

STUDENT ENGAGEMENT FORUM ON STUDENT SERVICES LEVY MANAWATŪ CAMPUS - STUDENT FEEDBACK 18 MAY 2016

IDEAS AND SUGGESTIONS RAISED

ACADEMIC

- 1 Less focus on clubs, more focus on assuring students in their education.**
A Clubs are an important part of an ongoing education because they provide opportunities for students to develop additional transferrable skills that can enhance employability.
- 2 Need effective mechanism to track student's performance to assist with their academic, financial and social obstacles.**
A The academic standing process is a mechanism which provides students with an understanding of how they are performing academically. Students who experience obstacles which impact on their academic performance are able to be referred through this process. Students are also able to access services themselves if they experience financial, social or academic obstacles.
- 3 Coordination of professors between paper submissions.**
A Several of the large programmes such as the BBS, BA and BSc are revising their programmes and this should enable co-ordination.
- 4 Workshop on how to work around supervisors in research settings.**
A The Graduate Research Office offers support to students in terms of how to work with supervisors.
- 5 Other evaluation instead of exam or regular curriculum.**
A Massey University uses assessment methods that are used at good academic institutions to assess students.
- 6 Massey should increase the number of video recordings of lectures and past papers.**
A Massey University has increased the number of spaces where this is possible and work to enhance facilities to enable this is ongoing.
- 7 Not all papers have tutors: it would be great to have a pool of previous students who could provide tutoring to others and would take the burden off lecturers.**
A Massey University is continually looking at options to support students, but any service needs to be of high quality and to be accessible to the students who need it.

STUDY and other SPACE

- 8 More study focused areas in the library.**
A The library is being evaluated for refurbishment and student requirements for study would be key to any new development.
- 9 Computer lab open 24 hours a day with swipe card access.**
A We understand but there is a balance between providing students 24-hour access and supporting a healthy lifestyle.
- 10 More toilets and shower rooms.**
A We look at the provision of showers and toilets whenever an upgrade of a building is undertaken. The provision of more uni-sex toilets is also on the agenda for consideration.
- 11 Child-friendly services on campus - parents toilets, changing tables.**
A We have restrictions on where children can safely go on campus, but we are looking at spaces where children could be safely accommodated. One such space is the YFC space, which is being improved for student use. Please join the building committee if you have more specific ideas. You can contact us at campusregistrarPN@massey.ac.nz
- 12 Improve work spaces for degree cohorts and work and computer set up for Agriculture and Environment PhD candidates.**
A This is something for us to take forward for consideration and we will do so.

13 Better street lighting in some areas.

A We have a regular "safety audit", which we advertise. Anyone who wants to be part of that is welcome to do so. We look at lighting across campus (at night) and also look at hazards, potential places for slips and trips and foliage that needs attention. If you have a specific concern with something like lighting, please report it to FM help desk.

14 Can we have gender neutral toilets on campus?

A We are looking into this.

15 Can we have more covered bike shelters at the bottom of the hill?

A This request will be passed onto Facilities Management.

SERVICES

16 Improve Health and Counselling service.

A Happy to make improvements to the service. If you have any specific ideas, please pass them on to the Campus Registrar at campusregistrarPN@massey.ac.nz or a staff member.

17 Ensure every RA is aware of their duties.

A RAs receive regular training. If you have any specific concerns, please contact your accommodation manager for advice.

18 Free or subsidised Rec centre use.

A This service is provided through the levies paid by students, the fee charged is substantially lower than for most rec centres around the country.

19 Don't fund Rec Centre from student fees.

A Significant number of students use this service, so funding it from student fees supports the use of the service by students. Staff and community members also pay fees so students are supported by non-students also.

20 Student services levy should be lower and people should be charged more for actual services used.

A If we charged for actual usage, the charges would likely be very high for students. The levy provides access for all and hence keeps costs down for students, just as an insurance policy enables people to access what they need, if and when they need it.

21 An extramural student paying levy for services not used.

A Distance students, like internal students pay at a proportional rate dependig on the number of papers they do, they also pay the distance students rate. Again, this is for access to services not for actual use.

22 I do not agree with where my compulsory donations are going.

A Please let us know what services you would prefer to see. You can contact us at campusregistrarPN@massey.ac.nz.

23 The careers fair seemed very empty - have more employers.

A We have on campus careers fairs as one option for students and employers do still attend, but there are many other options now used. Many of these are on-line through Careerhub. If you would like more details, please come and see one of our friendly careers team.

24 Lower some of the clubs fees.

A MUSA response – clubs fees are set by individual clubs. If you are not happy with the fees, talk to your club executive about whether it may be possible to change them or to fundraise in some way.

25 Locker services at the gym.

A Please discuss this with the Rec Centre team, as they may be able to assist.

26 More positive inter-hall events, not contests.

A We are happy to take this on board. Please let us know what sort of activities you would like and we will do so. Talk to your RA.

27 Quiet women's space.

A One possibility is the YFC space which we are refurbishing to further meet student requirements. Please come and join us on the Building Levy committee if you are keen. Contact the Campus Registrar at campusregistrarPN@massey.ac.nz.

28 More trips for students during term break.

A These are popular and we are looking at what we can do, so watch this space.

29 Pharmacy on campus.

A Unfortunately we have not been able to sustain a pharmacy on campus, because of low foot traffic between semesters. However, we do run a pharmacy service through the medical centre, where you can collect an order if you get it though before 1pm. Just ask one of our friendly reception staff.

30 Cheaper or free parking.

A We have kept the parking fees as low as possible whilst still maintaining the infrastructure to support the parking spaces and Massey's contribution to the free buses.

31 Include Feilding in the free bus scheme.

A We understand that the Manawatū-Whanganui regional council Horizons is looking at all bus routes, but cannot commit to anything at this point.

32 Keep the fee to encourage people to use the services.

A Thank you for your positive comments about the Levy.

FOOD

33 Food in the MUSA shop is not cheap.

A MUSA response - We would like it to be cheaper, but there are costs we need to cover.

34 Food provided on campus should be reviewed as it's not great. Selection is poor, often overpriced and runs out, especially over the weekend.

A We are currently reviewing the food offering on campus. Any ideas you might have, please contact the Campus Registrar at campusregistrarPN@massey.ac.nz.

35 Greater variety of places to purchase food from.

A As above.

36 A microwave in or near the MUSA lounge, especially on weekends.

A We have not been able to sustain a microwave in the dining hall or MUSA lounge because students have not been able to assist us to keep them clean and hygienic.

37 Open a small supermarket on campus.

A Unfortunately this is not financially viable at present.

38 Can we have greater variety for food options? E.g. vegan/gluten free aren't well catered for; food trucks would be great.

A We are looking into better dietary requirement options. Future contracts for options such as food trucks are currently under consideration.

CLUBS & CULTURE

39 A music room for students interested in music.

A There is a music room in YFC for student use, however, we will be undertaking a refurbishment of this space shortly, so watch this space.

40 More support for sport teams representing Massey.

A There is a regular clubs round to support students. Contact MUSA for advice.

41 It would be really cool if there was a dance club.

A If you are interested, MUSA would be happy to help you set one up.

42 Swings / playground.

A We have been thinking of outdoor "fitness" stations to act as a wayfinder for the YFC. The Building Levy committee is looking at this a range of options. We'd love to see you as part of the Building Levy committee. Please let us know through campusregistrarPN@massey.ac.nz

43 More African festivals.

A This would be a great club activity.

OTHER

44 Massey is a good university.

A Thank you – we think so too.

- 45 The steps into the concourse from the bus stop are really annoying. The first set of steps are too wide.**
A We would need some more specifics about this issue. If you have any concerns about these steps, please report them to the Facilities management Help desk.
- 46 Please create a Taiwanese group or file (not Chinese) to keep my data since we are an independent country.**
A We can certainly pass this on for consideration.
- 47 Enforcement of "smokefree" areas should actually be made.**
A The University is moving towards being fully smokefree.
- 48 Hand sanitisers for the cafeteria.**
A There are hand sanitisers placed around the cafeteria.
- 49 Better promotion of events/services/facilities on campus.**
A We are happy to do so, but would appreciate some more ideas. We are trying to inform students in different way through a number of channels such as chalking on the concourse, FB, posters and the infosccreens. You can give us more ideas at campusregistrarPN@massey.ac.nz

ACTIVITIES I WOULD LIKE TO SEE ON CAMPUS

MUSIC & CULTURAL

- 50 Music
- 51 Staff vs. Students talent show night
- 52 Food Fest
- 53 Games and activities over lunch time in concourse
- 54 Night market
- 55 Making a really big deal out of Māori language week
- 56 Movies and art conventions
- 57 Movie nights during study breaks and outdoor in the summer

SERVICES

- 58 Animals from the SPCA
- 59 Fun futsal, basketball or squash tournament in the Rec centre
- 60 More de-stressing activities around exam time
- 61 Healthy cooking on low time and budget
- 62 Powerlifting
- 63 More stress free events
- 64 Expressive workshops to help those with eco-anxiety

ACADEMIC

- 65 Exhibition or conference - postgrad students presenting their research work and sharing ideas with staff
- 66 Study groups formed more with support
- 67 Debates and science talks

OTHER

- 68 I think there are already lots of cool events occurring on campus
- 69 More speakers, eg. business leaders, visiting politicians, academics
- 70 More cultural events/better advertisement for cultural days
- 71 Political rallies addressing the urgency of climate change and the crisis we all face
- 72 Degree balls
- 73 Gay friendly events NOT solely for gay people, so they aren't 'outed', identified, and separated by attending
- 74 Interactive events with all halls
- 75 Vet calendar filming
- 76 Whole campus Ball or Maori students Ball
- 77 'Free food Friday' or free market

- 78 A fun day with emergency services
- 79 More halls events that are non-sports related
- 80 More charities events
- 81 More stress relief activities, eg. 'Pat-a-dog'
- 82 More activities put on by clubs
- 83 Encourage more people to bike to Uni
- 84 The Centre is great