



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

Student Voice  
Te Reo o te Taurira

# Student Services Fee

Survey 2026 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.

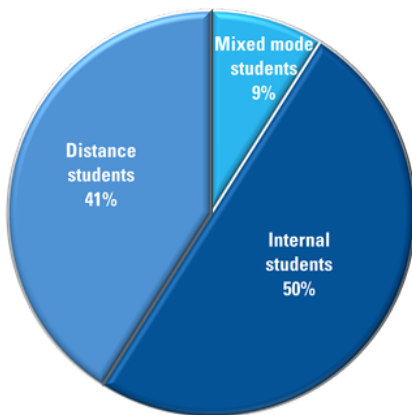
From the survey responses we received, **41%** were Distance students, **50%** Internal students and **9%** Mixed mode (studying in a mix of both).



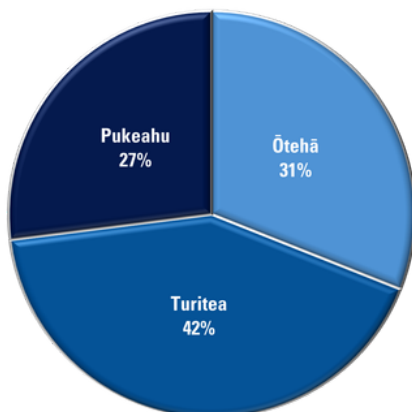


# Quantitative results

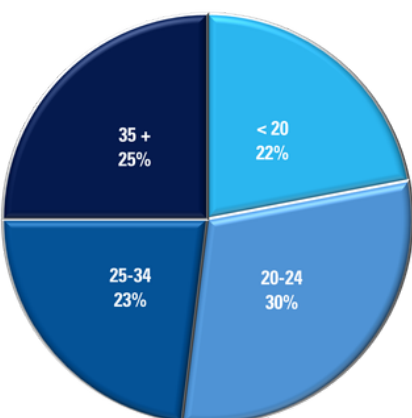
Survey respondents



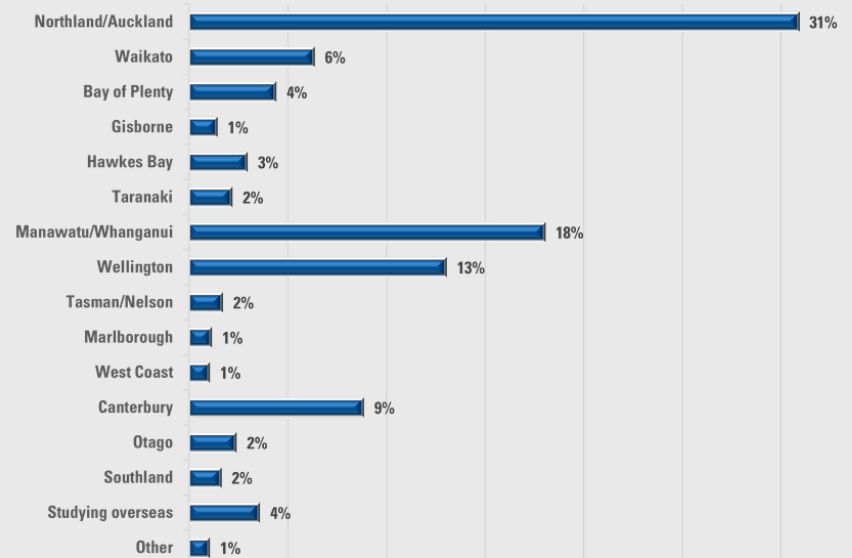
By campus



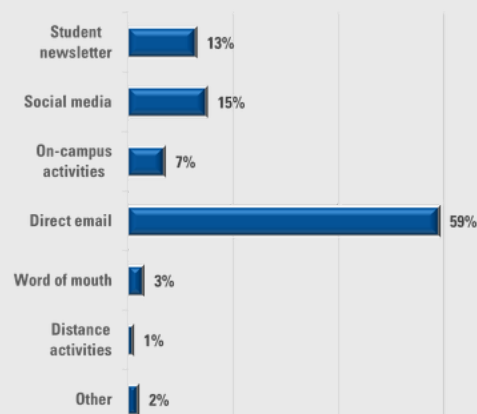
Age



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



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



Survey closes 17 May 2025

**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 Prezy cards



Survey closes 17 May 2025

**Your Student Services Fee. Your Voice.**

Have your say. How is your fee used?



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Survey closes 17 May 2025



**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 responses, presented to the SSF Advisory Group contributing to discussions on how your SSF is allocated next year, and developed on Massey's website.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>STUDENT REPRESENTATION, ADVOCACY AND ADVICE</b><br><b>CLASS ROLES</b><br>Working to address course delivery on behalf of your class<br><b>ADVOCACY</b><br>Represent support through your student association Te Rau Aho<br><b>FINANCIAL SUPPORT</b><br>Financial and other support through Te Rau Aho and Massey's financial support services<br><b>REPRESENTATION</b><br>Representing students and student representatives, Massey's student and staff union                                            | <b>STUDENT CAREER DEVELOPMENT AND EMPLOYABILITY SUPPORT</b><br><b>MASSEY CAREER CENTRE</b><br>Online tools, resources and NZNet Talent Jobs Board<br><b>CAREER READINESS</b><br>Career readiness training, placement and employer involvement<br><b>CAREER DEVELOPMENT</b><br>Career workshops, webinars and programmes<br><b>STUDENT JOB SEARCH</b><br>Platform for career development supporting your study | <b>STUDENT CARE, TE RAU TAIAWHI, PACIFIC STUDENT SUCCESS, COUNSELLING SERVICES</b><br><b>PASTORAL CARE</b><br>Pastoral care, spiritual wellbeing, bereavement, and support<br><b>TE RAU TAIAWHI AND PACIFIC STUDENT SUCCESS SERVICES</b><br>Support Maori and Pacific students<br><b>SPIRITUAL WELLBEING</b><br>Pastoral care, spiritual wellbeing, bereavement, and support<br><b>COUNSELLING</b><br>Personal and professional counselling, support and advice | <b>STUDENT TO STUDENT COMMUNICATION</b><br><b>MASSIVE MAGAZINE</b><br>Published by Te Rau Aho - available on campus and online<br><b>ONLINE COMMUNICATION</b><br>Student portal, Te Rau Aho Facebook, Prezy, Instagram<br><b>STUDENT RADIO</b><br>Run by students for students - Massey's Student Radio 94.9FM |
| <b>STUDENT ACHIEVEMENT SUPPORT</b><br><b>PROGRESS COACHING</b><br>Progress coaching to help you achieve your potential using the Prezy platform<br><b>DATA DRIVEN SUPPORT</b><br>Using data to help you identify areas of risk and provide tailored support<br><b>EMPLOYMENT ASSISTANCE</b><br>Employment assistance to help you with your learning journey<br><b>PREP &amp; STUDY</b><br>Prep & Study support to help you connect to their community and services, feel prepared, and enjoy the experience | <b>STUDENT HEALTH CLINICS AND HEALTH PROMOTION</b><br><b>CLINICS</b><br>General health clinics, Te Rau Aho, Te Rau Aho, Te Rau Aho<br><b>GENERAL HEALTH SERVICES</b><br>General health services, Te Rau Aho, Te Rau Aho, Te Rau Aho<br><b>HEALTH PROMOTION</b><br>Health promotion, Te Rau Aho, Te Rau Aho, Te Rau Aho                                                                                        | <b>CLUBS, CULTURAL GROUPS, SPORT AND ACTIVE RECREATION</b><br><b>CLUBS, CULTURAL GROUPS</b><br>Clubs, cultural groups, sport and active recreation<br><b>SPORT AND RECREATION CENTRES</b><br>Sport and recreation centres, Te Rau Aho, Te Rau Aho, Te Rau Aho<br><b>PROMOTING ENGAGEMENT</b><br>Promoting engagement, Te Rau Aho, Te Rau Aho, Te Rau Aho                                                                                                        | <p>Fill out the survey below to <b>WIN</b><br/>1 pair of Apple Airpod-Pro or<br/>1 of 4 Massey hoodies or<br/>1 of 10 \$50 Prezy cards</p>  <p>Survey closes 17 May 2025</p>                                              |

**Your Student Services Fee**  
**How is it used?**



**Student representation, advocacy and advice**  
Class roles, advocacy, 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**  
Confidential, professional health advice, Te Rau Aho, Te Rau Aho, Te Rau Aho

**Student care, Te Rau Taiawhi, Pacific student success, counselling services**  
Pastoral care, spiritual wellbeing, bereavement, and support, spiritual wellbeing, counselling on campus or online

**Student to student communication**  
Massey magazine, online communication, Massey's Student Radio 94.9FM

**Student clubs, cultural groups, sport and active recreation**  
Events on and off campus, action support for club games, sport and recreation centres on campus, social leagues

**Student achievement support**  
Progress coaching, prezy analytics, Prep & Study

Find out more  
  
TE RAU AHO  
MASSEY UNIVERSITY

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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 |

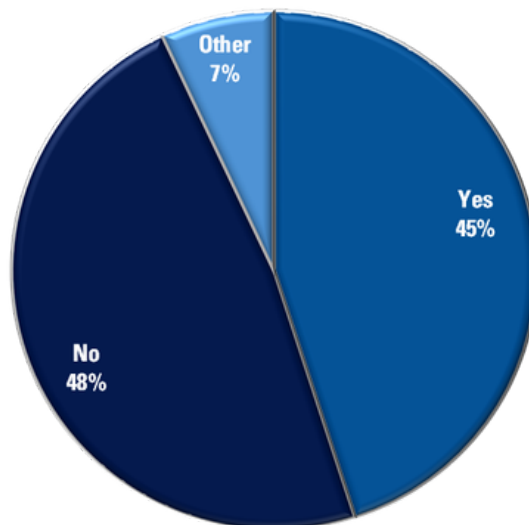


# Proposed Student Services Fee 2027

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%                       |



# We're listening

We're listening, and have highlighted some of our actions in response to your feedback. Some of these actions are already underway.

## **Student representation, advocacy and advice**

- Continuing to promote our advocacy service, ensuring it is featured in our new Te Tira Ahu Pae student newsletter.
- Investigating a Pasifika/Māori advocacy role within Te Tira Ahu Pae.

## **Student to student communication**

- Using our student members, we will send out regular Te Tira Ahu Pae newsletters from August to improve visibility.
- Investigating student community hub initiative to reach and engage distance students living outside campus regions.

## **Student career development and employability support**

- Adding new initiatives such as career catch ups across three campuses in response to students wanting more face to face engagement.
- Refreshing and updating our career resources and platform with "go live" at the end of August.
- Establishing a student careers advisory group to provide direct student input onto our career development delivery model.

## **Student health clinics and health promotion**

- Improving student awareness of wellbeing services and support pathways through a coordinated communication and engagement strategy, including digital channels, orientation activities, campus-based promotion, and targeted awareness campaigns throughout the academic year.
- Enhancing access to wellbeing information and support for international students by reviewing existing resources, strengthening partnerships, and developing tailored communications and engagement initiatives that address the unique needs and concerns of international learners.



# We're listening

We're listening, and have highlighted some of our actions in response to your feedback. Some of these actions are already underway.

## **Student care, Te Rau Tauawhi, Pacific Student Success, counselling services**

- Te Rau Tauawhi: Developing targeted communication and engagement plan to distance students to understand support availability.
- Te Rau Tauawhi: Working to increase opportunities for kaupapa Māori led initiatives to meet the needs of all students.
- Pacific Student Success: Promoting and advocating counselling and health services through kai and talanoa, and events.
- Pacific Student Success: Working on a plan to enhance engagement with distance learners.
- Student care and counselling teams: Working to increase visibility and awareness by identifying barriers to engagement, reviewing current communication and referral pathways, and developing recommendations to improve student understanding, access, and uptake of available support services.
- Spiritual wellbeing: Strengthening the diversity and inclusiveness of faith and spirituality support by investigating current provision, identifying gaps in meeting the needs of Massey's diverse student population, and developing options to enhance culturally responsive and spiritually inclusive support services.

## **Student clubs, cultural groups, sport and active recreation**

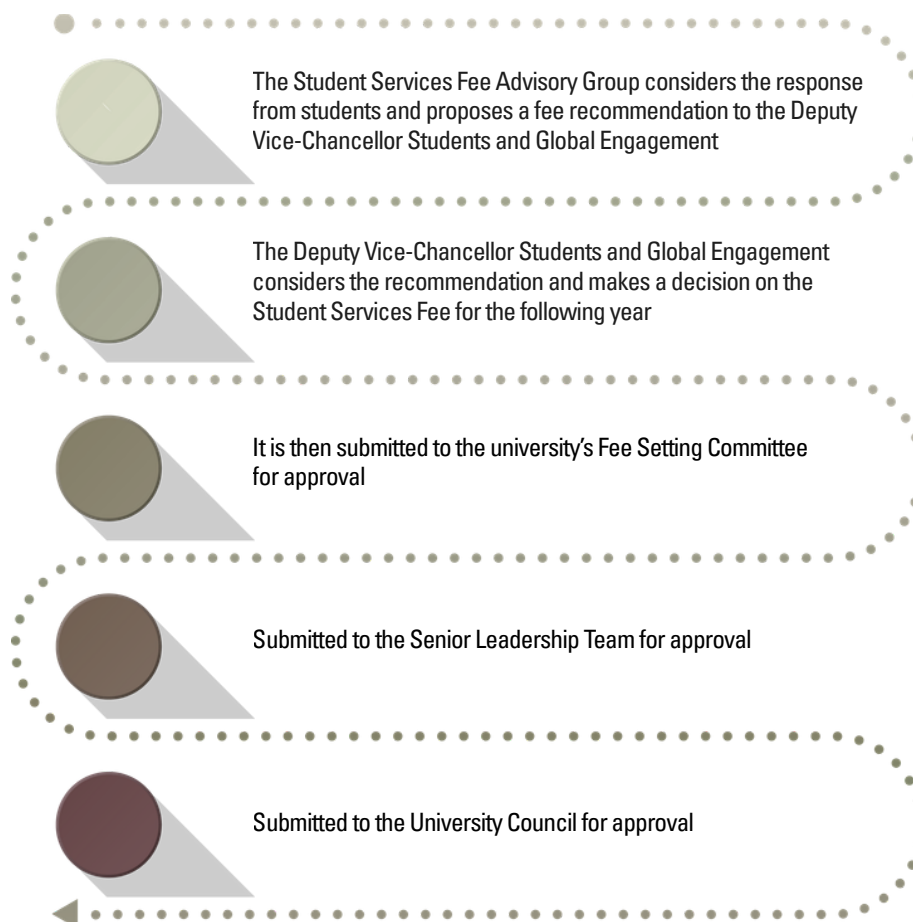
- Te Tira Ahu Pae: Focusing on Pacific Student Success with 3 new Te Tira Ahu Pae Pasifika event coordinators meeting regularly with Pacific Student Success team.
- Active recreation: Refreshing the Wellington gym changing rooms.
- Active recreation: Developing an 8 year plan to replace and upgrade equipment.
- Active recreation: Creating more programmes such as turn up Tuesday, fast 5 netball tournament and social tournaments.

## **Student achievement support**

- Prep 4 Study: Received overall positive feedback but we also heard that it wasn't easy to navigate, so we're doing a rebuild and launching a new version for Semester 1, 2027.
- Achievement coaching: We are producing some student facing resources so more students can benefit from self guided coaching techniques.



# 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.



Student Voice | Te Reo o te Taurira  
[myhub.massey.ac.nz](http://myhub.massey.ac.nz)