

Aka Kōrero - Hopuāhua

Touchpoint - Snapshot

2024



Ko te reo o ngā kura e hāngai ana ki ngā kaupapa pēnei i te haumarutanga ipurangi, te hangarau me te tautāwhi tāpiri

The voice of schools on topics of cybersecurity, technology in schools and additional support

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Kōrero whakataki

Introduction

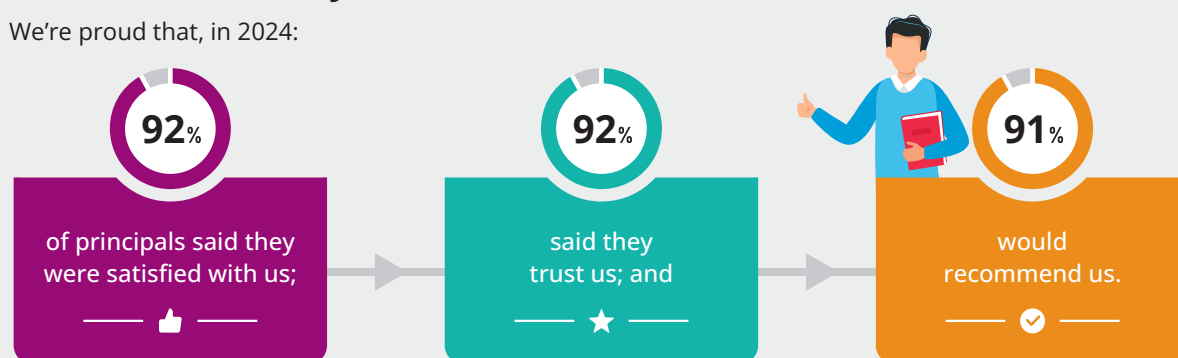


Touchpoint is N4L's yearly survey, sent to nearly 3,500 principals and IT leads at schools connected to the N4L Managed Network. The survey helps N4L understand what schools think about us and our products and services. It enables us to listen to our customers and drive constant improvement within our organisation, resulting in better customer service and support for schools and kura.

As part of the survey, Touchpoint also asks additional research questions to understand the wider context and provide unique insights into the thoughts and concerns of leaders at schools and kura across Aotearoa. This year's research themes were in the areas of cybersecurity, technology in schools and additional support (technology, pastoral care, professional learning & development (PLD) and training).

Executive summary

We're proud that, in 2024:



Cybersecurity in schools

- 92% of schools indicated they are confident they have sufficient cybersecurity protection.
- In the event of a cybersecurity incident, nearly three-quarters (74%) would go to N4L.

Technology spend in schools

- As with results from the previous two years (2022 and 2023), schools spend the majority of their technology budget on devices and private IT providers.
- If they had extra technology funding, schools said they'd prioritise spend on devices (38%), innovation (13%), training (12%) and infrastructure (11%).

Support for IT, student wellbeing and training in schools

- 47% of schools said they turn to IT providers for wider technology support, followed by internal resources (23%) and N4L (9%).
- Schools said they turn to their own internal resources (45%) for pastoral care and wellbeing, followed by Non-Governmental Organisations / Non-Profit Organisations (11%) and the Ministry of Education (11%).
- Schools said they turn to internal resources (34%) for their PLD and staff training, followed by the Ministry of Education (16%) and private businesses (10%).

Responses to the survey (20 May - 14 June 2024) came from 473 unique schools (500 responses in total), representing approximately 20% of all schools. Responses came from principals, deputy principals or the school's nominated IT representative. Between 2018 and 2024, 54% of all schools have responded to the Touchpoint survey once or more, which has enabled us to gather a wide representation of feedback.

Please note: Based on standard statistical methods, we can say with 95% confidence that the true satisfaction level (92.1%) across all schools is within +/-2.2%, which is better than the typical 3-5% margin of error.

Whakamaru ā-ipurangi ki ngā kura

Cybersecurity in schools

With today's increasingly challenging cybersecurity threat landscape, we want to understand how much knowledge and confidence schools have about cybersecurity, what the gaps in knowledge might be, and what future initiatives or developments would be of value to them. This supports our efforts in helping keep schools more secure online.

There was a 4% increase since 2023 in schools saying they're confident or very confident they have sufficient cybersecurity protection. Incorporating more training and monitoring / reporting would help schools feel more confident. In the event of a cybersecurity incident, most said they'd go to N4L or their IT provider.



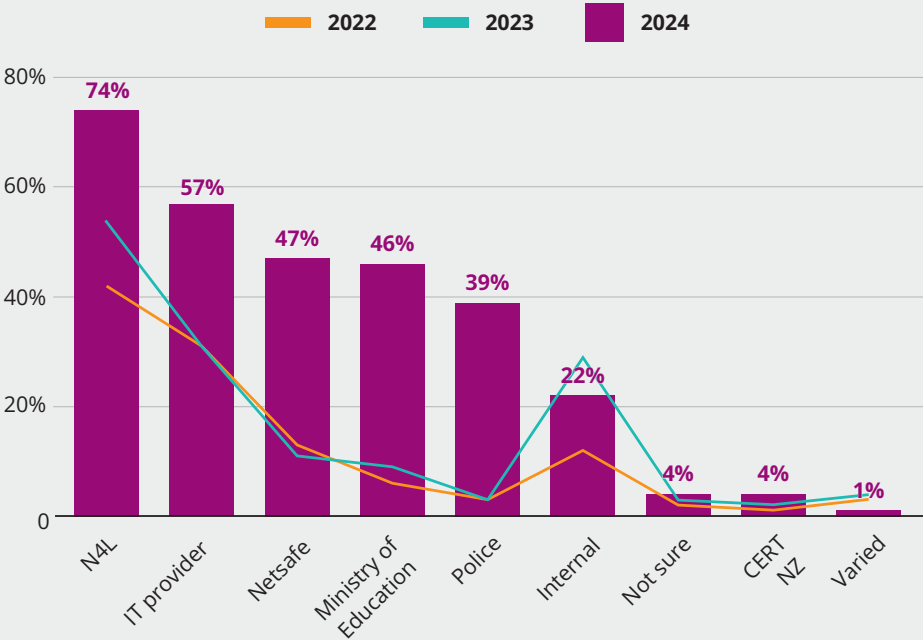
of schools indicate they are **confident** or very confident they have **sufficient cybersecurity protection**.

- The key areas where schools seek improvement or support to feel more confident about managing cybersecurity are:
 - training and best practice guidance;
 - monitoring, reporting and advisories;
 - audits and incident response plans; and
 - self-service tools.

Where would schools go if they experienced a cybersecurity incident?

Note: For this question, respondents were able to select multiple answers, hence percentages total up to more than 100%. Numbers referenced here from earlier years may vary slightly from what was reported in previous years. Questions with open text responses can be open to interpretation and may be subject to change if we update our system or method of processing responses.

- In the event of a cybersecurity incident, nearly three-quarters (74%) said they'd go to N4L. Since 2022 (42%), there has been a year-on-year increase in schools saying they would go to N4L.
- 57% of schools indicated they would go to their IT provider, 47% said they would go to Netsafe and 46% said they would go to the Ministry of Education.



Hangarau ki ngā kura

Technology in schools

At times, schools may face challenges around having access to the right technology for their school and the right level of spend for their circumstances. This research helps N4L understand where schools are currently spending their technology budget and what their future technology needs might be, so we can plan future initiatives and support.

Schools indicate they prioritise core infrastructure and support within their technology budget, such as devices, private IT providers, educational software and network services. As foundational needs are met, schools then typically shift their focus to innovation / future tech, training and other digital tools or hardware.

What do schools spend their technology budget on?

- Across the sector, schools currently spend most of their technology budget on:
 - devices;
 - private IT providers;
 - educational software; and
 - network and IT infrastructure.

What would schools prioritise if they had extra tech funding?

- If schools had additional technology budget, they would prioritise:
 - devices (38%);
 - innovation - e.g. future tech, AI (15%);
 - training for staff/students (12%); and
 - infrastructure - e.g. Wi-Fi, access points (11%).



"Every time I have had contact with N4L, they have been great and explained what [is] needed to be done, or how they could help. Great support through our internet upgrade and no job is ever questioned."

Team Leader, Katikati Primary School

Tautoko mō te pūnaha rorohiko, te oranga ākonga me te whakangungu i ngā kura

Support for IT, student wellbeing and training in schools

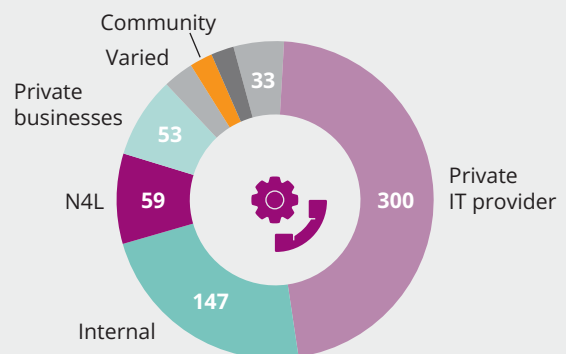
This section helps N4L understand how schools are accessing support for IT, pastoral care and PLD / training, and how much support they might require from us. This informs how we engage with schools, as well as enabling us to tailor resources.

Almost half of the schools responding would turn to their private IT provider for wider technology support. There is a wide range of providers that support pastoral care, well-being, professional learning & development, and training, however this is often handled internally.

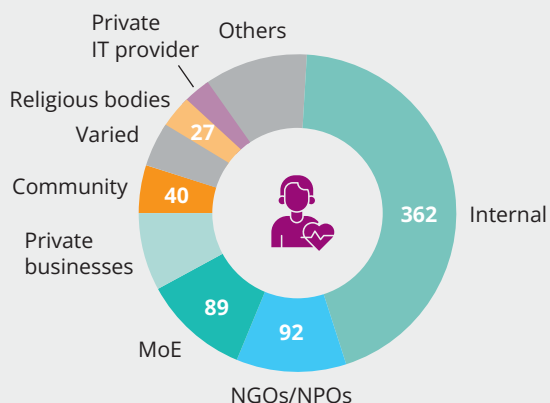
Where do schools turn to for support?

- Most schools turn to their private IT provider (47%), internal resources (23%) and N4L (9%) for wider technology support.
- Most schools turn to internal resources (45%) when they need help with pastoral care and wellbeing, followed by NGOs / NPOs (11%), the Ministry of Education (11%) and private businesses (7%).
- The majority of schools turn to internal resources (34%), the Ministry (16%) and private businesses (10%) when they need support with PLD and staff training.

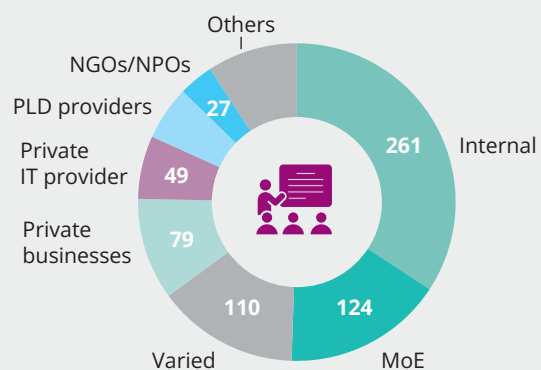
Where does your school turn to for wider technology support?



Where does your school turn to for pastoral care and well-being?



Where does your school turn to for PLD and staff training?



If you have any feedback or questions about this report, please contact reports@n4l.co.nz. Our dedicated Customer Support team is also available on 0800 LEARNING (0800 532 764).



Mō mātou

About us



Network for Learning (N4L) delivers a wide range of managed internet, Wi-Fi and cybersecurity products and services, on behalf of the Ministry of Education, to schools and kura. The Crown company operates and secures one of the largest managed broadband internet networks in Aotearoa New Zealand, accounting for nearly 25% of the country's daytime business internet traffic. Their cybersafety solutions and security

expertise help around 905,000 tumuaki, kaiako and ākonga across 2,500 schools enjoy daily access to safer and more secure digital learning experiences. Working alongside its government, education and private sector technology partners, N4L helps connect, protect and support schools through award-winning customer service and smart, world-class technology solutions that are simply delivered. See www.n4l.co.nz



Connect

We provide fully-funded internet for all state and state-integrated schools and kura across the motu. N4L is currently upgrading our Managed Network to help futureproof digital learning and further enhance our ability to support schools effectively in their use of technology in the classroom.



Protect

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



Support

N4L is very proud of our consistent track record of customer satisfaction, with satisfaction scores of over 90% since our inception. In 2024, 92% of principals said they were satisfied or highly satisfied with N4L. N4L has also listened to schools and developed more self-service options, which schools have previously said would make them feel more confident about cybersecurity. This includes MyN4L, a platform with smart and simple tools that provides them with more visibility and control of their online environments.