



Ref: OI/19/00022

Level 9, 44 The Terrace

4 February 2018

PO Box 27048

Wellington, New Zealand 6141

Section 9(2)(a)

P +64 4 462 5200

www.tec.govt.nz

Dear Section 9(2)(a)

Thank you for your request, received on 19 December 2018, for the following information:

Please may I have the [partner and provider] survey results for the previous five years. This is an Official Information Act request.

The Tertiary Education Commission's (TEC) partner and provider survey has been held annually since 2014. The survey asks participants to rate TEC on a 1-5 scale against up to 11 criteria. The five point scale was 5 strongly agree, 4 agree, 3 neutral, 2 disagree and 1 strongly disagree.

I am releasing the information in the table below. The information is provided as the mean result for each criteria (i.e. the average score out of 5).

Please note that there were a number of changes made to the survey in previous years. This means that the average results reported (i.e. averages across all questions) are not directly comparable.

Partner and provider survey results average rating by criteria 2014 -2018

Criteria	2014	2015	2016	2017	2018
They make it simple and easy to work with them.	3.02	3.28	3.39	3.47	3.17
They take ownership of issues.	2.99	3.31	3.35	3.43	3.28
They consistently follow up.	3.15	3.47	3.50	3.57	3.40
They get it right first time.	2.86	2.86	2.95	2.91	2.79
They proactively help us to achieve our goals.	2.98	3.08	3.26	3.41	3.30
I trust the TEC and have confidence in its decisions.	NA	3.14	3.10	3.35	3.31
Staff at the TEC help me to consider ways to ensure Māori learners succeed in tertiary education.*	NA	3.51	3.36	3.12	2.73
TEC staff help me understand what they are trying to achieve, and what that means for my organisation.	NA	3.35	3.40	3.60	3.28
I feel that TEC is committed to improving the way it engages with my organisation.	NA	3.33	3.50	3.80	3.49
The information that I receive from TEC meets my organisation's needs	NA	3.23	3.20	3.43	3.55
I feel that my interactions with the TEC have improved over the last year	NA	NA	3.47	3.65	3.50
Total	3.31	3.26	3.00	3.43	3.25

*In the 2015 survey this statement was: TEC staff are culturally appropriate and use te reo Māori and tikanga Māori appropriately

NA = Data 'Not available' as question was not asked.



In 2018, five new survey criteria were introduced to the survey that aimed at understanding how well staff were performing at a range of key service attributes. Participants were asked to rate TEC on a five-point scale. The scale was 5 strongly agree, 4 agree, 3 neutral, 2 disagree and 1 strongly disagree. The results for these criteria are provided as the percentage that agree and strongly agree.

Partner and provider survey – staff service attributes 2018

Criteria	% that agree and strongly agree
Was friendly and polite	89
Did what they said they would do	73
Was knowledgeable	72
Followed up when needed	68
Proactively provided advice and support	67

The TEC intends to publish its response to this request on our website with your personal details removed. Consistent with the Act, we are publishing responses in the interests of transparency and accountability, and to improve access to official information.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Tim Fowler
Chief Executive
Tertiary Education Commission