VICTORIA UNIVERSITY OF WELLINGTON
TE HERENGA WAKA

KŌRERO MAI ‘26

STUDENT VOICE SURVEY

2026 QUESTIONNAIRE





CONTENTS

INTRODUCTION 3
YOUR STUDY & SITUATION 4
TEACHING & CLASSES 10
RESEARCH SUPPORT 13
INFORMATION & COMMUNICATION 15
SKILLS & PREPARATION 17
YOUR ACADEMIC EXPERIENCE 19
DIGITAL TOOLS 23
ARTIFICIAL INTELLIGENCE 25
ABOUT YOU 28
RESPECT, SAFETY & INCLUSION 33
COMMUNITY & CONNECTION 37
STUDENT SUPPORT SERVICES 39
UNIVERSITY SERVICES 44
UNIVERSITY SPACES & FACILITIES 47
TRAVEL 53
WELLBEING 56
VUWSA 58
STUDENT ENGAGEMENT 60
FINAL COMMENTS 62

INTRODUCTION

HAERE MAI

Welcome to **Kōrero Mai | Student Voice Survey** (previously Have Your Say).

Have your say. Help shape the future of your university.

The survey is your opportunity to share your experience at Te Herenga Waka—Victoria University of Wellington, focused on what's working well, and what could be improved. Your feedback is used across the university to inform decisions and direct where improvements and resources are needed most.

The survey is **anonymous**, and your responses cannot be linked to your university data. This allows you to provide free and honest feedback. As a result, we'll ask a few questions about you and your studies. Please note that the survey includes measures to identify and remove responses that are unlikely to be genuine submissions from eligible students.

The survey takes about **15 minutes**. To reduce the length, you'll answer a set of core questions plus questions from a random selection of additional topic areas. So you might not get the same questions as your friends.

You'll also be able to share comments in your own words. Any identifying details will be removed before analysis, and responses will only be reported in summary form.

Use of AI in analysing feedback

Open-text responses may be analysed using Microsoft Copilot to identify common themes. Your data will be processed securely within the university and not shared externally. No identifying information will be reported.

You could win an iPad! Complete the survey to go in the draw to win 1 of 2 Apple iPads (11-inch, 256GB, with AppleCare). After submitting, you'll be given a link to enter the prize draw. Click here to review the terms and conditions.

Please respond by **Sunday 16 August 2026**.

Thank you for sharing your voice.

Any questions? Email: studentsurvey@vuw.ac.nz

YOUR STUDY & SITUATION

This first set of questions provides important information to help us understand and analyse your responses and feedback.

Q1

Are you currently undertaking an undergraduate, postgraduate, or some other qualification?

If you are undertaking more than one qualification, please respond for the highest level of qualification.

- ○ Undergraduate
- ○ Postgraduate
- ○ Other

Q2A (Display this question: If Q1 = Postgraduate)

Is your postgraduate qualification...

- ○ Taught only
- ○ Research only
- ○ Combined - taught and research and researh

Q2B (Display this question: If Q2A = Research only Or Q2A = Combined - taught and research)

Are you a PhD student?

- ○ Yes
- ○ No

Q3A

What year of study are you in for this qualification?

- ○ First year
- ○ Second year
- ○ Third year or higher

Q3B

Are you an exchange student?

Exchange students are not enrolled at Te Herenga Waka—Victoria University of Wellington, they are enrolled at a partner university and come to VUW for a limited time and continue to pay tuition to their home institution.

- ○ Yes
- ○ No

Q3C

Have you ever received a scholarship to support your study at Te Herenga Waka—Victoria University of Wellington?

- ○ Yes
- ○ No

Q3D (Display this question: If Q3C = Yes)

Would you have still come to study here if you hadn't received a scholarship?

- ○ Yes
- ○ No
- ○ Don't know

Q4 (Display this question: If Q1 = Undergraduate Or Q1 = Other Or Q2A = Taught only Or Q2A = Combined - taught and research)

Which of the below best describes how you have engaged with your taught courses this year?

- ○ **All online** all students and teachers are online
- ○ **All on-campus** all students and teachers are in the same physical space at the same time
- ○ **Blended/hybrid** a mix of online and on-campus

Q5A (Display this question: If Q4 = Blended/hybrid a mix of online and on-campus)

Approximately how much of your course engagement has been online?

- ○ More than half (>50%)
- ○ Between a quarter and a half (25% to 50%)
- ○ Less than a quarter (<25%)

Q5B (Display this question: If Q4 = All on-campus Or Q4 = Blended/hybrid)

Would you have liked...

	Yes	No	Unsure
Some ability for online engagement? (If Q4 = All on-campus)	○	○	○
More ability for online engagement? (If Q4 = Blended/hybrid)	○	○	○
A fully online qualification?	○	○	○

Q6

Are you studying full-time or part-time?

Note: Full-time study is defined as at least 48 points per trimester, or 96 points for a full academic year. Part-time study is anything below full-time thresholds.

- ○ Full-time
- ○ Part-time

Q7A

Are you undertaking paid work while studying?

- ○ Yes - Full-time paid work
- ○ Yes - Part-time or occasional paid work
- ○ No

Q7B

What type of accommodation are you currently living in?

- ○ University Hall of Residence (catered or self-catered)
- ○ Flatting with friends or other students
- ○ Flatting with strangers or mixed group
- ○ Living alone (e.g. studio or one-bedroom unit)
- ○ Living with partner or spouse (shared household)
- ○ Living with family, parents, whānau
- ○ Boarding or homestay
- ○ Other (please specify) _____

Q8

Which faculty are you in?

If you are in more than one faculty, **please choose just one**, whichever one you consider your primary faculty. The responses you give about your academic experience will be connected to this faculty. If you have specific feedback on more than one faculty, you can provide this in the open-text questions, just make sure to clearly indicate which faculty you're providing feedback on.

- ○ Faculty of Architecture and Design Innovation
- ○ Faculty of Education, Health, and Psychological Sciences
- ○ Faculty of Humanities and Social Sciences
- ○ Faculty of Law
- ○ Faculty of Science and Engineering
- ○ Te Kawa a Māui (Iho)
- ○ Wellington School of Business and Government
- ○ Other (please specify) _____
- ○ Prefer not to say

TEACHING & CLASSES

Q13 (Display this question: If Q1 = Undergraduate Or Q2A = Taught only Or Q2A = Combined - taught and research Or Q1 = Other)

During your classes so far this academic year, how often have you...

	Never or rarely	Sometimes	Often or always	Not applicable
Maintained focus/engagement throughout the class	○	○	○	○
Asked questions or contributed to discussions in class	○	○	○	○
Found them sufficiently engaging that you did more work than was required	○	○	○	○
Been unprepared for a class	○	○	○	○
Skipped class	○	○	○	○
Turned in an assignment late	○	○	○	○
Used Nuku to access course content	○	○	○	○

Q14 (Display this question: If Q1 = Undergraduate Or Q2A = Taught only Or Q2A = Combined - taught and research Or Q1 = Other)

During your classes so far this academic year, to what extent have your lecturers…

	Not at all	Minimal	Somewhat	A lot	Not applicable
Made an effort to get to know students in the class	○	○	○	○	○
Been available to you outside of class	○	○	○	○	○
Increased your enthusiasm for the subject	○	○	○	○	○
Demonstrated concern for student learning	○	○	○	○	○
Treated students respectfully, equitably and fairly	○	○	○	○	○
Provided clear explanations on coursework/assessments	○	○	○	○	○
Provided adequate feedback	○	○	○	○	○
Supported online learning	○	○	○	○	○

Q15 (Display this question: If Q1 = Undergraduate Or Q2A = Taught only Or Q2A = Combined - taught and research Or Q1 = Other)

How would you rate the quality of the teaching you have experienced so far this academic year?

- ○ Very poor
- ○ Poor
- ○ OK
- ○ Good
- ○ Excellent

RESEARCH SUPPORT

Q16 (Display this question: If Q2A = Research only Or Q2A = Combined - taught and research)

Thinking about your primary supervisor over the last 12 months, how satisfied are you with…

	Very dissatisfied	Not satisfied	Somewhat satisfied	Very satisfied	Not applicable
The amount of time your supervisor has for you	○	○	○	○	○
The expertise of your supervisor in relation to your field of research	○	○	○	○	○
The level of respect you receive from your supervisor	○	○	○	○	○
The level of research support you receive from your supervisor	○	○	○	○	○
The amount of guidance your supervisor has given regarding scholarships and other financial support	○	○	○	○	○

Q17 (Display this question: If Q2A = Research only Or Q2A = Combined - taught and research)

Overall, how satisfied are you with your primary supervisor?

- ○ Very dissatisfied
- ○ Not satisfied
- ○ Somewhat satisfied
- ○ Very satisfied

INFORMATION & COMMUNICATION

Q9

To what extent do you agree/disagree with the following…

	Disagree	Neither	Agree	Don't know
I understand the academic requirements for my programme of study	○	○	○	○
I understand the rules and policies of my school/faculty/institute	○	○	○	○
I know where to find important information about my studies	○	○	○	○
I know where to go for help if I have questions about university processes	○	○	○	○
I have good information about what courses are available, and when	○	○	○	○
I get the information I need from the university at the time I need it	○	○	○	○
I value hearing good news stories about student achievements	○	○	○	○

Q10

Thinking about the last 12 months, how do you feel about the amount of communication you have received from the following areas…

	Far too much	A bit too much	About right	A bit too little	Far too little
Your lecturers/academic staff	○	○	○	○	○
Your school/faculty/institute	○	○	○	○	○
The university centrally	○	○	○	○	○

Q12

You receive information from the university in lots of ways. **Which communication channel do you value most, and why? What one thing would most improve university communications? If a university message was especially helpful, please tell us about it.**

Maximum response is 800 characters.

_____

_____

_____

SKILLS & PREPARATION

Q18

To what extent have your university studies developed your…

	Not at all	Minimal	Somewhat	A lot	Not applicable
Written communication skills	○	○	○	○	○
Spoken communication and presentation skills	○	○	○	○	○
Library and online research skills	○	○	○	○	○
Critical thinking skills (evaluating ideas)	○	○	○	○	○
Creative thinking skills (generating ideas)	○	○	○	○	○
Confidence to learn independently (intellectual autonomy)	○	○	○	○	○
Understanding of academic integrity expectations	○	○	○	○	○
Ability to work with others (teamwork)	○	○	○	○	○
Awareness of international perspectives	○	○	○	○	○
Skills for future work/employment	○	○	○	○	○
Leadership skills	○	○	○	○	○

Q19

So far this academic year, what proportion of your course has involved activities such as placements, internships or work integrated learning?

- ○ None
- ○ Some
- ○ About half
- ○ More than half
- ○ Not applicable

Q22

Thinking about progressing to the next stage of your studies (whether this is progressing to the next trimester, next year, or progressing through postgraduate studies)**, how prepared do you currently feel for this?**

- ○ Not prepared
- ○ Minimally prepared
- ○ Somewhat prepared
- ○ Very prepared
- ○ Not applicable

Q22X (Display this question: If Q1 = Undergraduate)

At what point did you/will you start thinking about what you'll do after your undergraduate degree?

- ○ Before I started my undergraduate degree
- ○ During my first year
- ○ During my second year
- ○ During my third (or final) year
- ○ After I finish my degree
- ○ Unsure

YOUR ACADEMIC EXPERIENCE

Q23

Overall, how satisfied are you with your academic experience as a student here?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

Q24

What have been the best aspects of your academic experience so far this academic year?

Maximum response is 800 characters.

_____

_____

_____

Q25

What aspects of your academic experience are in most need of improvement?

Maximum response is 800 characters.

_____

_____

_____

Q102B

During this academic year, how often have each of the following been obstacles to your academic work or success…

	Never or rarely	Sometimes	Often or always	Not applicable
Competing family responsibilities	○	○	○	○
Financial issues	○	○	○	○
Competing job responsibilities (e.g., paid employment)	○	○	○	○

Q103

During this academic year, have you seriously considered leaving the university/your studies?

- ○ Yes
- ○ No

Q104 (Display this question: If Q103 = Yes)

Please indicate your reasons for considering leaving.

Select up to three.

- ☐ Family responsibilities
- ☐ Financial issues
- ☐ Logistical/commuting issues
- ☐ Job responsibilities (e.g., paid employment)
- ☐ To pursue a career or job offer
- ☐ To move institution (to another university)
- ☐ Wellbeing issues (e.g., feeling depressed, stressed, or upset)
- ☐ Health issues (e.g., physical illness or condition)
- ☐ Accessibility issues (inadequate support for disability/neurodiversity)
- ☐ Issues with digital tools/technology
- ☐ Issues with lecturers/supervisors
- ☐ Issues with managing the academic workload

- [ ] Issues with the availability of courses
- [ ] Facing discrimination (based on ethnicity, culture, gender, disability, sexuality, religion, age, or politics)
- [ ] Inability to access required support or advice
- [ ] Lack of support from staff
- [ ] Issues with English language skills
- [ ] To go travelling
- [ ] Lack of engagement with studies
- [ ] Other (please specify) _____

DIGITAL TOOLS

Q30

Thinking about the last 12 months, how satisfied are you with these digital tools/platforms/apps…

	Very dissatisfied	Not satisfied	Somewhat satisfied	Very satisfied	Not used
Nuku	○	○	○	○	○
Pūaha	○	○	○	○	○
myAllocator (Tutorial Booking)	○	○	○	○	○
myDegree (Degree Audit)	○	○	○	○	○

Q33

Do you know where to find help when you have issues with digital tools and technology?

This includes software and hardware, printing, security, email, passwords, storage, computing labs and Wi-Fi.

- ○ Yes
- ○ No

Q34

Thinking about the last 12 months, how would you rate your experience with the Digital Solutions Support Service?

- ○ Very poor
- ○ Poor
- ○ OK
- ○ Good
- ○ Excellent
- ○ Not used, but aware
- ○ Not aware

Q37

What might improve the digital learning environment?

Maximum response is 800 characters.

_____

_____

_____

ARTIFICIAL INTELLIGENCE

Q35

In regard to Generative Artificial Intelligence (AI) use, to what extent do you agree/disagree with the following…

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
I have clear and helpful guidelines from my lecturers and tutors on using AI appropriately	○	○	○	○	○
The university has helped me understand AI in ways that will support my future work and study	○	○	○	○	○
I understand ethical approaches to AI in my learning	○	○	○	○	○
I'm supportive of the use of AI by students	○	○	○	○	○
I'm supportive of academic staff integrating AI into teaching and learning practices	○	○	○	○	○

Q36

How often have you used AI to support you in your coursework or studies so far this academic year?

- ○ Never
- ○ Rarely
- ○ Sometimes
- ○ Often
- ○ Always

Q36B (Display this question: If Q36 != Never)

What do you use AI for?

- ☐ Generating ideas and examples (e.g. brainstorming)
- ☐ Finding information or conducting research
- ☐ Editing, proof-reading or improving writing
- ☐ Summarising notes, readings or other materials
- ☐ Generating written answers or content for slides
- ☐ Generating or editing artwork, images, diagrams, graphs or slides
- ☐ Generating or error-checking code, formulae, mathematical calculations or data analysis
- ☐ Teaching me how to do something (e.g. step-by-step instructions)
- ☐ Other (please specify) _____

Q36C

If you have any comments about the use of AI at the university, please provide these below.

Maximum response is 800 characters.

_____

_____

_____

ABOUT YOU

These questions provide important information to help us understand and analyse your responses and feedback.

This survey is anonymous, all response information received is treated confidentially and is not tied to your student ID or record in any way. However, we understand that you may not be comfortable providing all of the information below, please only provide the information you are comfortable sharing. You can always opt to select the 'Prefer not to say' response.

Q50

Which ethnic group or groups do you belong to?

Please select all that apply.

- [ ] NZ European / European / Pākehā
- [ ] Māori
- [ ] Pasifika
- [ ] Asian
- [ ] Middle Eastern, Latin American or African (MELAA)
- [ ] Other (please specify) _____
- [ ] Prefer not to say

Q51

Which of the following best describes your gender identity?

Please select only one.

- ○ Female / Wahine
- ○ Male / Tāne
- ○ Trans or gender diverse
- ○ Another gender
- ○ Questioning
- ○ Prefer not to say

Q52

Is your gender identity different from your sex at birth?

- ○ Yes
- ○ No
- ○ Prefer not to say

Q53

Which of the following best describes your sexual orientation?

Please select only one.

- ○ Heterosexual/straight
- ○ Gay
- ○ Lesbian
- ○ Bisexual
- ○ Queer
- ○ Asexual
- ○ Takatāpui
- ○ Questioning
- ○ Other (please specify) _____
- ○ Prefer not to say

Q54

What age group do you belong to?

- ○ Under 20
- ○ 20 to 24
- ○ 25 to 29
- ○ 30 to 39
- ○ 40 and Over
- ○ Prefer not to say

Q55

Do you have caregiving responsibilities for any of the following at home?

Please select all that apply.

- [ ] Children under 5 years old
- [ ] Children aged 5-12
- [ ] Children aged 13-18
- [ ] Adult children who require support
- [ ] Other dependent relatives (e.g., siblings, extended family, whānau)
- [ ] Prefer not to say
- [ ] None of the above

Q56

Do you describe yourself as disabled, deaf, neurodivergent, tāngata whaikaha Māori, tagata sa'ilimalo, or living with a long-term physical, sensory, or mental health condition or impairment?

- ○ Yes
- ○ No
- ○ Prefer not to say

Q57

Are you a...

Note: If you are an Australian Citizen **and** a New Zealand Citizen or a NZ Permanent Resident, please select the appropriate New Zealand option over Australian Citizen.

- ○ New Zealand Citizen
- ○ NZ Permanent Resident
- ○ Australian Citizen
- ○ None of the above
- ○ Prefer not to say

Q58

Do you identify as an asylum seeker, current refugee, or from a refugee background?

i.e. either you or a parent/caregiver came to New Zealand (or another country) as a refugee.

- ○ Yes
- ○ No
- ○ Prefer not to say

Q59

Are you currently residing/living in New Zealand?

- ○ Yes, within the Wellington region
- ○ Yes, but outside the Wellington region
- ○ No, I am not currently residing/living in New Zealand

RESPECT, SAFETY & INCLUSION

Q38A

To what extent do you agree/disagree with the following…

	Disagree	Neither	Agree	Don't know
I feel safe on campus	○	○	○	○
I feel able to express my views here	○	○	○	○
I feel respected at this university	○	○	○	○
I feel my opinions are valued here	○	○	○	○

Q38AA

So far this academic year, at this university, have you been treated unfairly or discriminated against?

- ○ Yes
- ○ No
- ○ Prefer not to say

Q38B (Display this question: If Q38AA = Yes)

What do you think the discrimination or unfair treatment was related to?

Please select all that apply.

- [ ] Ethnicity
- [ ] Gender identity
- [ ] Sexual orientation
- [ ] Disability
- [ ] Religion
- [ ] Political beliefs
- [ ] Immigration background
- [ ] Age
- [ ] Other (please specify) _____

Q38C

To what extent do you agree/disagree with the following…

	Disagree	Neither	Agree	Don't know
The university provides a safe and secure environment	○	○	○	○
The university responds appropriately to discrimination or harmful behaviour	○	○	○	○
The university listens and responds to student feedback	○	○	○	○
The university promotes equity, diversity and inclusion	○	○	○	○

Q38D

To what extent do you agree/disagree with the following…

	Disagree	Neither	Agree	Don't know
Sustainability is important to me	○	○	○	○
I have become more engaged in sustainability issues while enrolled at this university	○	○	○	○
The university is environmentally responsible	○	○	○	○

Q39

What might help improve safety, inclusion, respect, or people’s ability to express themselves here?

Maximum response is 800 characters.

_____

_____

_____

COMMUNITY & CONNECTION

Q40

Over the past 12 months, how often have you…

	Never or rarely	Sometimes	Often or always	Not applicable
Interacted with other students as part of your course (e.g., group assignments, in-class collaboration, study groups)	○	○	○	○
Interacted socially with other students outside of your study	○	○	○	○
Attended student clubs, societies, social events or activities	○	○	○	○
Interacted with other students through sports, exercise or fitness activities (either formally through the university, or outside of the university)	○	○	○	○
Struggled to find the room or space you're looking for on campus	○	○	○	○

Q41

Thinking about the last 12 months, to what extent do you agree or disagree with the following…

	Disagree	Neither	Agree	Don't know
I have made meaningful friendships here	○	○	○	○
I feel comfortable participating in student activities or events	○	○	○	○
I feel connected with the student community	○	○	○	○
I feel supported by academic/teaching staff	○	○	○	○
I feel supported by professional/support (non-academic/teaching) staff	○	○	○	○
I feel like I belong at this university	○	○	○	○
I am proud to be a student at this university	○	○	○	○
I would encourage a friend to study at this university	○	○	○	○

Q42

What might help enhance community and connection across the university?

Maximum response is 800 characters.

_____

_____

_____

STUDENT SUPPORT SERVICES

Q60_1

Thinking about the last 12 months, which of the following Student Support Services have you used?

	Used	Not used, but aware	Not aware
Āwhina - Māori Student Support (If Q50 = Māori)	○	○	○
Kahukura - Rainbow and Inclusion Support	○	○	○
Kaiārahi Tahua Tauira - Student Finance Advisers	○	○	○
Manawa Ora - Student Wellbeing	○	○	○
Mauri Ora - Student Counselling	○	○	○
Mauri Ora - Student Health	○	○	○
Ngā Ratonga Kohungahunga - University Kids Wellington (If Q55 = Children under 5 years old Or Children aged 5-12)	○	○	○
Wan Tautai - Pasifika Student Success (If Q50 = Pasifika)	○	○	○
Pūtea Āwhina - Hardship Fund	○	○	○
Tauira Konene - Refugee-Background Student Support (If Q58 = Yes)	○	○	○

Q60A_1

Thinking about the last 12 months, please rate your experience of the Student Support Services listed below.

	Very poor	Poor	OK	Good	Excellent
Āwhina - Māori Student Support	○	○	○	○	○
Kahukura - Rainbow and Inclusion Support	○	○	○	○	○
Kaiārahi Tahua Tauira - Student Finance Advisers	○	○	○	○	○
Manawa Ora - Student Wellbeing	○	○	○	○	○
Mauri Ora - Student Counselling	○	○	○	○	○
Mauri Ora - Student Health	○	○	○	○	○
Ngā Ratonga Kohungahunga - University Kids Wellington	○	○	○	○	○
Wan Tautai - Pasifika Student Success	○	○	○	○	○
Pūtea Āwhina - Hardship Fund	○	○	○	○	○
Tauira Konene - Refugee-Background Student Support	○	○	○	○	○

Q60_2

Thinking about the last 12 months, which of the following Student Support Services have you used?

	Used	Not used, but aware	Not aware
Tauria - Student Interest and Conflict Resolution Service	○	○	○
Te Amaru - Disability Services (If Q56 = Yes)	○	○	○
Te Ratonga Rapu Mahi - Careers and Employment Service	○	○	○
University Recreation Wellington - Sport, Fitness and Recreation Services	○	○	○
Kaitohutohu Tauira - Tītoko Student Success Advisers	○	○	○
Kaiārahi Tauira Rangahau Paerua - Postgraduate Research Student Advisers (If Q1 = Postgraduate)	○	○	○
Te Haumiri - International Student Experience Team (If Q57 = Australian Citizen Or None of the above)	○	○	○
Te Taiako - Student Learning Support Service	○	○	○
WGTN Locals (If Q7B NE Halls)	○	○	○
Student Service Centre	○	○	○

Q60A_2

Thinking about the last 12 months, please rate your experience of the Student Support Services listed below.

	Very poor	Poor	OK	Good	Excellent
Tauria - Student Interest and Conflict Resolution Service	○	○	○	○	○
Te Amaru - Disability Services	○	○	○	○	○
Te Ratonga Rapu Mahi - Careers and Employment Service	○	○	○	○	○
University Recreation Wellington - Sport, Fitness and Recreation Services	○	○	○	○	○
Kaitohutohu Tauira - Tītoko Student Success Advisers	○	○	○	○	○
Kaiārahi Tauira Rangahau Paerua - Postgraduate Research Student Advisers	○	○	○	○	○
Te Haumiri - International Student Experience Team	○	○	○	○	○
Te Taiako - Student Learning Support Service	○	○	○	○	○
WGTN Locals	○	○	○	○	○
Student Service Centre	○	○	○	○	○

Q61

Overall, how satisfied are you with the Student Support Services you've engaged with over the past 12 months?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

Q62

How satisfied are you with the quality of information/communications you've received about Student Support Services?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

Q63

What might help enhance the Student Support Services?

Maximum response is 800 characters.

_____

_____

_____

UNIVERSITY SERVICES

Q64

Thinking about the last 12 months, which of the following University Services have you used?

Note: this question is asking about your experience of these services, i.e. the interactions you've had with the service, not about physical spaces or facilities.

	Used	Not used, but aware	Not aware
Admissions and Enrolment Services	○	○	○
School/Faculty Administration Services	○	○	○
Library Resources (Books, Journals and Online Databases)	○	○	○
Library Services	○	○	○
Scholarships Office	○	○	○
Campus Security	○	○	○
University Accommodation Services (If Q7B = Halls)	○	○	○
Te Here Tāura Rangahau – Faculty of Graduate Research (If Q1 = Postgraduate)	○	○	○

Q64A

Thinking about the last 12 months, please rate your experience of the University Services you reported using.

Note: this question is asking about your experience of these services, i.e. the interactions you've had with the service, not about physical spaces or facilities.

	Very poor	Poor	OK	Good	Excellent
Admissions and Enrolment Services	○	○	○	○	○
School/Faculty Administration Services	○	○	○	○	○
Library Resources (Books, Journals and Online Databases)	○	○	○	○	○
Library Services	○	○	○	○	○
Scholarships Office	○	○	○	○	○
Campus Security	○	○	○	○	○
University Accommodation Services	○	○	○	○	○
Te Here Tāura Rangahau – Faculty of Graduate Research	○	○	○	○	○

Q65

Overall, how satisfied are you with the University Services you've engaged with over the past 12 months?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

Q66

How satisfied are you with the quality of information/communications you've received about the University Services?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

Q67

What might help enhance the University Services?

Maximum response is 800 characters.

_____

_____

_____

UNIVERSITY SPACES & FACILITIES

Q68

Which campus or campuses have you used/visited so far this academic year?

Select all that apply.

- [ ] Kelburn
- [ ] Pipitea
- [ ] Te Aro
- [ ] Other (please specify) _____
- [ ] I have not been on any campus this academic year

Q69_1

Thinking about the past 12 months, which of the following University Spaces and Facilities have you used?

Note: this question is asking about your experience of these physical spaces or facilities, i.e. the cleanliness or quality of the buildings or equipment, not about services that may be connected to these spaces or facilities.

	Used	Not used, but aware	Not aware
Libraries: collections spaces/facilities	○	○	○
Libraries: study spaces	○	○	○
Study Spaces (excluding libraries)	○	○	○
Lab Facilities	○	○	○
Computer Facilities	○	○	○
Classrooms (lecture theatres and seminar rooms)	○	○	○
The Hub (If Q68 = Kelburn)	○	○	○
The Bubble (If Q68 = Kelburn Or Pipitea)	○	○	○
Wellbeing and Whānau Rooms	○	○	○
Student Union Spaces	○	○	○

Q69A_1

Thinking about the past 12 months, please rate your experience of the University Spaces and Facilities listed below.

Note: this question is asking about your experience of these physical spaces or facilities, i.e. the cleanliness or quality of the buildings or equipment, not about services that may be connected to these spaces or facilities.

	Very poor	Poor	OK	Good	Excellent
Libraries: collections spaces/facilities	○	○	○	○	○
Libraries: study spaces	○	○	○	○	○
Study Spaces (excluding libraries)	○	○	○	○	○
Lab Facilities	○	○	○	○	○
Computer Facilities	○	○	○	○	○
Classrooms (lecture theatres and seminar rooms)	○	○	○	○	○
The Hub	○	○	○	○	○
The Bubble	○	○	○	○	○
Wellbeing and Whānau Rooms	○	○	○	○	○
Student Union Spaces	○	○	○	○	○

Q69_2 **Thinking about the past 12 months, which of the following University Spaces and Facilities have you used?**

Note: this question is asking about your experience of these physical spaces or facilities, i.e. the cleanliness or quality of the buildings or equipment, not about services that may be connected to these spaces or facilities.

	Used	Not used, but aware	Not aware
Kelburn Recreation Centre (If Q68 = Kelburn)	○	○	○
Pipitea Fitness (If Q68 = Pipitea)	○	○	○
Boyd-Wilson Field (If Q68 = Kelburn)	○	○	○
Boyd-Wilson Arena (If Q68 = Kelburn)	○	○	○
ClubHouse & GamesRoom (If Q68 = Kelburn)	○	○	○
Outdoor Spaces, Courtyards, Seating Areas	○	○	○
Student Lounges, Common Rooms, Kitchens	○	○	○
Cafes	○	○	○
Halls of Residence (If Q7B = Halls)	○	○	○

Q69A_2

Thinking about the past 12 months, please rate your experience of the University Spaces and Facilities listed below.

Note: this question is asking about your experience of these physical spaces or facilities, i.e. the cleanliness or quality of the buildings or equipment, not about services that may be connected to these spaces or facilities.

	Very poor	Poor	OK	Good	Excellent
Kelburn Recreation Centre	○	○	○	○	○
Pipitea Fitness	○	○	○	○	○
Boyd-Wilson Field	○	○	○	○	○
Boyd-Wilson Arena	○	○	○	○	○
ClubHouse & GamesRoom	○	○	○	○	○
Outdoor Spaces, Courtyards, Seating Areas	○	○	○	○	○
Student Lounges, Common Rooms, Kitchens	○	○	○	○	○
Cafes	○	○	○	○	○
Halls of Residence	○	○	○	○	○

Q70

Overall, how satisfied are you with the University Spaces and Facilities that you've used over the past 12 months?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

Q71

How satisfied are you with the quality of information/communications you've received about the University Spaces and Facilities?

- ○ Very dissatisfied
- ○ Dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Satisfied
- ○ Very satisfied

Q72

What might help enhance the University Spaces and Facilities?

Maximum response is 800 characters.

_____

_____

_____

TRAVEL

Q77

In a typical week, which days do you visit a university campus or facility (excluding Halls of Residence)?

Select all that apply.

- [ ] Monday
- [ ] Tuesday
- [ ] Wednesday
- [ ] Thursday
- [ ] Friday
- [ ] Saturday
- [ ] Sunday
- [ ] I don't regularly visit a university campus or facility

Q73

How far do you live from the university?

- ○ On campus or < 1 km
- ○ 1 km to 5 km
- ○ 5 km to 15 km
- ○ 15 km to 30 km
- ○ 30 km or more

Q74

What is your main form of transport to and from university?

Please select only one.

- ○ Bus or Cable Car
- ○ Train
- ○ Ferry
- ○ Walking or Running
- ○ Cycling (including e-bikes)
- ○ Scootering or similar (including e-scooters)
- ○ Motorbike, moped or similar
- ○ Car, taxi, Uber or similar
- ○ Other (please specify) _____

Q75 (If Q74 = Motorbike, moped or similar Or Car, taxi, Uber or similar)

Is this an electric or hybrid vehicle?

- ○ Yes
- ○ No
- ○ Don't know

Q76A (If Q74 = Car, taxi, Uber or similar)

When you travel by car, taxi, Uber or similar, which best describes the usual situation…

- ○ You're driving, with no passengers
- ○ You're driving, with passengers
- ○ You're a passenger

Q76B (If Q76A = You're driving, with no passengers Or You're driving, with passengers)

What is your experience of finding a car park on or around campus?

- ○ I often can't find a car park at all
- ○ I can find a car park, but it usually takes a while
- ○ I can find a car park, usually pretty quickly
- ○ It's always easy to find a car park

WELLBEING

A note before we continue.

The following questions relate to your recent mood and wellbeing. Many students find these questions straightforward, while others may find them emotionally triggering.

Responses to these questions help build a clearer understanding of student wellbeing across the university, but these questions are optional.

Please only answer what you feel comfortable with. And remember, this survey is **fully anonymous**, and none of your answers can be linked to you.

If these questions raise any concerns for you, please click this link to find out what wellbeing resources and tools are available to you.

Q78

Please indicate how you have been feeling over the last two weeks...

	At no time	Some of the time	Less than half of the time	More than half of the time	Most of the time	All of the time
I have felt active and vigorous	○	○	○	○	○	○
I have felt calm and relaxed	○	○	○	○	○	○
I have felt cheerful and in good spirits	○	○	○	○	○	○
I woke up feeling fresh and rested	○	○	○	○	○	○
My daily life has been filled with things that interest me	○	○	○	○	○	○

Q79

Over the last two weeks, how often have you been bothered by the following problems?

	Not at all	Several days	More than half of the days	Nearly every day
Feeling nervous, anxious or on edge	○	○	○	○
Not being able to stop or control worrying	○	○	○	○
Feeling down, depressed or hopeless	○	○	○	○
Little interest or pleasure in doing things	○	○	○	○

If responding to these questions made you reflect that you could use more wellbeing support, we encourage you to seek the support you need.

Please click this link to explore what support options are available to you.

Q43

Which VUWSA services or events have you used or attended, over the past 12 months?

	Used or attended	Not used or attended, but aware	Not aware
Advocacy Services	○	○	○
Class Representatives	○	○	○
Salient	○	○	○
Stress Free Study Week	○	○	○
VUWSA Tea Time	○	○	○

Q44

How satisfied have you been with the VUWSA services or events you reported using or attending, over the past 12 months?

	Very dissatisfied	Not satisfied	Somewhat satisfied	Very satisfied
Advocacy Services	○	○	○	○
Class Representatives	○	○	○	○
Salient	○	○	○	○
Stress Free Study Week	○	○	○	○
VUWSA Tea Time	○	○	○	○

STUDENT ENGAGEMENT

Q85

Where did you see this survey advertised/promoted?

Select all that apply.

- [ ] Posters or flyers around campus
- [ ] Facebook/Instagram
- [ ] Whītiki
- [ ] Digital screens on campus
- [ ] Faculty information
- [ ] Email
- [ ] Te Herenga Waka website
- [ ] My Halls
- [ ] Nuku
- [ ] Other (please specify) _____

Q86

What do you think are the best methods to engage with students and hear their feedback about the university?

Select up to three.

- [ ] Face-to-face focus groups/workshops
- [ ] Online focus groups/workshops
- [ ] An online feedback/suggestion form
- [ ] Quick polls (2 to 3 questions)
- [ ] Using student representatives, working groups or committees
- [ ] Annual university-wide surveys (like this one)
- [ ] Through VUW social media channels
- [ ] Smaller (more regular) surveys
- [ ] Real-time feedback at touchpoints
- [ ] Other (please specify) _____

Q87

If you have any thoughts or suggestions about how the university engages and seeks feedback from students, including feedback on this survey, please provide these below.

Maximum response is 800 characters.

_____

_____

_____

FINAL COMMENTS

Q90

Finally, what is the one thing the university should focus on improving next year?

Maximum response is 800 characters.

_____

_____

_____

That's all of the questions.

Thank you for completing the survey.

After you submit your survey response (on the next screen), you will be provided with a link to a form for you to enter the prize draw. This form is not connected to your survey response in any way.