

8 October 2019

John Luke
fyi-request-11184-1e3b3b5e@requests.fyi.org.nz

Dear John,

I refer to your official information request received by Education New Zealand (ENZ) on 10 September 2019. This response relates to your request, as follows:

Besides the board itself, has ENZ or it's board setting up any advisory group to seek advice from the international students or ex-international students? I noted none of the current board member are international student or ex-international student, how the board able to understand the market from the student point of view? Has the board ever discuss the ideas of setting up an advisory group or stakeholder group which included the international student or ex-international student to better understand the market and "customer" feedback? If it haven't been proposed to the board, may I kindly request the board to discuss this at their next board meeting and forward me the decision.

The information you have requested is as follows:

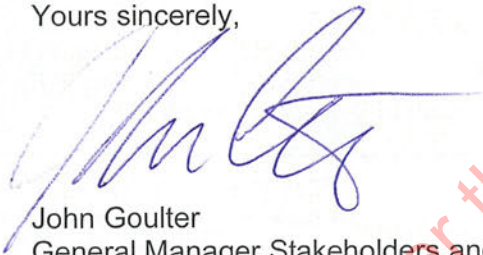
- ENZ's Board does not have an advisory group to seek advice from international students and has not discussed setting up an advisory group, however, ENZ regularly engages with international students at all stages of the student journey (pre-study, during study and post-study) to ensure it understands the student point of view. ENZ has a 'Student Experience and Global Citizens' team that focuses on bringing international student experience and student voice into key decision-making.
- ENZ's work to "better understand the market and 'customer feedback'" includes, for example:
 - An annual student experience survey, which informs the direction of ENZ's student experience work.
 - Focus groups and interviews with prospective international students and parents in ENZ's priority markets.
 - Regularly meeting with NZ International Students Association representatives, as well as having them represented on the Auckland Agency Group, to discuss matters of importance to international students.

- Consulting with international and domestic students on the design and implementation of specific projects and research.
- Engaging with current and former international students to foster their advocacy for a New Zealand education (e.g. through alumni events and student stories on ENZ's [Media Centre](#)).
- Ensuring student representatives are involved as presenters and delegates in the annual New Zealand International Education Conference.
- Collecting feedback from ENZ's digital student experience portal [NauMai NZ](#) and 'Tohu' chatbot, which answers questions from international students on the [studyinnewzealand.govt.nz](#) website, the NauMai NZ website and ENZ's Facebook Messenger.
- The creation of #MyStudyinNZ Journey, a Facebook group for international students living in New Zealand to connect, share upcoming events, ask questions and offer advice.

I trust this information is helpful. If you have any questions, please feel free to contact Angela Meredith, Accountability Manager on 04 913 9597 or angela.meredith@enz.govt.nz

Please note, Education New Zealand now proactively publishes OIA responses. Your name and contact details will be removed from this response before it is published on our website.

Yours sincerely,



John Goulter
General Manager Stakeholders and Communications
Education New Zealand

Released under the Official Information Act 1982