

UCount 2025

Student feedback



What is the UCount?

The UCount survey is distributed every year to course-taking students and assesses a wide range of student experience metrics.

Survey results go to the teams shaping learning, support, services, and student life at UC.

Your feedback on your experiences at UC helps guide real changes for you, and future students!



24%
of students
shared their feedback

The survey was sent to over 18,000 students this year. It ran during Semester 1, Term 2.

Here's some of what you said about your experiences at UC...

Your Study Pathway...

The majority of you said you know what's needed to complete your degree, and 67% of you are very clear on it.

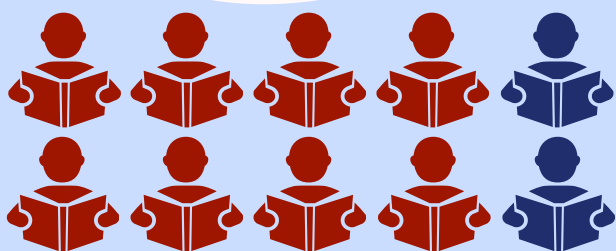
Most of you are also backing yourselves, confident that you're heading in the right direction with your studies.

61% of you are very confident that you're on the right path with your studies!

Select data are presented here.
For any questions contact:
surveys@canterbury.ac.nz

9 out of 10
students rated
TEACHING QUALITY
positively.

Learning & Teaching



8 OUT OF 10 STUDENTS

“There are great lecturers and a very supportive environment at UC!”

rated the quality of their overall educational experience **positively.**



Looking to improve your academic skills?

You're not alone... many of you said you'd like more guidance and learning support, and we are listening. There's a range of academic supports available to you.

➔ [Student Advisors](#)

➔ [Subject Librarians](#)

➔ [Academic Skills Centre](#)

➔ [Tailored study supports](#)

➔ [Peer Assisted Learning Support \(PALS\)](#)

82%

of students rated Library facilities and resources **positively.**


Your feedback also highlighted that quiet study spaces in the library are often crowded and sometimes noisy.

Study your way. Beyond the library, UC has plenty of spaces some open after-hours. Check the next page for details. Don't forget to carry your UC ID card!



Find a study space...




Map is an indicative depiction & not to scale; check [UC Maps](#)  for more detail

 **South Arts Block**
Foyer Area Seating

 **Haere-Roa**
Foyer Area Seating

 **Len Lye**
Study space levels 1&2

 **Rehua**
Informal Study Space
Levels - 0,1,3,4,5 & 6

 **North Arts Block**
Foyer Area Seating


 **Meremere**
Foyer Area Seating &
Cafe Space


 **C Block**
Upstairs Foyer Area
Seating


 **Beatrice Tinsley**
Foyer Area Seating


 **Ernest Rutherford**
Study booths across all
levels


Open After Hours

 **Jack Erskine**
Informal Study Space -
Basement

 **Te Akatoki Whare**
Ākonga Māori Study Space

 **Rātā**
Study Space, Levels 1-3

 **EPS Library**
Quiet Study Space

 **Puaka-James Hight**
Study space group and
silent floors



Access and availability may vary outside of normal semester hours

Student Life



STARTING UNI



We're listening!

You told us transition support matters

Takatū: Preparing for UC [🔗](#) is live!

Built from your feedback, it's already helped 3,000+ first-year students settle into UC in 2025.

Your feedback also helped to improve our Orientation Thrive Lectures.

"UC could support new students by giving clearer guidance before classes start — like how to use UC Learn and manage study time. Helping students feel less overwhelmed and more connected."

"There are great support systems at UC. I've found there's always help available if you know where to look."



SUPPORT, CONNECTION & BELONGING **You're feeling it!**

of you are connecting with other students outside of study. Best of all? Most of you **feel like you truly belong at UC!**

But we know that it isn't always smooth sailing... We're continually thinking about and investing in student wellbeing. Have a look at our resources [here](#). [🔗](#)



It's never too late to make connections on campus!

160+

Student-run clubs and societies [🔗](#) exist at UC!

Even if you aren't a member, you can still attend club events throughout the year & meet new people!

[@ucwellbeing](#) [🔗](#) hosts weekly events including Connect Zone & Themed Workshops which are great chances to connect.



SSL

STUDENT SERVICES LEVY

The compulsory fee outside of your tuition fees that is used for the benefit of students at UC.

**ONLY
26%**

of you are aware of services & resources funded by SSL



YOUR MOST ESSENTIAL SSL SERVICES

- 1 Health Centre
- 2 Counselling
- 3 UCSA Welfare
- 4 Careers & Employment
- 5 UCSA Advocacy
- 6 International Student Support
- 7 UC Rec & Sport
- 8 Māori Support
- 9 Pasifika Support
- 10 Student Care

We know we can do better, so UC and UCSA are working on highlighting what's available to help you get the most out of what's here.

44%

of you think SSL is **good value** for money, with **43%** on the fence.



You gave most of these a satisfaction score of 70% or more!

Got more feedback on the SSL ?
Email: president@ucsa.org.nz
OR click [here](#).

All things tech



43%



Yep, we saw the struggle!

found UC Mobile App's timetable feature wasn't cutting it!

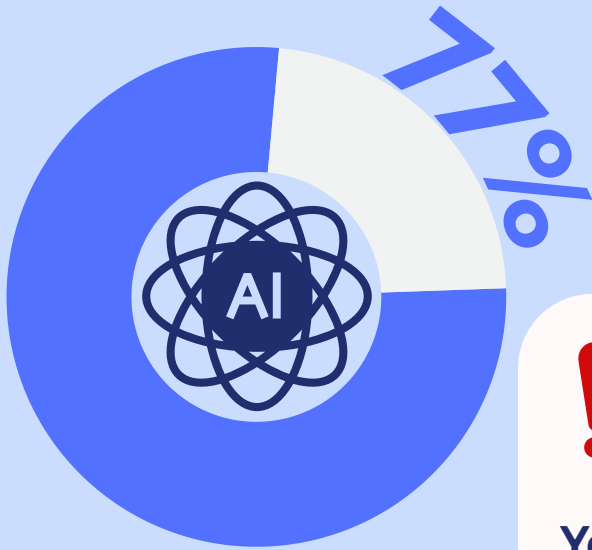
Thanks for your feedback!

We're happy to say this feature is now running smoothly.



Coming soon

- ➔ Course Announcements
- ➔ Push Notifications
- ➔ In-app chat function

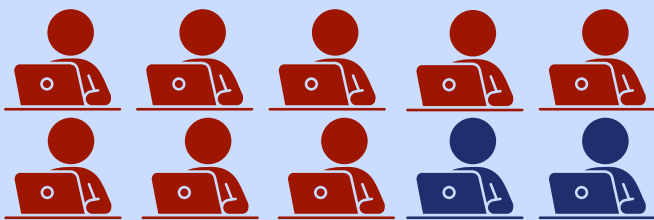


of you use GenAI in your studies, most commonly for learning support (56%).



We heard you want consistent and practical support for GenAI use...

Your feedback will inform the guidance we give to academic staff about engaging with AI, and how to incorporate AI literacy skills further.



find AKO | Learn **easy to navigate** and complete tasks across their course pages.

8 OUT OF 10 STUDENTS

Getting to Campus

We know that getting to campus can feel like a nightmare.

We can't fix everything, but we are working on what we can.



A **dedicated team** of representatives from UC, Metro, CCC and ECan are digging into the details to make your way to campus smoother.

Parking is challenging to find, and costly too. The group is actively working on solutions. Watch this space!



ON THE BUS?



Start here: metro.co.nz/getting-started for Metrocard and fare concession info.

- ➔ **Plan Your Routes:** [Transit app](#) (or Google Maps) for schedules and trip planning.
- ➔ **Use high-frequency routes:** Orbiter, 1, 3, 5, 7, 8 (every 10–15 mins on weekdays).
- ➔ **Pro Tip! Check routes before choosing a flat.** Imagine your journey to Uni (access to supermarkets, gyms, etc.).



Christchurch is flat - perfect for cycling!
Save money, stay active, skip parking hassles.

- ➔ **Cycleways:** 3 of 9 major cycle routes connect directly to campus. Learn how to [Bike & Bus](#)
- ➔ **Maps:** Christchurch bike map ([online](#) or pick up at Library, UCSA, or UC Security).
- ➔ **Route planning:** [Transit app](#) (includes cycleways and bus planning).
- ➔ **Affordable bikes:** [RAD Bikes](#) near Te Kaha (\$50–\$150) + learn repairs.
- ➔ **On-campus help:** [Dr Bike](#) - free weekly repairs for students/staff.
- ➔ **Skills & safety:** Free [Adult Bike Skills](#) courses + videos on safety & bus bike racks.

BIKE IN?

LOVE IT? LOCK IT!

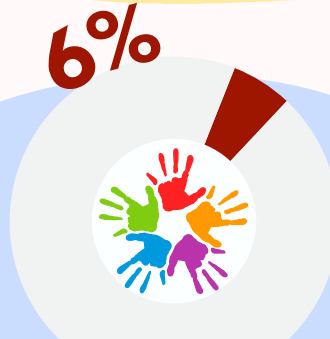
UC has secure, covered, and open-air bike parks. Always lock your bike! Use secure stands by swiping your Canterbury Card - located at Engineering (Creyke Rd), behind Central Lecture Theatres, and Meremere (Law). **Pro tip: UC Security sells D-locks for just \$45!**

More about you...

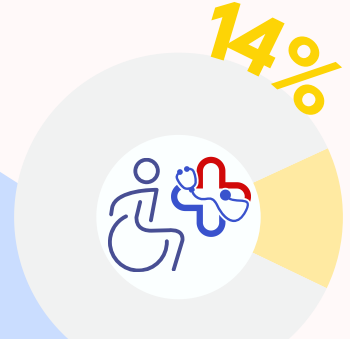
Lastly, here's a little more of what you've told us about yourself in the survey



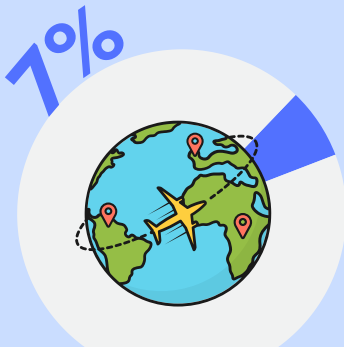
close to half of respondents work while studying



of respondents have dependents at home



have a disability or long-term condition



of respondents are international students



identify as LGBTQIA+/Rainbow

...and most of you also said that you'd recommend UC to a friend!

Thank you to our 2025 respondents!
Your feedback is valuable to understand student experiences that drive meaningful improvements.

We appreciate your time!

This report is loaded with practical resources. Browse them all [here](#), or scan the QR code for quick, on-the-go access!



Reports published by Tātari Raraunga | Analytics & Institutional Research are intended for informational purposes only.

Although every effort is made to assure the accuracy of the reported data from the data source, reports are not represented to be error free.

Data are subject to update and correction without notice.

Personally identified information has been omitted.

For further inquiries, contact Analytics & Institutional Research at surveys@canterbury.ac.nz.