), that the programme helped them learn about Victoria University of Wellington's academic system (70%) (2020 Tri 1: 79%), and find their way around the university (55%) (2020 Tri 1: 71%). For 53% of students the orientation programme provided an opportunity for them to meet new people (2020 Tri 1: 85%). 67% of students thought the programme was fun (2020 Tri 1: 66%).

# EXECUTIVE SUMMARY CONTINUED

## NEW STUDENTS' ORIENTATION (NSO)

### EMAIL AND THE UNIVERSITY WEBSITE ARE USEFUL SOURCES OF NSO INFORMATION

Emails (89%) and the University website (88%) were rated as being the most useful sources of NSO information (Email - 2020 Tri 1: 91%) (Website – 2020 Tri 1: 89%). Social media was useful for about two out of three students (66%) (2020 Tri 1: 78%). New Students' Orientation booklets were not distributed for trimester 2.

### THE NSO EVENTS AND WORKSHOPS ARE CONSIDERED VALUABLE

Overall, new students found the NSO events and workshops valuable. The Pasifika (100%) (2020 Tri 1: 98%), Mature (96%) (2020 Tri 1: 89%), Māori (96%) (2020 Tri 1: 88%), and Postgraduate (91%) (2020 Tri 1: 94%) Students' orientation sessions were rated by the students they were targeted at, as valuable sessions.

74% of new students report the NSO programme prepared them for study at the University (2020 Tri 1: 69%), prepared them for life in Wellington (47%) (2020 Tri 1: 63%), and allowed them to meet new people (57%) (2020 Tri 1: 81%). 70% of students reported the programme was fun (2020 Tri 1: 81%).

## GETTING UNDERWAY

### STUDENTS ARE STARTING OFF TO A SLIGHTLY LOWER START THAN TRIMESTER 1

A majority of new students are off to a positive start. 10% report they are off to a great start, 18% are off to a very good start, 38% a good start, 29% an okay start with 6% of students reporting they are not off to a good start. (2020 Tri 1: 11%, 22%, 42%, 22%, 2%)

THE TOP PIECES OF ADVICE NEW STUDENTS WOULD GIVE TO STUDENTS STARTING AT TE HERENGA WAKA - VICTORIA UNIVERSITY OF WELLINGTON ARE "ASK QUESTIONS," "BE PREPARED," "BE PROACTIVE," AND "BE ORGANISED"

Key sentiments expressed by students regarding advice for other new students include "Ask if you are ever unsure about anything. Everyone that I talked to/emailed were amazingly helpful and HUMAN in their interaction," "Course workloads are always heavier than they seem," and "Keep up to date with email information and deadlines from the university"



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