

STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY AUCKLAND CAMPUS - STUDENT FEEDBACK – Semester 2, 2017

Share your views on how your Massey Student Services Levy is being invested

Your Student Services Levy funds categories which fit within New Zealand Government requirements, as follows:

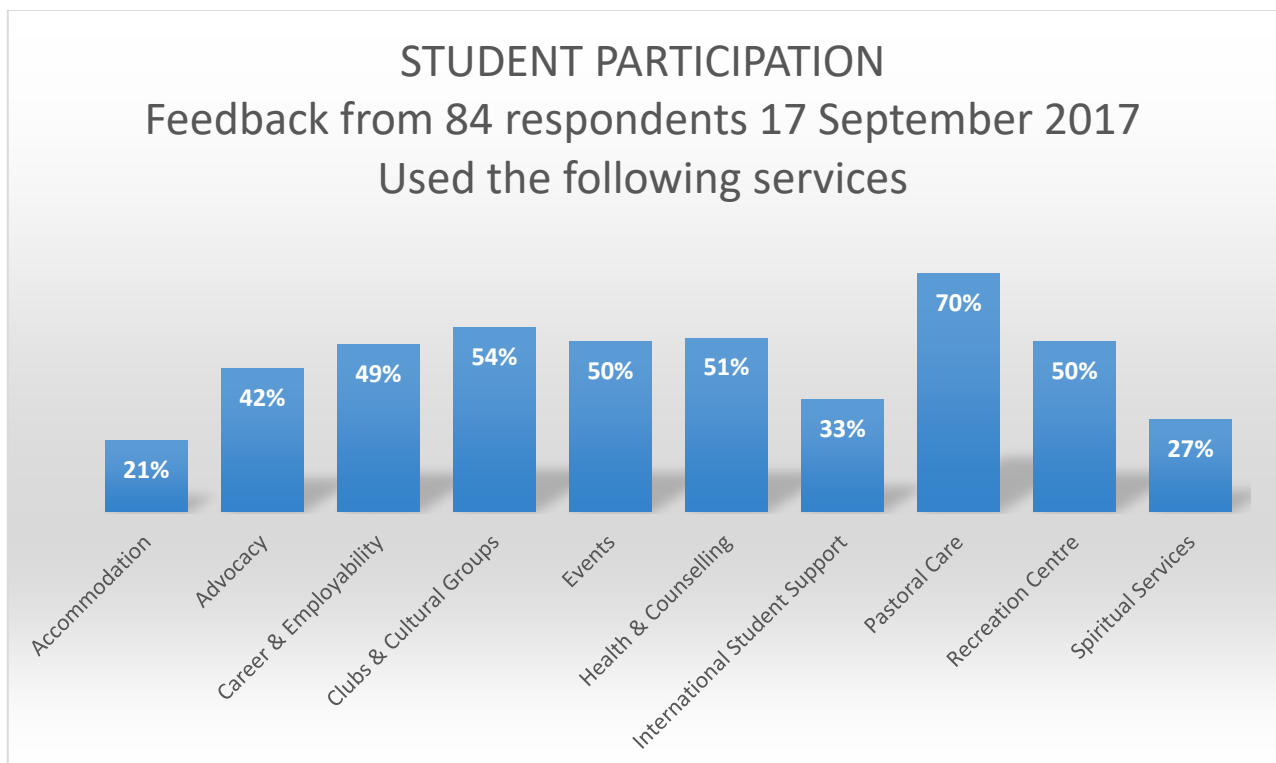
Advocacy and legal services	Student and faculty advocacy, Class Advocates system, legal and financial aid, welfare and hardship grants, Albany Students' Association (ASA) services
Career and employability service	Strengths@Massey, Careers advisors, Career Hub, career workshops, career expo, job interview and CV techniques, volunteers expo
Clubs, cultural groups, societies, sport and recreation	Cultural groups, sports academy, social leagues, sports and recreation, student gym, student clubs
Health and counselling services	Counsellors, doctors, nurses, flu jab, health promotion through seminars and workshops, medical centre and services
Pastoral care	Orientation, Massey Guides, International student support, spiritual support, accommodation service and residential assistants, student life events and activities
Student to student communications	Massive magazine, printed media, online communications

84 responses received.

I will be attending the student engagement forum on Wednesday 20 September @ 12 noon, Student Central social lounge (free food provided):

Yes = 37%

No = 63%



PASTORAL CARE

1. I have participated in *Orientation* (induction to Massey for all new students) and/or *Massey Guides* (student leadership programme):

Yes = 70%

No = 30%

Ideas and suggestions I would like to raise around *Orientation* and/or *Massey Guides* are:

- For orientation, I think the schedule could be listed in the Massey app with more details. It will help new students to check which events they need join in.
- Show on social media more
- Advertise it more
- Orientation should be more organised. Every student who is attending orientation, must get his/her respective department's invitation card (online) which must contain the name of school and guide instead of following a placard holding by a student guide.
- Could be longer and with more follow up.
- Perhaps send out info for those who can't attend ie maps, places to go, events etc
- Having a session for new students where information that students would find helpful, such as visa renewal
- Ensure that those doing tours know what they are talking about
- More parties
- Start organising events people will actually want to go to. Free food is just the bare minimum
- A few more free/cheap and enjoyable activities for larger groups of people to get to meet and greet with more people. Whether that be in the form of sports or similar, just an opportunity for people to meet others without awkwardness and have fun.
- No

Thanks for all the great feedback which we will consider as we plan for Semester 1 2018 Orientation. Students should know that there is really helpful information on the [Massey app](#). We will advertise this more during Orientation. For both new and returning International students, in addition to the Immigration NZ sessions on campus, we will also be running workshops on health insurance, and summer work visas so please do keep an eye on the Massey app for event updates.

2. I have used/ participated in *student events on campus* eg Wednesday social lunchtime series (12-2pm) such as hula hoop, St Patricks crafts, Pasifika time

Yes = 50%

No = 50%

Ideas and suggestions I would like to raise around *student events on campus*:

- I like the cultural events especially.
- More cultural, not just Māori or Pasifika
- Love when they play music. dance party all the way
- Advertise better but more importantly have more events that cater for more people and therefore more people would like to take part and get involved.
- I didn't know these things were on, came across then by accident.
- Just have classes on at that time
- What if students have classes then
- More tasty food
- Need healthier food and probably less (postgrad events)
- No
- I think it is great. I enjoy it very much.

ASA is really pleased with the number of events happening on campus, however we are very keen to hear from students if they know how we can better communicate with them. If you have any suggestions please contact campuslife.auckland@massey.ac.nz.

3. I have used **international student support** such as student visa renewal, international pastoral care
Yes = 33%
No = 67%

Ideas and suggestions I would like to raise around **international student support**.

- New staff, not familiar with the work yet.
- I am so disappointed at them. They are not trying to help and super rude
- I think this is the worse service that Massey has. They do not provide the right advice, always given wrong information. They never reply emails. I tried to avoid this office.
- no
- No comment as I'm not an international student.

We appreciate your honesty. Our team works hard to provide a range of support to international students, including pre-arrival information, pastoral care as well as visa and insurance assistance. A key focus at this time for the International Student Support service is to plan how they deliver a better service to students. If you have any concerns or suggestions about the international student support service, please contact the Student Life Services Manager, studentservices.auckland@massey.ac.nz.

4. I have used **spiritual** services such as Peace week, spirituality groups, chaplaincy, pastoral care
Yes = 27%
No = 73%

Ideas and suggestions around **spiritual** services I would like to raise:

- I know there is a Peace week in next week. Maybe after that I will have some ideas.
- I would recommend spreading the word a bit more about the chaplain and maybe having a chance for reconciliation at points during semester for those who are interested.
- No
- No time for it
- More bread needed
- I've used the JP services there.
- Just availability as usually have class or work

Our chaplaincy team offers pastoral care and social support to students, and is very engaged in activities such as Peace week, Spirituality week, and more recently other initiatives such as the Suicide Awareness (# 606 is too many) exhibition. Keep up to date with Chaplaincy events and activities on the [Massey Chaplaincy facebook page](#) and the [Massey app](#).

5. I have used / participated in **student accommodation** services and activities at Te Ōhanga, our student accommodation village:
Yes = 21%
No = 79%

Ideas and suggestions I would like to raise around **student accommodation** services on campus:

- Not staying in accommodation at Massey.
- too expensive
- Very expensive accommodation fees
- No

We know that Auckland is an expensive city to live in compared to other cities in New Zealand. It is difficult to compare Te Ōhanga with a room off campus. On-campus accommodation fees include power, water and heating, 24 hour staff/security support, and you have no travel costs getting to campus as you are already living on campus. Our feedback from residents tells us they love [Te Ōhanga's](#) community vibe, and many want to stay on for more than their first year.

CLUBS, CULTURAL GROUPS, SOCIETIES, SPORT AND RECREATION

6. I have used/ participated in **student clubs, societies or cultural groups** such as Badminton club, Speech & Language Therapy club (SALT), Albany Massey Engineering Students Association (AMESS), Malaysian club, Movie club, Investment club, Clubs day

Yes = 54%

No = 46%

Ideas and suggestions around existing **clubs, societies or cultural groups** I would like to raise:

(if you would like to start a club check out <https://www.asa.ac.nz/clubs/starting-affiliating-a-club>)

- Ensure more awareness of clubs
A list of current clubs is found here <https://www.asa.ac.nz/clubs/clubs-list> or on the Massey app.
- I love table tennis club!
This is a great club run by some excellent students.
- The Badminton Club is very well run and has excellent participation.
This is also a very popular club and has very active members. We love watching this club play.
- More cultural activities (music, theatre, festival)
- Cultural and sports activities
- Sports events
We would love to hear your suggestions, contact clubs.auckland@massey.ac.nz.
- Just more social sport and other activities for groups of people or individuals to meet others and enjoy themselves. It's always good to get some oxygen so outdoors during summer would be ideal!
We have lots of activity going on in the Recreation Centre (check the Massey App for details) and will look into providing some outdoor activity around student central in the warmer months.
- Again, the food is not healthy, and i think that more support by way of \$\$ is needed to enable clubs to function beyond a BBQ
- Please start giving clubs more money. It is currently impossible to start a club with the pathetic amount of money they get allocated. They are forced to almost meet, or expect students to chip in - which just turns people off.
There are club funds available, just talk to ASA or the clubs and activities co-ordinator. To date the total club fund has been sufficient for the demands from clubs, and when demand exceeds the fund then a request for additional funding will be made.
- Affiliation hardly happens. People working there are very selective and buyest (*biased*)
Currently ASA has a number of clubs affiliated, and this number continues to increase each year. If you are having an issue contact clubs.auckland@massey.ac.nz who may be able to assist.
- No
- Language clubs eg conversation days where students learning languages can meet others that speak their target language that may not necessarily be taking it as a subject. This could include movie nights.
Great idea, watch this space.
- Is there one for Construction students?
Happy for you to lead the way to establish one: <https://www.asa.ac.nz/clubs/running-a-club>.
- Would be great to have chances for more social sport. This is something I may try start up myself but is still a suggestion in the meantime.
Check out the Rec Centre tab on the Massey App – there's lots happening.
- Somewhere for mature students.
- I am unaware there is any support, or a place to go for mature students.

ASA is really keen for some mature students to get together and form a club. Check out <https://www.asa.ac.nz/clubs/running-a-club>.

- The Māori association needs to be able to have more presence on campus
- Need to be more Māori presence on campus
- More cultural events eg Māori culture and presents on main campus
- More acceptance of different cultures and more Māori events
- Te Reo lessons
- Is there a specific team for Māori and Pasifika support?

Sure is. This comes under the Office of the Assistant Vice-Chancellor Māori and Pasifika. There are also Pasifika staff in the Centre for Teaching and Learning. ASA will be working closer with Te Waka o ngā Akonga Māori, the Māori students' association, to ensure that our treaty partners are very evident on campus. Check out <https://www.asa.ac.nz/clubs/twonam>.

If a club is keen to put on an event that benefits the whole campus but feel they don't have sufficient funds, please get in touch with clubs.auckland@massey.ac.nz.

7. I have used / participated in the **Recreation Centre** eg student gym, kick boxing, belly dancing, sports, weights, zumba

Yes = 50%

No = 50%

Ideas and suggestions I would like to raise around **recreation** services on campus:

- Gym membership at student prices should be offered to distance students as well. I am studying Master of Applied Social Work and this year, since most of our classes are block courses, we are not categorised as 'internal' even though we study at Albany
Membership [options](#) are available for both Internal and Distance students.
- Why the price of one year and is similar to the price of half year, it is unreasonable.
We want to encourage students to become a full year member which is why the annual cost is more attractive.
- Cheaper rates for classes
Classes are included in your Recreation Centre membership fee and casual rates are also available.
- I find it frustrating how much we have to pay for the rec centre when we don't use it.
- This should be removed from my student levy. I'm unhappy with the campus gym and currently go somewhere else. It is incredibly unfair that I still have to pay for it. It should be user-pays.
- Better student engagement with more Massey funding and no compulsory rec centre levies. In the real world, the user pays. Your gym should be no different.
Yes, we agree the fees structure may appear to be complicated. Lots more detailed info can be found [here](#) which may help to clarify your questions a little more.
I know the gym is already cheap but I still can't afford it and would love to go (so I do kick boxing when I can afford it)
We would love to be able to help too – please come and see us for a discussion.
- If not attending classes be able to park in the gym parking!!!!
Recreation Centre parking is for community members and is restricted to a two hour time limit.
- Seems to be working well from what I have heard. Would like to know however if clubs can use the facilities (courts) free of charge?
Yes they can – please contact clubs.auckland@massey.ac.nz.
- Sports groups need more funding, students should not have to front up with \$\$ to represent Massey in their sports teams at regional and national tournaments!!
- Use gym. Toilets, changing room and shower areas always dirty, no shampoo and soap.
We are aware of this and have plans in place for an upgrade of changing rooms over the next 12 months.
- Very friendly and flexible staff - I play futsal there.
Glad you are enjoying futsal!
- I love the staff in gym, they are really nice.

Thanks for the comment, we will pass this on to the team!

HEALTH AND COUNSELLING SERVICES

8. I have used *health and counselling* services on campus such as flu jab, doctors, nurses, counsellors, health workshops

Yes = 51%

No = 49%

9. What is a reasonable time to wait for an appointment to see a:

Counsellor	1 day 56%	2 days 14%	3 days 17%	1 week 8%	2 weeks 1%
Nurse	1 hour 62%	2 hours 18%	3 hours 5%	4 hours 7%	1 day 8%
Doctor	4 hours 58%	1 day 27%	2 days 5%	3 days 10%	1 week 0%

Thanks for the feedback on a reasonable time to wait to see a Health & Counselling professional. Currently, the wait time for a nurse is around 15 minutes depending on urgency. Appointments with a doctor are scheduled as available and in most cases to suit a patient's timetable. Our registered nurses offer a triage service for patients who require urgent treatment and who have been unable to get an appointment with the doctor on the same day. The nurses are also able to arrange for a patient to see a doctor that same day if it is urgent. For non-urgent cases, if a doctor is not available, International students and casual patients (not enrolled at the Health and Counselling Centre) will be referred to a local accident and medical centre or to their own GP.

10. What do you expect from your *health and counselling* services, and what would a better service look like for you?

- I really really love the services offered here.
- I'm satisfied with the service. Maybe some workshops for new students during induction eg on staying healthy etc.
There are counselling workshops during semester 1 and 2 orientation focussing on services offered at the Health and Counselling Centre, and group workshops available during the year.
- Medical services are outstanding
- All fine
- Everything is fine
- They are more than excellent
- Good service, reassuring doctors
- Better prepared doctors that don't cancel appointments
Occasionally we may not have a doctor on site due to unforeseen circumstances. Every effort will be made to contact the patient to offer an alternative appointment. You will also be able to speak to the nurse.
- Longer doctors appointments
As with all NZ medical practices, doctors and nurses have 15 minute appointment slots. Students can ask to book a double appointment - this would usually incur an additional cost.
- For the counsellors to be more helpful
If you feel that you are not receiving the help you require, in the first instance please discuss with your counsellor, or contact the Health & Counselling Centre manager. We have a range of therapists available and you are within your rights to ask to see a different therapist if your needs haven't been met.
- Not so intimidating
- Help to overcome the issues affecting, mainly, my academic life
- No

- One where the psychologists and Doctors actually communicate and work together when treating the same patient - unlike operating separately, as they did with me. Bizarre they don't do this already. They're literally across the hall from each other

During an initial assessment with a therapist, you will hear that practically all information is kept confidential. However, with the patient's consent, the doctors, counsellors and nurses can and do communicate and work together to provide best care for our students.

- Reasonably priced, precise
- Should be cheaper in fees.

There are set fees, but these charges can vary depending on the service given. We are mindful to offer a cost effective service. There is the possibility of special funding for our patients who are enrolled with us as their main health provider. Counselling services are free of charge.

- Too many times there has been no doctor available for several days at a time forcing me to go to the local A&E and pay big \$\$
- If urgent you will be seen the same day. Please make an [appointment](#) or telephone the nurse to assess the urgency.*

- I don't expect much as I attend a doctor off campus if I require one.
 - Faster response or have appointment slots that can book rather than wait for counsellor to reply if they are available
- We have a duty counsellor on each week day for urgent situations. Online referrals are viewed daily and patients are seen according to urgency.*

- Online questions and answers
 - We need more counselling appointments per semester, or if you want it to be like Auckland uni you need to have a DEAR (basically a decline in current mental illness) consoler available, please its so so so important
 - *Students at Massey are able to access more appointments with a counsellor, and there is a duty counsellor appointment slot daily for any student who is at risk.*
 - Perhaps telephone counselling could benefit those who need help immediately during a crisis.
 - *Skype consultations can be arranged on an as needs basis. We do not usually offer telephone counselling.*
 - Less waiting time.
 - When I used the counselling service, it would have helped if the wait times were shorter.
- Patients are seen depending on urgency levels.*

Lots more info on our Health and Counselling Centre may be found [here](#). We are located in Student Central on Level 2.

11. Would you be prepared to pay more for a better service?

Yes = 56%

No = 44%

ADVOCACY AND LEGAL SERVICE

12. I have used the **advocacy** services provided by the Albany Students' Association (ASA), eg class advocates, legal and financial aid, welfare and hardship grants, student and faculty advocacy

Yes = 42%

No = 58%

Do you have any ideas and suggestions you would like to share to improve the **advocacy** service?

- Advocacy service for indigenous students is needed.
- *The ASA Advocacy service provides support to all internal students on the Auckland campus. However, you are welcome to connect with Te Waka o nga Akonga, the Māori students' association, <https://www.asa.ac.nz/clubs/twonam>, email te_waka@hotmail.com*
- Looks to work well.
- No

- Promote this more because I can guarantee you that maybe half of the student body do not know about the grants that they can have access too.
We are always promoting advocacy services. Health and Counselling, Disability, Chaplaincy and all University support services are aware of advocacy and refer students for Hardship grants. Grants are available to students that are experiencing hardship that is of a temporary and unforeseen nature, unusual and severe, and that threatens a students continued study at Massey.
- Advocacy should be separated from the ASA. I am disgusted that ASA is able to slash Adv funding to go to student events. It's a crucial, already money-starved campus service. It needs full autonomy
- Provide more funding towards ASA
The ASA and the University have negotiated a contract for 2018. Existing (2017) advocacy funding and services will be maintained, and the ASA will be receiving more funding in its total budget.
- Raise awareness of facility
The ASA promotes advocacy on it's website, [facebook page](#), posters around the University, diary, wall planner and also has a presence at Orientation. However, suggestions are welcomed regarding other ways to get the message out, contact advocacy@asa.ac.nz.
- They have admitted they have no influence over uni management and are therefore useless
The ASA and the University work well together. The advocacy service follows the University protocols, policies and procedures that are in place to resolve complaints and concerns, and always works hard to get a good outcome for students.
- Would be nice for them to sort out issues around harassment instead of the students having to push to be heard.
Massey University does not tolerate harassment or bullying. Any issues that arise of this nature, the ASA co-ordinator would work with the University. The network of harassment contact people is currently under review and will be ready for the 2018 year. Contact advocacy@asa.ac.nz.

CAREER AND EMPLOYABILITY SERVICE

13. I have used the *career and employability* service eg CareerHub, Strengths@Massey, career expo, job interview and cv techniques, volunteers expo
Yes = 49%
No = 51%

Do you have any ideas and suggestions you would like to share to improve the *career and employability* service?

- Have careers that are open not just to those about to graduate
- A number of employment opportunities available to students can be found on the [Student Job Search](#) portal
- I get the emails, but mostly it is not relevant to mature postgrads
Watch this space. We will be running more events for postgraduate students in 2018.
- I think there are not much employment information on the website. And I don't like the CV service. I don't think I get effective support and suggestion.
Have a look at the [career advice section](#) on the Massey website. We will be adding a link to this webpage on the Massey App. Our CV service is under review.
- useless
- I want to use it but keep forgetting
- More workshops about leadership and employment. Want to hear more from people already have experience in the workforce.
Watch this space. We are looking at more inter-departmental co-operation next year.
- Part time job agency / Finance help agency.
Employment opportunities can be found on the [Student Job Search](#) portal or [Career Hub](#).
- No
- Nope
- Have more appointments available or be able to set up a notification when more are added etc.
Appointments can be made via Career Hub or by contacting careersupport@massey.ac.nz.

The Careers and Employability Centre will be moving to Student Central which will give it much greater access. We will be working with the student population to enhance this service next year.

ARE THERE OTHER *STUDENT SERVICES* OR *ACTIVITIES* YOU WOULD LIKE TO SEE ON CAMPUS?

- ASA being active with the whole student body and not just the Engineering faculty
ASA is here to support all students and always looking for volunteers to get involved. Come and see us in Student Central, Level 2.
- Better food on Ōteihā Rohe side, can they get sushi to have a spot at Ōteihā Rohe
- Free food
We will be shortly seeking your feedback around food provided on campus – watch out for the survey coming your way.
- No, all good
- Not that isn't already here

Comments received that will be passed on to Facilities Management:

- More night time lighting at the Albany campus bus stop. At night, I do not feel comfortable there.
Thanks, we will get onto that! Twice a year the campus holds night time safety audits and students are welcome to participate. Student reps are also on the campus Health and Safety Committee.
- I'd also like to see a marae on campus.
So would we! A cultural centre is included in the campus master plan.
- Tiles by the Library are slippery as the rougher surface is rubbing off.
This is a trial product and is being investigated further.
- Smoking on campus, especially near the Library
Massey will be smoke free from the beginning of 2018 aside from a temporary smoking shelter and a temporary vaping shelter.

Comment received from Distance student will be referred to the Manawatū:

- A way to help distance students with study planning/if they get stuck. Emails are not as helpful as talking face to face.
If you are on campus you are also able to make an appointment with the Centre for Teaching and Learning for support.

14. I am a:

Domestic student = 70%

International student = 30%

15. Please indicate your year of study:

Year 1	Year 2	Year 3	Year 4	Year 5	Other
37%	32%	13%	5%	1%	12%

Thanks for your feedback – we really appreciate hearing your thoughts. We would also like to hear how we can communicate with you better. We currently use: Massey [app](#), Campus Life [facebook](#), ASA [facebook](#), Chaplaincy [facebook](#), Recreation Centre [facebook](#), posters on noticeboards on campus.

Lots more information on the Student Services Levy may be found [here](#).

Campus Registrar Auckland
Tari o te Pouroki o Ōtehā

campusregistrarAK@massey.ac.nz