

STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY MANAWATŪ CAMPUS - STUDENT FEEDBACK MAY 3, 2017

TWO THINGS YOU FEEL YOU NEED IN ORDER TO BE SUCCESSFUL AT UNIVERSITY

ACADEMIC

1 Time management skills, writing skills and reading skills in English Language.

A The Health and Counselling Service can assist with individual time management strategies, The Centre for Teaching and Learning can assist with the development of assignment skills, which include writing and the understanding of what is required. The Pre-Reading service (link from STREAM) is designed to assist in this way. There are also useful resources at OWLL and on the Counselling (selfhelp.massey.ac.nz) website.

2 Interesting lecturers, skilled in education. Cooperative lecturers who reply to emails with clarity (even when us students are ridiculously annoying with our questions).

A Approachable and connected lecturers are essential. Ongoing development of our staff is important to ensure they are employing sound educational practice and are committed to creating a stimulating and engaging learning environment.

3 Helpful professors. You also need professors to be teaching you in the classroom, not just testing you over monotonous out-of-class readings.

A Creating a positive, stimulating and engaging learning environment is an imperative at Massey and feedback such as this helps greatly in influencing and changing practice.

4 Improved video link facilities - the ability for a more cohesive interface digitally lacks refinement.

A An audit of video link facilities is being undertaken to ensure they are fit for purpose. Further work is scheduled so as to improve the learning experience in these facilities.

5 No group assignments.

A Group assignments are challenging and are often a topic of discussion and sometimes consternation among staff and students. There are many benefits to group assessments not least of which is learning how to successfully work with diverse groups of people.

6 Proofread help for international student

A The University does not supply a proof reading service.

7 Course resources such as meeting with tutors and paper coordinators.

A We are not sure what you mean by this. If you wish to raise your question, please contact Duncan O'Hara, Director, National Centre for Teaching and Learning (d.o'hara@massey.ac.nz).

8 Resources (e.g. for maths, I need MATLAB. The Massey computers got rid of this in the upgrades and I've been asking for months with no progress).

A For software requirement requests in computer labs, please contact ITS.

FACILITIES

9 Quiet place to study.

A Although there are some spaces, we are always looking at options for increasing the number of quiet spaces.

10 Would help if you were not giving fines if someone goes to Rec centre and do workout. I believe that 23 000 dollars a year for as for international student is sufficient amount to screw me over 2 bucks. It is about a principle. Otherwise I really like Massey.

A The University charges all people parking on campus. If anyone does not pay their parking, they are subject to fines. Thanks for the positive comments about Massey.

11 More car parking availability, lack of car parking was very prominent during the start of every week.

A It is not environmentally sustainable to provide additional parking that is not fully utilised. Generally, we have spillover parking behind the Orchard Rd carpark but that is not available when events are on. The University is trying to encourage staff and students to use buses, or to walk or cycle to the University. It is accepted these are not options for everyone and if demand for carparking continues to increase, expansion options will be explored.

12 How many people need to put in a suggestion for something to change (addressed to Library).

A There is no specific number. We look at all suggestions, weigh up the surroundings facts, and look further into what might be possible to change.

13 How do you communicate with students around emergency situations and safety issues (rephrased).

A People under immediate threat are a priority and we respond swiftly, as soon as we are aware of the situation. We have a new app called PING4ALERTS which is available for free on Google Play Store and Apple Store. This is an anonymous app which sends immediate information to your phone about the area you designate e.g. Massey Manawatū Campus in an emergency.

14 Wouldn't mind a few more benches around for socialising.

A Thanks, good idea.

15 Massey has a great nature feeling to it - quiet, close to the city and the outdoors, the only thing is, there aren't enough offices for postgraduates, especially international students. I feel that postgraduates must be allowed proper work areas to complete their work. Massey is a great place to go to, and it would be a shame if little things such as this stop international students from coming to Massey.

A There are several postgrad spaces but these are often not well advertised. We will certainly keep this in mind in our planning.

SOCIAL/SERVICES

16 Good Food and Good Friends.

A Agree.

17 Quality, accessible, cheap, and reasonable FOOD. Could we possibly have a microwave installed in the library? The ones in the centre are great but it's annoying when studying late at the library and can't access them.

A. I am pleased to let you know that there is now a DIY Kai zone on level two of the Library with two microwaves, hot water, filtered drinking water, a sink and vending machines. All we ask is that you use the cleaning kit and covers provided to keep the space hygienic. The vending machines now carry a greater range of products and there is a new catering provider on campus.

18 Financially stable - to be able to not worry about money whilst completing my postgraduate study is and will be a big win as it takes off a huge burden. Scholarships for non-New Zealanders are not easy to attain and Massey doesn't make it any easier - the process isn't easy and workshops regarding grants are scarce or are not well advertised.

A We will look into the possibility of workshops. Budgeting advice is available through MUSA as well as from the Campus Information Centre in Registry.

19 Platform to meet new people - to be able to understand cultures better and find a common ground that leads to a fun period of study.

A MUSA supports a huge range of clubs and societies, which can enable students to meet each other and explore different cultures and beliefs.

IDEAS AND SUGGESTIONS I WOULD LIKE TO RAISE ABOUT THE CAMPUS GENERALLY

20 People running (meaning the managers) the dining hall are extremely rude and defensive. We pay a lot of money to get good food and good service, then they keep changing their rules about what we can and can't eat. Meaning the food and drinks either cost us more or we can't get them at all, just because they didn't budget properly. Meanwhile, they keep insisting "It's your choice", if it was our choice we would be able to eat and drink what we like. We understand that it is a new system but there is no need to get shitty and defensive when we complain about their terrible choices.

A Thanks for this useful information. Some people also provided further information on this matter directly at the Forum. The matter is now being dealt with by the catering company, which has introduced some lower cost items to address some of your concerns and would be very happy to talk with you about any of the other concerns you have raised.

21 That smoke free is taken more seriously. Still having to walk past tons of smokers all over campus. I always see people smoking right next to a no smoking area sign.

A Massey University is committed to supporting the Government's move to a smoke-free New Zealand and we will be releasing a communication to staff and students on this matter shortly.

22 A good, clean and safe campus. Enjoyed the activities held round the year.

A Thanks for your comments about the activities. Please help us to keep the campus safe and clean by joining us on the Safety audit and by encouraging recycling where ever possible.

23 The health service has a long waiting time to be seen by a doctor, meaning if you're sick that's a long time before returning to study. This needs to be a priority of funding more doctors/better services from our student levies, because while supporting clubs is great, they aren't as essential to completing our studies as the ability to study without being ill.

A It is helpful to get your view on what is important to you and other students. We agree that accessible health services are needed to support students. We are actively recruiting staff, but professionals are in short supply, so it takes time to fill some roles. We are also working actively to reduce waiting times and streamline the services offered in Health and Counselling.

24 I wish to see a bank back on campus if possible.

A Unfortunately banks are contracting their face-to-face agencies and we are unlikely to attract another bank to campus at this time.

25 Microwaves in the dining hall. Is it possible for food at the MUSA shop/dining hall to be cheaper at all? It's incredibly expensive!!

A We have not been able to sustain a microwave in the dining hall because students have not been able to assist us to keep them clean and hygienic. However there is now a DIY Kai zone on level 2 of the Library, with two microwaves, hot water, filtered drinking water, a sink and vending machines. Any profit generated by the MUSA Shop feeds back into MUSA, and is therefore used to help fund the range of services and activities that MUSA provides to all internal Manawatū students. However, MUSA is investigating options that may provide lower prices at the MUSA Shop specifically to students.

26 Please get rid of the smell in the bathrooms next to the MUSA lounge

A We have logged this with the Facilities Services; however we understand that this is not a cleaning issue and, as a result, further investigation is being undertaken.

27 The SSLB lecture room and Geography upgrades are great. The roading at the front of campus needs road safety improvements (rebuild) with the PNCC, LTSA and research centres.

A The University is aware of the issue in this area and is engaged in on-going discussions with the City Council and Land Transport NZ on how best to address it.

28 Unavailability of certain text books at the library that are high in demand, a scanned copy of such books online such as an e-book would be very helpful during emergencies.

A We buy e-books as our preferred format to help with meeting high demand, but unfortunately lots of textbooks are not available in electronic versions for libraries to buy (especially those classed as textbooks). Sorry, we also can't make a scanned copy from the print as that would be against the law (Copyright Act).

29 Extended library opening hours.

A We review opening hours every year and try to find a balance between the cost of opening and the demand at different times. This year we are looking more closely at occupancy at certain times of day, week and semester to help inform decisions on opening hours.

30 More drinking water fountains.

A This is a consideration when upgrades are undertaken and will be rolled out as projects, funding and opportunity allow.

31 Should have a Uni bar. Would still like to see a pub or someplace to grab a casual beer on campus. A student bar with affordable snacks and drinks would be great could even get a quiz going and weekly events.

A Denis Jenkins (General Manager, Commercial Operations, Whararata, SRI and Wellington Hospitality) is happy to discuss this with anyone who has ideas on how this might operate.

32 Lockers for students.

A This is being considered through the Building Levy committee.

33 Make wifi free in dorms.

A The University covers internet usage for learning, not for private usage; for this reason, students in the Halls need to sign up with the ISP provider for their personal internet coverage.

34 More communication rooms in library.

A Yes, we are short of group discussion rooms and they are heavily booked. As part of planning for refresh of the Library building we will look for opportunities to increase these facilities.

35 The gardens & landscaping is beautiful please continue with that, even if it is expensive.

A Thank you, we agree.

36 Adding more time for the bus during the weekend. So students can work until probably 19.00.

A The bus timetable is evaluated every year to meet student needs as far as possible along with cost consideration, which is impacted by the number of students using any particular part of the service.

37 More shelter and lights outdoors would be great, we have so much rain, it makes sense to be covering students paperwork and electronics from damage.

A Undercover walkways are considered as changes are considered, as any changes are expensive and need to be incorporated into particular projects.

38 This year I have seen an increase in student events around campus which is great, things like the bean bags, while little, add more of an atmosphere which is great!

A Thanks for this! MUSA has certainly been responsible for some of these activities, and student services have also been active.

39 Higher seats or lower desks, especially in the library. The chairs are too low, I get a sore shoulder and headache when working at the desks. Adjustable height chairs would be ideal.

A Thanks for the feedback and we agree that everything adjustable would be perfect! It will however cost a lot to replace the 900 odd desk chairs with height adjustable ones but we will look into options. The training rooms on level two have height adjustable chairs and you are welcome to study in these rooms when they are not in use for classes.

40 The Centre is a thriving place for study and it needs to be bigger to accommodate for all students. Unless the University plans to expand their buildings designated to relaxing and studying, as the library is not the most relaxing place to study in comparison.

A Unfortunately, we do not have plans to extend The Centre at this time.

41 The prices of food is extremely expensive and the quality (especially in the dining hall) is disgusting. Also I've heard many students complain about how terrible the coffee is in all places that sell it on campus. Uni should be about creating a comfortable and positive environment for students to want to stay longer to study in the library, but when then only food on campus is unaffordable, with small portions, lack of nutritious foods and tastes bad, students are forced to leave if they have forgotten to bring their own food on a particular day. I also think students would be more inclined to buying the food (regardless of quality) if the prices were more reasonable.

A The catering company has introduced some lower cost items to address some of your concerns and would be very happy to talk with you about any of the other concerns you have raised. The company has responded to the following issues raised thus far by increasing the under \$5.00 range, having more options for vegetarians and vegans, decreasing the price of deserts to \$4.50, responding to feedback about the portion size and price of wedges and gluten free products, offering crockery and installing a water filter to fill water bottles.

42 Also, having to pay for parking is a bit cruel towards students and staff. We are already paying to be attend the university, we should not need to pay more just for entrance into the campus

A Free parking is not sustainable, so the University is committed to providing paid parking at a reasonable rate to all staff, students and visitors to the Manawatū campus, and encouraging the use of buses as well as active transport such as biking and walking.

43 The campus is still not completely wheelchair accessible. In particular, some older staff buildings are not accessible (eg. the TreeHouse in the HR area).

A As buildings and facilities are upgraded this is being incorporated and we are open to working with students around individual needs.

44 I would like there to be more information about clubs day and sports available.

A The MUSA Clubs and Events Coordinator is happy to answer any questions pertaining to Clubs and Clubs Day; they can be contacted via clubs@musa.org.nz. All MUSA events, including Clubs Day, are listed on the MUSA Facebook page (<https://www.facebook.com/musaevents>), and the events feed on the MUSA website (<http://musa.org.nz>).

45 The library needs to sort out the desk situation. There are so many desks with those covers around it which are really quite annoying to study at. On the 3rd floor they need to bring more group desks that are just big open tables. And waaaaaay more power plugs too!

A Thanks for the feedback. Yes, the study carrels are really too small for modern study (and of course need power too). We are starting a project to refresh the furniture in the building with new, fit for purpose furniture but this will take a while. The third floor is a designated quiet zone so group tables might not be the way to go there, but we certainly need larger spaces for individual study.

46 Those ANZAC day poppies look old and miserable now. There is no colour on our campus it is all dull browns and greys some murals would be appreciated.

A Thanks for the suggestion. Unfortunately, we do not have plans to make these changes just at present. The poppies have been removed.

EVENTS I WOULD LIKE TO SEE ON CAMPUS

47 More things for students not in halls – and over the weekends

A Our Accommodation Services team, in conjunction with the City Council and MUSA, is always keen to find new ways of reaching out to all students including those not in the Halls. If you have some ideas and would like assistance in developing activities, please do contact any of the above.

48 Team running camps.

A A running group has recently been established on campus. Contact the Recreation Centre for more information.

49 More insightful industry relating meetings and seminars Careers expo for each faculty, More stalls and stalls advertising what your degree can get you to do. More career expos. And Job placement services.

A The Career & Employability Service, working with Student Job Search, already provides a wide variety of activities to support students develop their employability skills and can assist with this sort of enquiry.

50 Also when an international day is on like wear pink for bullying, those events would be awesome.

A MUSA is partnering with the University and has recently run these sorts of events including a Pink Shirt day for “anti-bullying”.

51 More LGBTQIA-specific events, more events aimed at cultural diversity (especially important considering the xenophobic climate at the moment).

A Massey is working towards “Rainbow Tick Accreditation” and renewing the procedures to minimise discrimination and bullying in all its forms. A “Rainbow Tea” is held on the campus at the start of each semester and students are supported to develop links in the Rainbow Community.

52 An open stage debate club thing where people can come and just debate topics and others can listen and add their two cents and people should drop real controversial topics and like talk about it over the Massey radio station. More influential guest speakers invited to give talks at lunchtime. Some staff/student debates. Some staff/student team building events. It would be good to try to strengthen our sense of community between staff and students.

A We agree with the importance of strengthening the sense of community between students and staff. Some initiatives are already being trialled and we would love to hear other ideas and assist groups develop them.

53 An open stage debate club thing where people can come and just debate topics and others can listen and add their two cents and people should drop real controversial topics and like talk about it over the Massey radio station.

A Great idea! You can contact MUSA Clubs and Events Coordinator via clubs@musa.org.nz to enquire about the Debate Society activities and send your suggestions.

54 Dog-day: A day to raise money for SPCA and other NGOs related to animal welfare, as Massey is the only University in New Zealand that offers veterinary medicine. Cultural Day - a day for all cultures to advertise their culture: food, games, etc.

A Great idea! There's a variety of cultural clubs and animal welfare clubs that you could join, as well as Vet Students Association. Please contact MUSA Clubs and Events Coordinator via clubs@musa.org.nz for more information on their activities.

55 More variety in music at events and when the weather is nice, some people like other music than club or remix. So instead of the uni radio maybe trying to reach out to other stations like the rock or the edge. I find the uni radio boring as its all that plays at our events and I know nobody who likes it.

A Radio Control is an independent student radio station supported by MUSA, NZ on Air and Massey University. You can send your comments and suggestions to Radio Control Programme Director at music@radiocontrol.org.nz.

ON MASSEY APP I WOULD LIKE TO SEE

Answer	%
Editable timetable	67.62%
Improved map	37.14%
Assignments and exams on the timetable	92.38%
Important alerts (such as road or building closures)	58.10%
Searchable directory for people, places, departments	60.95%
More "What's on" events	36.19%
Better appearance	23.81%
Something else (please specify)	7.62%

SOMETHING ELSE (please specify)

- Time schedule for building (library, registry, dining hall, etc)
- Brief course summaries for week, instead of having to go into stream
- Room search, to help you locate certain rooms which you have never been before
- the assignment planning calculator
- Offline map as well - not linked to a Google maps layout but just a plain map where you can find your own way on it when you don't have internet.

A This information has been passed on to the development team which is currently working to refresh and further develop the Massey App. The amount of material needs to be brief and clearly presented so there are some challenges, but the team is exploring options.

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