

STUDENT VOICE | TE REO O TE TAUIRA

# Student Services Fee

## SURVEY RESULTS 06 2025



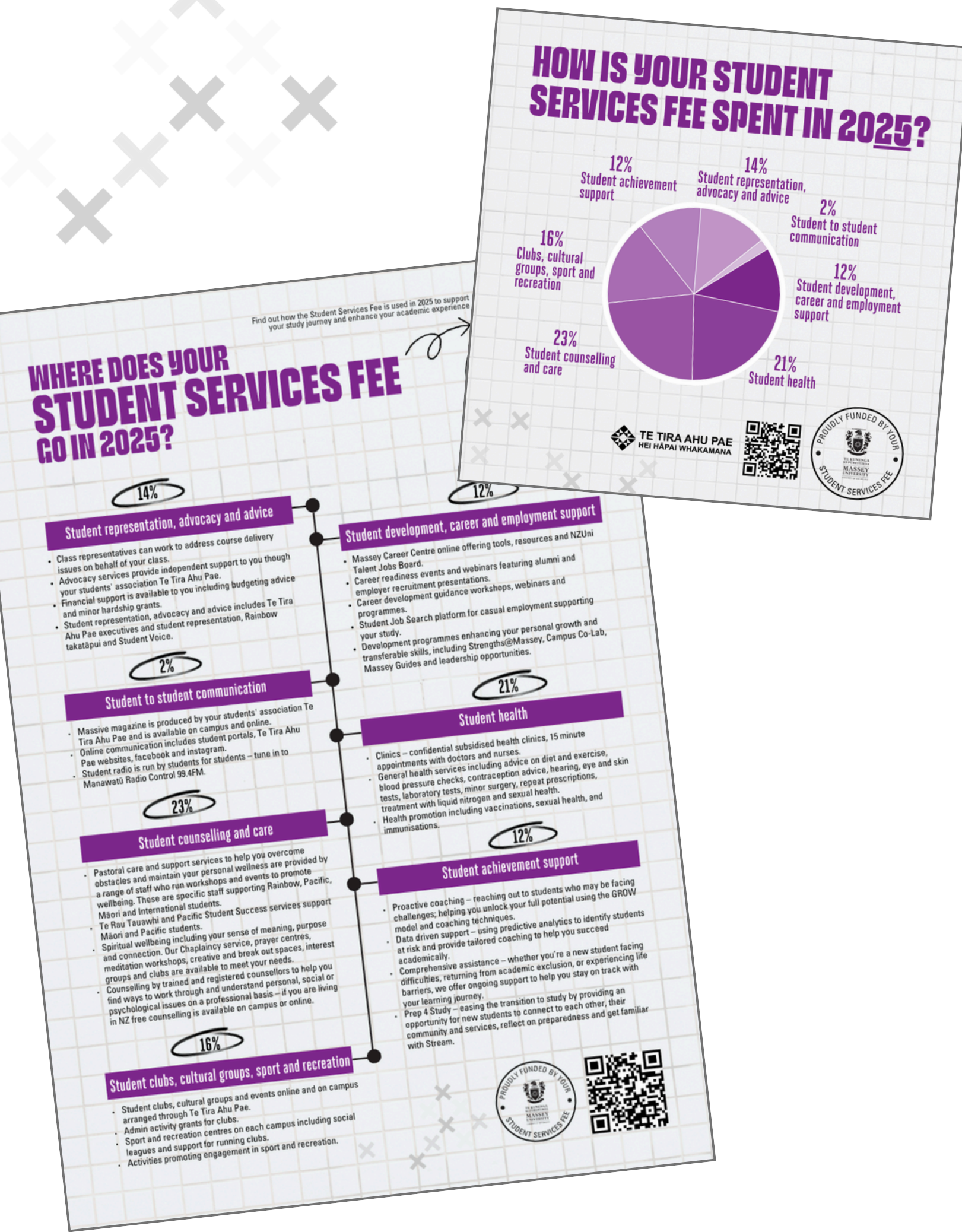
# The survey

Te Kunenga ki Pūrehuroa Massey University asked all current students for your opinion on how the compulsory Student Services Fee supports your success, how important you think the services are, and how much the Student Services Fee charges should be for 2026.

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 2026.

We ran the survey for three weeks from Tuesday 29 April to Sunday 18 May 2025 and 1,711 students completed the survey. This report summarises quantitative data.

All universities in Aotearoa New Zealand charge compulsory student services fees under specific guidance provided by New Zealand Government's Tertiary Education Commission. At Massey these funds are allocated in line with categories which fit within the government requirements. The SSF gives you access to services that contribute to student life by supporting your study journey and enhancing your academic experience. These non-tuition fees can be included in your StudyLink loans.

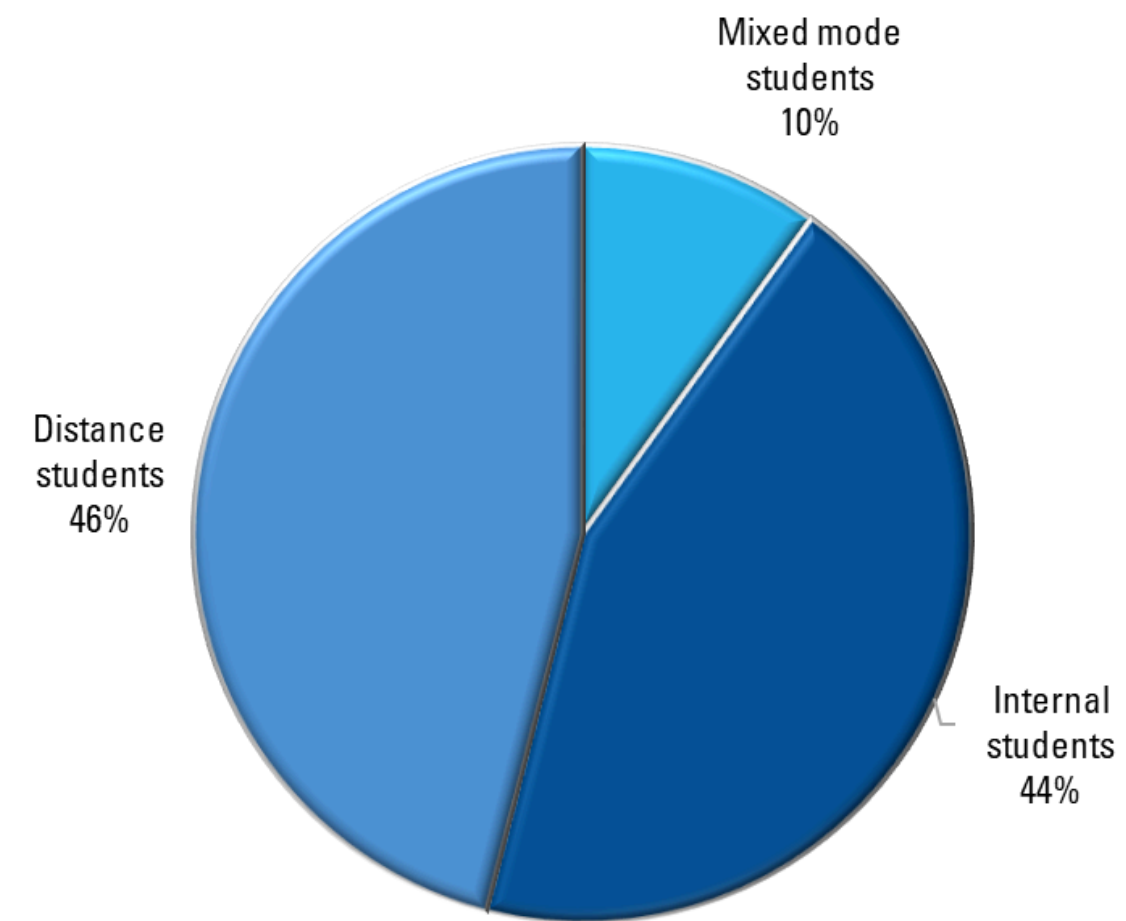




# Quantitative results

We know that all students do not use all services all of the time, but the services 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. Services are offered in a distance format and/or on campus location. Your students' association Te Tira Ahu Pae are contracted to deliver some of these services.

Of the completed surveys 46% were Distance students, 44% Internal students and 10% Mixed mode students.





# Importance

The following tables show how students rated 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 representation, advocacy and advice 14%

Student advocacy and advice - independent support to you through your students association Te Tira Ahu Pae	3.54
Initiatives to raise student voice	3.04
Te Tira Ahu Pae representation, executives and committees	2.97
Financial support is available to you including budgeting advice and minor hardship grants - Te Tira Ahu Pae	2.87
Class representatives - working to address course delivery issues on behalf of your class - Te Tira Ahu Pae	2.80
Rainbow takatāpui student events and services	2.58

## Student to student communication 2%

Online communication includes student portals, Te Tira Ahu Pae websites, facebook and instagram	3.49
Massive magazine is produced by your students association Te Tira Ahu Pae and is available on campus and online	2.41
Student radio is run by students for students, tune into Manawatū Radio Control 99.4FM - Te Tira Ahu Pae	2.16



# Importance

0 (low) to 5 (high) scale

## Student health 21%

Clinics – confidential subsidised health clinics, 15 minute appointments with doctors and nurses at medical centres on campus	4.05
General health services including advice on diet and exercise, blood pressure checks, contraception advice, hearing, eye and skin tests, laboratory tests, minor surgery, repeat prescriptions, treatment with liquid nitrogen and sexual health	3.99
Health promotion including vaccinations, sexual health, immunisations	3.92

## Student counselling and care 23%

Counselling by trained and registered counsellors to help you find ways to work through and understand personal, social or psychological issues on a professional basis	3.91
Pastoral care and support services to help you overcome obstacles and maintain your personal wellness are provided by a range of staff who run workshops and events to promote wellbeing	3.35
Te Rau Tauawhi pastoral care supporting Māori students	3.22
Pacific Student Success pastoral care supporting Pacific students	3.16
Spiritual wellbeing including your sense of meaning, purpose and connection. Our Chaplaincy service, prayer centres, meditation workshops, creative and break out spaces, interest groups and clubs are available to meet your needs.	3.15



# Importance

0 (low) to 5 (high) scale

## Student development, career and employment support 12%

Access to Student Job Search platform for casual employment supporting your study - Te Tira Ahu Pae	3.67
Career development guidance workshops, webinars and programmes	3.48
Massey Career Centre online online tools, resources and NZUni Talent jobs board	3.46
Career readiness events and webinars featuring alumni and employer recruitment presentations	3.40
Massey Guides - students supporting orientation, mentoring, building leadership skills	3.26
Student development programmes enhancing your personal growth and transferable skills, including Leadership Series, Strengths@Massey, Campus Co-Lab	3.12

## Student clubs, cultural groups, sport and recreation 16%

Sport and recreation centres on each campus including social leagues and support for running clubs	3.53
Student clubs, cultural groups, events online and on campus - Te Tira Ahu Pae	3.42
Activities promoting engagement in sport and recreation	3.29
Admin support including activity grants for clubs - Te Tira Ahu Pae	3.16



# Importance

0 (low) to 5 (high) scale

Student Achievement is support reimagined, using data analytics to identify the students who are likely to struggle, fail or drop out, reaching out before this eventuates.

This service is an outreach programme designed to support students in need.

## Student achievement support 12%

Data driven support – using predictive analytics to identify students at risk and provide tailored coaching to help you succeed academically	3.55
Prep 4 Study – easing the transition to study by providing an opportunity for new students to connect to each other, their community and services, reflect on preparedness and get familiar with Stream	3.36
Proactive coaching – reaching out to students who may be facing challenges; helping you unlock your full potential using the GROW model and coaching techniques	3.26



# Importance

0 (low) to 5 (high) scale

**Top and bottom ranking results:** the following two tables demonstrate the five least important and five most important ranked services

## Five least important ranked services

Financial support is available to you including budgeting advice and minor hardship grants - Te Tira Ahu Pae	2.87
Class representatives - working to address course delivery issues on behalf of your class - Te Tira Ahu Pae	2.80
Rainbow takatāpui student events and services	2.58
Massive magazine is produced by your students association Te Tira Ahu Pae and is available on campus and online	2.41
Student radio is run by students for students, tune into Manawatū Radio Control 99.4FM - Te Tira Ahu Pae	2.16

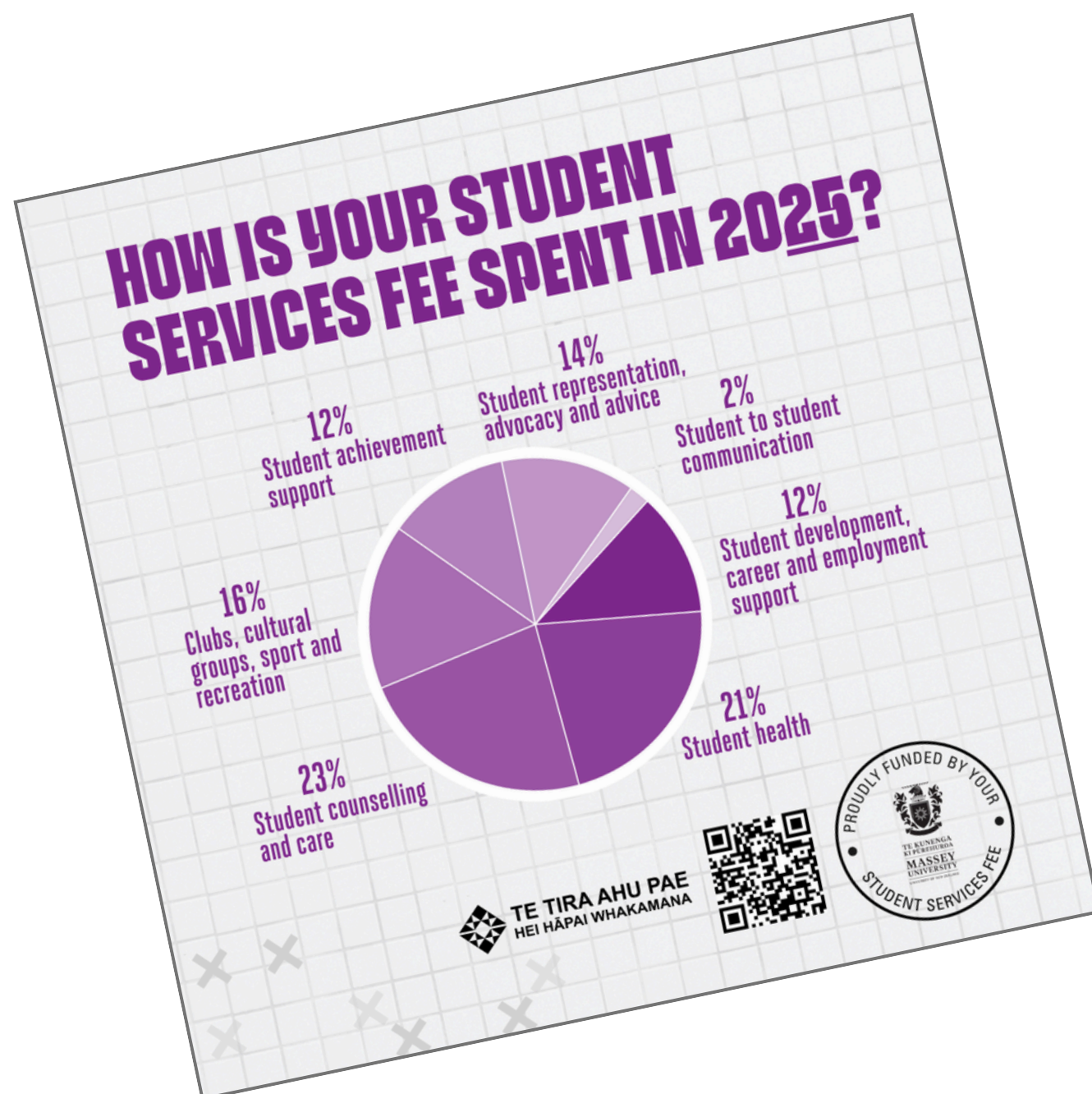
## Five most important ranked services

Clinics – confidential subsidised health clinics, 15 minute appointments with doctors and nurses at medical centres on campus	4.05
General health services including advice on diet and exercise, blood pressure checks, contraception advice, hearing, eye and skin tests, laboratory tests, minor surgery, repeat prescriptions, treatment with liquid nitrogen and sexual health	3.99
Health promotion including vaccinations, sexual health, immunisations	3.92
Counselling by trained and registered counsellors to help you find ways to work through and understand personal, social or psychological issues on a professional basis	3.91
Access to Student Job Search platform for casual employment supporting your study - Te Tira Ahu Pae	3.67





# Fee allocations 2026



## CURRENT FEE ALLOCATION IN 2025

## YOUR SUGGESTED FEE ALLOCATION FOR 2026

Student representation, advocacy and advice	14%
Student development, career and employment support	12%
Student to student communication	2%
Student health	21%
Student counselling and care	23%
Student clubs, cultural groups, sport and recreation	16%
Student achievement support	12%

12%	↓
15%	↑
4.5%	↑
21.5%	↑
20%	↓
14%	↓
13%	↑

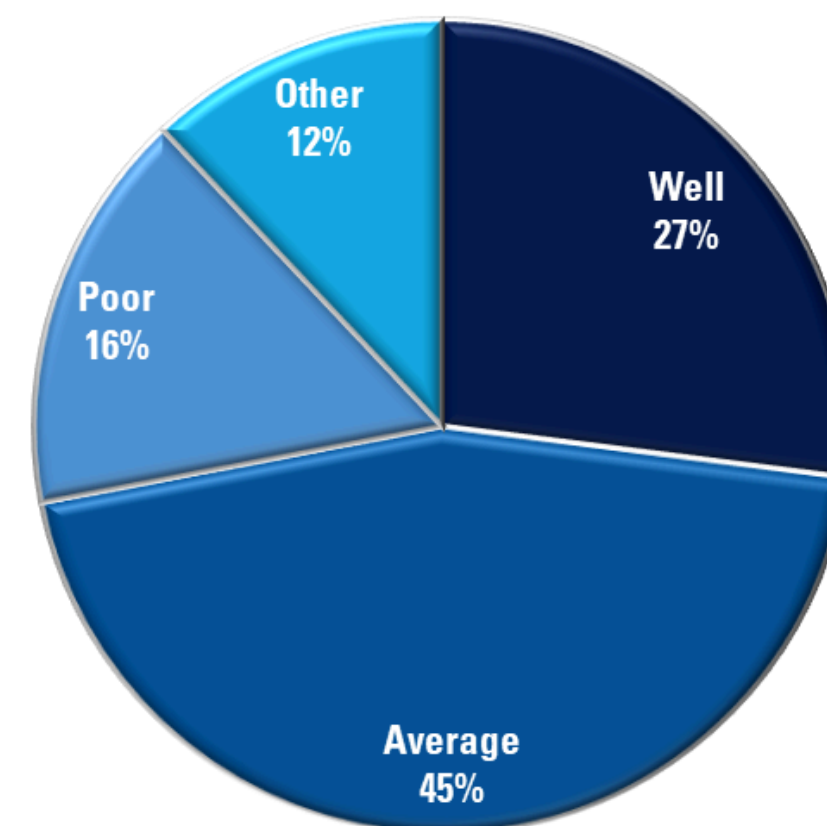


# Your students association Te Tira Ahu Pae

Te Tira Ahu Pae is your student association. They provide a range of student services and representation services, paid from your Student Services Fee.

Massey University sub contracts Te Tira Ahu Pae to deliver these services on behalf of students.

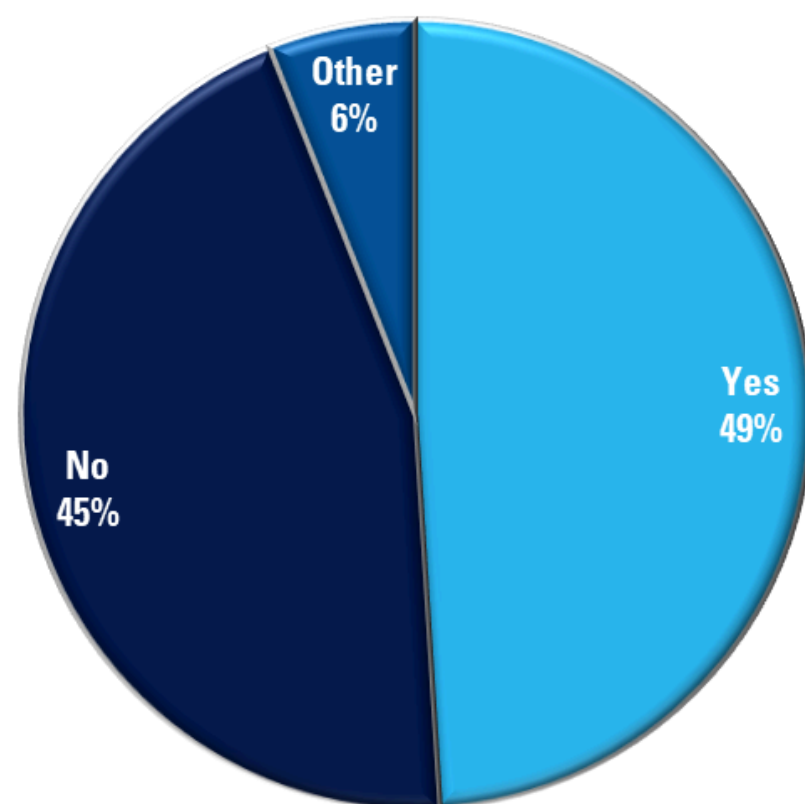
Q: How well do you feel represented by Te Tira Ahu Pae?





# Proposed Student Services Fee 2026

## Proposed 3.3% fee increase



With the running costs of services continuing to rise, the decision was made to propose to students an increase in fees to cover inflation costs rather than retain the current fee and reduce services.

The Student Services Fee Advisory Group was set up in 2023. Their goal is to provide a forum for the university, Te Tira Ahu Pae, and student representatives to share information, perspectives and guide the use of the Student Services Fee to support students in their journey at Massey University. It is made up to 4 Massey staff, 4 Te Tira Ahu Pae staff, and 10 student representatives.

The Student Services Fee Advisory Group considered the rising cost of running services and the rising cost of living. Taking this into consideration, it was agreed to survey the students on a proposed CPI 3.3% rise.

Feedback from the survey showed that 49% of students agreed with the proposed 3.3% (inflation) price rise and 45% of students disagreed. 6% of students abstained.





# 2026 Fee outcome and next steps



We are very appreciative to all the students who filled in the Student Services Fee survey. The Student Services Fee Advisory Group is now going through your qualitative data. Once they've finished reviewing it they'll share a summary with all students. We expect to share this with you around August or September 2025.

