

WHAT IS THE STUDENT SERVICES LEVY?

COMPULSORY FEE

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 (SSL). This Levy is paid by each enrolled student at Massey University. It is shown on a student's fee statement, and is due for payment at the same time as other tuition and non-tuition fees. Information on fees, including the current scale, is available [here](#).

1 HOW CAN THE FEES COLLECTED AS LEVIES BE SPENT?

The collection and expenditure of the SSL money is governed by a Ministerial Direction, which is circulated to tertiary institutions by the Minister of Tertiary Education, Skills and Employment. The **Ministerial Direction**, released in 2014, provides students with further information about Massey's use of the levies under service categories:

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

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

2 REPORTING AND DECISION-MAKING REQUIREMENTS

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

The University is required to report the SSL income and expenditure in its annual accounts, and the relevant section covering the compulsory student services fees is in the University's **Annual** Report. Any SSL surplus is carried forward to the following year to be used solely for the provision of student services.

3 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:

- Engaging directly with students across the university to learn more about how the levy should be spent and what services are most important.
- Meeting throughout the year with the student associations (ASA, EXMSS, MUSA, and MAWSA) as an important means of seeking input and feedback from students.
- Questions, suggestions, and ideas are available online for students to **view**, including a copy of the presentations shown which provide a lot of useful information.
- In August each year the University meets with student presidents to begin negotiations to agree the following year's priorities for the Student Services Levy budget. This involves 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.

4 HOW CAN YOU ENSURE YOUR VOICE IS HEARD?

As indicated above there are a number of opportunities for all students to input. Students can also put forward comments directly to:

AUCKLAND CAMPUS STUDENTS	president@asa.ac.nz
MANAWATU CAMPUS STUDENTS	president@musa.org.nz
WELLINGTON CAMPUS STUDENTS	president@mawsa.org.nz
DISTANCE STUDENTS	president@exmss.org

5 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 student associations and the annual Student Experience survey are also taken into consideration.

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

In 2018, the Student Services Levy budget has been allocated as follows:

Advocacy and legal advice \$865,000 (9%)

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

Career and employability \$564,000 (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 \$3,604,000(38%)

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 \$2,616,000 (28%)

Several services are provided under this category. These include:

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.

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.

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 \$1,595,000 (17%)

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 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) \$255,000 (3%)

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

7 STUDENT ASSOCIATIONS (ASA, EXMSS, MUSA, MAWSA)

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
studentservices.directorate@massey.ac.nz

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