



Unitec Student Council Feedback on 2017 Student Services Fee

This document summarises Student Council's feedback on Unitec's Proposal for the Student Services Fee for 2017.

Process

The process we have followed is:

- Focus group sessions open to all Class Reps.
- Deliberation at Student Council meetings.
- A Facebook poll of students.

Feedback

Appendix One summarises the discussions of a series of focus groups held on Wednesday, 10 August with Class Reps. In general, the students did not want the Student Services Fee to be lifted in 2017. There was concern about the awareness among students of the services available to them.

Appendix Two summarises the poll of students' views on the services that are important to them. Most students are happy with the range of services currently offered.

The clear majority of the respondents to the poll and the survey did not want an increase in the fee. This confirms the anecdotal evidence found by the Unitec Student Council.

Recommendations

- ***That Unitec does not increase the Fee in 2017.***
- ***That the various Student Services are more actively and fully promoted to students.***

Appendix One

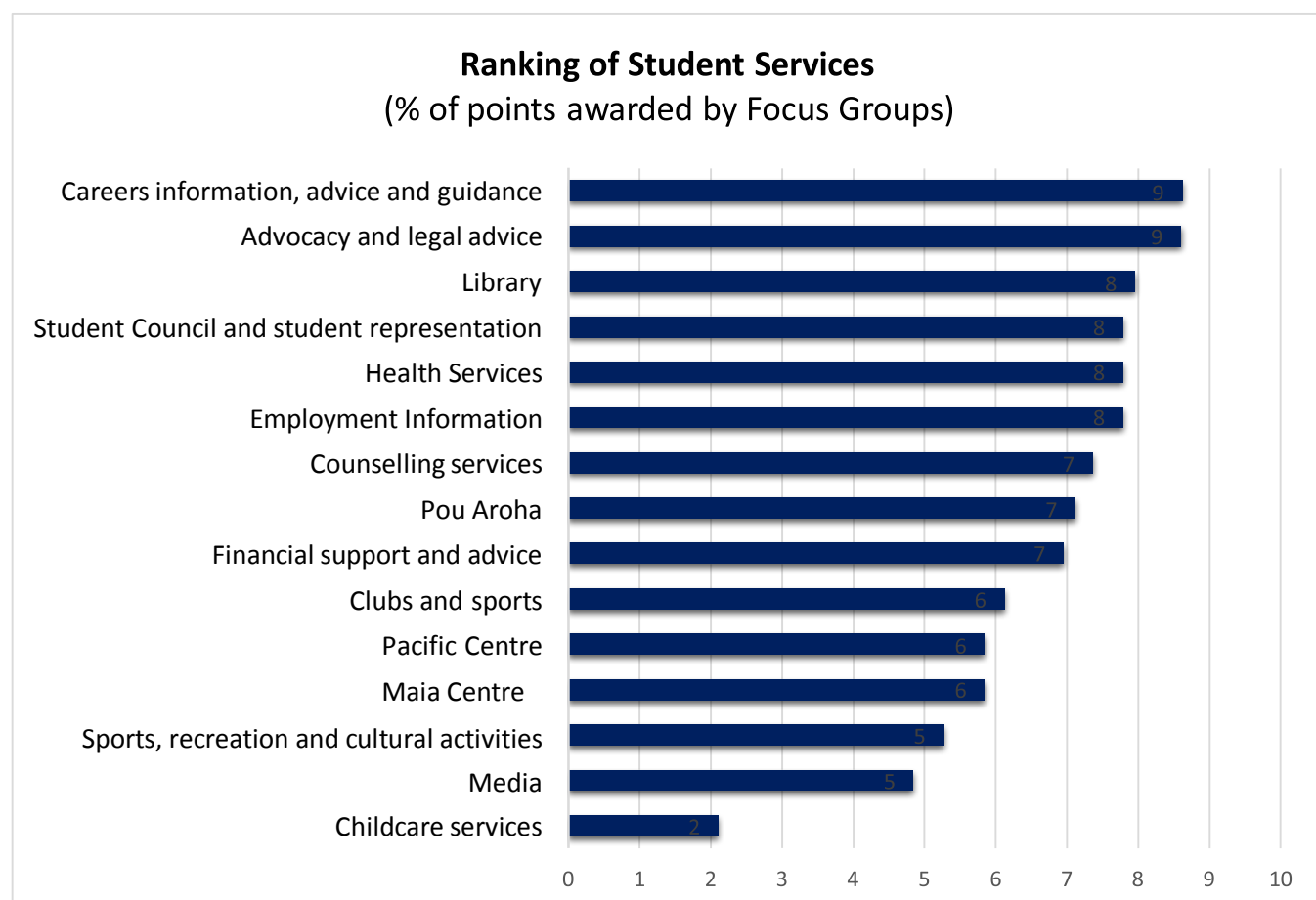
Summary of Focus Group Discussions

Each of the Focus Group discussions was opened with an explanation of how the Student Services Fee is administered and how the consultation would feed into planning for 2017. Students were asked to suggest services that were important to them and these were discussed, with participants given an opportunity to relay their impressions, experiences and awareness of the services. Any services not raised by students were then introduced by the facilitator and discussed.

In general, Student Representation and Counselling were the two services that were most frequently raised unprompted by the students. 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.

The main part of the discussions involved the students ranking the importance and value of the Student Services. They did this by applying points to the Services as if they were spending the budget themselves.

This placed the services in the following ranked order:



Two themes that were noticeably present in the focus groups were first, interest in the Maia and Pacific services and second, awareness of services.

Maia and Pacific Centre

Most students involved in the focus group sessions had heard of Maia and the Pacific Centre but had never personally used their services. The students were unanimously agreed that these services are essential. They all showed great interest in knowing more about what is available there and some wanted to know if they could use the services to boost their cultural understanding, even if they weren't Māori or Pasifika themselves. These students were delighted to hear that they would be welcomed.

Awareness

Across the board, participants in the focus group expressed their sense that students generally weren't aware of the number, breadth or depth of the services available to them. The participants noted that they had been provided with knowledge about the services and how they could help as part of their training as Class Reps.

The comments below are a good representative of those made throughout the sessions:

- *"I don't think most students know about these services or what they do."*
- *"I didn't know about most of these services until I became a Class Rep".*
- *"It's really good when you hear about all these services; it's a pity people don't know about them much".*

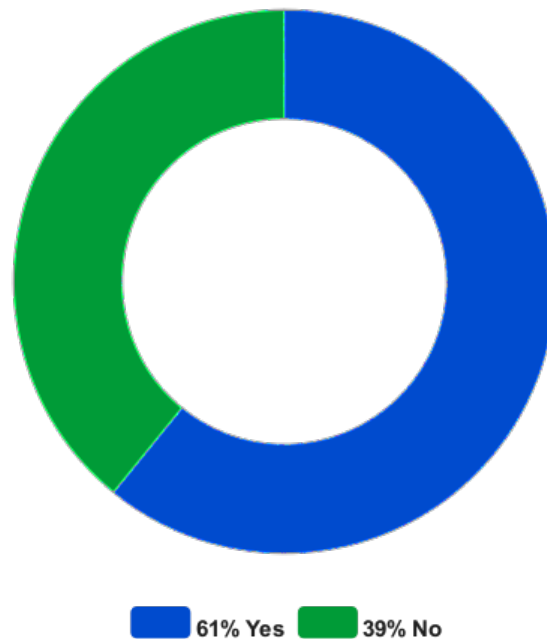
2017 Fees

The strong majority of students in the focus group did not want the Student Services Fee to be increased.

Appendix Two

Facebook Poll

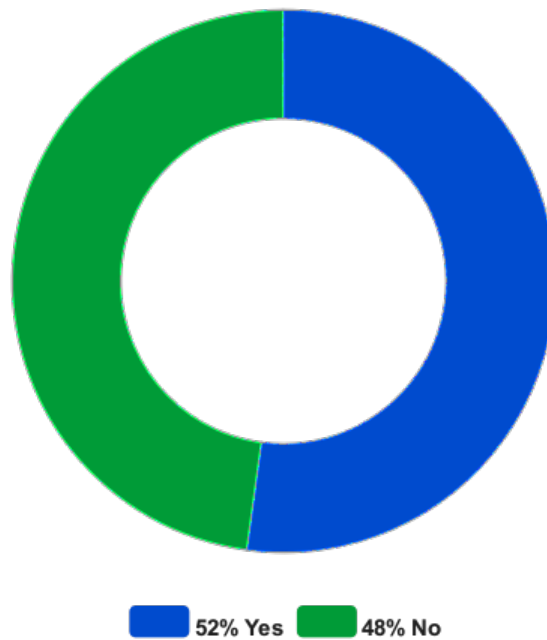
1) Are you happy with the amount and availability of student services at Unitec?



2) If you answered NO, please could you state why and/or what you would like to see more (or less) of:

- Yes, all these student services are nice, but it would be nice if there were some activities for everyone to enjoy, e.g. ball
- Waitakere campus is poorly serviced
- I only require Te Puna Ako Services, and I booked it once a month in advance only to receive an email saying the person I booked to check my assignment was not available on the day so I had to re-book someone else.
- Student Central and other areas are not helpful
- Fewer ethnic activities.
- Excess payments
- Te Puna Ako, Maia, Pacific & Maori services in these areas should be increasing in funding so that students of second languages can have assignments checked properly.

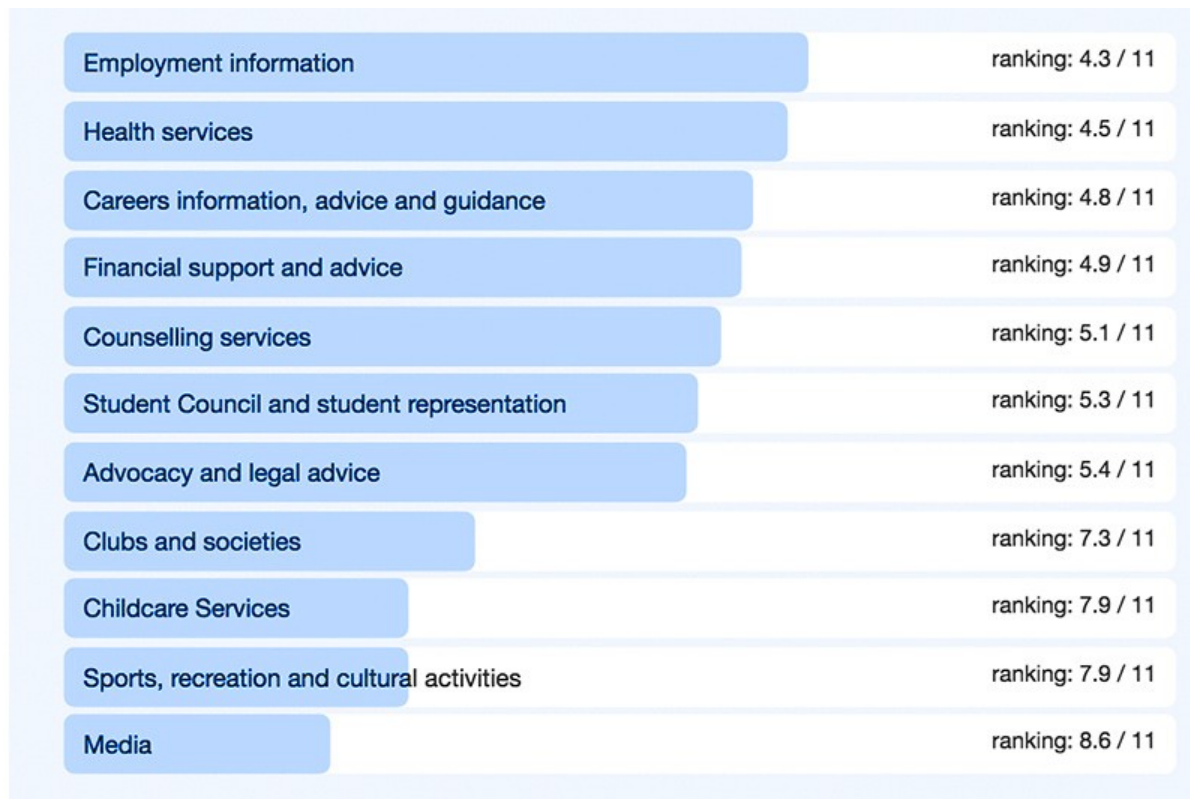
3) Would you be happy to see a small increase in the Student Services Fee, if greater or more services were provided to Unitec Students?



4) If you answered YES which services would you like to see more of?

- Social Events
- More counselling
- Careers advice
- No, thank you. I am paying 800+ dollars for my assignment to be checked only to receive cancellation.
- Clubs and societies
- I would be fine with price increase regardless
- Communication skills enhancement.
- Unionism
- Some services are used more often compare to others.

5) Which services are most important?



6) Do you think that the current Student Services Fee is sufficient and provides students with enough and adequate solutions?

