

STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY

AUCKLAND CAMPUS STUDENT FEEDBACK – SEMESTER 1, 2018

Student views around which student services are of most value to supporting success

The compulsory Student Services Levy funds categories of student services which fit within the NZ Government's Ministerial Direction. Students shared their views across the campuses in May 2018 around which of these student services are of most value to supporting success. Summary of feedback from across the campuses:

 [2018 Semester 1 Student Feedback on Student Services Levy \(1,033 KB\)](#)

Further feedback from the AUCKLAND campus forum

Including comments raised on the feedback boards

Q. Use of the word 'value' in the question posed to students on the Student Services Levy feedback boards. Does this ask if the students are using the service or that they feel they need more of this service?

A. The feedback boards were manned by Massey University staff who asked students to vote for where they would like to see their Student Services Levy by posting 10 dots on the feedback boards. The percentages reflected in the pie chart reflect where students would like their Student Services Levy to be spent, not their use of the service or need for the service.

Q. Do you have data on how many students are using these services? Would be interesting to see how the students' usage of the services compares to the feedback?

A. The University collects data from students on their experience through the Student Experience survey which is done on an annual basis. When the Student Services Levy budget is drawn up, a number of factors are carefully considered, namely actual student usage of services, student feedback on how they would like their levy to be spent as well as liaison with key stakeholders such as the Student's Associations.

HEALTH AND COUNSELLING SERVICES

Q. Why is there a difference in the feedback between 36% and 18% for Health and Counselling?

A. 36% is the percentage spent for Health and Counselling Services in the Student Services Levy budget in 2017. This service includes the provision of a Health and Counselling centre on campus, medical practitioners, including Doctors, Nurses and Counsellors as well as health and wellbeing promotion and activities. We are eagerly awaiting the 2018 national budget to see if our service will benefit from cheaper medical charges, which would be savings that would be passed onto students using this service. 18% is the percentage of students on Auckland campus who provided feedback on where they would like their Student Services Levy to be spent.

Q. Students should be able to avail unlimited counselling rather than limiting it to only 10 sessions.

A. This service is available to all students, and we want to be sure that every student has the opportunity to use it.

CAREER, EMPLOYMENT AND ADVICE

Q. Job interview + CV technique needs more people. Increase physical presence of the career service

A. Lots more info on our [Career and Employability Service](#) is available. You are welcome to make an appointment with a consultant.

CLUBS, CULTURAL GROUPS, SOCIETIES, SPORT & RECREATION

Q. Cultural Groups Services should provide an inter-cultural group.

A. Great idea - check out the list of [clubs](#) already available, otherwise we would love you to start one.

PASTORAL CARE

Q. Better International Student Support - especially visa services.

A. Thanks for your feedback, we are working on it.

Q. As an International student I would like Massey to provide me with Massey T-Shirt, Bags, sweater... so that it will help me to promote Massey in my home country

A. We love your enthusiasm. We have a wonderful range of [alumni](#) products available through our online shop.

STUDENT TO STUDENT COMMUNICATION

Q. What is Student to Student communication?

A. Student to Student Communication includes channels where students communicate directly with students, such as the Massive Magazine and Massey Radio station. Massive magazine is written by students for students. With eight issues during the year, Massive is a monthly publication during semesters. Produced from Massey's Wellington campus, the magazine is distributed to all three campuses and is also available online at massivemagazine.org.nz. Radio Control is Massey student-run radio station. Broadcasting from its studios in the Student Centre Building in Palmerston North, radio control can be accessed on 99.4 fm or streamed live from their website, <http://radiocontrol.org.nz>.

Other comments raised

Comments raised unrelated to the compulsory student services levy will be forwarded to relevant teams.

CENTRE FOR TEACHING AND LEARNING

Q. More writing support people during peak months.

A. The [Centre for Teaching and Learning](#) has recently appointed a Writing Consultant, who can be located through the Library front desk, and is available for 15 minute consultations. Students can also make ½ hour appointments.

Q. More peer mentoring

A. Two teaching consultants in the Centre for Teaching and Learning are available for postgraduate support. In addition they are able to provide training for postgrad students who are tutoring.

CAMPUS OPERATIONS

Q. Parking spaces - there is a shortage of parking on the Auckland campus. Can't the University allow students to park on the grass behind Te Ohanga village? Provide more parking space.

A. We provide in excess of 1,200 parking spaces for students' use around campus, and this ratio of spaces to full time students compares favourably to other universities in NZ. Parking areas require appropriate resource consents - grassed areas are not consented and parking in these areas would not only breach resource consent conditions but also causes damage requiring increased maintenance. We encourage students to use sustainable and public transport options when possible.

Q. There is only one smoking shelter on campus and it is not centrally located.

A. We are committed to providing a smoke free environment on campus and offer cessation advice and support to those wishing to give up smoking. The smoking shelter is located a short walk from the heart of the campus via Student Central and/or the plaza. Vaping is considered an appropriate method of smoking cessation and we have provided a vaping shelter adjacent to the student accommodation village and in reasonably close proximity to the Library. These locations were chosen to ensure smoke and vapours do not enter nearby buildings nor impact on open areas around the campus heart while remaining accessible and as convenient as possible.

Q. Food is expensive in cafes inside the campus. Subsidize food cost. More diversity in food choices.

A. We have 7 different food offerings on campus to provide both diversity and a range of food pricings. We trust that the new offering in Study Break is meeting some of these needs and feedback to date has been extremely positive.

Q. No surveillance on garbage recycling

A. We love it that you are thinking about sustainability – please keep it up.

ACADEMIC - Need to improve service of course adviser. Hire more lecturers/experts in food technology. Improve the program structure and course design of food tech prog.

IT SERVICES - Should improve IT support. Improve student portal and the technical resources in the campus (printers and computers).

Student engagement on the compulsory student services levy



Thank you to students for sharing views around which student services are of most value to supporting success. Feedback will inform further engagement with student associations.

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