

# Student Services Fee

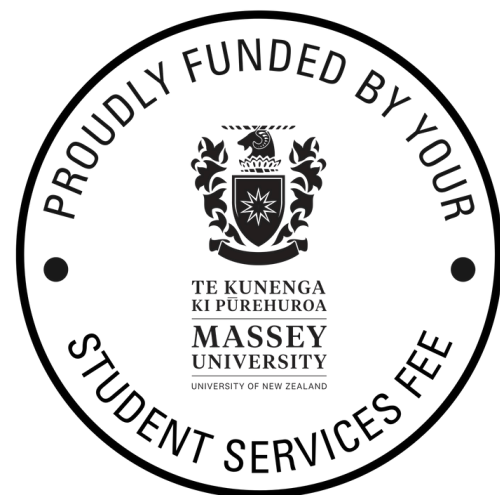
SUPPORTING YOUR SUCCESS IN 2024

# HOW YOUR STUDENT SERVICES FEE WAS USED IN 2024

Supporting your study journey and enhancing your academic experience

Te Kunenga ki Pūrehuroa Massey University uses the compulsory Student Services Fee to support your success. All universities in New Zealand charge compulsory student services fees under specific guidance provided by the Government. These non-tuition fees are covered by Fees Free and Targeted Training and Apprenticeship Fund, and are included in StudyLink loans.

At Massey the Student Services Fee (SSF) is allocated in line with categories which fit within Government requirements. This end of year services report shows how your Student Services Fee was used in 2024.



STUDENT REPRESENTATION, ADVOCACY AND ADVICE 13%

STUDENT TO STUDENT COMMUNICATION 2%

STUDENT DEVELOPMENT, CAREER AND EMPLOYMENT SUPPORT 12%

STUDENT HEALTH 22%

STUDENT COUNSELLING AND CARE 23%

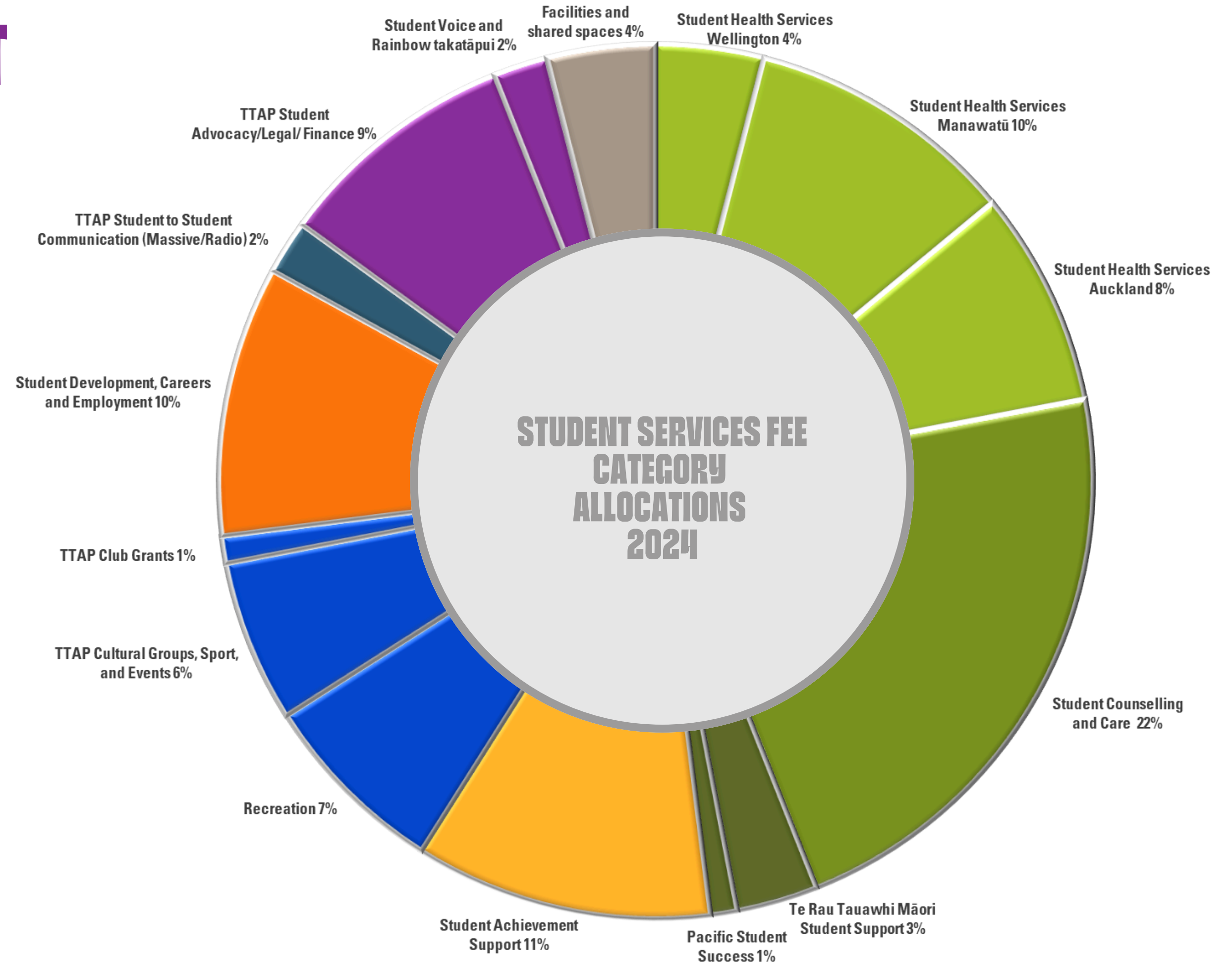
CLUBS, CULTURAL GROUPS, SPORT AND RECREATION 16%

STUDENT ACHIEVEMENT SUPPORT 12%

# HOW YOUR STUDENT SERVICES FEE WAS ALLOCATED

## Allocations in 2024

We listened to your feedback when deciding how to allocate the SSF for 2024 including dialogue with the SSF Advisory Group. At the start of the year we made a plan for the budget and projected the allocations. This pie chart shows a current prediction of how the funds are being used until the end of the year, including money for facilities and shared spaces, as well as support for Māori, Pacific and Rainbow students. We are demonstrating how the funds are spent within the New Zealand Government designated categories.





# STUDENT REPRESENTATION, ADVOCACY AND ADVICE

## Advocacy - Te Tira Ahu Pae

Advocacy is managed by independent entity Te Tira Ahu Pae who are contracted by Massey to provide this service to all Massey University students. They can help students with both academic and welfare issues that may negatively affect their time at Massey. Our team has an advocate on each physical campus and also available online.

Te Tira Ahu Pae also offer the minor hardship grant of up to \$150 for students who run into unexpected financial obstacles.

I want to express my deepest gratitude for your immense help. Your assistance has been truly invaluable and I genuinely appreciate it.

I am very happy with the outcome of the situation. I just wanted to say thank you for support and advice throughout this.

I would like to begin by expressing and reiterating my sincere appreciation for your continuous support and assistance during this time.

### Some stats for 2024

January - September 2024

ADVOCACY CASES	Number
Number of cases	196
Academic	50
Academic/Welfare	53
Hardship	229
<b>Total</b>	<b>528</b>

STUDY LEVEL	Number
PhD	33
Postgraduate	93
Undergraduate	386
Unknown	18
<b>Total</b>	<b>530</b>



HARDSHIP GRANTS	Number
Number of students that applied for financial support	229
Auckland	\$3,750
Manawatū	5,890
Wellington	\$6,450
Distance	\$17,700
<b>Funding total approved</b>	<b>\$33,790</b>

WORKSHOPS DELIVERED	Students attended
Meet the advocates (0 week)	2
3AIs (Artificial intelligence, academic integrity, avoiding investigation) seminar Semester 1	194
3AIs seminar - viewed web recording	576
Class rep training	275
Budgeting	5
Group work seminar	26
Tenancy seminar	2
3AIs seminar Semester 2	84
Budgeting for Accommodation residents	14



# STUDENT REPRESENTATION, ADVOCACY AND ADVICE

## Student Representation - Te Tira Ahu Pae

Te Tira Ahu Pae are an independent entity and are contracted by Massey to provide student representation for all students. In 2024 we had 23 Te Tira Ahu Pae student representatives and 7 representatives from our alliance partners. All student representatives were paid the living wage for their work.

### Some stats for 2024

Under the current constitution, the 3 Presidents and 4 Vice-Presidents are appointed roles with the balance of the Te Tira Ahu Pae Representative roles being elected. The Te Tira Ahu Pae board is co-governed with 4 positions reserved for Māori representatives, 2 for Pasifika representatives, and 2 for general student representatives. The board oversees Association service delivery to students.

Student representatives are involved in representing students on Massey University boards and committees and run student consultations and engagement events. Their work includes vocal stances against Massey's shortcomings on course cuts, staff cuts, exam failures, and campus reduction.

TE TIRA AHU PAE REPRESENTATIVES	Number
Presidents - Māori, Pasifika, General	3
Vice-Presidents - Auckland, Manawatū, Wellington, Distance	4
Māori student representatives	4
Pasifika student representatives	4
General campus representatives	3
General distance representatives	3
International student representative	1
Postgraduate student representative	1
Rainbow representatives (alliance group)	4
Disability representatives (alliance group)	3
<b>Total</b>	<b>30</b>

Being a class representative was a positive experience. I enjoyed working with my peers, addressing concerns, and facilitating communication between students and faculty.

Food rescue: Kaibosh pickups are done every Tuesday put up on the Free Shelves in Block 9 Level C on the Wellington campus. Always goes fast and is most appreciated by students.

Period poverty: 18 locations across campuses providing free period products.



## Class Reps - Te Tira Ahu Pae

Class reps are students who volunteer to act as a class contact between students, teaching staff and Te Tira Ahu Pae. Working together this means that any course delivery issues can be resolved as quickly as possible. Te Tira Ahu Pae run Class Representative training each semester and there is an appreciation event and certificates at the end of each year.

CLASS REPS - Semester 1	# of class reps	Offerings covered	Logbook entries
Auckland	179	122	66
Manawatū	88	64	116
Wellington	74	52	47
Distance	189	142	203
<b>Total</b>	<b>530</b>	<b>380</b>	<b>432</b>

CLASS REPS - Semester 2	# of class reps	Offerings covered	Logbook entries
Auckland	128	97	56
Manawatū	41	36	29
Wellington	48	38	32
Distance	126	112	159
<b>Total</b>	<b>343</b>	<b>283</b>	<b>276</b>



# STUDENT REPRESENTATION, ADVOCACY AND ADVICE

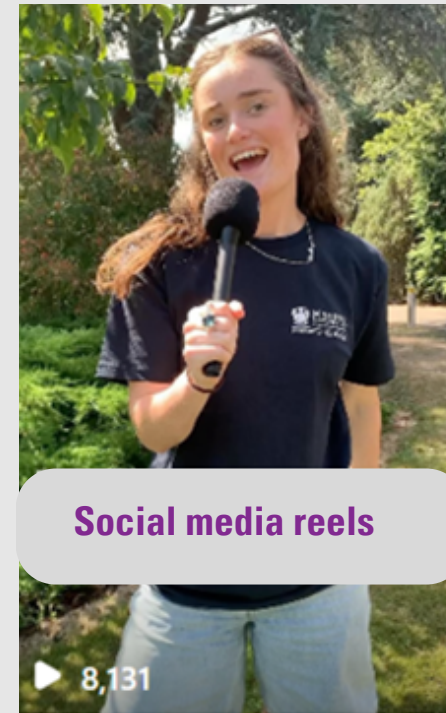
## Student Voice

Student Voice has one staff member and a budget to employ students. We engage with many students, attend events, such as Orientation and Graduation, to raise the profile of Student Voice and to escalate and inform Massey of student vibe and feedback.

Implementation of the Student Voice Crew has enabled a range of students to take up opportunities for work. These paid opportunities include raising awareness of the SSF, running pop ups on campus, online activities, attending focus groups, and making social media reels.

## Rainbow and Takatāpui

Work to connect takatāpui and rainbow communities led to Massey winning the supreme category at the 2024 Rainbow Excellence Awards. This year we supported the introduction of paid rainbow Massey Guides, the establishment rainbow rooms on the Auckland, Manawatū, and Wellington campuses, and various social and educational opportunities both in-person and online.



Social media reels



Online activities about the SSF



Raising Student Voice at Graduation



Focus groups

## HAVE YOUR SAY



How is your Student Services Fee spent?

Share your thoughts



SSF engagement opportunities



# STUDENT TO STUDENT COMMUNICATION

Massive magazine and Radio Control 99.4FM are managed by independent entity Te Tira Ahu Pae who are contracted by Massey to deliver these services to you. Te Tira Ahu Pae run an informative website and host 22 campus and cohort specific social media platforms <https://www.tetiraahupae.ac.nz>

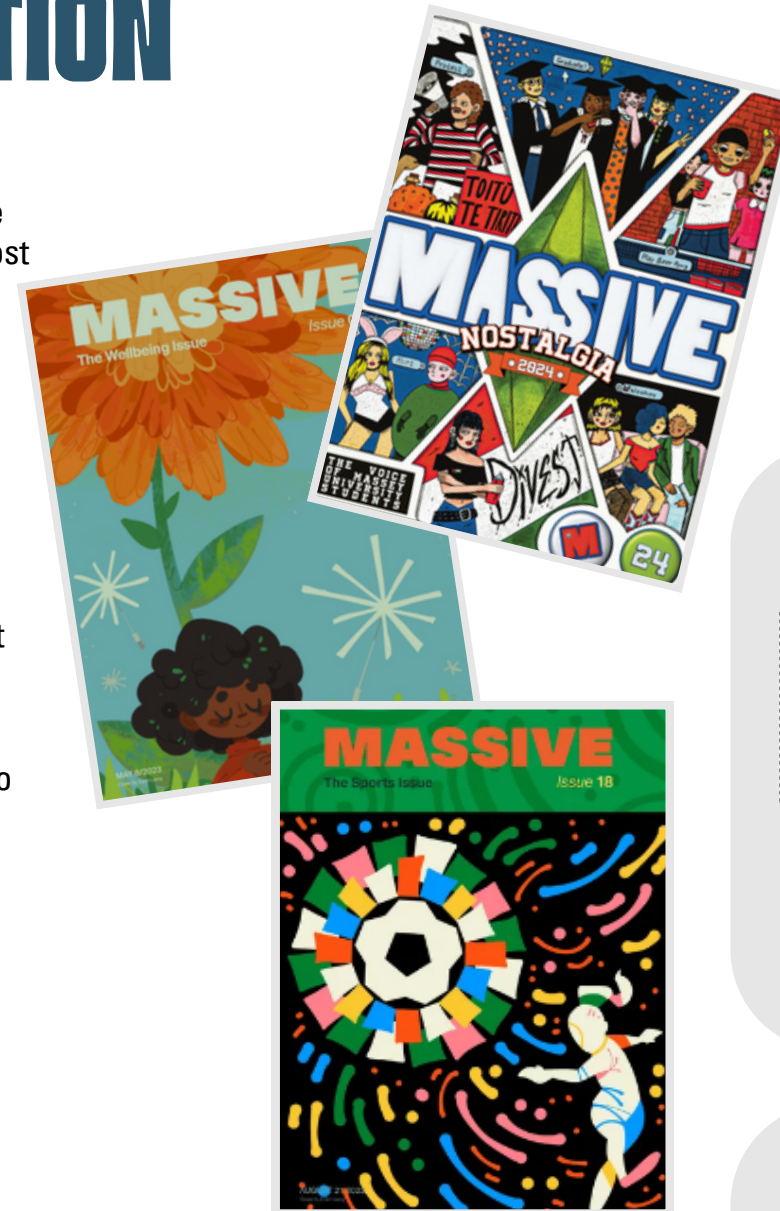
## Massive magazine - Te Tira Ahu Pae

The purpose of Massive magazine is to be the voice of our students and perform the role as watchdogs holding both the university and your students association Te Tira Ahu Pae to account. Some new issue themes in 2024 were created and guest edited by students within these minority communities with support from Massive magazine staff: Farming, Te wiki o te reo Māori issue, queer, immigrant and refugee.

The 2024 team consisted of news reporters for each campus, staff writers, a sub-editor, illustrator, Te Ao Māori editor, and a brand-new role to Massive and all student media – a Te Ao Māori illustrator. The Te Ao Māori editor and illustrator work as a team to give voice to Māori students at Massey.

Massive's online engagement was on a steady increase all year – spiking with breaking news posts:

- Website views consistently sit around 5,000 per month
- Since January the magazine has gained 1,000 followers on Instagram sitting around 2,800
- In 2024 the magazine was printed every week, further concreting Massive's place in Massey student culture
- We also set up an email list for Distance students and the magazine was emailed direct to their inbox on Mondays.



## Radio Control 99.4FM - Te Tira Ahu Pae

Radio Control 99.4FM is the student radio station based on Manawatū campus broadcasting 24/7 terrestrially on 99.4FM in Te Papaioea and online at [radiocontrol.org.nz](http://radiocontrol.org.nz). Four staff are supported by a dedicated community of student and local volunteers to produce and present live radio shows, curate weekly music playlists, creating video and other on-demand content. We also support student life on campus through the delivery of events including orientation, clubs day, campus carnival, open day.

We deliver an ever-evolving playlist of over 68% NZ music and are proudly part of the Student Radio Network of Aotearoa – the premier training ground for aspiring broadcasters, the amplifier for student voice, and the incubator for local musicians. An opportunity like no other on campus, all training is provided - no experience necessary.



### Massive magazine - some stats for 2024

Issues published	22
Student writers and student contributions	113
Total web views	39,353
Facebook reach - number of page likes	586

Massive Magazine placed in 23 out of a total of 27 awards at the 2024 ASPA's (Aotearoa Student Press Association), winning 13 categories including Best Publication.

### Radio Control 99.4FM - some stats for 2024

Number of listeners	6,500
Student volunteers trained	42
Average number of volunteers per month	34
Student hosted shows	692
Total hours of student volunteer hosted radio shows	1,256
Volunteer appreciation events	4
Live performances on campus	12

# STUDENT DEVELOPMENT, CAREER AND EMPLOYMENT SUPPORT

## Student Career and Employment Support

Massey Career Centre is here to facilitate your transition from education to chosen career. Whether you're exploring your options, upskilling, or applying for work, we want to partner with you.

Through our advice, workshops and webinars, [jobs board](#), links with employers and your [Massey Career Centre online](#) portal you can reflect on your values and experiences, explore interests and opportunities, and develop the skills and experience needed to be career ready, take the next step in your career journey, and reach your professional potential.

### Discover career resources

You kindly tell us how career ready you are, and we signpost you to relevant resources <http://massey.careercentre.me/members>



My meeting about a new career was very pleasant and extremely helpful. They took the time to discuss my thoughts and concerns and then provided me with all the relevant information, fantastic guidance and follow up support

Very informative, plenty of extra resources provided tailored to my interests and skills, which is perfect because I can keep this list as long as I need to.

Most helpful and provided me with loads of great advice on how to re-set my job search.

Thank you for talking through my options with me and providing so many sources of information. It really helps me clear my head.

10/10 experience with you and I'm glad I am able to reach out if I have follow up questions in the weeks/months to come.



### Some stats for 2024

Career development staff	3.5
Career skills webinars hosted	17
Graduate internship programme webinars and events hosted	24
One-to-one careers consultations of 30 mins or more	270
Students booked into webinars/events	2,226
In our LinkedIn group	1,345
Jobs and graduate / internship programmes advertised to Massey students as at 20 10 2024	1,138
Follow us on facebook	3,050
Students logged into Massey Career Centre online	2,495

Recruitment events and job listings are indicative of a difficult labour market in 2024.

### Student Job Search

Student Job Search (SJS) is overseen by your students association Te Tira Ahu Pae. These stats cover the period January to October 2024.

Number of enrolled students in Student Job Search (SJS)	1,978
Number of students placed in jobs by SJS	1,032



# STUDENT DEVELOPMENT, CAREER AND EMPLOYMENT SUPPORT

## Student Development

We want you to have the opportunity to participate in a range of co-curricular experiences designed to equip you with the skills and mindsets you need to be successful in your chosen pathways. Skills you can develop include: Identity, emotional intelligence, curiosity, creativity, navigating diversity, leadership, collaboration, civic leadership.

I really enjoyed how the group elevated each others confidence by showcasing our strengths. I felt blind to my talents until discussing this in a collaborative way, and that process of uncovering is fantastic.

### This year we have

- Created 30 Development Bites and resource pages
- Created 3 positions for Rainbow Massey Guides in collaboration with the Diversity and Inclusion Advisor
- Continued to improve Te ao Māori into our philosophy, our workshops and everything we do.
- Created Strengths@Massey workflow that has already engaged 473 students.

### How to engage with our programmes

There are four programmes you can engage with:

#### Strengths@Massey

Discover your talents - how you are naturally wired - and learn how to apply them in the best way possible. A game changer for self-awareness.

#### Massey Guides

Give back to the Massey community by helping new students transition to university.

#### Development Bites

Short 30 minute conversations about leadership topics that will help you discover your leadership skills.

#### Campus Co-Lab

Change student experience by working on a project that will shape Massey while building skills necessary in today's world.

Check them out: <https://myhub.massey.ac.nz/s/development>



This workshop made me realise I needed to recenter and ground myself in 'feel good' emotions, and helped me identify what and where I don't want to end up.

Sharing and discussion in the breakout room gave me a lot of different perspectives and input.

### Some stats for 2024

Number of students engaged through our programmes	Over 4,200
Paid opportunities for students - Massey Guides, Campus Co-Lab facilitators	31
Campus Co-Lab projects	15
Students engaged through Campus Co-Lab projects	1,400
Masseypedia followers @masseypedia_akl @masseypedia_pn @masseypedia_wlg	1,970

# STUDENT HEALTH

## Student Health Centres

Each of the Massey campuses are unique in their student cohort but for the purpose of this report the interesting data presented is from all three Student Health Centres added together for 2024. While each campus is different the Health Centres offer students a range of primary health care services that you would expect at a general medical practice. Where we differ is the extent to which we work together with other Massey student services helping to meet your needs.

### Services offered

We provide general health services such as:

- advice on diet and exercise
- blood pressure checks
- contraceptive advice and emergency contraception
- consultations for all health problems
- health information and advice
- hearing, eye and skin testing
- laboratory tests, including blood tests
- minor surgery
- repeat prescriptions
- sexual health
- treatment with liquid nitrogen
- vaccinations
- wellness and health checks.

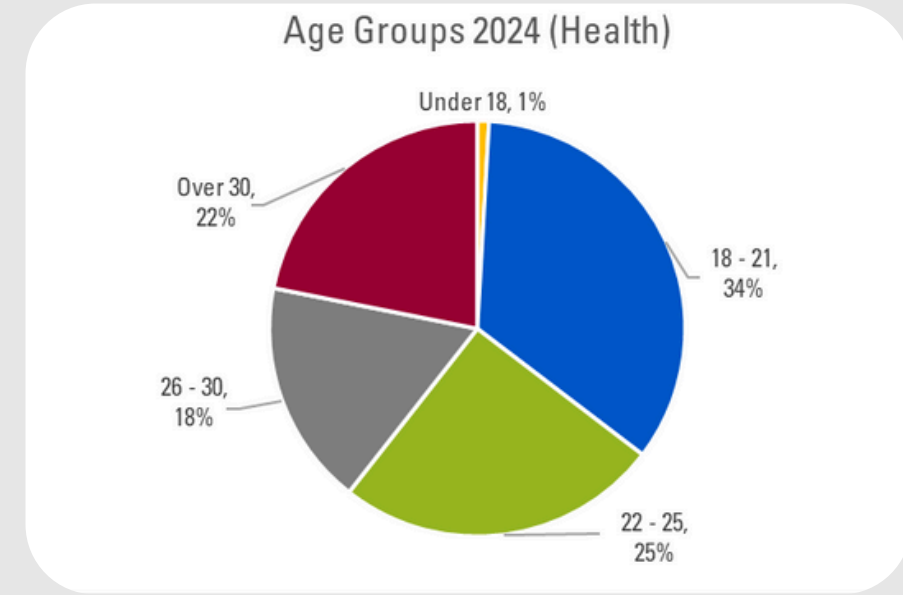
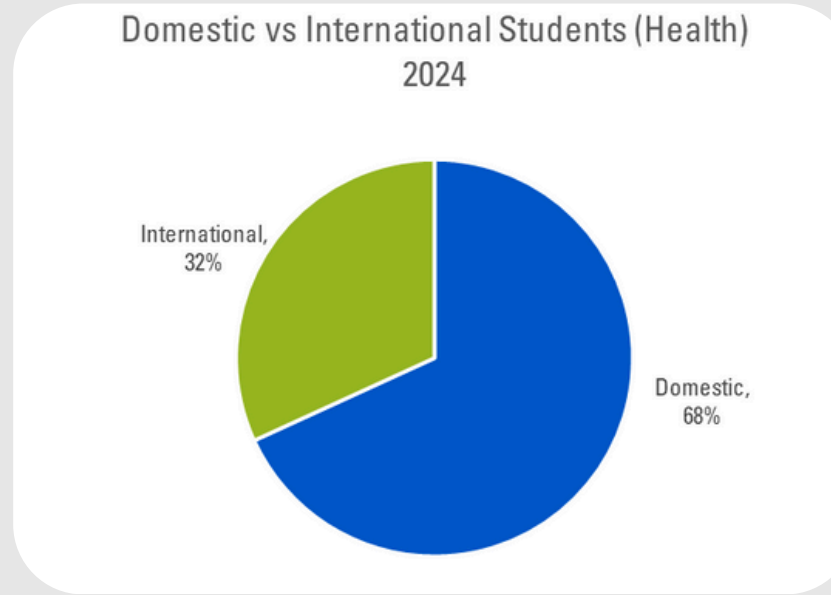
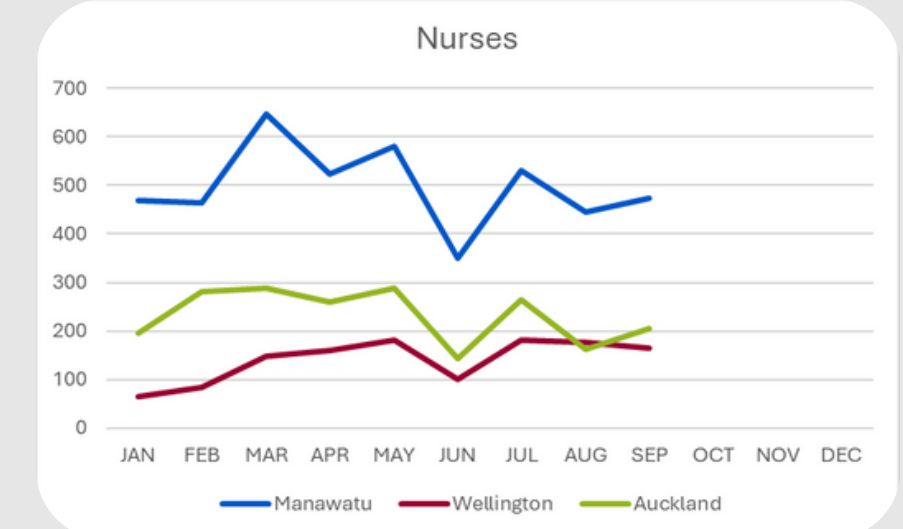
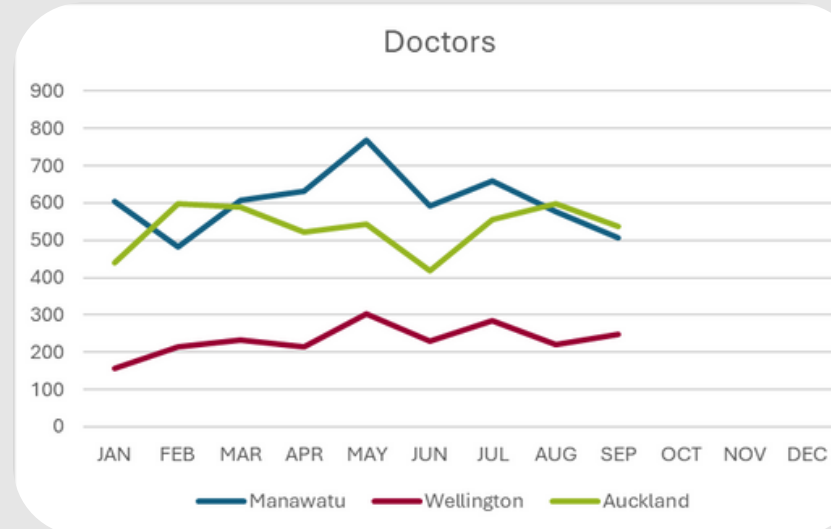
I contacted your nurse regarding my condition, and I would appreciate it if you could pass on my gratitude. I am now feeling much better and back to normal.

Thank you for such a speedy turnaround with my prescription request, it made such a difference to my wellbeing,

### Some stats for 2024

This is the current data at time of submission and demonstrates how the demand for doctor and nurse appointments follows the university calendar with a notable dip between the two semesters.

Your practice staff have always been so fantastic to deal with and the doctors were brilliant.



<https://www.massey.ac.nz/student-life/services-and-support-for-students/student-health-centres/making-appointments-and-contacts-for-after-hours-care/>



# STUDENT COUNSELLING AND CARE

## Student Counselling Services

Counselling services are located on each campus and can be used by all students based in New Zealand free of charge. Confidential short-term counselling is provided to assist students minimise the effect of emotional and psychological factors on academic performance and participating fully the student journey. A variety of self-help resources and tools are available, and wellbeing workshops are held regularly.

### Issues you can talk about

We support students with all kinds of struggles, big or small, that can make learning and student life hard, including:

- academic stress and pressure
- relationships and family problems
- emotions, such as anxiety or depression
- behaviours or patterns you are worried about
- identity and sexuality
- many other challenges.

### Services we offer

Our counselling services include:

- standard counselling sessions on your own or with a support person
- support for special academic considerations
- group, family and relationship sessions when available
- referrals to other appropriate services
- online peer support through [TalkCampus](#).

My counsellor is brilliant. And has helped a great deal in dealing with a number of issues or blocks that we have been steadily working through. I feel much more positive and capable after our sessions.

My counsellor literally saved my life – she has always supported me and kept me going despite all the really difficult times.

### Events and workshops

- Anxiety group (in-person and distance)
- Finding balance in digital age (online)
- A night to remember
- Cuppa with a counsellor (in-person and distance)
- Koru mindfulness (in-person and distance)
- Kauwaka ngakau (ADHD toolbox) collaboration with Student Care
- Kanorau ā-roro neurodiversity workshop collaboration with Disabled Student Support
- Body project
- Coaching with Residential Assistants in Halls
- Managing stress, moving into the professional world, grief and loss and self care – Dietetics class
- Burnout and compassion fatigue – Veterinary School
- Mental First Aid – School of Nursing
- Wellbeing initiative – Veterinary School.

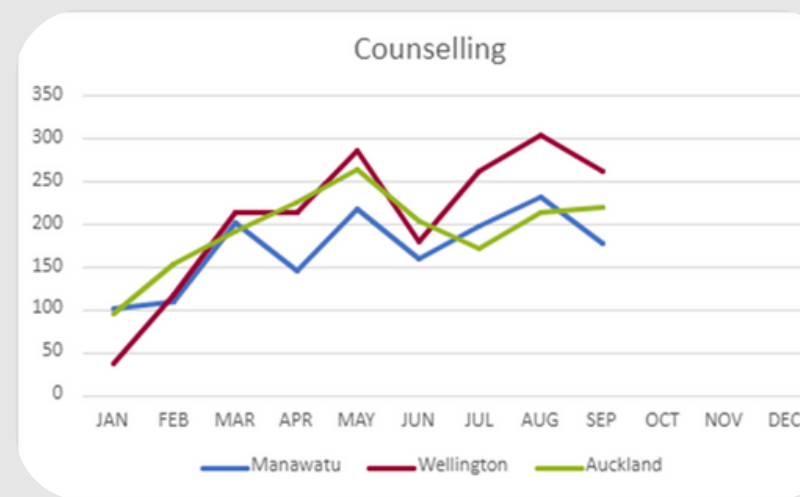
The sessions really helped me see and recognize the things I have been feeling to work on it. Be better at handling everything.

### Some stats for 2024

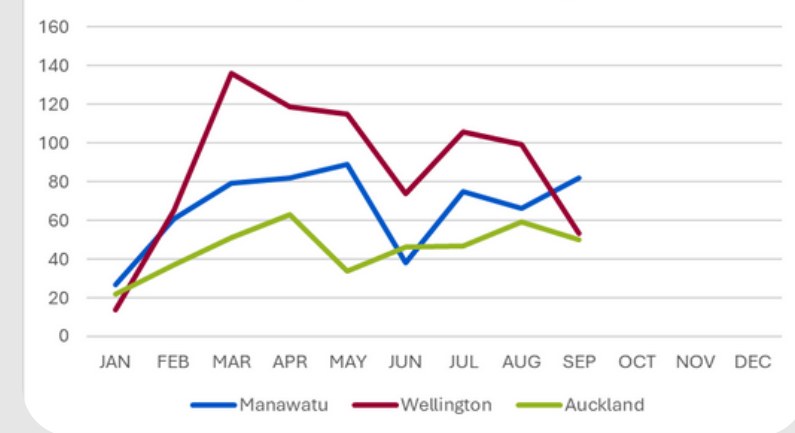
- Counselling sessions – 5, 173
- New referrals – 1,789
- Waiting time – average 6 days
- Group and Workshop attendees – 981

This has been a difficult year that has impacted my study so I appreciate being able to access counselling.

Number of appointments per month by campus



New Requests for Counselling 2024



**24/7 support in your pocket**

Download TalkCampus for free, anonymous, 24/7 peer-to-peer student support.

**TalkCampus**

[Find out more →](#)

TalkCampus is a free online peer to peer app available to all Massey students on campus and internationally. Lots more resources are available on the Wellbeing section of your student life intranet MyHub.

You can make an appointment with a counsellor by completing the online form <https://www.massey.ac.nz/student-life/services-and-support-for-students/counselling-services/>



# STUDENT COUNSELLING AND CARE

## Student Care and Spiritual Wellbeing

The Student Student Care team includes Wellbeing Advisers (all are registered mental health professionals) and the Chaplains on each campus offering a broad range of expertise and skills. We have specialized advisors focusing on areas such as Māori, Pacific, International, Rainbow and Sexual Harm Prevention. We also receive significant funding from Health New Zealand to provide these services. We work closely with academic departments, counselling services and other student experience services to ensure you receive the highest level of care and support at Massey.

We can arrange a one-on-one meeting with you to discuss what's happening in your life and create a personalized support plan. Email [studentcare@massey.ac.nz](mailto:studentcare@massey.ac.nz)



## Events and workshops

We offer workshops and outreach events to promote wellbeing for students.

Here's a brief overview of some of them:

- Party smart – safe drinking and partying
- Mental health awareness week activities
- Study week refresher activities
- Support for doctoral students
- Vet School wellbeing initiative
- Workshops on imposter syndrome
- International students mix and mingle support events
- ADHD support groups
- Wellbeing events and activities
- Luau family nights for pacific community
- Bubble tea and English corner
- Low sensory time at the wellbeing space.

## Some stats for 2024

- 8,521 students attended 205 wellbeing presentations
- Period education series - 292 attendees, 8.7k views
- Chat the Weird Out campaign - 32,000 views, with students also accessing resources
- Reel short videos have proved to be more engaging than posts.

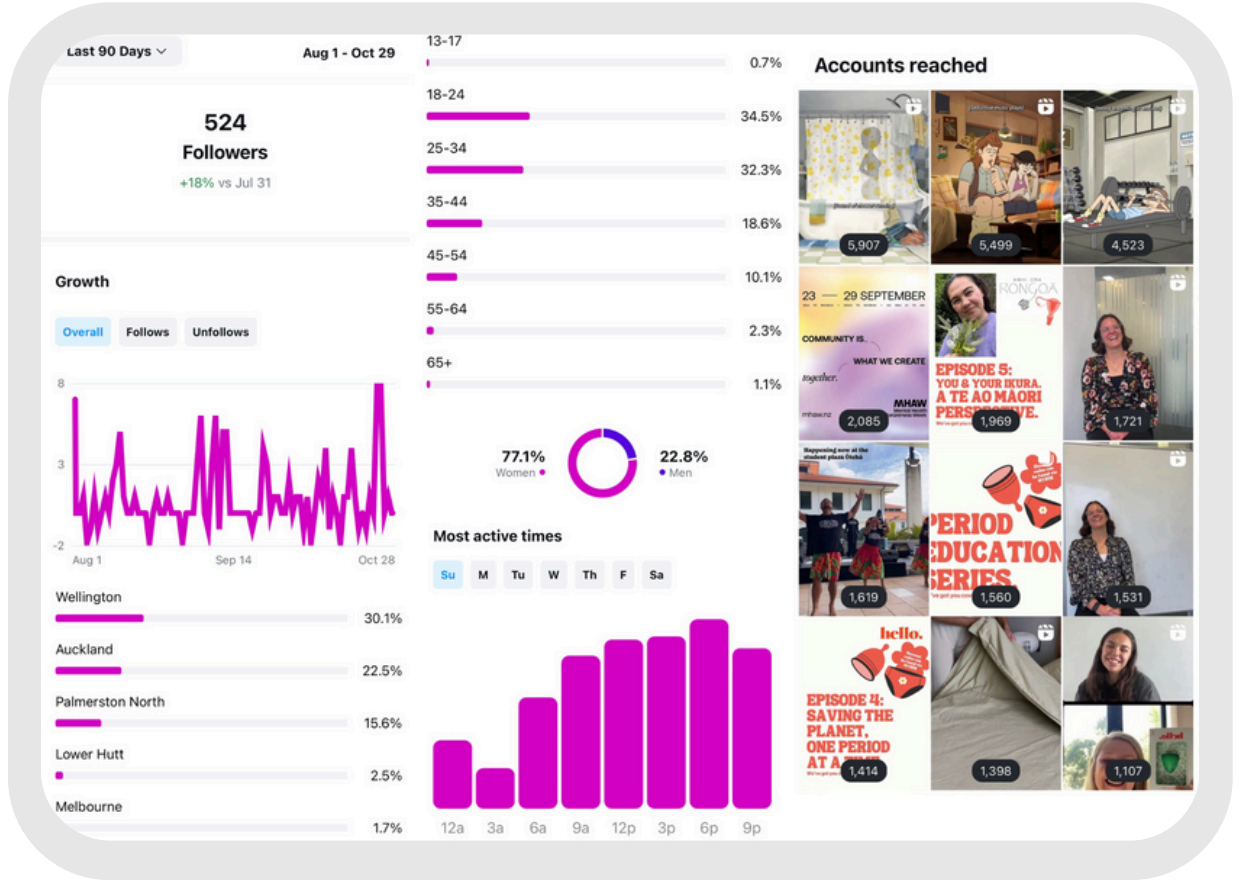
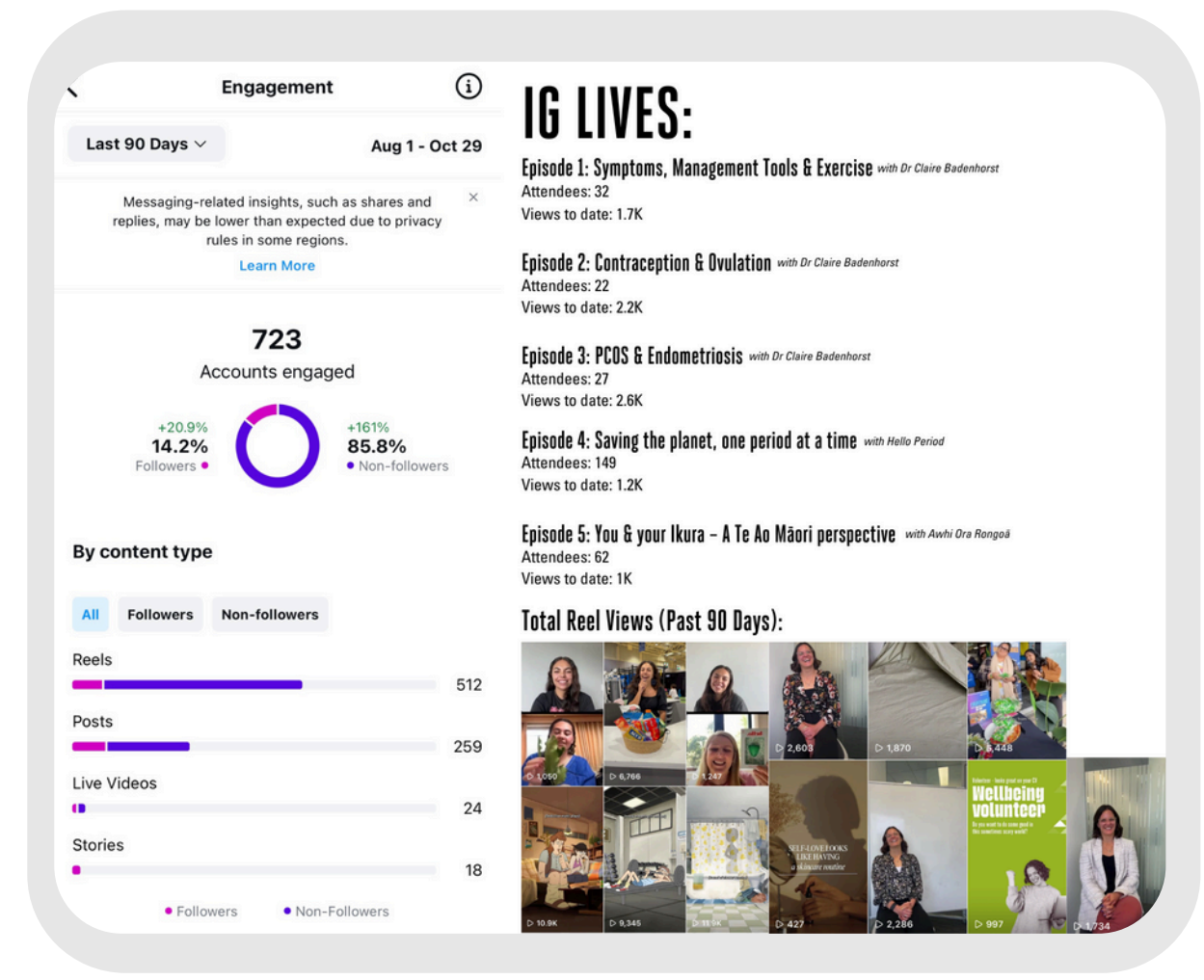
The workshops were very well run and I learned a lot – thank you.

It helps me to mix with other students and find ways of coping when things are stressful.

It was very important for me to have one of the wellbeing advisers reach out to me and help me through a difficult time.

The chaplains constantly provide support and encouragement even though I am not at all religious.

The activities really helped me make friends and connect with others.





# TE RAU TAUAWHI

## Māori student support

Te Rau Tauawhi supports Akonga Māori at Massey University by offering tailored guidance, resources, and advocacy. Te Rau Tauawhi and staff empower Ākonga Māori to achieve their educational aspirations and contribute positively to their whānau and communities.

### Ākonga Māori spaces

Nau Mai ki Pukeahu, SST1.09 ki Turitea, and Te Whare Taupua ki Otehā — serve as essential hubs for connection, support, and cultural connection for Māori students. These spaces are founded on the principles of manaakitanga (care and hospitality), whanaungatanga (relationships and community), and rangatiratanga (leadership and autonomy), fostering an environment where students can thrive both academically and personally. By providing dedicated areas that reflect the unique cultural identity and heritage of Māori, Massey University ensures that Ākonga Māori have a place where they feel seen, heard, and valued, reinforcing their educational journey with a strong sense of belonging and support.

### SSF budget

This is the first year that Te Rau Tauawhi has received a budget allocation from the Student Services Fee (SSF). The SSF contributes a portion of the funding allocated to Te Rau Tauawhi. This initial funding fosters understanding and support among stakeholders, encouraging continued engagement from both the university and student body in our initiatives.

It was quite difficult for me as a taurira Māori who had not attended classes for 10 years before returning to university. Because there wasn't much Māori presence in my classes, I felt like I couldn't connect with anybody on a cultural basis. When Te Rau Tauawhi and kaitautoko student advisor got in touch with me I sensed their concern, felt protected and secure, and thought I could carry on with my studies at Massey. (Bachelor Nursing student).

Thanks so much for your guidance throughout my study. Te Rau Tauawhi and Māori support staff such as yourself had a profoundly positive impact on my study experience which coincided with me discovering my whakapapa and heritage. (Bachelor Business Student)



### Some stats for 2024

Total interactions with Akonga Māori	14,079
Email, face to face, internal note, phone call	
Scholarships	2,811
Scholarships and study support	2,527
Services and support update	2,097
Semester 2 check in	2,029
Study check in	1,366



# CLUBS, CULTURAL GROUPS, SPORT AND RECREATION

## Fitness, Sport and Recreation

We're talking about the campus fitness and recreation centres and their services in Auckland, Manawatū and Wellington, and how and where your Student Services Fee is invested. We understand the challenges tertiary study can bring, and the importance of a holistic approach to student success. At Massey we can help build great relationships with you and support your physical activity.

Our fitness programme is uniquely different to other services because of the size of the operational footprint. More than half of the allocated SSF goes into space charges for the facilities provided, and this is partially offset by income received through court hire and social sport leagues. Other fitness services, including the gyms, are self funded (user pays) with no SSF allocation to the operation.



I got to meet some cool people from other Massey campuses and played some high-level basketball. It was a great experience and I can't wait to go again in 2024.

I loved the Thrive challenge element - that was a big motivator for me. It was nice to be a part of community as well, I made new friends and enjoyed seeing other people's ideas and photos on the group.

Social leagues are a great way to get out and play some sports. Gives us a good break from uni work and is a good way of getting some extra exercise in.

The Breathe series was amazing and could not have come at a better time for me. It lined up perfectly with my studies, I definitely needed the break. Thanks a lot for organizing it.



## How is your Student Services Fee invested?

- **Programs:** Student health and wellbeing programs are delivered at each campus, and include series such as: Breathe, Wahine Roar, Wahine Rise, Tane Rise, and Thrive. Usually four-to-six weeks long, these programs help you develop confidence and skills in various areas of your health. Sign ups — 470 students.
- **Social leagues:** We provide social sports league opportunities including netball, futsal, basketball, volleyball and badminton. These leagues help you stay connected to sport, as well as provide an opportunity for representative level athletes to stay in shape. Participation — 455 students.
- **Academy of Sport:** 45 complimentary memberships across the 3 campuses, involving 180 hours of strength and conditioning coaching and athlete support.
- **University and Tertiary Sport NZ (UTSNZ):** Participation — 90 students in tournaments across six sports.
- **Facility usage:** Club bookings — 5,571 hours. Student use of courts (casual bookings) — 3,687 hours.
- **Green prescription health and wellbeing support:** Doctors, nurses, counsellors, wellbeing advisors, and halls of residence staff can now refer students to their campus fitness facilities. We recognise students sometimes need a little encouragement and assistance to connect with us, and provide support across a range of individual, group, or sport opportunities.

If you've never been to a Massey gym before, head down to the fitness centre and we'll set you up with one week of free access. You get access to a fully supervised centre as well as a range of great programmes and services. Although this is not supported by the SSF, this is a special student promo.

<https://www.massey.ac.nz/student-life/sport-and-recreation-centres/>

Special student offer  
**FREE 7 DAY TRIAL**  
Visit your campus gym



# CLUBS, CULTURAL GROUPS, SPORT AND RECREATION

## Student Clubs - Te Tira Ahu Pae

Student clubs consist of students, alumni, and community members however Massey students are key to the leadership and operation of the club. Te Tira Ahu Pae supports clubs by providing development workshops, offering start-up and operational support and advice, as well as administrating club finances.

### Some stats for 2024

January - October 2024

CLUB GRANTS	Number
Quarter 1	42
Quarter 2	54
Quarter 3	93
Quarter 4	28
Total	222

GRANT FUNDING BY CLUB TYPE	Number
Academic	\$21,398
Cultural	\$26,887
Social	\$34,113
Sports	\$58,819
Total	\$141,217

AFFILIATED CLUBS	Number
Academic	9
Cultural	17
Social	32
Sports	24
Total	82

They make an academically challenging degree that much easier and provide a supportive and fun environment. (MUVSA academic club)

They've gone above and beyond in making our university life more interactive and enjoyable, providing a platform for us to bond, support one another, and share in unforgettable experiences. (MUA Sri Lankan Association cultural club)

Successfully created an inclusive, vibrant community where everyone belongs, and where we can help our student members get a better grasp on the New Zealand job market. (MU HR Society academic club)

Words truly cannot fully express how wonderful this club has been in my life and the friends I've made through this club. (MUM Volleyball sports club)



## Student Events - Te Tira Ahu Pae

Te Tira Ahu Pae runs events on all three physical campuses as well as online. The Events Team is made up of general event staff, Kaihāpai, and Pasifika service staff who work to ensure all student cohorts have opportunities to unwind and connect with other students.

Events included:

- Orientation weeks
- Quiz nights
- Movie nights
- Hui a Whānau
- Hui a Marama
- Kai and Talona
- Social sports

EVENTS HELD	Number
February	38
March	57
April	40
May	100
June	4
July	65
August	56
September	53
October	16
Total	429

EVENTS ATTENDANCE	General	Kaihāpai	Pasifika	Total
Auckland	3,482	431	1,560	5,473
Manawatū	4,574	621	1,816	7,011
Wellington	550			550
Distance	2,462	222	3,246	5,930
Total	11,068	1,274	6,622	18,964



# STUDENT ACHIEVEMENT SUPPORT

## Student Achievement Coaching

A coach is a formal, short term, performance focused, generalist who builds relationships to focus on the needs of the individual and university to successful completion. We contact students by email, phone or text before initiating zoom meetings to discuss any issues.

We support students in four key areas by intervening to help with your study success, helping to maintain your interest, and assisting you to progress through your degree:

### Support before Semester One

Assisting students with their transition and readiness to enter university, helping develop student success, developing confidence in their abilities, proficiency with navigating study skills, and capacity to begin your student journey with knowledge and skills useful to you.

### Early engagement with Stream

Empowering study success in our early engagement initiative. This work is built out of careful data analysis of students who may not be engaging with courses early in Semester One, Semester Two, or Summer School.

### One-on-one coaching

Year round one-on-one coaching support to empower your academic success. We assess your concerns, offer support in our space, and help you to navigate towards other Massey student support services.

### Returning from academic exclusion

Providing support at different stages of your return to study journey. In initial interviews, and in later coaching, we seek to uplift your aspirations for academic success. With coaching we encourage you to progress through your studies.

I will forever be indebted to your support as my achievement coach. Your support, especially during the darkest times my family and I faced last year, was a beacon of light. I truly believe that without it, I wouldn't have been able to come this far.

My experience with your coaching model has been excellent. It greatly reduced my anxieties as I could ask questions and gain clarity. I faced various challenges, including health issues and tragic losses. The coach also connected me with other resources such as chaplains and counsellors, and advised me on how to seek support from my lecturers.

The coach's patience, professionalism, and empathy were truly remarkable. She provided step-by-step support, helping me make informed decisions and significantly easing my distress.

The GROW model is fantastic. I had a goal in mind and together with my coach the reality on how to achieve it was discussed.



## Some stats for 2024

Stream campaign	683 cases
Pre-commencement	433 cases
Short term support - cases open less than 3 months	324 cases
Long term support - cases open 3 months or more	1,461 cases
Case activity - phone call and/or face to face	1,675
Virtual catch up appointments	882
Phone catch up appointments	207
Emails reaching out to students	10,062
Referrals from a student	136
Referrals from academic staff	325

Student Achievement coaching is empowered by specific coaching training using the G.R.O.W. framework

**G.R.O.W. FRAMEWORK**  
**GOAL.REALITY.OPTIONS.WILL.**





# Student Services Fee

SUPPORTING YOUR SUCCESS IN 2024

[studentvoice@massey.ac.nz](mailto:studentvoice@massey.ac.nz)  
11 2024