

International Students

Focus Group 2016

Response to feedback

In semester one, Otago Polytechnic had several discussions with international students. These focus group interviews were designed to learn how we can improve our service to you.

Thank you once again to all who took part. Your feedback has been very valuable and has resulted in the following actions.

This is what you told us	This is what we are going to do
You would like more contact with NZ students. You suggested a buddy system, and asked for more social events.	The student services team is going to run a mentor scheme for international students in 2017. They will also run more social events at which international students will have the opportunity to meet domestic students.
You asked for more comprehensive information about accommodation.	The information on our website about accommodation will be extended to cover such things as contracts and your rights and responsibilities.
You asked for information about your courses, your class schedule, and the term breaks to be available earlier.	We acknowledge it is important for students to get information about their courses and their timetables. Students will be given information about class schedules in the first week of their programme. For exchange students, information about the courses that are available can be seen in the Study Abroad booklet, which is on this webpage: https://www.op.ac.nz/international/explore-more/overseas-students/
You would like a course or workshop on how to use Moodle.	There is a Moodle course about how to use Moodle. It can be found on the Otago Polytechnic Moodle site at the Help with Moodle link, at this address: http://studentservices.op.ac.nz/it-support/use-op-moodle/ Please also ask your teachers if you have questions about Moodle.
You would like online visa streamlining.	Otago Polytechnic cannot run a streamlined visa process without Immigration New Zealand (INZ). In 2015, INZ ran a pilot programme with streamlined visas - this pilot has now ended. It was recommended that the pilot be developed into a regular process: however, INZ has not released the new scheme. When it does, we hope Otago Polytechnic will be part of it. Regarding the amount of time it takes to process a visa application, Otago Polytechnic is not responsible for the collecting of documents to support a visa application (bank statements, medical certificates etc.) and unfortunately we cannot influence the amount of time it takes for INZ to process and issue a visa.

You would like faster processing of applications and a regular flow of information throughout the process.	Otago Polytechnic is currently reviewing the management of enquiries, applications and enrolments. We hope to make efficiency gains so that processing will take less time. This should become evident in 2017.
You would like access to Eduroam so that you can access your learning material in the University of Otago's libraries.	Access to Eduroam is already available: you can log on with your username@op.ac.nz
You asked for a coffee machine to be installed in the Hub for after-hours.	Unfortunately, we haven't found a solution to this yet. We will continue to explore options for the future.