N4L

Aka Kōrero
Touchpoint - Snapshot
2022

Te reo o ngā kura e pā ana ki te hono matihiko, ki te whakamaru ā-ipurangi me ngā whakatara hangarau hoki

The voice of schools on topics of digital inclusion, cybersecurity and other IT challenges

Kōrero whakataki
Introduction

Ko te 'Aka Kōrero' te tirohanga tauanga-ā-tau nā N4L, i tukua atu ki ngā tumuaki, ki ngā taituarā hangarau (nui atu i te toru mano), o ngā kura kei raro i te maru o te tūhononga whakahaere o N4L. Mā tēnei pūrongo me ōna whakakitenga motuhenga ka mārama ki ngā take matua onāianei, nō ngā tūmomo kura puta noa i Aotearoa, e pā ana ki ngā kaupapa e toru: ko te whai hononga ipurangi (mai i te kāinga), whakamaru ā-ipurangi me te hangarau mā ngā kura hoki.

Ko ngā whakakitenga o tēnei pūrongo i ahu mai i ngā kura 635, (663 te tapeke o ngā whakautu). He tīpako tōtika tēnei o te 25 ōrau o ngā kura nō te tūhononga whakahaere o N4L. Nā rātou anō te tirohanga tauanga a N4L i whakautu mai i te 25 o Haratua ki te 15 o Pipiri, 2022. I whakautua e ngā tumuaki, e ngā tumuaki tuarua, e ngā taituarā hangarau rānei. Ka aro atu tēnei pūrongo ki ngā take matua nō tēnei tirohanga-ā-tau.

Touchpoint is N4L's yearly survey sent to more than 3000 principals and IT leads at schools connected to the N4L Managed Network. This Snapshot provides unique insights into the thoughts and concerns of schools and kura across Aotearoa New Zealand around three themes: digital inclusion - learning from home; cybersecurity; and technology in schools.

The insights for this report come from 635 unique schools (663 responses in total), representing approximately a quarter of all schools connected to the N4L Managed Network. They responded to an N4L Touchpoint survey between 25 May and 15 June 2022. Responses are from principals, deputy principals or the school's nominated IT representative. This Snapshot reviews key highlights of the survey.

Te hono matihiko – ako mai i te kainga
Digital inclusion - learning from home

Access to devices, internet and what students need to learn from home

- Students' internet access (defined as the percentage of schools where less than half of students have home internet access) has remained constant from 2021, whereas device access (defined as the percentage of schools where less than half of students have home device access) has slightly improved.

- Whilst 10% of schools still say less than half their students have access to the internet at home (the same as in 2021), this has improved significantly since 2018 (21%).

- 22% of schools say that less than half their students have access to a device at home (down slightly from 24% in 2021).

30% of schools say that **less than half** of their students have **everything they need** to learn from home (e.g. reliable internet, a device to themselves, a quiet space). See chart on next page.

The decile effect

Decile significantly impacts the likelihood that a student will have access to the internet, a device, or everything else they need to learn effectively from home. Low decile schools are more impacted by these issues than high decile schools.

- 57% of low decile schools (deciles 1-3) say that less than half of their students have access to everything they need to learn from home.

- Nearly 50% of low decile schools (deciles 1-3) say that less than half of their students have access to a device at home.
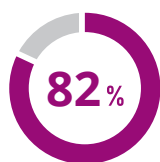
Percent of schools where less than half of students have...

Percent of schools where less than half of students have...

- Decile 1-3
- Decile 4-7
- Decile 8-10
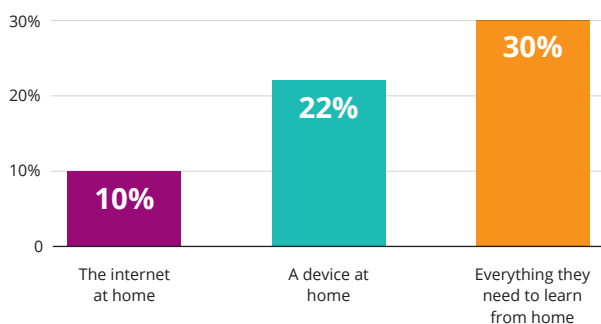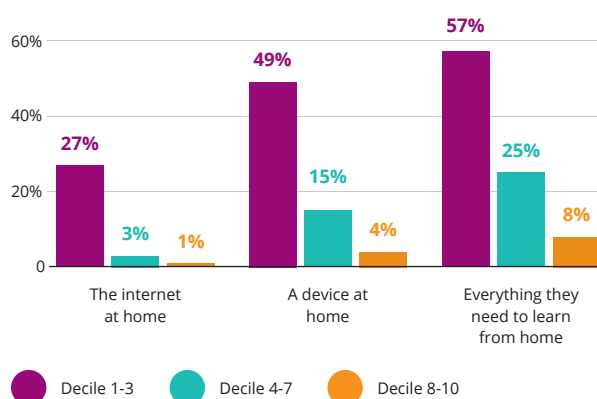
Impacts of lack of access to home devices and internet

82% of schools (71% in 2021) say **lack of access** to home devices and the internet **impacts teaching and learning**.

- Schools' workloads have increased, as they now have to provide devices to students that don't have them, or spend time creating and distributing hard copy learning packs.

- Schools say that students without access to devices and the internet are struggling to connect socially with their peers and receive academic support from their teachers.

- Schools are telling us that less access to the internet and devices is leading to unequal access to learning and unequal outcomes - often by region, for example.

- This means students with less access to online learning resources may often not be able to access or complete their learning.

"For equity for all our learners, we have to take into account that some do not have access to either a device or the internet. We cannot assume that learners will be able to access materials that are online."

(Without internet access, students) "can't engage online with kaiako, can't complete assessments online, can't complete work set by kaiako, can't access Google Classroom. Without these things, they can't learn...."
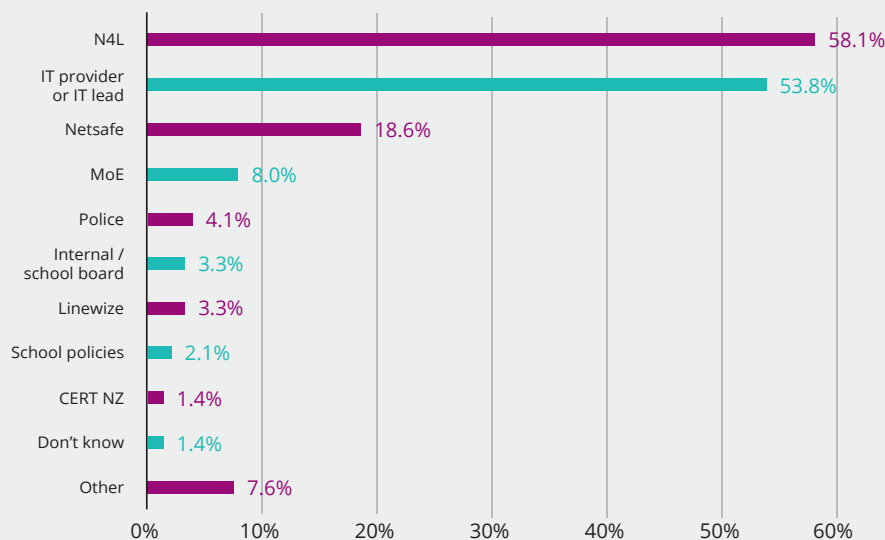
Whakamaru ā-ipurangi
Cybersecurity
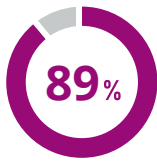
89% of schools indicate they are **confident** or very confident they have **sufficient cybersecurity protection**.

- This may be related to respondents saying they trust that their cybersecurity is successfully managed by N4L, their IT provider, or the Ministry of Education.

- In the event of a cybersecurity incident, more than half say they would go to N4L (58%; compared to 45% in 2021) and/or their internal IT lead or IT provider (54%; compared to 43% 2021).

- Among the respondents, the key themes of what they said would make them feel more confident about cybersecurity were:
  - advice;
  - training;
  - up to date information about security threats; and
  - tools and guidance around best practice.

- Some schools also wanted an audit from professionals to tell them if they had the correct systems in place.

Where would schools go if they experienced a cybersecurity incident?

For this question, respondents were able to select multiple answers, hence percentages total up to more than 100%.

Source	Percentage
N4L	58.1%
IT provider or IT lead	53.8%
Netsafe	18.6%
MoE	8.0%
Police	4.1%
Internal / school board	3.3%
Linewize	3.3%
School policies	2.1%
CERT NZ	1.4%
Don't know	1.4%
Other	7.6%

"This year our focus is online security. But we are not sure about how to get this information out and what information we need to know about."

"I trust N4L but there is always the 'human factor' - [we need] some training designed to raise awareness of the threats for teachers."

Hangarau ā-kura
Technology in schools

What do schools spend their technology budget on?

- Across the sector, schools currently spend most of their technology budget on:
  - devices and device programmes;
  - followed by IT providers; and
  - educational software.

- There are some differences in the area of technology spend by school size - for example, small schools (less than 100 students) tend to spend more on educational software than IT providers compared to larger schools.
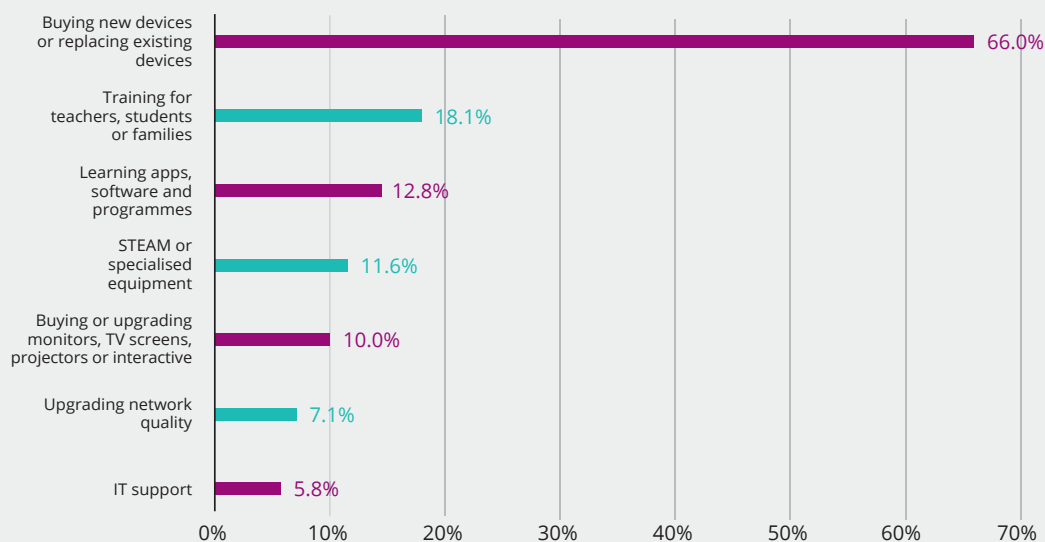
If they had more funding, what would they like to spend it on?

Schools would like to **increase spending on devices**, improve student-to-device ratios and **replace ageing equipment** if they had more funding.

- Schools say they also want to fund training for teachers, students and families, undertake subscriptions for learning apps and educational software, and purchase STEAM-related (Science, Technology, Engineering and Mathematics) or specialised equipment, like robotics & 3D printers.

How schools would spend additional funding

Category	Percentage
Buying new devices or replacing existing devices	66.0%
Training for teachers, students or families	18.1%
Learning apps, software and programmes	12.8%
STEAM or specialised equipment	11.6%
Buying or upgrading monitors, TV screens, projectors or interactive	10.0%
Upgrading network quality	7.1%
IT support	5.8%

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Our dedicated Customer Support team is also available on 0800 LEARNING (532 764)

Mō mātou
About us

Established in 2012, N4L is a Crown-owned technology company, delivering a wide range of managed broadband, Wi-Fi and cybersecurity products and services, on behalf of the Ministry of Education (MoE), to more than 2,450 state and state-integrated schools and kura in Aotearoa.

Today, our team of dedicated network, cybersecurity and service delivery experts help more than 900,000 tumuaki, kaiako and ākonga enjoy daily access to a safer and more reliable online learning environment via N4L's suite of managed products and services, which connect, protect and support schools.

Connect
Tūhono

We provide fully funded internet for all state and state-integrated schools and kura across the motu. Our faster, safer internet includes uncapped data – meaning schools can use as much as they need. Through the MoE's Te Mana Tūhono programme, we're upgrading wireless networks to provide a faster and more reliable internet connection to schools.

Protect
Tiaki

From filtering, firewall and DDoS protection, to email security and segmented networks, our suite of safety and security solutions help keep staff and ākonga safer online. Our dedicated security team proactively monitor networks and systems, providing an additional layer of protection for your school.

Support
Tautoko

N4L is vey proud of our consistent track record of customer satisfaction, with satisfaction scores of over 90% since our inception. In 2022, 94% of principals said they were satisfied or highly satisfied with N4L. This is largely due to the support we provide, particularly through our Customer Support and Education and Engagement teams.

www.n4l.co.nz