



memo

To	Matalena O'Mara, Student President	Date	10 November 2016
CC	Wendy Horne, Steve Spain		
From	Alison Dow Director Pou Aroha Student Experience	Phone No.	021305564
Subject	Unitec Student Council Feedback on 2017 Compulsory Student Services Fee (CSSF)		

Kia ora Matalena

Thank you for undertaking consultation through the Student Council and providing feedback on Unitec's proposal for the Student Services Fee for 2017.

Unitec's response to the feedback is outlined below, and essentially supports the recommendations that the CSSF will not be increased for 2017; and that the various Student Services will be more actively and fully promoted to students.

In considering the use of the revenue from the fees we have noted the following from the discussions undertaken with students:

- that Student Representation and Counselling were the two services that were most frequently raised unprompted by the students, and
- that Childcare was the least likely to be mentioned unprompted, although when introduced, students generally expressed the view that this would be a critical service for those who needed it, if not for them personally.
- that the services most highly ranked by those students were Careers information, advice and guidance and Employment Services; advocacy and legal advice, student council and student representation; Health Services and Counselling Services
- that students unanimously agreed that services provided by Maia and the Pacific centre are essential
- a sense that students generally weren't aware of the number, breadth or depth of the services available to them.

The Facebook poll has provided useful feedback, particularly that most students (61%) are happy with the amount and availability of services and that a small majority (52%) would be happy to see a small increase especially of more services such as social events, counselling, careers advice and clubs and societies were funded.

The poll also reflected similar priorities to the focus group above, identifying employment information, health services, careers information advice and guidance, financial advice and the counselling service as the top 5, with other services such as student representation, advocacy and legal advice close behind.

We note that student media and childcare are the lowest priority from both surveys.

The feedback was used to shape recommendations to the Unitec Executive Leadership Team and to the Unitec Council. The Unitec Council met on 3 October and

- approved the CSSF for 2017 be maintained at the same level as 2016 (NZ\$ 2.64 per credit vs \$2.54 in 2014 and \$2.44 in 2013). For a programme of study made up of 120 credits, the Student Services Fee would be approximately NZ\$317 (as for 2015; \$304.80 in 2014). The fee GST incl.
- noted that students are generally supportive of the range and nature of services currently provided but are concerned about the lack of awareness among students of the services available to them
- noted that further consultation with students about the nature, range and procurement of services; and communication with students about these, will be a key part of the ongoing shaping and development of the Student Experience Group
- noted that Unitec is currently compliant with the condition on student achievement funding that from 2017 all TEOs who charge a CSSF must publish specified information on their websites.
- approved a delegation to Unitec's Chief Executive to set the course compulsory services fee (CSSF) from this year onwards, ensuring that his decision-making process complies with the Ministerial Direction and;
- agreed that an information report on the outcome of the CSSF consultation and the CE's decision on the level of the fee will be provided to Council each year to provide visibility of this compliance.

This month (November) we will consider the ways in which the revenue will be spent, and while it will be similar to expenditure for 2016, we have noted the priorities indicated by students and will consider this in determining the further development of services. This information will be provided to the Unitec Student Council and also made available to students on the Unitec website. At all times the authorization of expenditure of the revenue from CSSF is governed by Unitec's Procurement Policy and Delegated Financial Authority.

As noted, our student service provision is being further shaped and developed, and further consultation on the nature, range and procurement of services will be undertaken through the involvement of the Student President and Student Council. It will also be informed by Unitec surveys such as the U-Matter Student Survey and the [twice yearly student NPS survey](#) undertaken by the Unitec Business Intelligence Team as vehicles for understanding student suggestions for improvement.

I look forward to our regular monthly meetings where opportunities to discuss the CSSF and their use is always available.