

## Education New Zealand Briefing

**Title:** International Student Experience Survey Report 2024

**Date:** 24 July 2024

**Priority:** Low

**Security level:** Unclassified

**ENZ ID no:** 2425-040

### Action sought

| Addressee                                  | Action sought   | Deadline |
|--|---|----------|
| Minister for Tertiary Education and Skills | <p><b>Note</b> the key findings from the International Student Experience Survey 2024, as provided by Education New Zealand</p> <p><b>Note</b> that your speech at the New Zealand International Education Conference 2024 on 6 August will reference the International Student Experience Survey 2024 and its findings</p> <p><b>Agree</b> that this briefing will be proactively released with any information needing to be withheld done so in line with the provisions of the Official Information Act 1982.</p> |          |

### Contact for telephone discussion (if required)

| Name              | Position               | Cellphone   | 1 <sup>st</sup> contact |
|-------------------|------------------------|-------------|-------------------------|
| Dr. Linda Sissons | Acting Chief Executive | s9(2)(a)    |                         |
| Marie Clark       | Director, Insights     | 021 793 046 | ✓                       |

### The following departments/agencies have seen this report

MoE
  NZQA
  MBIE
  MFaT
  TEC
  Other

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### Recommendations

Education New Zealand recommends that you

**Note** the key findings from the International Student Experience Survey 2024, as provided by Education New Zealand

**Note** that your speech at the New Zealand International Education Conference 2024 on 6 August will reference the International Student Experience Survey 2024 and its findings

**Agree** that this briefing will be proactively released with any information needing to be withheld done so in line with the provisions of the Official Information Act 1982

**Agree / Disagree**



**Dr Linda Sissons**

Acting Chief Executive  
Education New Zealand

24 / 07 / 2024



**Hon Penny Simmonds**

Minister for Tertiary  
Education and Skills

27/7 2024

## Purpose

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1. This briefing gives an overview of the results of the International Student Experience Survey (ISES) Report 2024. The ISES is undertaken annually between May and June. The survey supports Education New Zealand's (ENZ) legislative functions to provide information to international students about living and studying in New Zealand and to work with other agencies to ensure that international students are adequately supported while living and studying in New Zealand as outlined in section 511 of the Education and Training Act 2020.

## Background

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2. In 2018, ENZ developed the ISES, to be run annually, surveying international students from all sub-sectors who are studying across the country and are at varying points in their student journey. The aim is to provide data and insights to inform ENZ, other government agencies, and education providers in their work to deliver an excellent student experience.
3. The survey comprises a sample of international onshore and offshore students. Immigration NZ sends the survey to a sample of current student visa holders, students who had recently completed their studies and were no longer on a New Zealand visa, and students who were on post study work visas. Further, peak bodies for Independent Training Providers and Private Training Establishments sent open links to their respective members with a request to encourage students to participate to include short-term international students who did not need to apply for a student visa (often enrolled in the English language subsector).
4. The survey was last run in 2023 (ENZ reference 2324-072 refers). It found 84% of international students who responded had rated their overall student experience positively and 83% of students would be likely to recommend New Zealand as a study destination.
5. The ISES reflects the importance of an excellent student experience for international students, incorporating both their living and study experience across the country. There are approximately 60 questions in the survey, which is designed to be completed in 15-20 minutes. An infographic representation of the survey themes and questions is included in **Appendix One**.

## Key findings

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6. In 2024, the experience of international students living in New Zealand remains positive.
7. The survey received a total of 6,431 responses from students of more than 100 nationalities. In 2023, there were 4,755 responses. This represents a 35% increase in respondents.
8. The top findings in 2024 were:

- 86% of international students rated their 'Overall experience' positively, a figure consistent with previous ENZ student experience surveys (the figure in 2023 was 84%).
  - 41% of international students who responded to the survey rated their overall experience in New Zealand as 'Excellent', well up from 33% in 2023.
  - 66% of international students reported having used an education agent or advisor. Most students reported positively about their agent's knowledge of their education provider's application process (84%) and New Zealand application options (81%), that agents acted in the students' best interest (80%), and reduced the time taken to complete their application (79%).
9. International students were most likely to respond positively about 'People and connections' (90% positive), with four other aspects receiving positive responses from more than 80% of respondents:
- Education experience (87%)
  - Making study arrangements (87%)
  - Arrival and orientation (85%)
  - Living experience (83%).
10. In contrast, 'Value for money' (65%) and 'Work experience opportunities' related to study (58%) in New Zealand remain the biggest challenges for international students.
11. A consistent minority of around 5% of international students over the past four years have reported that their overall experience so far has been 'Poor'; with approximately 10% of international students consistently giving a rating of 'Adequate'.
12. In relation to 'Living experience', international students were most satisfied with those aspects relevant to the living environment, with the vast majority positively rating New Zealand as being clean and natural (93%) and a safe place to live (85%).

## Next steps

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13. ENZ intends to publicise the findings of the ISES 2024 at the New Zealand International Education Conference (NZIEC) KI TUA 2024, being held in Wellington between 6-8 August 2024 (ENZ 2324-209 refers). The survey results will be announced through an ENZ media release prior to your keynote address at the opening plenary session on 6 August. This timing is beneficial as the findings can be utilised extensively by conference participants during NZIEC KI TUA 2024.
14. Tableau dashboards will be released and published on Intellilab concurrently with the report, allowing for more flexible analysis by sub-sector, age, and country of origin. Intellilab is an online resource for international education providers. This will also be signposted and messaged during NZIEC KI TUA 2024.
15. We are also intending to share the findings with other key Government agencies, Ministry of Education, Immigration New Zealand, New Zealand Qualifications Authority and Tourism New Zealand, prior to NZIEC KI TUA 2024.

12. The key findings for each sector will be shared via Peak Bodies and directly to sector members following the release of ISES 2024. We will focus on areas where they are doing well, areas of improvement, and where new opportunities might be sourced.
16. ENZ will ensure relevant ISES 2024 insights are shared with the agent network given the importance of agents that the findings have reiterated.
17. ENZ is working through the implications of the findings for our student experience-related work programme. We will provide updates for you on this through our Monthly Report.

Proactive Release

**Appendix One: Infographic – areas explored by ISES 2024**



**Making study arrangements**

- Visa application process
- Time taken for a visa
- Adviser/agency knowledge and support



**Arrival and orientation**

- Welcome and orientation
- Finding accommodation
- Enrolment process
- Organising finances



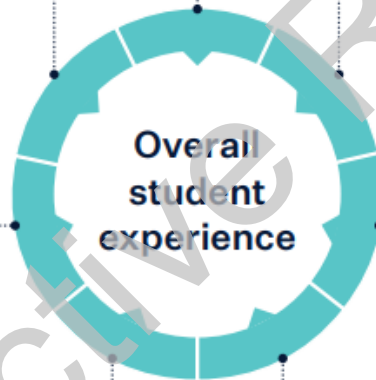
**Education experience**

- Quality of teaching
- Learning and wellbeing support
- Managing workload
- Skills development



**Work experience opportunities**

- Ease of finding work
- Breadth of opportunities
- Support from providers to find work



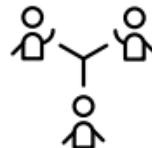
**Living experience**

- Managing bills
- Opportunities for leisure
- Study and leisure balance
- Access to support services



**Value for money**

- Cost of living
- Cost of education
- Cost of transport



**People and connections**

- Making friends
- Cultural inclusiveness
- Peer and local support