



TE KUNENGA | MASSEY
KI PŪREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND

STUDENT VOICE | TE REO O TE TAUIRA

Student Services Fee

SURVEY RESULTS 07 2023



REPORT CONTENTS

01 The survey

02 Quantitative results

03 Proposed Student Services Fee 2024

04 Qualitative results

05 Fee outcome and next steps

06 Massey commentary



01 THE SURVEY

Te Kunenga ki Pūrehuroa Massey University asked for your opinion about how the compulsory Student Services Fee, or Student Services Levy as it is sometimes known, supports your success and how much the Student Services Fee charges should be for 2024.

The survey asked you to rank the services that are funded by the Student Services Fee (SSF) in order of their value to you as a student and to student life more broadly, and then asked your opinion on a proposed Student Services Fee for 2024.

We ran the survey for two weeks in June 2023 and 1,325 students completed the survey.

All universities in Aotearoa New Zealand charge compulsory student services fees under specific guidance provided by the Government. These non-tuition fees are covered by Fees Free and Targeted Training and Apprenticeship Fund, and are included in StudyLink loans.

This report summarises quantitative data, followed by qualitative data, and key findings from the Student Services Fee survey.

At Massey these funds are allocated in line with categories which fit within the following government requirements:

STUDENT SERVICES FEE 2023

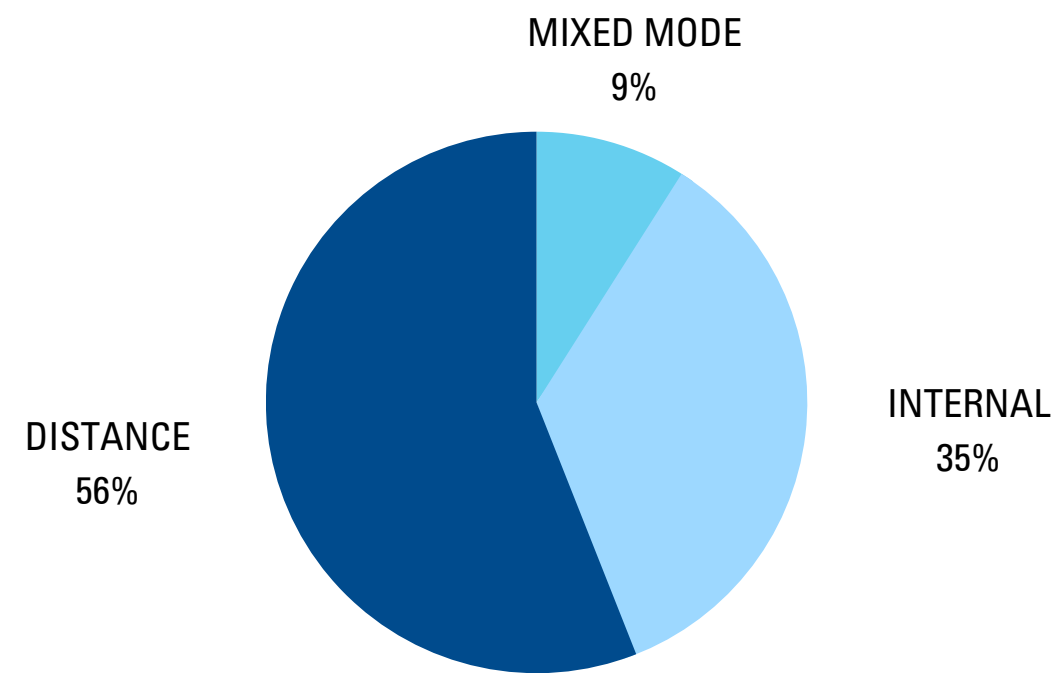




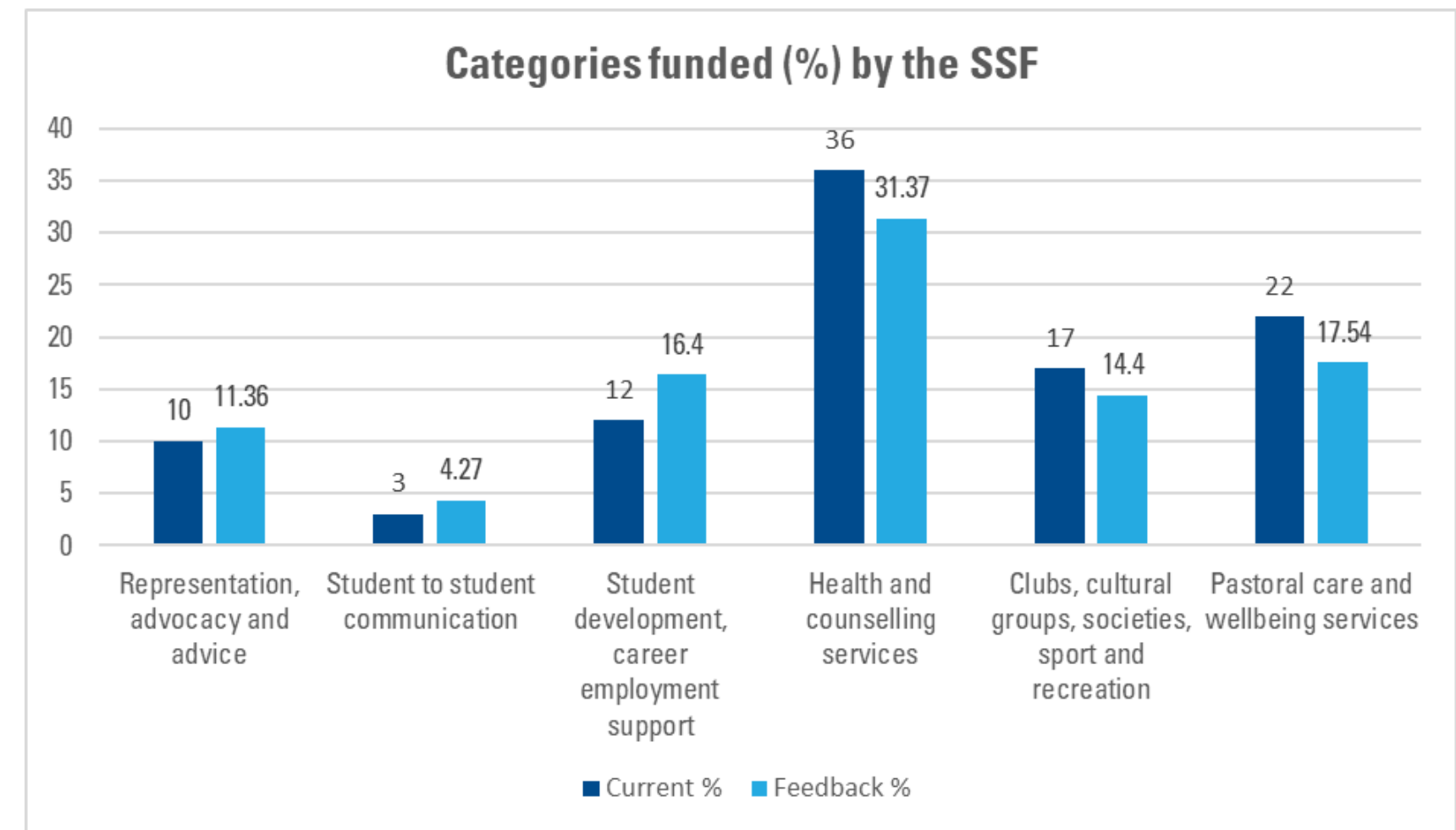
02 QUANTITATIVE RESULTS

We know that all students do not use all services all of the time, but the services described above are available for students to access when they need them. You should consider the Student Services Fee as something similar to paying rates to a local council.

Of the completed surveys, 56% were Distance students, 35% Internal students and 9% Mixed mode students.



In 2024, what percentage of the Student Services Fee should be allocated to which services?



* Categories were rounded.

It was great to see that the desired allocation of funds in 2024 was pretty close to how the funds are currently allocated in 2023.



Importance

The following tables show how students ranged the importance of various services within the categories on a 0 (low) to 5 (high) scale.

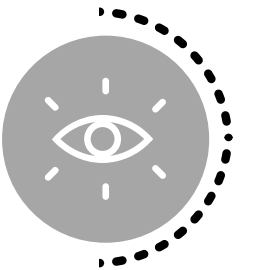
Results have been clustered close to the mean.

STUDENT TO STUDENT COMMUNICATION



Massive magazine - production of online and hard copy media	2.11
Radio Control 99.4FM - student radio	1.81

REPRESENTATION, ADVOCACY AND ADVICE

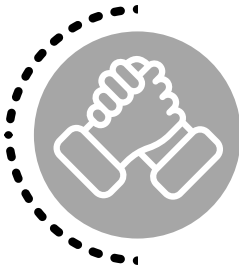


Welfare and emergency financial support grants - financial support for issues and emergencies that affect your ability to continue to study	3.76
Advocacy and advice - independent support through Te Tira Ahu Pae for students to resolve problems	3.22
Financial advice - running workshops and providing individual budgeting advice	2.92
Class representatives - working to address course delivery issues on behalf of class	2.64
Te Tira Ahu Pae (student association) representation, executives and committees	2.55



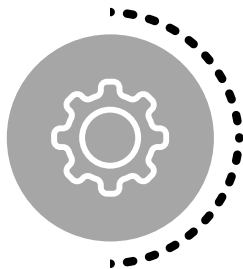
Importance

CLUBS, CULTURAL GROUPS, SOCIETIES, SPORT AND RECREATION



Sport and recreation - recreation centres, social sports leagues and support for running sports clubs	3.20
Cultural groups, societies - activity grants for cultural, social and sports clubs/societies	3.13
Student clubs	2.98
Academy of Sport - support for elite student athletes	2.64

STUDENT DEVELOPMENT, CAREER AND EMPLOYMENT SUPPORT



Career development guidance for students and alumni - Massey Career Centre online tools and resources	3.72
Massey Career Centre online job search tools and links for internships/graduate roles including the NZUniTalent Jobs portal	3.69
Student Job Search - access to SJS	3.65
Employer events - seminars online and on campus	3.48
Career readiness workshops and seminars	3.39
Student Development opportunities - Leadership Series, Strengths@Massey, Campus Co-Lab	3.11
Massey Guides - students supporting orientation, mentoring, building leadership skills	3.07

Importance

HEALTH AND COUNSELLING SERVICES



Student Counselling - on campus and online counselling services	4.20
Doctor and nurse services - on campus medical services	4.06

PASTORAL CARE AND WELLBEING SERVICES



Student Care - wellbeing advisors including Māori, Pacific, International and Rainbow Advisors, health promotion and harm prevention	3.46
Student Wellbeing service - workshop facilitation, health education, skills programmes, peer support groups	3.36
Student Achievement coaching support - help navigate life barriers, processes and systems for better outcomes	3.28
Pre commencement coaching - guidance for successful transition into academic study	3.08
Spiritual Wellbeing support - including spiritual/prayer spaces	2.85



Importance

Top and bottom ranking results

The following two tables demonstrate the five highest and five lowest ranked services

Five lowest ranked services

1	Student radio - Radio Control 99.4 FM	1.81
2	Massive magazine - production of online and hard copy media	2.11
3	Te Tira Ahu Pae (students association) representation, executives and committees	2.55
4	Academy of Sport - support for elite level student athletes	2.64
5	Class representatives - working to address course delivery issues on behalf of the class	2.64

Five highest ranked services

1	Student Counselling - on campus and online counselling services	4.20
2	Doctor and Nurse services - on campus medical services	4.06
3	Career development guidance for students and alumni - Massey Career Centre online tools and resources	3.72
4	Massey Career Centre online job search tools and links for internships/graduate roles including the NZUniTalent jobs portal	3.59
5	Welfare and emergency financial support grants - financial support for issues and emergencies that affect your ability to continue to study	3.76



03 PROPOSED STUDENT SERVICES FEE 2024

Currently Massey students pay the lowest rate for the student services fee when compared to all other universities across New Zealand.

Over the last five years there have been nominal (1-5%) increases to the student services fee which has not kept pace with the cost increases to provide services to the Distance student population and to students across three physical campuses.

Given the rising costs of service delivery, additional legislative requirements and increases in demand from students for certain types of support, we are now in the difficult position where the costs for providing the services far exceed the revenue collected from the student services fee.

Subsidising student services from teaching revenue is not a sustainable approach, particularly when there is such a difference between Massey's student services fee and other universities. With this in mind the university appreciated your thoughts on a restructure and increase in the student services fees for 2024.

Massey currently has 57% of its students studying by Distance. With a few exceptions, all student services are available to Distance students, most have virtual offerings and specific programmes or activities targeting Distance students eg online counselling, Massey Career Centre, Distance student representation. That said, we recognise that many Distance students cannot access onsite medical services or the recreation centres.

The current student services fee structure has a base fee, which is different for each campus, and then a per credit charge. This means that part time students, especially those undertaking minimal credits, proportionally pay the highest amount.



Proposed Student Services Fee 2024

Below is a list of all 2023 university student services fees charged per credit:

- Auckland University of Technology \$8.95
- Victoria University of Wellington \$8.60
- University of Otago \$8.45
- University of Auckland \$8.38
- University of Canterbury \$8.27
- University of Waikato \$7.39
- Lincoln University \$7.33
- Massey University (average excluding Distance) \$6.18
- Massey University (Distance) \$2.21

When these fees are converted into total student services fee revenue, using 2022 full time student figures (EFTS) from other institutions, you will see a significant variation between the revenue available to fund Massey services and those of other universities:

- AUT @ 18,935 EFTS = \$20,336,000
- Victoria @ 16,850 EFTS = \$17,389,000
- Otago @ 19,710 EFTS = \$19,986,000
- University of Auckland @ 35,780 EFTS = \$35,980,000
- Canterbury @ 16,025 EFTS = \$15,903,000
- Waikato @ 10,175 EFTS = \$9,023,000
- Lincoln @ 2,480 EFTS = \$2,181,000
- Massey University @ 16,850 EFTS = (actual) \$8,935,500 *

* This figure includes GST whereas figures reported in the annual report (\$7,770,000) are GST exclusive.



Proposed Student Services Fee 2024

In 2024 we expect all universities will be raising their student services fees in line with cost of living or similar. With this in mind for 2024 we propose to remove the current base fee, and charge the following:

Distance students per credit cost \$8.00

Internal students per credit cost \$9.00

If a student is enrolled in more than 120 full time study credits we propose they will be charged the per credit cost up to a maximum of 150 credits.

The projected revenue for the student services fee at this increased rate would be \$15,523,439. Our projected costs for 2023 are predicted to be \$14,457,356. Our projected costs for 2024 are predicted to be \$15,500,000 (7.2% increase).

How will this affect me?

DISTANCE

One 15 credit paper in 2023 \$150.75; 2024 \$120

Four 15 credit papers in 2023 \$199.80; 2024 \$480

Full time 2023 \$265.20; 2024 \$960

INTERNAL

AK one 15 credit paper in 2023 \$467.40; 2024 \$135

AK four 15 credit papers in 2023 \$606.90; 2024 \$540

AK full time 2023 \$792.90; 2024 \$1,080

PN one 15 credit paper in 2023 \$415.50; 2024 \$135

PN four 15 credit papers in 2023 \$555; 2024 \$540

PN full time 2023 \$741; 2024 \$1,080

WN one 15 credit paper in 2023 \$305; 2024 \$135

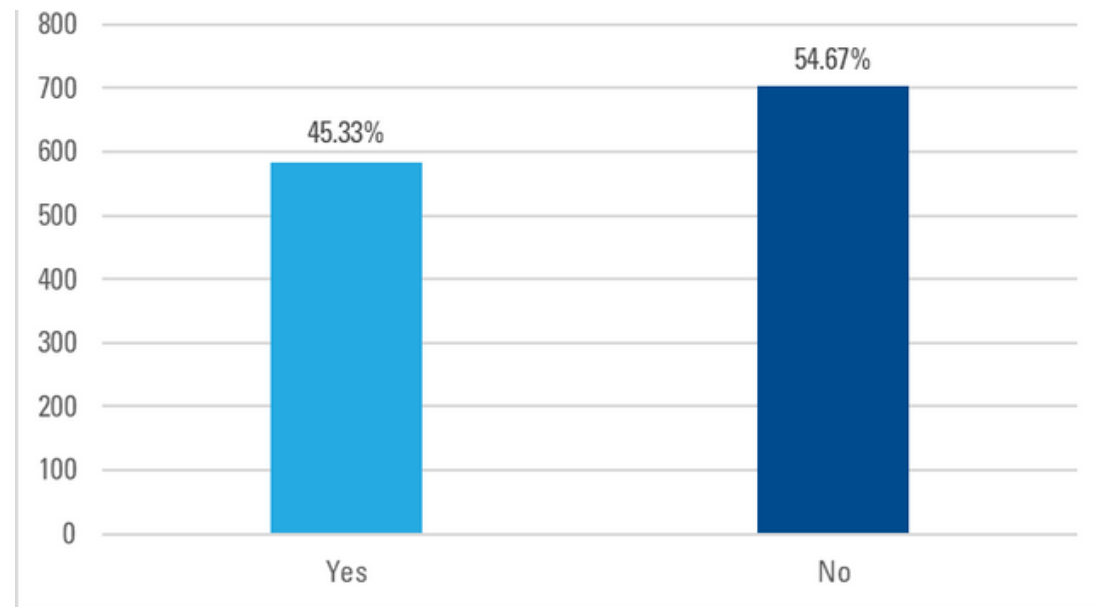
WN four 15 credit papers in 2023 \$444.50; 2024 \$540

WN full time 2023 \$630.50; 2024 \$1,080

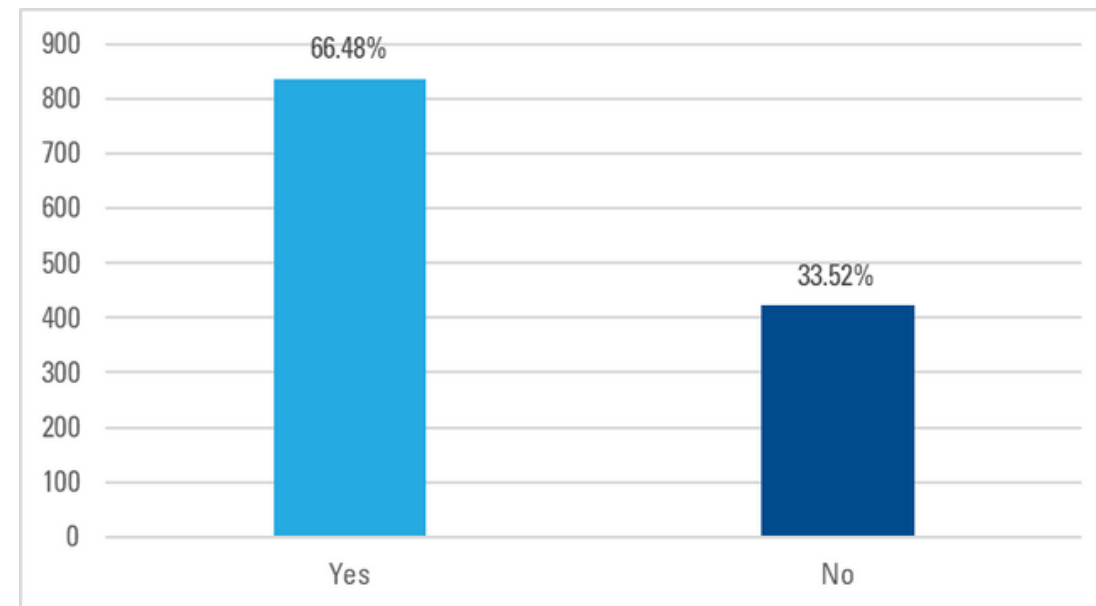


Proposed Student Services Fee 2024

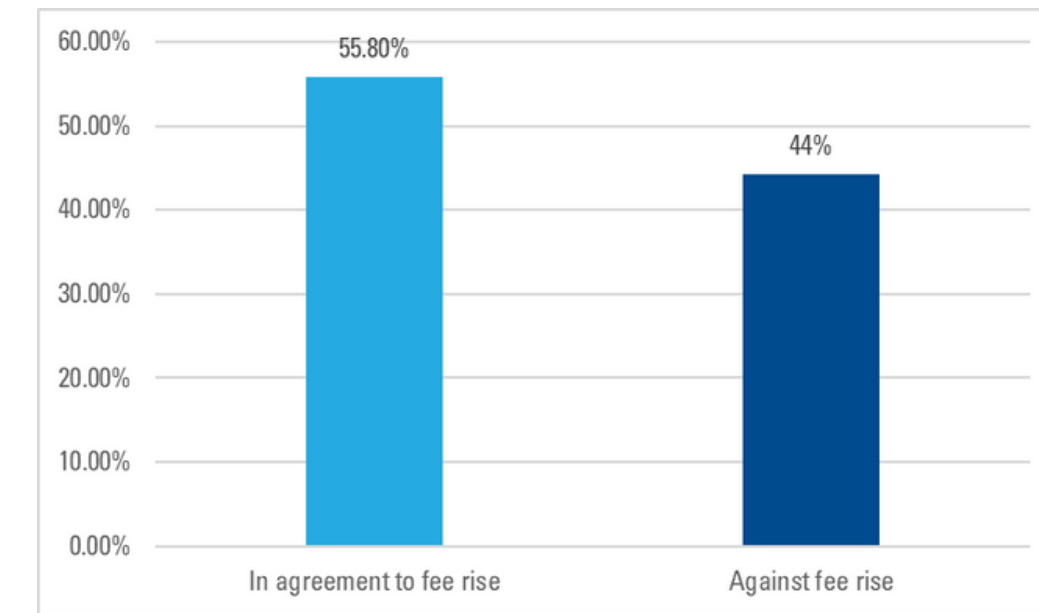
**Did students agree to the student services fee for
DISTANCE students being set at \$8 per credit?**



**Did students agree to the student services fee for
INTERNAL students being set at \$9 per credit?**



Combined result





04 QUALITATIVE RESULTS

1. Are there any other student services you would like to have available that fit within the six categories?

Overall students gave a mix of positive, negative, and neutral comments across all six categories. Some students appreciated the existing services and suggested improvements, while others expressed concerns about accessibility for Distance students or the need for more specific support in certain areas. Several students also mentioned financial support, mental health services, and better communication about available services as areas of importance.

2. Do you have any other feedback or comments on how the six categories support your success at Massey?

On the whole the comments were predominantly positive across all six categories, with students expressing gratitude for the services that support their wellbeing, academic development and career growth. There were also some neutral responses where students mentioned the importance of communication and community-building and negative comments around Distance students access to services.

3. Do you agree to the Student Services Fee for DISTANCE students be set at \$8 per credit?

Generally the responses were mixed with both positive and negative comments expressed by students. While some Distance students found certain services valuable and beneficial, many expressed dissatisfaction with paying for services they cannot access or rarely utilise. The common theme among negative comments was the perceived lack of value and fairness for Distance students who often face barriers in accessing on-campus services. Some students thought the proposed fee increase would create a barrier to study in the current economic climate.



Qualitative results

4. Do you agree to the Student Services Fee for INTERNAL students be set at \$9 per credit?

Overall the responses were mixed but there were significant numbers of students who agreed with the increase rationale, emphasizing the need for continued student services to support students. There was some support for Internal students paying more due to increased access to services, while others raise concerns about affordability and value for money. Some are open to paying more if it leads to better services, while others disagree with the proposed increase. The external factors of cost of living and study affordability were also raised.

5. Do you have any further comments about the proposed student services fee?

- Throughout this survey the responses generally show a mix of positive, negative, and neutral comments both across the six categories and in general for the proposed fee increases.
- Many respondents expressed concerns about the proposed fee increase, particularly for Distance students and suggest alternative approaches to managing expenses or providing access to specific services.
- Some respondents express support for fully funding services that benefit students, while others emphasise the need for better communication and awareness of available services.
- There are also calls for more transparency in cost breakdowns and a user pays system for certain services.
- Some respondents question the allocation of funds and the necessity of certain services, advocating for a focus on core academic activities.
- Additionally there are concerns about affordability and accessibility with some suggesting that fee increases may deter potential students or create financial burdens for current students.
- Distance learning throughout the survey was a significant concern for many students, who feel that they do not receive adequate support or benefits in comparison to on-campus Internal students.
- Additionally a better strategy for communicating services to students is required.



05 FEE OUTCOME AND NEXT STEPS

Fee outcome

01

Student feedback was taken into consideration and it was then recommended that the Student Services Fee for 2024 be set at \$7.50 per credit for Distance students and \$9 per credit for Internal students. This was approved by Massey University Fees Setting Committee, the Senior Leadership Team and the Vice-Chancellor.

Next steps

02

The six service groups will receive the survey feedback from students that was specifically about their area. Each service area will provide commentary to students on the feedback, and propose any steps, initiatives or changes to the services for 2024.

03

Webinars are being held on Wednesdays at 12.00 noon during August and September to further explain what services are available to students through the Student Services Fee.

04

A Student Services Fee Advisory Group is being established to provide a forum for representatives from the University, Te Tira Ahu Pae and students to share information, perspectives, and guide the use of the Student Services Fee to support students in their journey at Massey. It provides for student input to decision making on SSF considerations that affect students.

05

Survey comments from students on areas that are not funded by the SSF will be provided to services for their own action.

06

Development is underway to produce a yearly report showcasing how the SSF has been used.

07

A new section on student life intranet MyHub is being established for Student Voice where more information about the Student Services Fee is able to be housed, and further feedback from students received.



06 MASSEY COMMENTARY

There is a strong need for Massey to communicate services that are available to students, and outline some of the targeted Distance support services on offer.

Students require a better understanding of the services, their effectiveness and availability. This would help clarify and illuminate issues such as:

- the gymnasiums are not funded by the Student Services Fee, but recreation and clubs are.
- that a user pays system is not within the government guidelines of how this fee is to be administered
- or that the Library and academic services cannot be supported using this fund.

Massey has a lot of work to do to raise student awareness of the Student Services Fee, and the newly established SSF Advisory Group is a step towards helping ensure that student voice, and partnering with students, is achieved to both raise awareness, respond to student demand, and provide accountability.

We would like to thank all survey participants as your student voice feedback is valued and appreciated.



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