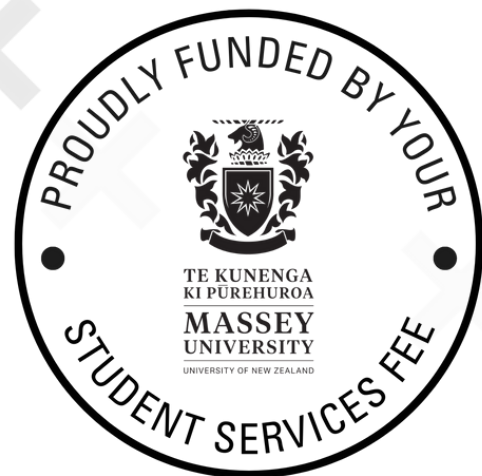


STUDENT VOICE | TE REO O TE TAUIRA

# Student Services Fee

SUPPORTING YOUR SUCCESS IN 2023





# HOW YOUR STUDENT SERVICES FEE WAS USED IN 2023

**Te Kunenga ki Pūrehuroa Massey University uses the compulsory Student Services Fee, or Student Services Levy as it is sometimes known, to support your success.**

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 end of year services report shows how your Student Services Fee (SSF) was used in 2023.

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



# Student career and employment support from Massey Career Centre

We’re here to facilitate your transition from education to chosen career. Whether you’re exploring your options, upskilling, or applying for work, we want to partner with you.

Through our advice, workshops and webinars, jobs board, links with employers and your Massey Career Centre online portal you can reflect on your values and experiences, explore interests and opportunities, and develop the skills and experience needed to be career ready, take the next step in your career journey, and reach your professional potential.

## Some stats for 2023

Career development staff	3.5
Career skill webinars hosted	23
Graduate internship programme webinars and events hosted	25
One-to-one careers consultations of 30 mins or more	238
Students booked into webinars/events	949
In our LinkedIn group	1,270
Jobs and graduate / internship programmes advertised to Massey students	1,690
Follow us on facebook	2,900
Students logged into Massey Career Centre online	3,100

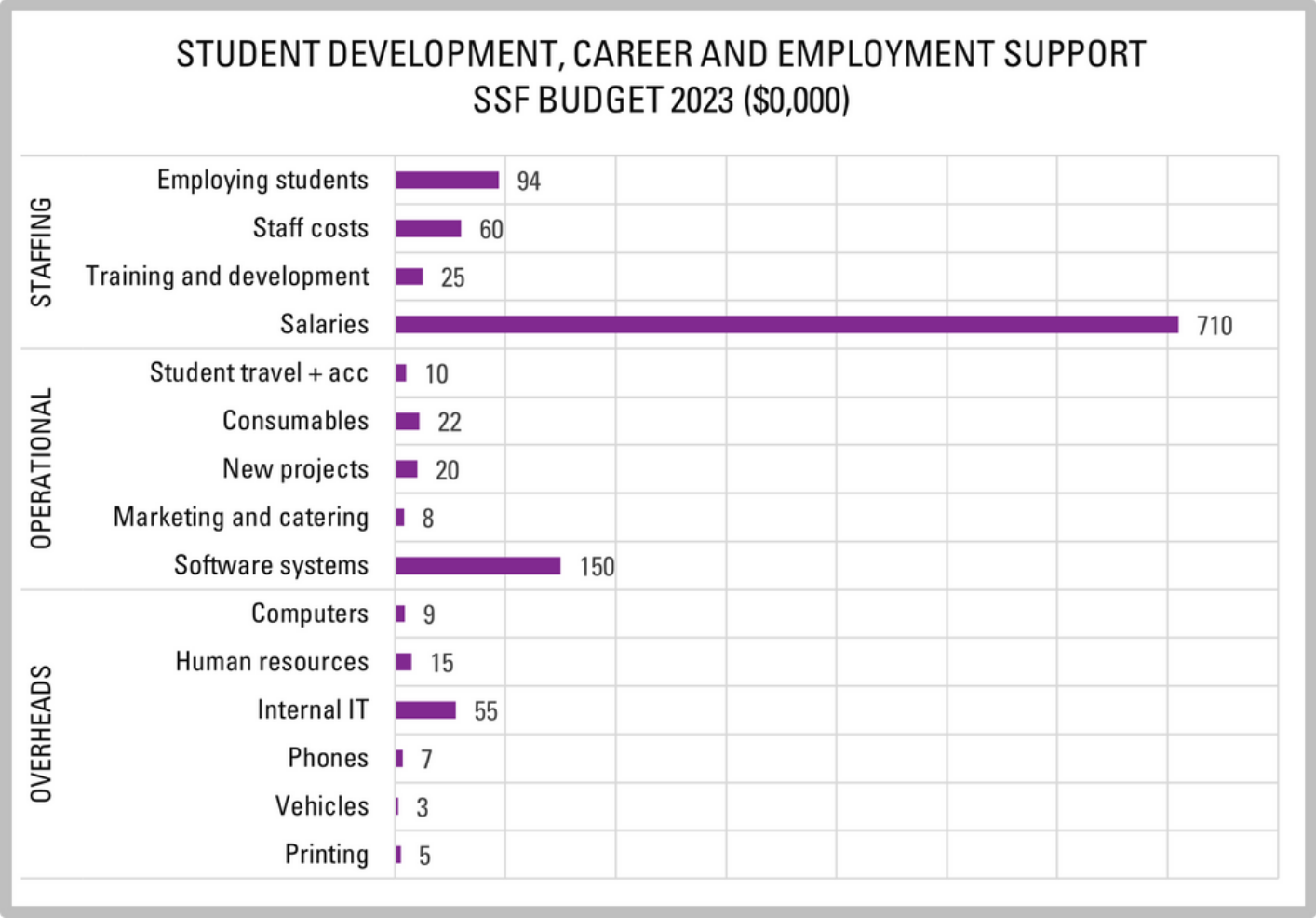
I feel empowered and I deeply appreciate Massey University for providing this service to us as students.

Thank you so much for your wonderful and honest advice. It's an honour to have witnessed your genuine support. Today's session surely gives me some insights for my career path.

Thank you for talking through my options with me and providing so many sources of information. It really helps me clear my head.

The Massey Career Centre is a fantastic resource. The staff have created highly engaging and informative presentations for our programme.

I was assisted by xxx who gave me time, and great tips to navigate the NZ market as a mature student who needs NZ work experience.

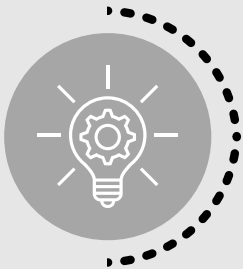


Did you know that we’re increasingly data driven? Our data specialist collates data on the career readiness of Massey students and we use this to proactively reach out to students and engage staff in student careers needs.

Discover career resources

<https://myhub.massey.ac.nz/s/careers>





## Student development

We want you to have the opportunity to participate in a range of co-curricular experiences designed to equip you with the skills and mindsets you need to be successful in your chosen pathways.

### How to engage with our programmes

There are 4 programmes you can engage with:

#### Strengths@Massey

Discover your talents - how you are naturally wired - and learn how to apply them in the best way possible. A game changer for self-awareness.

<https://myhub.massey.ac.nz/s/development/infopages/detail/20>

#### Massey Guides

Give back to the Massey community by helping new students transition to university.

<https://myhub.massey.ac.nz/students/infopages/detail/65>

#### Leadership series

Define your leadership style and learn skills that will help you become the best leader.

<https://myhub.massey.ac.nz/students/infopages/detail/149>

#### Campus Co-Lab

Change student experience by working on a project that will shape Massey while building skills necessary in today's world.

<https://myhub.massey.ac.nz/students/infopages/detail/179>

I have attended a handful of these courses now and the facilitators are wonderful. They are positive and have great personal experience.

Being able to connect with others in an open and honest way and being enlightened by how my strengths impact on the things I currently do, and how important it is to further develop them.

I really enjoyed how the group elevated each others confidence by showcasing our strengths. I felt blind to my talents until discussing this in a collaborative way, and that process of uncovering is fantastic.

### Skills you can develop

- Identity
- Emotional intelligence
- Curiosity
- Creativity
- Navigating diversity
- Leadership
- Collaboration
- Vision and strategy
- Civic leadership

### Programme principles

- Strengths-based
- Enabling
- Accessible
- Dynamic
- Participatory
- Inclusive

### Some stats for 2023

Student development staff	5.5
Campus Co-Lab projects	12
Paid opportunities for students (Massey Guides, Campus Co-Lab facilitators, 2 interns)	33
Workshops attendance (Strengths, Massey Guides, Leadership, Co-Lab facilitators)	350
Students engaged through Campus Co-Lab projects	400
Masseypedia followers @masseypedia_akl @masseypedia_pn @masseypedia_wlg	1,342





# Student health services

Each campus has a Student Health Centre Ngā Whare Hauora & Rongoā that offer a range of services such as, nurse and doctor consultations, health advice, laboratory tests, specialist referrals and injury management. The services each clinic offers may differ across the motu.

The health centres receive funding from their local Primary Health Organisation (PHO) which means as a student you can enrol to make us your primary health care provider and appointments cost less than other health clinics.

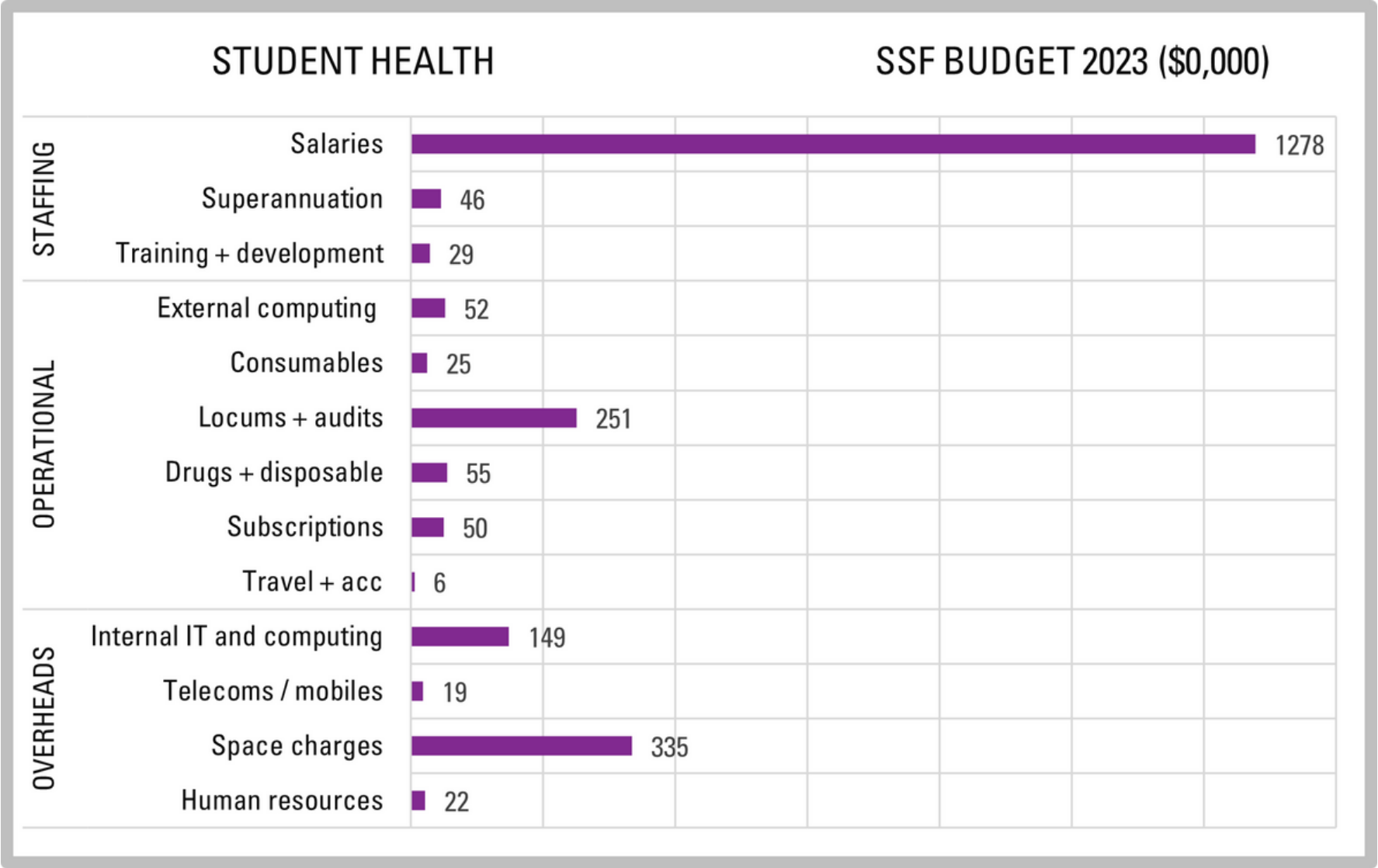
## Repeat prescriptions

Students registered with our health centre may be able to request some repeat prescriptions online.

## Services offered

We provide general health services such as:

- advice on diet and exercise
- blood pressure checks
- contraceptive advice and emergency contraception
- consultations for all health problems
- health information and advice
- hearing, eye and skin testing
- laboratory tests, including blood tests
- minor surgery
- repeat prescriptions
- sexual health
- treatment with liquid nitrogen
- vaccinations
- wellness and health checks.

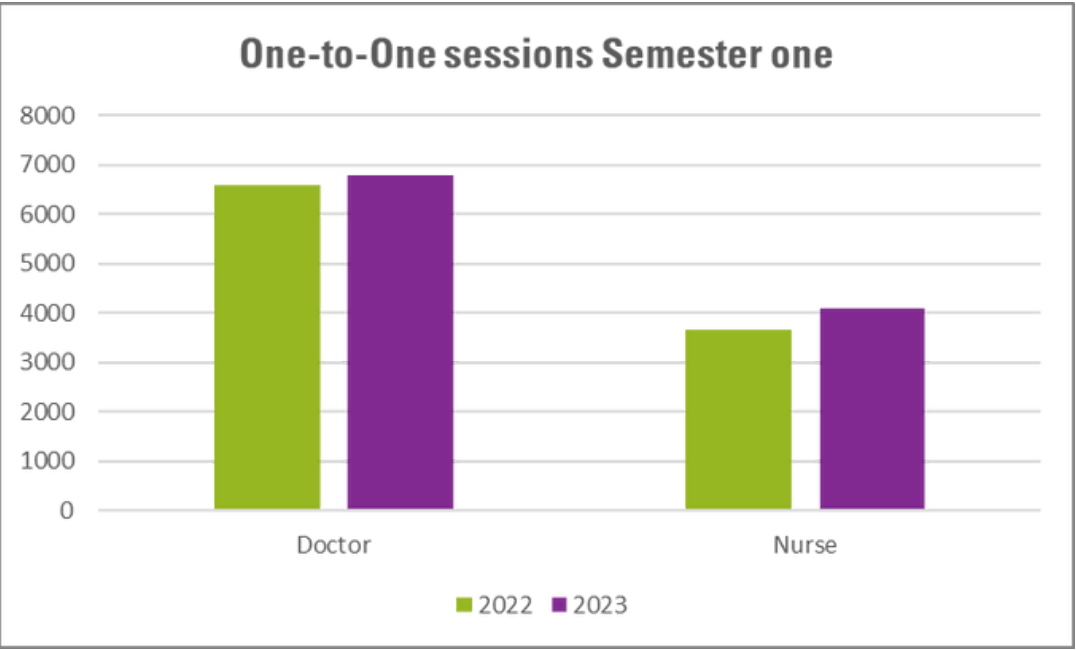


## Making appointments - our campus clinics are open Monday to Friday 8.30am to 4.30pm

If you are learning by distance, you can still contact the health centre at the campus closest to you and discuss your best option with staff.

HEALTH CENTRE	AUCKLAND	MANAWATŪ	WELLINGTON
LOCATION	Student Central Level 2	Registry building Level 1	Student Services building 3rd floor
PHONE	09 213 6700	06 350 5533	04 929 3030
EMAIL	studenthealth.auckland@massey.ac.nz	studenthealth.manawatu@massey.ac.nz	studenthealth.wellington@massey.ac.nz

## Some stats for 2023





Student counselling services

Counselling services are located on each campus and can be used by all students based in New Zealand free of charge. Confidential short-term counselling is provided to assist students minimise the effect of emotional and psychological factors on academic performance and participating fully the student journey. A variety of self-help resources and tools are available, and wellbeing workshops are held regularly.

Issues you can talk about

We support students with all kinds of struggles, big or small, that can make learning and student life hard, including:

- academic stress and pressure
- relationships and family problems
- emotions, such as anxiety or depression
- behaviours or patterns you are worried about
- identity and sexuality
- many other challenges.

Services we offer

Our counselling services include:

- standard counselling sessions on your own or with a support person
- support for special academic considerations
- group, family and relationship sessions when available
- referrals to other appropriate services
- online peer support through [TalkCampus](#)
- packages of care through [Puāwaitanga](#).



TalkCampus is a free online peer to peer app available to all Massey students on campus and internationally. Lots more resources are available on the Wellbeing section of your student life intranet MyHub.

You can make an appointment by completing the online form, and also see the counsellor profiles, at <https://www.massey.ac.nz/student-life/services-and-support-for-students/counselling-services/>

I came away with practical and actionable changes which have improved my issue.

My counsellor was great. I just get extremely paranoid speaking to people about issues because my mother would always emotionally abuse me when I would try confronting her.

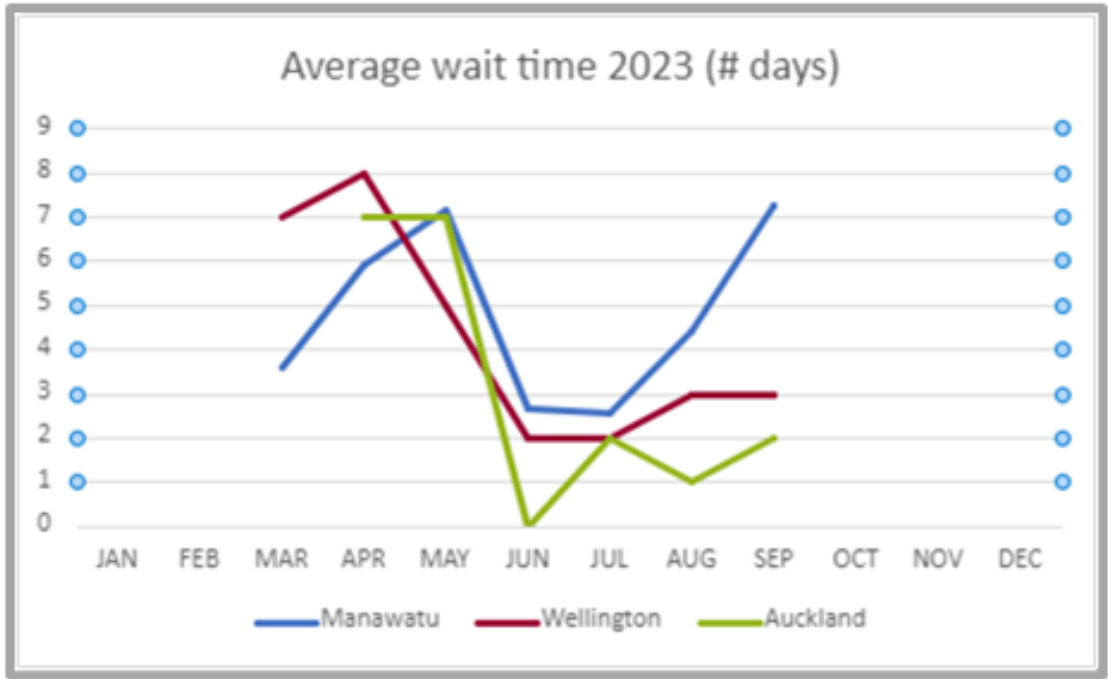
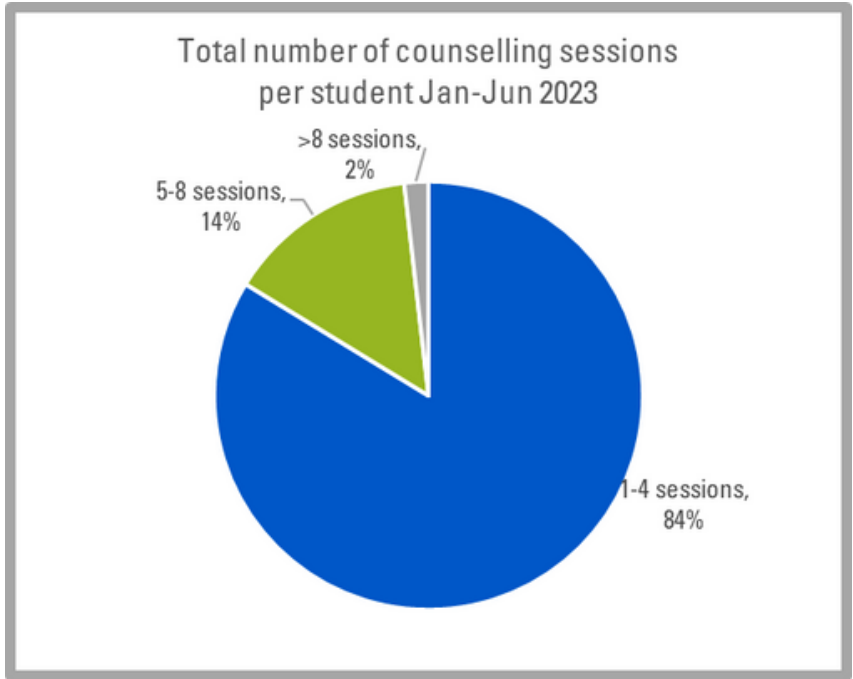
Helping me try to turn my thinking around, and helping me process through my mental state.

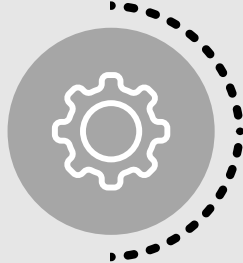
STUDENT COUNSELLING

SSF BUDGET 2023 (\$0,000)

STAFFING	Salaries	1487
	Superannuation	53
OPERATIONAL	Training + development	29
	External computing	53
	Consumables	5
	Supervision	50
OVERHEADS	Subscriptions	29
	Travel + acc	18
	Internal IT and computing	148
	Telecoms / mobiles	20
	Space charges	335
	Human resources	21

Some stats for 2023





# Student wellbeing and spiritual wellbeing

The Student Wellbeing group includes Wellbeing Advisers (all of whom are registered mental health professionals), a sexual harm prevention adviser and the chaplains on each campus. Specialised advisers are available for Māori, Pacific, Rainbow and International students and all work across the whole university. Their main aim is to support those people who are, themselves, supporting students. The team run a variety of wellbeing outreach events and workshops.

## Events and workshops

We held wellbeing events for students throughout the year. Here's a brief selection of some of them:

- Safe sex - Party Smart 101
- Kai and korero
- Kai and talanoa
- Mental health awareness week
- Recognising and referring students at risk
- Wellbeing for exams
- Doctoral health and wellbeing
- Vet school wellbeing workshop
- Anti scam campaign
- International student fiesta
- Pride and petrified

Very progressive and informative word choice, especially when referring to consent. For example, if someone is saying no to sex the other person has the right to be upset but does not have the right to make it their partner's problem.

Really good presentation. Loved the presenter's energy and engagement and the really useful content. Their approach was very professional but also relaxed.

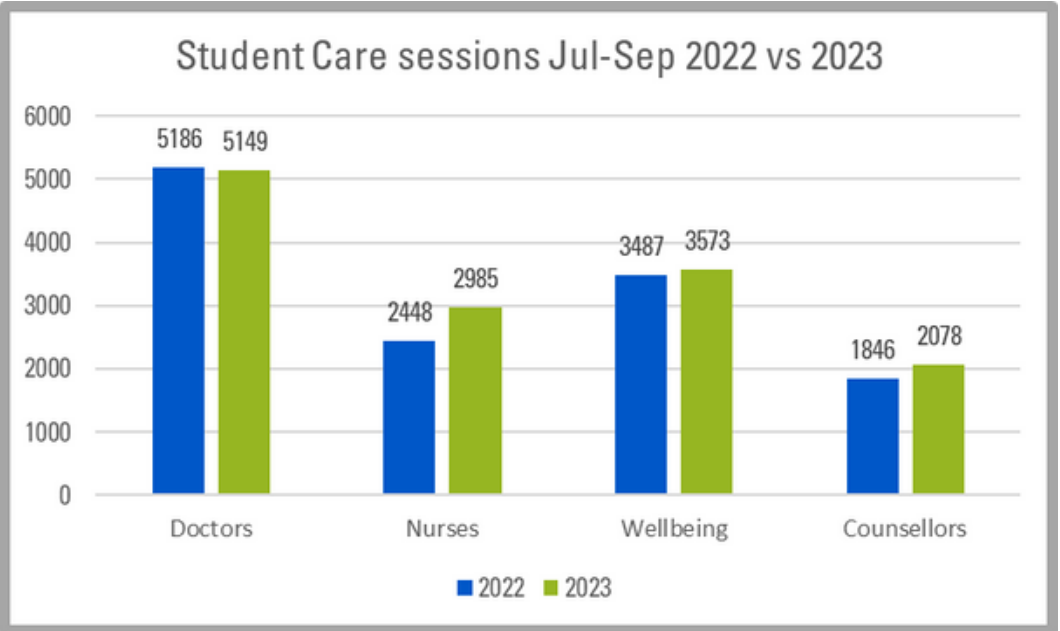
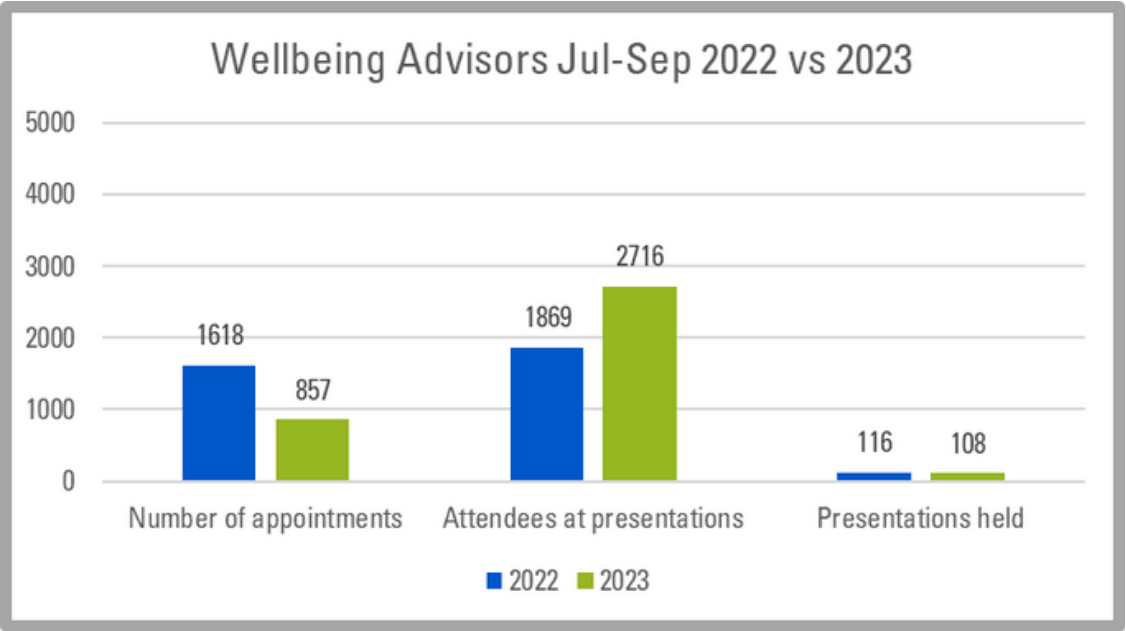
There were specific tactics given to us to use to support each other and ourselves.

Chaplaincy pancake nights and lunches have been amazing - the only real socializing and meals I have all week.

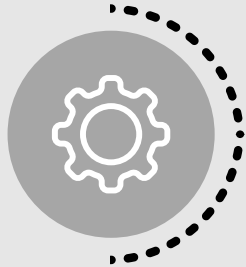
You can connect with the chaplains and other faith groups on campus <https://www.massey.ac.nz/student-life/services-and-support-for-students/spiritual-wellbeing-faith-groups-and-chaplaincy-service-taha-wairua/>

STUDENT CARE		SSF BUDGET 2023 (\$0,000)				
STAFFING	Salaries					2266
	Superannuation	90				
	Training + development	20				
OPERATIONAL	External computing / hardware	19				
	Consumables	30				
	Supervision	35				
	Subscriptions	46				
	Koha	20				
	Travel + acc	54				
OVERHEADS	Printing + copying	10				
	Internal IT and computing	21				
	Telecoms / mobiles	29				
	Human resources	27				

## Some stats for 2023







# Student achievement coaching

A coach is a formal, short term, performance focused, generalist who builds relationships to focus on the needs of the individual and university to successful completion. Our work is empowered by specific coaching training using the G.R.O.W. framework of Goal. Reality. Options. Will. We contact students by email, phone or text before initiating zoom meetings to discuss any issues.

We support students in four key areas by intervening to help with your study success, helping to maintain your interest, and assisting you to progress through your degree:

## Support before starting Semester One

Assisting students with their transition and readiness to enter university, helping develop student success, developing confidence in their abilities, proficiency with navigating study skills, and capacity to begin your student journey with knowledge and skills useful to you.

## Early engagement with Stream

Empowering study success in our early engagement initiative. This work is built out of careful data analysis of students who may not be engaging with courses early in Semester One, Semester Two, or Summer School.

## One-on-one coaching

Year round one-on-one coaching support to empower your academic success. We assess your concerns, offer support in our space, and help you to navigate towards other Massey student support services.

## Returning from academic exclusion

Providing support at different stages of your return to study journey. In initial interviews, and in later coaching, we seek to uplift your aspirations for academic success. We understand you may be in a vulnerable position as you return to study, so we encourage you to progress through your studies with support for assessments, status of progress throughout a semester, and with coaching and moral support where needed.

G.R.O.W. FRAMEWORK  
GOAL.REALITY.OPTIONS.WILL.

I've completed the workload planning tool and it gives me an idea on how I will balance my work and study at the same time. That's really helpful.

These sessions have given me the confidence I never thought I had, and helped me realise I can do a lot more than I think I can.

I would like to say thanks for the help, it's changed my life around. The organizational stuff learnt from you has helped me alot this past week with strict time constraints.

Support has been around planning, understanding timelines, balancing work life with study, connecting support teams and generally holding accountable for completing work.

I am very grateful to have had this opportunity to work with you as if I hadn't I strongly believe I would have been in a much different headspace than I am now!

## How we use data to support your success

In 2023 the Student Achievement Coaching Team produced a short video that illustrates how we use data to support student success. The video narrated stories of two students who worked successfully with two of our coaches.

<https://www.education.govt.nz/digitalstrategy/stories/massey-university>

## SSF budget

The Student Achievement coaching team is a relatively new team. For SSF accounting purposes in 2023 they are currently allocated within the SSF Wellbeing budget. Our finance team are looking at separating this out for 2024 so that we can provide a more cohesive reflection of services.

## Some stats for 2023

Long term support - student cases	Students supported with a longer term case with a coach, usually 3-6 months	1,703
	Team interactions with case students. Meeting, phone call, email, text	23,976
Short term support - student interactions	Short term students supported by a coach. Usually 1 or 2 interactions	1,270
	Team interactions with short term students. Meeting phone call, email, text	2,194
Emergency financial support	Grants provided to students April to October 2023	443
Referrals from a student	Through the Student Management System portal	160
Referrals from an academic staff	Through the web form	321

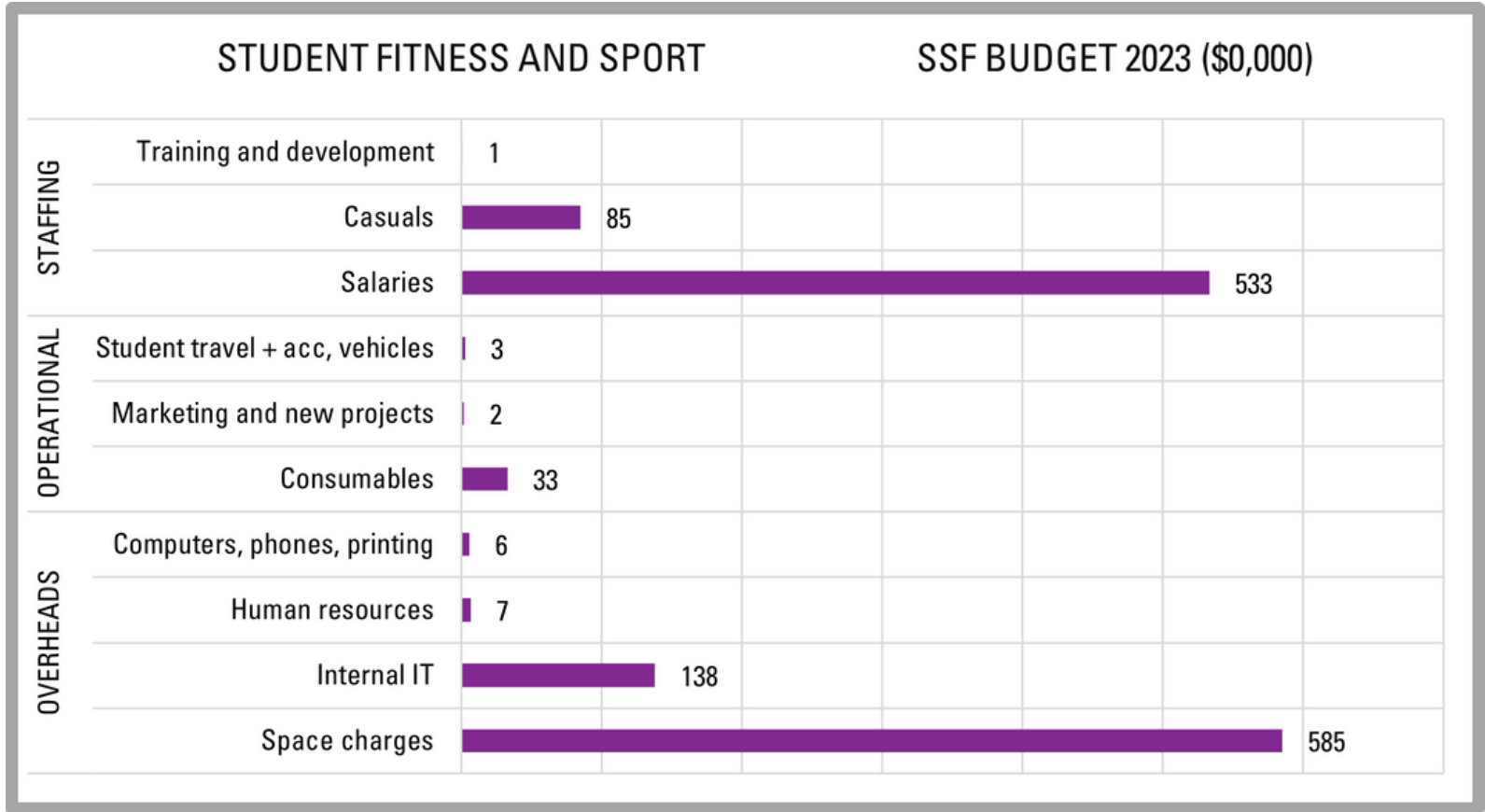




# Student fitness and sport

We’re talking about the campus fitness and recreation centres and their services in Auckland, Manawatū and Wellington, and how and where your Student Services Fee is invested. We understand the challenges tertiary study can bring, and the importance of a holistic approach to student success. At Massey we can help build great relationships with you and support your physical activity.

Our fitness programme is uniquely different to other services because of the size of the operational footprint. 57% of the SSF goes into the space charges for the facilities provided. This is partially offset by income received through court hire and social sport leagues. Other fitness services, including the gyms, are self funded (user pays) with no SSF allocation to the operation.



I loved the Thrive challenge element - that was a big motivator for me. It was nice to be a part of community as well, I made new friends and enjoyed seeing other people's ideas and photos on the group

I got to meet some cool people from other Massey campuses and played some high-level basketball. It was a great experience and I can't wait to go again in 2024.

The Breathe series was amazing and could not have come at a better time for me. It lined up perfectly with my studies, I definitely needed the break. Thanks a lot for organizing it.

Social leagues are a great way to get out and play some sports. Gives us a good break from uni work and is a good way of getting some extra exercise in.



## How is your Student Services Fee invested?

- Sports league participation — 650 students play social sport across Massey each week during the semester.
- Access to recreation facilities for all clubs affiliated with Te Tira Ahu Pae — approx 4109 hours a year.
- Aotearoa Cycle Challenge — 282 Massey participants registered, 14744 km ridden, 524 commute trips, 1010 kg of CO2 saved.
- Australian Universities 10000 steps challenge — 180 participants walked over 71 million steps. 1st among the NZ universities, and 3rd place overall finish out of 20 universities.
- Recreation hall casual use 4000+ hours.
- E-bike hire in Wellington — 44 trips saving more than 21 hours of travel time, saving \$220-\$325 in transport costs.
- Wellbeing programmes Fire, Wahine Roar, Breathe, Thrive — 100 participants in 4 indepth wellbeing challenges throughout the year.
- Academy of Sport — 45 complimentary memberships across the 3 campuses, involving 180 hours of strength and conditioning coaching and athlete support.
- University and Tertiary Sport NZ (UTSNZ) - 103 participants in tournaments across rowing, badminton, basketball, volleyball, futsal and ultimate frisbee.

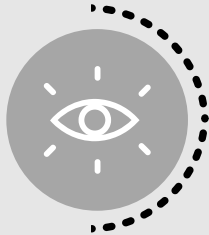


If you’ve never been to a Massey gym before, head down to the fitness centre and we’ll set you up with one week of free access. You get access to a fully supervised centre as well as a range of great programmes and services. <https://www.massey.ac.nz/student-life/sport-and-recreation-centres/>

# Service delivery contracted through Te Tira Ahu Pae

Te Tira Ahu Pae, your students association, are an independent body who are contracted to deliver select services through a Service Level Agreement. Te Tira Ahu Pae are fully accountable to students through the university for the Student Services Fee funds they spend, delivering on contract for service objectives and milestones through regular reports. We are waiting for information from them for the following:

## REPRESENTATION, ADVOCACY AND ADVICE



10%

### Student representation

- Elected student representatives' governance and executive committees remuneration.

### Student advocacy and advice

- Class advocates working to address course delivery issues on behalf of the class
- Resolving individual student problems by providing independent support
- Financial advice including budgeting, welfare and minor hardship grants available.

## STUDENT TO STUDENT COMMUNICATION



3%

### Student media

- Producing online and hard copy media, including your student magazine Massive and printed promotion posters
- Online communication portals, students association websites, Facebook, Instagram, Radio Control 99.4FM and media production.

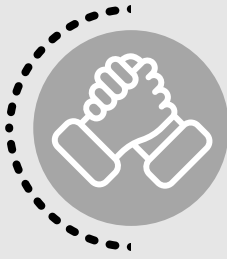
SSF BUDGET 2023 (\$0,000)  
Te Tira Ahu Pae yet to provide



TE TIRA AHU PAE  
HEI HĀPAI WHAKAMANA

tetiraahupae.ac.nz

## CLUBS, CULTURAL GROUPS, SOCIETIES, SPORT AND RECREATION



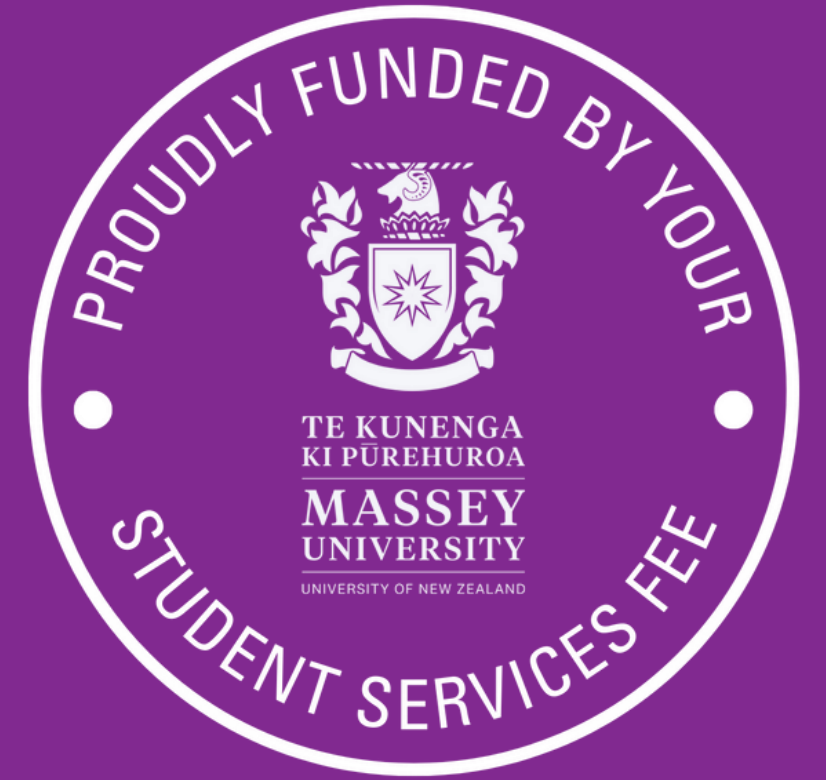
17%

### Student clubs

- Student clubs, cultural groups and societies, including activity grants for cultural, social and sports clubs

### Student events

- An active visible programme of events and activities, supporting internal and distance student life.



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