

Over **5,000 students** shared their experiences in the 2025 survey.

Overall, most students are positive:

- 83% are satisfied with their academic experience
- 82% rate services and facilities as good or very good
- Most students feel safe (87%) and proud to be part of the uni (75%).

But students also told us clearly where things need to improve.

There were **6 key issues** that we heard from students.

Here's a summary of these issues, and what we're doing in response.

1 Feeling connected and part of a community

WHAT YOU SAID

Many students feel disconnected from university life.

- Less than half feel connected to the student community
- Less than half find it easy to fit into the social scene.

“Student life feels more like coexisting than connecting.”

This was especially true for:

- Students not in halls
- Part-time students
- Students studying remotely.

WHAT WE'RE DOING

- Introducing WGTN Locals to better connect non-hall students
- Improving orientation and transition activities
- Increasing support for clubs, societies, and student-led events.

WHAT THIS MEANS FOR YOU

- More opportunities to meet people outside halls
- Better promoted events and activities
- More ways to connect with fewer barriers to getting involved.

2 Assessment, feedback, and course clarity

WHAT YOU SAID

Assessment expectations and feedback are inconsistent.

- Only around 55% report getting prompt and useful feedback.

Students told us they want:

- Clearer instructions
- More consistent marking criteria
- Faster, more useful feedback.

WHAT WE'RE DOING

- Working with teaching staff to improve clarity and consistency
- Strengthening expectations for timely feedback
- Building capability across courses to improve student experience.

WHAT THIS MEANS FOR YOU

- Clearer expectations about what's required
- More consistent marking across courses
- More timely and useful feedback on your work.

3 Clarity and consistency about AI use

WHAT YOU SAID

AI guidance is inconsistent and confusing between courses.

While there has been improvement, students still want:

- Clearer rules
- More consistent expectations
- More support to use AI effectively.

WHAT WE'RE DOING

- Launching a new AI course on Nuku
- Developing clearer, more consistent guidance for teaching staff
- Building staff capability to better support students.

WHAT THIS MEANS FOR YOU

- More consistent rules across your courses
- Clearer guidance on what's allowed
- Support to use AI confidently and ethically.

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Access to support services

WHAT YOU SAID

Support services are valued, but hard to access.

- Satisfaction with services is high overall
- But long wait times and barriers (especially for Mauri Ora) are a major concern.

“The wait times are so long that by the time you see someone the problem has passed.”

WHAT WE'RE DOING

- Taking steps to reduce wait times and improve access at Mauri Ora
- Expanding wellbeing support, including The Bubble spaces
- Increasing visibility and awareness of available services.

WHAT THIS MEANS FOR YOU

- Easier access to support when you need it
- More visible and easier-to-navigate services
- Continued investment in wellbeing support.

We know this is an area where improvement is still needed, and we are continuing to focus on it.

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Course availability and planning

WHAT YOU SAID

Course availability and communication can make planning difficult.

Students reported:

- Courses being unavailable or changing
- Lack of advance information.

WHAT WE'RE DOING

- Transforming the enrolment system to improve the process
- Improving communication around courses and programme planning.

WHAT THIS MEANS FOR YOU

- A smoother enrolment experience
- Better visibility of course options
- More confidence in planning your degree pathway

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Study spaces and campus facilities

WHAT YOU SAID

While facilities are well rated overall, there aren't always enough study spaces, especially at busy times.

- Library and study spaces are heavily used
- Access becomes difficult during peak periods.

WHAT WE'RE DOING

- Reviewing study space availability and usage
- Expanding and improving study environments where possible.

WHAT THIS MEANS FOR YOU

- Continued improvements to study spaces
- Better access during peak periods (over time).

Your feedback directly shapes what we prioritise and improve.

Many of the issues you raised are already being worked on, others will take time, but remain a clear focus.

We will continue to:

- Listen to your feedback
- Share what we're doing
- Show how your voice leads to change.