



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

2025 HAVE YOUR SAY STUDENT SURVEY

TOPLINE REPORT
SEPTEMBER 2025

Introduction

The Have Your Say Student Survey was introduced in 2017, updating the Student Experience Improvement Survey that had been used since 2013. In 2021, a more holistic collection of questions was developed and has seen only minor changes in terms, names, and services since. The Have Your Say Student Survey is now run as a single, annual student survey for all students in Trimester 2. It includes questions to assess the academic, social, and university experiences for all students at the University.

The 2025 iteration of the survey was opened on 21 July 2025 and remained open through 17 August 2025. The survey obtained responses from **5,017 students**. This is a **response rate of 26%** of all enrolled students at Victoria University of Wellington in 2025 invited to take part.

This Topline Report has been created as an overview of the data collected from the 2025 Have Your Say Student Survey. Throughout this report:

- Percentages may not add up to 100% due to rounding.
- A few questions allowed respondents to select more than one option, leading to a sum of responses greater than 100%.
- 5,000 responses leads to an average margin of error of around 1.4%. So, for example, if we had an estimate of 60% we can be 95% confident that the true value lies between 58.6% and 61.4%.
- For some key indicators throughout the report we indicate whether the change is statistically significant or not.
- Results based on small numbers of responses should be viewed with caution.



Contents

	Page
Introduction	2
Key Findings	3
Academic Experience	5
Technology	13
Community	17
Services & Facilities	21
Student Life	31
Health & Wellbeing	35
Demographics	38
Methodology	41

Key Findings

Academic Experience

Overall satisfaction scores have been steadily increasing year on year. Increasing 5 percentage points in 2024 and a further 3 percentage points in 2025, reaching **83%** 'Satisfied' or 'Very satisfied' with their academic experience.

The majority of taught students (PG & UG) are taking in-person only courses. Over the past few years, there has been a reduction in students taking online-only courses, with an increase in in-person only courses.

32% of taught students (PG & UG) have changed their degree or major since they began at this University, this figure has been consistent for the past few years but down from a high of 37% in 2021.

Lecturers & Supervisors

Lecturers and Supervisors received positive feedback for being respectful, fair and equitable, and for providing clear guidance and support. Nearly two-thirds (62%) of taught students are satisfied with their access to lecturers outside of class. The majority (82%) of research students are satisfied with their primary supervisor.

University Communication

This year saw continued improvement in student satisfaction with the quality of information they receive about degree requirements, rules and regulations, and services and facilities.

Digital Tools & Artificial Intelligence

Technology and digital tools help taught students achieve their academic goals and improve the assessment experience. But generally the use of technology doesn't drive active involvement in courses, only 42% agreed with this statement.

There were clear improvements in the provision of clear and helpful guidelines on AI and students feeling that the university has helped them to understand AI in ways to support their study. The level of agreement to these statements increased 10 and 9 percentage points respectively, compared to 2024.

Community

All community connection and support questions saw positive increases this year. Staff received consistently positive ratings for being helpful and knowledgeable. Students feel very safe at the university (87%), and three quarters (75%) are proud to be students here. The majority (84%) are very happy with their decision to study here. However, connection to the student community and social scene lag behind the other measures, less than half of students felt connected to the student community and less than half found it easy to fit into the social scene.

The majority of students agree that diversity and inclusivity is important to them, this figure has been quite consistent over time. Over the past few years there has been an increase in students who agree that diversity and inclusivity is also important to the university.

Key Findings

Services & Facilities

Overall satisfaction with the university services and facilities has been increasing year on year. In 2025, **82%** of students responding to the survey rated the services and facilities as 'Good' or 'Very good', up 5 percentage points from 77% in 2024. International students rate the services and facilities higher than domestic students, but the increase over time has been smaller for this group.

Student Support Services

All student support services saw an increase in reported awareness compared to last year. Most services saw a small increase in use compared to last year and a small increase in satisfaction. 'Kaitohutohu Tauira - Tītoko Student Success Advisers' is the most used service (56%), with a satisfaction scores of 78%.

University Tools & Resources

Nearly all students responding reported using Nuku (Online Learning and Course Outlines) and Pūaha (Student Portal), these tools received some of the highest satisfaction scores in 2025. Library Resources also scored well. Nearly all tools and resources saw an increase in student satisfaction in 2025.

University Spaces

The Library and The Hub were the two spaces with the highest satisfaction scores. Cafes and Food saw a further improvement this year, as did the Halls of Residence.

Finances

The majority of students (83%) have worried about their financial circumstances, this has remained quite consistent over the past few years.

Transport

The majority of students live 1 to 5 km from campus. Taking the bus to and from university is the most popular form of transport, closely followed by walking or running. These figures have been fairly consistent over the past few years.

Sustainability

Sustainability is important to the majority of students who responded to the survey (86%). Around 40% of students have become more engaged in sustainability issues while at university. The percentage of students agreeing that the university is environmentally responsible (now 60%) has been increasing steadily each year.

Health & Wellbeing

The average score for students on the WHO-5 Wellbeing Index was 12.3 in 2025, a small improvement over previous years. Half of students had a score under 13 which indicates poor wellbeing.

The PHQ-4 questions which assess symptoms of depression and anxiety, showed a small improvement with slightly lower percentages of students experiencing each of the negative feelings more than half of the time over the past two weeks. 41% of students reported regularly feeling nervous, anxious or on edge.

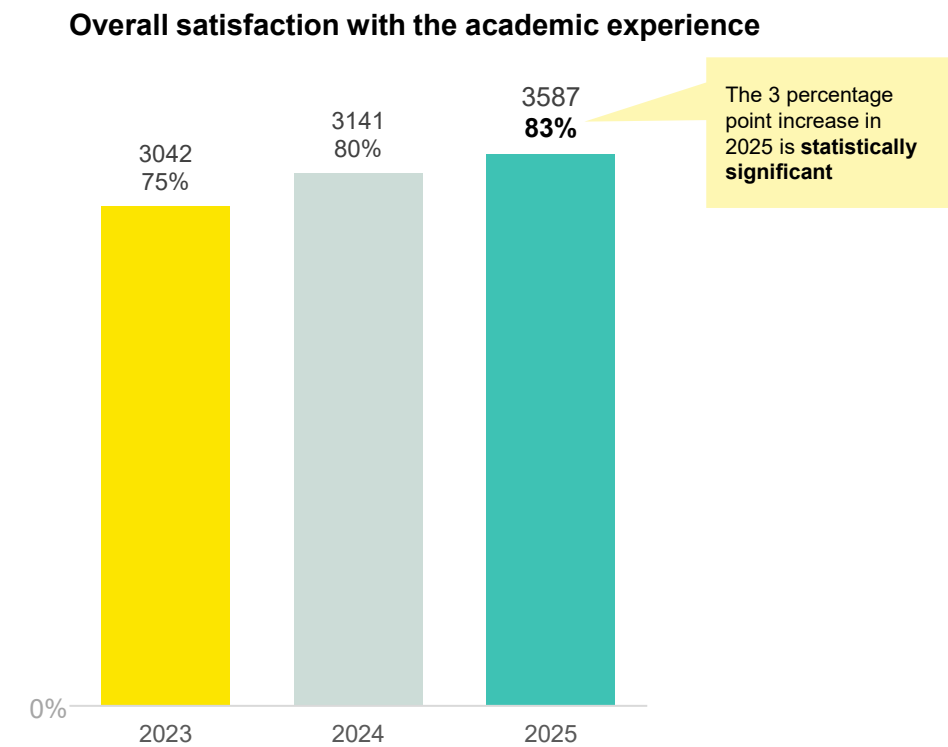


ACADEMIC EXPERIENCE

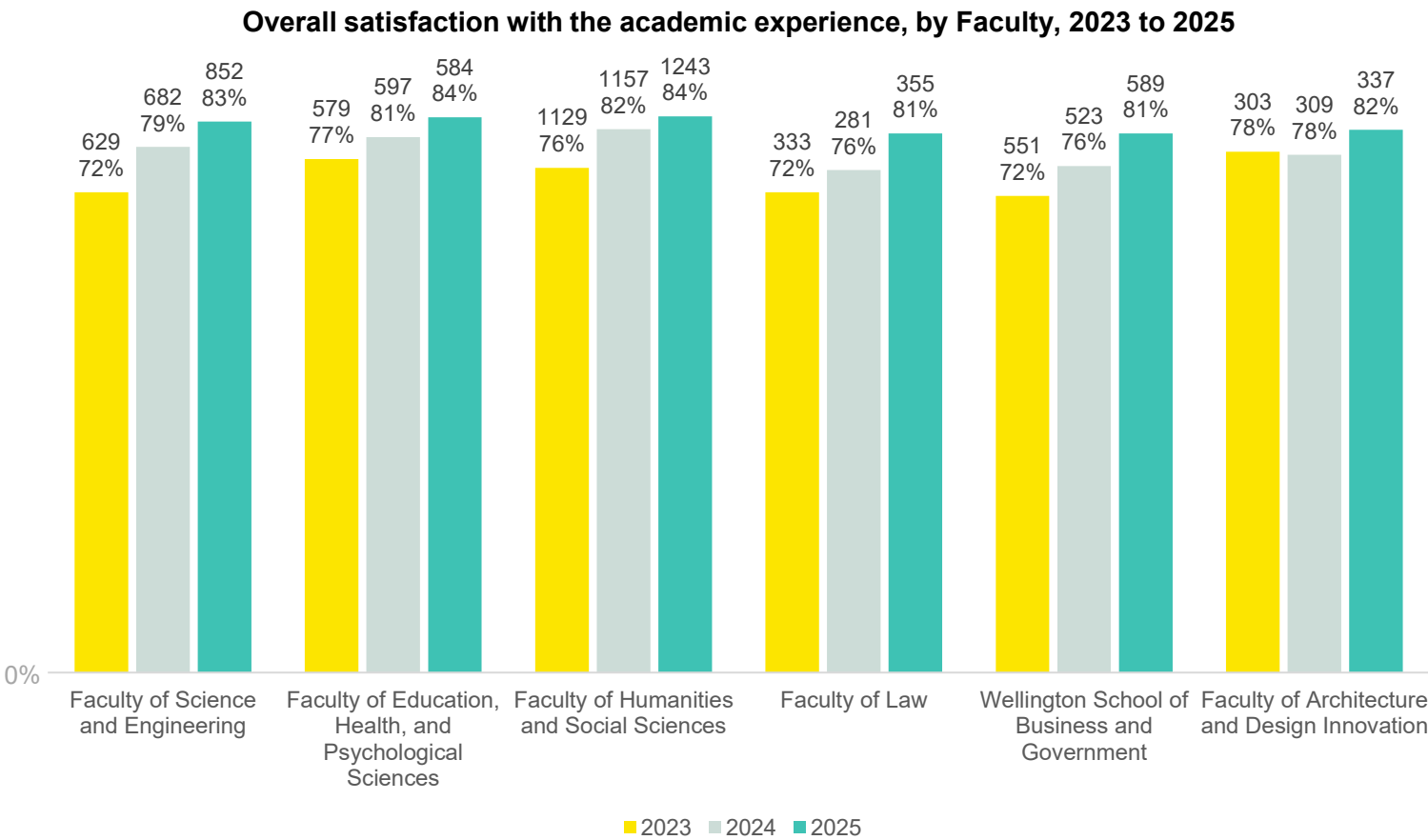
Academic Experience

All Students

The majority of students noted that they were ‘Satisfied’ or ‘Very satisfied’ with their academic experience in 2025. Overall satisfaction scores have been steadily increasing year on year. Increasing 5 percentage points in 2024 and a further 3 percentage points in 2025, reaching **83%** ‘Satisfied’ or ‘Very satisfied’ with their academic experience.



Separating responses by Faculty, almost all Faculties have a similar student satisfaction score with their overall academic experience, and similar increases over the last three years. Slightly larger increases in satisfaction were seen for the Faculty of Law, and Wellington School of Business and Government in 2025.



Student Voice: Academic Experience

Students seem to be satisfied with the Academic Experience at the University, however, some students commented on wanting better communication between lecturers and students, especially regarding course and assignment information.

“Studying here has been both challenging and rewarding. While there have been moments of stress and adjustment, I truly appreciate the supportive academic environment and the opportunities to grow both personally and professionally. I’m grateful to be part of this journey.”

“I appreciate most how friendly and personable all of my lecturers and tutors have been. It made me relax and not feel afraid to have questions.”

“There is quite a lot of variation between how lecturers and course coordinators use Nuku which can be a bit confusing when it comes to finding resources and material. So maybe if that was a little more streamlined it would be easier for students.”

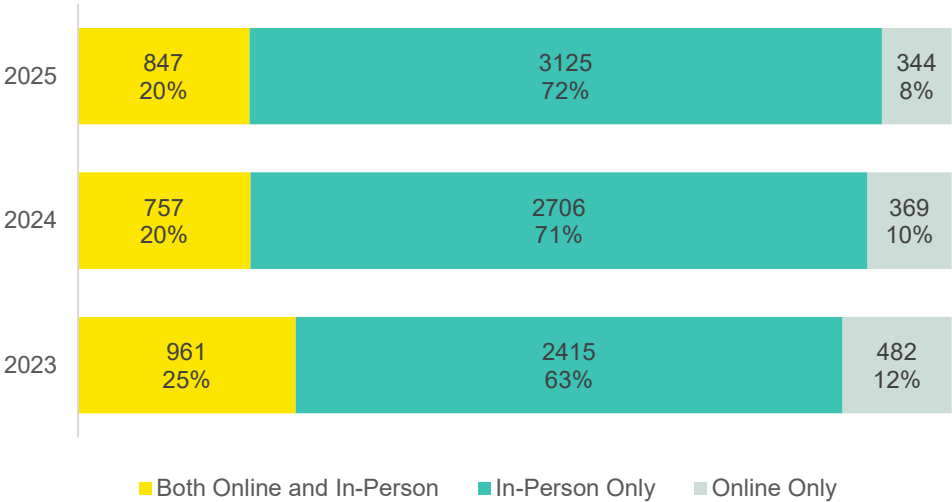
“Increase opportunities for more personalised feedback and interaction, particularly in larger courses. While lectures and tutorials are valuable, it can sometimes be difficult to feel academically supported when class sizes are large or when assignment feedback is minimal.”

“Overall, my experience at Te Herenga Waka has been rewarding, with supportive staff and a vibrant learning environment. I appreciate the University’s efforts to listen to student feedback and make improvements. Continued focus on enhancing inclusivity, mental health support, and practical learning opportunities would make the experience even better for all students.”

“Overall, my experience at Victoria University of Wellington has been positive. I’ve appreciated the support from staff, the learning resources, and the opportunities to grow both academically and personally.”

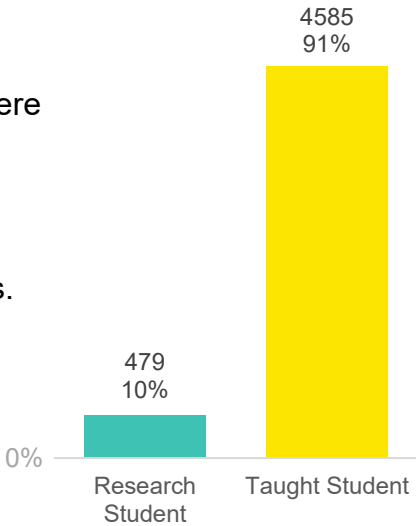
Student Status

Taught Students (PG & UG)

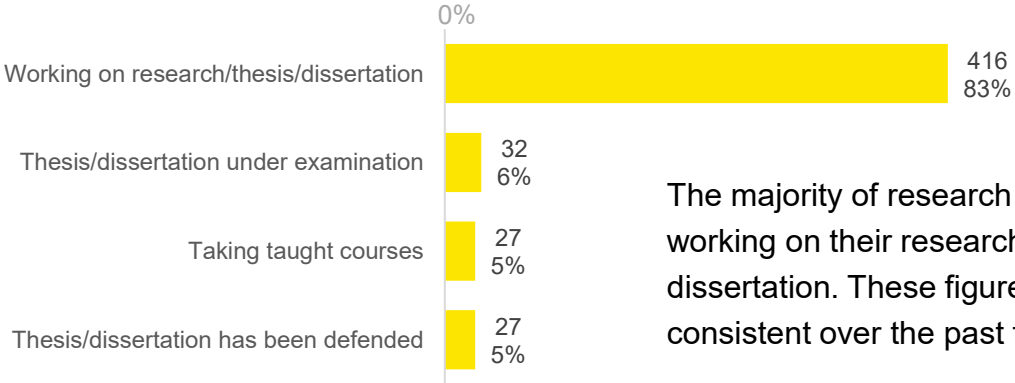


The majority of taught students (PG & UG) are taking in-person only courses. One in five students who responded to the survey in 2025 are taking a combination of online and in-person courses. Over the past few years, there has been a reduction in students taking online-only courses, with an increase in in-person only courses.

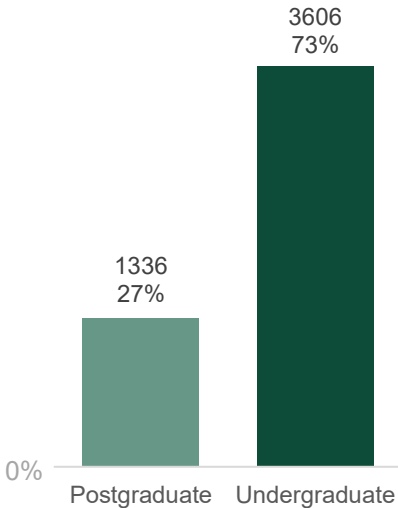
The majority (91%) of survey respondents were taught students. This includes both Undergraduate and Postgraduate students.



Research Students



The majority of research students are working on their research, thesis, or dissertation. These figures have been consistent over the past few years.

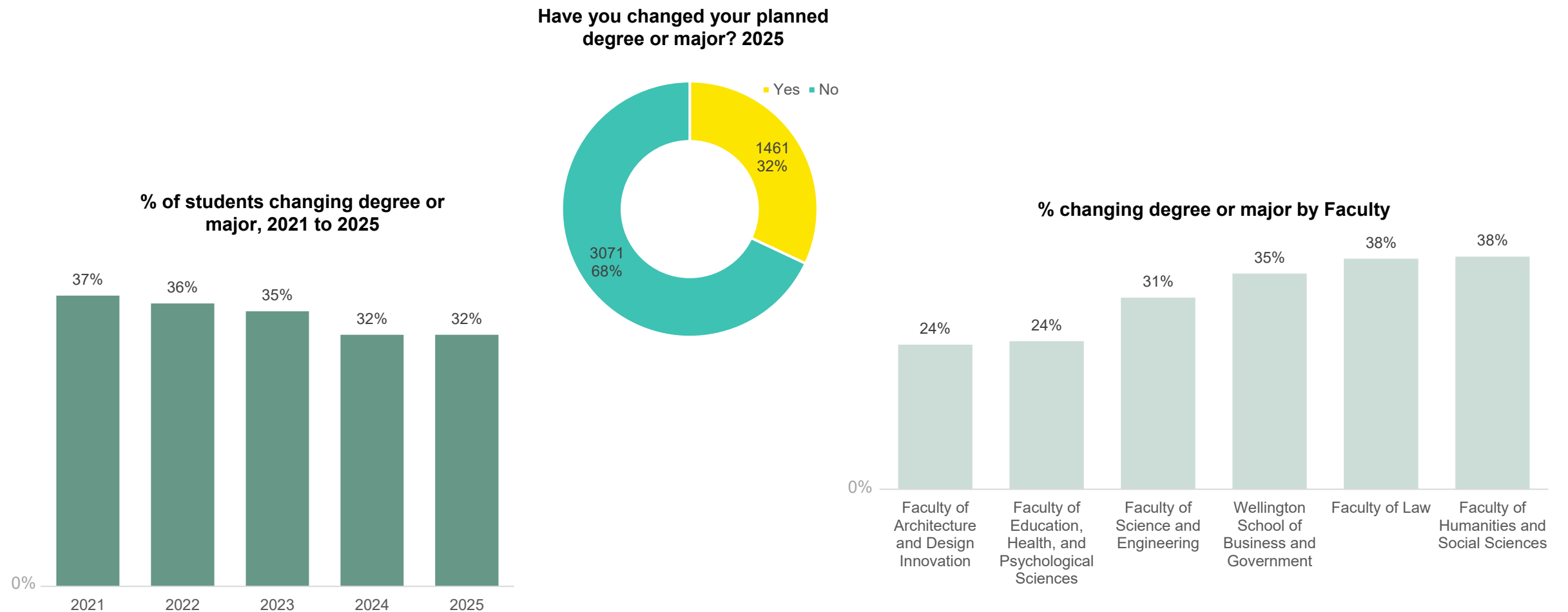


Around three quarters (73%) of survey respondents were undergraduate students.

Changing Degrees or Masters

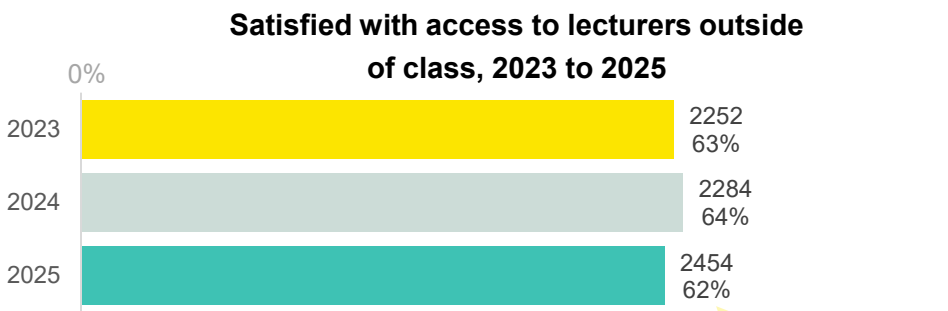
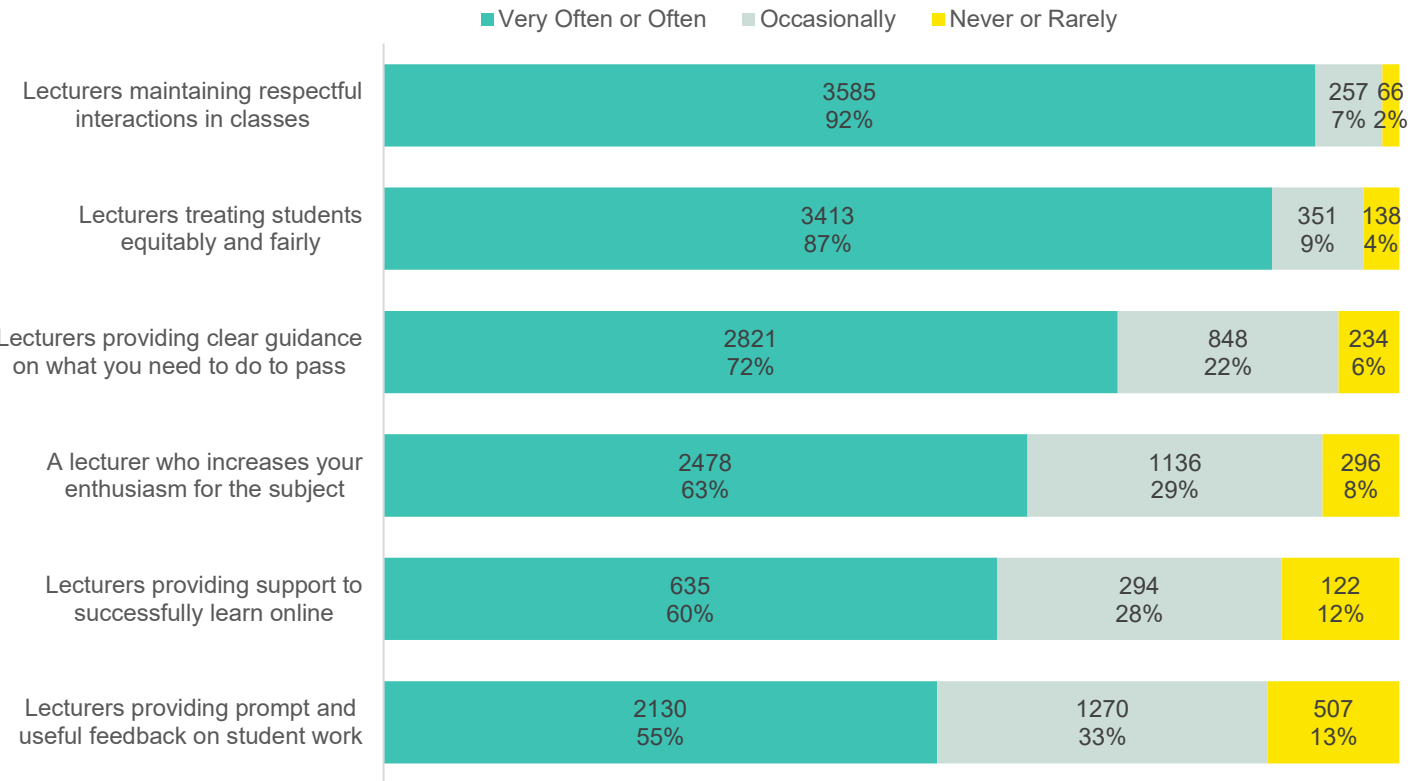
Taught Students
(PG & UG)

About a third of taught students (32%) have changed their planned degree or major at the University. This figure has been consistent over the past two years, but down from a high of 37% in 2021.

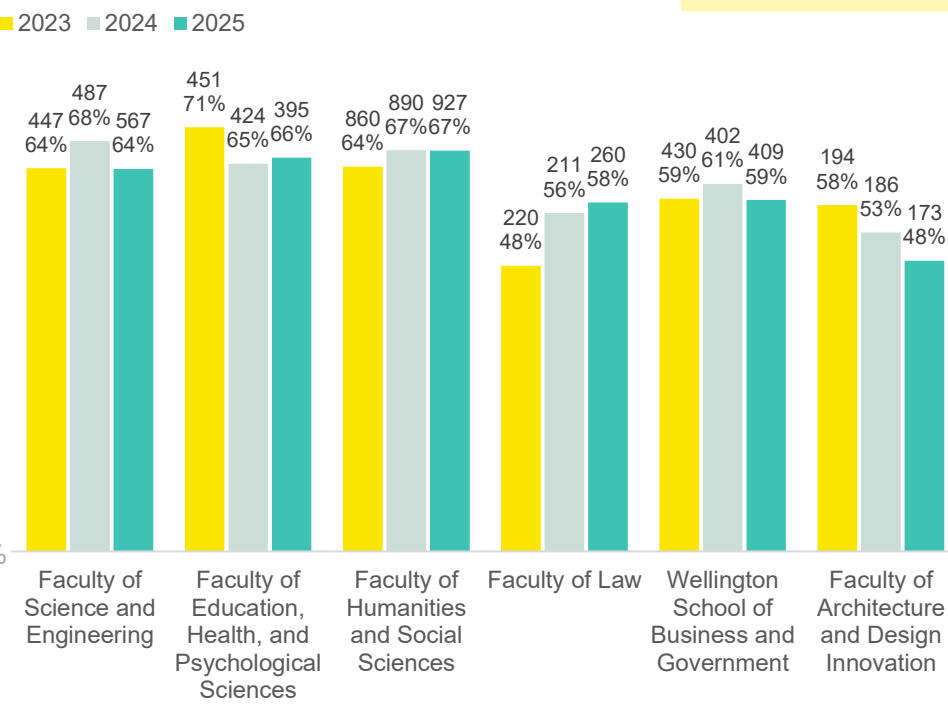


Lecturers at the university received positive feedback from survey respondents for being respectful, fair and equitable, and for providing clear guidance on the requirements to pass. Around two-thirds of respondents reported that their lecturers increased their enthusiasm for the subject. An area for improvement may be for more prompt and useful feedback on student work. Nearly two-thirds (62%) of respondents are satisfied with their access to lecturers outside of class, this differs by Faculty.

In your courses this year, have you experienced the following...

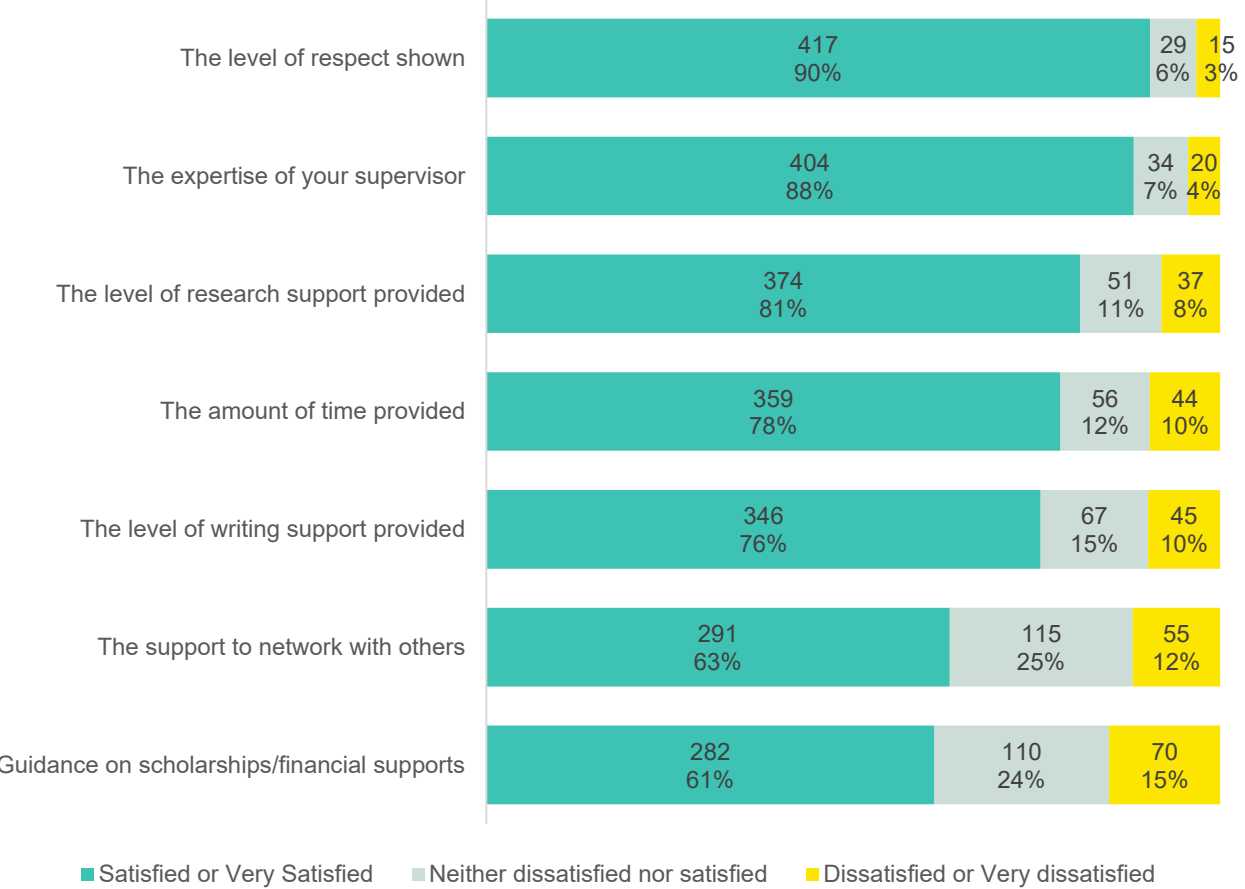


Satisfaction with access, by Faculty

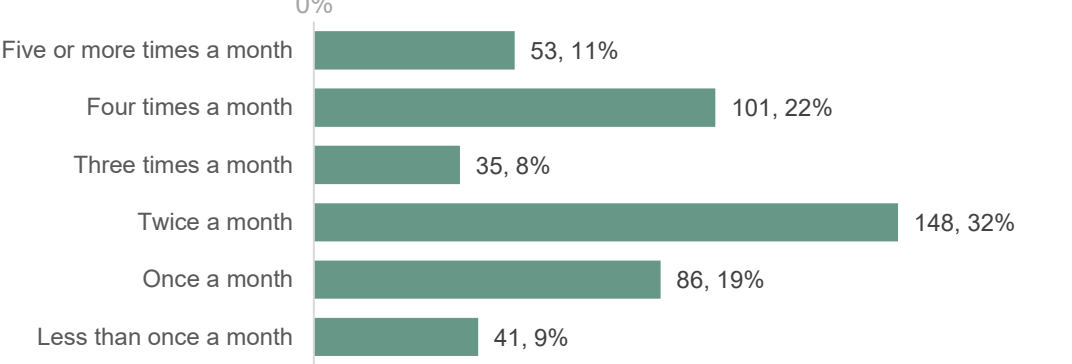


Supervisors of research students received positive feedback from survey respondents for being respectful, having expertise in their field, and for providing time and a good level of research support. Areas for improvement may be for more support with networking and providing guidance on scholarships and financial supports. The majority (82%) of respondents are satisfied with their primary supervisor.

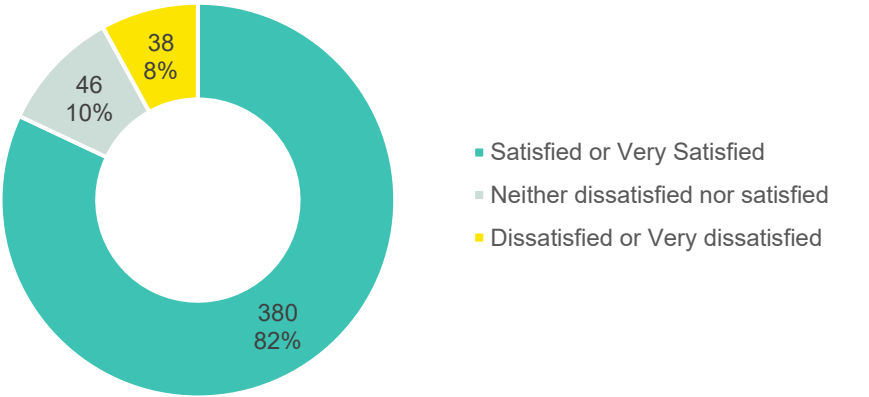
Thinking about your primary supervisor, how satisfied are you with...



In a typical month, how often do you meet with your primary supervisor?



Overall, how satisfied are you with your primary supervisor?

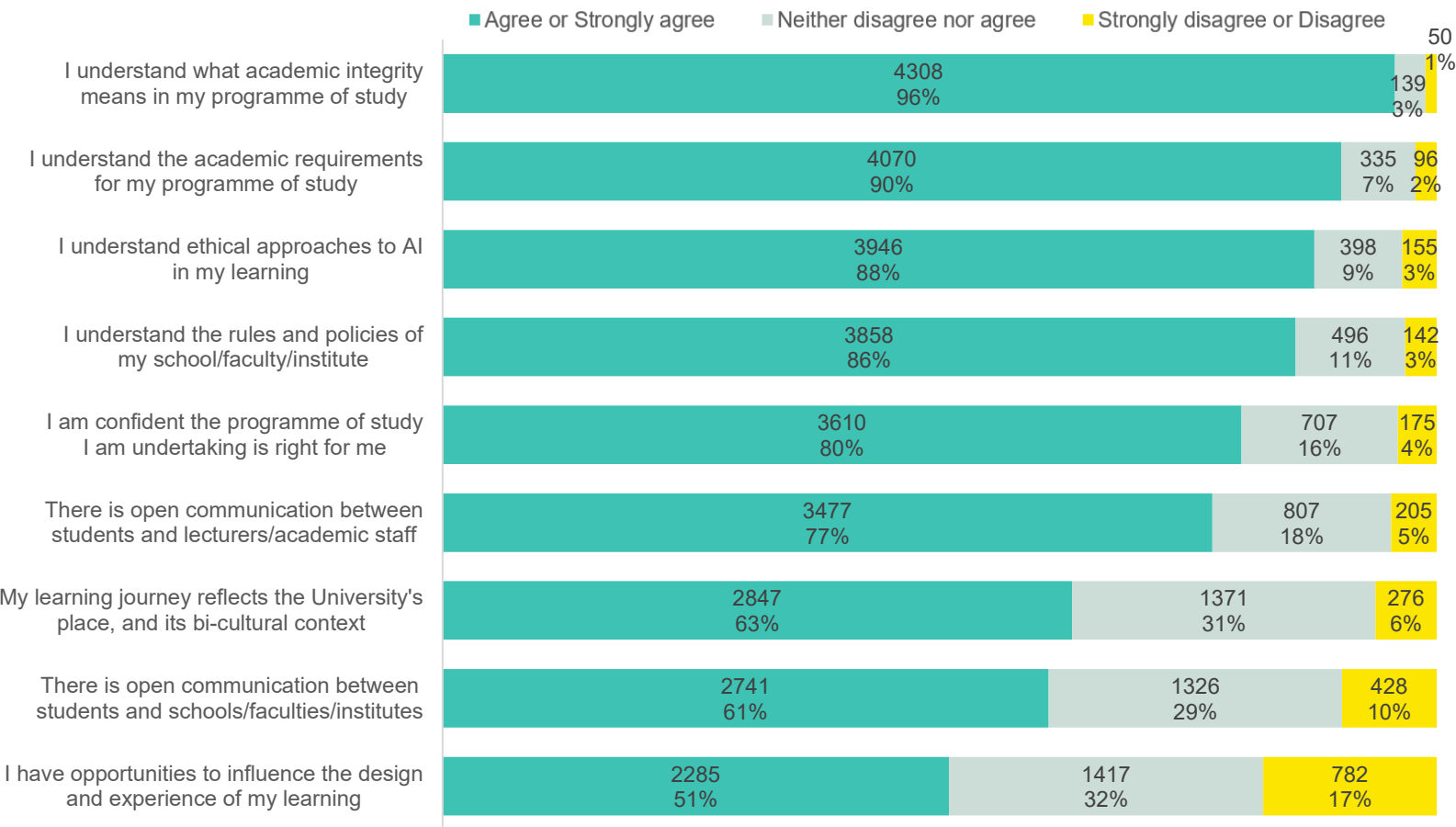


Academic Expectations

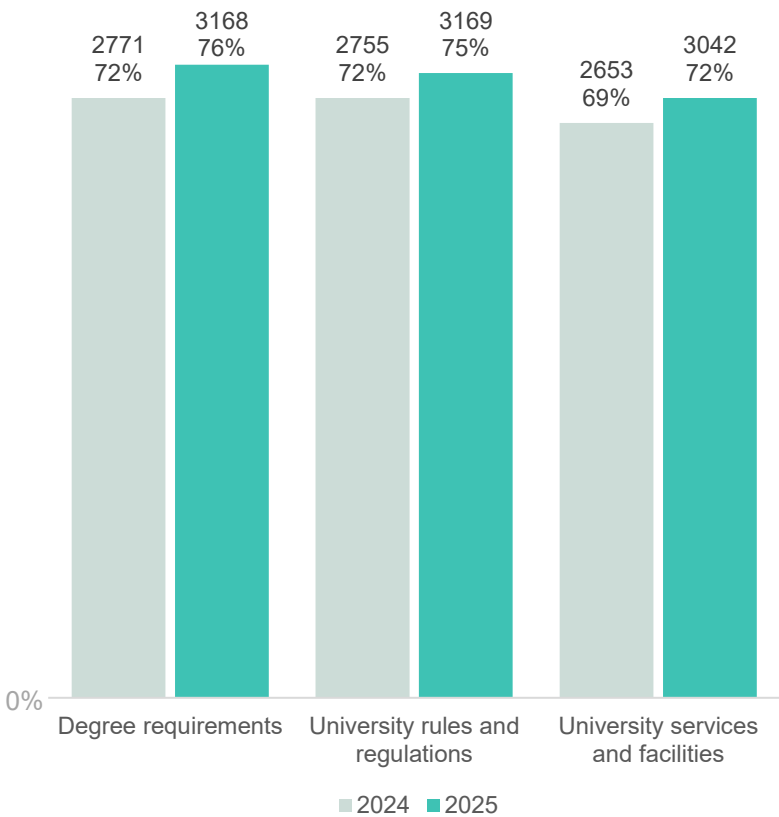
All Students

The majority of students responding to the survey had good awareness of academic requirements, what academic integrity means and rules and policies relevant to them. They also had good awareness of ethical approaches to the use of AI. Around three quarters were satisfied with university information and communications. Only half agreed that there were opportunities for them to influence the design and experience of their learning.

Level of agreement with statements about awareness of academic expectations and communication



% 'Very satisfied' or 'Satisfied' with the quality of information provided by the University regarding...



Q4.14: To what extent do you agree with the following:
Q6.1: How satisfied are you with the quality of information provided by the University regarding:



TECHNOLOGY

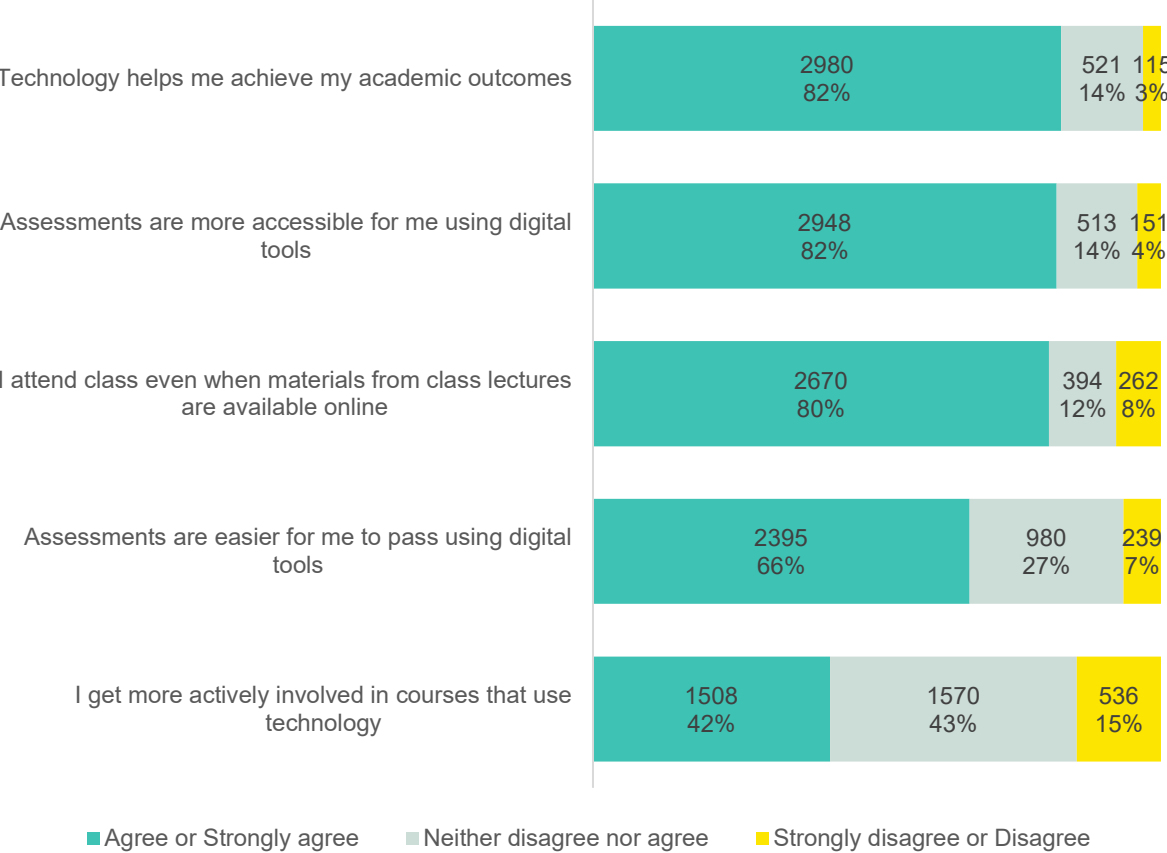
Digital Tools

Taught Students
(PG & UG)

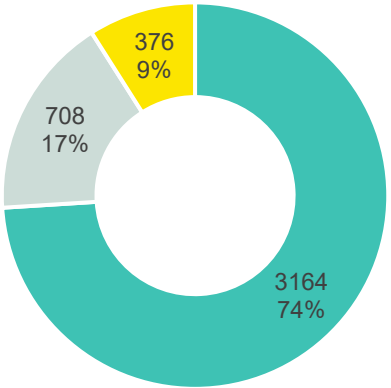
All Students

Technology and digital tools help taught students achieve their academic goals and improve the assessment experience. But generally the use of technology doesn't drive active involvement in courses, only 42% agreed with this statement.

Level of agreement with statements about use of digital tools and technology



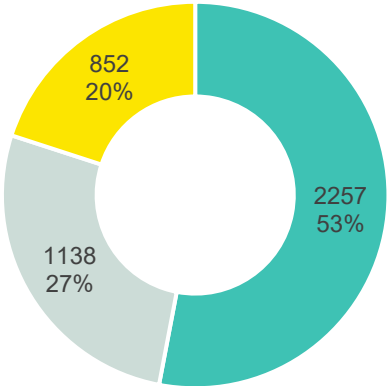
I have clear and helpful guidelines from my lecturers and tutors on using Artificial Intelligence appropriately



The level of agreement to this question increased in 2025, up 10 percentage points, from 64% in 2024.

The 10 percentage point increase in 2025 is statistically significant

The University has helped me understand Artificial Intelligence in ways that will support my future work and study



The level of agreement to this question increased in 2025, up 9 percentage points, from 44% in 2024.

Student Voice: Artificial Intelligence

Students had mixed opinions about Artificial Intelligence. While many want more guidance on how to use AI ethically in their coursework and more regulations for the use of AI, many disagree with the University using AI at all.

“I do think generally that the use of AI is unethical.”

“I would appreciate clearer instruction on what supposedly ethical AI usage looks like. Different lecturers have different views.

“Some lecturers have talked about AI usage, but not all of them. Also I wish there was less AI encouragement because of all the ethical issues, it's a bit disappointing when lecturers encourage generative AI.”

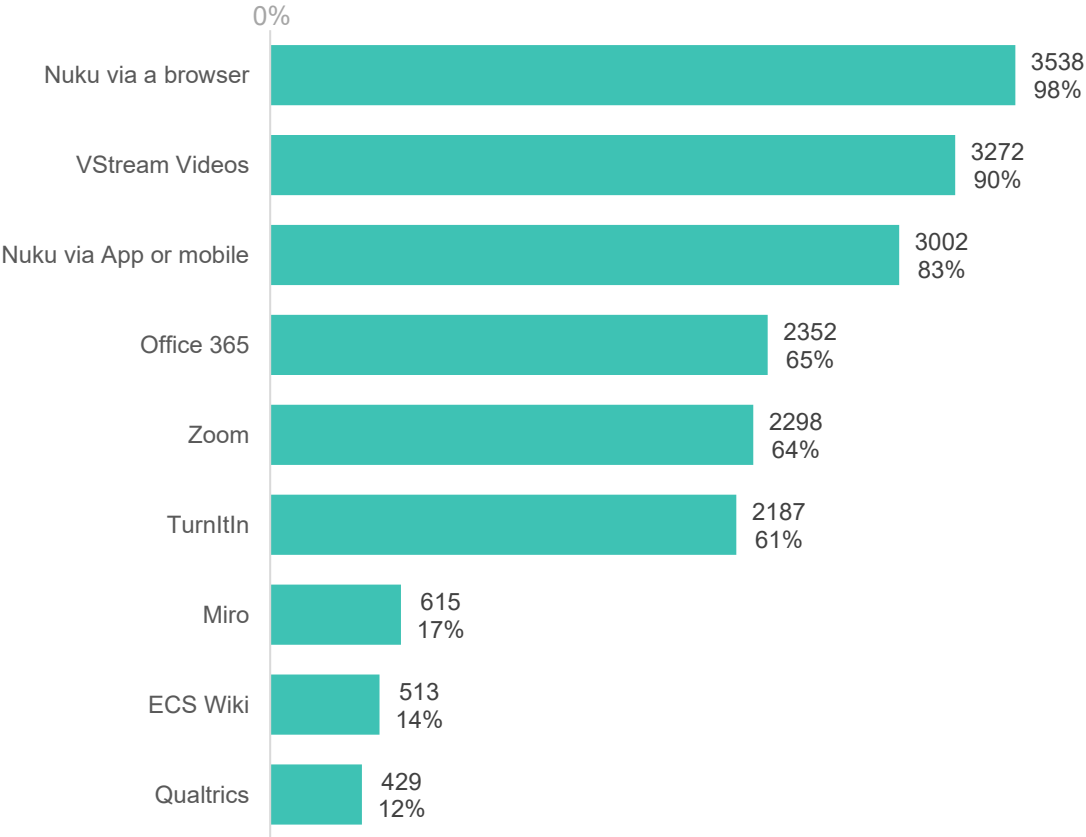
“I think teaching students how to use AI in a productive way (to learn instead of replacing learning) would be valuable.”

“Clearer instructions around AI and how to use it as a tool”

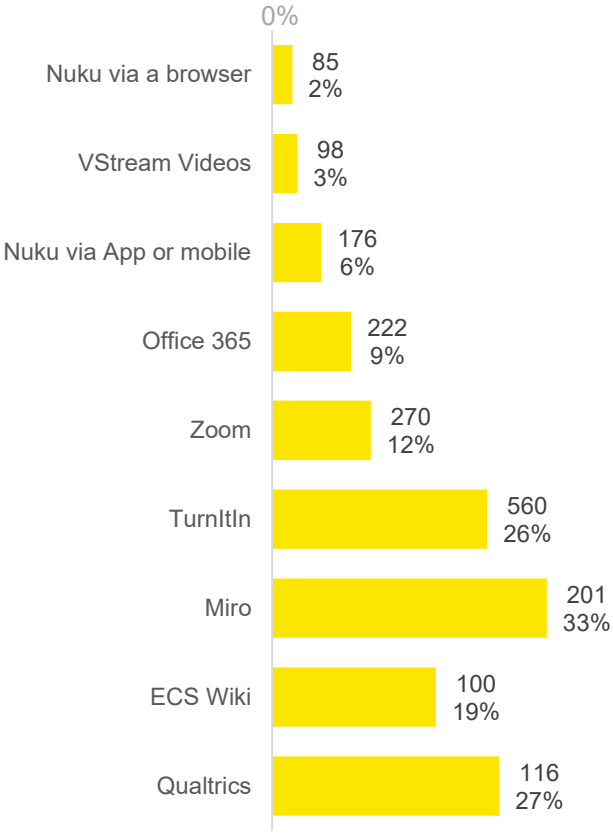
“I appreciate that most lecturers are providing guidelines on AI and teaching how to use it in some courses. I find that sometimes the guidelines are vague, or it's not clear what level of use is accepted or encouraged. Will I be graded differently if I use AI?”

Most taught students reported using Nuku via a browser and found it supported learning. VStream Videos and the use of Nuku via App or mobile were also widely used and found to support learning. TurnItIn was used by 61% of students but around a quarter (26%) did not think it supported their learning. Miro, ECS Wiki and Qualtrics were only used by small groups, but all had quite high scores for not supporting learning. The 2025 results were very similar to the 2024 results.

Number and % of students reporting using the digital tools listed



Number and % of students (who used the tool) reporting that the tool did not support learning





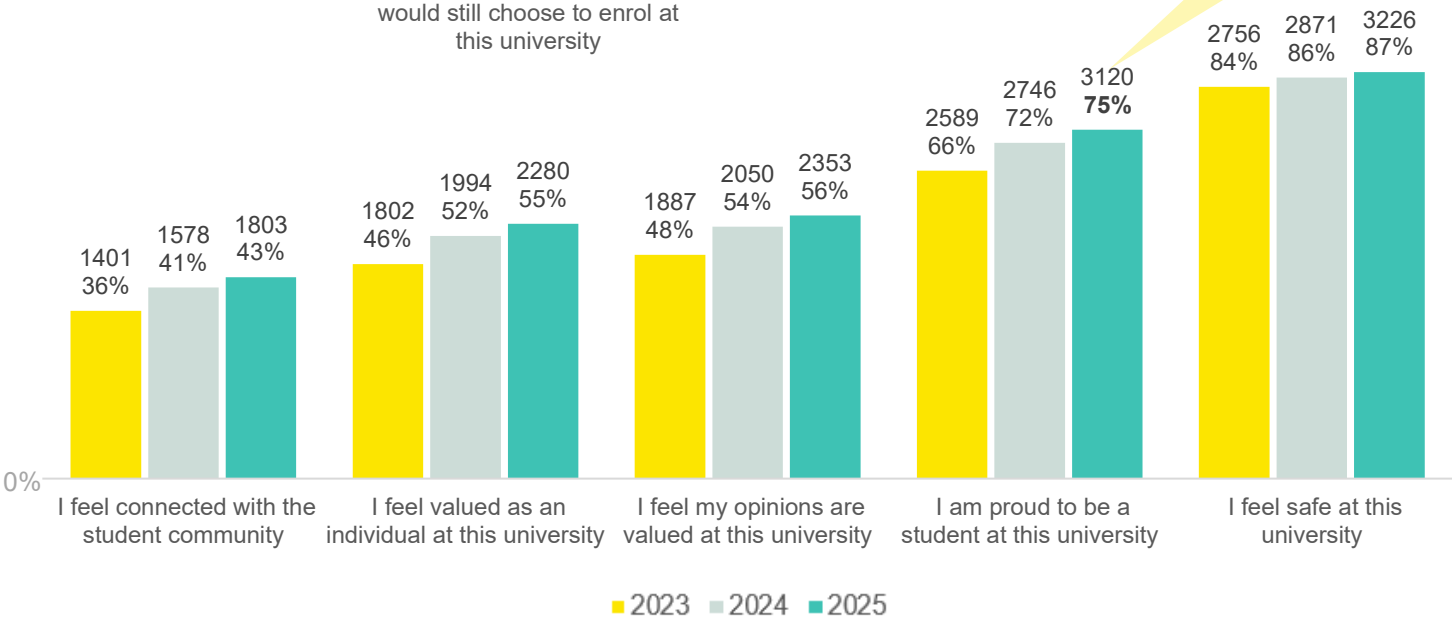
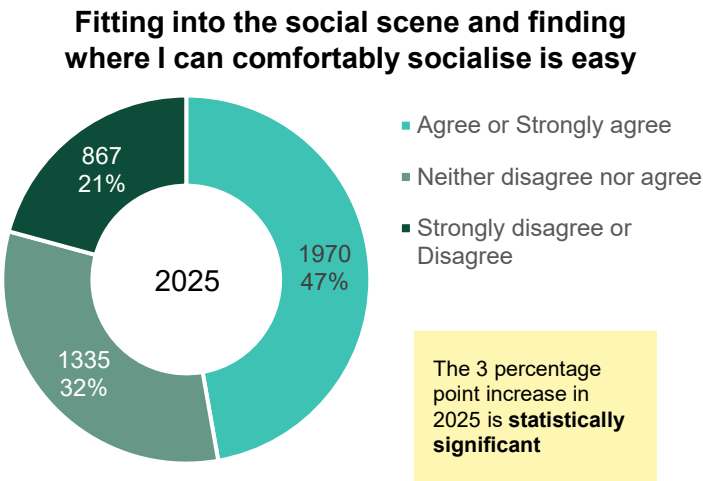
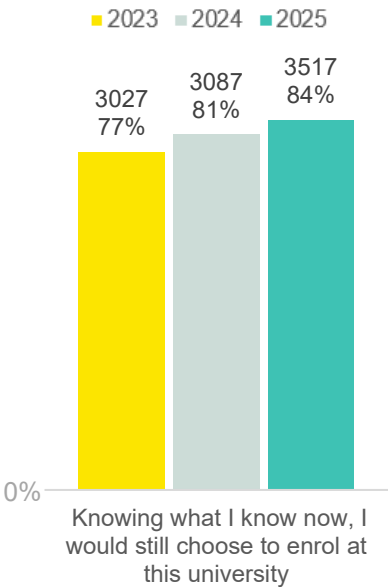
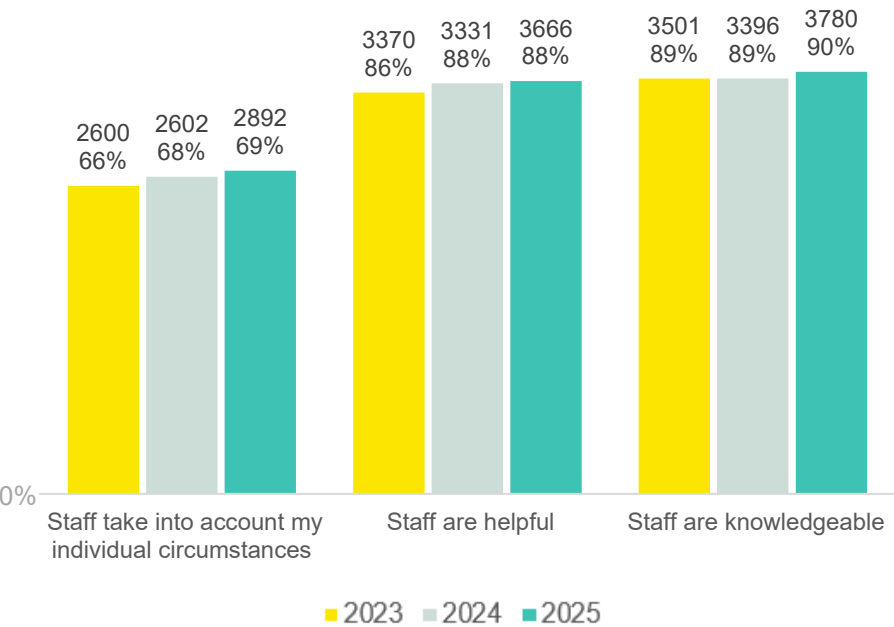
COMMUNITY

Support & Connection

All Students

Staff have received consistently positive ratings for being helpful and knowledgeable. Students responding to the survey feel very safe at the university (87%), and three quarters (75%) are proud to be students here. The majority (84%) are very happy with their decision to study here. Less than half of students felt connected to the student community and less than half found it easy to fit into the social scene. Around half agreed that they felt valued and around half felt their opinions were valued. All questions have increased their positive ratings year on year.

Number and % of students agreeing with the below statements...

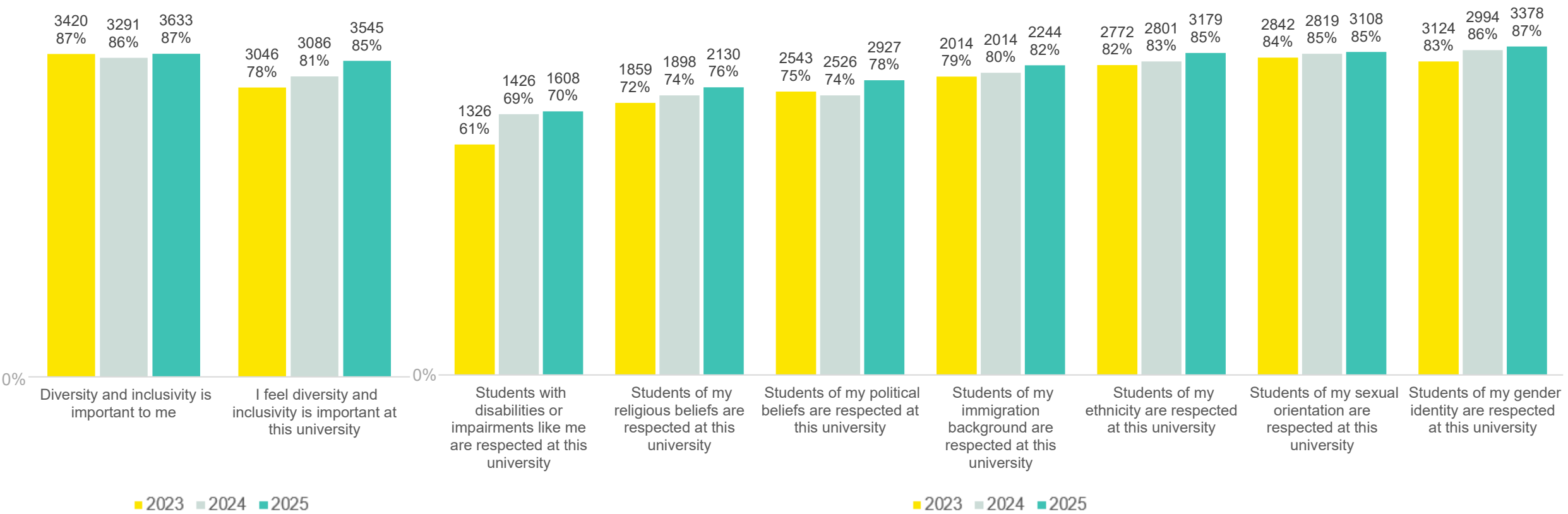


Diversity & Inclusion

All Students

The majority of students agree that diversity and inclusivity is important to them, this figure has been quite consistent over time. Over the past few years there has been an increase in students who agree that diversity and inclusivity is also important to the university. Students responding to the survey recorded high levels of agreement that students of all backgrounds and identities were respected. The highest levels were for respect shown based on gender, sexual orientation and ethnicity. All statements showed increased agreement in 2025 compared to previous years.

Number and % of students agreeing with the below statements...



Q7.2: To what extent do you agree with the following:
Q7.1: Please indicate how strongly you agree or disagree with the following statements in terms of yourself:

Student Voice: Student Community

To strengthen the student community, students emphasised the need for more events and student spaces, both in-person and online, where they can connect with one another. They also noted a desire for better promotion of existing events and clubs, as many find it difficult to stay informed about them throughout the year.

“Being a student here has been amazing so far. I love all my courses, I love the space, I love the people I get to meet. I appreciate the academic community that has been created here.”

“I think some more areas around campus could be brought up more to help facilitate student unity. The Hunter Lounge for instance would be a great area to help build a student community, but just isn’t talked about a lot.”

“Creating more student-friendly common spaces and organising regular, low pressure social events could make it easier for students to meet each other and build a stronger sense of community.”

“Remote students miss out on so much. It would be great to have a hub where we could connect and support each other and be better acknowledged and being valued students.”

“The student community could be enhanced if the events were advertised in advance on the VUW Instagram. Often, I am only finding out about events in the hub on the day they happen and miss them, it would be more encouraging to go to these events if there were much more notice.”

“Student life feels more like coexisting than connecting. It often feels like there's no real student community, just polite strangers passing through classes. More approachable events and club environments would help foster actual kindness and inclusion.”



SERVICES & FACILITIES

- ← CyberCommons
- ↑ Lecture Theatre LT01 
- ← Lecture Theatre LT03 
- ↑ Library 
- ← Seminar Room G25
- Seminar Room G10
- ←   
-  Mezzanine Level
 - Seminar Rooms (MZ01–MZ06 & MZ20)
 - Student Services  
 - Te Pu Umanga & Tabu
 - Te Pūtahi Atawhai

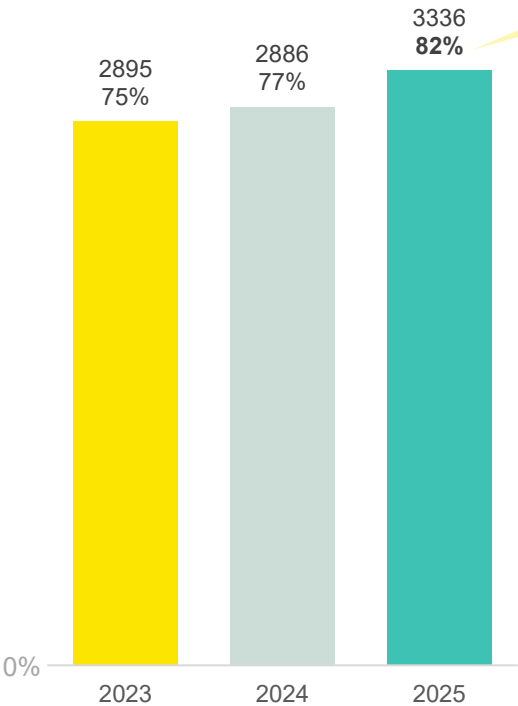
Services & Facilities

All Students

Overall satisfaction with the university services and facilities has been increasing year on year. In 2025, 82% of students responding to the survey rated the services and facilities as ‘Good’ or ‘Very good’, up 5 percentage points from 77% in 2024. International students rate the services and facilities higher than domestic students, but the increase over time has been smaller.

Number and % of students rating the services and facilities as ‘Good’ or ‘Very good’, 2023 to 2025

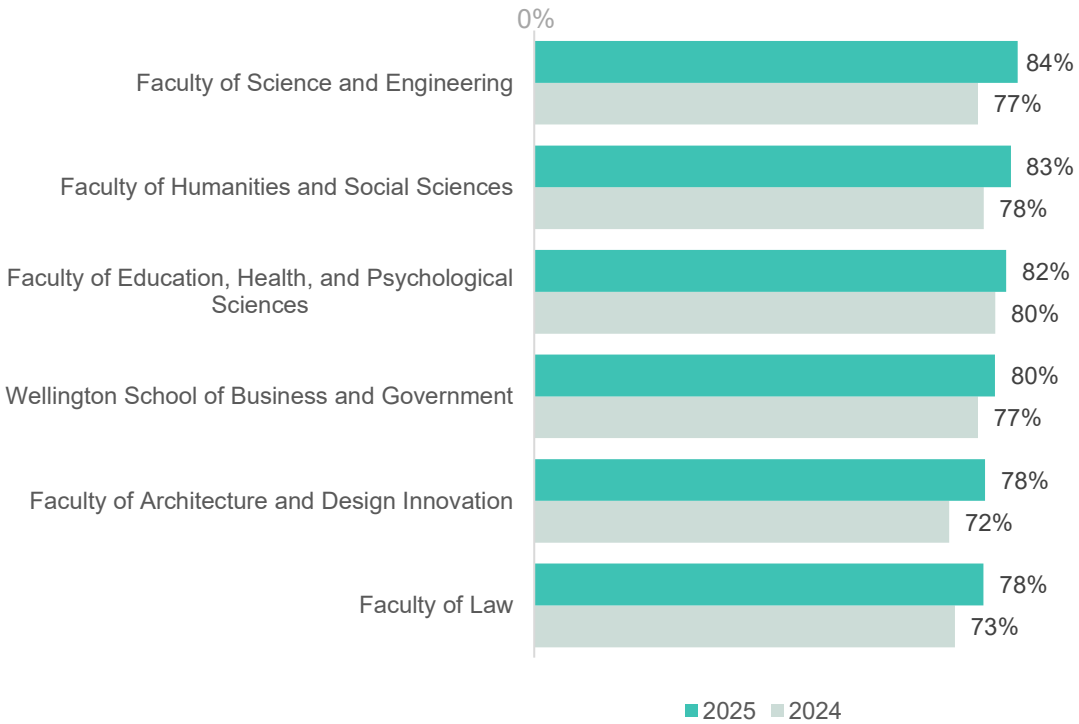
The 5 percentage point increase in 2025 is statistically significant



Number and % of international students rating the services and facilities as ‘Good’ or ‘Very good’, 2023 to 2025



% of students rating the services and facilities as ‘Good’ or ‘Very good’, 2024 and 2025, by Faculty



Student Support Services

All Students

All student support services saw an increase in reported awareness compared to last year. Most services saw a small increase in use compared to last year.

	Aware			Used (of those aware)			Satisfied (of those used)		
	2025	2024	2023	2025	2024	2023	2025	2024	2023
Āwhina - Māori student support	80% 3288	75% 2830	78% 3005	10% 330	9% 265	10% 293	85% 277	76% 197	85% 245
Kahukura - Rainbow and Inclusion	76% 3149	72% 2726	72% 2801	9% 274	8% 227	6% 157	81% 220	73% 166	78% 121
Kaiārahi Tahua Taura - Student Finance Advisers	78% 3248	75% 2818	75% 2902	17% 536	16% 449	14% 405	78% 417	77% 340	78% 311
Kaiārahi Taura Rangahau Paerua - Postgraduate Research Student Advisers	50% 2080	46% 1735	N/A N/A	10% 215	10% 175	N/A N/A	75% 159	74% 129	N/A N/A
Kaitohutohu Taura - Tītoko Student Success Advisers	82% 3400	78% 2930	76% 2955	56% 1912	51% 1480	45% 1337	78% 1488	79% 1158	78% 1030
Manawa Ora - Student Wellbeing	82% 3399	78% 2955	80% 3088	20% 684	20% 594	21% 642	73% 499	69% 403	74% 473
Mauri Ora - Student Counselling	89% 3641	87% 3244	88% 3306	28% 1013	26% 838	27% 887	69% 695	62% 518	60% 528
Mauri Ora - Student Health	94% 3824	92% 3420	93% 3493	50% 1915	50% 1717	50% 1739	71% 1359	70% 1195	70% 1205
Ngā Ratonga Kohungahunga - University Kids Wellington	46% 1890	45% 1695	48% 1797	2% 43	2% 38	2% 33	68% 28	58% 22	72% 23
Pasifika Student Success	78% 3210	74% 2771	75% 2898	7% 213	7% 196	6% 179	83% 177	85% 165	85% 151
Pūtea Āwhina - Hardship Fund	70% 2887	66% 2493	69% 2662	11% 307	11% 272	11% 282	82% 251	80% 213	84% 233
Scholarships Office	74% 3037	71% 2658	74% 2853	30% 917	32% 856	32% 919	79% 720	78% 660	78% 704

Q8.3: Are you aware of the following student support services?
Q8.4: How satisfied are you with the service(s) you have used?

['International Student Experience Team' option only asked of International Students]
['International Student Experience Team' option only asked of International Students]

Student Support Services

All Students

All student support services saw an increase in reported awareness compared to last year. Most services saw a small increase in use compared to last year.

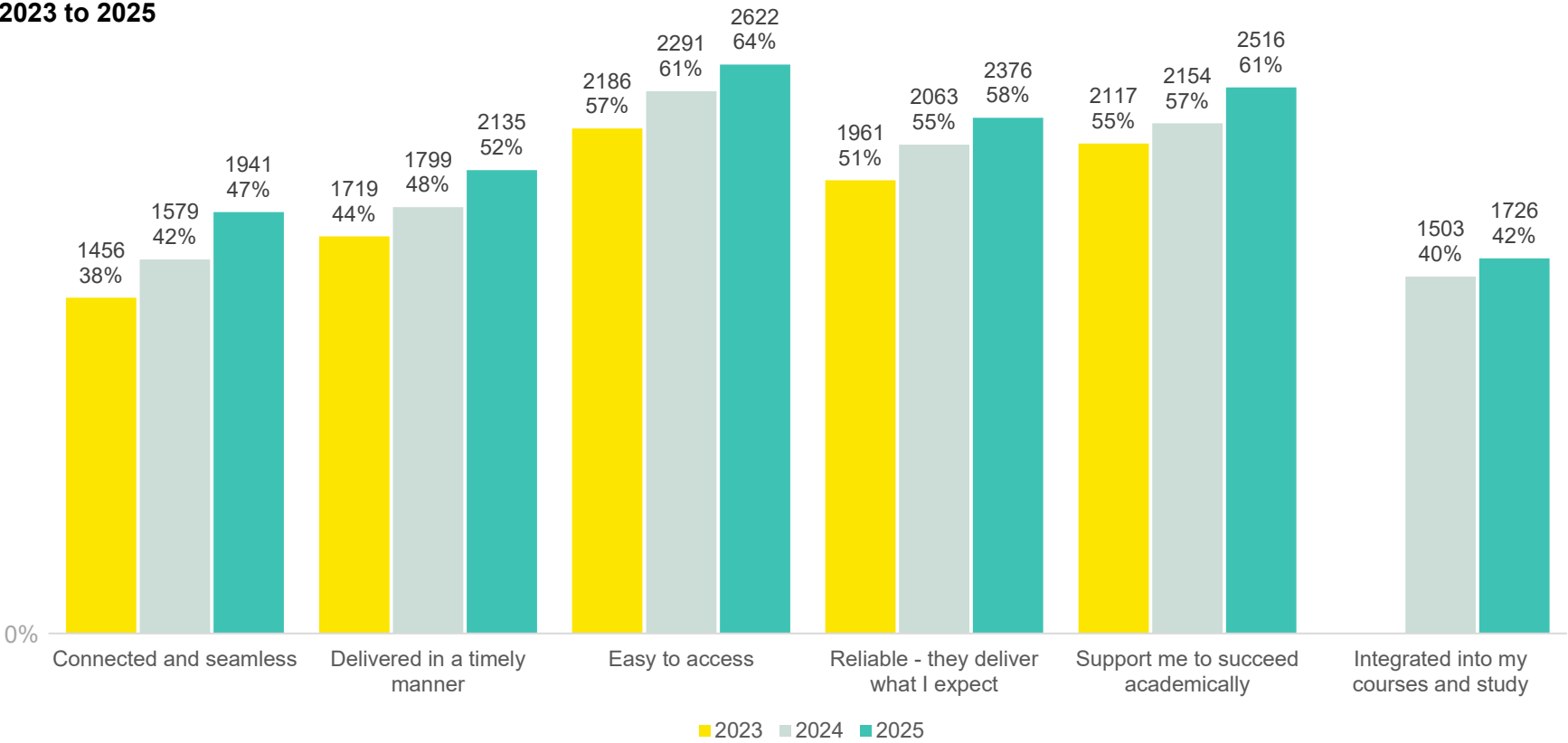
	Aware			Used (of those aware)			Satisfied (of those used)		
	2025	2024	2023	2025	2024	2023	2025	2024	2023
Tauira Konene - Refugee-Background Students	54% 2215	50% 1868	50% 1933	2% 46	2% 45	1% 28	61% 27	56% 25	85% 23
Tauria - Student Interest and Conflict Resolution	54% 2236	51% 1909	54% 2092	7% 151	8% 144	6% 124	57% 83	55% 78	54% 66
Te Amaru - Disability Services	78% 3218	73% 2734	75% 2896	17% 546	17% 454	15% 428	74% 402	72% 327	73% 308
Te Haumiri - International Student Experience Team	83% 454	76% 500	74% 433	59% 268	53% 267	47% 203	89% 237	84% 223	88% 176
Te Kopanga - Halls of Residence	79% 3037	77% 2661	80% 2764	42% 1278	41% 1103	40% 1098	74% 934	71% 784	67% 730
Te Kopanga - University Accommodation Services	75% 3059	71% 2653	73% 2751	35% 1056	33% 880	31% 845	71% 743	71% 620	67% 564
Te Ratonga Rapu Mahi - Careers and Employment	76% 3128	73% 2749	73% 2837	18% 574	18% 505	20% 556	71% 405	76% 384	78% 433
Te Taiako - Student Learning	80% 3292	77% 2911	79% 3044	31% 1008	31% 915	33% 1015	81% 810	80% 725	81% 818
Tītoko Student Service Centre	68% 2801	65% 2448	78% 3017	30% 847	32% 781	38% 1155	76% 640	78% 603	77% 890
University Recreation - Club Support	74% 3069	73% 2748	89% 3413	21% 636	19% 510	30% 1015	77% 483	80% 404	79% 788
University Recreation - Sport and Fitness	87% 3550	85% 3163	80% 3019	36% 1277	33% 1041	36% 1075	84% 1069	85% 884	86% 919
WGTN Hall	58% 2288	57% 2062	62% 2324	17% 384	16% 334	15% 358	59% 222	59% 194	59% 206

Q8.3: Are you aware of the following student support services?
Q8.4: How satisfied are you with the service(s) you have used?

[‘International Student Experience Team’ option only asked of International Students]
[‘International Student Experience Team’ option only asked of International Students]

The level of agreement from students about the statements relating to student services have been steadily increasing year on year.

Number and % of students agreeing with statements about student services, 2023 to 2025



Student Voice: Student Services

While many students reported being satisfied with the University's services, several highlighted the need for improvements to Mauri Ora, particularly around long wait times. Students also expressed a desire for clearer information on what services are available and how to access available support.

"I think the academic student services (especially the student success advisors) are excellent. I have issues with Mauri Ora (Student Health). Mauri Ora has great staff; however, the long wait times for appointments are very bad..."

"Services need to be expanded. The wait times are so long that by the time you see someone the problem has already run its course"

"I think the services provided by the university are amazing for the most part. The only one I've truly had trouble with is Mauri Ora. The phone lines are always jammed and you have to wait for weeks if not months to get non-emergency appointments. I think possibly expanding the crew/building for Mauri Ora could greatly benefit not only the students but the staff working there as well."

"Improve funding for Mauri Ora - more doctors!"

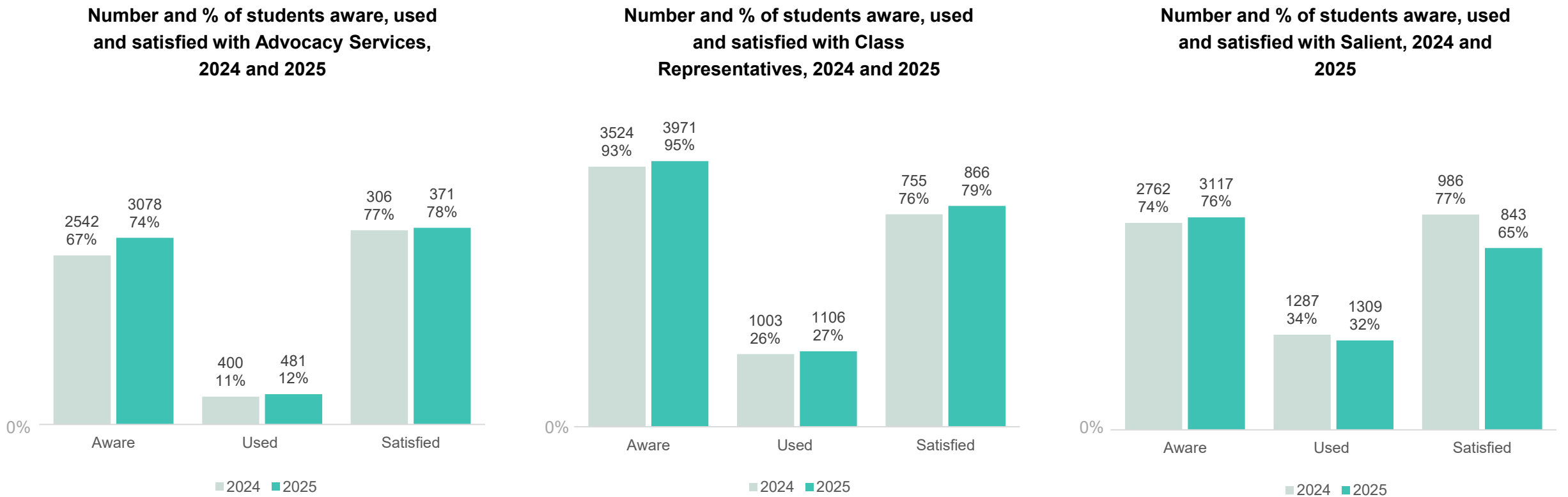
"Almost all the individual support and teaching staff I deal with go above and beyond - disability support, the library, digital services, Mauri ora, the list goes on..."

"It would be great if student support services were more visible and easier to access. Sometimes it's hard to know where to go or who to contact when you need help, especially during stressful times. Clearer communication and better promotion of available services would really help."

"Better communication, shorter wait times, and a working way to book online all at Mauri Ora"

Awareness of the Advocacy Services increased slightly in 2025. Most students are aware of Class Representatives and around a quarter use their services. Both the Advocacy Services and Class Representatives received high satisfaction scores. Use of all VUWSA student services has remained fairly consistent over the past few years. The Salient service saw a fall in its satisfaction score in 2025 compared to last year, down 8 percentage points.

Students were only asked to rate their satisfaction if they had used the service.



Library Services received one of the highest satisfaction scores for University Services. All services shown below saw an increase in student satisfaction in 2025. The lowest satisfaction scores were for Digital Solutions Support Services. The percentage of students using all listed services has remained fairly consistent over the past few years.

	Used			Satisfied (of those used)		
	2025	2024	2023	2025	2024	2023
Admissions and Enrolment	97% 3962	97% 3631	96% 3706	69% 2719	66% 2391	65% 2393
Te Here Tāura Rangahau – Faculty of Graduate Research	87% 379	90% 330	N/A N/A	79% 298	73% 242	N/A N/A
Digital Solutions Support Services	55% 2263	56% 2115	53% 2027	58% 1306	56% 1186	54% 1096
Library Services	86% 3528	87% 3255	85% 3261	82% 2879	80% 2605	80% 2611
School Administration Services	72% 2922	72% 2690	68% 2629	60% 1751	57% 1540	57% 1494

University Tools and Resources

All Students

Nearly all students responding to the survey reported using Nuku (Online Learning and Course Outlines) and Pūaha (Student Portal), these tools received some of the highest satisfaction scores in 2025. Library Resources also scored well. Nearly all tools and resources shown below saw an increase in student satisfaction in 2025. The lowest satisfaction scores were for Specialist Equipment and Software. The percentage of students using all listed tools and resources has remained fairly consistent over the past few years.

	Used			Satisfied (of those used)		
	2025	2024	2023	2025	2024	2023
Assignment Management (Submitting and Returning Assignments)	89% 3295	89% 3040	86% 2949	79% 2605	77% 2345	76% 2231
Nuku (Online Learning Environment)	99% 3664	99% 3381	99% 3396	89% 3249	86% 2923	82% 2780
Course Information on Nuku (Course Outlines)	99% 3660	99% 3372	99% 3388	84% 3085	81% 2715	80% 2700
Course Information on the University Website (Course Finder)	96% 3530	95% 3251	96% 3291	70% 2476	69% 2231	70% 2297
Pūaha (Student Portal)	99% 4054	98% 3692	N/A N/A	81% 3303	78% 2879	N/A N/A
Library Resources (Books, Journals and Online Databases)	92% 3744	92% 3458	91% 3528	81% 3046	80% 2764	82% 2901
myAllocator (Tutorial Booking)	86% 3161	84% 2870	85% 2929	62% 1971	63% 1808	61% 1779
myDegree (Degree Audit)	80% 2954	80% 2746	84% 2870	72% 2123	68% 1867	69% 1980
Specialist Equipment or Software	52% 2104	52% 1965	47% 1815	56% 1175	55% 1077	54% 972
Talis-Aspire (Course Reading Lists)	80% 2943	83% 2817	87% 2965	69% 2024	67% 1901	71% 2104

University Spaces

All Students

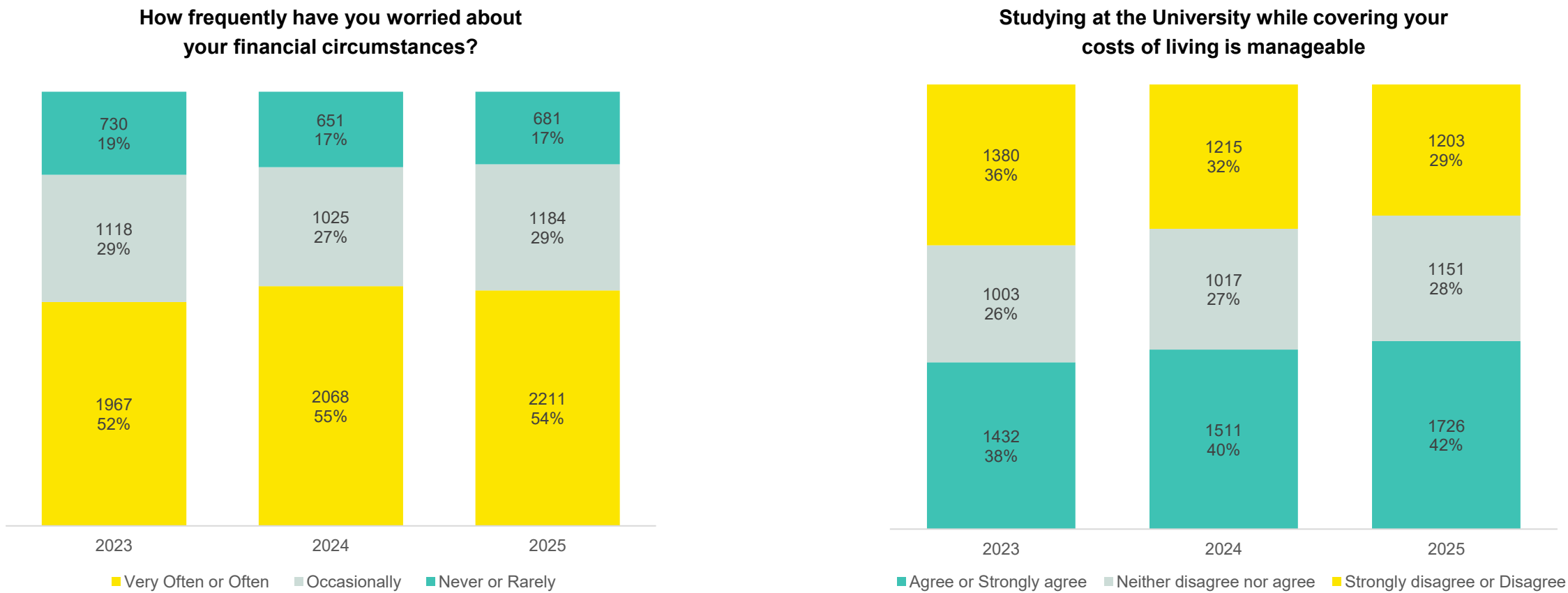
Nearly all university spaces increased their satisfaction rating from students completing the survey in 2025. The most highly rated space was the Library (89% satisfied). The Hub was the second highest rated at 80% satisfied. Pipitea Fitness, University Kids Wellington and ClubHouse were the lowest rated spaces, but also used by the lowest percentage of students.

	Used						Satisfied (of those used)					
	2025		2024		2023		2025		2024		2023	
Boyd-Wilson Arena	18%	696	18%	636	N/A	N/A	58%	407	59%	375	N/A	N/A
Boyd-Wilson Field	26%	985	27%	947	26%	892	71%	699	68%	640	66%	586
Cafes and Food	86%	3255	86%	2990	86%	2962	68%	2209	66%	1968	62%	1833
Classrooms (lecture theatres and seminar rooms)	96%	3643	96%	3318	96%	3311	76%	2771	75%	2502	76%	2507
ClubHouse	13%	476	13%	453	11%	393	45%	215	41%	187	34%	134
Computer Facilities	59%	2236	59%	2061	59%	2046	75%	1688	76%	1561	75%	1534
Halls of Residence	49%	1842	51%	1767	48%	1665	66%	1217	62%	1102	57%	956
Kelburn Recreation Centre	42%	1581	41%	1412	40%	1377	75%	1179	73%	1034	76%	1041
Lab Facilities	42%	1571	42%	1440	39%	1351	76%	1200	74%	1063	75%	1010
Library	93%	3535	94%	3251	92%	3196	89%	3130	88%	2872	88%	2828
Pipitea Fitness	14%	524	15%	516	13%	435	46%	241	42%	219	43%	185
Spaces for Group Work	68%	2583	70%	2415	66%	2272	72%	1872	72%	1745	71%	1614
Spaces for Individual Work	79%	3001	79%	2754	77%	2654	73%	2202	73%	2015	71%	1873
The Bubble	37%	1400	37%	1278	33%	1129	72%	1008	70%	895	70%	794
The Hub	87%	3291	87%	3015	86%	2989	80%	2637	79%	2385	79%	2372
Whānau Rooms	16%	612	18%	628	15%	522	57%	347	55%	343	50%	260



STUDENT LIFE

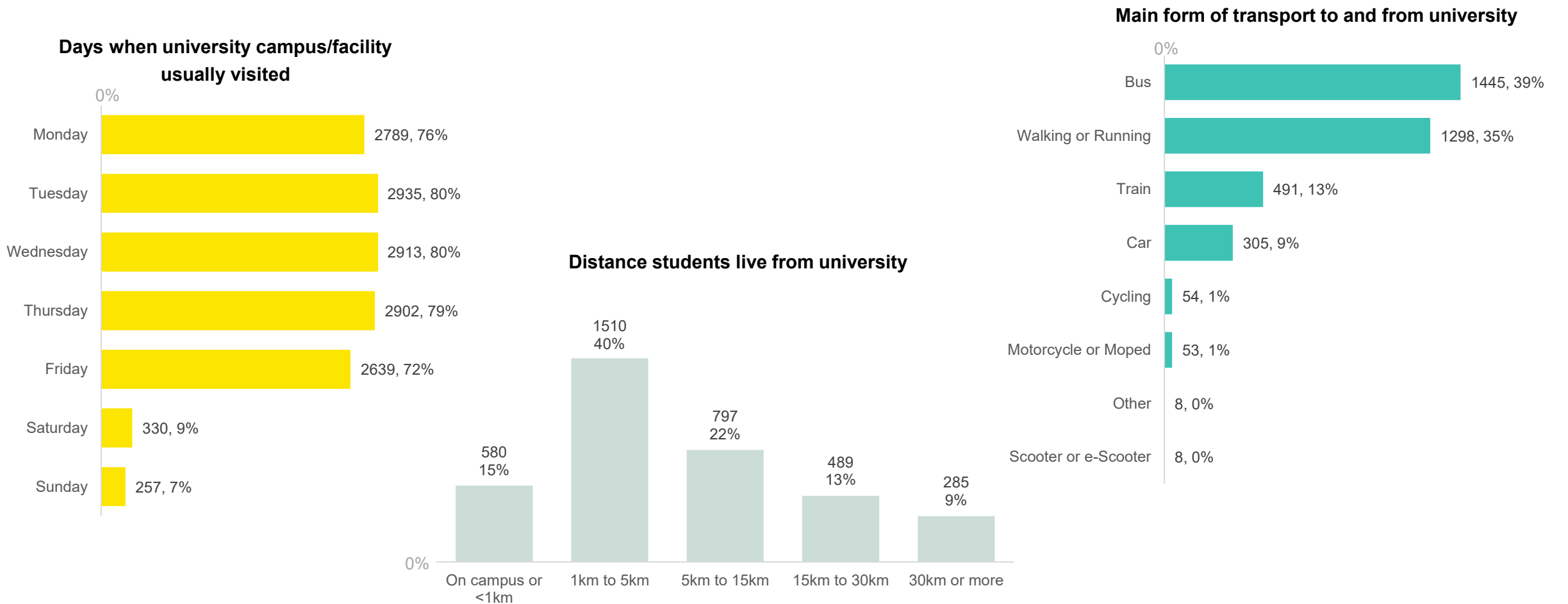
The majority of students have worried about their financial circumstances, this has remained quite consistent over the past few years. The percentage of students agreeing that covering their living costs while studying at university is manageable has seen small increases over the past few years.



Transport and Access

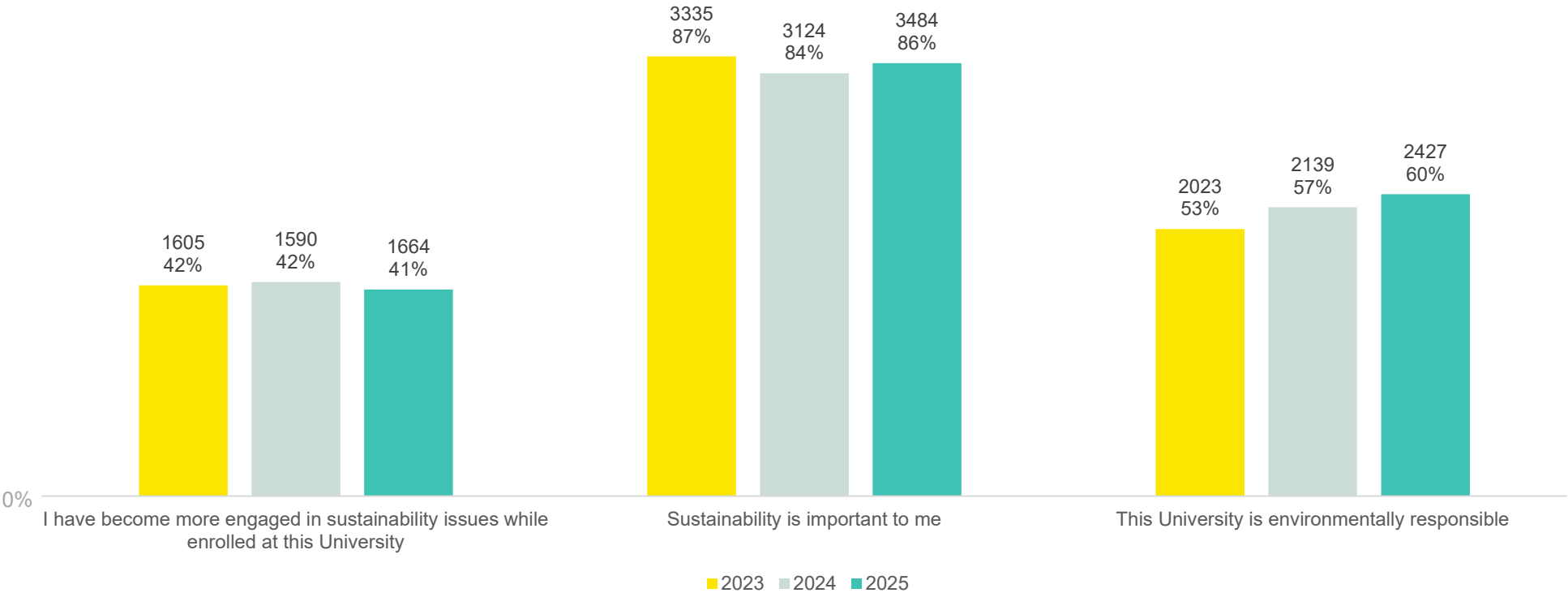
Onshore, Not Fully Online Students

Tuesday, Wednesday and Thursday are the most popular days to visit university. Only a very small group regularly visit university on the weekends. The majority of students live 1 to 5 km from campus. Taking the bus to and from university is the most popular form of transport, closely followed by walking or running. These figures have been fairly consistent over the past few years.



Sustainability is important to the majority of students who responded to the survey (86%). Around 40% of students have become more engaged in sustainability issues while at university. The percentage of students agreeing that the university is environmentally responsible has been increasing steadily each year.

Number and % of students agreeing with the statements below...





HEALTH & WELLBEING

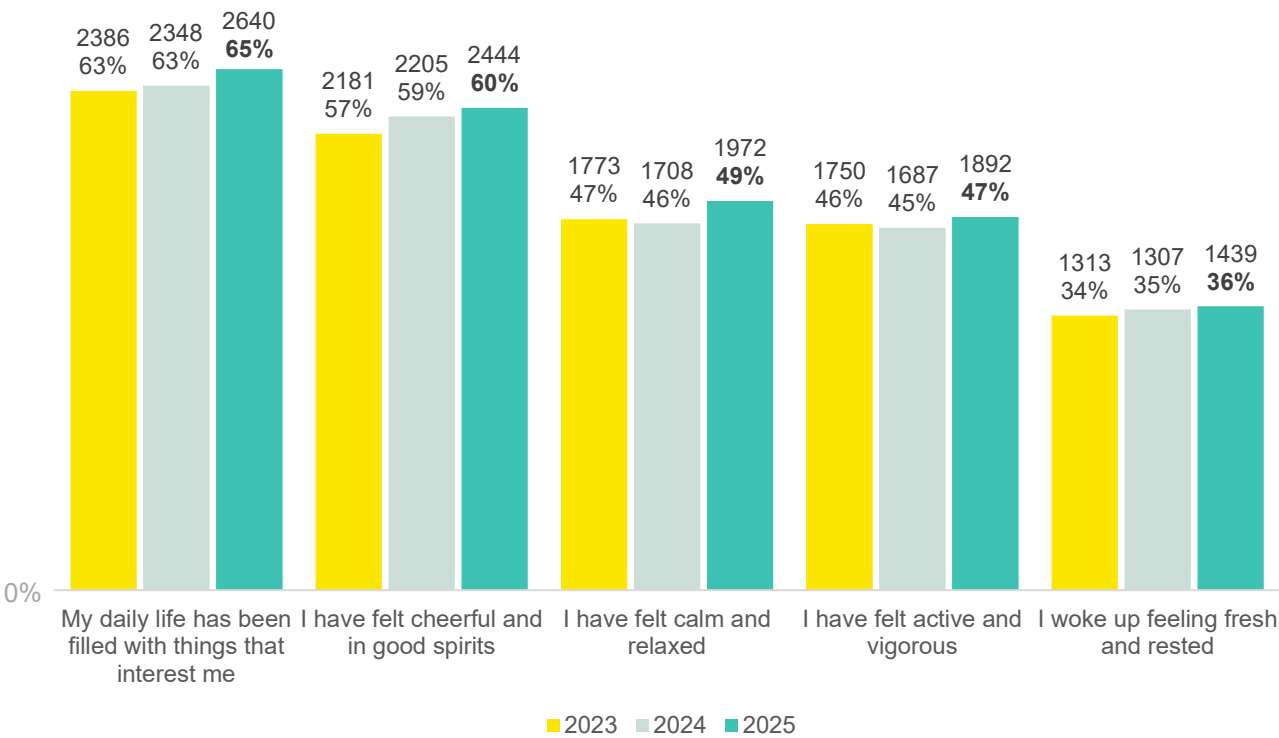


Student Wellbeing

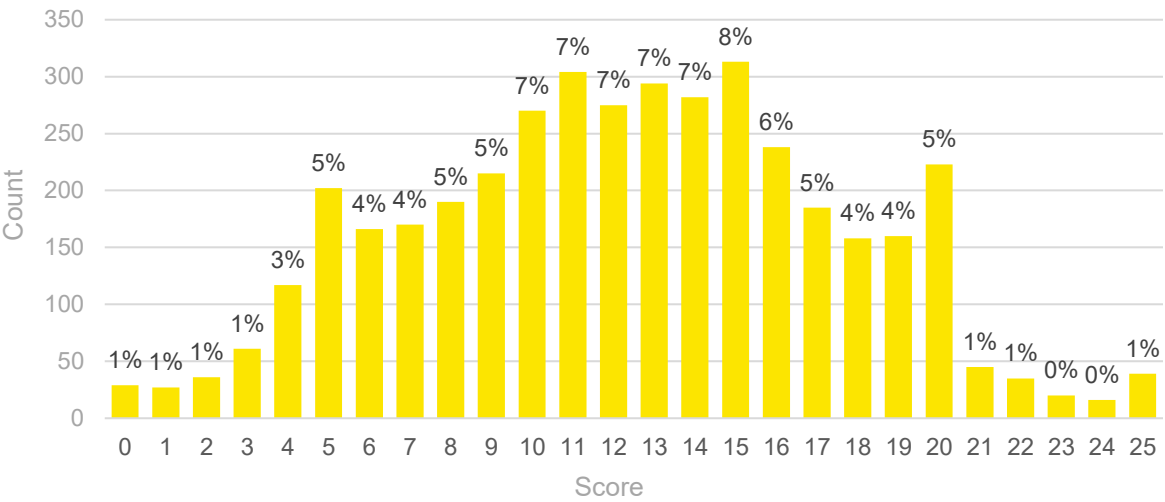
All Students

The WHO-5 Wellbeing Index assesses mental wellbeing. A score below 13 indicates poor wellbeing. In 2025, 50% of survey respondents scored below 13. In the 2025 survey results we can see a small improvement in reported wellbeing. Between 2022 and 2025 we can see that the average WHO Wellbeing Index Score has improved.

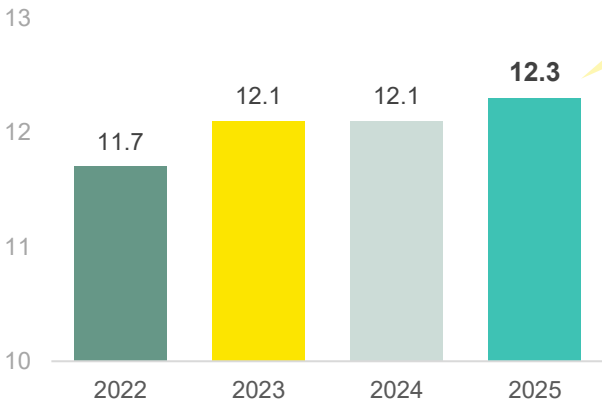
Number and % of students having the feelings below more than half of the time over the past two weeks, 2023 to 2025



Distribution of scores...

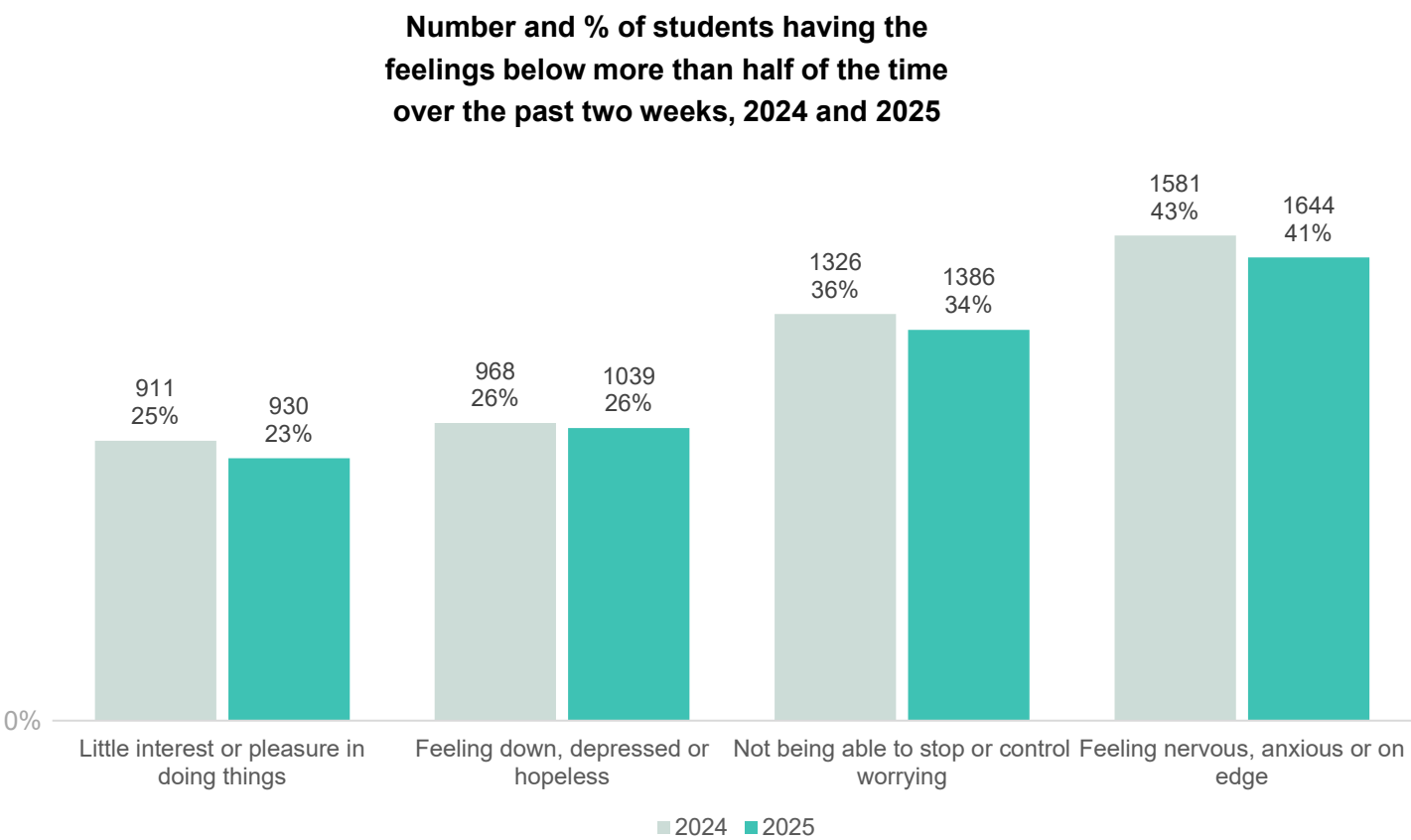


Average WHO Wellbeing Index Score, 2022 to 2025



The small increase seen in 2025 is not statistically significant

The PHQ-4 questions assess symptoms of depression and anxiety. In the 2025 survey results we can see a small improvement with slightly lower percentages of students reporting experiencing each of the negative feelings more than half of the time over the past two weeks.





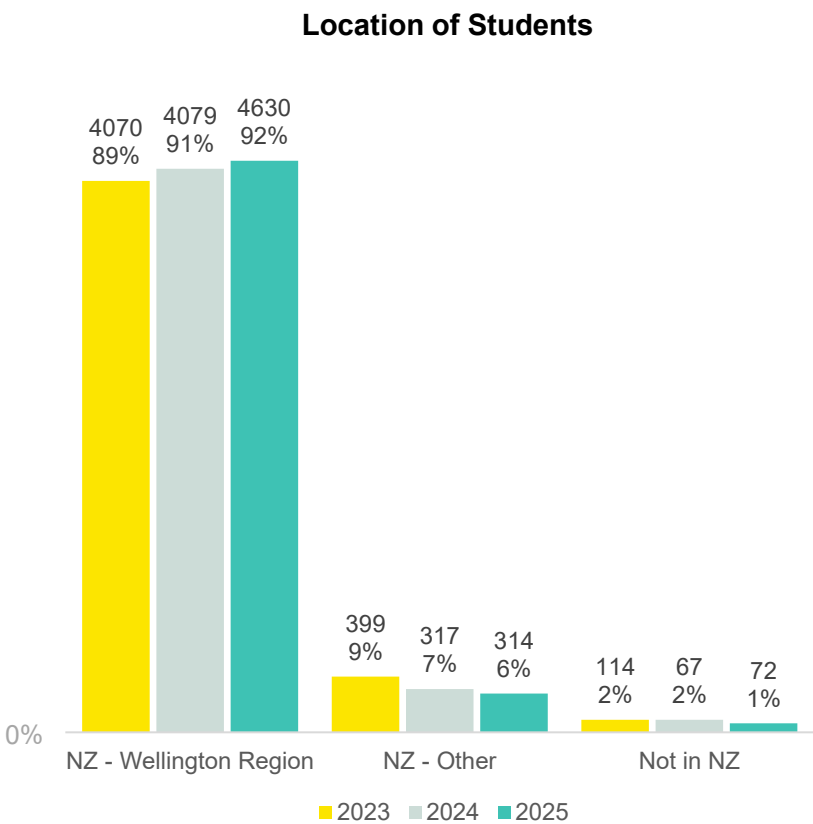
DEMOGRAPHICS

Demographics

All Students

The survey respondents were fairly representative of the whole student population based on the core demographics shown below.

	Respondents	Student Population
Number of Students	5017	19830
Students Under 25	74%	70%
Students 25 and Over	26%	30%
Taught Students	91%	91%
Research Students	10%	10%
Undergraduate Students	72%	69%
Postgraduate Students	27%	29%
Domestic Students	87%	85%
International Students	13%	15%
European	71%	66%
Māori	12%	11%
Pasifika	7%	7%
Asian	22%	25%
MELAA	4%	4%
Other	2%	2%
Not Stated	1%	1%





METHODOLOGY



Methodology

The survey was run using the Qualtrics online survey platform.

It was sent to all enrolled students as at July 2025, which was 19,830 students. An email invite was sent to their preferred contact email address.

The survey was open for 4 weeks.

An incentive was used to encourage participation, this took the form of several cash prize draws, eight \$250 prizes and four \$500 prizes. Various communication channels (physical and online) were used across the university to promote the survey.

Survey logic was used throughout the survey. This reduces the number of questions asked of students by only displaying appropriate questions or responses for them and skipping questions that were not applicable to them. This is done in different way. Firstly, by using student data linked to their survey invite, like whether they are a taught or research student, or whether they are domestic or international students. Secondly, it is done by using responses to questions within the survey, for example they are only asked to provide a satisfaction rating for services that they have already indicated that they have used. Branching questions based on survey responses and metadata helps to reduce respondent burden and improves data quality.