



Aka Kōrero - Hopuāhua

Touchpoint - Snapshot

2023



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

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Kōrero whakataki

Introduction



Touchpoint is N4L's yearly survey, sent to more than 3,000 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.

Touchpoint also asks additional research questions to understand wider context and provide unique insights into the thoughts and concerns of leaders at schools and kura across Aotearoa New Zealand.

Executive summary

We're proud that, in 2023:

- **91%** of principals were satisfied with us.
- **94%** of principals said they trust us.
- **93%** of principals would recommend us.



This year's research themes were in the areas of cybersecurity, technology in schools and IT support - the key findings are below.

Cybersecurity

- 88% of schools indicate that they are confident they have sufficient cybersecurity protection.
- In the event of a cybersecurity incident, more than half would go to N4L (59%).

Technology in schools

- Schools spend most of their technology budget on devices and device programs, IT providers, school-related hardware and educational software.
- If they had additional funding, schools would like to buy new or replace existing devices, invest in STEAM or specialised equipment, and training.

IT support

- 90% of schools use some form of external support from an IT company.
- 45% of schools use a combination of both internal and external IT support.

Responses to the survey (31 May - 16 June 2023) came from 595 unique schools (634 responses in total), representing approximately a quarter of all schools connected to the N4L Managed Network. Responses are from principals, deputy principals or the school's nominated IT representative.

"Personally I have always found the N4L support invaluable. You are very proactive and focused on resolving issues as quickly as possible. Many times you have been lifesavers when the stress levels are going through the roof."

Principal, Natone Park School

Whakamaru ā-ipurangi

Cybersecurity

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



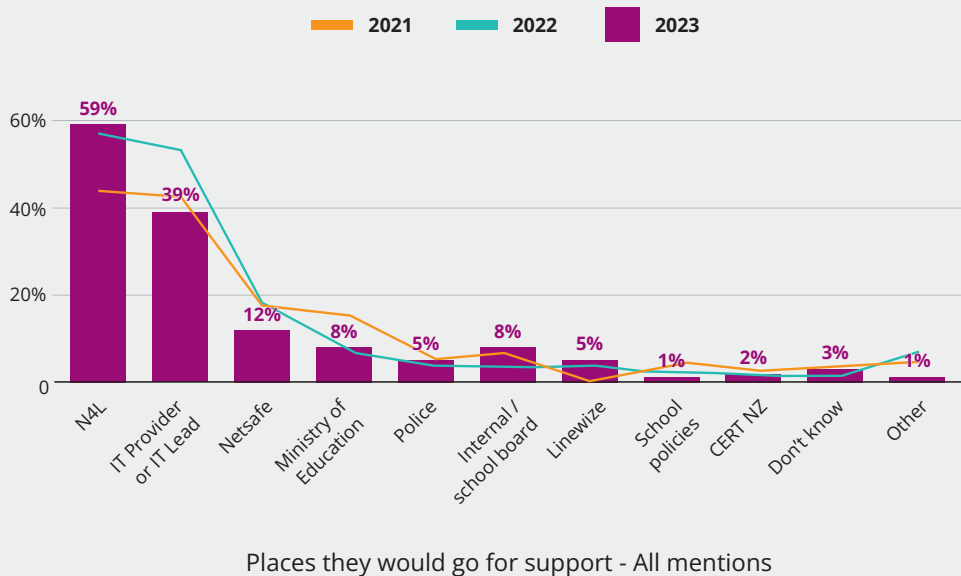
of schools indicate they are **confident** or very confident they have **sufficient cybersecurity protection**.

- Among the respondents, the key themes of what they said would make them feel more confident about cybersecurity were:
 - training;
 - audit/checklist to tell them if they had the correct systems in place;
 - monitoring and reports;
 - guidance around best practices; and
 - up-to-date information about security threats and advisories.

Where would schools go if they experienced a cybersecurity incident?

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

In the event of a cybersecurity incident, more than half say they would go to N4L (59%). 39% indicate they would go to their internal IT lead or external IT provider.



Hangarau ā-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 that we can plan future initiatives and support.

What do schools spend their technology budget on?

- Across the sector, schools currently spend most of their technology budget on:
 - devices and device programmes;
 - IT providers;
 - school-related hardware (e.g. printers and photocopiers); and
 - educational software.

spending on buying new devices or replacing existing devices (43%). STEAM-related (Science, Technology, Engineering, Arts and Mathematics) equipment (e.g. 3D printers, robotics, laser cutters) was the second most common area that schools indicated they would like to spend additional funding on (20%), an increase from 2022 (12%).

Schools say they would also fund training for teachers, students and families, and further IT support.

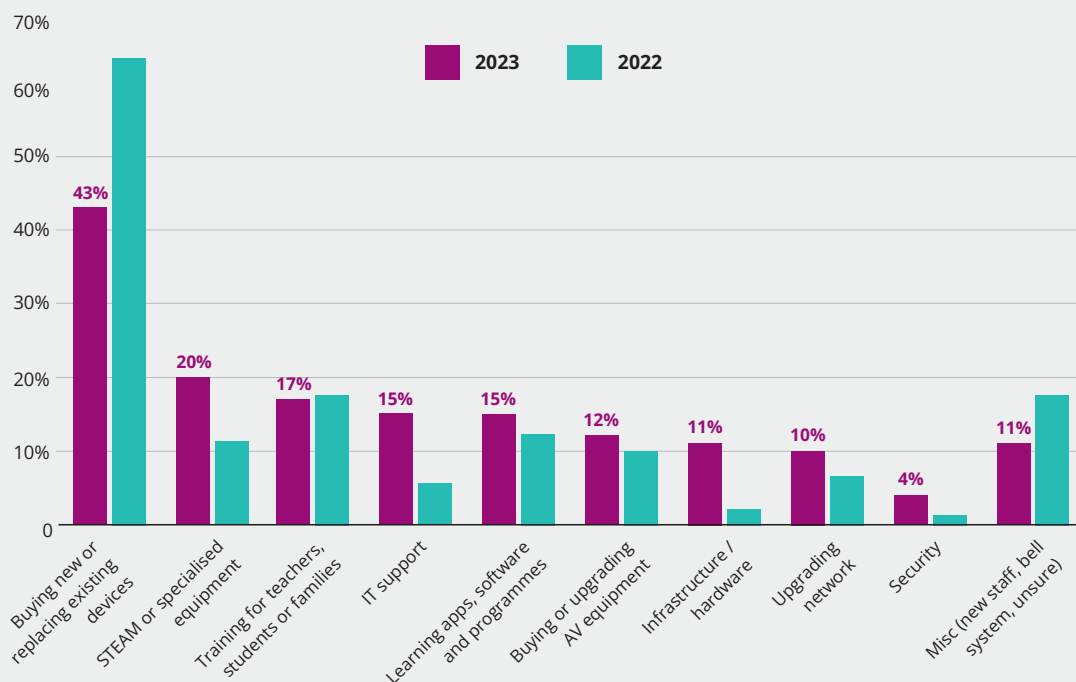
If schools had more funding, what would they like to spend it on?

As per 2022 findings, if there was additional funding, the highest proportion of schools would like to increase



Schools would like to **buy new or replace existing devices**, invest in STEAM or specialised equipment, and train teachers, students or families.

How would schools spend additional technology funding



Tautoko ā-hangarau mōhiohio (IT)

IT support

This section helps N4L understand how schools are accessing their IT services and how much support they might require from us. This informs how we engage with schools and IT providers, as well as enabling us to tailor resources. Support from IT providers is an area schools spend a significant portion of their budget on.



of schools indicate they **use** some form of **external support** from an **IT company** (ad-hoc, regularly scheduled or based on site).

- 45% of schools use a combination of both internal and external IT support.
- 3% indicate they have no form of IT support (no external support and no in-house IT Lead nor IT team).



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 (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, to almost 2,500 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

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 Ministry of Education's Te Mana Tūhono programme, we're upgrading wireless networks to provide a faster and more reliable internet connection to schools.



Protect

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

N4L is very proud of our consistent track record of customer satisfaction, with satisfaction scores of over 90% since our inception. In 2023, 91% 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.