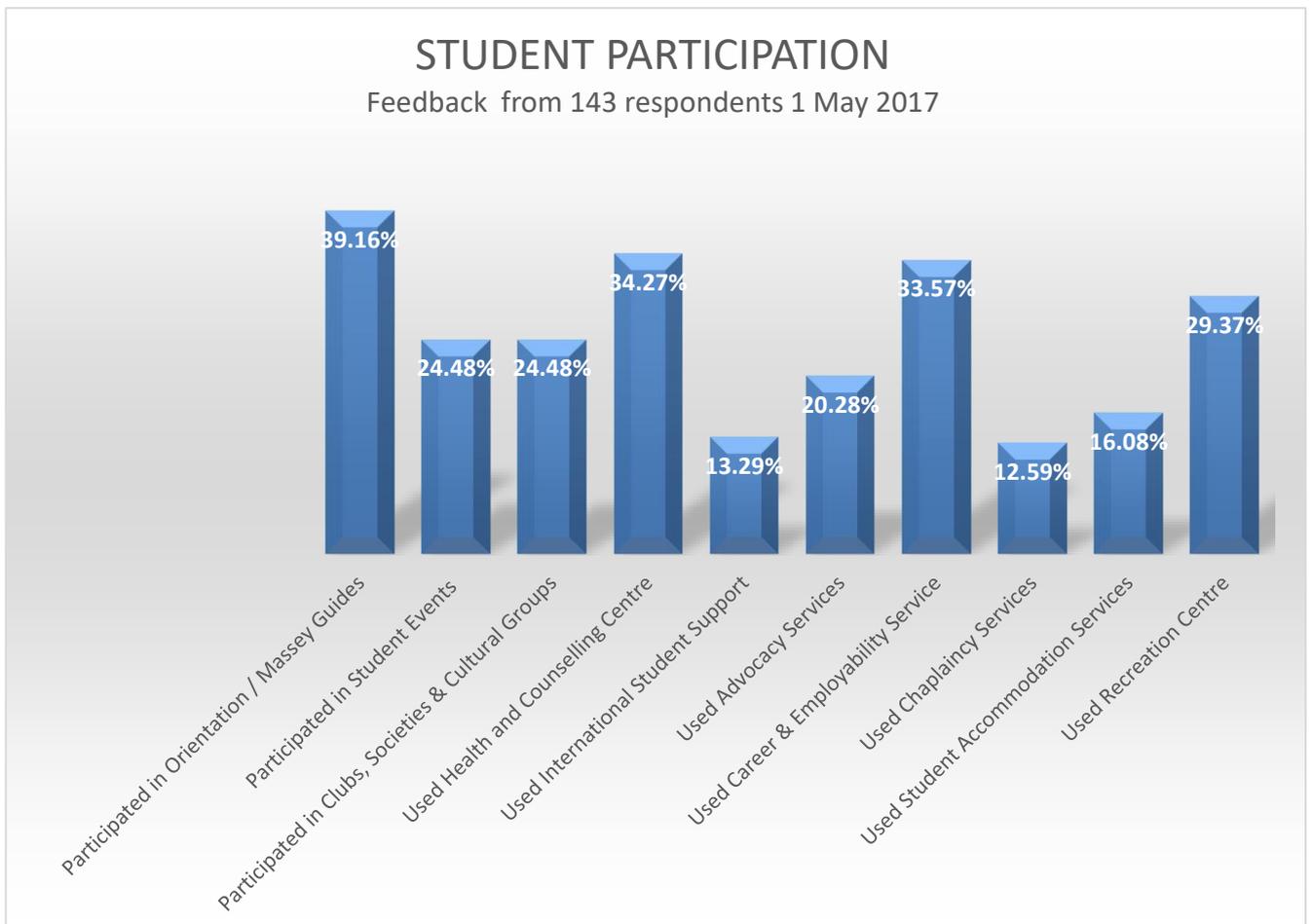


STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY AUCKLAND CAMPUS - STUDENT FEEDBACK 3 MAY 2017



IDEAS AND SUGGESTIONS RAISED

Comments received from Distance students have been referred to the Manawatū Campus Registrar, Dr Sandi Shillington.

ADVOCACY SERVICES

| | |
|------------------------|--------|
| Used Advocacy Services | 20.28% |
|------------------------|--------|

- 1 I was thinking about more events for class advocates to engage with each other instead of just at the end of semester, though I feel like that may be what the superhero party is going on - super excited for that.
 - A. Glad you noted that ASA ran a Superhero party to recognise volunteers, including class advocate volunteers. ASA also provide advanced advocacy training opportunities where class advocates can engage with other class advocates. Look out for the opportunity to contribute to a class advocate feedback session that ASA is planning to run once a semester.
- 2 I wanted to complain about a course (and not directly to the lecturer) and couldn't do it because it was impossible to find someone to talk to.

- A. The ASA has an advocacy coordinator (Penny Lyall) who you can talk to. Students are asked to lodge their issue via the "request help" button at <https://www.asa.ac.nz/advocacy/academic-advocacy> and then the advocacy coordinator will contact you.
- 3 Compulsory to have two class advocates – Master of Applied Social Workprogramme only has one per class, not two
 - A. Being a class advocate is a voluntary role so we cannot make it compulsory. The ASA run the Class Advocate programme and aims to have at least one class advocate for every 30 students in each class. The ASA encourages all students to sign up to be class advocates, as valuable training is provided and increased involvement in your course can give you a higher chance of succeeding.
- 4 Promote these more visibly
 - A. Please check out <https://www.asa.ac.nz/advocacy>

CAREER AND EMPLOYABILITY SERVICE

| | |
|-------------------------------------|--------|
| Used Career & Employability Service | 33.57% |
|-------------------------------------|--------|

- 5 Do you have a career counsellor to spend one-on-one time with students?
 - A. Yes. The Career and Employability Service does offer one-on-one appointments. Students can schedule appointments by emailing campus consultants directly or alternatively careersupport@massey.ac.nz. For shorter appointments students can book their own on CareerHub - click on appointments.
- 6 Career Hub is focussed too much on unskilled work/new graduates – what about a postgraduate section with 'real' jobs?
 - A. We are actively engaging with employers to identify opportunities for student/graduate roles at all levels. Aside from Careerhub we have a section on careers.massey.ac.nz offering other useful strategies for finding work including links to other job search websites.
- 7 Would like to have access to more info on postgrad psych and what is needed to get into competitive programmes .
 - A. Thanks for your feedback. We will discuss this with the School of Psychology and the recruitment team in External Relations and Development.
- 8 More info/access to more work experience placements
 - A. We are constantly engaging with employers, however 70% of work experience placements are never advertised. Some helpful job search strategies including how to tap in to the hidden job market can be found on careers.massey.ac.nz
- 9 Access to internships and work experience relevant to different subjects of study such as psychology.
 - A. We understand that some areas are more challenging than others when trying to locate work experiences therefore a more proactive job search approach might be through careers.massey.ac.nz – we will also bring this up with Schools concerned.
- 10 I find suggestion is not very helpful.
- 11 As an older student this is not of help for me
- 12 Mainly CareerHub. Other options n/a.
- 13 Really like the weekly CareerHub email
- 14 Difficult to attend during working hours. Careers is not very good. Needs to have more of a coaching element rather than just "here read this book".
 - A. Students can book in for one-to-one appointments to discuss their specific needs with a consultant. Workshops on varying topics are also offered on campus and Connect sessions are available on-line after hours. Students can access recorded sessions on a range of topics by going to Careerhub – click on resources and filter by topic. If a particular workshop topic is not offered, we welcome your suggestions and we will do what we can to get something up and running.

CHAPLAINCY SERVICES

| | |
|--------------------------|--------|
| Used Chaplaincy Services | 12.59% |
|--------------------------|--------|

- 15 Not sure why all students pay into this as some are not religious at all and don't have a need for it
- 16 IMO, education must be secular. Having to pay money for religious services as an atheist is offensive and unfair.

- 17 Really. Did I pay for religious activities? I object to that.
- A. The levy funds administration required to co-ordinate visiting chaplains to campus - these visiting chaplains (9 individuals) are all volunteers and not paid from the levy. The Chaplaincy co-ordinates activities for students and in support of all students, particularly providing pastoral care. There is no expectation or requirement that students receiving support should be religious or of any particular church or belief. They also link students with external community groups. The Chaplaincy Lounge (in the Massey Business School building) is a drop-in space for students where they can also access boiling water (and are free to help themselves to tea and coffee) and a microwave. These facilities are used by a large number of students every day.

CLUBS, SOCIETIES AND CULTURAL GROUPS

| | |
|--|--------|
| Participated in Clubs, Societies & Cultural Groups | 24.48% |
|--|--------|

- 18 Actually have the clubs contact the people who try to get involved. Also make it easier to access a database and join clubs.
- A. The ASA and Clubs Activities Co-ordinator are working with clubs secretaries to improve communication with members.
- 19 Starting a choir/barbershop group/singing group. (see response 20)
- 20 More clubs eg cars rally
- A. Go for it! Work with the ASA to get a club going <https://www.asa.ac.nz/clubs>
- 21 The link on this page is broken: http://www.massey.ac.nz/massey/student-life/recreation-and-sports/manawatu/clubs-and-societies/clubs_home.cfm
- A. Thanks - when we checked the link it was active, so try again
- 22 Again, I missed Clubs Day due to my hectic timetable
- 23 Sometimes annoying how clubs hold events at the same time as ASA events, since I want to attend both.
- A. We do try our best to avoid clashes, however there are so many things students want to do that sometimes a clash is unavoidable.
- 24 None of them interest me
- 25 As an older student, those clubs don't appeal to me.
- A. We are keen to hear from you – what kinds of clubs would interest you? Check out <https://www.asa.ac.nz/clubs> or email clubs.auckland@massey.ac.nz.

HEALTH AND COUNSELLING CENTRE

| | |
|------------------------------------|--------|
| Used Health and Counselling Centre | 34.27% |
|------------------------------------|--------|

- 26 I didn't even know this was available
- A. We are based in Student Central, opposite your Student Social Lounge.
- 27 Online appointment form
- A. Great idea, we are looking into it.
- 28 The music playing in the reception are at the Health/Counselling Centre is galling, to say the least. Is it played to alleviate the boredom of the receptionists?? Please turn it off, or play calming music SOFTLY!!!! Leave the music for downstairs :((
- A. H&C has noted your comments however it has variable reception for the radio system which means we can only get some stations, however if you don't like what is playing at the time of your visit, just let the reception know as they may be able to change the channel.
- 29 Can we please have a Pasifika rep
- A. Thanks for the feedback which we have noted for future staff appointments
- 30 Group for abuse survivors and free sanitary products.
- A. The counselling team will consider your request for a group for abuse survivors. Free sanitary products are available from Health and Counselling in emergencies.
- 31 Med centre should be way cheaper \$35 is way too much
- A. If you enrol with Massey's Auckland campus Health and Counselling Centre as your General Practice, GP visits only cost \$12. Talk to us and we'll ask you to fill out a form. Counselling is free for students.

- 32 Make it completely free. AUT offers free Drs visits already
 A. This would require reduced funding for other services that students have told us they want. Most other New Zealand tertiary institutions do charge fees.
- 33 It's as expensive as any other doctor
 A. Please refer to the answer given in 31 above
- 34 Staffing issues with some doctors - rude and nasty to deal with
 A. If you are unhappy with our staff or the services we provide, please let us know by making a complaint so that we can investigate.
- 35 Flu jab is barely promoted - I had to go in search of this information, which by the way, says TBA still
 A. You're right – it is too hard to find and our apologies! We are running a drop-in clinic every day, from 10.30am – 11.30am, which we have advertised through the Massey App and other general emails.
- 36 Greater number of counselling sessions for those with high needs. Access to a psychologist.
 A. We do have 3 psychologists within the counselling team. We try to manage those with high risk on a needs basis and by also promoting appropriate groups for students to attend. We try to ensure any student can come for counselling and that does mean that we have to manage the numbers of those attending at times.

NOTE: We really appreciate all of the feedback received, which is now being seriously considered by the Health and Counselling team. Lots more info may be found at <http://www.massey.ac.nz/massey/student-life/services-and-resources/health-counselling-services/albany/albany-home.cfm>

INTERNATIONAL STUDENT SUPPORT

| | |
|------------------------------------|--------|
| Used International Student Support | 13.29% |
|------------------------------------|--------|

- 37 More counters during the peak period
- 38 Open more windows to help students
- 39 Visa renewals: It is a very bad office, it is the worse service at Uni and I avoid to use it.

Thanks for the feedback. Since semester 1 enrolment, the International Student Support Office has reviewed a number of processes, which should result in improved services to students. If it doesn't, please let us know by emailing campusregistrarAK@massey.ac.nz.

Check out http://www.massey.ac.nz/massey/student-life/services-and-resources/international-student-support/international-student-support_home.cfm

ORIENTATION AND/OR MASSEY GUIDES

| | |
|---|--------|
| Participated in Orientation / Massey Guides | 39.16% |
|---|--------|

- 40 More orientation activities or guides available on the Ōteihā Rohe side of campus
 A. The ASA is going to work with clubs and societies from both Albany Village and Ōteihā Rohe so that students don't feel left out.
- 41 More interactive "games" like hunger ball activity
- 42 You need to make more effort. I'm sorry to say this, but orientation is a little lame and more money should be allocated to improve the "activities".
- 43 Stalls to sign up for student clubs ASA
- 44 Love all the free food and things to interact
 A. There's lots of info about clubs at <https://www.asa.ac.nz/clubs>
- 45 Orientation week great. I had lectures the entire week
- 46 Orientation was great and I'm glad I made it. Unfortunately several classmates didn't get to hear about it at all which was bad since we had lectures throughout the week.
 A. We try our best to keep the timetable free each Wednesday 12-2pm however sometimes we do need to schedule classes. We have noted your feedback and will be discussing with the timetabling team.
- 47 Have one suitable for the mature students. We don't like to join in with the antics of the younger ones as it's not really on our level

- 48 Those geared towards mature students should be advertised more. There are a lot of us on campus.
- A. We would love some feedback from mature students as to what activities you would like so that we can get you to join in.
- 49 More activities for working students who can't attend orientation during working hours
- A. Great suggestions! You could also check out:
- http://www.massey.ac.nz/massey/student-life/starting-university/orientation/orientation_home.cfm
- http://www.massey.ac.nz/massey/student-life/services-and-resources/student-leadership-programme/massey_guides_home.cfm

RECREATION CENTRE

| | |
|------------------------|--------|
| Used Recreation Centre | 29.37% |
|------------------------|--------|

- 50 More after hours classes
- A. We have more than 20 classes per week and our peak time for classes is from 5:30pm – please check out the timetable for more information. If you have any other ideas of classes you would like, please let us know albanyrecreation@massey.ac.nz.
- 51 Are you offering dietary/meal plan advice?
- A. We have a Nutritionist available – please see the Recreation Centre reception for more information.
- 52 A few people think that we should have access to one free class in return for our high fees.
- A. Group Fitness Classes are included as part of membership to the Recreation Centre.
- 53 If a percentage of our student fees goes towards the gym, why do we still have to pay for a membership?
- 54 No gym fee as for a student at MU
- 55 I don't see why I should pay for this. Gym membership / membership in the recreation centre should cover this.
- 56 Please don't charge me for this. It should be a user pays service. I already go to a nicer gym, and it's unfair that I should have to pay for this.
- A. The Albany Recreation Centre Levy (Building Levy) fee allows all internal students access to the Sports Hall, and also allows all affiliated student clubs the ability to book the Sports Hall for club trainings, social gatherings, etc. There is an additional fee of \$154 (Academic Year) for Internal Students to join the Recreation Centre which includes the following services: Health and fitness Studio (Weights and Cardio Equipment, Group Fitness Classes and access to our Fitness Instructors for free fitness programming.

STUDENT ACCOMMODATION SERVICES

| | |
|-------------------------------------|--------|
| Used Student Accommodation Services | 16.08% |
|-------------------------------------|--------|

- 57 Way better info about accommodation outside of uni
- A. Head to the accommodation board located in the Student Lounge, Level 2, Student Central. Here you will find listings of private and rental accommodation available including flatmates wanted. Information is also available through local property management companies and TradeMe.
- 58 Better information about how to use this during block courses
- A. If we have beds available, we are happy to welcome students who are taking a block course. Please click this link [Accommodation for Block Courses](#)
- 59 Make it more affordable
- A. We are very mindful of the need to keep accommodation costs as low as possible, however accommodation is not subsidised by the University or student fees. Te Ohanga is 5 star Qualmark accredited which reflects the quality of the Village and the support it offers to student residents.

STUDENT EVENTS ON CAMPUS

| | |
|--------------------------------|--------|
| Participated in Student Events | 24.48% |
|--------------------------------|--------|

Following is a list of ideas received from students:

- 60 I loved the hoola hoop that was last semester, it was so fun and I wish we could have events like that more often.
- 61 Hula Hoops and crafts are not fun and I couldn't be bothered going this semester. Maybe you could do a carny theme? Free pop corn, make your own candy floss and DIY lollipops - like what the Takapuna old fashioned lolly shop does
- 62 More social events to meet people. And not just a movie on the student lounge, something that's actually original and cool, like a mixer or a Halloween party with decent rewards for dressing up. Eg \$150 for first prize. \$25 at a cafe is insulting.
- 63 One big Massey University ball per campus
A. The ASA holds an annual ball – this year it is Saturday 26 August – save the date!
- 64 Free food is always much appreciated.
- 65 More food stalls, more variety of food available other than what's on campus; e.g. international food festival on Wednesdays
A. An International cultural festival is planned for 23 August.
- 66 More events for the festival celebration in order to make International students more engaged with NZ culture
A. We are focussing on building activities on campus to celebrate international students. Check out <https://www.facebook.com/CampusLifeInternational/>. We are also celebrating Dragon Boat Festival and Samoan Language Week on 31 May
- 67 More free stuff
- 68 I almost always miss the Wednesday ones as my solid block of classes starts right on 12pm when these events usually start which is sad
- 69 A day other than Wednesday would be good. And there is more than 1 campus here at Albany.
A. Wednesdays 12:00pm-2:00pm we try hard to have a common timetable break so students can enjoy activities on campus. There are events on other days and evenings – please check out the Massey App
- 70 Make some available on the Ōteihā Rohe side of campus
- 71 Be nice to be informed well in advance
- 72 Events for mature students, e.g. new grad programmes for mature students, career support for mature students, more flexibility around deadlines for mature students with families and full-time jobs
- 73 as an older student, those events don't appeal to me.
- 74 Again, pls accommodate for the mature students so that the events are relatable to our age level
- 75 More for working students.

OTHER STUDENT SERVICES ACTIVITIES I WOULD LIKE TO SEE ON CAMPUS

Following is a list of other comments which we will also be working through to see what we can further improve for students.

- 76 More content related services. More proof reading, more seating areas, more computers, more computer courses, more parking spaces
- 77 heaps of free food every week since we pay heaps
- 78 Another food/cafe/foodtruck/cafeteria on Ōteihā Rohe side of campus (the only one there is pretty average!)
- 79 For a first year nursing student, we are based predominantly on the OR campus which is rather lacking in facilities/activities. Car parking is not that easily found/ shuttle service too infrequent for us to come over to the main campus regularly.
- 80 I would like to hire a locker for the semester. The temporary lockers in the Library is not helpful to me at all because I live 2 hours away from Massey University Albany campus. I would like to see some improvements at Ōteihā Rohe campus as well.
- 81 More parking please
- 82 A form that gives space to suggest anything about any topic, instead of what you consider relevant.
- 83 Waste of money if students don't use it
- 84 Eligibility for assistance with bus pass, part-time students do not qualify.
- 85 My feedback would mostly be, I am a single parent mother, a mature student doing one paper a semester at the moment. I find the fees high, and I don't have time to utilise the things the levy goes into. And I'm not eligible for any loan.

86 Something that will cater to mature students

87 I'm happy to pay for a stepped SSL. I live overseas and have no use for the activities provided by this funding. If anything support groups on accessible third party social media may need funding in terms of time allowed for student reps.

The students' association (ASA) and Campus Life are taking your feedback on board. You are also welcome to get in touch with the [ASA president](#), and the [campus life co-ordinator](#).

Lots more information on the Student Services Levy, and how we communicate with students, may be found [here](#).

Campus Registrar Auckland

Tari o te Pouroki o Ōteihā

CampusRegistrarAK@massey.ac.nz