Tōku Reo – My Voice
Survey Report
May 2023

TŌKU REO – MY VOICE

Understanding the scores

About the Survey

Key Insights

Ratings

Strengths

Improvement

Demographics

UCOL students were asked to rate a series of factors related to pre-enrolment, enrolment, course and campus, and their overall experience. These factors were rated using a scale of 1 to 5, where 1 = strongly disagree and 5 = strongly agree.

To make these results easier to interpret, 'more than agree' (MTA) scores have been calculated and are shown in this report. These scores simply combine the proportion of respondents who 'agreed or 'strongly agreed'.

Students were also asked to choose one thing UCOL does well and one that could be improved.

Click on a section to the left to get started.

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ABOUT THE SURVEY

This dashboard presents the results of the Tōku Reo: My Voice survey for May 2023. The survey was first conducted in April 2016 and was repeated each semester until 2019. Since 2020, the survey has been conducted once a year, but we can look at doing it each semester again.

Research First originally conducted the survey on UCOL's behalf, but since 2022, we have run it in-house using Survey Monkey.

This survey aims to determine learners' first impressions of UCOL, and identify areas in which UCOL performs well and areas in which it could improve. The survey is targeted at students who are new to UCOL in the current semester (excluding U-Skills learners). **Note:** Te Pūkenga has implemented a separate twice-yearly Learner Experience Survey, which is targeted at all Te Pūkenga learners (excluding those doing short courses and training schemes).

We invited 1241 learners to take the May 2023 Tokū Reo survey. We received 215 valid responses, giving us a response rate of 18 percent. We received eight additional responses, which were excluded as they were either from U-Skills or returning students. Last year's response rate was 10 percent.

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This semester, we sent the survey to learners via email and text message. We also provided UCOL teaching kaimahi with a survey link and QR code so they could get learners to do the survey in class. The survey was open from 24 April to 5 May. We are referring to the survey as the May 2023 survey as this is when it closed.

Points of caution :
- Only six of 31 eligible Horowhenua campus learners completed the survey.
- The Manawatū campus (62.79 percent) and nursing programmes (24.65 percent) had the highest proportion of respondents and may introduce bias in the overall ratings.

KEY INSIGHTS

In May 2023, 87 percent of respondents said their UCOL experience has been positive and were confident they chose the right programme to attend. This is slightly up from 2022, when 82 percent said their experience had been positive and 86 percent were confident they chose the right programme.

Ratings that improved five percentage points or more since the last survey include:

- 'Before I started, I knew exactly which books and other things I needed to buy for my course' went from 53 to 58 percent.

- 'The course orientation covered everything I needed to know' went from 73 to 82 percent.

- 'The workload in this course is about what I expected' went from 70 to 75 percent.

- 'My classes are interesting and make me think' went from 81 to 87 percent.

- 'If the timetable needs to change I am notified in time' went from 73 to 81 percent.

- 'If I need to talk about my course I know who will listen' went from 73 to 85 percent.

- 'If I need extra help with study or IT I know where to go' went from 79 to 87 percent.

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Ratings that decreased five percentage points or more include:

- 'The assessments I need to do are clear and straightforward to follow' went from 79 to 72 percent. This rating had trended up in the previous two surveys.
- 'It is easy to find my way around campus' went from 86 to 77 percent. This rating had trended up in the three previous surveys.

51 percent of respondents said UCOL staff helped them decide which course to take. This is the highest rating we have had for this question. The rating for this question has steadily increased over the past four surveys.

Key areas for improvement include:

- Ensuring learners know what books and other things they need to buy before their programme starts – This scored 58 percent, and while this is a five percent improvement from last year, it is regularly one of our lowest-rated areas. Our highest rating for this was 60 percent in October 2019.

- Moodle navigation – Respondents ranked Moodle as the top area for improvement (behind 'Nothing' and 'I don't know'). Furthermore, 68 percent of respondents said it is easy to find their way around Moodle. This has only been included in the past three surveys, with highest rating being 70 percent in June 2022.

RATINGS Pre-Enrolment

May 2023 Ratings
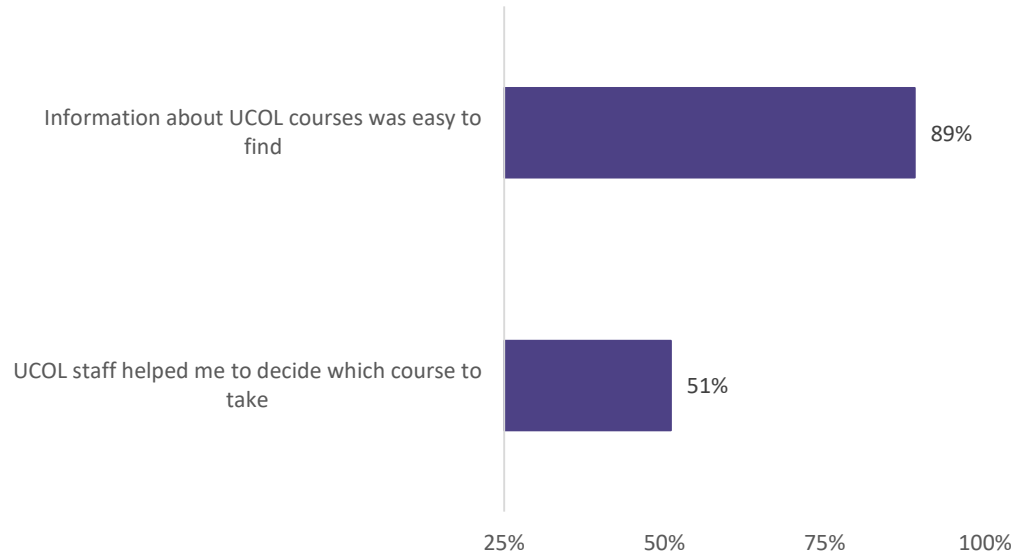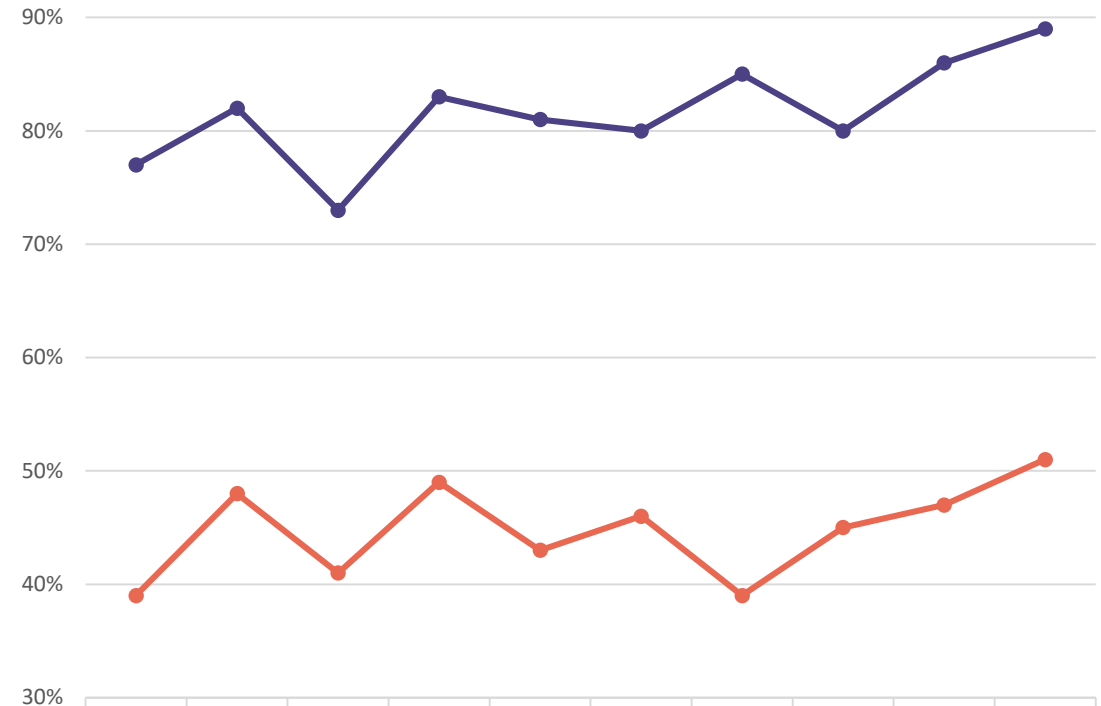
Information about UCOL courses was easy to find — 89%

UCOL staff helped me to decide which course to take — 51%

(x-axis: 25%, 50%, 75%, 100%)

Comparison With Previous Surveys

	Jun-17	Sep-17	Apr-18	Sep-18	May-19	Oct-19	Nov-20	Apr-21	Jun-22	May-23
Information about UCOL courses was easy to find	77%	82%	73%	83%	81%	80%	85%	80%	86%	89%
UCOL staff helped me to decide which course to take	39%	48%	41%	49%	43%	46%	39%	45%	47%	51%

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RATINGS Enrolment

May 2023 Ratings
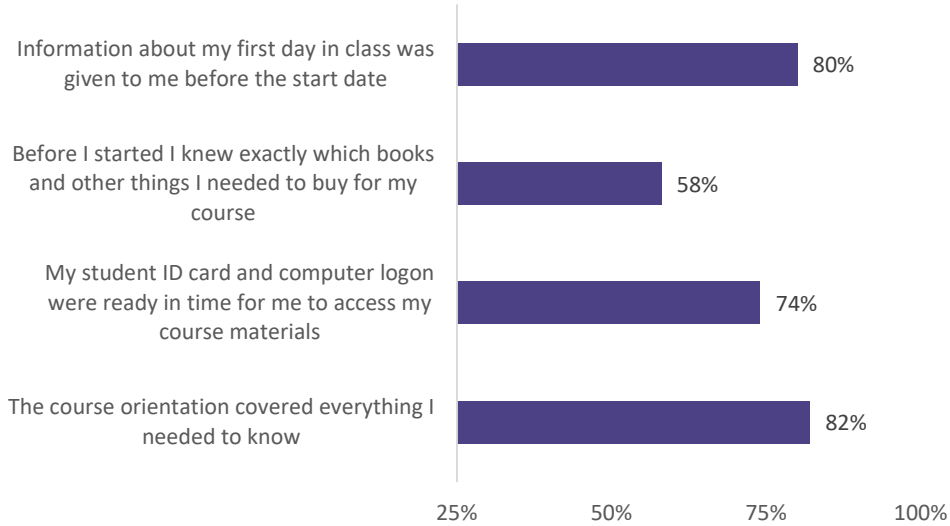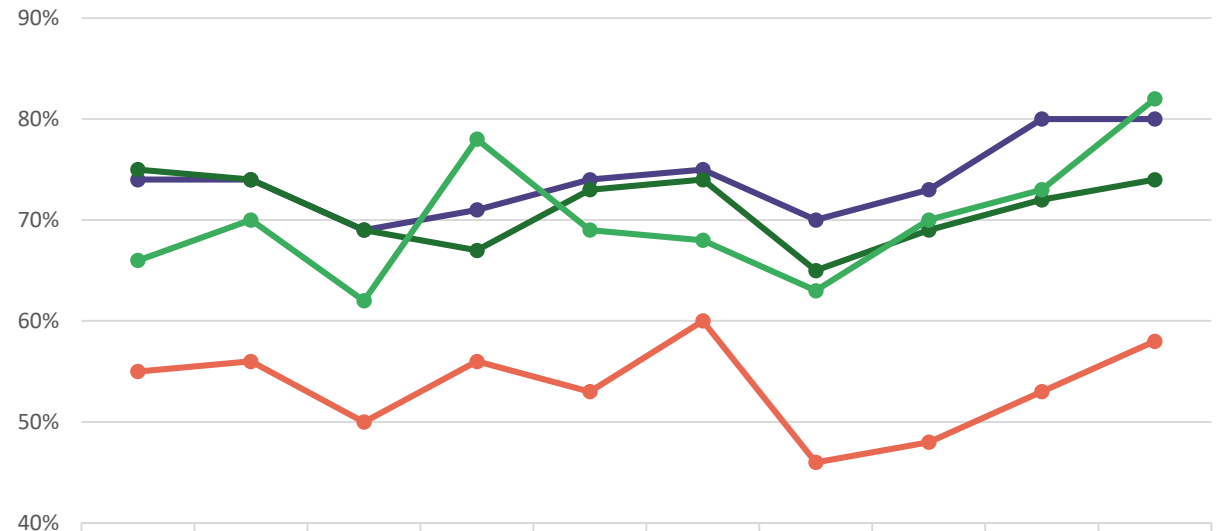
Question	Rating
Information about my first day in class was given to me before the start date	80%
Before I started I knew exactly which books and other things I needed to buy for my course	58%
My student ID card and computer logon were ready in time for me to access my course materials	74%
The course orientation covered everything I needed to know	82%

Comparison with Previous Surveys

	Jun-17	Sep-17	Apr-18	Sep-18	May-19	Oct-19	Nov-20	Apr-21	Jun-22	May-23
Information about my first day in class was given to me before the start date	74%	74%	69%	71%	74%	75%	70%	73%	80%	80%
Before I started I knew exactly which books and other things I needed to buy for my course	55%	56%	50%	56%	53%	60%	46%	48%	53%	58%
My student ID card and computer logon were ready in time for me to access my course materials	75%	74%	69%	67%	73%	74%	65%	69%	72%	74%
The course orientation covered everything I needed to know	66%	70%	62%	78%	69%	68%	63%	70%	73%	82%

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RATINGS Course

May 2023 Ratings
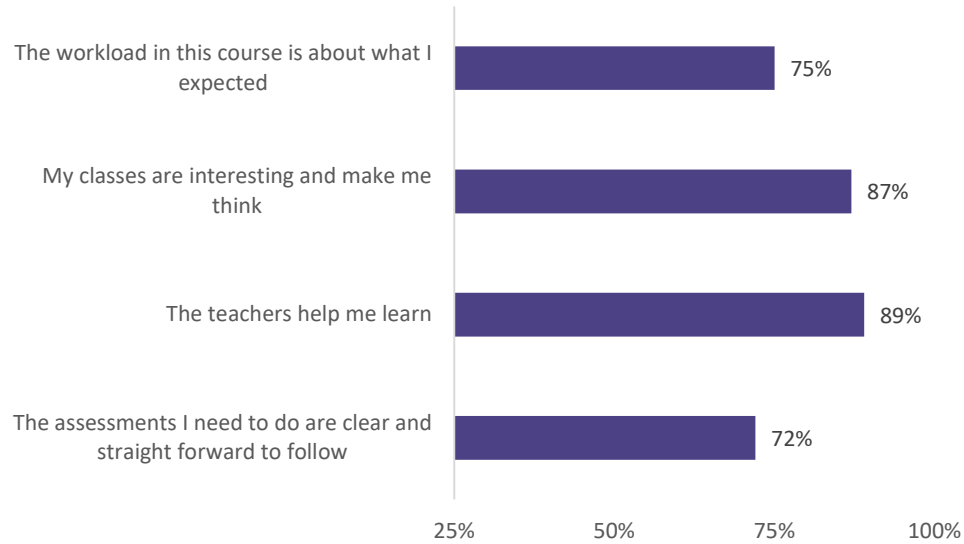
Statement	Rating
The workload in this course is about what I expected	75%
My classes are interesting and make me think	87%
The teachers help me learn	89%
The assessments I need to do are clear and straight forward to follow	72%

Comparison With Previous Surveys
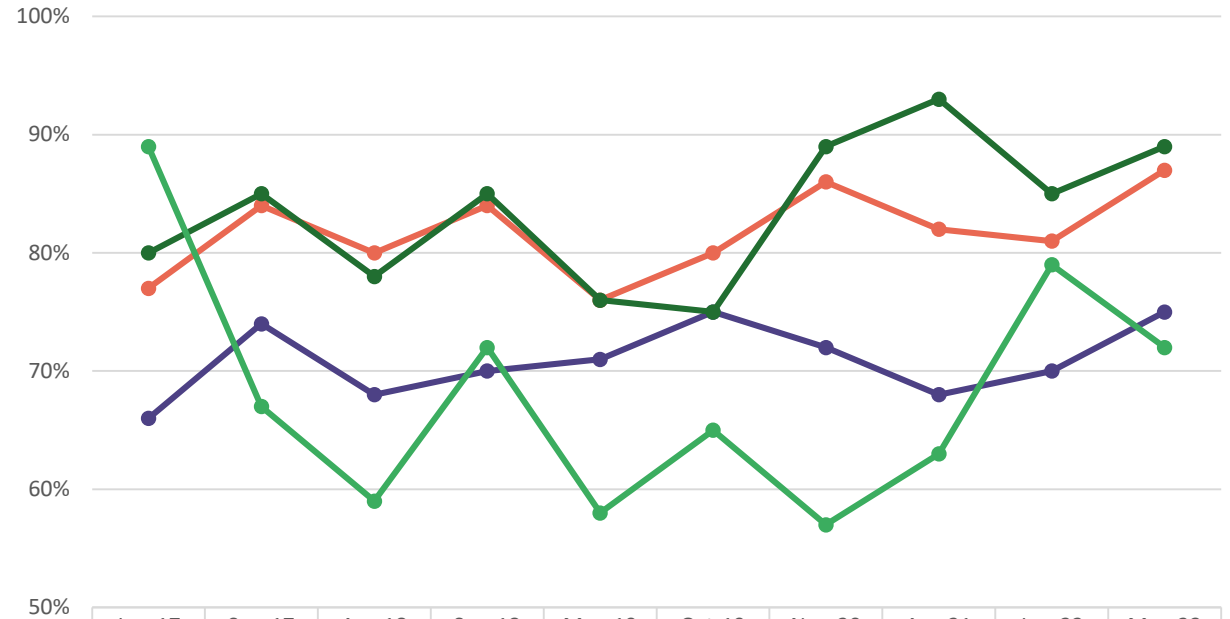
	Jun-17	Sep-17	Apr-18	Sep-18	May-19	Oct-19	Nov-20	Apr-21	Jun-22	May-23
The workload in this course is about what I expected	66%	74%	68%	70%	71%	75%	72%	68%	70%	75%
My classes are interesting and make me think	77%	84%	80%	84%	76%	80%	86%	82%	81%	87%
The teachers help me learn	80%	85%	78%	85%	76%	75%	89%	93%	85%	89%
The assessments I need to do are clear and straightforward to follow	89%	67%	59%	72%	58%	65%	57%	63%	79%	72%

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RATINGS Campus

May 2023 Ratings
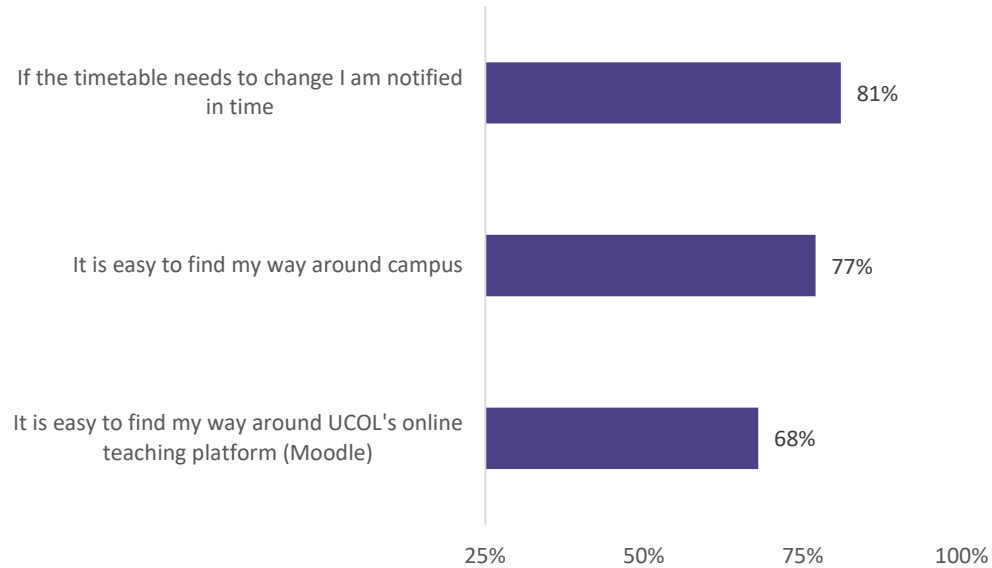
If the timetable needs to change I am notified in time — **81%**

It is easy to find my way around campus — **77%**

It is easy to find my way around UCOL's online teaching platform (Moodle) — **68%**

Comparison With Previous Surveys
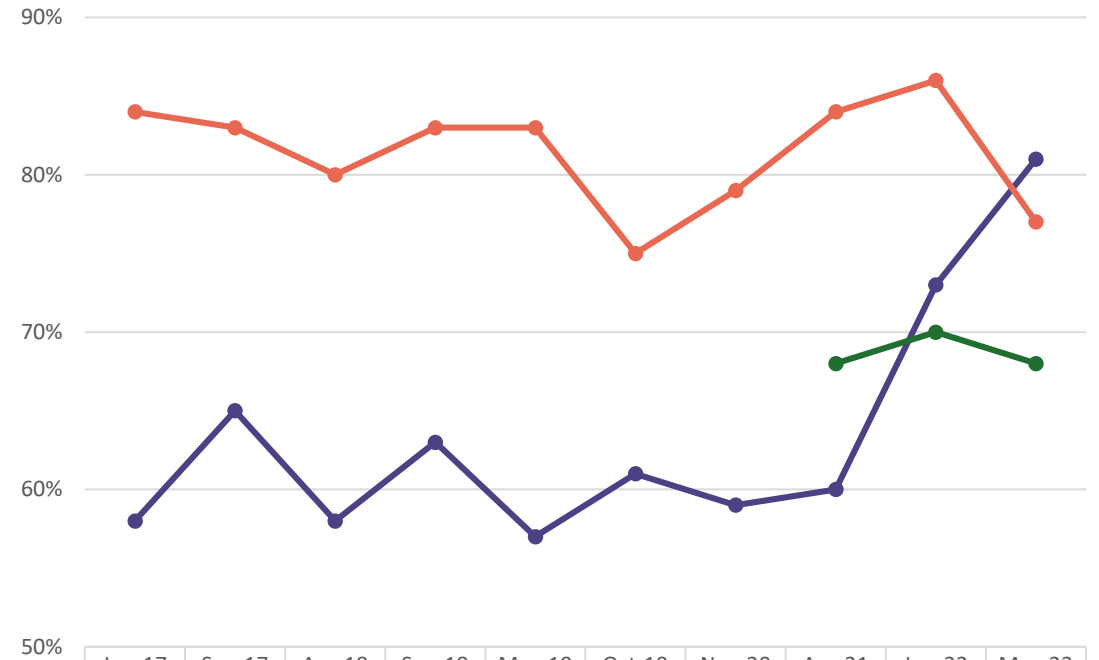
	Jun-17	Sep-17	Apr-18	Sep-18	May-19	Oct-19	Nov-20	Apr-21	Jun-22	May-23
If the timetable needs to change I am notified in time	58%	65%	58%	63%	57%	61%	59%	60%	73%	81%
It is easy to find my way around campus	84%	83%	80%	83%	83%	75%	79%	84%	86%	77%
It is easy to find my way around UCOL's online teaching platform (Moodle)								68%	70%	68%

RATINGS Support

May 2023 Ratings
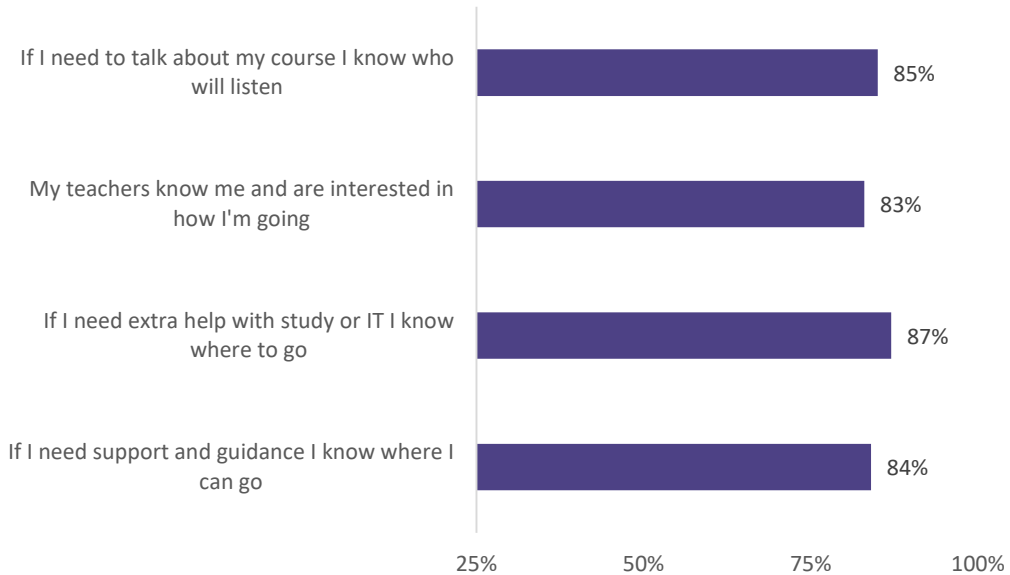
Question	Rating
If I need to talk about my course I know who will listen	85%
My teachers know me and are interested in how I'm going	83%
If I need extra help with study or IT I know where to go	87%
If I need support and guidance I know where I can go	84%

Comparison With Previous Surveys
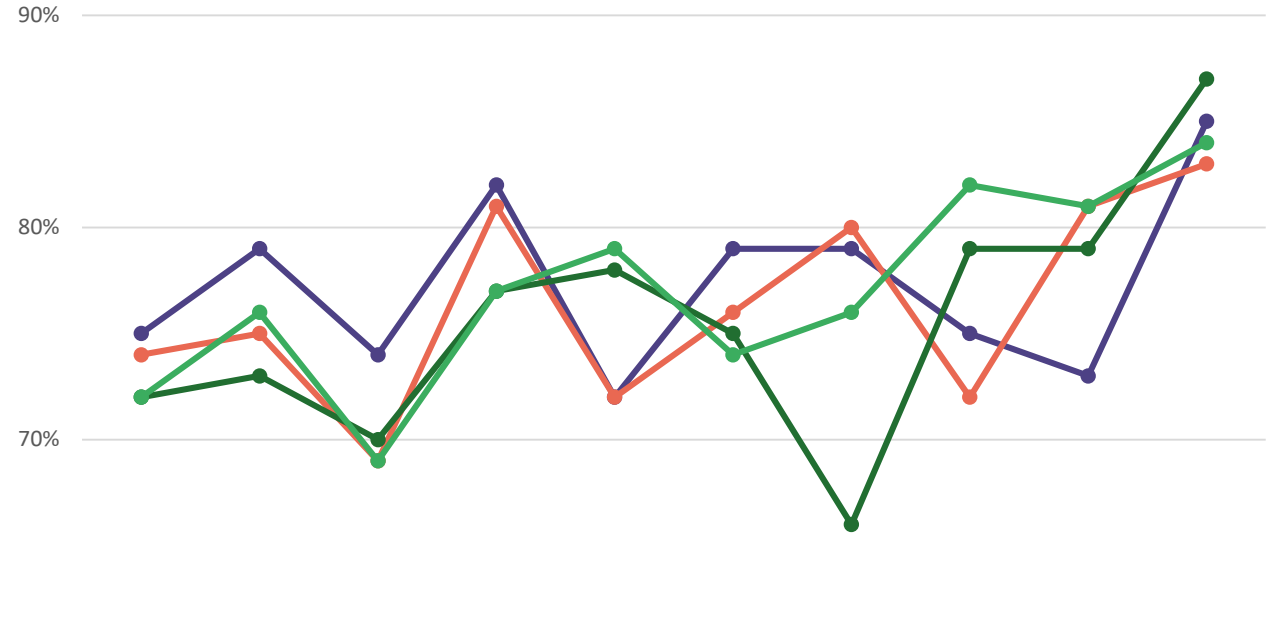
	Jun-17	Sep-17	Apr-18	Sep-18	May-19	Oct-19	Nov-20	Apr-21	Jun-22	May-23
If I need to talk about my course I know who will listen	75%	79%	74%	82%	72%	79%	79%	75%	73%	85%
My teachers know me and are interested in how I'm going	74%	75%	69%	81%	72%	76%	80%	72%	81%	83%
If I need extra help with study or IT I know where to go	72%	73%	70%	77%	78%	75%	66%	79%	79%	87%
If I need support and guidance I know where I can go	72%	76%	69%	77%	79%	74%	76%	82%	81%	84%

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RATINGS Overall

May 2023 Ratings
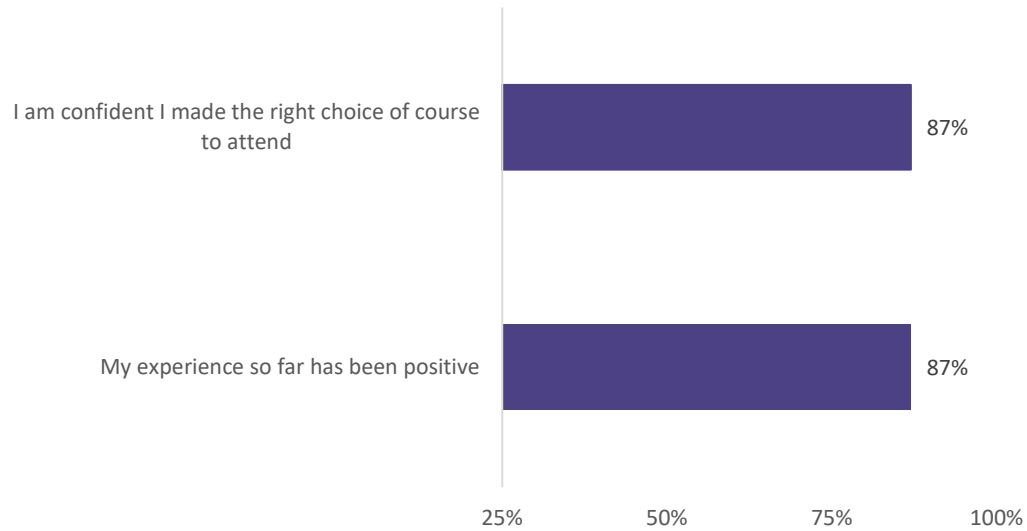
I am confident I made the right choice of course to attend — 87%

My experience so far has been positive — 87%

25%　50%　75%　100%

Comparison With Previous Survey

90%

80%

70%

60%
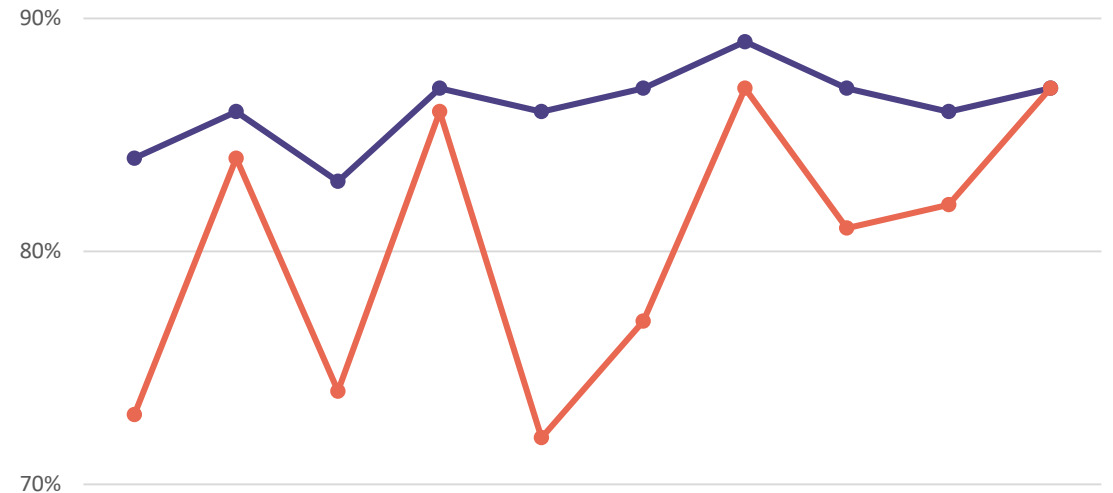
	Jun-17	Sep-17	Apr-18	Sep-18	May-19	Oct-19	Nov-20	Apr-21	Jun-22	May-23
I am confident I made the right choice of course to attend	84%	86%	83%	87%	86%	87%	89%	87%	86%	87%
My experience so far has been positive	73%	84%	74%	86%	72%	77%	87%	81%	82%	87%

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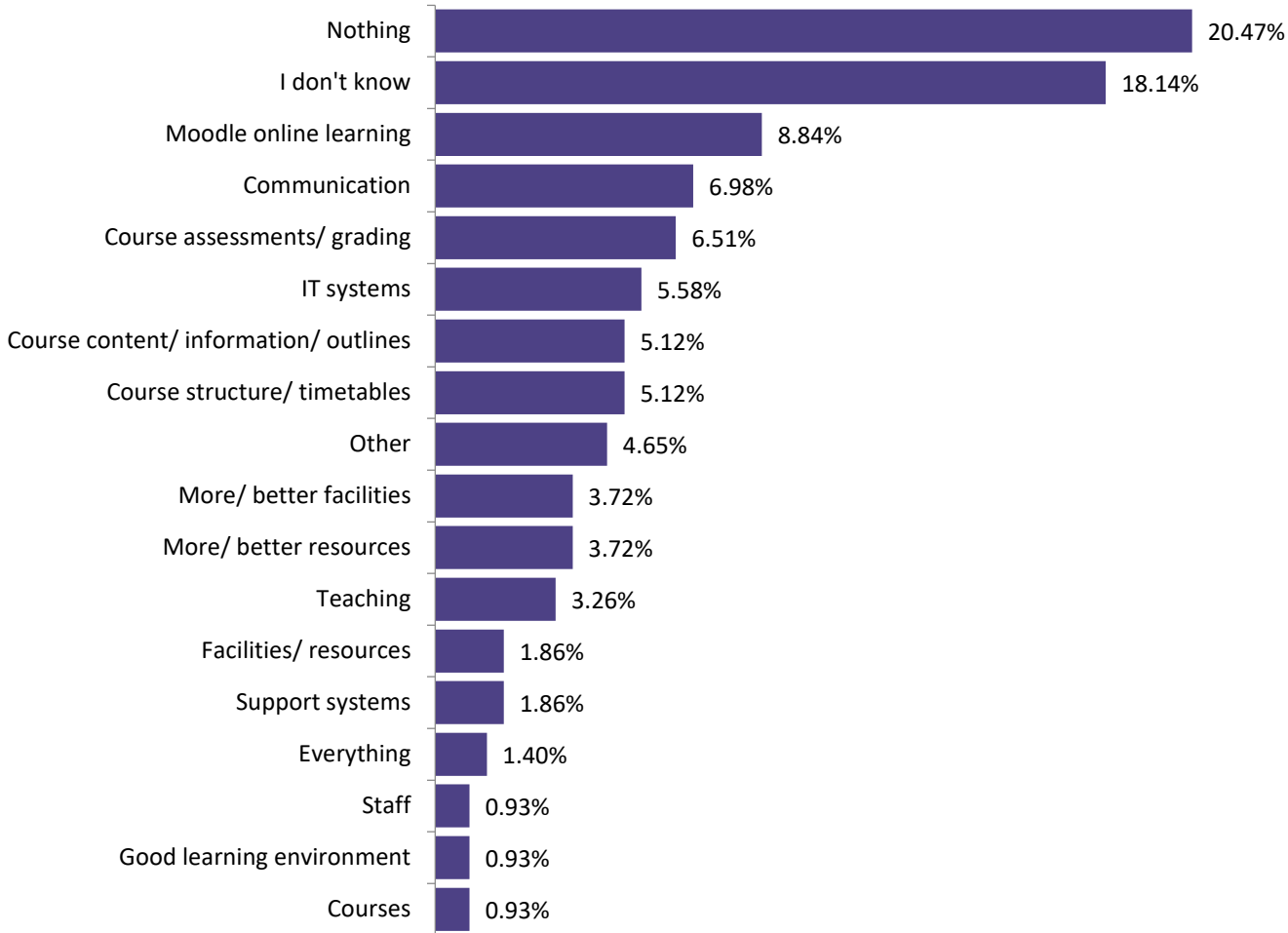Universal College of Learning

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STRENGTHS

UCOL's Strengths

Learners were asked to identify one thing UCOL is doing well. The top answers from each campus were:

- Manawatū – Communication, Support, and Everything (all 11.11 percent)
- Wairarapa – Communication and Teaching (both 22.58 percent)
- Whanganui – Communication and Nothing (both 13.64 percent)
- Horowhenua – Staff and Everything (both 33.33 percent)

Communication 12.09%
Teaching 11.16%
Everything 10.70%
Good learning environment 7.44%
Support systems 7.44%
Staff 7.44%
Courses 6.51%
Moodle online learning 6.05%
Course assessments/ grading 5.58%
Course content/ information/ outlines 5.12%
Facilities/ resources 4.65%
I don't know 4.19%
Course structure/ timetables 3.26%
Facilities 2.79%
Nothing 2.79%
Resources 1.40%
IT systems 1.40%
Other 0.00%

IMPROVEMENT

Areas for Improvement

Learners were asked to indicate a key area in which UCOL could improve. The most common answer for each campus was either 'Nothing' or 'I don't know', so we have also included the second most common answers below :

- Manawatū – Nothing (22.96 percent), Course assessments/grading (8.15 percent)
- Wairarapa – I don't know (25.81 percent), Moodle online learning (16.13 percent)
- Whanganui – I don't know (22.73 percent), IT systems (13.64 percent)
- Horowhenua – Nothing (50 percent), Communication, Support Systems, and I don't know (all 16.7 percent)
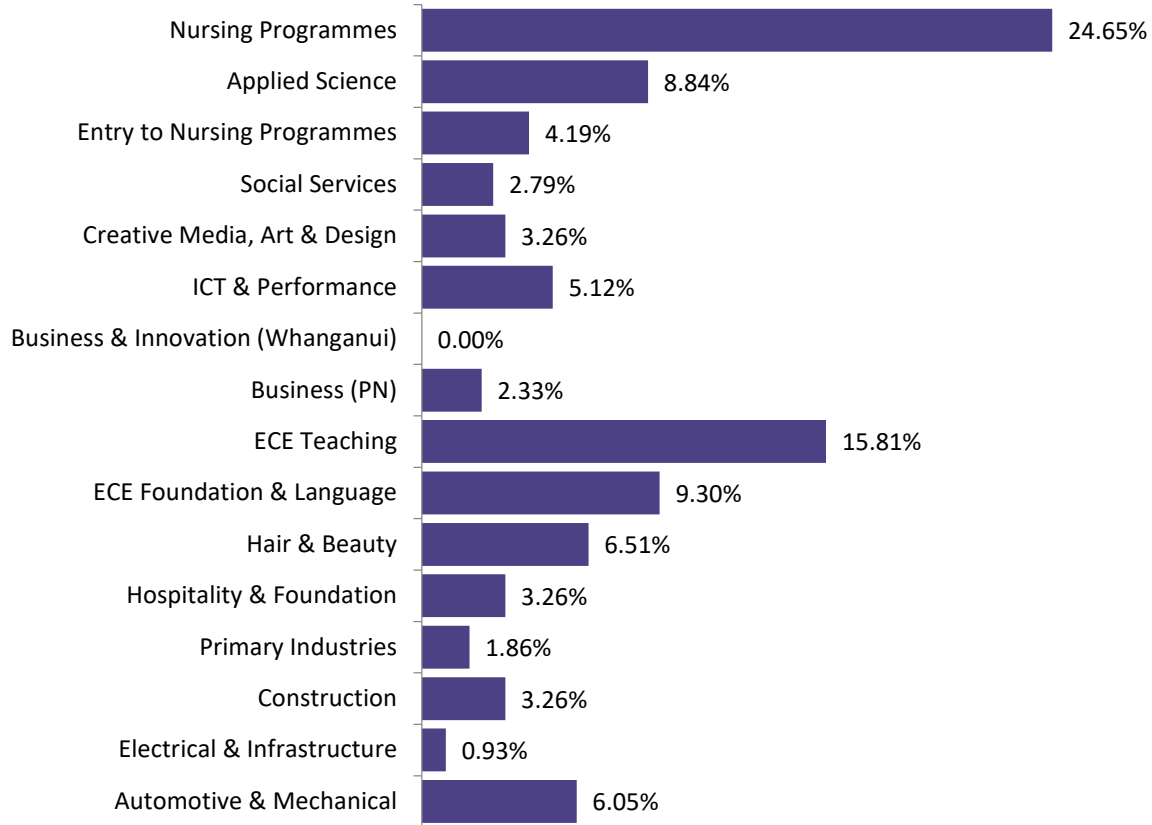
IMPROVEMENT

Some of the 'Other' areas for improvement named by learners included:
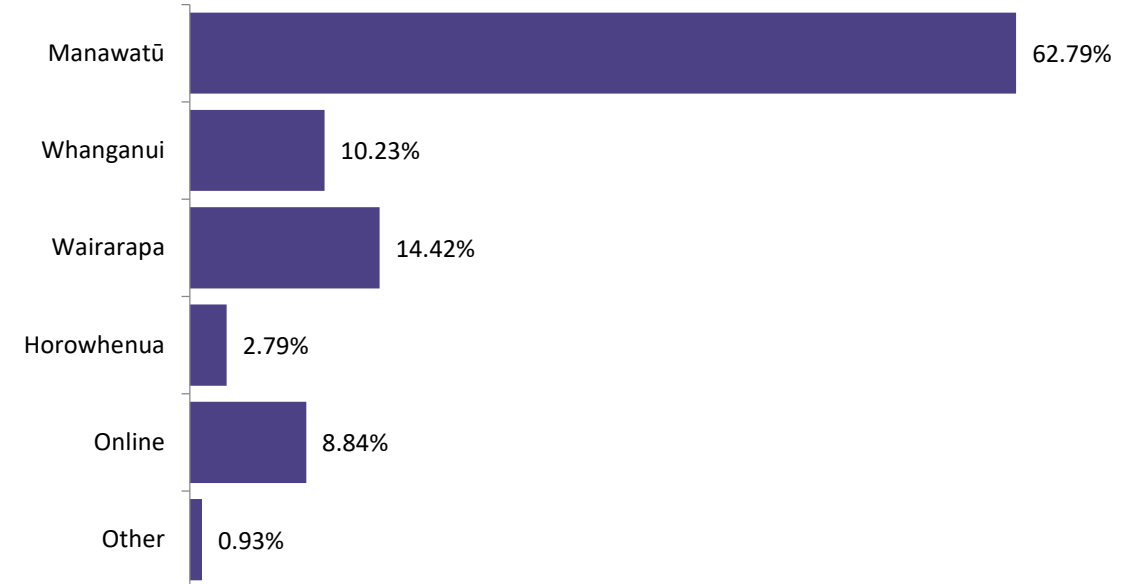
- Parking
- Support for ADHD learners
- Lecturer getting to class on time
- Updating recipes in cookery programme
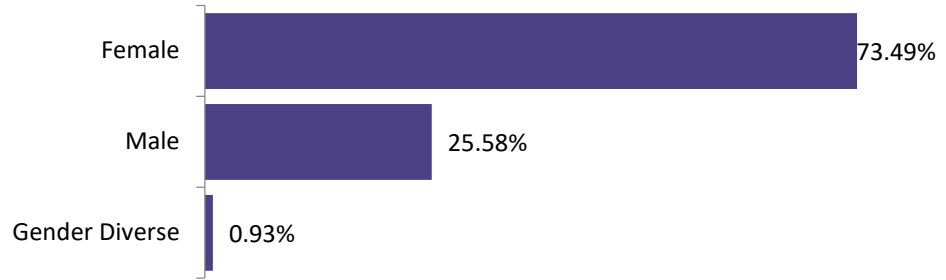- Quiet areas for study
- Student Web Services navigation

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DEMOGRAPHICS

Programme Attended

Programme	%
Nursing Programmes	24.65%
Applied Science	8.84%
Entry to Nursing Programmes	4.19%
Social Services	2.79%
Creative Media, Art & Design	3.26%
ICT & Performance	5.12%
Business & Innovation (Whanganui)	0.00%
Business (PN)	2.33%
ECE Teaching	15.81%
ECE Foundation & Language	9.30%
Hair & Beauty	6.51%
Hospitality & Foundation	3.26%
Primary Industries	1.86%
Construction	3.26%
Electrical & Infrastructure	0.93%
Automotive & Mechanical	6.05%

Campus Location

Location	%
Manawatū	62.79%
Whanganui	10.23%
Wairarapa	14.42%
Horowhenua	2.79%
Online	8.84%
Other	0.93%

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DEMOGRAPHICS

Gender

Female	73.49%
Male	25.58%
Gender Diverse	0.93%

Ethnicity

NZ European / Pakeha	48.84%
Asian	26.51%
NZ Māori	21.86%
Pasifika	4.19%
Other European	1.86%
African	1.40%
Other	8.37%

Age

16-24	48.84%
25-34	20.00%
35-44	18.60%
45-54	6.98%
55-64	3.26%
65+	2.33%

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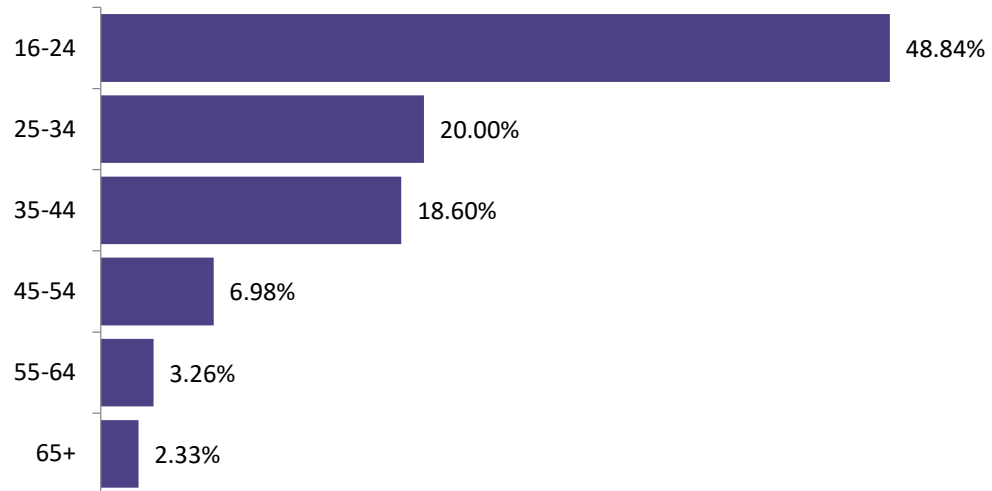
CONSIDERATIONS FOR FUTURE TŌKU REO SURVEYS

- Some respondents were confused about what programme category to choose. A few learners who are doing language programmes selected 'U-Skills' instead of 'ECE Foundation & Language'. It is likely that respondents were confused by programmes being grouped by Academic Portfolio Manager areas. Some of these categories may need to be split up and made clearer future surveys.

- When distributing survey links, we should provide different links via email, text message, and in class so we can measure the most effective method for gaining responses. Survey Monkey will allow us to create multiple links to the same survey.

- In the ethnicity options, Pasifika was spelt Pacifica, so this will need to be updated.