

International Student Feedback Survey

Student name: _____

Year level: _____

Date: _____

Country of origin: _____

Agent name, if applicable: _____

Purpose of this survey

Ruawai College values feedback from international students. This survey helps us understand your experience and whether you received accurate information and appropriate support before and after arriving in New Zealand.

Your feedback will help us improve our international student programme and monitor the quality of support provided by education agents, homestay families, and the school.

Section 1: Before arriving at Ruawai College

1. Who helped you apply to Ruawai College?

☐ Education agent ☐ Parent/caregiver ☐ Family member ☐ I applied directly ☐ Other: _____

2. Before you came to New Zealand, did you receive clear information about Ruawai College?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

3. Were you given accurate information about the following?

Area	Yes	Mostly	Somewhat	No	Not sure
School subjects and learning	☐	☐	☐	☐	☐
School rules and expectations	☐	☐	☐	☐	☐
Costs and fees	☐	☐	☐	☐	☐
Homestay/ accommodation	☐	☐	☐	☐	☐
Living in New Zealand	☐	☐	☐	☐	☐
Visa and insurance requirements	☐	☐	☐	☐	☐
Support available at school	☐	☐	☐	☐	☐

4. Was any information you received incorrect or misleading?

☐ No ☐ Yes

Comments:

Section 2: Education agent feedback

Complete this section if you used an education agent.

5. Did your education agent explain the application process clearly?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

6. Did your education agent act professionally and respectfully?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

7. Did your education agent answer your questions clearly?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

8. Did your education agent provide you with honest and accurate information about Ruawai College and studying in New Zealand?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No ☐ Not sure

Comments:

9. Do you have any concerns about the information or support provided by your education agent?

☐ No ☐ Yes

Comments:

Section 3: Arrival and orientation

10. Did you feel welcomed when you arrived at Ruawai College?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

11. Did the school explain important information to you when you arrived?

Area	Yes	Mostly	Somewhat	No
School timetable	☐	☐	☐	☐
School rules	☐	☐	☐	☐
Who to ask for help	☐	☐	☐	☐
Emergency contacts	☐	☐	☐	☐
Homestay expectations	☐	☐	☐	☐
Health and wellbeing support	☐	☐	☐	☐
Complaints process	☐	☐	☐	☐

12. Do you know who to talk to at school if you have a problem or concern?

☐ Yes ☐ No ☐ Not sure

If yes, who would you talk to? _____

Section 4: Homestay and wellbeing

13. Are you happy with your homestay or accommodation?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No ☐ Not applicable

Comments:

14. Do you feel safe where you are living?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

15. Do you feel supported by staff at Ruawai College?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

16. How are you feeling about life at Ruawai College?

☐ Very happy ☐ Happy ☐ Okay ☐ Unhappy ☐ Very unhappy

Comments:

Section 5: Learning and school experience

17. Are you happy with your subjects/classes?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

18. Do you feel supported with your learning?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

19. Do you feel included in school activities and school life?

☐ Yes ☐ Mostly ☐ Somewhat ☐ No

Comments:

Section 6: Overall feedback

20. What has been the best part of your experience so far?

Comments:

21. What could Ruawai College do better to support international students?

Comments:

22. Is there anything you are worried about or would like help with?

☐ No ☐ Yes

Comments:

23. Would you recommend Ruawai College to other international students?

☐ Yes ☐ Maybe ☐ No

Why/why not?

Comments:

Office use only

Reviewed by: _____

Date reviewed: _____

. Follow-up required?

☐ No ☐ Yes

Details of follow-up/action taken:

Comments:

Date completed: _____