

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

Q+A

PASTORAL CARE

- Q. Students in Auckland and PN get 10 counselling sessions for free. Students feel this should be equal across campuses. At the first session you may find you don't connect with the counsellor and you have paid. If you need counselling don't want a situation where people can't afford to access the service. Housing crisis in Wellington has put a toll on mental wellbeing. What is the pastoral care taken up with?
- A. There needs to be a good understanding of the cost of delivery of services. The core costs of running a medical centre is not directly linked to the number of students. For example each centre needs its own Med Tech licence. We would need to look at what to reduce to have free counselling.
- A. Have had discussions with the Student President that if we did not charge for counselling there would be a longer wait time (as there would be less counsellors). Currently the waitlist is about 2.5 weeks which is much shorter than the other campuses. We have prioritised wait time.
- Q. With the savings from the new nurse practitioner could there be a new counsellor?
- A. A proposal could be to have the first session for free and look at ways to reduce the wait time. Massey commits to do the maths to test this. Another reason for charging is that people are more likely to turn up if the sessions are free there are a lot of DNAs (did not appear) and this is frustrating as wastes professional staff time.
- A. In the broader context we are looking at how to do mental health first aid. Most people take their concerns to their friends. If friends know how to respond this is helpful – also for self-management. There is an organisation who trains in this area and looking at this. Student President asked for a show of hands about if this would be useful and there was a large show of hands.
- Q. Queer friendly health care
- A. Thank you for that suggestion.

CLUBS AND SOCIETIES

- Q. The point was made that sense of belonging is very important and Clubs play a big role in this. Why is the figure only 7% here compared to the other campuses?
- A. Clubs are not constrained by \$. The figure reflects the number of clubs and societies – which are starting to take off. The Campus Registrar confirmed this figure can grow. It was also noted that the recreation centres on the other campuses are funded from this source.
- Q. Mature students need more activities to get to know each other, help each other understand requirements of their area of study.
- A. A new club for mature students has recently formed.

MAORI STUDENT SUPPORT

- Q. Is Maori support for Maori students important?
- A. Yes very important and crucial. The Campus Registrar indicated she had only been made aware this week that the proposed Maori Learning Advisor was not being established in CTL and she was going to bring this up with the AVC Maori/Pasifika. The Campus Registrar reminded students that everyone has access to the mainstream services.

ACCOMMODATION

- Q. Is there strategic thinking going into how the proposed new accommodation would contribute to building a wider sense of community on campus? Is their input going into the design process about this? When might the new accommodation be available?

A. Yes. It is recognised that students are more successful if they feel part of a community. The Campus Registrar explained process needed to get to the stage where there are two preferred providers. She said she was confident that the new building would be fit for purpose and not just a concrete block! The timeframe was 2020.

Q. Help and tips about flatting and finding flats in the Wellington area

A. Thank you for this suggestion. A session is being run at The Cube on this. We will look to see if we can roll this out more widely working with MAWSA.

IDEAS AND SUGGESTIONS I WOULD LIKE TO RAISE ABOUT THE CAMPUS GENERALLY

- More student car parking closer to Block 10 or the ability to use staff car parking if you have children.
- 24 hour access to all facilities, specifically block 12 and K-block.
- Perhaps more printers around as I often find myself having to go to the library to find one that is free or that works.
- Inexpensive healthy food options.
- The machines for the sodas and snacks used to accept coins and notes, now its only cards. It would be appreciated if there was one that accepted coins and notes as well like before. It is not a hassle, rather it is a hassle now. Not everyone is a credit/debit card user.
- More library rooms for groups.
- I think there are already a lot of services for students if they want to go.
- Pretty spot on guys!

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