

2023 Have Your Say

STUDENT SURVEY RESULTS

- TOPLINE REPORT SEPTEMBER 2023 -



**CAPITAL THINKING.
GLOBALLY MINDED.**
MAI I TE IHO KI TE PAE



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

Student Support Services

All
Students

Student Support Services are generally well received by students, however, awareness of these services has declined across all except the Student Service Centre (info@vuw.ac.nz / 0800 04 04 04).

Satisfaction among students who used the services is generally high, with only two notably lower ratings for Tauria – Student Interest and Conflict Resolution, and WGTN Hall.

Half of students identified having used Mauri Ora – Student Health, and 68% of Pasifika students have used Pasifika Student Success.



Q: Are you aware of the following student support services?
Q: How satisfied are you with the service(s) you have used? [If 'Aware and Used' was selected previously]



90% or more	89%-60%	59%-41%
40%-11%	10% or less	No Scale Rating

Student Support Services

All students were asked about the list of student support services below.

	% Aware			% Used (of those Aware)			% Satisfied (of those Used)		
	2023	2022	2021	2023	2022	2021	2023	2022	2021
Kahukura - Rainbow and Inclusion	72% (n=3877)	78% (n=3913)	79% (n=4011)	6% (n=2801)	5% (n=3064)	5% (n=3167)	78% (n=155)	74% (n=136)	66% (n=152)
Kaiārahi Tahua Taura - Student Finance Advisers	75% (n=3876)	80% (n=3909)	84% (n=4015)	14% (n=2902)	15% (n=3133)	14% (n=3363)	78% (n=401)	75% (n=478)	74% (n=476)
Kaitohutohu – Taura – Student Success Advisers	76% (n=3878)	-	-	14% (n=2902)	-	-	78% (n=401)	-	-
Manawa Ora - Student Wellbeing	80% (n=3875)	83% (n=3917)	85% (n=4001)	21% (n=3088)	18% (n=3252)	18% (n=3381)	74% (n=635)	67% (n=578)	67% (n=618)
Mauri Ora - Student Counselling	88% (n=3777)	92% (n=3790)	94% (n=3812)	27% (n=3306)	26% (n=3473)	25% (n=3584)	60% (n=880)	57% (n=889)	53% (n=904)
Mauri Ora - Student Health	93% (n=3774)	95% (n=3792)	97% (n=3817)	50% (n=3493)	47% (n=3603)	51% (n=3703)	70% (n=1733)	65% (n=1700)	60% (n=1878)
Ngā Ratonga Kohungahunga - University Kids Wellington	48% (n=3774)	53% (n=3783)	51% (n=3802)	2% (n=1797)	2% (n=2006)	2% (n=1932)	72% (n=32)	71% (n=31)	80% (n=30)
Pūtea Āwhina - Hardship Fund	69% (n=3877)	72% (n=3917)	79% (n=4010)	11% (n=2662)	9% (n=2832)	9% (n=3161)	84% (n=279)	83% (n=250)	85% (n=279)
Scholarships Office	74% (n=3864)	76% (n=3919)	75% (n=4012)	32% (n=2853)	31% (n=2985)	28% (n=3015)	78% (n=904)	79% (n=912)	78% (n=849)
Student Service Centre (info@vuw.ac.nz / 0800 04 04 04)	78% (n=3881)	63% (n=3908)	63% (n=4011)	38% (n=3017)	25% (n=2472)	25% (n=2534)	77% (n=1149)	81% (n=615)	82% (n=631)
Tauria - Student Interest and Conflict Resolution	54% (n=3876)	56% (n=3912)	58% (n=4011)	6% (n=2092)	6% (n=2180)	6% (n=2326)	54% (n=123)	55% (n=128)	65% (n=141)
Te Amaru - Disability Services	75% (n=3874)	80% (n=3917)	89% (n=4015)	15% (n=2896)	13% (n=3134)	13% (n=3554)	73% (n=424)	77% (n=392)	74% (n=454)
Te Kopanga - University Accommodation Services	73% (n=3776)	83% (n=3784)	83% (n=3811)	31% (n=2751)	27% (n=3156)	26% (n=3180)	67% (n=842)	63% (n=860)	63% (n=809)
Te Ratonga Rapu Mahi - Careers and Employment	73% (n=3877)	93% (n=3924)	93% (n=4021)	20% (n=2837)	25% (n=3640)	28% (n=3758)	78% (n=553)	76% (n=893)	75% (n=1029)
Te Taiako - Student Learning	79% (n=3874)	87% (n=3919)	89% (n=4008)	33% (n=3044)	33% (n=3424)	32% (n=3549)	81% (n=1004)	82% (n=1125)	83% (n=1132)
University Clubs	89% (n=3848)	91% (n=3903)	93% (n=4004)	30% (n=3413)	27% (n=3566)	31% (n=3720)	79% (n=1002)	77% (n=947)	77% (n=1153)
University Recreation Wellington	80% (n=3773)	82% (n=3784)	84% (n=3811)	36% (n=3019)	32% (n=3114)	34% (n=3208)	86% (n=1064)	87% (n=983)	84% (n=1087)

Q: Are you aware of the following student support services?

Q: How satisfied are you with the service(s) you have used? [If 'Aware and Used' was selected previously]

Student Support Services

Students were also asked about the following student support services. In this table, each service has been highlighted below with the results for ‘all students’ and also for the filtered ‘target audience.’

	% Aware			% Used (of those Aware)			% Satisfied (of those Used)		
	2023	2022	2021	2023	2022	2021	2023	2022	2021
Āwhina - Māori student support	78% (n=3869)	86% (n=3919)	82% (n=4009)	10% (n=3005)	8% (n=3354)	8% (n=3305)	85% (n=289)	87% (n=254)	84% (n=270)
Māori students	97% (n=405)	97% (n=410)	97% (n=423)	57% (n=392)	46% (n=398)	51% (n=409)	90% (n=221)	92% (n=182)	87% (n=204)
Pasifika Student Success	75% (n=3865)	75% (n=3909)	76% (n=4011)	6% (n=2898)	5% (n=2938)	5% (n=3056)	85% (n=177)	86% (n=152)	89% (n=151)
Pasifika students	96% (n=221)	96% (n=234)	99% (n=202)	68% (n=212)	59% (n=225)	60% (n=199)	91% (n=144)	89% (n=131)	93% (n=120)
Taura Konene - Refugee-Background Students	50% (n=3876)	62% (n=3916)	64% (n=4013)	1% (n=1933)	1% (n=2437)	1% (n=2552)	85% (n=27)	75% (n=28)	77% (n=30)
Refugee-background students	69% (n=145)	-	-	9% (n=100)	-	-	89% (n=9)	-	-
Te Haumiri - International Student Experience Team	-	-	-	-	-	-	-	-	-
International students	74% (n=588)	97% (n=324)	95% (n=456)	47% (n=433)	78% (n=313)	71% (n=435)	88% (n=201)	84% (n=239)	82% (n=308)
Te Kopanga - Hall of Residence	80% (n=3450)	96% (n=3433)	96% (n=3597)	40% (n=2764)	42% (n=3299)	43% (n=3444)	67% (n=1094)	62% (n=1362)	68% (n=1473)
Students in a Hall of Residence	90% (n=550)	-	-	44% (n=495)	-	-	88% (n=216)	-	-
WGTN Hall	62% (n=3722)	67% (n=3782)	70% (n=3804)	15% (n=2324)	12% (n=2516)	13% (n=2673)	59% (n=351)	42% (n=298)	46% (n=357)
Students not in a Hall of Residence	62% (n=3180)	-	-	13% (n=1966)	-	-	54% (n=253)	-	-

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Q: How satisfied are you with the service(s) you have used? [If ‘Aware and Used’ was selected previously]

90% or more	89%-60%	59%-41%
40%-11%	10% or less	No Scale Rating

VUWSA Student Services

Awareness and satisfaction of VUWSA services are high among students, however, less than half of students have used Advocacy Services, Class Representatives, or OWeek Events.

	% Aware			% Used (of those Aware)			% Satisfied (Asked if Used)		
	2023	2022	2021	2023	2022	2021	2023	2022	2021
Advocacy Services	70% (n=3898)	62% (n=3929)	66% (n=4017)	15% (n=2741)	11% (n=2452)	13% (n=2638)	73% (n=403)	75% (n=277)	70% (n=346)
Class Representatives	94% (n=3906)	94% (n=3931)	95% (n=4026)	29% (n=3677)	29% (n=3679)	30% (n=3819)	77% (n=1064)	77% (n=1077)	79% (n=1142)
OWeek Events / Event Organisation	90% (n=3797)	69% (n=3800)	70% (n=3827)	45% (n=3412)	17% (n=2622)	19% (n=2691)	72% (n=1532)	74% (n=431)	74% (n=507)
Salient	77% (n=3793)	78% (n=3797)	82% (n=3815)	54% (n=2913)	45% (n=2943)	45% (n=3120)	74% (n=1559)	78% (n=1320)	79% (n=1391)



Q: Are you aware of the following Victoria University of Wellington Students' Association (VUWSA) services?
Q: How satisfied are you with the service(s) you have used? [If 'Aware and Used' was selected previously]