

# STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY AUCKLAND CAMPUS - STUDENT FEEDBACK 18 MAY 2016

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## IDEAS AND SUGGESTIONS RAISED

### ADVOCACY

- 1 I don't understand what the advocacy services do. I can't think of a situation where I could need an advocate and would choose them. Perhaps some promotion of this would be helpful, AFAIK the ASA only ran elections and organised student events.**

A No the ASA does much, much more! The Advocacy Service assists students with matters that may impact on a student's ability to successfully complete their studies. These issues may be of an academic or welfare nature. Academic issues may involve: Course related issues – poor structure, problems with lecturer or teaching, concerns regarding course materials, disputes regarding fees etc, Issues of academic integrity/misconduct – plagiarism being a common form of this, Aeogrotat/impaired performance – generally due to sickness or bereavement, Grades disputes – often due to a student feeling they have been marked unfairly or improperly. Welfare matters may include Tenancy – fixed-term agreements, flatmate problems, housing quality, Harassment – from family, friends, peers or even university staff, Money – students being unable to afford food, housing, transport, course materials etc,- budgeting assistance is provided and if necessary referral to community budgeting services for debt negotiation, financial assistance can also be provided to students who experience problems of an unexpected and temporary nature. Health issues - sickness, depression etc which have impacted academic performance (referrals are then made to the appropriate health providers and supports), social issues and difficulties with statutory agencies such as WINZ, StudyLink , ACC and much more <https://asa.ac.nz/advocacy>

- 2 ASA should be doing more to understand what affects students learning in class and the impact it has on their learning.**

A The ASA Advocacy Service coordinates a Class Advocate Programme. Class Advocates are recruited (optimally) from each internal paper offering each semester. Between 250-280 advocates are recruited most semesters. Training is provided to advocates on how to recognise and manage potential teaching and quality issues that may arise. There is a fortnightly logbook feedback system whereby advocates identify potential issues and support and guidance is provided on how to resolve those issue. Trained Class Advocates are offered extension skills training. Advanced Advocacy, Communication Skill and Conflict Resolution are some of the training workshops that are offered. All advanced training includes interactive role play based on hypothetical university learning and class room scenarios. The ASA is extremely proud of their Class Advocate system and the comprehensive training and support the advocates receive. All students are encouraged to become Class Advocates. Check it out [here](#) and get on board!

### CAREERS AND EMPLOYMENT ADVICE

- 3 If more job posts for part time or casual role is available to students, that would make every students uni life easier.**

A We understand finding work in Auckland can be difficult for students. Some useful links are Massey's [Career and Employability Service](#) and [Student Job Search](#).

- 4 More opportunities for Massey Guides other than Orientation (there are only a few, and now a semester is nearly over).**

A We hear you! In addition to Orientation, we also provide opportunities during other times such as Open Day, and the Volunteers Expo. If you have other ideas we'd love to know these so please send through to our [Campus Life Co-ordinator](#).

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

- 5 I believe that many of the events are not well attended. There needs to be less events, but better advertised. This will also contribute to lower costs overall for students. An extra \$1000 a year for a whole lot of events that don't add anything to my education is a huge waste of money in my eyes.**

A A very small percentage of the compulsory fee, such as the Student Services Levy, actually goes towards running events. For a breakdown of Massey's non-tuition fees for 2016 please visit:  
<http://www.massey.ac.nz/massey/admission/fees/non-tuition-fees/2016-non-tuition-fees.cfm>

**6 Have more social orientated events on campus or off campus. And have a sign up page for numbers etc.**

A The ASA in conjunction with Campus Life Auckland, markets all of its events, both social and otherwise, through many mediums such as posters and the ASA [facebook](#) page. Additionally there are many smaller social events hosted by the various clubs, societies and cultural groups. These [groups](#) can be found at <https://www.asa.ac.nz/clubs/clubs-list>.

**7 Have more interesting events at the campus.**

A We are very interested in hearing your thoughts on the various events you had in mind. The ASA together with Campus Life is continually looking at ways deliver the events that students want on campus. If you have any suggestions please email [president@asa.ac.nz](mailto:president@asa.ac.nz) or [campuslifealbanymassey@massey.ac.nz](mailto:campuslifealbanymassey@massey.ac.nz).

**8 More campus events. (It is great to see night market this semester).**

A Yes we enjoyed our first night market as well and there is more to come, including another campus night market on the 21 July. Keep an eye out on the [Campus Life facebook page](#) and the [ASA facebook page](#) for more great events on campus.

**9 Cater for people who have different holidays (education).**

A Thanks for the feedback. We will take this on board as we are planning future events but we have to work with our semester timetable which is not always the same as school breaks .

**10 I fear that Massey Albany is looking at what the Palmerston North campus is able to achieve with events and clubs, and is trying too hard to imitate them. I have never engaged nor known anyone engaged with any of the events that get promoted by email, with the notable exception of Orientation week. I believe that Massey Albany doesn't have the density and demographic of students to make most of these events worthwhile or feasible, and forcing the matter just wastes money.**

A Thanks for your observation which has surprised us. While Massey is one University, as a campus we endeavour to create a student experience which reflects the Albany campus community.

**11 Come up to the student accommodation and offer things.**

A We do! And would be happy to do more. Please contact the Te Ohanga (student accommodation) [manager](#) who is always open to more great ideas.

**12 I would like to see more music orientated clubs as they are really lacking.**

A We agree! We would love to have students jamming in student plaza on a regular basis. However we need people enthusiastic like you to get a [Club](#) going.

**13 There should be someone who is in charge of encouraging and supporting (other than grant) clubs to organise various activities, to make our campus more lively and students to be more active.**

A We know that ASA is keen to employ a dedicated position for co-ordinating events. You are also welcome to contact the [Clubs and Activities Co-ordinator](#).

**14 Even though I don't personally use it, I am always happy for my levy to contribute to the Health and Counselling Centre, Gym and Chaplaincy Services.**

A We really appreciate your comments which shows you are thinking of the greater good, not just an individual.

## RECREATION CENTRE

**15 Recreation Centre especially sports halls should extend their open hours till night on weekends.**

A Really useful feedback. We haven't received other requests to extend opening hours however when we next survey our gym members we will ask a question around opening hours.

**16 Students should be prioritised for using sports hall.**

A Students definitely have priority booking over any other user/s. Our Recreation Centre [manager](#) is keen to chat to you to find out more.

**17 I appreciate the gyms improvements to the lighting and new equipment however the locker rooms and showers have been neglected for a while. Are there any plans to do a refurbishment (other than just a bit of paint)? This could be an opportunity to install more efficient shower/mixer systems that use less water and energy - saving money and the environment :)**

**18 When is a refurbishment planned? It is looking tired. Some lockers are broken in the locker room, and some shower heads are faulty.**

A We have definitely taken this feedback on board and you should have noticed some improvements. If you are visiting the gym and you notice that something is not working properly, please let a recreation staff member staff know so that broken items can be fixed as soon as possible.

**19 PhysioOne have a different rate outside Massey. Are we subsidising this?**

A Not at all, they set their own rates and are keen to support students which is why they have a lower rate.

## PASTORAL CARE

**20 You need to have more stuff for post-graduate students, that start earlier in the year.**

A We think you are right and we want to do more stuff for our postgraduate students. The Graduate Students Advisory Committee ([GSAC](#)) is doing some great things for postgraduates here in Auckland, including regular pizza nights – the next event planned is Tuesday 9 August with Mark Powell, CEO in Residence as guest speaker. These forums are good opportunities to discuss issues facing postgraduates and also a time to network and meet your Massey peers. GSAC is eager to hear your ideas! ASA is also working on events targeting postgrad students such as Whine over Wine.

**21 International student support should change name as they don't support international student other than issues related to visa.**

A On campus there is an international pastoral care advisor to help answer your questions and provide you with a range of services and support while you are studying with us. Jackie Shi is always available to assist you and you are welcome to make an appointment with him [International Pastoral Care Advisor](#).

## STUDENT TO STUDENT COMMUNICATIONS

**22 All the issues or activities information should be easy to check on official website or Facebook or other channel. As a block/distance student it is hard to know such activities...**

A We suggest you "Like" the [Campus Life facebook page](#) and the [ASA facebook page](#). On these pages we advertise events that are open to all students. You can also find out about all events (academic & social) on the [Massey App](#).

**23 Why print so many copies of Massive magazine?**

A Wellington Students' Association is contracted to deliver Massive. The production run is based on campus size however the Editor has been recently advised to reduce the production run for the Auckland campus.

**24 Massive magazine – we would prefer hard copy rather than online.**

A Thanks for your feedback. The Albany Students' Association will forward this on to the Massive Editor.

## GENERAL

**25 Student levy increase. General increase in fees. Other expenditures.**

A Fees are reviewed each year and any increase is approved by the University Council.

**26 I pay a LOT of money each year for services I've never used. I'd rather reduced services and less financial cost to students. It's ridiculous, esp when compared with other universities. Pretty sure the Uni could be more efficient financially in this regard**

A The Student Service Levy, like some other fees, is a compulsory fee which provides students with access to services when needed. Whilst you may not use one or all of these services, you pay a fee because you may need to use one of these [services](#).

**27 I'm studying evening classes and working full time so I have no time to participate in any events or get any benefits from student services. Why should I still have to pay the Student Services Levy? I had no knowledge prior to this survey that students can appeal for it. Why is the appealing process only allowed within 30 days after the semester begins?**

A Check out these FAQs on [fees](#) as lots more info is found there.

**28 Everything is good.**

A Great to hear!

**29 Good to see all of these services available, maybe students could be informed about them in different ways as I am not aware of some of them.**

A We try really hard to let students know all about the services available to them. If you think of a better way to communicate, please let us know by emailing [campusregistrarAK@massey.ac.nz](mailto:campusregistrarAK@massey.ac.nz)

**30 BTW I love Massey Albany xxx, and are looking forward to many years of great experiences!**

A Thanks for the feedback – we love having you here at Massey.

**31 What was the surplus from the Student Services Levy last year?**

A The University's Annual Accounts show that the surplus was \$233,000. The surplus has been added to the total amount of Levy revenue paid by students in 2016 so it will continue to be spent within the approved categories as set out in the Ministerial Direction.

**32 Where do we find the University's annual accounts?**

A You are welcome to view them on the [Massey website](#).

**33 What was the Student Services Levy spent on?**

A There is a lot of information available to answer your question. Please follow this [link](#).

**34 If there is a surplus, why are Student Services Levy fees not reduced?**

A We aim to spend all of the student services levy money in the year it is collected, no more and no less, but because it is impossible to be completely accurate in forecasting the costs there is always the likelihood of a surplus or deficit. We aim to minimise that and roll it over to the next calendar year when most of the students who contributed will still be Massey students. We believe this is the best and fairest way to ensure the money collected from a particular cohort of students is spent on services available to those students.

**35 Any surplus at end of the year carried over to next year should become a contestable fund as long as requests fit within the Ministerial Direction.**

A What a great idea however we do need to take a conservative approach to ensure we always have a small surplus should we be faced with an unexpected expense. We will definitely consider your idea as we negotiate 2017 budgets with students, student associations and Massey.

## OTHER FEEDBACK (NOT STUDENT SERVICES LEVY)

### SMOKE FREE

**36 Any chance of looking into completely smokefree campus again? Massey Uni is one of the very few universities left that allow these traditional designated smoking zones. Its time to move forward with the rest of the country on this issue and remove smoking completely. I realize there is concern of backlash from students and staff, however consider the 2014 publication in the New Zealand Medical Journal on this very issue which conducted a survey on attitudes to smoke free policies of tertiary institutes and found strong support for smokefree campus policies. <https://www.nzma.org.nz/journal/read-the-journal/all-issues/2010-2019/2014/vol-126-no-1393/article-marsh>**

**37 The usual BAN SMOKING ON CAMPUS!**

A Smoking on campus is about to change! We have recently constructed a smoking shelter at the edge of the car park adjacent to Pukeko Hall. From the beginning of Semester Two this will be the only designated smoking area on the East Precinct. The University Senior Leadership Team has announced that the University will be adopting a total smoking ban on all its campuses in the very near future so those who smoke may wish to take the opportunity to attend a "quit smoking" programme which we will be coordinating. The decision to be totally smoke-free is in line with a large number of other New Zealand university campuses.

### ACCOMMODATION

**38 Student Accommodation Services as I understand them should be funded by the people benefiting from them, except in the case of exceptional financial distress. Just because I don't live in a Massey residence doesn't mean I don't have my own costs that I have to work hard to cover.**

A We also need to support our students who live on campus – they too pay the Student Services Levy so we need to ensure that they are supported through the appropriate provision of pastoral care.

### PARKING

**39 We need more parking.**

**40 There needs to be more parking in the Albany campus. And if cars are illegally parked they shouldn't be warned or clamped as there is no where else for students to park!**

**41 Car parking is obviously a problem**

**42 University's should be pushing to take car's and emissions out , not promote more parking , Create a bitomart like light rail system in place off car park's.**

**43 More parking (Albany). Covered parking.**

A The campus is currently undergoing an exciting development phase which at times may affect parking. We encourage all students to consider the car pool initiative which is run by ASA, bus to campus, park on Ōteihā Rohe and walk to the East Precinct, catch the free shuttle bus, or we have recently arranged for overflow car parking at the QBE Stadium.

#### LIBRARY

**44 And finally ..... and this point has been raised often .... Library staff need to ENFORCE silence at the appropriate levels but they don't. The Library is NOT a meeting place or social club yet it is being treated as such. I avoid the place like the plague :(**

A We have forwarded your feedback to the campus Librarian. The quiet zones are on levels 4 and 5 or the study rooms on level 3. If you are in those zones and you find the noise of others distracting you should raise this immediately with one of the Library staff on duty.

#### FACILITIES

**45 Early morning starts to beat traffic and to make the most of the day! I would love to go to 7am tutes.**

A We are not sure other students will agree with you however your suggestion does have merit particularly in reducing traffic congestion. Your point is certainly worth further consideration as the campus continues to grow.

**46 The lecture hall can get very cold and drafty from the air con.**

A Feel free to raise such situations through [campusregistrarAK@massey.ac.nz](mailto:campusregistrarAK@massey.ac.nz). We will ensure that such complaints are referred to Facilities Management.

**47 This year it almost feels as if the student numbers are putting pressure on resources, as if numbers exceed what the campus can handle. I'm not just referring to the parking situation, but also to the cramped Library. The campus needs to expand if numbers are expected to increase.**

A The campus is indeed growing and as a result there is pressure on car parking and other facilities. The University is currently leading a number of discussions to agree how and where we will grow, which will mean we need more car parks, teaching and research spaces, student facilities etc. One such project is a refresh of the Campus Development Plan which will show where additional buildings will be built etc.

**48 The Massey Business School building smells of leaky building syndrome (black mould). I appreciate it has just been done up (aesthetically) but when that smell leaches through again it is a health hazard and needs to be addressed. Obviously proof will be required that there is black mould ... but when a building has a systemic leak, black mould usually follows.**

A As a result of this comment, a visual inspection (30 May) of all of the areas in the Massey Business School building, including the roof space and plant room areas. There was no detection of any signs of water ingress within the building, and given the recent rainfall, this should have been evident if there are leaks. During the walk around there was no detection of any odour as a result of dampness. The Inspector commented that the building was much fresher than they had experienced in the past, especially the common areas that have often felt under ventilated. Without knowing the specific area/s, which raised your concerns we can go no further with investigating the alleged odour. If we are provided with specific location/s, we will undertake a more intensive investigation of these areas.

**49 Also I don't like being negative but that smoking piece of art in our front lawn is foul. When I see that every morning I think of industrial pollution, cigarette smoke, Penrose and motorway fumes. Surely some great minds could create something (anything) better than this. A gorse bush would make a better impression on me :)**

A Artworks certainly create a lot of conversation, some good some not so good. Just for information, following is the plaque which provides an explanation of the artwork: Dane Mitchell, Vaporous Sculptural Act ,2014. Bronze, haze, electronic components. Vaporous Sculptural Act complicates our expectations of permanence and monumentality - something often ascribed to permanent public works of art. By employing vapour as a sculptural material, the artwork is in a state of continuous change. Vaporous Sculptural Act suggests an unsteady proximity between the edges of the work, the land, the air and even the viewer's body. Just as you see it, Vaporous Sculptural Act dissipates and vanishes. Purchased to mark the 21st Anniversary of Albany campus.

**50 Better ventilation in some of the female toilets. Do they switch off the extraction fans to save power?**

A We have referred your comment to Facilities Management to check the ventilation systems to ensure these are working efficiently.

#### OTHER

**51 International students completing mid year would like to see Graduation ceremonies available at Auckland in November. Would rather not travel to Manawatu as friends are graduating in Auckland.**

A We investigated this possibility a couple of years ago but the numbers were not high enough to support a ceremony. However, we will review this decision in the near future to see if a November ceremony is possible.

**52 The paper selection online could be made easier.**

A Thanks for your feedback. A new student management system will be implemented mid 2017 which we hope will address this.

## ACTIVITIES I WOULD LIKE TO SEE ON CAMPUS

- 53 More night markets
- 54 Better pool tables
- 55 Arts and crafts, kahoot quizzes in the ASA room, foosball tournament etc
- 56 More parties
- 57 Live music
- 58 Singer competition
- 59 Rowing
- 60 Social basketball
- 61 A photo booth at next Orientation day
- 62 Something relative to broadcasting or photographing
- 63 The extra sessions on software use like Word, Excel, Endnote etc are super helpful. Wondering why so few ppl attend.
- 64 Please do the dog therapy day again :)
- 65 Weekly activities going on every different day, not just on Clubs day
- 66 More cultural events since uni is the only place where you get to know all new things
- 67 More clubs and cultural days. Maybe something that highlights one particular club for the day/week, who they are, what they do etc
- 68 More student events on campus, have one every week/fortnight
- 69 Social activities each semester as well
- 70 Less activities and less fees each year
- 71 New innovative ways in getting students to have more of a say and how these can be expressed on campus in an open forum perhaps a general discussion to get students talking about what is and is not working at Massey Albany
- 72 Probably a holy day if possible, and many other fun activities
- 73 Some cultural event for different cultures
- 74 More awareness raising stalls etc
- 75 More support for post grads
- 76 Post graduate party - for people aged over 26 or 27 so we can meet like minded people. Its hard being a senior student (30) and trying to fit in with young people. Would be good if this could be organised for 2nd semester - let the people know up at the accommodation as this includes us.
- 77 More of the same
- 78 Keep up the current work, its all good.