

WHAT IS THE STUDENT SERVICES LEVY?

All universities in New Zealand charge Compulsory Student Services Fees. This levy gives students access to support services that contribute to a positive student experience. At Massey University these fees are called Student Services Levies (SSLs). This Levy is paid by each enrolled student at Massey University. For 2016 the SSL is:

CREDITS	2016 INTERNAL STUDENTS	2016 DISTANCE STUDENTS
0 – 15 credits	\$266.60	\$128.10
16 – 30 credits	\$294.50	\$144.70
31 – 45 credits	\$322.90	\$161.70
46 – 60 credits	\$407.80	\$177.70
61 – 75 credits	\$435.20	\$194.80
76 – 90 credits	\$464.10	\$211.30
91 – 105 credits	\$518.90	\$228.40
106 credits and above	\$546.80	\$245.40

This equates to \$546.80 (internal student) and \$245.40 (distance student) per annum for a student studying a full time course of study. The SSL is shown on a student's fee statement and is due for payment at the same time as other tuition and non-tuition fees.

For 2017 the following fees have been approved, effective 1 January:

CREDITS	2017 INTERNAL STUDENTS	2017 DISTANCE STUDENTS
0 – 15 credits	\$270.90	\$130.20
16 – 30 credits	\$299.30	\$147.00
31 – 45 credits	\$328.20	\$164.30
46 – 60 credits	\$414.50	\$180.60
61 – 75 credits	\$442.30	\$198.00
76 – 90 credits	\$471.70	\$214.70
91 – 105 credits	\$527.40	\$232.10
106 credits and above	\$555.80	\$249.40

Further information on fees, including the current scale, is available [here](#).

HOW CAN THE FEES COLLECTED AS LEVIES BE SPENT?

The collection and expenditure of the SSL monies is governed by a Ministerial Direction, which is circulated to tertiary institutions by the Minister of Tertiary Education, Skills and Employment. The current Ministerial Direction, as released in [2014](#), provides students with further information about Massey's use of the levies under the service categories as set out in this document. Since 2014 these categories have been:

- Advocacy and legal advice
- Careers information, advice and guidance
- Counselling and pastoral care
- Employment information
- Financial support and advice
- Health services
- Student to student communications (media)
- Childcare services
- Club and societies
- Sports, recreation and cultural activities.

Any revenue received from the Student Services Levy can only be spent on the above categories of service.

REPORTING AND DECISION-MAKING REQUIREMENTS

The University is required to report the SSL income and expenditure in its Annual Accounts. The relevant section covering the SSL is page 65 of the 2015 [Annual](#) Accounts. As noted on this page, any funds not spent in any given year are ring fenced for student services and are carried forward to the following year's SSL budget.

Further, the Tertiary Education Commission (TEC) has produced a document, *Are you charging compulsory student services fees?* This document outlines ways for tertiary institutions to [comply](#) with the Ministerial Direction.

HOW DO WE DECIDE HOW THE FUNDS WILL BE SPENT?

The University places importance on encouraging a strong student voice. To achieve this we consult widely to seek feedback from students as to where they think the priorities are for the spending of the SSL prior to approval of the annual SSL budget. We achieve this by:

- Holding a student engagement forum each semester (2 per year) on each campus. In 2015 these were held in May and September; for 2016 student forums were held on 18 May and 28 September; and 2017 dates are scheduled for 3 May and 20 September. Students are invited to attend a forum to engage with the University to share their feedback and ideas and to let us know how we can do better. At these forums, students are given an overview of the current year's budget and priorities, which has been agreed in consultation with students.
- An online survey is also available just prior to the student engagement forums.
- All questions, suggestions, and ideas received at the student engagement forums or through the online surveys are responded to and available online for students to [view](#) including a copy of the powerpoint presentations shown at each student engagement forum, which provide a lot of useful information for students.
- The University has regular meetings throughout the year with the student associations (ASA, EXMSS, MUSA, and MAWSA) Presidents, which is another important means of seeking input and feedback from students.
- In early August 2016, the University will meet with Student Presidents to begin the negotiations to agree the priorities for the 2017 Student Services Levy budget. This will involve a number of meetings at which agreement will be reached so that Associations are funded appropriately to deliver particular services to all students and the University will agree to deliver services which the University and students believe are important to student success at Massey.

HOW CAN YOU ENSURE YOUR VOICE IS HEARD?

As explained above, there are a number of opportunities for all students to put forward their comments through the Student Engagement Forums and online surveys. Shortly, the Student Associations will be invited to gather feedback from students regarding what they think are priorities for service delivery in 2017. Students can also put forward any comments directly to:

AUCKLAND CAMPUS STUDENTS	ASA President	president@asa.ac.nz
	Campus Registrar, Andrea Davies	CampusRegistrarAK@massey.ac.nz
MANAWATU CAMPUS STUDENTS	MUSA President	president@musa.org.nz
	Campus Registrar, Dr Sandi Shillington	CampusRegistrarPN@massey.ac.nz
WELLINGTON CAMPUS STUDENTS	MAWSA President	president@mawsa.org.nz
	Campus Registrar, Deanna Riach	CampusRegistrarWN@massey.ac.nz
DISTANCE STUDENTS	EXMSS President	exmsspresident@gmail.com
	Campus Registrar, Dr Sandi Shillington	CampusRegistrarPN@massey.ac.nz

HOW IS YOUR LEVY BEING SPENT?

Each year the University and Student Associations meet to discuss the priorities regarding access to particular student services. The feedback gathered from both the Student Engagement Forums and the annual Student Experience survey are also taken into consideration.

In 2016, the Student Services Levy revenue has been allocated as follows:

1 SUMMARY OF SERVICES PROVIDED TO STUDENTS AS PER THE APPROVED MINISTERIAL DIRECTION CATEGORY

Advocacy and legal advice \$750,000 (9%)

Please refer point 2 below as these services are contracted to be delivered by student associations.

Careers and employment \$558,000 (6%)

These funds are used to provide a service which strives to enhance the employability of our students and recent graduates by enabling them to make informed and independent career decisions and to facilitate their transitions from study to work. Students have access to career advice, assistance in seeking employment and in applying for jobs, access to Massey CareerHub. The service also offers a wide range of employer-led seminars and career expos and lots of other information relating to career-related issues. This category also includes Student Job Search which is contracted through the student associations.

Health and counselling services \$3.382m (39%)

There is a Health and Counselling centre on each of Massey's three campuses. These centres are staffed with qualified doctors, nurses and counsellors who provide students with access to a comprehensive range of professional and confidential primary health care services, at minimal cost to students. These Centres receive subsidies from their respective District Health Boards and other sundry income which minimises the overall cost to students for counselling, medical advice, rehabilitation services etc, and reduces the amount of SSL funding required to support these Centres. The centres' staff are committed to keeping our students active, healthy and well to achieve their goals while studying at Massey.

Pastoral care \$2.178m (25%)

Several services are provided under this category. These include (and may vary from campus to campus):

- **Chaplaincy services**
The levy provides for the coordination of several chaplains across the campuses.
- **International student support**
These funds are used to provide international students with an adequate level of pastoral support which includes orientation, events and activities, going home workshops, exam preparation, etc.
- **Orientation**
Funds are allocated to support Campus and Student Life coordinators who are responsible for delivering a vibrant and welcoming orientation programme to all students. Funds are also used to maintain an events and activities calendar in consultation with the student associations.
- **Pasifika pastoral care**
Pasifika students are supported through designated staff to ensure that their pastoral care needs are met.
- **Students living away from home**
On each campus, a number of students living in Halls of Residence, flats and apartments, are appointed as Residential Assistants whose role is to support those living in University student accommodation. Workshops are also offered to ensure they have a range of activities to engage in to ensure they have a great living experience while at Massey. Students living off campus are also supported.
- **Student success advisors**
A contribution makes it possible for the appointment of the Advisors who often find themselves talking with students who need to be referred to other services. These roles provide information to students on pastoral care services available to them to support their success.
- **Massey Guides / leadership programmes**

Approximately 250 students are appointed across the three campuses to assist new students transition into University life. Funds are used to provide t-shirts, training, food, resources, and reward and recognition. Their primary goal is to help other students adapt to University life as quickly as possible. They also assist in delivering events and other activities throughout the year. Participation in the Massey Guide programme also provides the guides with leadership opportunities.

Sports, recreation, clubs, societies and cultural groups \$1.530m (18%)

The recreation centres are an important part of student life. These are places where students enjoy recreational activities, such as basketball and co-ordination and running of sports leagues including establishing links to other community activities for students. They are great places to foster and participate in campus life and to make lifelong friends.

The SSL also provides grants to clubs, societies, and cultural groups. As long as requests meet criteria, which are agreed each year with the students associations, groups can apply for grants, which are funded by the SSL. The purpose of these grants is to ensure that Groups are highly active and vibrant.

Also funded through the SSL, administrative services are also contracted to be delivered by student associations who play a key role in supporting the ongoing development and maintenance of clubs, societies and cultural groups across the University.

Student to student communications (media) \$234,000 (2%)

Student Associations are contracted under this category. Please refer below for more information

2 STUDENT ASSOCIATIONS (ASA, EXMSS, MUSA, MAWSA, MANAWATAHI)

Student Associations are contracted, or provided grants, to deliver high quality services to students to assist the University to meet its requirements as set out in the Education Act and in the relevant Ministerial Direction. These contracts and grants require the student associations to report regularly to the University on the services they are providing to students. The associations are fully accountable to students through the University for the SSL funds they spend delivering on Contract for Services objectives and milestones, or regular grant reports, therefore these reports provide useful information regarding outcomes to date.

The services, funded by the SSL but delivered by the Student Associations are:

- **Advocacy and legal advice**
Advocating on behalf of individual students and groups of students and providing independent support to resolve problems. This includes advocacy and legal advice relating to tenancy matters, for example. Some associations also manage a class advocacy system.
- **Hardship fund and financial advice**
A sum is available to assist students who are having financial issues. The associations manage applications for hardship assistance and will arrange for payments/grants to be made. They can also offer budgeting workshops.
- **Clubs and societies**
Supporting student clubs and societies, which includes providing administrative support and facilities for clubs and societies.
- **Employment information**
Providing information about employment opportunities for students while they are studying, including student job search.
- **Sports recreation and cultural activities**
Providing administration and other support to clubs, societies and cultural group activities which includes building campus life, in conjunction with University staff.
- **Student media**
Production of online and hard copy media such as the student magazine, *Massive*, and other student to student communications/media such as radio.

https://www.massey.ac.nz/massey/student-life/services-and-resources/student-forum/student-questions_home.cfm