

Student Voice Survey 2020

Purpose

To understand student's experiences at UCOL in 2020, we circulated a survey to everyone who studied at UCOL last year. Some of the aspects that we covered for feedback through this survey were student's overall experience at UCOL, UCOL's response to COVID-19, and their preferred UCOL communication channels, to name a few. The complete list of questions is available in the survey summary below.

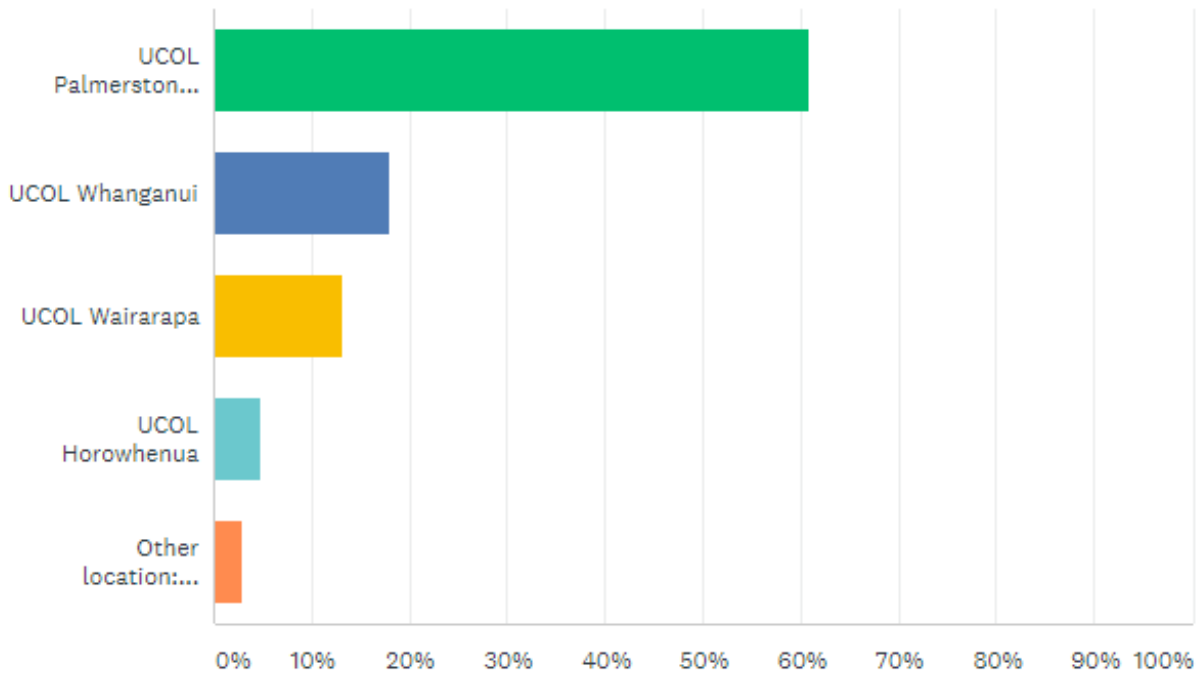
Executive Summary

We recorded 166 responses, and our key findings of the survey are:-

1. 71.08% students felt 'Very Satisfied' and 'Satisfied' with their overall experience at UCOL with 12.05% students feeling 'Dissatisfied' and 'Very Dissatisfied.'
2. 89.09% students felt welcome at UCOL with 2.42% feeling otherwise. Some of the most common suggestions to improve the student's welcoming experience at UCOL include:
 - Additional academic support
 - Better communication to students
 - Sufficient signage around campus
 - More interactive events for students
3. 76.55% students felt UCOL's response to COVID-19 is 'Excellent' and 'Good' with 5.56% students rating it as 'Poor' and 'Very Bad.'
4. 65.85% students felt generally well-informed about the events and updates at UCOL with 8.54% students feeling otherwise. Some of the most common suggestions to improve this student experience include:
 - More signage/posters/news boards around campus
 - Increased use of social media for updates
 - Increased use of text messages for updates
5. While majority of the students remember receiving updates primarily through UCOL's student intranet and the newsletter, they prefer receiving updates through text messages the most. This is followed by the UCOL newsletter and announcements made in class.
6. 78.18% students are likely to recommend UCOL to their friends/family and 6.06% students are not likely to do so.

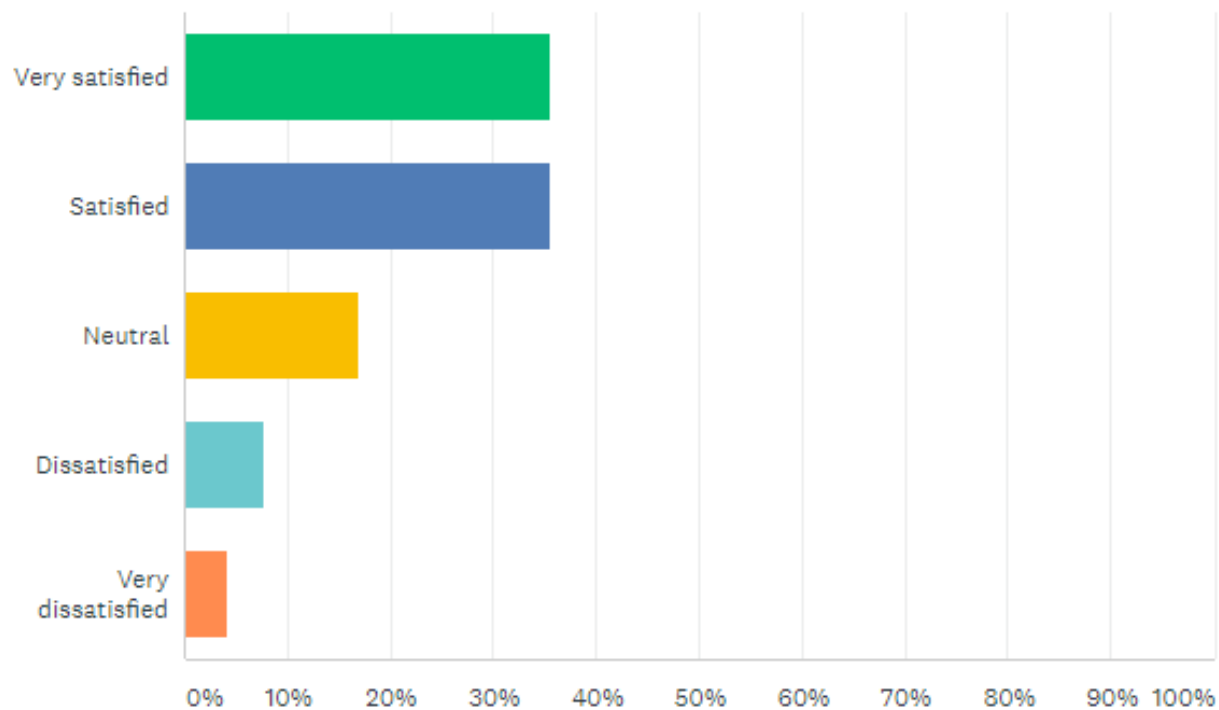
Survey Summary

1. Which campus did you mainly study at?



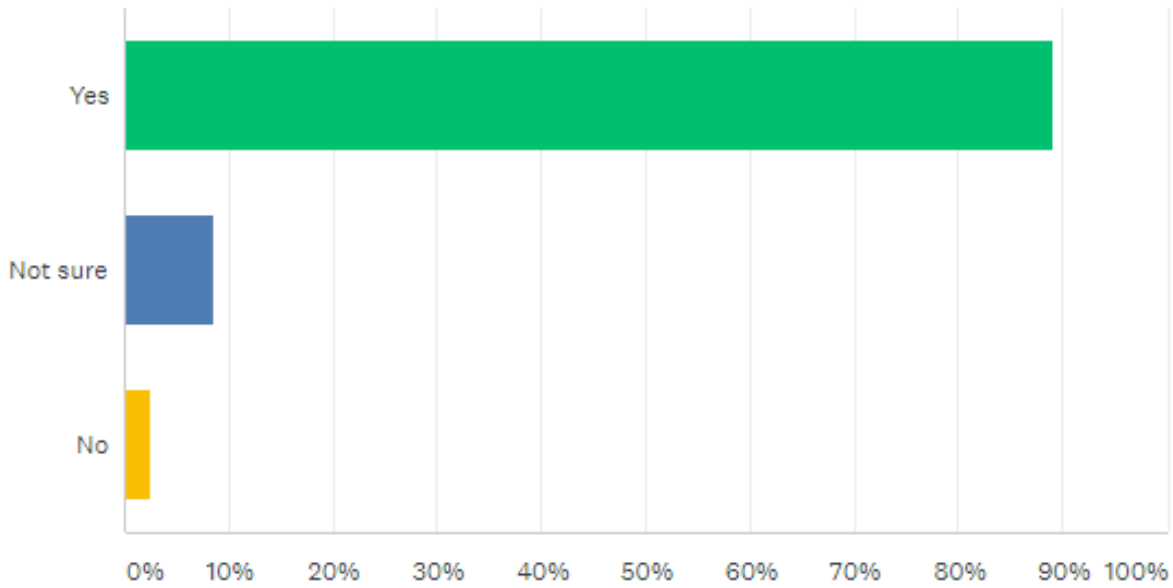
ANSWER CHOICES	RESPONSES
▼ UCOL Palmerston North	60.84% 101
▼ UCOL Whanganui	18.07% 30
▼ UCOL Wairarapa	13.25% 22
▼ UCOL Horowhenua	4.82% 8
▼ Other location: (Please state), e.g. Taumarunui	Responses 3.01% 5
TOTAL	166

2. Thinking about the year as a whole, how would you rate your overall experience at UCOL in 2020?



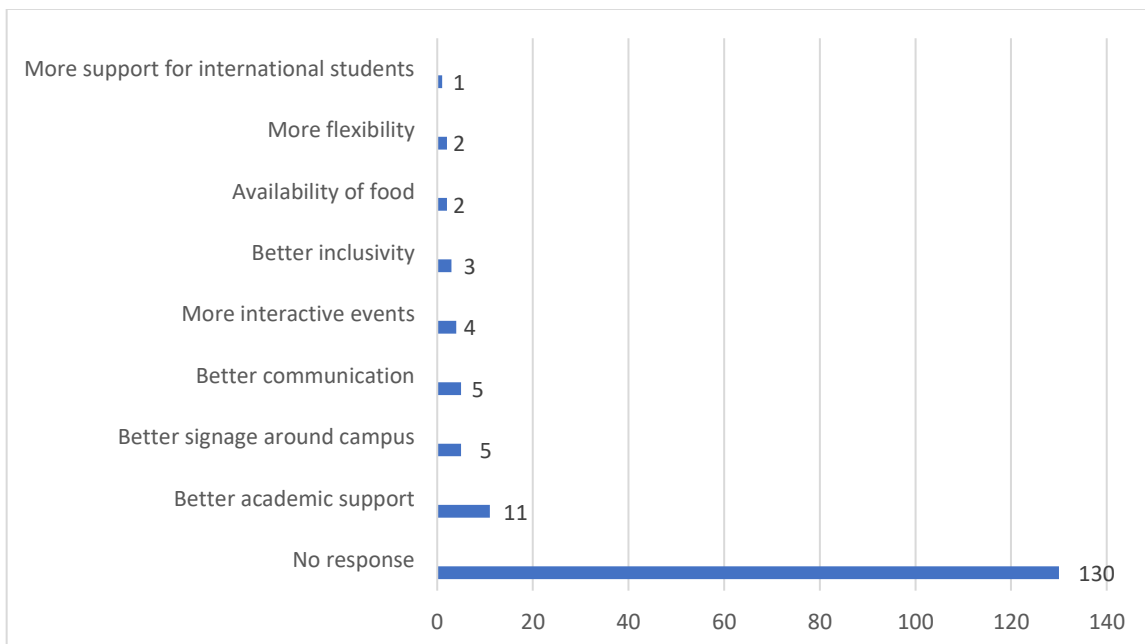
ANSWER CHOICES	RESPONSES
Very satisfied	35.54% 59
Satisfied	35.54% 59
Neutral	16.87% 28
Dissatisfied	7.83% 13
Very dissatisfied	4.22% 7
TOTAL	166

3. When you came to UCOL campuses during the year, did you feel welcome?

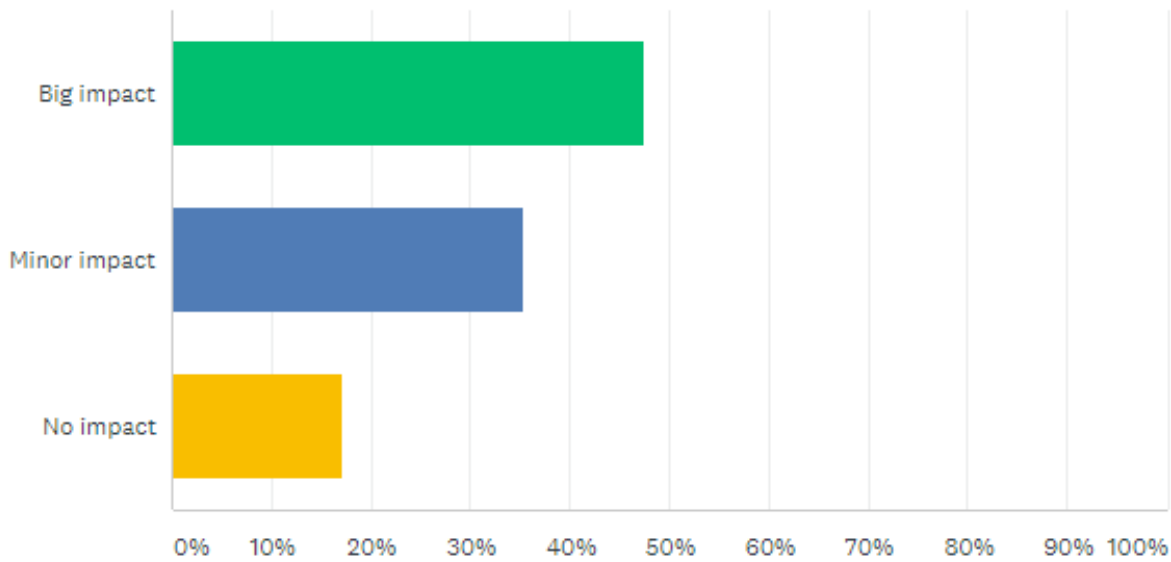


ANSWER CHOICES	RESPONSES
Yes	89.09% 147
Not sure	8.48% 14
No	2.42% 4
TOTAL	165

4. Do you have some suggestions that could help UCOL to be more welcoming to the students in the future?

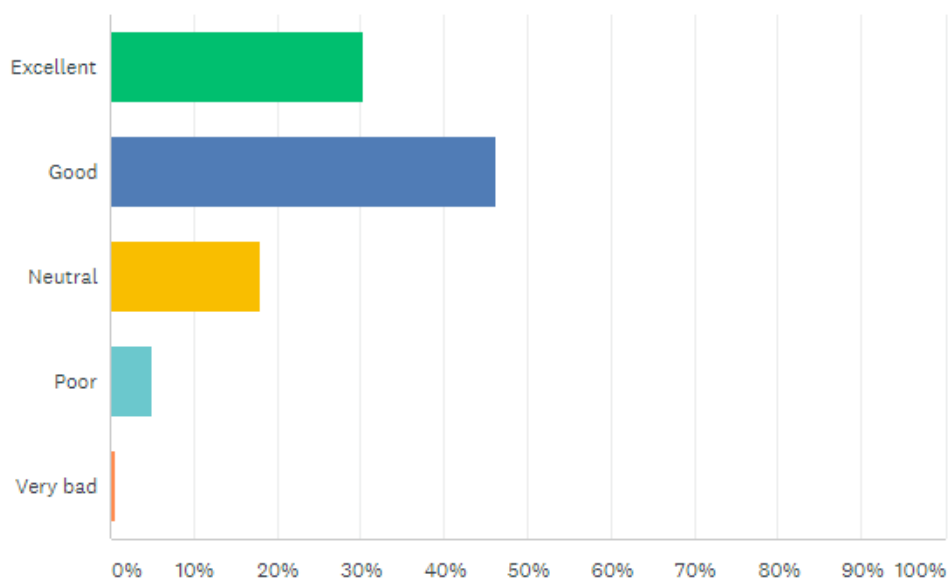


5. The 2020 events around COVID-19 included unexpected changes to the way we carried out some teaching and learning throughout the year. How would you rate the impact that COVID-19 has had on your studies?



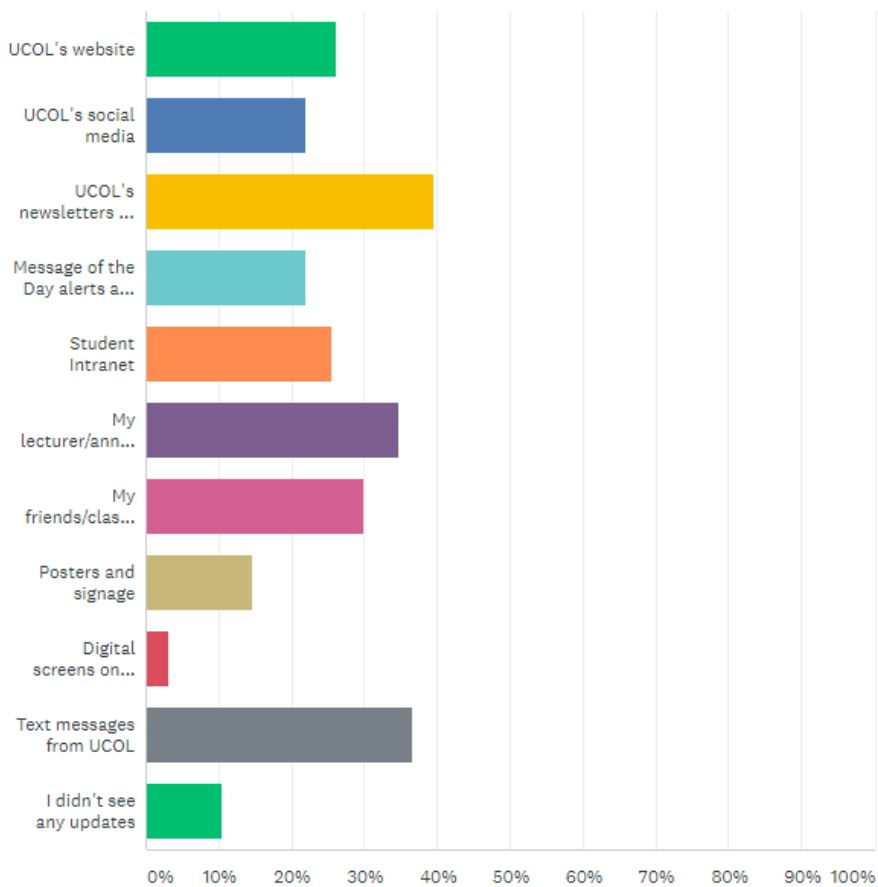
ANSWER CHOICES	RESPONSES
Big impact	47.56% 78
Minor impact	35.37% 58
No impact	17.07% 28
TOTAL	164

6. How would you rate UCOL's response to COVID-19?



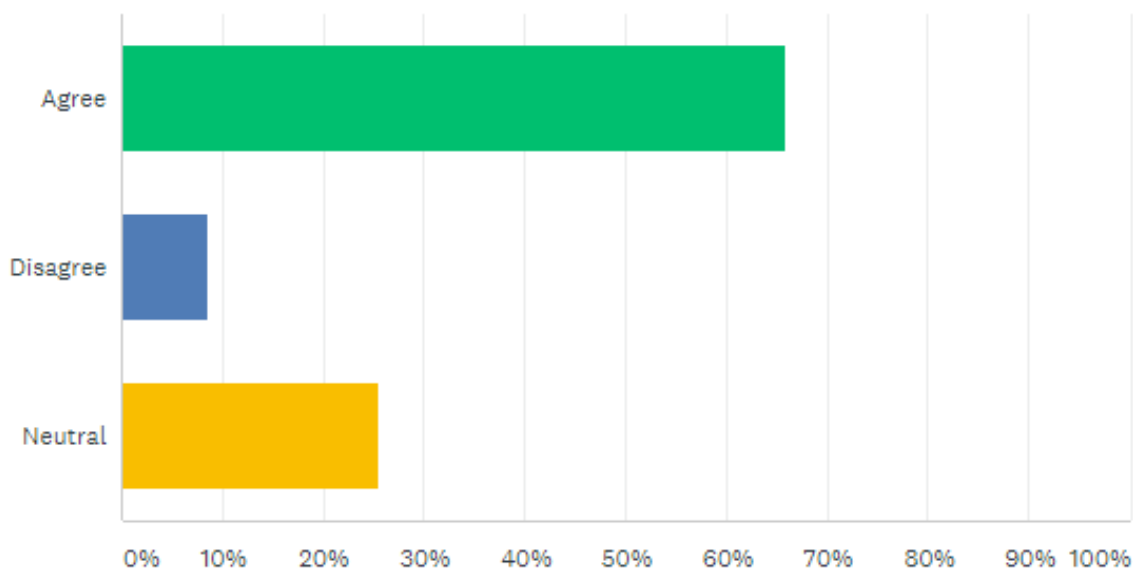
ANSWER CHOICES	RESPONSES
Excellent	30.25% 49
Good	46.30% 75
Neutral	17.90% 29
Poor	4.94% 8
Very bad	0.62% 1
TOTAL	162

7. Throughout the year, information and updates for students are published in various ways. How did you hear about UCOL events, what was happening around the campus and general updates? (Choose all that you remember reading)



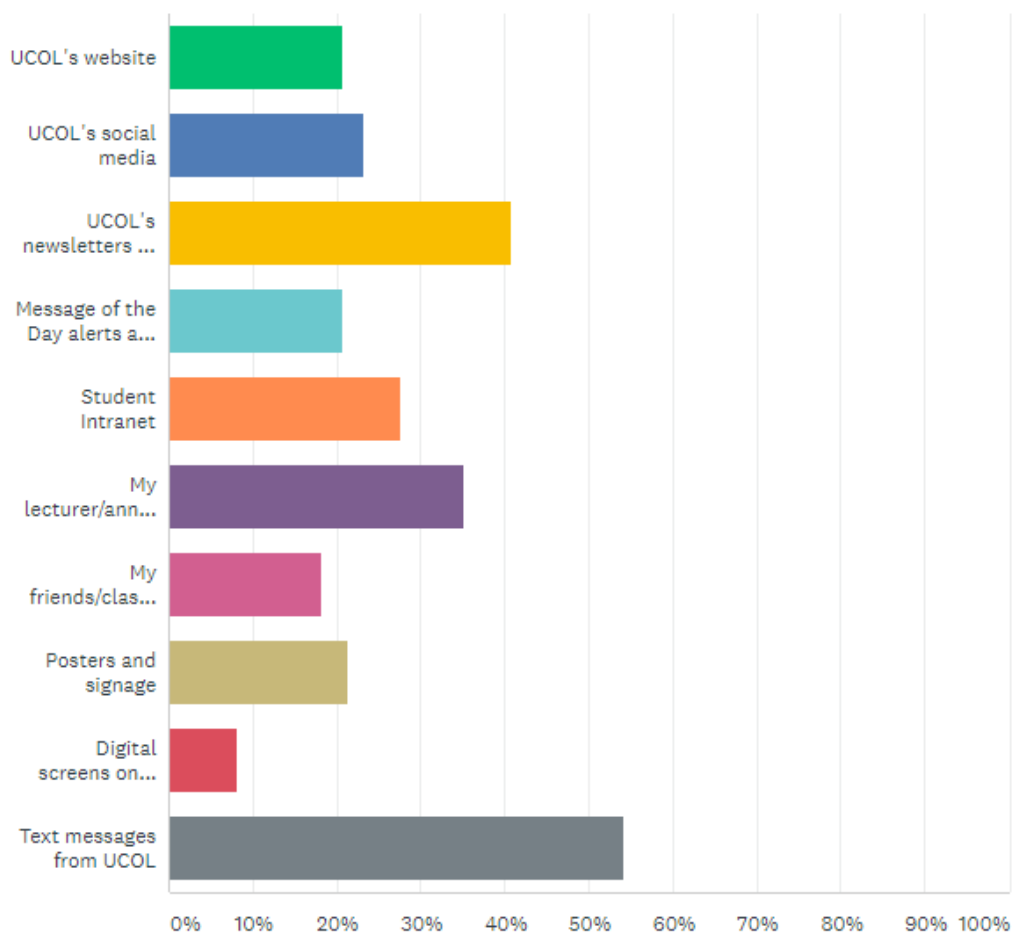
ANSWER CHOICES	RESPONSES
▼ UCOL's website	26.22% 43
▼ UCOL's social media	21.95% 36
▼ UCOL's newsletters to your email	39.63% 65
▼ Message of the Day alerts as you login	21.95% 36
▼ Student Intranet	25.61% 42
▼ My lecturer/announcements in class	34.76% 57
▼ My friends/classmates	29.88% 49
▼ Posters and signage	14.63% 24
▼ Digital screens on campus	3.05% 5
▼ Text messages from UCOL	36.59% 60
▼ I didn't see any updates	10.37% 17
Total Respondents: 164	

8. Did you feel generally well-informed about events and what was happening at UCOL?



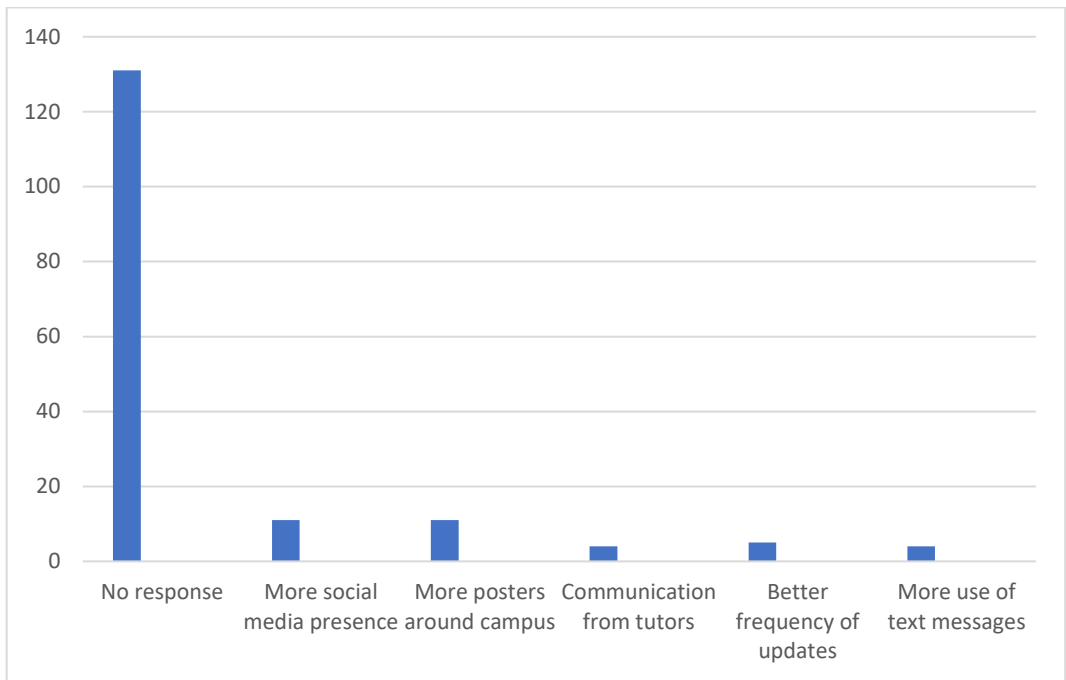
ANSWER CHOICES	RESPONSES
▼ Agree	65.85% 108
▼ Disagree	8.54% 14
▼ Neutral	25.61% 42
TOTAL	164

9. What ways do you prefer to receive updates to find out what's happening? (Choose all that apply)

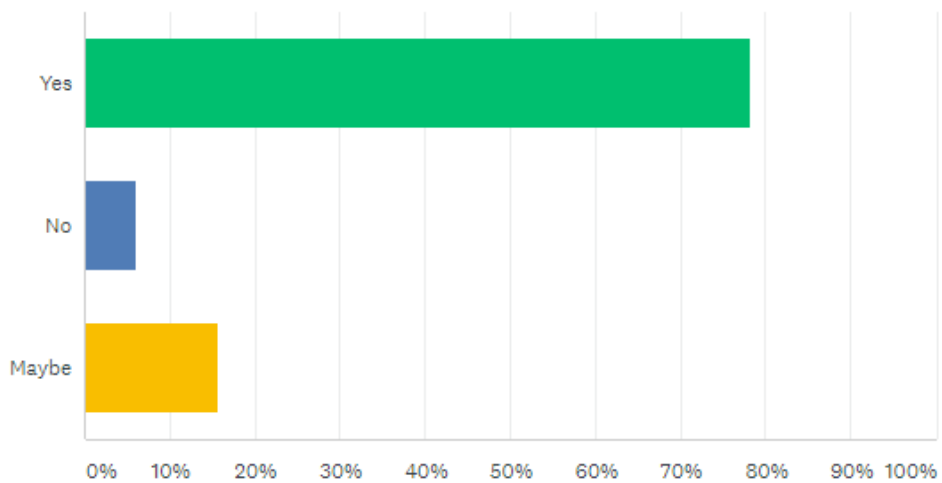


ANSWER CHOICES	RESPONSES
▼ UCOL's website	20.75% 33
▼ UCOL's social media	23.27% 37
▼ UCOL's newsletters to your email	40.88% 65
▼ Message of the Day alerts as you login	20.75% 33
▼ Student Intranet	27.67% 44
▼ My lecturer/announcements in class	35.22% 56
▼ My friends/classmates	18.24% 29
▼ Posters and signage	21.38% 34
▼ Digital screens on campus	8.18% 13
▼ Text messages from UCOL	54.09% 86
Total Respondents: 159	

10. Do you have suggestions on how UCOL could improve information and updates for students? (Eg. More bullet points, photos, use more social media)



11. Thank you for sharing your views and helping us improve the experience for future students at UCOL. One last question. Would you recommend studying with UCOL to your friends and family?



ANSWER CHOICES	RESPONSES
Yes	78.18% 129
No	6.06% 10
Maybe	15.76% 26
TOTAL	165