

STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY MANAWATŪ CAMPUS - STUDENT FEEDBACK SEPTEMBER 28, 2016

IDEAS AND SUGGESTIONS RAISED

ACADEMIC

1 Improved and updated Massey Stream.

A Project is underway to improve Stream next year by implementing a consistent approach for all programmes. The Bachelor Arts programme will be the first to implement the changes, with more programmes following later in the year.

2 Later library hours.

A We monitor library use and occupancy and use this information when to inform our annual review of the Library opening hours. Longer hours would result in increased costs, which have not been allowed for in the current budget.

3 More Maori specific student support.

A Massey University is in the process of recruiting someone for a Maori student support role. This person will provide support to Maori students on all three campuses.

4 More private areas would be greatly appreciated.

A We've created more study spaces in the Library and will make more spaces available in the New Zealand room during the summer.

FACILITIES

5 Could we please have a microwave installed in the Library? The ones in The Centre are great! But difficult when studying late at the Library and there is nowhere to reheat meals and no shops are open.

A We've created a hot food zone in the Library. This doesn't currently include a microwave, but you can bring in hot food from the dining hall. As we make further improvements to our service and spaces, we will consider providing a microwave.

6 Giving students free limited printing services for each semester.

A Unfortunately, there are costs related to this service for the University, so we are unable to provide this service free-of-charge.

7 Provide lockers for students that they can rent for a semester.

A We are very aware that students need and are asking for lockers. We are looking at options to implement this initiative and considering possible locations and how best to manage lockers.

8 Better and more accessible recycling.

A We are satisfied there are enough recycling bins on campus and we make an effort to move the bins to find the most appropriate locations. If you think a bin is required in a specific location, contact operations and security manager Kerry-Lee Probert, via the Facilities Management Helpdesk 06 3505888, ext. 82214.

9 More shops!

A We are always interested in having more retailers on campus, but one of the challenges faced is finding ways to support shops during the quiet periods.

10 More food options.

A We are looking at catering options for 2017 and will keep students informed of developments.

11 Vegan food!

A We are looking at catering options for 2017 and will keep students informed of developments.

12 Have a better cafe on Manawatū campus.

A We are looking at catering options for 2017 and will keep students informed of developments.

13 Introduce more flowering plants rather than trees and bushes.

A Managing the landscape and grounds of the campus is a balancing act: factors considered include native plants, which are largely evergreen and bushes, exotic 'flowering' plants and budget. Recently, some of the larger trees on campus have been removed and replaced with smaller flowering plants.

- 14 An Aquarium in the Library.**
A This is a point worth considering and has not been raised before. We will take it under consideration; however, due to associated costs it is not likely something we will implement in the short-term.
- 15 What is that empty space between the Student Centre and the Library for - it is usually deserted?**
A We are unsure what space you are referring to. Please email to CampusRegistrarPN@massey.ac.nz if you want to pursue this.
- 16 Buildings need to be upgraded! Rooms in SST (Social Sciences Tower) need renovation.**
A Facilities Management has a programme to upgrade buildings and is constantly updating it to meet both planned work and more urgent work.
- 17 Motorcycle parking beside disused bicycle lockers please. Most motorcyclists on campus don't wear adequate safety gear because there is nowhere to put it.**
A We are looking at options to improve motorcycle parking on campus and considering possible locations.
- 18 A space for agricultural students to hang out instead of the Library or Massey University Student Association (MUSA) lounge. Would be a great place to meet new people within the degree.**
A Social spaces for students of all subjects, including agriculture, are important. We are looking at options to improve social spaces, including an upgrade of the YFC (Young Farmers Club) building.
- 19 The campus is still not 100% accessible for people with disabilities.**
A We are in the process of revising our Campus Development Plan, which will include initiatives to improve accessibility on campus.
- 20 Wi-Fi for halls should be free.**
A Unfortunately, there are costs related to this service for the University, so we are unable to provide this service free-of-charge.
- 21 Need USB charge ports in MUSA, Library and Marsden Lecture Theatre.**
A MUSA has taken this into consideration and we are hoping to work with them to implement this in the near future. The Library is currently investigating providing charging cables for loan as an interim measure until something more permanent can be implemented.
- 22 The landscaping could be improved. The vet pond in particular.**
A We are in the process of revising our Campus Development Plan, which includes a recommendation to place more seating around the vet pond and other areas. We acknowledge the Vet Pond is in need of maintenance and a proposal for this is currently awaiting approval.
- 23 Water blast some of the mould around most of the buildings.**
A We regularly water blast buildings and pathways, usually during the summer break.
- 24 \$4 a day parking for students who already pay \$8000 to 10,000 a year to study is ridiculous and most people don't bring their cars because they cannot afford it.**
A Parking is available to students with ID cards in the Orchard Road car for \$2 per day. Instructions for this car park are available at the pay stations, or visit the Security Helpdesk for advice (located in Facilities Management on Colombo Road).
- 25 More seats near the pond.**
A Please refer to question 22.
- 26 There needs to be a whole lot more of parking.**
A Overall, we believe there is a reasonable number of parking spaces on campus. However, they are not evenly spread throughout the campus.
- 27 Library needs more quiet study areas.**
A Please refer to question 4.
- 28 More emphasis on healthy snacks at events rather than fizzy drinks and pizza. Also putting more water bottle filling stations around with chilled filtered water.**
A We are currently considering healthier options, including better access to water fountains.
- 29 More seats/desks for study! Library is too full again :(**
Please refer to question 4.
- 30 More places to sit socially outdoors.**
A Please refer to question 22.
- 31 I think there needs to be more rubbish bins and water fountains on campus.**
A Please see the answer under question 8 above. For any other enquiries, please send your questions to CampusRegistrarPN@massey.ac.nz.

SOCIAL/SERVICES

32 Counsellors become more known and welcoming to the Halls of Residence.

A In the past a counsellor has been available in the Halls a few evenings every week. We found this service was underutilised by students, but we intend to explore reinstating this service again in the near future.

33 Later busses into town.

A We work closely with the bus service provider, Horizons Regional Council. Together we continually review the frequency of buses, however the main factor in deciding frequency is the usage of the services. We will raise this point with Horizons.

34 No smoking.

A We are working on becoming a smoke free campus, with the intention of implementing this in 2017. Any feedback or comments should be emailed to CampusRegistrarPN@massey.ac.nz.

35 Enforce no smoking in areas labelled as non-smoking.

A Please refer to question 35.

36 Make it easier to look up building codes.

A The Massey app is a great way to find locations on campus quickly and easily. It's free to download for android or Apple users. Click [here](#) for links to download the app.

37 Better signage and directions for each building.

A We are in the process of revising our Campus Development Plan and this issue will be addressed in the plan.

38 Sign board quotations suggesting good principles to follow in life. Good citizen and sowing seeds of patriotism.

A This is a point worth considering and has not been raised before. We will take it under consideration; however due to associated costs it is not likely something we will implement in the short-term.

39 I arrived here last Friday, so I have no suggestions now. But Tararua Flat 1 is a wonderful place, my roommates are so lovely and kind, I love on-campus accommodation and Massey.

A Thank you for your positive feedback.

40 I would love it if the Rec Centre was open earlier on weekends.

A At the moment we believe we are meeting the needs of the majority of our users, based on the feedback we have received from students and the community. While the preference of users do somewhat differ – students prefer later opening hours in the afternoon and evening, while community members prefer earlier hours and weekends – the recreation centre is open 102 hours a week during the academic year.

41 Better information about what's available and how to access it.

A The Massey app is a great way to find out about events quickly and easily, and it's free to download for android or Apple users. For more information and to download the app go to https://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/mobile/massey-uni-app/frequently-asked-questions-for-massey-uni-app/frequently-asked-questions-for-massey-uni-app_home.cfm.

EVENTS I WOULD LIKE TO SEE ON CAMPUS

42 Rugby and soccer tournaments.

A We are hoping to introduce synthetic sports pitches providing an opportunity for more social leagues, such as rugby and soccer.

43 Mostly sports competitions.

A Please refer to question 44.

44 Art auctions.

A We are very keen to do this. We have been working with staff and students, but have not been able to run a successful auction to date. We will try again in 2017 again and anyone who would like to be involved should email CampusRegistrarPN@massey.ac.nz

45 Concerts.

A MUSA does run concerts and gigs. It is always useful to think about how we could do more of these on campus. If you have any specific ideas, please email CampusRegistrarPN@massey.ac.nz.

46 Gigs from local bands.

A Please refer to question 47.

47 Gigs. My band would be happy to help; <https://www.facebook.com/wintyrdreaming>.

A Thanks for the offer. This information has been passed to MUSA

- 48** More celebration of Maori/Tāngata whenua.
A It is always useful to think about how we could do more of this on campus. If you have any specific ideas, please email CampusRegistrarPN@massey.ac.nz. You may also like to contact Manawatahi (Māori Students' Association at Massey University's Manawatu campus).
- 49** Talk shows on current affairs national and international, informative seminars.
A We have offered a range of special lectures and seminars on campus this year and we will work with the academic colleges to ensure this is provided again in 2017.
- 50** Interesting people giving short lectures at lunchtime.
A Please refer to question 51.
- 51** Speakers like academics or industry specific leaders telling us about their journey and their work.
A Please refer to question 51.
- 52** International students' festival.
A MUSA is currently investigating a Unity in Diversity event, which may encompass a festival.
- 53** Social/fun events. Quiz nights or movies are always fun.
A MUSA does run concerts and gigs. Our accommodation team will work with MUSA to see if we can offer further events, such as quiz or movie nights.
- 54** Debates.
A Refer to question 55.
- 55** Easter Hunt
A Refer to question 55.
- 56** Onesie day
A Refer to question 55.
- 57** Cherry blossom viewing
A We would be happy to provide more garden tours for the University Community. Please email CampusRegistrarPN@massey.ac.nz for further information.
- 58** More drinking/party-based events held on campus
A Refer to question 55.
- 59** Give the students a safe place to drink!
A Students living on campus have access to common spaces where they can drink socially with friends. Previous bars on campus have not been effectively utilised and have been difficult to support financially.
- 60** Campus buildings available for functions etc.
A Campus buildings are designed and used for teaching, research and associated administrative functions.
- 61** More 'de-stressors' throughout the semester, not just before exams.
A We will pursue this request with our wellness team and wellness committee.
- 62** Dog patting.
A Dogs have been available on campus for patting during "stress-less" week, in advance of exams. We hope to be able to provide this again next year.
- 63** Something like tips about how to improve the academic performance for International student and also career advice and help.
A The Centre for Teaching and Learning assists students (including international students). For their contact details go to http://www.massey.ac.nz/massey/staffroom/teaching-and-learning/centres_tl/ctl/about-us/manawatu-centre-for-teaching-and-learning/manawatu-centre-for-teaching-and-learning_home.cfm
The careers team, situated on level two of the Registry are available to assist students. For more details go to https://www.massey.ac.nz/massey/student-life/services-students/career-and-employability/career-and-employability-service_home.cfm.
- 64** Events for postgraduate students who are in the 'in-between' stage (Honours, Masters, post-graduate diplomas). Most postgrad things seem to be for PhD students.
A This is a good point and we will investigate further and discuss with the academic colleges. If you have any specific ideas, please email CampusRegistrarPN@massey.ac.nz.
- 65** Cooking classes for students
A MUSA is always happy to help set up a club. You can contact Gunhild Litwin – Events&Clubs Coordinator, clubs@musa.org.nz, tel. 06 356 9099, ext 86076.
- 66** Various lifestyle skill workshops (cooking, knitting etc.).
A Please refer to question 55.
- 67** Healthy cooking on a budget, more awareness around nutrition.

A We have host a flatting expo annually. We will investigate providing more nutritional information and services as part of the expo next year.

68 Geography/Geology/Envrion-science mixers and events.

A You could form a club if you'd like more social events for this group. MUSA is always happy to help set up a club. You can contact Gunhild Litwin – Events&Clubs Coordinator, clubs@musa.org.nz, tel. 06 356 9099, ext 86076.

69 More career development/advice tailored to vet students.

A The careers team, situated on level two of the Registry are available to assist students. For their contact details go to https://www.massey.ac.nz/massey/student-life/services-students/career-and-employability/career-and-employability-service_home.cfm.

70 Course and careers advisory week. Once every semester put an emphasis on course and career advising to really encourage students to talk with the advisers.

A We will investigate this further with our careers team.

71 Food trucks, veggie food stalls.

A We are looking at catering options for 2017 and will keep students informed of developments.

ON MASSEY APP I WOULD LIKE TO SEE

72 Assignments and exams on the timetable (88%)

73 Editable timetable (55%)

74 Searchable directory for people, places, departments (54%)

75 Important alerts, such as road or building closures (48%)

76 Improved map (34%)

77 More 'What's on' events (31%)

78 Better appearance (18%)

79 Something else (12%)