

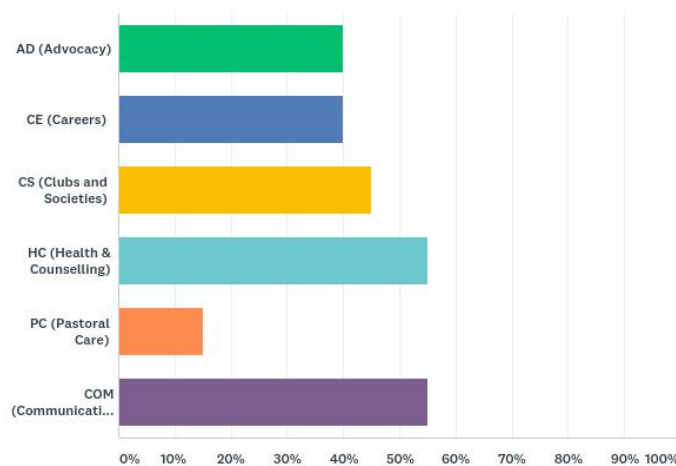
STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY

WELLINGTON CAMPUS- STUDENT FEEDBACK 20 SEPTEMBER 2017

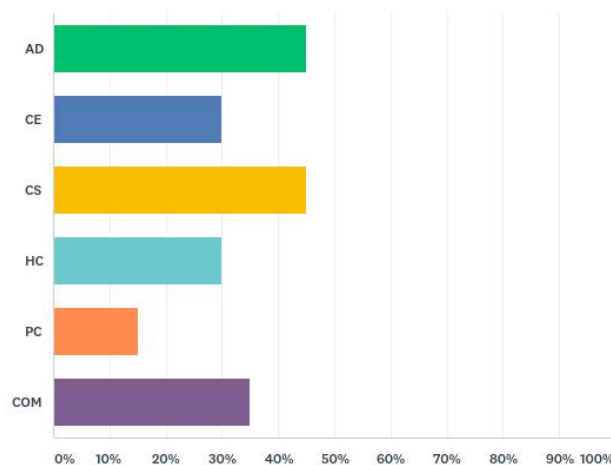
STUDENT EXPERIENCE QUESTIONS

Students were asked to indicate which services contribute to their successful student experience at Massey University. Below are the answers that were given.

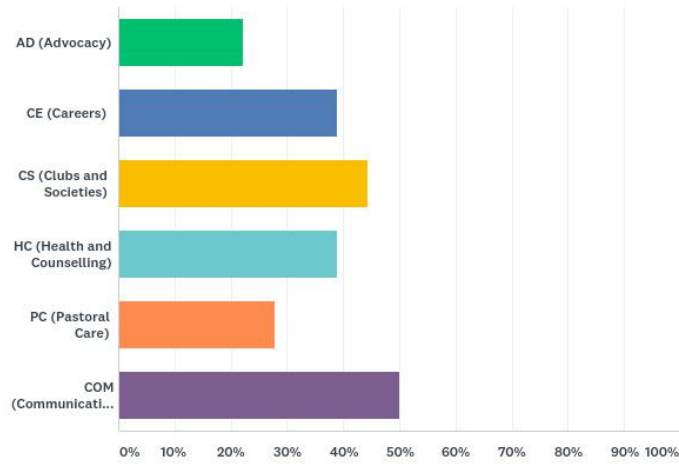
Q1 I am supported through the various transitions I go through in my time in MU.



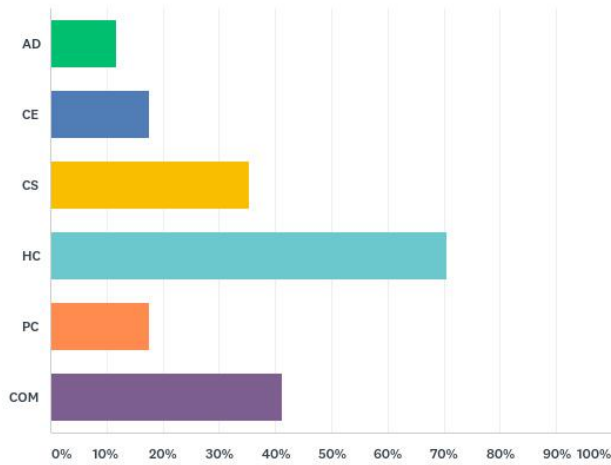
Q2 I have the resources I need, as an individual, to study.



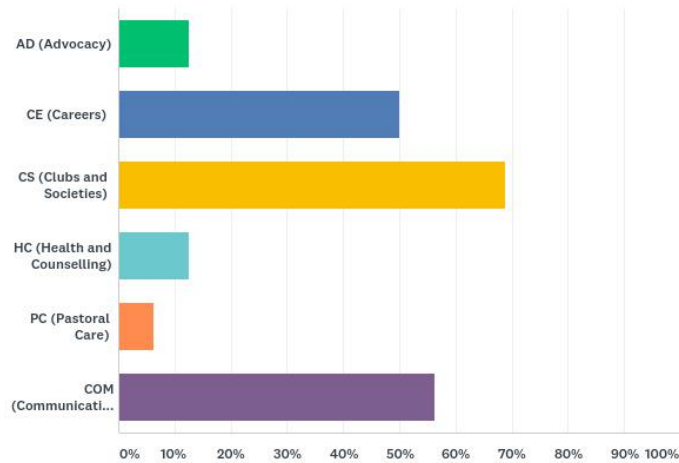
Q3 The physical environment I am in is conducive to my study.



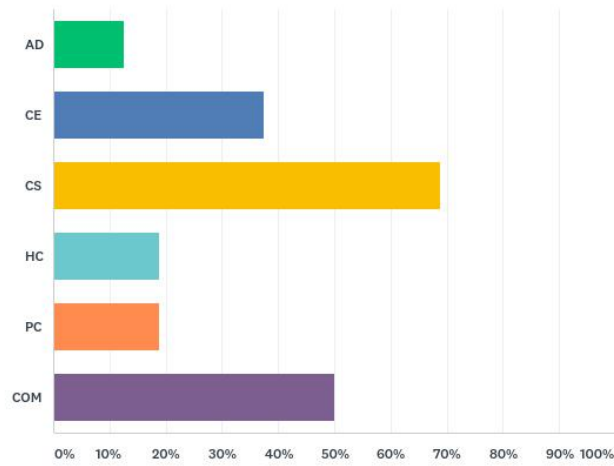
Q4 I am well.



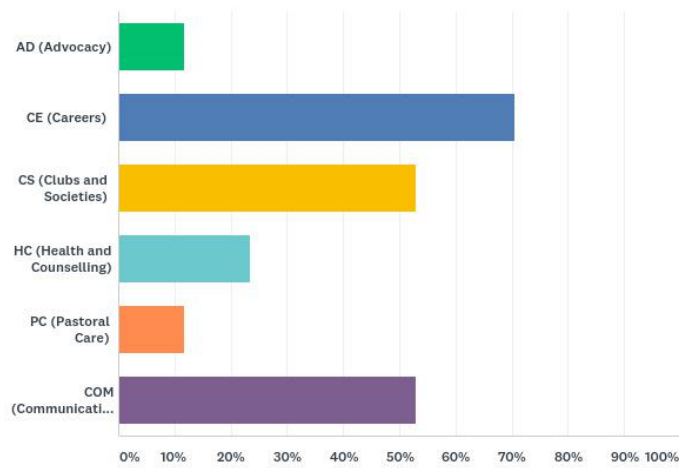
Q5 I develop as independent enquirer.



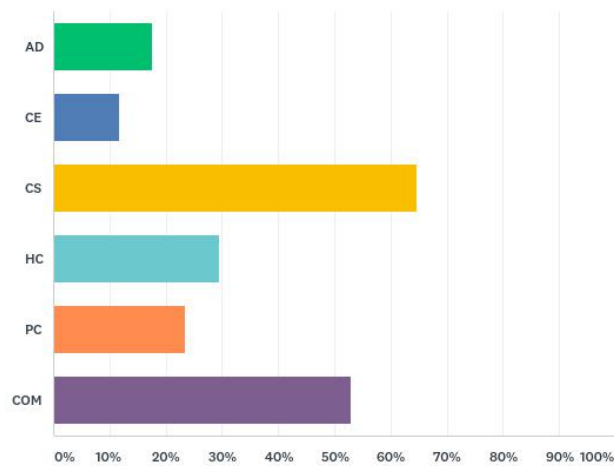
Q6 I develop as a good citizen.



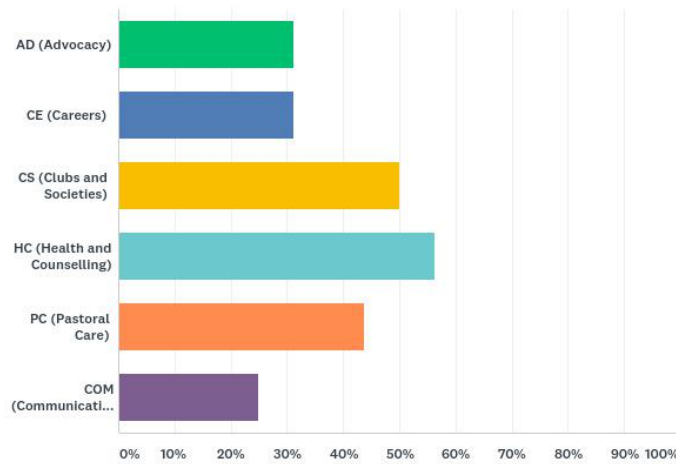
Q7 I can apply my learning.



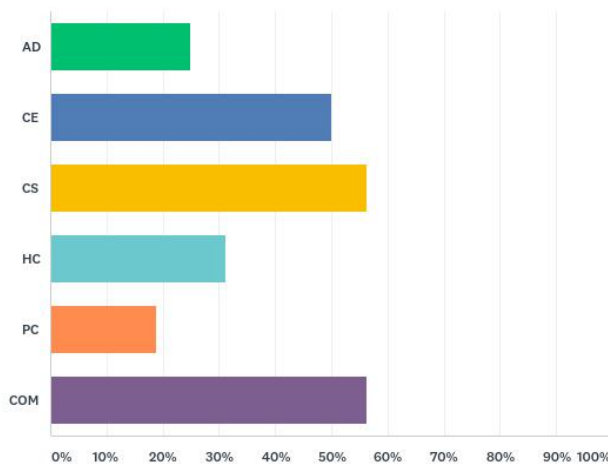
Q8 I feel like I belong at MU.



Q9 I feel like MU cares about me.



Q10 I am actively communicated with.



UPDATES SINCE THE LAST FORUM

HEALTH AND COUNSELLING CONSISTENCY OF SERVICE

- From next year all costs for doctors, nurses and counsellors will be the same across all campuses
- This means that counselling will be free on the Wellington campus from January 2018
- We have had challenges sourcing clinical staff for the Health Centre hence waiting times have increased but we are working on ways to manage this
- We are increasing our focus on wellbeing. Massey had developed a wellbeing strategy and as part of that we would be focusing with students on wellbeing and building resilience. The strategy looks at whole student rather than at just academic achievements and Mental Health First Aid is part of it. In addition to that we need to keep thinking of building safe spaces and at harm reduction.

MAORI STUDENT SUPPORT

- Since the last forum Awhina Wakefield has joined Massey and is providing Cultural and Student Support. She is based at the Whanau Room.

INCREASING ACCOMMODATION OPTIONS

- The exciting development related to accommodation is the leasing of Taranaki 217 as a New Hall which will open for Semester 1 next year
- Massey has 3-year leases signed with the Cube and for 217 Taranaki and there are options for a further 3 years on both properties
- At the New Hall we are going to manage it as a hall for both first year and other year students. Most universities have options for second years (or others) to live in Hall and so if you are interested or know of others who would like a single/twin with ensuite option please apply.

IDEAS AND SUGGESTIONS RAISED

ADVOCACY SERVICES

Used Advocacy Services	32%
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1. More support is needed so that this area can grow and develop
2. Make advocates more known, I don't know who mine are or if there are any for that matter.
 - A. MAWSA's Advocate, Kate, is working on an improved Class Advocate system, which will hopefully roll out next year.
3. In my course, Bachelor of Commercial Music, I don't even know if we have any class advocates...

CAREER AND EMPLOYABILITY SERVICE

Used Career and Employability Service	41%
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1. More freelance filmmaking opportunities
 - A. There is a Massey TV club on campus, which quite actively gets involved in the film activities both internally and externally.
2. Career hub is good to find jobs
 - A. This is a great feedback to hear.
3. Yes. I have been a part of the student volunteer collective but I wasn't even aware that we had careers advisers etc. Create greater awareness maybe?
 - A. Grant Verhoeven is a Career Development Advisor here on Wellington campus and the appointments can be done via CareerHub to meet with him.

CLUBS, SOCIETIES AND CULTURAL GROUPS

Used Clubs, Societies and Cultural Groups	64%
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1. More sport.
 - A. Currently we have two leagues that are running, netball and soccer. For more information, please go to: <http://www.massey.ac.nz/massey/student-life/recreation-and-sports/wellington/social-sports-leagues.cfm>
2. A bigger range of clubs.
 - A. MAWSA has over 25 different clubs, for more information you can go to www.mawsa.org.nz. If there are no clubs that appeal, you can always start a new one. The process is quite straightforward and Clubs Development Coordinator will guide you through it.
3. Better support from the university in club related events.
 - A. University strongly supports clubs involvement in the university's community. Clubs can apply for grants when they want to organise an event.
4. Easier to join, more than one clubs days per semester.
 - A. The feedback was passed on to the Student Association and they will revise.

GYM/RECREATION ACTIVITIES

Used Gym/Recreation Activities	32%
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1. Free gym for students, or open gym 24 hrs a day
2. Gym classes like Pilates or Zumba
 - A. We will pass it on to Recreation Services.

HEALTH AND COUNSELLING SERVICES

Used Health & Counselling Services	43%
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What is a reasonable time to wait for an appointment to see a Counsellor?

1 day	36.48%
2 days	36.84%
3 days	26.32%
1 week	5.26%
2 weeks	5.26%

What is a reasonable time to wait for an appointment to see a Nurse?

1 hour	16.67%
2 hours	44.44%
3 hours	11.11%
4 hours	11.11%
1 day	16.67%

What is a reasonable time to wait for an appointment to see a Doctor?

4 hours	16.67%
1 day	27.78%
2 days	38.89%
3 days	11.11%
1 week	5.26%

- A. We have had challenges sourcing clinical staff for the Health Centre hence waiting times have increased but we are working on ways to manage this

What do you expect from your health and counselling services, and what would a better service look like for you?

Answers:

1. I don't think these are necessary
2. Free scripts
3. Someone who is experienced
4. I am satisfied with the health and counselling services
5. A service for all not just students with community services card
6. I expect to be able to be seen by a doctor within 48hrs. Over the period before and during the mid-semester break the service available was absolutely unacceptable. The Doctors were booked for weeks and nurses for days. On asking to see triage nurse was told she was "booked", -triage should be able to assess on the day of inquiry. Frankly find the current service Student Health MU provides appalling, having to go outside of uni facilities to be seen. Completely unsatisfactory. As for increasing the payment, I think the levy should cover student health, instead of paying upon visit, I would pay more levy for better service. Also having a discount at after hours after 5pm is not something to brag about, the fact that students are having to go there in the first place is a sign of failure in the current system.
7. Free
8. Fully subsidised counselling service like at Victoria University, and then paid for last a certain number
9. Greater awareness? I still think people are put off seeking help from these services because of the stigma of having to see a counsellor.

10. Seen sooner, really long waiting time to get an appointment. Also give notice that doctors may be late as students have busy timetables.
11. Free flu shot. More subsidised appointments.
12. I just expect the same friendly and helpful contact with the staff as I have already received since being here.

Would you be prepared to pay more for a better service?

Yes 25%

No 75%

ORIENTATION ACTIVITIES

Participated in Orientation activities	50%
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1. Less formal, more exciting, major events like big concerts, or indie music festivals, things with alcohol
2. More inclusiveness for transferring or gap year/older but not 'Mature' students
 - A. Thank you for the feedback. We will take it into account for next year's orientation.

STUDENT EXPERIENCE ACTIVITIES/EVENTS ON CAMPUS

Participated in student experience activities	50%
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1. Keep that fresh fruit and veggies for \$12 going
2. There is no sense of community at Massey. Wider range of clubs needed and more funding for clubs above other areas.
 - A. See above answers for Clubs and Societies
3. I eat the free breakfast every day. And it is a huge financial support for me. Being able to only pay for 2 meals a day is amazing. Please keep up the good work.

INTERNATIONAL STUDENT SUPPORT

Used International Student Support	14%
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1. Perfect, no changes. Cherie is awesome.
2. More weekend trips to go on to discover more of the north island and or the culture.

SPIRITUAL SERVICES

Used Spiritual Services	18%
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1. I don't think these are necessary.
2. More awareness. I would like to use them but don't know how or where to find out about it.

STUDENT RESIDENTIAL LIFE ACTIVITIES

Used/participated in student residential life activities	24%
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STUDENT MEDIA

Read Massive Magazine online or in print	59%
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1. More video content, I have to read at uni and don't want to read outside of it
2. Run lgbt+ related articles past uni before publishing. Some articles are inaccurate/offensive to the queer community
3. More fictional writing e.g. comics, stories
4. Only online, save the environment. Promote a sustainable communications medium for Massey University

OTHER STUDENT SERVICES ACTIVITIES I WOULD LIKE TO SEE ON CAMPUS

1. Bigger, more engaging events; water balloon fight/BBQ with BYO liquor allowances?
2. Girls football team outdoor.
3. Heaps
4. Welfare
5. Something useful and directed towards mature students? Everything is so targeted to 18-21-year olds. Massey does an excellent job at alienating its older students.
6. More club's awareness/days. Residential type activities in the pyramid for all students
7. More free food at MAWSA. And a stronger clubs programme and a free gym.

Campus Registrar Wellington

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