



memo

To	Unitec Student Council	Date	19 June 2017
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From	Alison Dow Manager Student Engagement	Phone No.	
Subject	Consultation with Unitec Students on 2018 Compulsory Student Services Fees		

Proposal for consultation with Students

The Unitec Executive Leadership Team seeks feedback on the Compulsory Student Services Fees Proposal for 2018.

The focus for this consultation is the provision of feedback on amount of the Compulsory Student Services Fee (CSSF) for 2018, and student priorities for the expenditure of the revenue from these fees. Further consultation on the delivery and procurement of the services, and authorisation of expenditure, will take place in September-November.

Background

The Minister for Tertiary Education, Skills and Employment issues directions to providers relating to Compulsory Services Fees (CSSF) (See Appendix 1). As a provider, Unitec is required to comply with this Ministerial Direction, and ensure there are appropriate mechanisms for enrolled students to be involved in specific aspects of the process of setting these fees and the use of the income from them

Proposed Student Services Fee for 2018

It has been proposed that the Executive Leadership Team recommend to Unitec Council a 4% increase in the CSSF for 2018:

- This would increase the current CSSF by 11c per credit to NZ\$ 2.75 per credit for 2018 (\$2.64 in 2015 - 2017, \$2.54 in 2014).
- For a programme of study made up of 120 credits, the Student Services Fee would be approximately NZ \$330 GST incl (\$317 in 2015-17, \$304.80 in 2014).
- The projected increase in revenue from fees to Unitec would be approximately \$110,000.

The CSSF has not been increased since 2015. This was in response to the possible impact of the changes arising from the Sector Alignment, Blueprint and Property Transformation projects during that time.

The rationale for a 4% increase is based on the following considerations

- The increase in revenue will contribute to addressing the rising costs of service provision and costs of service transformation since 2015, and will be reflected in improvements in the quality of service provision;
- In 2017 the new Student Experience Group has been consolidated and will move into the newly developed “hub” building ensuring that student services that are funded by the CSSF are more accessible through co-location and connection with other services such as the Library Learning Commons and Academic Success Services.
- Concern about the impact on students already facing financial hardship will be balanced by a focus for these fees on supporting services to proactively enhance student financial literacy and interventions to prevent/ameliorate financial hardship and to extend access to affordable Student Wellness Services.
- A further priority for 2018 will be the engagement of students in shaping the design and delivery of the services.
- Regardless of the increase, Unitec’s CSSF are set at competitive level as outlined in Appendix 2.

Priorities for the types of services to be delivered

The Unitec Leadership Team wishes to have feedback from Student Representatives on the priorities for expenditure regarding the following categories of service:

- a) Advocacy and legal advice (including student advocates, Unitec Student Council and Student Reps
- b) Careers information, advice and guidance
- c) Counselling services and pastoral care (including Counselling, Student Support Advisers and Multifaith Chaplaincy)
- d) Employment information (including Student Job Search)
- e) Financial support and advice
- f) Health services
- g) Media
- h) Childcare services
- i) Clubs and societies
- j) Sports, recreation and cultural activities

It is anticipated that the CSSF revenue will be allocated in a similar way to 2016/17, with some priority being given to financial literacy and hardship support and access to affordable Wellness services.

The Unitec Business Intelligence Team will supplement this consultation by a survey of students at both Mt Albert and Waitakere campuses as attached as Appendix 3.

Feedback from students through the 2017 orientation survey and from the NPS survey 2016 will be considered as well as the insights from the UMatte Survey from 2016

For information an interim report on current service provision and outcomes is attached as Appendix 4.

Timeframe for consultation

Unitec requires feedback from students by 21 August 2016.

Date	Action	Who
19 June	A report on service provision for 2016 is provided to the Student Council. A proposal for CSSF amount and expenditure is provided to Student Council for consultation Student Council begins planning and implementation of consultation process with student reps/wider student body	Manager Student Engagement Student Council
July/August	Business Intelligence team runs intercept survey of students regarding the fee increase and priorities for expenditure	Business Intelligence Team
21 August	Student Council provides summary of outcomes from consultation process to Manager Student Engagement Business Intelligence Team provides a report on the outcomes of the intercept survey	Student Council
4 September	Report on consultation and recommendations to ELT taking account of consideration of outcomes of consultation process with student reps/wider student body and the intercept survey	General Manager Student Experience
18 September	ELT approves final proposal to be taken to Council (due 25 September)	Executive Leadership Team
25 September For 9 October Council Meeting	Final proposal for Unitec Council provided taking account of consideration of outcomes of consultation process with student reps/wider student body and ELT consideration	GM Finance GM Student Experience
9 October	Final Proposal considered by Unitec Council.	Unitec Council

Recommendation: That the Student Council engages in a consultation process to provide feedback on the proposed Compulsory Student Services Fee for 2018 and on students' priorities for expenditure on Student Services for 2017 by 21 August 2017 as outlined above

Appendix 1

Ministerial Direction on Compulsory Student Services Fees for 2014

Pursuant to sections 227A(1) and 235D(1) of the Education Act 1989, I give the following direction to institutions and private training establishments (together referred to in this direction as “providers”):

Objective

1. The objective of the direction is to ensure accountability in the use of compulsory fees for student services.

Coverage

2. All providers that charge a compulsory student services fee to domestic students must comply with the provisions of this direction.

Effective date

3. Providers must give effect to this direction as soon as reasonably practicable after **15 January 2014**.

Decision-making

4. Providers must establish adequate arrangements for decisions to be made jointly, or in consultation with the students enrolled at the provider, or their representatives, on the following matters:
 - (a) The maximum amount that students will be charged for student services; and
 - (b) the types of services to be delivered (within the categories set out under paragraph 9 of this direction); and
 - (c) the procurement of these services; and
 - (d) the method for authorising expenditure on these services.

Accounting for the use of compulsory student services fees

5. Providers must either hold compulsory student services fees in a separate bank account, or ensure that all income and expenditure associated with the provision of such services is separately accounted for in the provider’s accounting system.

Reporting on compulsory student services fees

6. Institutions must provide information on compulsory student services fees through their annual report or in the case of registered private training establishments through a written report to students.
7. Institutions and registered private training establishments must include the following information in their annual or written report:
 - a description of the services funded out of the compulsory student services fee
 - a statement of the fee income and expenditure for each type of student service
 - the compulsory student services fee levy charged per Equivalent Full Time Student
 - a note to their reporting stating how they are complying with the accounting requirements of the direction.
8. Registered private training establishments charging the compulsory student service fee must provide to the Ministry of Education a copy of the report they provide to students. A copy of the report must be sent to:

Student Services Fees Submissions
Tertiary Education Policy
Ministry of Education
PO Box 1666
Wellington 6140.
Email: tertiary.strategy@minedu.govt.nz

Categories of student services

9. Providers may charge compulsory student services fees to support the delivery of the following categories of services:
 - (a) **Advocacy and legal advice** Advocating on behalf of individual students and groups of students, and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation.
 - (b) **Careers information, advice and guidance** Supporting students’ transition into post-study employment.
 - (c) **Counselling services** Providing non-academic counselling and pastoral care, such as chaplains.
 - (d) **Employment information** Providing information about employment opportunities for students while they are studying.
 - (e) **Financial support and advice** Providing hardship assistance and advice to students on financial issues.
 - (f) **Health services** Providing health care and related welfare services.
 - (g) **Media** Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media.
 - (h) **Childcare services** Providing affordable childcare services while parents are studying.
 - (i) **Clubs and societies** Supporting student clubs and societies, including through the provision of administrative support and facilities for clubs and societies.
 - (j) **Sports, recreation and cultural activities** Providing sports, recreation and cultural activities for students.

HON STEVEN JOYCE, Minister for Tertiary Education, Skills and Employment.

Appendix 2; Support Services prioritisation of funding: Intercept Survey

Q1 Thank you very much for your help. It's really important that we get student input into the distribution of our student services funding. This survey should take you less than 2 minutes to complete.

Q2 Compulsory Student Services Fees are included in your tuition fee. Compulsory Student Services fees contribute to the provision of many student services and facilities including counselling services and pastoral care, advocacy and legal advice, careers information, advice and guidance, employment information, financial support and advice, health services, childcare services, clubs and societies, sports, recreational and cultural activities. (Other services such as Te Puna Ako and Disability Liaison Services are funded out of other fees and grants). In 2016 the Compulsory Student Services fee is charged at NZ\$ 2.64 per credit. The average Student Services course fee is \$39.50, although this varies depending on the number of credits in a course. For a programme of study made up of 120 credits, the Student Services fee would be approximately NZ\$317 in 2016.

Q3: We propose to increase the 2017 current student services by 4%, which would be up to \$12.68 extra per student (for a 120 credit course).

Do you think this is okay? (you can explain your answer if you would like to)

- ☐ Yes (1) _____
- ☐ No (2) _____
- ☐ Maybe (3) _____

Q4: We propose spending most of the additional money on extending the hours of our student health service and on providing assistance to students facing financial hardship.

Do you think this is okay? (you can explain your answer if you would like to)

- ☐ Yes (1) _____
- ☐ No (2) _____
- ☐ Maybe (3) _____

Q5: Imagine you are in charge of the student services budget for 2017. You need to rank the following services in order of those you will give the most funding to, all the way down to those you will give the least funding to. Please click and drag the services below to prioritise the most important ones.

- _____ Counselling services and pastoral care (e.g counselling, multifaith chaplaincy, student support advisors) (1)
- _____ Advocacy and legal advice (e.g. student advocates, Unitec Student Council, student reps) (2)
- _____ Health services (3)
- _____ Financial support and advice (4)
- _____ Employment information (5)
- _____ Careers information, advice and guidance (6)
- _____ Childcare services (7)
- _____ Clubs and societies (8)
- _____ Sports, recreational and cultural activities (9)

Q6: Is there anything else you would like to tell us about student services provision at Unitec?

Appendix 3 Comparative CSSF (for full-time student for 2 semesters)

Provider	2013	2014	% incr.	2015	% incr.	2016	% incr.	2017	% incr	Notes
Auckland University	\$714.00	\$726.00	1.68%	\$738	1.68%	754.80	2.2%	\$765	1.3%	Exemptions/reductions for distance learning
AUT	\$520.00	\$540.80	4.00%	\$562.40	4.00%	573.30	2%	614.80	7.2%	Exemption for: Distance Learning
ARA (formerly CPIT and Aoraki Polytech)	\$195.50 (CPIT)	\$195.50 (CPIT)	0%	\$195.50 (CPIT)	0%	190 CPIT \$90 Aoraki	NA	\$250	31%	Exempt: Level 1 & 2 SAC; Youth Programmes and Distance Students
Lincoln University	\$545.00	\$560.00	2.75%	\$580.00	3.60%	\$580	0%	\$610	5%	Off Campus \$60.00 flat fee
Massey University	\$524.00	\$529.00	0.95%	\$536.90	1.50%	\$546	1.7%	555.80	1.8%	\$245 for distance students
MIT	\$152							\$171	NA	Information currently unavailable
Otago Polytechnic	\$656.00	\$656.00	0%	\$656	0%	\$656	0%	\$656	0%	\$266 for distance students and \$576 for Otago Central
Otago University	\$671.00	\$685.00	2.09%	\$718.00	4.80%	\$732	2%	\$739	1%	No charge if distance course Other campuses \$134-169
Unitec	\$292.80	\$304.80	4.10%	\$317.00	4.00%	\$317.00	0%	\$317	0%	
University of Canterbury	\$699.00	\$725.00	3.72%	\$745.00	2.75%	\$770	4.7%	\$795	3.25%	Some variations for off campus or outside of Canterbury
Victoria University	\$676.00	\$690.00	2.07%	\$704.00	2.07%	\$718	2%	\$754	5%	Flat fee for Distance students: \$352
University of Waikato						\$443		\$479	8%	\$175 NET and Distance students
Wintec	\$400	\$150		\$165	9.09%	165	0%		NA	update currently unavailable
Weltec	\$190	\$190		\$190				\$220	(15% since 2015)	

Appendix 4: Report on Student Services Provision

Unitec Compulsory Student Services Fees Expenditure and Outcomes

Rationale

Student Services are provided to positively impact Unitec students by enhancing their student experience.

Unitec aims to achieve this through providing a range of services designed to:

- meet the diverse needs of students from the communities that Unitec serves, especially for priority learners i.e. to support and improve student retention, success, and course completion, recognizing the different needs of different groups of students
- ensure that students are fully engaged in their learning by supporting them to develop resilience and strategies to navigate barriers and engage in opportunities to achieve their learning goals
- enhance the student experience by providing an engaging and accessible student environment
- be delivered both effectively and efficiently
- create effective transitions and success-oriented environments for all students

Our current focus in the provision of services is to

- increase and improve early intervention services for students to ensure their retention and success
- increase and improve the promotion and awareness of services to students
- Improve accessibility to services – including increased hours, improved spaces and diverse modes of delivery
- ensure services are technology enabled and supported

Principles for establishing the CSSF

The Compulsory Student Services Fee is developed with consideration of the Unitec Annual Plan Critical Success factors

- **A more highly skilled, innovative and enterprising New Zealand workforce; and highly employable and enterprising life-long learners** – these provide clarity of purpose for the provision of student services
- **A financially sustainable Unitec:** The Student Services fee is set at a level to ensure effective and efficient provision is developed, improved and maintained. The Student Services Fee is also set with consideration for the impact this has on affordability of student participation in study at Unitec and the provision of effective and appropriate services by Unitec for students. It is competitively benchmarked against the level of fees charged by other tertiary providers (Polytechnics and other Auckland providers in particular).
- **Engaged and inspired staff equipped with capabilities for our future:** The fees will be set to ensure the services funded and contribute to positive outcomes for students and for Unitec through the work of professional staff who are engaged and supported in evidence based and data driven professional and clinical practice
- **Consultation:** There will be full consideration given to the outcomes of consultation processes with students about the amount of student services fees to be required from students, the nature of provision, and the procurement and method of authorising expenditure.

Expenditure

Expenditure of the income from CSSF in 2016 is outlined below and 2017 expenditure is likely to reflect a similar allocation. A further update for 2017 will be provided if this becomes available.

The table shows that the income from the CSSF in 2016 covered 68% of the costs of the services provided, and that a further 32% came from other fees and income.

FY2016	Careers Information, Advocacy and Advice and Legal Advice Guidance \$ \$		Counselling Services and Employment Pastoral Care Information \$ \$		Financial Support and Health Advice Services \$ \$		Childcare Media Services \$ \$		Sports, Recreation Clubs and and Cultural Societies Activities \$ \$		Total \$
Revenue	318,663	186,158	984,328	37,048	30,220	171,728	85,211	41,371	182,587	61,747	2,099,061
Expenditure	516,077	254,042	1,377,653	60,000	40,333	235,350	138,000	67,000	295,700	100,000	3,084,154
Net cost	197,414	67,884	393,324	22,952	10,113	63,622	52,789	25,629	113,113	38,253	985,093

FY2015	Careers Information, Advocacy and Advice and Legal Advice Guidance \$ \$		Counselling Services and Employment Pastoral Care Information \$ \$	Financial Support and Health Advice Services \$ \$		Childcare Media Services \$ \$		Sports, Recreation Clubs and and Cultural Societies Activities \$ \$		Total \$	
Revenue	339,234	197,302	1,010,198	39,135	18,052	197,246	85,444	50,503	338,514	45,657	2,321,285
Expenditure	518,129	285,119	1,525,864	60,000	27,438	286,180	131,000	77,430	519,000	70,000	3,500,159
Net cost	178,895	87,817	515,667	20,865	9,385	88,934	45,556	26,927	180,486	24,343	1,178,874

Outcomes of Service Provision 2016

The data in the presentations attached provide insights into how the services provided supported students to achieve their goals. Further 2017 data on service usage will not be available until April/May 2018.

The summary table below provides a summary of this information and other data.

We expect that as our services are made more accessible through co-location in the new Hub building, and are improved as an outcome of the changes to our overall structure and approach, that the impact for students will continue to be increasingly positive.

Note: Services such as the Library, Te Puna Ako Learning Support and Disability Liaison Services are not funded by the CSSF. The Library, Te Puna Ako Learning Support are funded by SAC and Tuition fees, and Disability Liaison Services by the TEC Equity Grant.

In 2016 some of the pastoral services provided by Maia and the Pacific centre as well as a proportion of the services of the Unitec Conciliator were funded by CSSF.

Overall:

- From the data collected by service teams at least 2,231 or 14% of the student population used these services in 1:1 appointments in 2016.
- This does not include drop-ins and workshops provided by the teams which will have reached at least a further 1500 or 10% of students – The NPS survey data shows that 27% of the student population was supported by one or more of these services in their student experience in 2016.
- Female students are more likely to use services than males
- Students who used services had a success rate of 88% compared to the total Unitec student success rate of 83% - at least 5% higher rate for service users.
- The GPA for service users was 4.27 compared to the Unitec average of 4.01
- At least 10% of 1:1 service users make use of multiple services

- The Networks where students made the most extensive use of services were High Technology (20.6% of students), Health and Community (18.1% of students) and Business & Enterprise (17.5%).
- International students are more aware of Unitec's student service offerings than Domestic Students.
- The NPS Survey in October 2016 indicated that nearly all students are aware of one or more services but awareness levels vary by pathway. Almost all Maori students are aware of one or more service
- The NPS survey showed the most utilised of these services are Student Job Search, the Health Centre and Careers Service.
- Satisfaction with service received is high – 75-92% agree or strongly agree that their needs were met by the service – less so for childcare, budget advisers and SJS
- The main reason given by students who haven't used services is that they haven't needed them; it wasn't available at a time or place that was suitable; or they don't know what they are.

2016 Summary of Service Delivery Outputs and Outcomes:

The table below outlines the Ministerial Direction categories, current examples of services provided at Unitec, and key data about their impact for students in 2016/17.

Category	Current services at Unitec and \$ Budget 2016	Impact of service provision (Summary – see appendices in report for details)
(a) Advocacy and legal advice	Student Advocates Student Voice: Student Council and Representation; Student Complaints Conciliator \$516,077	<p>Advocacy</p> <p>Advocates have effectively dealt with over 550 cases in 2016</p> <p>Results from a 2015 survey of advocacy service users (a biennial survey indicated:</p> <ul style="list-style-type: none"> • 85% would recommend these • 97% said the services were timely • 88% said advocates had the knowledge required to provide support • 88% were adequately/well supported • In Sem 1 2017 27% of students surveyed in the orientation survey were aware of the advocacy service and knew how to access it, 47% were aware, and 26% unaware of the service • NPS Survey Oct 2016 showed 41% aware of student advocates • The NPS Survey showed that 7% of all students had used this service, 8% of Maori and 9% of Pacific students <p>Student Reps</p> <p>10% turnout in student council elections in 2016</p> <p>Over 100 student reps supported and trained in 2016</p> <p>Results from a 2015 survey of student reps (a biennial survey) indicated:</p> <ul style="list-style-type: none"> • 68% felt their training was effective • 88% felt they had sufficient support for their role • 75% felt training gave them confidence • 93% felt communications with them were timely • Over 80 student representatives have engaged in the student representation programme in Sem 1 2017 <p>Student Complaints</p> <ul style="list-style-type: none"> • In 2016 45 formal student complaints were received and resolved (some were resolved in early 2017) • The Networks whose students made most use of the student complaints resolution process were Business & Enterprise, and Health & Community

(b) Careers information, advice and guidance	Student Careers and Employment Centre \$254,042	<ul style="list-style-type: none"> • For international students and 25 and over students Careers service is the 2nd most used services, and third most used for Maori and pacific students • 10% of service users were from the GDip Computing Programme • The Networks that made most use of the Careers services were Business & Enterprise, and High Technology • In Sem 1 2017 27% of students surveyed in the orientation survey were aware of this service and knew how to access it, 47% were aware, and 26% unaware of the service • NPS Survey Oct 2016 showed 56% aware of careers service • The NPS Survey showed that 7% of all students had used this service, 8% of Maori and 9% of Pacific students •
(c) Counselling services	Counselling Centre; Multi-faith Chaplaincy; Student Support Advisers, Pastoral support through Maia Maori Centre and Pacific Centre, Unitec Conciliator \$1,377,153	<p>Counselling</p> <ul style="list-style-type: none"> • For Maori and Pacific service users, Counselling is the second most frequent usage • The Networks whose students made most use of the Counselling Service were Business & Enterprise and the Health & Community Network. • In Sem 1 2017 27% of students surveyed in the orientation survey were aware of the Counselling service and knew how to access it, 49% were aware, and 24% unaware of the service • NPS Survey Oct 2016 showed 52% aware of Counselling • The NPS Survey showed that 15% of all students had used this service, 11% of Maori and 9% of Pacific students <p>Student Advisers</p> <ul style="list-style-type: none"> • 20% of the users of Student Advisers were from CAME and 17% from Certificate in Foundation Studies (also funded by Youth Guarantee). The Networks making most use of this function were Bridgepoint and the Engineering Network • In Sem 1 2017 33% of students surveyed in the orientation survey were aware of the Student Support Advisers and knew how to access them, 47% were aware, and 17% unaware of the service • NPS Survey Oct 2016 showed 55% aware of student support advisers • The NPS Survey showed that 18% of all students had used this service, 21% of Maori and 17% of Pacific students <p>Multifaith Chaplaincy</p> <ul style="list-style-type: none"> • In Sem 1 2017 31% of students surveyed in the orientation survey were aware of the Multifaith Chaplaincy service and knew how to access it, 34% were aware, and 53% unaware of the service • NPS Survey Oct 2016 showed 23% aware of multifaith chaplaincy • The NPS Survey showed that 3% of all students had used this service, 3% of Maori and 3% of Pacific students

(d)	Employment information	Student Job Search \$60,000	<ul style="list-style-type: none"> • From 1 Jan to 31 Oct 2016 616 Unitec students were placed in work by SJS, earning \$2,032,201 • NPS Survey Oct 2016 showed 64% aware of Student Job Search • The NPS Survey showed that 26% of all students had used this service, 30% of Maori and 27% of Pacific students • Over 1000 new enrolments were made with SJS in 2016 and over 1100 referred
(e)	Financial support and advice	Student Hardship Support Budgeting Advice \$40,333	<ul style="list-style-type: none"> • Most of these services were accessed through Student Support Advisers – see above • The two networks whose students mostly accessed study grants for financial support were the Health & Community Network and the Business & Enterprise • In Sem 1 2017 13% of students surveyed in the orientation survey were aware of the Budgeting Advice service and knew how to access it, 34% were aware, and 53% unaware of the service • NPS Survey Oct 2016 showed 21% aware of Budgeting adviser • The NPS Survey showed that 2% of all students had used this service, 4% of Maori and 2% of Pacific students •
(f)	Health services	Student Health Service \$235,350	<ul style="list-style-type: none"> • The Health Centre is the most frequently used service –it accounted for 63% of all the students who used student services last year • Networks that made the highest use of the service were Business & Enterprise and the Construction & Infrastructure Networks • In Sem 1 2017 29% of students surveyed in the orientation survey were aware of this service and knew how to access it, 46% were aware, and 25% unaware of the service • NPS Survey Oct 2016 showed 60% aware of the Health Centre • The NPS Survey showed that 15% of all students had used this service, 10% of Maori and 14% of Pacific students
(g)	Media	Student Communications and Student Media \$138,000	<p>As an indicator of activity: in Semester 2 2016</p> <ul style="list-style-type: none"> • Over 60 different students involved as contributors, photographers etc • 110 new website posts • 610 new Facebook posts • 78,447 new views (6832 new website page views + 71,615 Facebook from Daily Organic Reach)
(h)	Childcare services	Unitec Early Learning Centre \$67,000	<ul style="list-style-type: none"> • The UELC is contracted to provide 60% of spaces to Unitec staff and students. In 2016 the percentage was approximately 50%, generally more than half of those were the children of students. • In Sem 1 2017 21% of students surveyed in the orientation survey were aware of this service and knew how to access it, 45% were aware, and 34% unaware of the service

			<ul style="list-style-type: none"> • NPS Survey Oct 2016 showed 40% aware of the UELC • The NPS Survey showed that 2% of all students had used this service, 3% of Maori and 1% of Pacific students
(i) (j)	Clubs and societies Sports, recreation and cultural activities	Sports and Clubs activities Student initiated events Student Engagement events e.g Orientation Powhiri; International Food Days, Cultural Festival, Sports and Recreation events and activities in First Six Weeks and through the year; \$395,700	Indicative figures from Semester 2 2016 <ul style="list-style-type: none"> • Over \$9500 made available to student initiated events – spend over \$5500, remainder rolled over to 2017 • Indicative Sem 2 Numbers: 8690 students attended powhiri/oshows and tours, • 3613 attended activities in F6WE and 2320 in student initiated events • 519 participants in clubs and societies • 446 participants in Experience NZ • 491 in other activities <p>In Sem 1 2017 of students surveyed in the orientation survey awareness of support services is considerably higher for students who attended orientation events e.g 81% of those attending orientation events knew about counselling compared to 62% of those who did not</p>