

STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY AUCKLAND CAMPUS - STUDENT FEEDBACK 23 SEPTEMBER 2016

IDEAS AND SUGGESTIONS RAISED

ADVOCACY

- 1 **Activity propaganda can be strengthened so that more students can know the relevant information.**
 - A. You may like to connect with the Albany Students' Association advocacy co-ordinator, Penny Lyall, <https://asa.ac.nz/advocacy>.
- 2 I would really appreciate if there was open communication between colleges like the maths and construction colleges. I would also appreciate it if head of departments and other university representatives keep their word and worked towards supplying a better/ promised quality standard of teaching. Furthermore I would appreciate it if new lecturers had their work moderated by more senior members of staff to ensure that both lecturer and students feel that they are getting a fair deal for their time effort and money. Currently there are too many new lecturers who are under skilled and unsupervised teaching in a very poor manner which is unmotivating and very concerning in terms of what students need to learn to be successful in their chosen career paths and also for the degree and university to maintain its credibility. Furthermore when issues are brought to the head of the degrees attention and agreements and promises are made, one expects to see improvements but sadly this has not been the case. My fellow students and myself have worked with ASA to try and remedy certain issues but are only paid lip service.
 - A. You note that you have been working with ASA on this matter. From experience, we know that ASA is very committed to advocating on behalf of students, and certainly will be doing a lot more than paying lip service to the issues you are raising. We encourage you to continue to work with the ASA through the grievance process <https://asa.ac.nz/advocacy>
- 3 If voting changed anything, they'd make it illegal. Emma Goldman (1925–1936)
 - A. Noted!

CAREERS AND EMPLOYMENT ADVICE

- 4 I hope more career support including face to face communication on guiding the career plan which I think it is not enough in the current situation!
- 5 CareerHub doesn't work for me.
- 6 Improve the careers service.
- 7 Career support with more diversity and in a deeper degree
 - A. Massey provides a [Career and Employability Service](#). We are keen to explore this further to make things more relevant to you. May we suggest you make an appointment to visit our on campus careers consultant, Trish Fleetwood or email careersupport@massey.ac.nz. In addition we also provide a range of resources such as interactive online career tools, workshops on specific career topics, and employer events.
- 8 Do more aid work and advise on how to get involved with aid work
 - A. Aid work looks great on your CV and shows your willingness to get involved. We host a volunteering expo and career fairs to make introductions for students with a variety of organisations. However if wish to discuss you comment further with us, please contact Trish Fleetwood, the campus careers consultant, careersupport@massey.ac.nz.
- 9 I am wondering if BA students can have school trips, which helps us to gain overseas experiences and turn what we learn from class to reality.
 - A. BA event was organised recently looking at employability issues, and was an opportunity to hear from employers and recent graduates, focussing on support for our BA students. This request is not related to the Student Services Levy however we encourage you to raise this directly with your lecturers.

- 10 More exposure to real life businesses (internships and work opportunities).
 - A. Internships are advertised on the [CareerHub](#) portal. Opportunities are also available through [Student Job Search](#).

CLUBS, CULTURAL GROUPS, SOCIETIES, SPORT & RECREATION

- 11 I hope University will hold lots of parties or activities to bond students together. It will also help us adopt new environment ASAP.
- 12 Have mid semester celebrations with sponsorship events from companies that contribute to orientation
- 13 Business groups.
- 14 Stop strangling the culture of University life. Allow alcohol to be consumed at ASA affiliated events.
- 15 Keep the sausage sizzle! :)
- 16 I feel that student events should be more regular (given their size), or more of a spectacle (which I appreciate requires funding)
- 17 I really like when we have fun events, like the one with hoola hoops. That was amazing.
 - A. Thanks for your ideas which we have taken on board. Remember that we have many clubs on campus, click [here](#) to find out what's happening. Like the [Campus Life](#) and [ASA](#) facebook pages to keep up to date with what's happening on campus. You are also welcome to get in touch with the [ASA president](#), and the [campus life co-ordinator](#).

RECREATION CENTRE

- 18 Charging (international) students for Rec Centre upkeep in the fee structure should be abolished. Only those making direct usage of the facilities must be made to pay for the services
- 19 Reduce the amount spent on the Recreation Centre.
- 20 Get rid of student recreational fees for block course student. Rip off
- 21 The extra cost of paying for the recreation centre even when you don't use it means I am likely to change to being a distance student instead of an internal Albany student next year. Thank you for making health care affordable though.
- 22 Free gym access, especially because my fees pay for the upkeep :((((((
 - A. For the wellbeing of all students access to a Recreation Centre is important. The SSL provides students with access to services such as the [Recreation Centre](#), it certainly doesn't fund it all. Lots of people do use it, and value it. Have you [checked it out](#)?

PASTORAL CARE

- 23 Campus pets, cats and dogs for petting and playing
- 24 A chill out zone that is always on, music etc that is outside.
- 25 Napping areas
- 26 More inviting, especially to those who don't live on campus
 - A. Student Central is the place for you! Check out the Student Social Lounge upstairs on level 2 – that's where you can go and relax, or find a quiet corner. If you have any ideas how we can make this a better space, please share these with the [Albany Students' Association](#), or advocacy@asa.ac.nz or just rock on in to their offices which is in this area.

STUDENT TO STUDENT COMMUNICATIONS

- 27 A bit more communication about activities.
- 28 More publicity for events.
- 29 Should inform everyone about the events. I haven't received emails regarding all events.
 - A. We use text, facebook, student enewsletter, posters to let students know what's happening on campus. Like the [Campus Life](#) and [ASA](#) facebook pages to keep up to date with activities on campus. We are exploring a network of electronic screens around campus as well. We would love to hear from you if you have ideas on how we can do better - contact the [campus life co-ordinator](#).

GENERAL

- 30 PhD students are considered internal even if they are, in effect, distance studies. I live too far away from either Albany or PN to use such things as the gym or other internal amenities, although I pay for them in my tuition fees. I'd like to see more support for those doctoral students who are de facto distance students who don't get any benefit from the fees they pay for internal amenities.
- A. Check out the [FAQs](#) around fees. There you will find a section titled How can I have the Student Services Levy reconsidered? The SSL is a compulsory fee paid by all students, however, given extenuating circumstances a student may apply to have the payment of this fee reconsidered by the University.
- 31 Lower fees for block/distance students.
- A. The SSL fee payable by distance students is a lot lower than what internal students have to pay.
- 32 Since I reside in Cirencester UK, I am not in a position to benefit from on campus activities; therefore, I should not have to pay Student Services Levy. I should be refunded Student Services Levy paid in respect of this year's fees.
- A. We are assuming that you are classified as a distance student therefore you should be charged the appropriate rate which is lower than if you were an internal student. Even though you are offshore you still have access to services such as advocacy, employment and careers etc.
- 33 I don't use any of these, so I would like to have the option to not to pay for these, one way to find out if students use these is if you use your ID card to access these.
- 34 Your levy is expensive and compulsory. This is disgusting! I don't use any of your service.
- 35 I don't use any of the above and yet I have to pay a fee.
- 36 Budget allocation, chaplaincy service, parking, transport options.
- A. We do our best to provide good access to services at a reasonable cost to students. The SSL provides the opportunity for students to have access to these services, it does not meet the full cost of providing these however the service is there if and when you need to access it.

OTHER FEEDBACK (NOT STUDENT SERVICES LEVY)

Thanks for your feedback - we will pass your comments through to the relevant departments.

ACADEMIC

- 37 More emphasis on study skills through OWLL and exam preparation techniques at the beginning of the semester as well as at the final stages of semester.
- 38 Tutorial sessions for labs would be of value and are necessary
- 39 Improved proof reading services
- 40 Props for presentations - better access to career and paper planning (relocate) - better reference system.
- 41 Some students have the option of doing a paper via distance or internal. Distance versus internal students ratio – are internal students disadvantaged?

ACCOMMODATION

- 42 The student accommodation (apartments) are too hot and stink during the summer due to the system of putting rubbish and recycling boxes in the hallways. This is disgusting and is not hygienic. I stayed two weeks then made other arrangements and left. Such a pity as the building is good, but some of the management systems are sadly lacking.

CATERING

- 43 More healthy food options on campus
- 44 24/7 library and cafes. Healthier options at the cafes. Better coffee at the cafes, with the exception of the van.
- 45 Healthy food at Oteha Rohe.
- A. There is a suggestion box in the catering facilities, feel free to use this.

FACILITIES

- 46 Improve facilities on the Oteha Rohe campus including the cafe and create a proper study area and eating area for students.
- A. There are a number of dedicated student communal spaces on Oteha Rohe, including Social space in Building 96, Room 96.13; Study space in Building 96, Room 96.14; and Common space in Building 98 café.
- 47 Oteha Rohe is an embarrassment. Students are paying the same fees but aren't getting the same value.
- A. We are in the process of replacing chairs throughout Oteha Rohe, and also refreshing signage on buildings.
- 48 Immediate replacement of failing lab fluorescent bulbs
- 49 Temporary lockers
- 50 Cleaner toilets
- 51 More cleaning done on a regular basis on the OR campus. Coffee stains on desks have remained in the exact same place from semester to semester. It concerns me as I wonder if the toilets are even cleaned.
- 52 Furthermore, this is somewhat unrelated but; during rainy days the campus becomes a complete death trap - the majority of the campus is dangerously slippery; I have no suggestions on how to remedy this and I'm not even sure if this is the correct forum, but there it is regardless. Thank you.
- 53 It was recently brought to my attention that the recycling on campus and in the accommodation services was not up to par as I thought. I would like to see the money go towards better recycling services on campus or the accommodation services, and perhaps compost stations as well.

All of the above comments have been referred to the Facilities Management team for their action.

LIBRARY

- 54 I am quite disappointed with the library. There are two issues that bother me: Firstly, it is surprisingly crowded most of the time. More group study rooms and generally more group study space is needed. Secondly, it is very, very dirty in there. The tables are never wiped, neither are chairs or walls. I'd love to see this improve. Otherwise I am very happy with what the campus has to offer and all staff I have met so far were great.
- A. The library is packed most of the time, and it's not a surprise to us! We've tried to create a variety of different study spaces - silent individual, group areas, including group study rooms - to give people choice. Yes, we do need more group study space, but we also need more individual spaces. Just over a year ago we moved our IT assistants out of their office on level 2 to create an additional bookable group study room. Next year we'll be looking to see if we can relocate the material in the archives room to make another meeting space. Students are also welcome to use the training room for silent individual study when it's not booked for training. Our advice would be to approach library staff if you're struggling to find a spot and we will be able to assist you.
- The opening hours are reviewed annually, based on demand and our budget. We have extended longer hours over summer as a result of student feedback. This semester we've been gathering door count statistics hourly, as well as collecting student comments about hours on the whiteboard, which we can use to make a request for longer opening hours in the future.
- 55 24/7 library and cafes.
- 56 Let us get alternative browsers on the library computers.
- A. The choice of browsers available on our library computers is governed by IT Services. My understanding is that you have a choice of three. The computers default to IE but you can also choose Firefox or Chrome. Some applications work better with some browsers, so if you are having problems, you could try changing. Our IT guys in the library are always happy to assist you.

SMOKE FREE

- 57 Re think the smoking area! It's ridiculous where it is.
- 58 The way smokers have been completely pushed out of the campus is extremely disheartening. I'm aware that the return of the old smoking areas is well out of reach, but I would like to at least see a better-equipped shelter. Last levy meeting, we were informed that a large portion of the levy was left untouched, due to disinterested students. If this is so, then these students shouldn't mind a small amount being put towards something of that nature. Smoking is completely legal and the fact that smokers must

endure so much discrimination already is lamentable. We have essentially been told that we're an eyesore. I was told something along the lines of, "The majority of meetings in Massey take place in the Atrium, it's not a good look." What I would like to see happen, to at least alleviate this feeling of alienation from the campus is; a second seated shelter (even some form of seating without a shelter would be acceptable, a long picnic table, perhaps?) added to the existing area. Following this, a recycling bin in addition to the existing 'general refuse' bin.

A. We all know the dangers of smoking to all. The University's Senior Leadership team has made a commitment to have it's campuses smokefree by 2025 or earlier if possible. This is in line with current thinking for all of New Zealand. We canvassed all staff and students prior to the decision to move the smoking shelters, and the response was overwhelmingly positive, and many of those who gave feedback were smokers!

We have provided a smoking shelter on the East precinct which is covered plus we are looking to place more seating in this area however further shelters are unlikely to be placed elsewhere on the East precinct at this stage.

TRANSPORT

59 I believe it would be a great idea for the University to provide free shuttles that travel back and forth to Albany mall. This topic has come up with many other students, as it's always such a hassle trying to buy lunch without losing our park space. Also the idea to of course create more parking spaces

A. The campus shuttle bus travels to the mall every hour. Check out the [shuttle](#) timetable.

60 More parking space.

61 Parking is so bad. Something needs to change with that.

62 It would be good if more parking is made on the Albany campus.

63 Providing more space for car park is necessary.

64 The new roadworks have taken out parking.

A. The Campus Development Plan which is currently being refreshed, aims to have a ring road with parking on the perimeter of the campus. The new road just as you come in gate one on the East precinct is scheduled to open in December, and more car parks are in the planning development stage. We are in support of Auckland Transport encouraging people to [carpool](#) or use the [bus service](#) on our door step. Overflow parking is also available at North Harbour Stadium during the week for students.

65 The way a student is categorised – distance or internal – has an impact on the Hop transportation card. Could there be some negotiation by the University with Auckland Transport on behalf of students?

A. The rules of eligibility are set by Auckland Transport. Currently discounts for students are only available if you are studying full time on a campus. We will be raises this matter with Auckland Transport as many of our students are full time but take a mix of internal and distance papers.

ACTIVITIES I WOULD LIKE TO SEE ON CAMPUS

66 A gigantic water fight would definitely be lots of fun once summer kicks in more. Though I get the feeling it would probably be way too much of a hassle.

67 Student festival

68 Live music

69 Music festivals

70 Can't go wrong with dance parties.

71 Live music

72 BA students party

73 Social event for students

74 Night activities, concerts, public speakers.

75 Albany campus used to be welcoming to families, now it is too corporate. Picnics/BBQs for the whole family (including students with children) would be nice - with ice cream trucks instead of coffee coffee coffee or beer beer beer.

76 Huge 'open door' summer night event with music, markets, food stalls etc - make Massey a hub for all Albany families, youths and residents

- 77 Social events on par with other universities. Why do clubs have to be focused on academics, work experience or sports? Where is our social culture!?
- 78 As an international student I often feel lonely, I hope our university can offer some party which can help us to meet more new friends, especially domestic students. This is also a good idea to help us to improve our English skills and gain a better knowledge about New Zealand.
- 79 Friends making activities especially for International students
- 80 More things to get to know people would be nice
- 81 International day, since we have lots of international students.
- 82 International student week, where all nationalities come together to display their culture
- 83 More Chinese cultural communication such as Chinese festival week.
- 84 More cultural activities
- 85 Technological conference or computer competition
- 86 Competition sports
- 87 Love to see more sports days so I can find out what sports clubs we have.
- 88 Sports match, like basketball or football match
- 89 "Cross country" running around Albany for all students who would want to participate
- 90 Dodgeball
- 91 Diving/free diving club
- 92 Darts
- 93 Archery, sword fighting, Hand-to-hand combat.
- 94 An outdoor gym.
- 95 Volunteer jobs about human nutrition and how to apply!
- 96 Jobs guidance seminar
- 97 Career expos - exposure to businesses and networking Life skills - financial planning, house buying, budgeting CV writing - building your brand and personalised advice
- 98 I have participated in post-grad activities (which are not listed above). Being based in the Albany Village campus I find I am quite detached from anything on the main campus and campus life in general.
- 99 Circus
- 100 Activities that allow you to win things - coffee vouchers etc
- 101 Longer orientation period with more exciting events
- 102 Stress relief around exam time
- 103 Overnight accommodation (either free - since I've already paid for other things I'll never use, or at a reduced rate) for PhD students meeting with supervisors on campus and having to travel to do so.
- 104 Free parking for the students living in the accommodation village.
- 105 Free food (sushi)
- 106 More market days, during the day rather than only Thursday evenings. To have them for longer durations. I always miss them because of clashes with lectures. They don't have to be only food related, can think about having cultural performances, craft stalls etc.
- 107 Something that makes the campus way more like University of Auckland's city campus.
- 108 Composting initiative, all vendors on campus only using compostable packaging, recycling that is actively encouraged
- 109 More business groups
- 110 More food options
- 111 Different kinds of activities are ok for me.
- 112 Open to anything
- 113 I like the activities you have around the place.

Fantastic feedback, thanks heaps. ASA and Campus Life are taking this on board. You are also welcome to get in touch with the [ASA president](#), and the [campus life co-ordinator](#).

Lots more information on the Student Services Levy, and how we communicate with students, may be found [here](#).