A Survey of International Students in New Zealand

August 2003

Thank you for agreeing to take part in the Survey of International Students. BRC Marketing & Social Research, an independent research company, is helping the Ministry of Education to carry out the survey.

We have sent you a copy of the questionnaire in English (as requested on the Agreement Form you completed) and a Freepost envelope to return it in (no stamp required). If we have made a mistake and sent you the questionnaire in the wrong language, please phone or email us immediately (now) and we will send you the correct questionnaire.

To answer most questions in the questionnaire, please tick (√) the box next to your answer. In some questions, only one (1) answer is needed; in other questions, you can tick as many answers as apply.

Please note that no one will be personally identified when the results of the survey are reported. Completing the questionnaire is purely voluntary (your choice), but every student who completes the questionnaire and sends it back to BRC will go into the draw to win one of the prizes listed on the back page of the questionnaire.

If you have any questions about this survey, please contact Nicky Ryan or Kathleen Murrow, the Researchers responsible for this survey, at BRC on 0800-500-168, between 9am and 5pm Monday to Friday, or by email at nicky.ryan@brc.co.nz or kathleen.murrow@brc.co.nz.

If needed, someone can call you back and answer your questions in Chinese (Mandarin), Japanese, Korean, or English – please clearly tell BRC (in English) your name, phone number, and which language you speak, and someone will call you back.
Section A – Background information

Personal information

1. Age: ___ years

2. Gender: 

(Please tick one box only)

Male.............................................................................................. 1
Female .......................................................................................... 2

3. Place of Origin:

(Please tick one box only)

China ............................................................................................ 1
Korea ............................................................................................ 2
Japan ............................................................................................. 3
Thailand ........................................................................................ 4
Taiwan .......................................................................................... 5
Germany ....................................................................................... 6
India .............................................................................................. 7
Switzerland ................................................................................... 8
Hong Kong ................................................................................... 9
Indonesia ....................................................................................... 10
Malaysia ....................................................................................... 11
Other (Please specify).................................................................. 12

4. Religion:

(Please tick one box only)

No religion .................................................................................... 1
Buddhist ........................................................................................ 2
Christian ........................................................................................ 3
Muslim .......................................................................................... 4
Jewish ............................................................................................ 5
Other (Please specify).................................................................. 6

5. Are you married or unmarried?

(Please tick one box only)

Married .......................................................................................... 1
Unmarried ........................................................................................ 2

6. How many months have you been in New Zealand? (If you have been in New Zealand for less than one month, please write 0.)

___________ Months

7. How many years do you plan to study in New Zealand?

(Please tick one box only)

Less than one ................................................................................ 1
One ............................................................................................... 2
Two ............................................................................................... 3
Three ............................................................................................. 4
8. Do you have other family members in New Zealand?

(Please tick one box only)

Yes ...............................................................................................
No................................................................................................

8a. If “yes”, which family members are in New Zealand?

(Please tick all boxes that apply)

Parent...........................................................................................
Husband/Wife...............................................................................  
Child .............................................................................................
Brother/Sister ...............................................................................
Other ............................................................................................

9. Is this the first time you have studied overseas?

(Please tick one box only)

Yes ...............................................................................................
No................................................................................................

10. What is your first language?

(Please tick one box only)

Chinese (Mandarin)......................................................................
Chinese (Cantonese) ...................................................................
Korean..........................................................................................
Japanese......................................................................................
Thai ..............................................................................................
Hindi .............................................................................................
German ........................................................................................
French ..........................................................................................
Bahasa Malay ..............................................................................
Bahasa Indonesia ........................................................................
Other (Please specify)..................................................................

Educational institution

11. What is the type of educational institution in which you are currently enrolled?

(Please tick one box only)

Secondary school........................................................................
Polytechnic/Institute of Technology ............................................
University ....................................................................................
Other tertiary institution .............................................................
Private Language School............................................................

1 Educational institution – a place of study. This may be a school, polytechnic, institute of technology, university, private language school, or other place of study.
12. If you are studying in a secondary school now, what is your year of study?

(Please tick one box only)

Year 10.......................................................................................... 1
Year 11.......................................................................................... 2
Year 12.......................................................................................... 3
Year 13.......................................................................................... 4

Now go to question 14.

13. If you are studying at a tertiary institution (polytechnic, institute of technology, university or other tertiary institution) now, what qualification are you studying for?

(Please tick all boxes that apply)

Certificate.................................................................................... 1
Diploma ........................................................................................ 2
Bachelor's degree ........................................................................ 3
Master's degree ........................................................................... 4
PhD degree .................................................................................. 5
None............................................................................................ 6

13a. If you are studying for a degree now, what is your main field of study?

14. How many months have you been enrolled at your present institution (place of study)? (If you have been enrolled there for less than one month, please write 0.)

__________________________ months

15. In which town or city are you studying now?

(Please tick one box only)

North Island
Whangarei.................................................................................... 1
Auckland ...................................................................................... 2
Hamilton .................................................................................... 3
Tauranga ................................................................................... 4
Gisborne..................................................................................... 5
Rotorua ....................................................................................... 6
New Plymouth ............................................................................ 7
Wanganui ................................................................................... 8
Napier/Hastings ......................................................................... 9
Palmerston North ....................................................................... 10
Wellington ................................................................................ 11
Other North Island town or city .................................................... 12

South Island
Nelson/Blenheim .......................................................................... 13
Christchurch .............................................................................. 14
Timaru ....................................................................................... 15
Dunedin ...................................................................................... 16
Invercargill ................................................................. 17
Other South Island town or city ........................................ 18

16. Is your education in New Zealand paid for by…?

(Please tick as many boxes as apply)

Yourself ........................................................................................ 1
Parents .......................................................................................... 2
Husband/Wife ............................................................................... 3
Other family members ................................................................. 4
Scholarship or other award ......................................................... 5
Loan ............................................................................................... 6
Your government or employer .................................................... 7

16a. How difficult is it to pay for your education in New Zealand?

(Please tick one box only)

Not at all ....................................................................................... 1
Slightly (a little) ............................................................................ 2
Moderately .................................................................................... 3
Very ............................................................................................... 4
Extremely ..................................................................................... 5

17. Have you studied at another institution in New Zealand?

(Please tick one box only)

Yes ............................................................................................... 1
No ................................................................................................. 2

17a. If “yes”, was it a…?

(Please tick one box only)

Secondary school ........................................................................ 1
Polytechnic/Institute of Technology ............................................ 2
University ..................................................................................... 3
Other tertiary institution ............................................................ 4
Private Language School ......................................................... 5
Other (Please specify) ................................................................. 6

English fluency

18. Are you studying in an English language programme now?

Yes ............................................................................................... 1
No ................................................................................................. 2

19. If you are studying in an English programme, what is your level?

(Please tick one box only)

Beginner ...................................................................................... 1
Elementary ................................................................................... 2
Pre-intermediate .......................................................................... 3
Intermediate ................................................................................ 4
Upper-intermediate ................................................................. 5
Advanced ..................................................................................... 6
Proficiency .................................................................................. 7
20. Have you ever taken a TOEFL or IELTS test? (Please tick one box only)
   Yes ...............................................................................................
   No................................................................................................
   Go to question 0

21. Which of these tests have you taken? (If you have taken more than one test, choose the most recent one.) (Please tick one box only)
   IELTS ...........................................................................................
   TOEFL (paper and pencil test).....................................................
   TOEFL (computer test) ............................................................

21. If you have taken a TOEFL or IELTS test, what is your most recent TOEFL or IELTS score? ______________

22. How would you rate your English language ability in the following areas? (Please tick one box only for each area)
   a. Reading........................................................
   b. Writing.....................................................
   c. Listening..................................................
   d. Speaking .................................................. 
   e. Overall....................................................

Section B – Making a choice about where to study

All questions in this section refer to your choice to study at the educational institution in New Zealand where you are currently enrolled.

23. Was New Zealand your first choice as a place of study? (Please tick one box only)
   Yes ...............................................................................................
   No................................................................................................

24. How important were the following factors in choosing New Zealand as a place to study? (Please tick one box only for each factor)
<table>
<thead>
<tr>
<th><strong>a. Agent's recommendation</strong></th>
<th>Not at all</th>
<th>Slightly (a little)</th>
<th>Moderately</th>
<th>Very</th>
<th>Extremely</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>b. Friend’s recommendation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>c. Teacher’s recommendation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>d. Financial support from your government or employer</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>e. A scholarship from New Zealand</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>f. Advertisements for study in New Zealand</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>g. Direct contact from a New Zealand institution</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>h. Internet information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>i. Family’s preference</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>j. Your own preference</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>k. English speaking country</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>l. Family members or friends in New Zealand</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>m. The quality of New Zealand education</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>n. International recognition of New Zealand’s qualifications (e.g., degrees, diplomas, certificates)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>o. Beautiful scenery</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>p. Safety</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>q. New Zealand culture and life style</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>r. Travel and adventure</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>s. Was not possible to study in home country</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>t. Was not possible to study in another country</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>u. Cost</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>v. Easy to get a student visa</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>w. Opportunity to move to another country later</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>x. Opportunity to live in New Zealand permanently at a later date</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

2 Agent – a person who is paid to provide services to you, such as finding you a place to study or a place to live.
Section C – Living arrangements in New Zealand

25. Where are you currently living?

(Please tick one box only)
- In student hostel
- In rental accommodation\(^3\) (e.g., flat)
- In your own home
- In a homestay\(^4\) (living with a family in New Zealand)
- In a relative’s home
- Other (Please specify)

26. How satisfied are you with the following aspects of your accommodation?

(Please tick one box only for each aspect)

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Not at all</th>
<th>Slightly (a little)</th>
<th>Moderately</th>
<th>Very</th>
<th>Extremely</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. The size</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. The location</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. The heating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. The lighting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Kitchen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Bathroom/toilet</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Laundry facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Access to telephone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Access to Internet</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Cleanliness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Your study space</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

27. Overall, how satisfied are you with your current accommodation?

(Please tick one box only)
- Not at all
- Slightly (a little)
- Moderately
- Very
- Extremely

Homestays/Living with a family in New Zealand

(Answer questions 0 to 0 only if you are now living in a homestay. If you do not currently live in a homestay, go to question 0.)

28. Who arranged the homestay for you? (If this was done by more than one person, please tick the box of the one who was MOST responsible for arranging your homestay.)

(Please tick one box only)
- Your school or educational institution in New Zealand
- Yourself
- Agent in your home country

\(^3\) Accommodation – the place where you are living.
\(^4\) Homestay – this refers to accommodation for international students in the residence (home) of a family in New Zealand.
Agent in New Zealand

Other (Please specify)

29. How much do you pay per week for your homestay? NZ$
30. Other than yourself, how many international students live in your homestay?  
(Please tick one box only)
- None ............................................................................................  
- 1 ...................................................................................................  
- 2 ...................................................................................................  
- 3 or more ......................................................................................

31. Do you do housework (such as washing dishes, sweeping floors, working in the garden) in your homestay?  
(Please tick one box only)
- Yes .............................................................................................  
- No ...............................................................................................  

32. About how much time do you spend interacting (e.g., talking, going out together, eating together) with members of your homestay family each week?  
(Please tick one box only)
- Less than 1 hour ........................................................................  
- 1-5 hours ....................................................................................  
- 6-10 hours ..................................................................................  
- 11-15 hours ................................................................................  
- More than 15 hours ....................................................................

33. How satisfied are you with the following aspects of your homestay?  
(Please tick one box only for each aspect)
- a. Food ........................................................................................  
- b. Relationship with your homestay family ..................................  
- c. Quality of your accommodation ..............................................  
- d. Location of your homestay ......................................................  
- e. Rules and regulations in your homestay ...................................  
- f. Housework ...............................................................................  
- g. Cost of homestay ......................................................................  
- h. Support from homestay family ................................................  
- i. Help with your studies from your homestay family ....................

34. Overall, how satisfied are you with your homestay?  
(Please tick one box only)
- Not at all ....................................................................................  
- Slightly (a little) ..........................................................................  
- Moderately ..................................................................................  
- Very ............................................................................................  
- Extremely ....................................................................................

35. Are there any problems you have with your homestay?  
(Please tick one box only)
- Yes .............................................................................................  
- No ...............................................................................................  

35a. If “yes”, what?  
_________________________________________________________________  
_________________________________________________________________
Section D – Educational experiences in New Zealand

Self assessment

36. How well are you doing in your studies in New Zealand?
   (Please tick one box only)
   Poor .............................................................................................. 1
   Average .......................................................................................... 2
   Good ............................................................................................. 3
   Excellent ....................................................................................... 4

37. How satisfied are you with your progress in your studies?
   (Please tick one box only)
   Not at all ....................................................................................... 1
   Slightly (a little) ........................................................................... 2
   Moderately .................................................................................... 3
   Very .............................................................................................. 4
   Extremely ..................................................................................... 5

38. How important is it to your family for you to do well in your studies?
   (Please tick one box only)
   Not at all ....................................................................................... 1
   Slightly (a little) ........................................................................... 2
   Moderately .................................................................................... 3
   Very .............................................................................................. 4
   Extremely ..................................................................................... 5

39. How difficult are the following educational activities for you? (If the activity is not relevant to your course of study, tick “not applicable”.)
   (Please tick one box only for each activity)
Evaluating your programme of studies

40. Please rate the quality of the following.

(Please tick one box only for each area)

<table>
<thead>
<tr>
<th>Area</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. The content of your course</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. The feedback(^5) you receive</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. The quality of your instructors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. The assessment procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

41. Overall, is the amount of work in your course(s)...?

(Please tick one box only)

Too little........................................................................................ | 1 |
About right.................................................................................... | 2 |
Too much ..................................................................................... | 3 |

42. Overall, is the speed of teaching...?

(Please tick one box only)

Too slow.......................................................................................... | 1 |
About right.................................................................................... | 2 |
Too fast ....................................................................................... | 3 |

Cultural inclusiveness

43. How much do you agree or disagree with the following statements?

---

\(^5\) Feedback – information you receive about how well you are doing in your studies.
a. My teachers/lecturers encourage contact between international and local students .......... [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
b. The content of my courses is useful for my future study or employment ................... [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
c. My teachers/lecturers make special efforts to help international students ................ [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
d. Cultural differences are respected in my institution .................................................. [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
e. My teachers/lecturers understand the problems of international students ............. [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
f. In my classes there is the opportunity for other students to learn about my culture ...... [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
g. I feel included in my class .................................. [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
h. My teachers/lecturers understand cultural differences in learning styles ........... [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
i. My classmates are accepting of cultural differences ................................................ [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
j. Students from different cultural groups work well with each other in my classes ....... [ ] 1 [ ] 2 [ ] 3 [ ] 4 [ ] 5
Section E – Services and facilities

Agents

44. Did you use an agent* to help you with your arrangements?  
(Please tick one box only)

Yes ........................................................................................................... 1
No ......................................................................................................... 2

44a. Was your agent…? (If you have used more than one agent, please choose the most recent one.)  
(Please tick one box only)

From your country ........................................................................ 1
From New Zealand ......................................................................... 2

45. Please rate the quality of help provided by your most recent agent with the following.

(Please tick one box only for each area)

a. Choosing a place of study ......................................................... 1
b. Advising on course of study ..................................................... 1
c. Applying to the institution ......................................................... 1
d. Applying for a study visa .......................................................... 1
e. Making travel arrangements ..................................................... 1

f. Making payments ........................................................................ 1
g. Arranging accommodation ....................................................... 1
h. Arranging an airport reception .................................................. 1
i. Advising on life in New Zealand ................................................ 1
j. Translating documents ............................................................... 1

46. Overall, how satisfied are you with the services provided by your most recent agent?

(Please tick one box only)

Not at all ................................................................................................ 1
Slightly (a little) .................................................................................. 2
Moderately ......................................................................................... 3
Very ...................................................................................................... 4
Extremely ........................................................................................... 5

* Agent – a person who is paid to provide services to you, such as finding you a place to study or a place to live.
Facilities at your educational institution

47. Are the following services or facilities available at your institution? (Please tick one box only for each service/facility)

<table>
<thead>
<tr>
<th>Service/Facility</th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. International Student Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Student orientation services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Health services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Financial advice services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Accommodation services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Vocational (career) or educational</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>guidance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Counselling services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Computing services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Library services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Language laboratories</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Learning Support services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. “Buddy” or mentor programmes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Sports and Recreational facilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>n. Clubs and societies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Student Association</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>p. Additional services</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

48. Please rate the quality of the services or facilities that are available in your institution. (If the service is not available, leave the boxes blank.) (Please tick one box only for each service/facility)

<table>
<thead>
<tr>
<th>Service/Facility</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Excellent</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. International Student Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Student orientation services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Health services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Financial advice services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Accommodation services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Vocational (career) or educational</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>guidance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Counselling services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Computing services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Library services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Language laboratories</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Learning Support services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. “Buddy” or mentor programmes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Sports and Recreational facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>n. Clubs and societies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>o. Student Association</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>p. Additional services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

49. Please rate the overall quality of the services and facilities at your institution. (Please tick one box only)

<table>
<thead>
<tr>
<th>Overall Quality</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
50. Do you think New Zealand education is good value for money?
(Please tick one box only)
Yes ............................................................................................... 1
No.................................................................................................. 2
Not sure.......................................................................................... 3

51. Would you recommend friends or family members to study in New Zealand?
(Please tick one box only)
Yes ............................................................................................... 1
No.................................................................................................. 2
Not sure.......................................................................................... 3
Section F – Support or help that you might receive in New Zealand

52. This section is about the sources of support that are available to help you in New Zealand. For each activity, tick the sources of support that are available to you.

(Please tick as many boxes as apply for each type of activity)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Staff at your institution</th>
<th>Home stay family</th>
<th>Kiwi friends</th>
<th>International students</th>
<th>People from clubs or the community</th>
<th>People in your home country</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Talk with you if you are upset or troubled</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>b. Help you if you are sick</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>c. Help you with language or communication problems</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>d. Provide information about sexual health and reproduction</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>e. Discuss relationship issues or concerns with you</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>f. Help you find your way around</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>g. Help with educational issues or problems</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>h. Help you become involved in community activities</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>i. Comfort you if you are lonely or homesick</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>j. Answer questions that you have about life in New Zealand</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>k. Help with your living arrangements</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>l. Give advice on banking and budgeting (financial matters)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

53. Overall, how satisfied are you with the support you receive?

(Please tick one box only)

- Not at all .................................................................................... 1
- Slightly (a little) ...................................................................... 2
- Moderately .................................................................................. 3
- Very ............................................................................................. 4
- Extremely .................................................................................... 5
Section G – Your relationships with people in New Zealand

Friendships

54. Here are some questions about making friends with New Zealanders. Please indicate your level of agreement or disagreement with each statement.

(Please tick one box only for each statement)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Mildly disagree</th>
<th>Neutral</th>
<th>Mildly agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. I would like to have more New Zealand friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. I find it difficult to make friends with New Zealanders</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. New Zealanders do not seem interested in having international friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. New Zealanders are friendly towards foreigners</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. My English ability stops me from making New Zealand friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. I try my best to make New Zealand friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. New Zealanders should take the first steps to make friends with international students</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

55. Here are some questions about the people you know in New Zealand. Please indicate the answer that applies best to you.

55a. How many close friends do you have from the following groups of people?

(Please tick one box only for each group of people)

<table>
<thead>
<tr>
<th>Group of People</th>
<th>None</th>
<th>One</th>
<th>A few</th>
<th>Some</th>
<th>Many</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. New Zealanders</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. People from your home country</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. People from other countries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

55b. How often do you spend social time with the following groups of people?

(Please tick one box only for each group of people)

<table>
<thead>
<tr>
<th>Group of People</th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very often</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. New Zealand friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Friends from your home country</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. International friends from other countries</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
55c. How often do you study with the following groups of people?

(Please tick one box only for each group of people)

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very often</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. New Zealand students</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>b. Students from your home country</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>c. International students from other countries</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

New Zealanders and international students

56. How do you think New Zealanders view international students? Please indicate your level of agreement/disagreement with each statement.

(Please tick one box only for each statement)

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Mildly disagree</th>
<th>Neutral</th>
<th>Mildly agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Most New Zealanders would like to know international students better</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>b. International students often experience discrimination (unfair treatment) in New Zealand</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>c. New Zealanders have generally positive attitudes towards international students</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>d. On the whole, New Zealanders would prefer fewer international students in the country</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

57. How often do the following people treat you unfairly or negatively because of your national, cultural or racial background? Please indicate the answer that best applies to you.

(Please tick one box only for each group of people)

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very often</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. New Zealand students</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>b. International students</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>c. Teachers</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>d. Administrative and support staff at your educational institution</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>e. People in the community (e.g., neighbours, shop assistants, landlords)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
Section H – Life in New Zealand

58. How much do you agree or disagree with the following?

(Please tick one box only for each statement)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Mildly disagree</th>
<th>Neutral</th>
<th>Mildly agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. In most ways my life is close to my ideal (exactly as I would like it)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. The conditions of my life are excellent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. I am satisfied with my life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. So far I have got the important things I want in life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. If I could live my life over, I would change almost nothing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

59. Please rate the quality of the following in the town/city where you are currently living in New Zealand.

(Please tick one box only for each area)

<table>
<thead>
<tr>
<th>Area</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Public transportation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Entertainment (e.g., movies, clubs, pubs)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Shopping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Restaurant/Food outlets (e.g., takeaways)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Banking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Sports and recreation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Supermarkets/Food markets</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

60. What do you find is most difficult about living in New Zealand?

___________________________________________________________
Section I – Future plans

61. Immediately after you complete your current programme of studies, what is the next thing you are most likely to do? (Please tick one box only)

1. Enrol for further studies in your home country
2. Enrol for further studies at the same institution in New Zealand
3. Enrol for further studies at another institution in New Zealand
4. Enrol for further studies in another country overseas
5. Find a job in your home country
6. Find a job in New Zealand
7. Find a job in another country
8. Other (Please specify)
9. No plans for the future yet

If you are NOT planning to enrol for further studies, please go to question 0.

62. If you are planning to enroll for further studies, at what level will this be? (Please tick one box only)

1. School
2. Language school
3. Tertiary institution (polytechnic, institute of technology, university, or other tertiary institution)

62a. If you are planning to enroll at a tertiary institution (polytechnic, institute of technology, university, or other tertiary institution), what qualification will you be studying for? (Please tick all boxes that apply)

1. Certificate
2. Diploma
3. Bachelor's degree
4. Master's degree
5. PhD degree
6. None

62b. If you are planning to study for a degree, what will be your main field of study?

63. Are you planning to apply for a permanent residency\(^7\) (PR) in New Zealand? (Please tick one box only)

1. Yes
2. No

\(^7\) Permanent residency – living permanently in New Zealand.
64. Are you planning to apply for a permanent residency (PR) in another country? (Please tick one box only)

Yes ............................................................................................... 1
No.................................................................................................. 2

Thank you very much for your help!