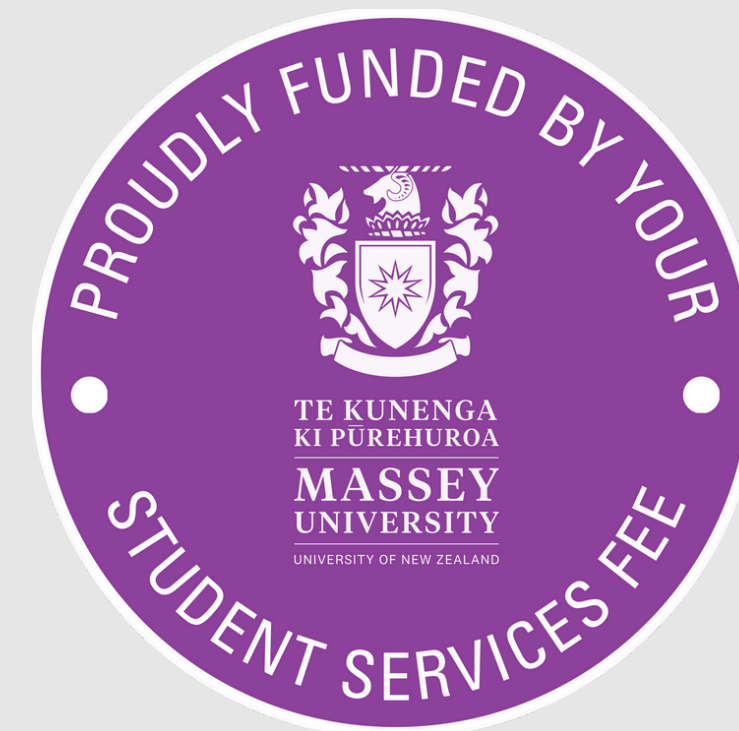


STUDENT VOICE | TE REO O TE TAUIRA



Student Services Fee

SURVEY RESULTS 06 2024

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01 THE SURVEY



Te Kunenga ki Pūrehuroa Massey University asked for your opinion about how the compulsory Student Services Fee supports your success, how important you think the services are, and how much the Student Services Fee charges should be for 2025.

The survey asked you to rank the services that are funded by the Student Services Fee (SSF) in order of their value to you as a student and to student life more broadly, and then asked your opinion on a proposed Student Services Fee for 2025.

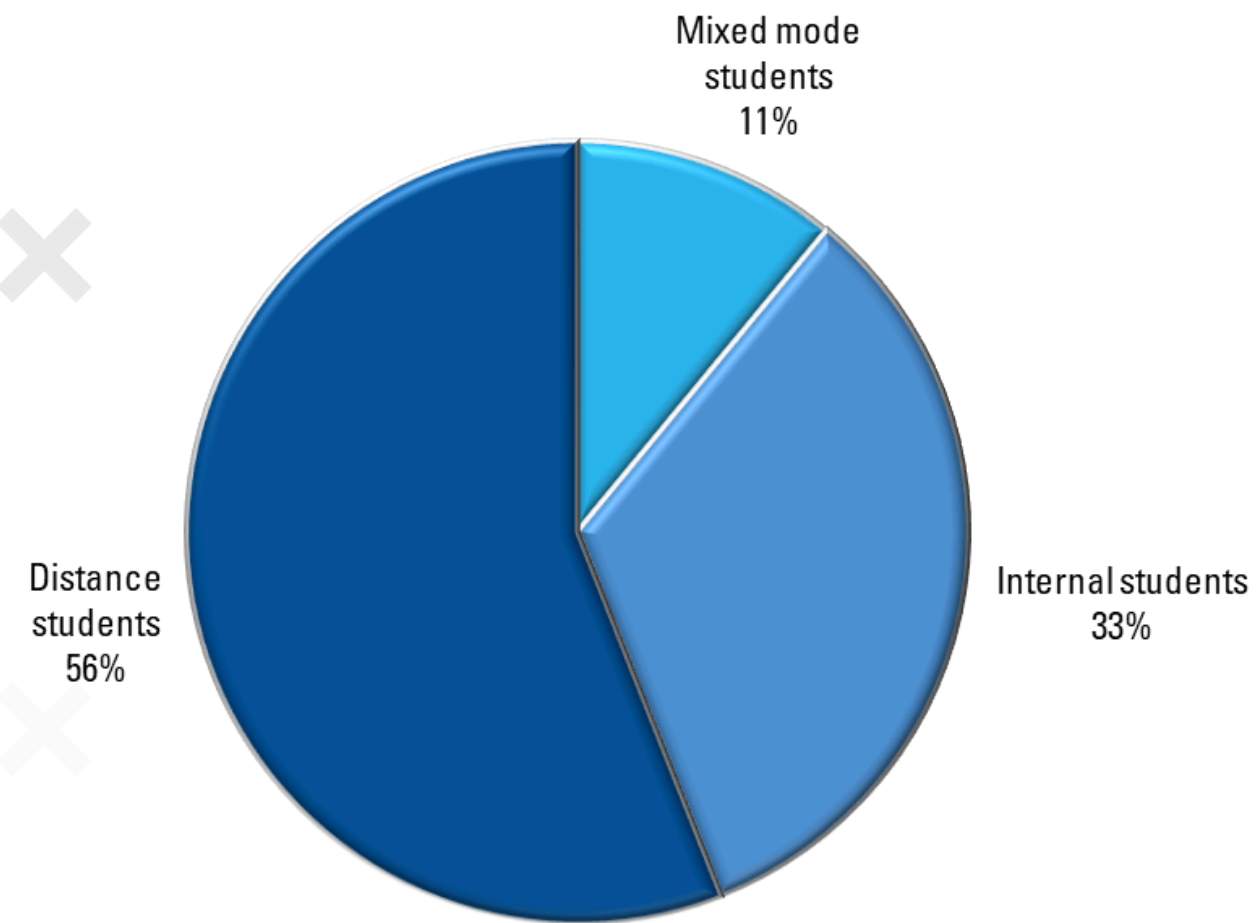
We ran the survey for three weeks in June 2024 and 1,235 students completed the survey.

All universities in Aotearoa New Zealand charge compulsory student services fees under specific guidance provided by the Government. These non-tuition fees are covered by your Fees Free fund and are included in your StudyLink loans.

This report summarises quantitative data, followed by qualitative data, and key findings from the Student Services Fee survey.

At Massey these funds are allocated in line with categories which fit within the government requirements.

02 QUANTITATIVE RESULTS



We know that all students do not use all services all of the time, but the services are available for students to access when they need them. You should consider the Student Services Fee as something similar to paying rates to a local council. Services are offered in a distance format and/or on campus location. Your students' association Te Tira Ahu Pae are contracted to deliver some of these services.

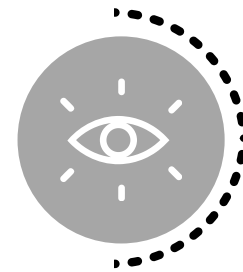
Of the completed surveys 56% were Distance students, 33% Internal students and 11% Mixed mode students.

Importance



The following tables show how students ranged the importance of various services within the categories on a 0 (low) to 5 (high) scale. Results have been clustered close to the mean.

Student representation, advocacy and advice 13%



Advocacy and advice - independent support to you through your students association Te Tira Ahu Pae	3.17
Initiatives to raise student voice	3.03
Class representatives - working to address course delivery issues on behalf of class - Te Tira Ahu Pae	2.72
Rainbow takatāpui student events and services	2.62
Te Tira Ahu Pae (students association) representation, executives and committees	2.67
Financial advice - running workshops and providing individual budgeting advice - Te Tira Ahu Pae	2.57

Student to student communication 2%



Online communication includes student portals, Te Tira Ahu Pae websites, facebook and instagram	3.39
Massive magazine is produced by your students association Te Tira Ahu Pae and is available on campus and online	2.50
Student radio is run by students for students, tune into Manawatū Radio Control 99.4FM - Te Tira Ahu Pae	2.13

Importance

0 (low) to 5 (high) scale



Student health 22%



Doctor and nurse services - only available at medical centres on campus	3.53
Health promotion including vaccinations, sexual health, immunisations	3.52
General health services including advice on diet, exercise, blood pressure, contraception, lab tests etc	3.36

Student counselling and care 23%



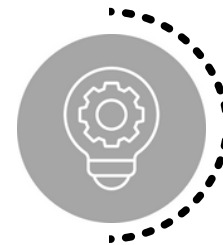
Counselling by trained and registered counsellors to help you find ways to work through and understand personal, social or psychological issues on a professional basis	3.65
Pastoral care and support services to help you overcome obstacles and maintain personal wellness are provided by a range of staff who run workshops and events to promote wellbeing	3.19
Pacific Student Success pastoral care supporting Pacific students	3.19
Te Rau Tauawhi pastoral care supporting Māori students	3.13
Spiritual wellbeing - chaplaincy service, prayer centres, meditation workshops, creative and break out spaces, interest groups and clubs	3.09

Importance

0 (low) to 5 (high) scale

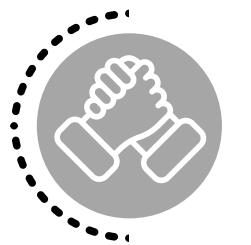


Student development, career and employment support 12%



Student Job Search - access to SJS - Te Tira Ahu Pae	3.36
Massey Career Centre online tools, resurces and NZUni Talent jobs portal	3.22
Career readiness events and webinars featurning alumni and employer recruitment presentations	3.19
Career development guidance workshops, webinars and programmes	3.15
Massey Guides - students supporting orientation, mentoring, building leadership skills	3.04
Student Development programmes - Leadership Series, Strengths@Massey, Campus Co-Lab	2.93

Student clubs, cultural groups, sport and recreation 16%



Sport and recreation centres on each campus, including social leagues, access to recreation spaces/facilities, and support for running sports clubs	3.25
Student clubs, cultural groups, events online and on campus - Te Tira Ahu Pae	3.11
Activities promoting engagement in sport and recreation	3.11
Admin support including activity grants for clubs - Te Tira Ahu Pae	3.03

Importance

0 (low) to 5 (high) scale



Student achievement support 12%



Prep 4 Study - easing the transition to study by providing an opportunity for new students to connect to each other, their community and services	3.19
Data driven support - using data to identify students who might need additional support and reaching out to them	3.11
Proactive coaching - reaching out to students who may be facing challenges, helping unlock potential using the GROW model and coaching techniques	3.10

Student Achievement is support reimagined, using data analytics to identify the students who are likely to struggle, fail or drop out, reaching out before this eventuates.

This service is an outreach programme designed to support students in need.

Importance

0 (low) to 5 (high) scale



Top and bottom ranking results: the following two tables demonstrate the five highest and five lowest ranked services

Five most important ranked services

Counselling by trained and registered counsellors to help you find ways to work through and understand personal, social or psychological issues on a professional basis	3.65
Doctor and nurse services - only available at medical centres on campus	3.53
Health promotion including vaccinations, sexual health, immunisations	3.52
Online communication includes student portals, Te Tira Ahu Pae websites, facebook and instagram.	3.39
Student Job Search - access to SJS - Te Tira Ahu Pae	3.36

Five least important ranked services

Te Tira Ahu Pae (student association) representation, executives and committees	2.67
Rainbow takatāpui student events and services	2.62
Financial advice - running workshops and providing individual budgeting advice - Te Tira Ahu Pae	2.57
Massive magazine is produced by your students association Te Tira Ahu Pae and is available on campus and online.	2.50
Student radio is run by students for students, tune into Manawatū Radio Control 99.4FM - Te Tira Ahu Pae	2.13

03 FEE ALLOCATIONS 2025



CURRENT FEE ALLOCATION 2024

YOUR SUGGESTED ALLOCATION 2025

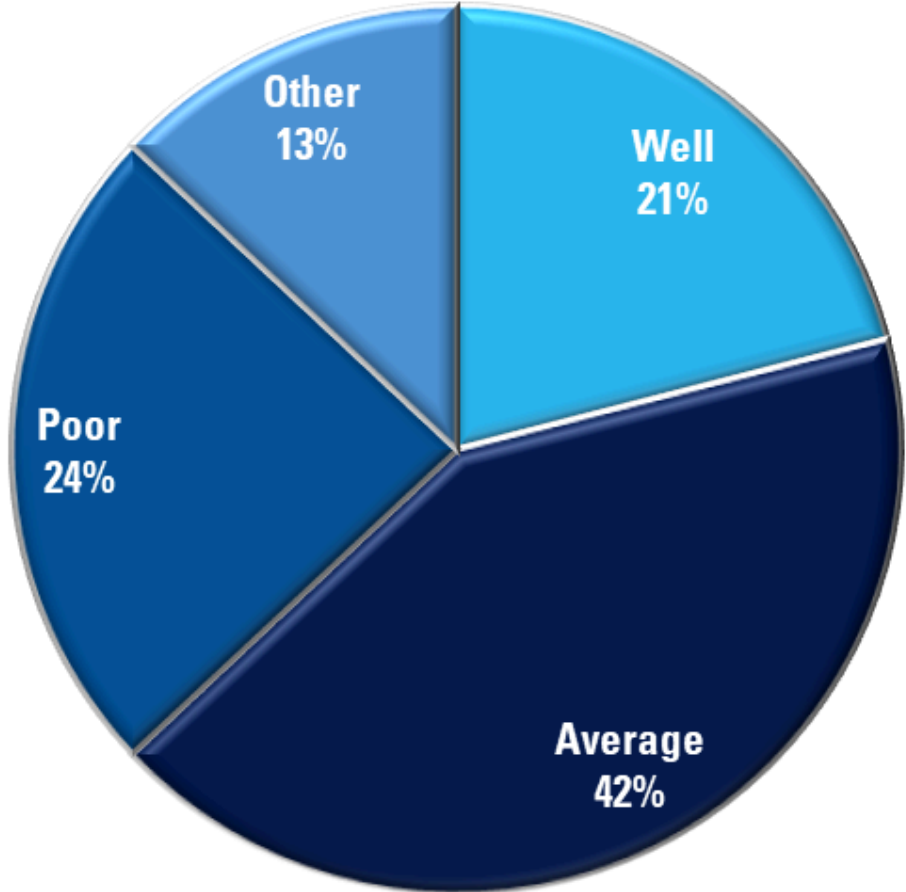
Student representation, advocacy and advice		13%
Student development, career and employment support		12%
Student to student communication		2%
Student health		22%
Student counselling and care		23%
Student clubs, cultural groups, sport and recreation		16%
Student achievement support		12%

→	12%	↓
→	15%	↑
→	5%	↑
→	21%	↓
→	20%	↓
→	14%	↓
→	13%	↑

Your students association Te Tira Ahu Pae



Q: How well do you feel represented by Te Tira Ahu Pae?



Te Tira Ahu Pae is your student association. They provide a range of student services and representation services, paid from your Student Services Fee.

Massey sub contracts Te Tira Ahu Pae to deliver these services on behalf of students.

04 QUALITATIVE RESULTS



There was a range of feedback, complaints, concerns, admiration, success stories, suggestions and comments from many students.

The **Student Services Fee Advisory Group** are currently investigating this data to find trends and to confirm areas of investigation and reconsideration.

At this stage, we can see there was considerable feedback from students about lack of access to or awareness of services, particularly those students who study by distance and do not live in proximity to any of the campuses. There was also significant feedback from distance students about the services not being relevant or perceiving them not being available to them.

There continues to be a need for more promotion of services, and emphasis that most services have an online offering.

The qualitative data was provided to services so that they could consider your comments.

Services have read through your comments, and provided some actions as a result of your feedback in the next section.

Feedback from services

From your comments we will ...



Student representation, advocacy and advice

Student representation

- Promote the Representation pages of our website through social media, including our Representation Radar, Elections etc. so that you can be better informed of our projects.
- Close the loop and provide feedback to the student body after undertaking consultation.

Advocacy and advice

- Work on marketing of our advocacy service so that more students are aware of the assistance available from our advocacy team and its relevancy to them.
- Further develop resources and workshops on issues affecting students that we identify from our advocacy work.
- Continue our commitment to providing responses to hardship applications that gets the money to the student quickly.

Class representative programme

- Continue to develop resources to assist our volunteer class representatives to fulfil their roles.
- Update information on our website regarding the class representative programme so that students who are not class representatives understand the role of their class representatives.

Student development, career and employment support

Communication

- Enhance promotion of our services, particularly to distance students.
- Better promote employment opportunities, both student roles working for Massey and graduate roles posted on your NZUniTalent jobs board.
- Improve signposting for students currently in work, and older students, to relevant career related resources currently accessible through Massey Career Centre online.

Resources

- Design initiatives for the career and development needs of those seeking a career change.
- Plan, design and deliver enhanced resources for distance students, focusing on the range of services available no matter what stage students are in their career journey.

Staffing

- Seek approval for a Wellington based Careers Consultant.

Feedback from services

From your comments we will ...



Student to student communication

- **Communication** – work on a communications strategy so that students know about Te Tira Ahu Pae services.
- **Awareness** - Massive Magazine will advertise their mailing list that delivers the magazine directly to an email inbox. We will also use Massive Magazine and Radio Control to provide more information and connections for both on campus and distance students.
- **Live events** - Radio Control will be holding more live events on campus to promote both the Radio and Te Tira Ahu Pae.
- **Radio Control** - will extend their search for Massey student musicians that they can showcase to students outside of the Manawatū campus.

Student health

- **Access** – explore online/virtual consultations to understand how this could be utilised, especially for distance students. The pre-dominant consideration is student safety, but there are many other factors such as expectation management, sustainability and costs.
- **Awareness/comms/education** – review current health information/ to ensure they details are accurate and up to date, alternative avenues will also be explored to increase awareness. Ensure that future comms, education and health promotion will be driven by analysis of the predominant student health presentations.
- **Relevance** - focus on culturally competent services via a framework to be developed with Māori and Pacific staff/students. This will be in consultation with the Wellbeing Advisors Māori Pacific, and Senior Advisor Māori. Continue mandatory training programs for all staff, on rainbow issues, sexual harm, and Te Tiriti.
- **Affordability** – continue to review expenditure to ensure effective and efficient use of funding.

Feedback from services

From your comments we will ...



Student counselling and care

- **Online self-help program:** promote online self-help programs that offer flexibility for users to engage at their own pace while ensuring access to professional support. Ensure the program includes resources and tools for effective self-help and crisis management.
- **Enhanced social media presence:** create a social media strategy to increase the visibility of resources, platforms, and events. Develop a network of peer champions who can advocate for and facilitate support activities, while working under the guidance of professional staff to ensure consistency and quality.
- **Hybrid on-campus and distance learning:** ensure that at least 60% of on-campus activities are also available remotely, with particular attention to providing support for neurodiverse students. This includes creating accessible materials and interactive online sessions.
- **Cross cultural and inclusivity training:** continuing mandatory training programs for all staff, on rainbow issues, sexual harm, and Te Tiriti. Focus on cross-cultural interventions led by Māori and Pacific staff to promote an inclusive and supportive environment.
- **Spiritual support and advisory groups:** establish Spiritual Advisory Groups on each campus to cater to diverse spiritual needs in accordance with Te Whare Tapa Whā. Promote chaplaincy services nationally, ensuring alignment with treaty obligations and facilitating interfaith dialogue on a semester basis.

Student clubs, cultural groups, sport and recreation

Clubs and cultural groups

- Undertake consultation to identify what distance students' needs are in the clubs' and events spaces to resource them appropriately.
- Further develop resources to allow clubs and students to better connect.
- Extend more opportunities for clubs to advertise on Te Tira Ahu Pae platforms.
- Provide more opportunities for distance students to connect with in-person clubs.
- Ensure that our club grant processes remain transparent and flexible so that clubs can meet their goals.
- Design our in-person and distance Orientation weeks to facilitate connection between students.

Sport and recreation

- Extend our Manawatū Social League programme in Semester Two 2024 and will be providing more opportunities to engage in "fun" activities for 2025.
- Continue to grow and develop active programmes that provide students with opportunity to learn and understand the benefits of physical wellbeing. These programmes are free for ALL students.
- Double our yoga classes in Wellington from two to four this year, and have just purchased two new items – one stair climber and one Smith machine.

Feedback from services

From your comments we will ...



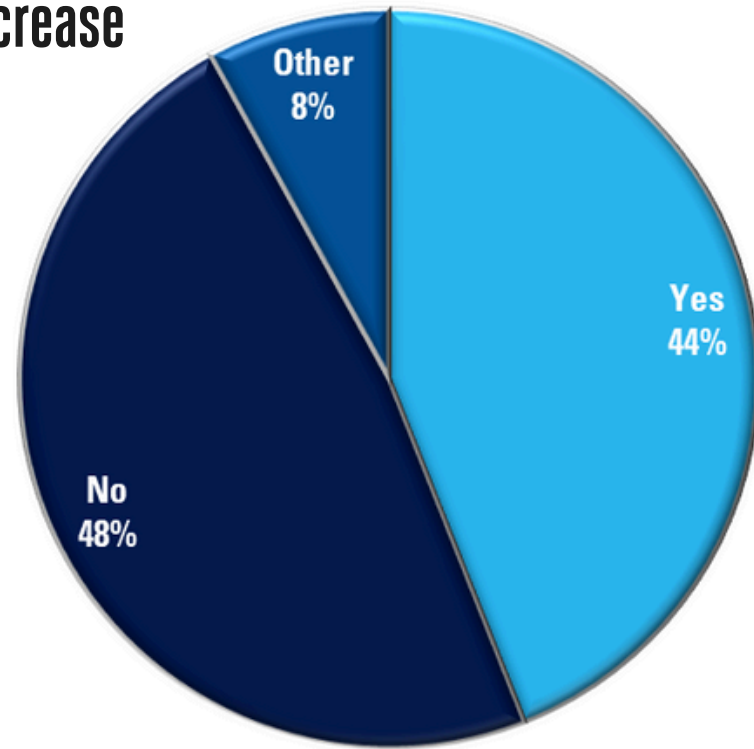
Student achievement support

- **More awareness of Prep 4 Study suggested** - double the promotional communication for semester two and will evaluate the result of those. We have also developed a 10 week comms plan leading up to the start of the first semester for new students that we hope to roll out in semester 1, 2025.
- **Feedback that the initiatives are missing students later in the semester** - currently we rely on teaching teams to identify and refer students who start to struggle later in a semester. As part of our improvement processes, we are developing additional data tools to help us identify students who are struggling in the later part of the semester. We believe this will be more timely and more comprehensive than the existing referral system.
- **Feedback that the service is not needed by students who are doing well** - we will develop an improved referral form that staff can use to alert us of students in need. Unexpected life events can happen to any student, at any time and when the unexpected does happen, we're here to support students stay on track with their studies.
- **Feedback that not all students in need of support are receiving it** - we are constantly looking for ways to do more with the resources we have. We are currently exploring the adoption of new technologies into our work practice to improve our efficiency; this will allow us time to support more students. Examples include using AI tools for summarising support that has been provided (reducing administration, while increasing the number of students we can work with), and further enhancements to our data visualisations to improve ease of use and more easily identify support needs.

05 PROPOSED STUDENT SERVICES FEE 2025



Proposed 3.5% fee increase



With the running costs of services continuing to rise, the decision was made to propose to students a raise in fees to cover inflation costs rather than retain the current fee and reduce services.

Feedback from the survey showed that 44% of students agreed with the proposed 3.5% (inflation) price rise and 48% of students disagreed. 8% of students abstained and posted comments. The distance students results in particular showed that they disagreed with the price rise.

The **Student Services Fee Advisory Group** was set up late 2023. Their goal is to provide a forum for the University, Te Tira Ahu Pae, and student representatives to share information, perspectives and guide the use of the Student Services Fee to support students in their journey at Massey University. It is made up to 4 Massey staff, 4 Te Tira Ahu Pae staff, and 10 student representatives.

The Student Services Fee Advisory Group considered the rising cost of running services, and the rising cost of living. Taking into consideration the specific feedback from distance students, it was agreed to recommend a 3% price rise for distance students and a 4.5% rise for internal students.

It was recognised that the service is valued by many students, but that a focus needs to be applied to understand and respond to the distance students feedback.

2025 FEE OUTCOME AND NEXT STEPS



The proposed fee increase of 3% for distance and 4.5% for internal papers has been agreed to by the Deputy Vice-Chancellor Students and Global Engagement

The proposed 2025 fee has been submitted to and approved by the Fee Setting Committee

Submitted to the Senior Leadership Team for approval

Submitted to the University Council for approval

06 MASSEY COMMENTARY



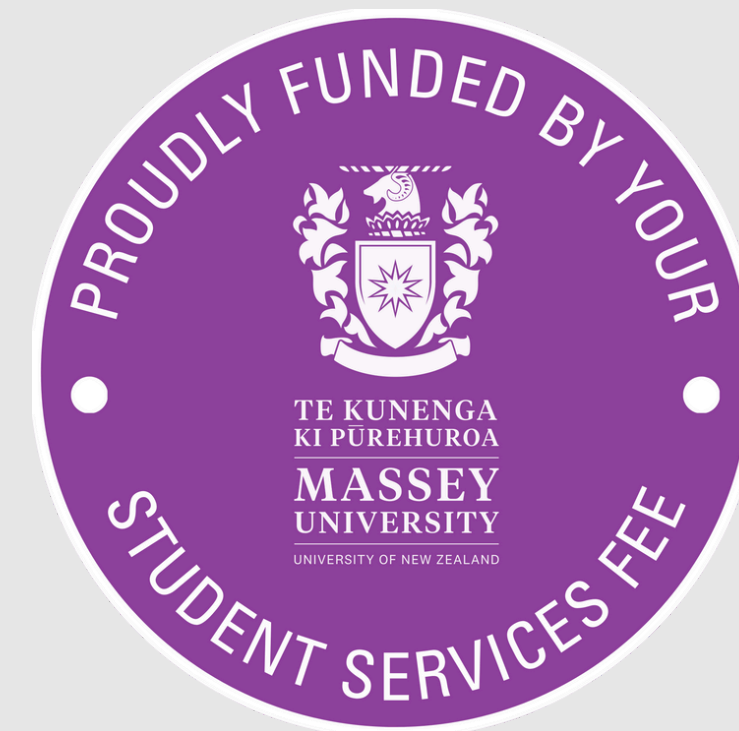
We are very appreciative to all the students who filled in the Student Services Fee survey. We have provided feedback from the services on a range of initiatives, changes and considerations as a result of your feedback.

The Student Services Fee Advisory Group will continue to review the feedback, and in particular focus on the feedback from distance students and their views on the Student Services Fee.

Discover more info on the Student Voice section of student life intranet MyHub



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Student Services Fee

SURVEY RESULTS 06 2024