



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

Student Voice
Te Reo o te Taurira

Student Services Fee

Survey 2026
Preliminary results





The survey



Te Kōwhirihihi Massey University asked all current students for your opinion on how the compulsory Student Services Fee (SSF) supports your success, how important you think the services are, and how much the Student Services Fee charges should be for 2027.

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.

The survey asked you to rank the services that are funded by the Student Services Fee 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 2027.

We ran the survey for three weeks from Tuesday 28 April to Sunday 17 May 2026 and 2,915 students responded. This report summarises quantitative data.



Quantitative results

We know you might not use every student service all the time. The important thing is that these services are there whenever you need support, whether that's on campus or online. You can think of the Student Services Fee a bit like paying local council rates — it helps make sure a wide range of services are available to support all students when they need them.

Your students associations, Te Tira Ahu Pae and Ngā Haumi ki te Ao, are contracted to deliver some of these services. They work in partnership with the university to support your student experience. They receive part of your Student Services Fee to provide the following student representation services:

- Independent advocacy
- Student and class reps, student representation
- Financial advice and workshops
- Student Job Search
- Massive magazine
- Radio Control 99.4 FM
- Online communication tools, facebook, websites, instagram
- Student clubs, cultural events, online and on campus events
- Club grants.

Other services are delivered by Massey University staff who are here to support you along your study journey.

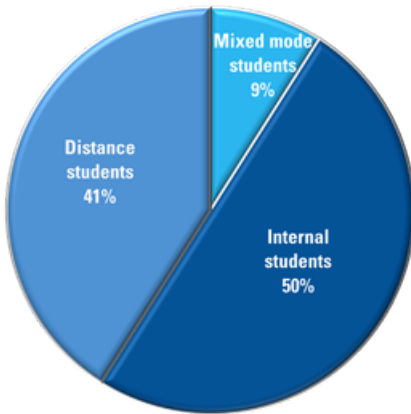
From the survey responses we received, **41%** were Distance students, **50%** Internal students and **9%** Mixed mode (studying in a mix of both).



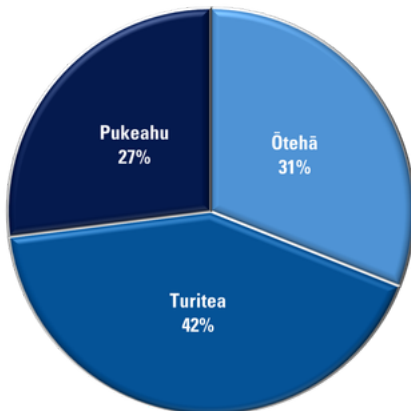


Quantitative results

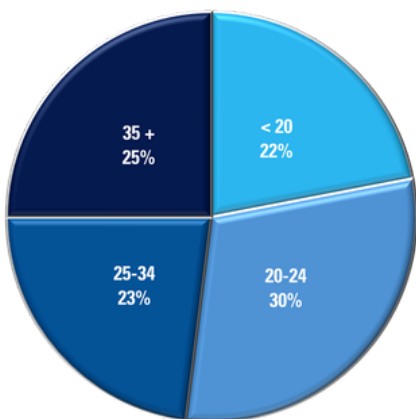
Survey respondents



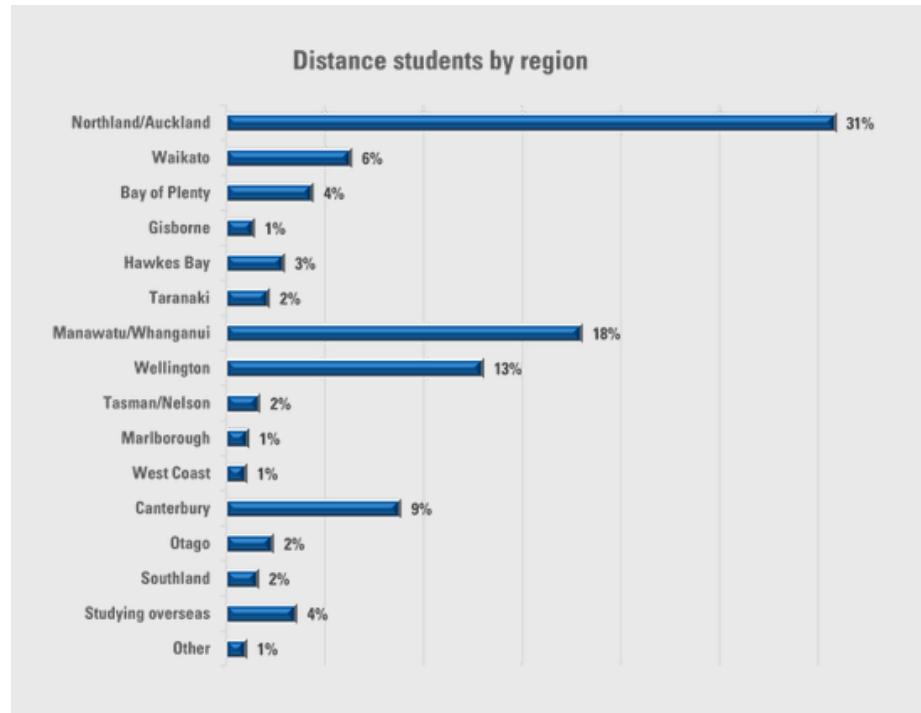
By campus



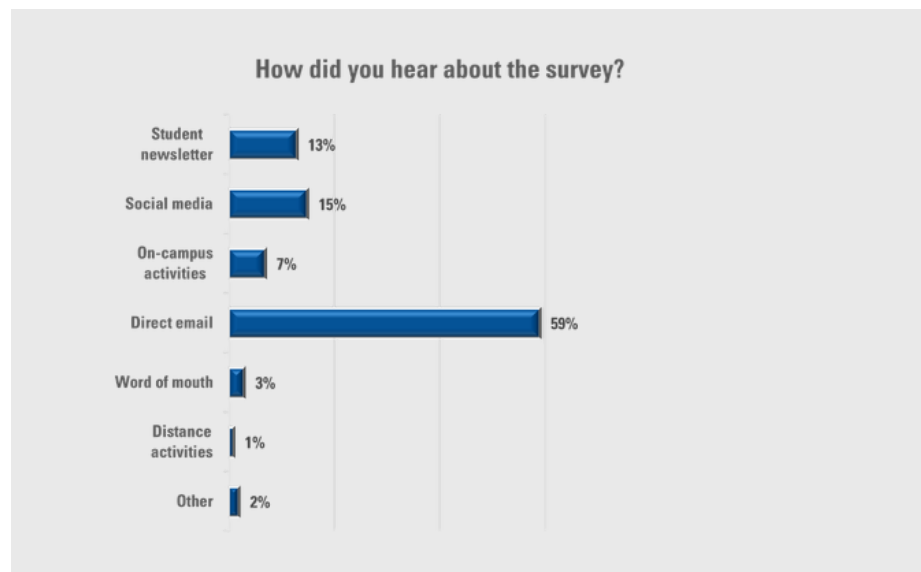
Age



Distance students by region



How did you hear about the survey?





The outreach

Over the three weeks, we shared the message in lots of different ways to help reach students wherever they were. This included social media posts, student newsletter, email banners, bookmarks tucked into requested library books, content on campus TV screens, posters around campus, and an interactive board for students to engage with.

Your fee. Your voice.

Have your say

Share your views

How is your Student Services Fee used?

Fill out the survey to **WIN** 1 pair of Apple Airpod-Pro or 1 of 4 Massey hoodies or 1 of 10 \$50 Prezzy cards

Survey closes 17 May 2025

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Your Student Services Fee. Your Voice.

VOTE HERE - stick dots on which services you feel are of most value to supporting your success

Take 10 dots to use for voting - you can put as many of your dots as you want on any service. Results will be incorporated into the Student Services Fee (SSF) survey results, provided to the SSF Advisory Group (consisting of representatives from your SSF, all relevant faculties, and students) on Massey's website.

<p>STUDENT REPRESENTATION, ADVOCACY AND ADVICE</p> <p>CLASS ROPS Helping to address course delivery issues on behalf of your class</p> <p>ADVOCACY Representing support through your academic experience to The Mas Fee</p> <p>FINANCIAL SUPPORT Financial assistance and support through your experience to The Mas Fee and other funding opportunities</p> <p>REPRESENTATION Representing student interests and student representatives, Massey Student Society and The Mas Fee</p> <p>STUDENT ACHIEVEMENT SUPPORT</p> <p>PROACTIVE COACHING Helping to address course delivery issues on behalf of your class</p> <p>REAL BROTHER SUPPORT Helping to address course delivery issues on behalf of your class</p> <p>EMPLOYMENT ASSISTANCE</p> <p>PREP 4 STUDY Helping to address course delivery issues on behalf of your class</p>	<p>STUDENT CAREER DEVELOPMENT AND EMPLOYABILITY SUPPORT</p> <p>MASSEY CAREER CENTRE Offers books, resources and Massey Career Jobs Board</p> <p>CAREER READINESS Offers workshops, seminars and employer involvement</p> <p>CAREER DEVELOPMENT Offers workshops, seminars and programmes</p> <p>STUDENT JOB SEARCH Offers for career development supporting your study</p> <p>DEVELOPMENT PROGRAMMES Offers for career development supporting your study</p> <p>STUDENT HEALTH CLINICS AND HEALTH PROMOTION</p> <p>CLINICS Offers for career development supporting your study</p> <p>GENERAL HEALTH SERVICES Offers for career development supporting your study</p> <p>HEALTH PROMOTION Offers for career development supporting your study</p>	<p>STUDENT CARE, TE RAO TAUAHWI, PACIFIC STUDENT SUCCESS, COUNSELLING SERVICES</p> <p>PASTORAL CARE Offers for career development supporting your study</p> <p>TE RAO TAUAHWI AND PACIFIC STUDENT SUCCESS SERVICES Offers for career development supporting your study</p> <p>SPIRITUAL WELLBEING Offers for career development supporting your study</p> <p>COUNSELLING Offers for career development supporting your study</p> <p>DEVELOPMENT PROGRAMMES Offers for career development supporting your study</p> <p>CLUBS, CULTURAL GROUPS, SPORT AND ACTIVE RECREATION</p> <p>CLUBS, CULTURAL GROUPS Offers for career development supporting your study</p> <p>SPORTS Offers for career development supporting your study</p> <p>SPORT AND RECREATION CENTRES Offers for career development supporting your study</p> <p>PROMOTING ENGAGEMENT Offers for career development supporting your study</p>	<p>STUDENT TO STUDENT COMMUNICATION</p> <p>MASSEY MAGAZINE Offers for career development supporting your study</p> <p>ONLINE COMMUNICATION Offers for career development supporting your study</p> <p>STUDENT RADIO Offers for career development supporting your study</p>
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Have your say. How is your fee used?

Fill out the survey below to **WIN** 1 pair of Apple Airpod-Pro or 1 of 4 Massey hoodies or 1 of 10 \$50 Prezzy cards

Your Student Services Fee How is it used?

- Student representation, advocacy and advice**
Class reps, advisors, financial support, representation
- Student career development and employability support**
Massey Career Centre, career readiness, career development, Student Job Search, development programmes
- Student health clinics and health promotion**
Comprehensive medical health clinics, 24-hour appointments with doctors and nurses, general health services
- Student care, Te Rau Taauwhi, Pacific student success, counselling services**
Pastoral care, Massey and Pacific student support, spiritual wellbeing, counselling on campus or online
- Student to student communication**
Massey Magazine, online communication, Massey Student Radio
- Student clubs, cultural groups, sport and active recreation**
Events on and off campus, active support for clubs, sports and recreation centres on campus, social programs
- Student achievement support**
Proactive coaching, academic practice, Prep 4 Study

Find out more

Your Student Services Fee. Your Voice.

Have your say. How is your fee used?

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Your fee. Your voice.

How is your Student Services Fee used?

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Survey closes 17 May 2025



Category importance

The following tables show how students rated the importance of various services within each category, using a scale from 0 (low importance) to 5 (high importance). Results have been clustered close to the mean.

Student representation, advocacy and advice 15%

Independent advocacy and advice - advocating and supporting you through challenges with tenancy, academic grievances eg AI, plagiarism	3.75
Student representation - students associations Presidents, Vice Presidents, Distance, Māori, Pasifika, General, Postgrad, International, Disability, Rainbow	3.51
Initiatives to raise student voice	3.38
Financial advice - running workshops and providing individual budgeting advice	3.21
Class representatives - working to address course delivery issues on behalf of your class	3.06
Rainbow takatāpui student events and services	3.00

Student to student communication 2%

Online communication includes student portals, students associations websites, facebook and instagram	3.83
Massive magazine is produced by your students association Te Tira Ahu Pae and is available on campus and online	2.90
Student radio is run by students for students, tune in to Manawatū Radio Control 99.4 FM	2.64



Importance

0 (low) to 5 (high) scale

Student career development and employability support 12%

Student Job Search - platform for casual employment supporting your study	3.92
Massey Career Centre online tools, resources and NZUni Talent Jobs board	3.70
Career readiness events and webinars featuring alumni and employer recruitment presentations	3.69
Career development guidance workshops, webinars and programmes	3.69
Massey Guides - students supporting orientation, mentoring, building leadership skills	3.52
Student Development programmes - Leadership Series, Strengths@Massey, Campus Co-Lab	3.39

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

Student clubs, cultural groups, events online and on campus	3.81
Sport and recreation centres on each campus including social leagues, access to recreation spaces/facilities, and support for running sports clubs	3.80
Activities promoting engagement in sport and recreation	3.59
Club grants	3.58



Importance

0 (low) to 5 (high) scale

Student health clinics and health promotion 16%

Clinics - confidential subsidised health clinics, 15 minute appointments with doctors and nurses, available at medical centres on campus	4.28
General health services including advice on diet and exercise, blood pressure checks, contraception advice, lab tests, minor surgery, repeat prescriptions, treatment with liquid nitrogen, and sexual health etc	4.17
Health promotion including vaccinations, sexual health, and immunisations	4.12

Student care, Te Rau Tauawhi, Pacific student success, counselling services 27%

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. If you are living in NZ free counselling is available on campus or online	4.10
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. Specific staff support Rainbow, Pacific, Māori, and International students	3.64
Te Rau Tauawhi pastoral care supporting Māori students	3.59
Pacific Student Success pastoral care supporting Pacific students	3.57
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	3.52



Importance

0 (low) to 5 (high) scale

Student achievement support 12%

Comprehensive assistance - whether you're a new student facing difficulties, returning from academic exclusion or experiencing life barriers, we offer ongoing support to help you stay on track with your learning journey	3.81
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	3.64
Proactive coaching - reaching out to students who may be facing challenges, helping unlock your full potential using the GROW model and coaching techniques	3.60





Importance

0 (low) to 5 (high) scale

Top and bottom ranking results: the two tables below highlight the services rated as most and least important. They show the five services that received the highest rankings, alongside the five that were rated as least important overall.

Five most important ranked services

Clinics - confidential subsidised health clinics, 15 minute appointments with and nurses - available at medical centres on campus	4.28
General health services including advice on diet and exercise, blood pressure checks, contraception advice, lab tests, minor surgery, repeat prescriptions, treatment with liquid nitrogen, and sexual health etc	4.17
Health promotion including vaccinations, sexual health, and immunisations	4.12
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. If you are living in NZ free counselling is available on campus or online	4.10
Student Job Search - platform for casual employment supporting your study	3.92

Five least important ranked services

Student radio is run by students for students, tune in to Manawatū Radio Control 99.4 FM (Te Tira Ahu Pae)	2.64
Massive magazine is produced by your student association Te Tira Ahu Pae and is available on campus and online (Te Tira Ahu Pae)	2.90
Rainbow and takatāpui student events and services	3.00
Class representatives - working to address course delivery issues on behalf of your class (Te Tira Ahu Pae)	3.06
Financial advice - running workshops and providing individual budgeting advice (Te Tira Ahu Pae)	3.21

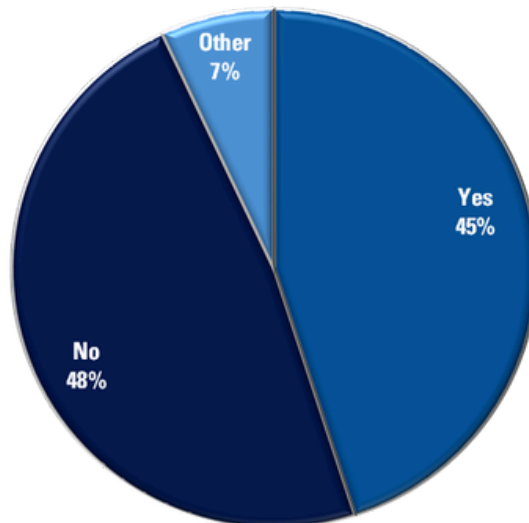


Proposed Student Services Fee 2027

For 2027 the proposed Student Services Fee includes an increase of 5% to help keep services running and support ongoing costs. This would mean a 6% increase for internal students and a 4% increase for distance students. In practical terms, the fee would move from \$9.70 to \$10.30 per credit for internal students, and from \$7.90 to \$8.20 per credit for distance students.

We asked students for their thoughts on this proposal. From the survey, 45% of students agreed with the proposed increase, while 48% were not in favour. Another 7% chose not to take a position but provided comments.

Your feedback really matters. Responses are shared with the Student Services Fee Advisory Group, who carefully consider student views alongside other factors before making a recommendation for 2027.



The Student Services Fee Advisory Group was established in 2023 to bring together voices from across the Massey community. It is made up of 10 student representatives, 3 Te Tira Ahu Pae staff, 1 Ngā Haumi ki te Ao staff and 4 Massey staff, all working together to share perspectives and help guide how the Student Services Fee is used to support students through their journey at Massey.



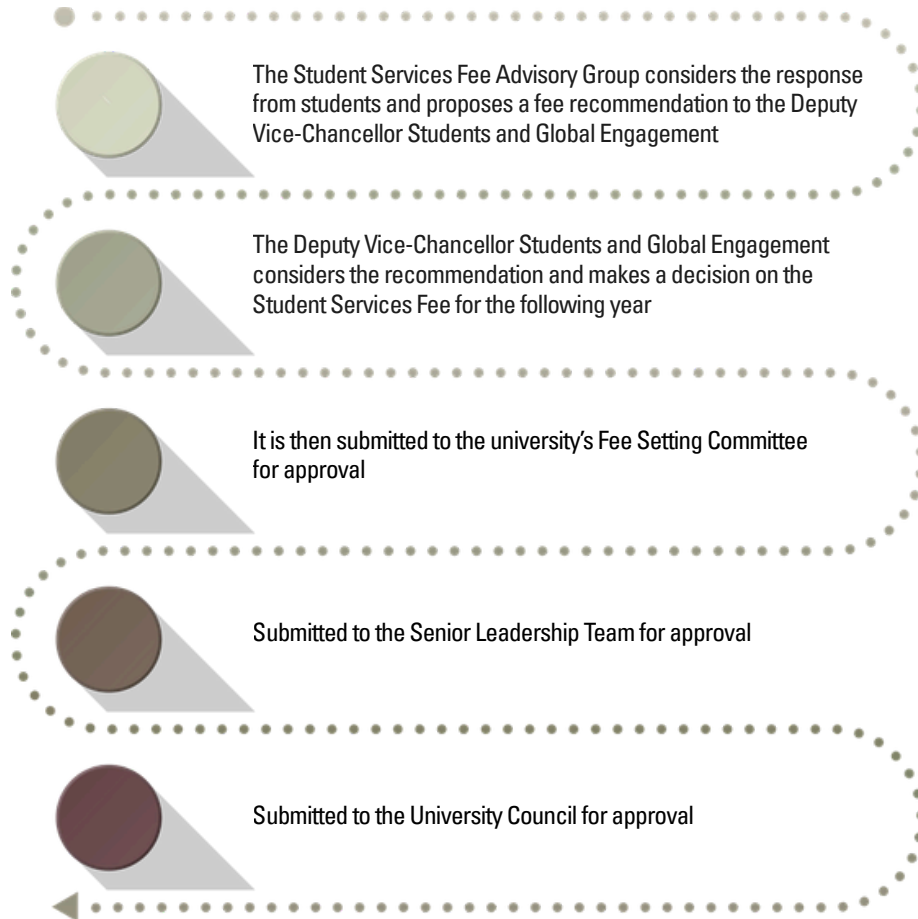
Fee allocations 2027

At Massey, the Student Services Fee categories follow New Zealand Government guidelines. The table below shows your feedback on how the fee could be shared across each category next year, expressed as a percentage.

STUDENT SERVICES FEE CATEGORY	CURRENT FEE ALLOCATION 2026	SUGGESTED BY YOU FOR 2027
Student representation, advocacy and advice	15%	14%
Student to student communication	2%	5%
Student career development and employability support	12%	15%
Student health clinics and health promotion	16%	18%
Student care, Te Rau Tauawhi, Pacific student success, counselling services	27%	22%
Student clubs, cultural groups, sport and active recreation	16%	14%
Student achievement support	12%	12%



2027 Fee outcome and next steps



Thank you to all the students who took the time to complete the Student Services Fee survey — we appreciate hearing your voice.

The Student Services Fee Advisory Group is now carefully reviewing survey results and qualitative feedback from comments. Once they've finished reviewing it they'll share a summary with all students so you can see what we heard. We're aiming to provide an update to you around August 2026.



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