Auckland and International Students
Why we like them and what they like (or not) about us

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International context

- New Zealand’s future determined by interactions with the rest of the world
- ability to increase trade and wider economic connections with Asia
- will require an increased level of understanding of Asia and the rest of the world for a large number of New Zealanders
International Education

Expanding international education
• builds financial, teaching and research capabilities of our education providers, and improves our innovation system
• has positive flow-on effects for tourism, trade links and the labour market from skilled international graduates
• develops the international knowledge and skills of our students, which in turn can strengthen our communities and our labour market
• grows export revenue from education
International trends

- New Zealand attracts a small slice (2%) of international tertiary – university and vocational – students
- High demand for language training to fulfil entry requirements to higher education, for immigration purposes, and increasingly for specific vocational training
- New Zealand is an attractive destination for many school-aged international students, particularly from China, South Korea, Japan, Thailand and Germany
Leadership Statement

- New Zealand will, over the next 15 years double the annual economic value of these (education) services to $5 billion, through increasing international enrolments in our tertiary institutions, private providers and schools.
Leadership Statement

- double the number of international postgraduate students in New Zealand (particularly in courses in addition to those at PhD level), from 10,000 to 20,000
- increase the transition rate from study to residence for international students with bachelors level qualifications and above
- increase New Zealanders’ skills and knowledge to operate effectively across cultures
Opportunities

Education for international students

- Nearly 100,000 each year gain one or more of
  - Life experience
  - English language skills
  - Qualifications
  - Pathways to further education
  - Employment experience
  - Pathway to work and residence in New Zealand
Opportunities

Jobs for New Zealanders

- 2008 study estimated that international students in New Zealand led
  - directly to nearly 13,000 jobs – in education
  - indirectly to another 19,000 – in industries which supply goods and services to students – food, transport, accommodation
Opportunities

Skills for New Zealand

- We all understand each other – and the rest of the world – better
- International graduates bring skills to our workforce
  - More than 20% of international students become workers and residents in New Zealand after study
Opportunities

$700m in fees income for education providers – universities, polytechnics, schools, PTEs – each year

$1.6bn expenditure on living costs and other expenditure

In addition – another $150 to $200m - counted as tourism earnings – through visits to students here by family and friends
Auckland

- International fee paying students enrolled - 1 January to 31 August 2012
- 49,385 enrolments
- 61.8% of total enrolments for New Zealand
Are they satisfied?

- **MoE 2008** - Experiences of International Students in New Zealand – Report on the Results of the National Survey – May 2008
- **i-graduate 2011/12** -
- **MSD 2011** – Settling in – Jessica Phuang
MoE 2008

- Sample of 2,677 international students
- “I am satisfied with my life in New Zealand.”
- 40% agree – 31% neutral
- 29% of students disagreed
i-graduate 2011/12

13,130 students at 215 providers

overall satisfaction with the international student experience – 89%

- Schools – 94%
- NZ Universities – 89%
- ITPs – 89%
- Language Schools – 88%
- PTEs – 87%
i-graduate 2011/12

Arrival

- PTEs – 93%
- ITPs – 91%
- Language Schools - 89%
- NZ Universities – 88%
- Schools – 81%
i-graduate 2011/12

Learning

- Schools – 90%
- PTEs – 89%
- Language Schools - 88%
- NZ Universities –87%
- ITPs –86%
i-graduate 2011/12

Living

- Schools – 91%
- ITPs – 89%
- PTEs – 88%
- Language Schools – 87%
- NZ Universities – 87%
i-graduate 2011/12

Support

- Schools – 93%
- Language Schools - 91%
- ITPs – 90%
- PTEs – 89%
- NZ Universities – 89%
What are they **not** satisfied with?

**MoE 2008**

- Financial advice services 35%
- Buddy or mentor programmes 46%
- Making friends
  - 34% of students reported that making NZ friends was difficult – 23% reported having no NZ friends.
  - 61% of students indicated they would like to have more NZ friends
What are they **not** satisfied with?

- **i-graduate 2011/12** – fewer than 80%
- Arrival
  - Host (NZ) friends
  - Internet access
- Learning
  - Careers advice, work experience, advice on employability – useful subjects for the future
- Support
  - Part time work advice
  - Careers service / future career advice
  - Internet access at school
What are they **not** satisfied with?

**i-graduate 2011/12** – less than 80%

- Living
  - Living cost
  - Earning money
  - Financial support
  - Host / NZ friends
  - Transport links
What are they **not** satisfied with?

Auckland

**i-graduate 2011/12** – PTEs
- Long-term work opportunities
- Work experience / placement while studying
- Cost of accommodation
- Cost of living
- Earn money while studying
What are they **not** satisfied with?

**Auckland**

**i-graduate 2011/12 – schools**

- Sports facilities
- Social events
- Facilities for religious worship
- Cost of living
- Earn money while studying
What are they not satisfied with?

Auckland

**i-graduate 2011/12 – ELS**

- Earning money while studying
- Host friends
- Living cost
- Transport links
- Weather
What are they not satisfied with?

Auckland

MSD 2011

• are there any counselling services that offer support in a number of different languages?”

• students who were taking drugs, boy racers, got drunk often, but teachers never cared. I was very frightened as the students often talked about taking drugs.”
What are they not satisfied with?

MSD 2011

- Safety. Back home, can get guidance and support from family members, but here they are left alone to explore the world
- The bad guys are targeting us in bag snatching and robbery
- Many international students gamble -- become bad
- There is no one organisation which is hands on to look after specifically international students and give them good advice.”
What are they not satisfied with?

**MSD 2011**

- boredom. *After school, there is nothing to do. Whoever is willing to let me hang out with them, I am happy. I don’t know whether they are good or bad people, but at least I have some friends."
- “There’s nowhere to hang out and I feel isolated.
- *The government should have more activities for international students.***
What are they not satisfied with?

MSD 2011

• “Transportation – NZ has poor transportation if you don’t live in the city.
• It’s expensive and they are not regular.
• The bus driver does not announce the next stop and as a new person, it was very scary for us. Even if they announce, we cannot hear from the back. Sometimes we can’t understand their accent. The best is to have the name of the next stop put up in signs””
International Student Support Framework

To provide effective support for international students that meets their needs and ensures a high quality experience in New Zealand
Student life cycle

Attraction & Enrolment

Study Progression & Experience in NZ

After study, work & settlement

International Alumni
Overarching principles

- To provide accurate, comprehensive and user-friendly information to Int’l students
- To guide and facilitate the academic progression of Int’l students to meet their needs and career aspirations.
- To promote and assist students’ integration into the local community
- To provide high quality advice on settlement and employment opportunities that support and encourage skilled and experienced students to become permanent residents.
- To ensure students have access and information about alumni programmes that foster and maintain their connection with NZ
## Outcomes sought

<table>
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<tr>
<th>Students have easy access to high quality information on study and life in NZ.</th>
<th>Students make good academic progression and are guided through clear pathways to further study.</th>
<th>Students receive good quality info on settlement opportunities.</th>
<th>Former students remain connected with NZ education providers and the country as a whole.</th>
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<td>Students are enrolled quickly/easily into courses/providers they want.</td>
<td>Students are well integrated into communities.</td>
<td>Students achieve good work experience after study if desired.</td>
<td>Former students are ambassadors for NZ in business, politics, and/or social arenas</td>
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<td>Students receive high quality orientation with no surprises.</td>
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<td>Skilled and experienced students become permanent residents.</td>
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**Performance indicators**

- Students report easy access to high quality information on study and life in NZ.

- Students report enrolment into programmes and course to be a quick and easy process.

- Increased enrolment of international students coming to study in New Zealand evident.

- Student and providers report good academic progress.
  - Students are performing at high levels and are progressing through their qualifications and programmes.
  - Students have integrated well into communities and are participating in local community activities and initiatives.

- Student feedback shows they receive and understand information on settlement opportunities.
  - Feedback and data show they are achieving good work experience on completion of study.
  - MBIE data shows skilled and experienced students are becoming permanent residents.

- Former students support and attend Alumni events.

- Former students take up roles and career opportunities that have business and social links to New Zealand.
The International Students Support Framework

Overarching aim:
To provide effective support for international students that meets their needs and ensures a high quality experience in New Zealand.

Student life cycle
- Attraction & Enrolment
  - To provide accurate, comprehensive and user-friendly information to Int'l students

Outcomes Sought
1. Students have easy access to high quality information on study and life in NZ
2. Students are enrolled quickly/easily into courses/providers they want
3. Students receive high quality orientation and there is no surprise.

Performance Indicators
- Students report easy access to high quality information on study and life in NZ.
- Students report enrolment into programmes and courses to be a quick and easy process.
- Increased enrolment of international students coming to study in New Zealand evident

Study Progression and Experience in NZ
- To guide and facilitate the academic progression of International students that meet their needs and career aspirations.
- To promote and assist students’ integration into the local community

After study, work & settlement
1. Students receive good quality info on settlement opportunities.
2. Students achieve good work experience after study if desired.
3. Skilled and experienced students become permanent residents.

Performance Indicators
- Student and providers report good academic progress.
- Students are performing at high levels in their studies and are progressing through their qualifications and programmes.
- Students have integrated well into communities and are participating in local community activities and initiatives.

International Alumni
1. Former students remain connected with NZ education providers and the country as a whole.
2. Former students are ambassadors for NZ in business, politics, and/or social arenas

Performance Indicators
- Student feedback shows students are receiving and understanding information on settlement opportunities.
- Feedback and data show that students are achieving good work experience on completion of study.
- Labour market and immigration data shows skilled and experienced students are becoming permanent residents.

Former students support and attend Alumni events.
Former students take up roles and career opportunities that have business and social links to New Zealand.
Discussion paper

• support framework to meet the needs of students
• government organisations to consider and discuss options
• Identifies government organisations to lead, or contribute to, specific aspects of international student support
• suggests initiatives at regional or local level that could be developed to support international students:
  • international student hubs in main city centres
  • a dedicated website for international students linking all government organisations – a one-stop-shop concept
  • an international student council, association or roundtable
What the Auckland students said

- “I want to learn how to play rugby, but no one has helped me.”
- “There should be some contribution or commitment from local people to reach out to these new comers.
- “I could learn languages, cultures, what’s right or wrong in NZ and awareness of safety.
- If I am in trouble, I would like to meet the person who can help me in person. I am not confident in sharing my information through the phone.”
- I’m looking for some centre or organisation so that I can easily know the local people, but it was not easy to find.
What the Auckland students said

- In Auckland, there isn’t a place specifically for international students so that we know we can get information there and even make friends.”
- We want to have a website designed specifically for international students with student’s cultural approach and simple English.”
- “We hope that there is a centre in the city so that we can speak to people who can understand our culture and willing to help as well as give us good advice.”
What the Auckland students said

- There should be a resource centre where they could get proper information as well as support. This could be a shared effort among various ethnic communities.”
- “We hope that there is a centre that is designed for international students in the CBD."
Response in Auckland

Coordinated approach to international students

• an overarching International Student Strategy for Auckland.

• a student consultative committee to represent the voice of the international student sector

• ensure that cultural differences between students’ homelands and NZ are taken into account in terms of pastoral care, privacy, accommodation, health concerns
Response in Auckland

Coordinated approach to international students

- **Information & Support**
  - a web portal which offers students, parents, providers authoritative, accurate, up-to-date information about studying and living in New Zealand
  - a central, visible point of contact – to access resources, face-to-face support, referrals, advocacy and advice, seminars on relevant topics, links to ethnic communities and socialisation opportunities.
Information Portal

• Using student’s lingo & cultural approach
• Links to :-
  • Different agencies & service providers
  • Communities
  • Recreation activities/clubs
  • NZ Laws
  • Employment
  • Accommodation
International Students Hub

- Marae
- Free Internet services/pinball machines/pool table
- Gym/swimming pool
- Large Hall for activities
- Offices
  - Police
  - Immigration
  - CAB
  - Counseling
- Food court
Next Steps

- In collaboration with the sector develop and agree upon Action Plan for framework implementation – October/November
- Confirm framework and associated action plan with a focus on Auckland – November /December
- Implement framework and action plan – early 2013