

STUDENT ENGAGEMENT FORUM

STUDENT SERVICES LEVY

Campus Registrar Auckland – Mrs Andrea Davies
Wednesday 20 September 2017

THINGS YOU SHOULD KNOW



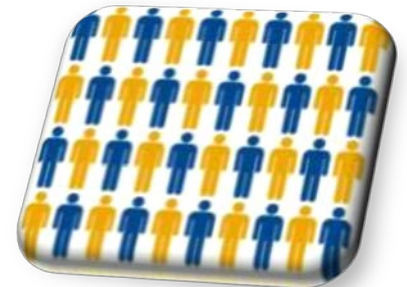
Levy funds can only be spent on approved categories

More transparency on what the Levy is spent on

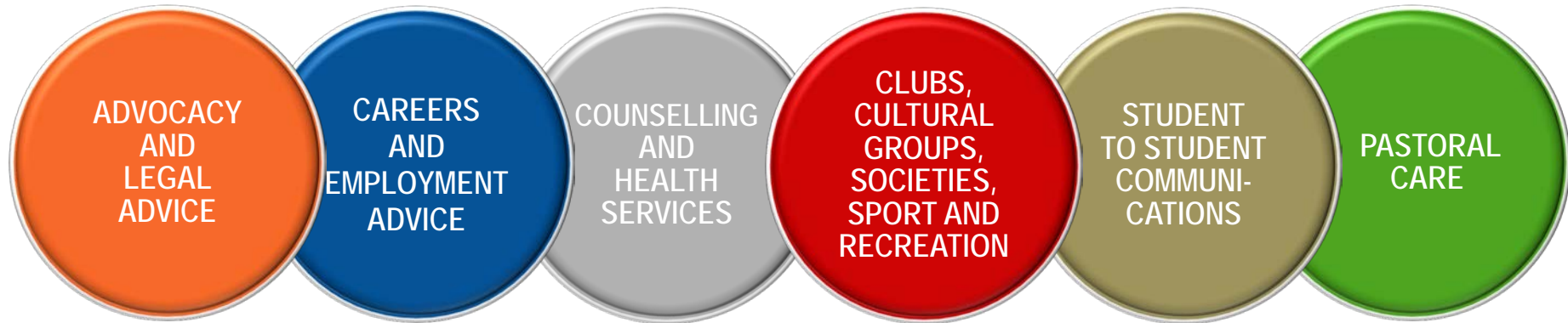
Involvement and communication with students is key

2016	
Student Services Levy received 2016	
Collected in Student Services Levy fees across Massey 2016	\$8,158,000

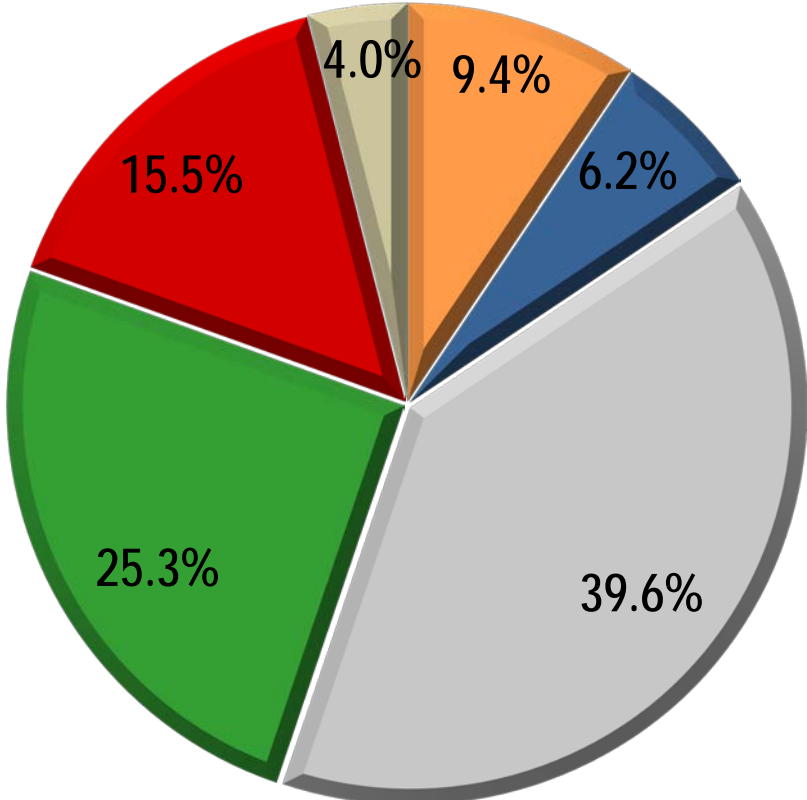
2017	
Budgeted to contribute to the Student Services Levy in 2017	
Budgeted for 2017	\$9,069,510



The Student Services Levy funds categories of student services which fit within the Ministerial Direction



2016 STUDENT LEVY SPEND UNIVERSITY LEVEL



- Advocacy, Legal and Financial Support
- Career and Employability
- Health and Counselling
- Pastoral Care
- Clubs, Societies, Sports, Recreation
- Student to Student Communications

**ADVOCACY
& LEGAL
ADVICE**

8%
\$249k

**CAREER &
EMPLOYMENT
ADVICE**

5%
\$146k

**COUNSELLING
& HEALTH
SERVICES**

40%
\$1,121m

**CLUBS,
CULTURAL
GROUPS,
SOCIETIES,
SPORT &
RECREATION**

22%
\$612k

**STUDENT TO
STUDENT
COMMUNI-
CATIONS**

**PASTORAL
CARE**

25%
\$697k

**ADVOCACY
LEGAL AND
FINANCIAL
AID
WELFARE
& HARDSHIP
GRANTS**

**CAREERS
ADVISORS
CAREER HUB
CAREER
WORKSHOPS
CAREER EXPO
JOB INTERVIEW
& CV TECHNIQUES
VOLUNTEERS
EXPO**

**HEALTH
PROMOTION
MEDICAL
CENTRE &
SERVICES
SEMINARS &
WORKSHOPS
STUDENT
COUNSELLING**

**CULTURAL
GROUPS
SPORTS
ACADEMY
SOCIAL
LEAGUES
SOCIETIES
SPORTS &
RECREATION
STUDENT CLUBS**

**MASSIVE
MAGAZINE
PRINTED
MEDIA
ONLINE
COMMUNI-
CATIONS**

**INTERNATIONAL
STUDENT
SUPPORT
MASSEY GUIDES
CHAPLAINCY
ADMINISTRATION
ACCOMMODATION
SERVICES
CAMPUS LIFE
EVENTS AND
ACTIVITIES**

2017 LEVY BUDGET: AUCKLAND CAMPUS

MORE TRANSPARENCY

The screenshot shows the Massey University website. The browser address bar at the top contains the URL `www.massey.ac.nz/massey/student-life/services-and-resources/student-forum/student-questions_home.cfm`, which is circled in red. Below the browser bar is the Massey University logo and navigation menu. The main content area is titled "Student Services Levy - Student Engagement". It contains two paragraphs of text and a link for "SSL Further Information (272 KB)", which is also circled in red. Below the text are three images representing the Auckland, Manawātū, and Wellington campuses, each with a caption underneath.

www.massey.ac.nz/massey/student-life/services-and-resources/student-forum/student-questions_home.cfm

MASSEY UNIVERSITY
TE KUNENGA KI PŪREHUROA
UNIVERSITY OF NEW ZEALAND

Search Massey Filter

Study Admission Student life Research Initiatives About

Select Language

Home > Student life > Services and resources > Student forum

Student forum

Student Services Levy - Student Engagement

Auckland

Manawātū

Wellington


Student Services Levy - Student Engagement

The Student Services Levy (SSL) contributes to making a range of support services available to all students according to need. Services planned to be delivered to students currently include the following: health and welfare, sport and recreation, career and employment-related services, student information, financial support and advice, advocacy, counselling and pastoral care.


The collection and expenditure of SSL monies is governed by a Ministerial Direction, which is circulated to tertiary institutions by the Minister of Tertiary Education, Skills and Employment. For further information about Massey's use of the SSL under the service categories, please click on the link below:

[SSL Further Information \(272 KB\)](#)


Student Engagement Forum



Auckland campus



Manawātū campus

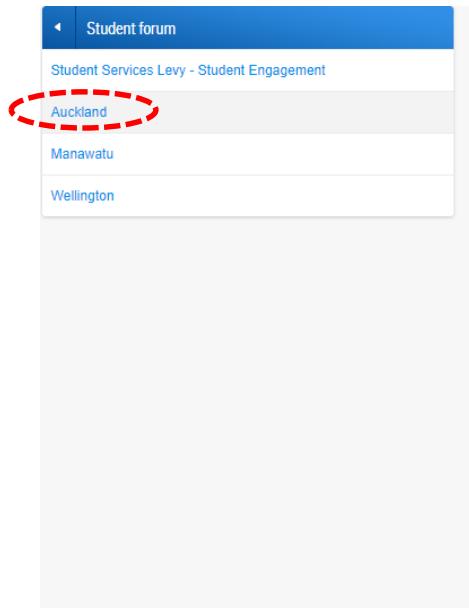


Wellington campus

YOUR FEEDBACK ON THE STUDENT SERVICES LEVY

Your previous feedback is online

http://www.massey.ac.nz/massey/student-life/services-and-resources/student-forum/student_engagement_forum.cfm



Auckland campus student engagement on Student Services Levy

Student forum are held twice a year, in Semester One and Two, to engage with students on how the Student Services Levy funds are being spent. The PDFs below contain results of past student feedback.

2017 Student engagement forum are scheduled for 3 May and 20 September.

2017 Student engagement forum feedback

 [2017 S1 Auckland Feedback.pdf \(621 KB\)](#)

 [2017 S1 Auckland Presentation.pdf \(1,141 KB\)](#)

2016 Student engagement forum feedback

 [2016 S1 Auckland Feedback.pdf \(89 KB\)](#)

 [2016 S1 Auckland Presentation.pdf \(715 KB\)](#)

 [2016 S2 Auckland Feedback.pdf \(151 KB\)](#)

 [2016 September Auckland presentation.pdf \(655 KB\)](#)

2015/2014 Student engagement forum feedback

YOUR SEMESTER 2 FEEDBACK

Your feedback is essential because we need to work together to ensure the University provides services funded by the levy that students believe are important.

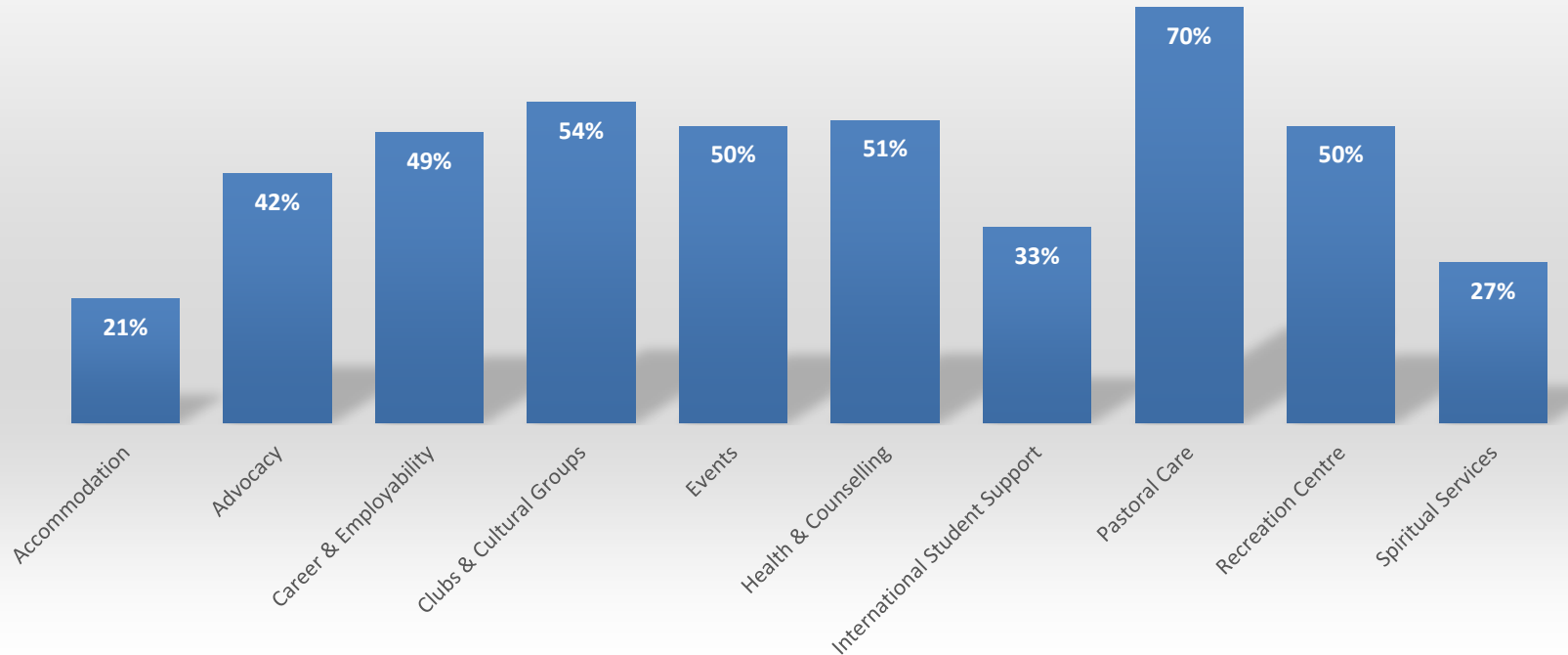
Online feedback for this semester closed on Sunday night and will also be added to the web after consultation with your Albany Students' Association (ASA).

Opened email "Tell us what you think we need to know"	2,179	42%
Click through rate to feedback	5%	
Total students participated in feedback online	84	
Domestic students	70%	
International students	30%	

STUDENT PARTICIPATION

Feedback from 84 respondents 17 September 2017

Used the following services



YOUR SEMESTER 2 FEEDBACK

ACCOMMODATION – TE OHANGA

Too expensive

Very expensive accommodation fees

Not staying in accommodation at Massey

YOUR SEMESTER 2 FEEDBACK

ADVOCACY SERVICES

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

Looks to work well

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

YOUR SEMESTER 2 FEEDBACK

CAREER & EMPLOYABILITY SERVICE

Have careers that are open not just to those about to graduate

I think there is not much employment information on the website

Have more appointments available or be able to set up a notification when more are added etc

I want to use it but keep forgetting

YOUR SEMESTER 2 FEEDBACK

CLUBS, SOCIETIES & CULTURAL GROUPS

The food is not healthy, and I think that more support by way of \$\$ is needed to enable clubs to function beyond a BBQ

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.

The Badminton Club is very well run and has excellent participation

YOUR SEMESTER 2 FEEDBACK

HEALTH & COUNSELLING CENTRE

Medical services are outstanding

Counsellors to be more helpful

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

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 \$\$

Faster response or have appointment slots that can book rather than wait for counsellor to reply if they are available

Online questions and answers

YOUR SEMESTER 2 FEEDBACK

HEALTH & COUNSELLING CENTRE

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%

YOUR SEMESTER 2 FEEDBACK

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.

YOUR SEMESTER 2 FEEDBACK

ORIENTATION AND/OR MASSEY GUIDES

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.

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.

YOUR SEMESTER 2 FEEDBACK

RECREATION CENTRE

I find it frustrating how much we have to pay for the rec centre when we don't use it

Use gym. Toilets, changing room and shower areas always dirty, no shampoo and soap

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)

YOUR SEMESTER 2 FEEDBACK

SPIRITUAL SERVICES

Peace week, spirituality groups, chaplaincy, pastoral care

I know there is a Peace 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

I've used the JP services there

YOUR SEMESTER 2 FEEDBACK
**OTHER STUDENT SERVICES OR ACTIVITIES
I WOULD LIKE TO SEE ON CAMPUS**

ASA being active with the whole student body and not just the Engineering faculty

More acceptance of different cultures and more Maori events

More night time lighting at the Albany campus bus stop. At night, I do not feel comfortable there. I'd also like to see a marae on campus.

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!

TELL US WHAT YOU THINK WE NEED TO KNOW
about how the Student Services Levy is delivered



campusregistrarAK@massey.ac.nz

president@asa.ac.nz