

Massey University Extramural Students' Society Inc.




Survey of Extramural Student Satisfaction of Contact Course Services

April 2009

Report on EXMSS Survey carried out April 2009

Introduction

As part of the extramural mode of study, Massey University runs “on campus” contact courses for extramural students. Courses occur throughout the year however the majority are typically run during the semester breaks.

During these contact course periods, the Massey University Extramural Students’ Society (EXMSS) offers a shuttle service (*now run by the  supershuttle™ franchise*) and help desk for extramural students attending courses in Palmerston North. The shuttle service transports students from the airport, bus and train station to the Turitea and Hokowhitu campuses or to their accommodation. The help desk answers student queries, monitors a luggage bay, and takes bookings for the shuttle service.

Extramural students have differing expectations to internal students. They form a unique demographic, compared to the typical internal student. The average age of an extramural is 34 years. Many work professionally and study part time, taking only one or two papers a semester. Others balance study and family commitments. Students who have begun tertiary study later in life bring with them expectations based on previous professional and personal life experience. Consequently, extramural students attend campus with quite different expectations to internal students.

During April contact course period, EXMSS carried out a survey of extramural students to find out how well EXMSS, Catering, Residential services and other University services are meeting these expectations.

Method

The survey was promoted by EXMSS at the helpdesk, through course controllers via webct and direct classroom promotion by EXMSS staff.

The questionnaire itself covered five services, which students would typically assess.

These areas were

- Student Life – information, learning environment
- Residential Services
- Catering – administered by Spotless services
- EXMSS Shuttle service
- EXMSS Help Desk

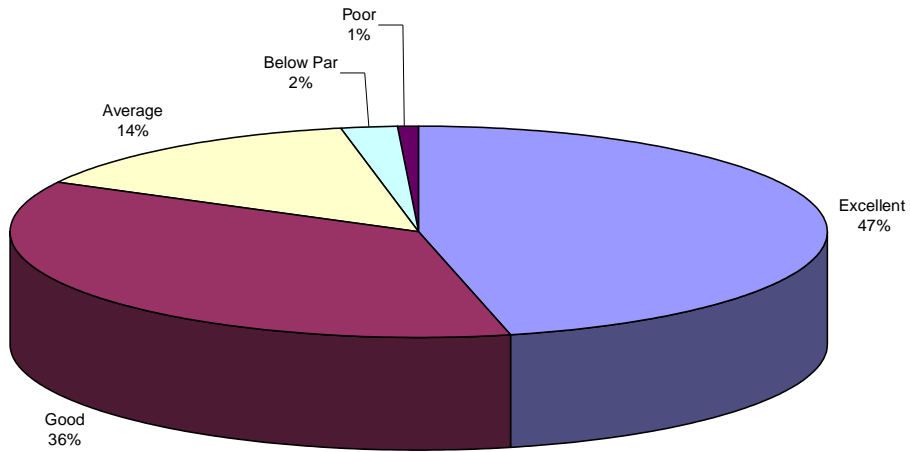
Over the 12 day period, a total of 128 questionnaires were returned out of a possible 2291 students. The results are summarised in this booklet.

Results

Student Life

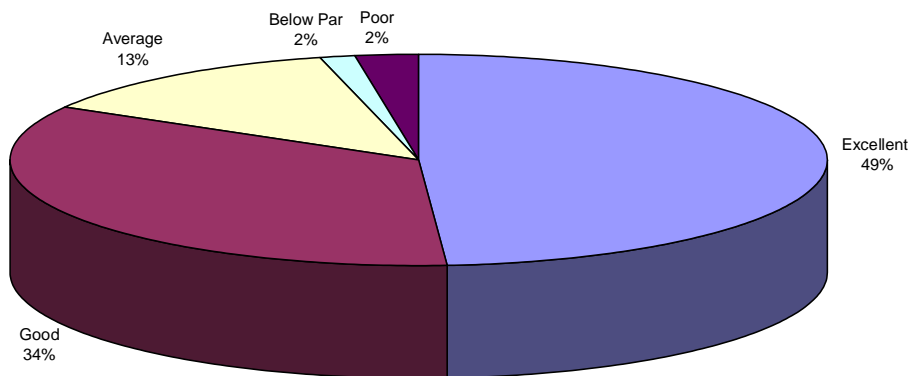
How good was the information available to you for preparing to come to the contact course?

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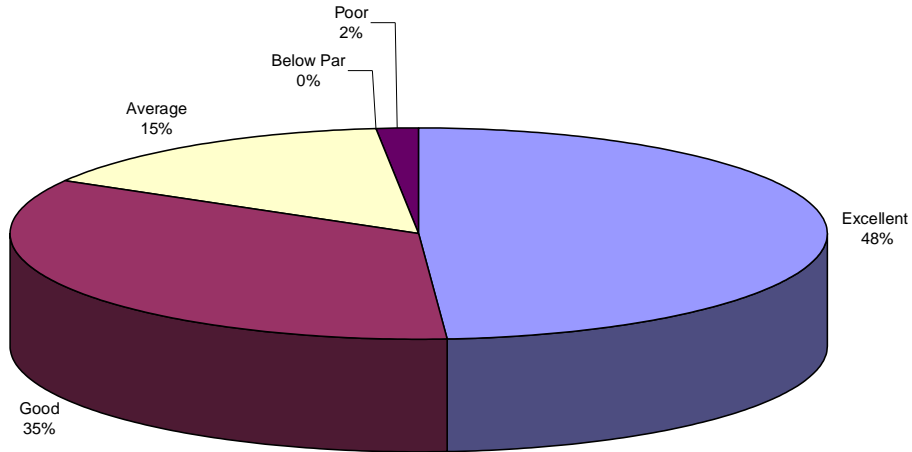
How would you rate the email notification and information from Massey NSATS?

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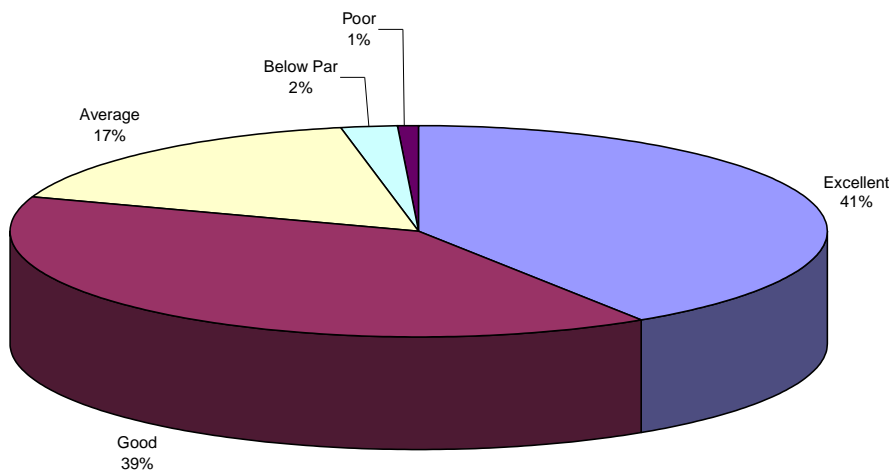
Was the learning environment appropriate? (consider comfort, location, safety, cleanliness)

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How would you rate the campus life while on your contact course? (consider social environment, events, cleanliness, sense of community)

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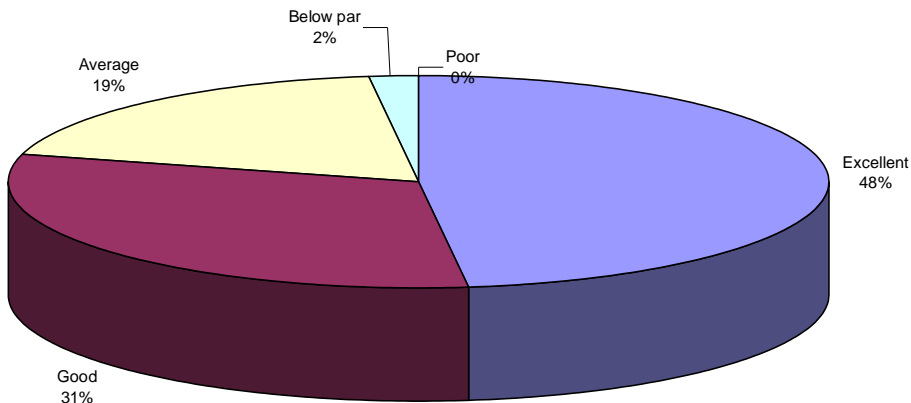
Student Life Comments

- › The classrooms were too small.
- › Very difficult to get to the right place on the web.
- › Would've preferred a room with a zip. More room needed as room was full and airless. A variety of presentations would have been more accessible.
- › Being told the room number of the contact course would have been nice.
- › Old Main Building is a rabbit warren and there is poor signage. The teaching room was small and cramped.
- › Got almost no info. Felt on my own.
- › Too dense, too much crammed into one day. Got too bored with too much info.
- › Monotone and talked all day. Believed what she talked about could be written on paper rather than contact courses.
- › Room was small and we were a little squashed.
- › Room was small and hot.
- › Could opening hours be changed during contact course week, especially for Saturday.
- › Refectory old and cold need power points, internet access.
- › Room crowded, hot and stuffy. Time devoted to parts of the course seemed irrelevant.
- › Would have been helpful to have a bit more information about on campus facilities - i.e. a clearer map, dining hall payment, info from EXMSS about the drinks/nibbles at Wharerata.
- › Would have been helpful to know what to bring the course - textbooks for example. Also to have exam information.
- › Fantastic contact course
- › I was well informed. Especially through email.
- › It would be very good to have contact courses at the Albany campus.
- › Very good organisation of course, really enjoyed it.
- › Excellent experience, far superior at Palmerston North to Albany. Only disappointment was the roof contractors working whilst lectures were on. Very distracting.
- › Disappointing there are no bar facilities. There is little to do in the evening.
- › No social events during this course.
- › All information has been excellent, assignments excellent, impressed by information.
- › Found everything very good and friendly
- › Accommodation was very adequate, clean, tidy and bright. Good for study.
- › Good to get into a classroom with students studying the same topic.
- › Found it hard to find where contact course was. No mention on what to bring eg books etc. More time to study for test.
- › No food vendors open on campus after 7pm.
- › The maps are no good. It is hard to find your room, not enough info posted to you.
- › Good conditions and communication.
- › It was very hard to find the building, car parking and computer lab.
- › Would have been nice to have the coffee place open at weekends.
- › If you are based in Auckland it would be better to be able to sit tests there and attend contact courses there rather than travel to Palmerston North. Would have preferred this course to be held in Auckland as most of the students were from there. It was worth attending to meet the lecturers in person.
- › All information conveyed were helpful to fully understand the topics. I would like to have received a map of Massey with my contact course info.
- › Really enjoyed my contact course. Thank you Massey for making extramural study possible.
- › Felt a bit lost coming to the campus for the first time, but soon found my way around. I have very much enjoyed the contact course and would recommend it to any student.
- › Course itself was excellent but not much happening on campus during week.
- › More shuttles/bus service into town would be good.
- › Very noisy - builders on roof.
- › The contact process was extremely beneficial - meeting staff, engaging with fellow students and getting a good overview of the key points for the years study.
- › Would be cool to have more get togethers as opposed to just the Thurs night.

Residential Services

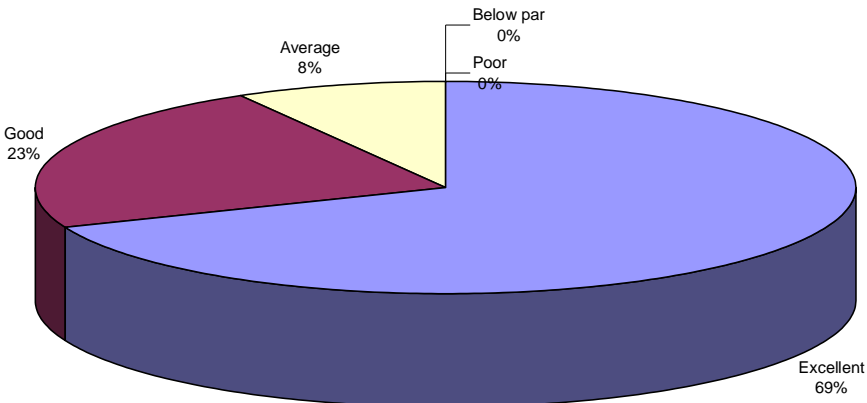
How would you rate the services by the residential services office? (consider key collection, offices hours)

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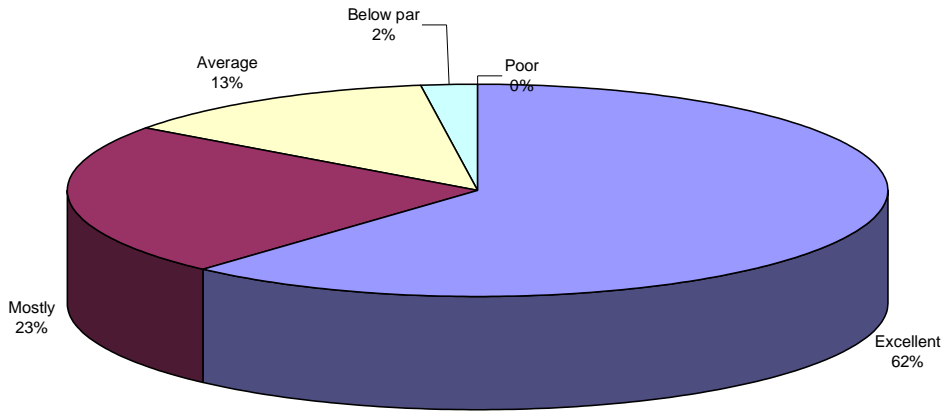
How were your room and the student hall facilities? (consider cleanliness, comfort, warmth, safe)

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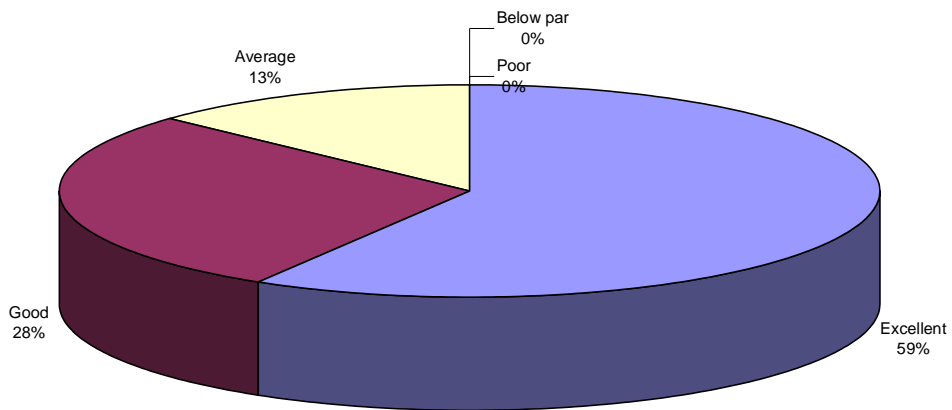
Did your accommodation meet your expectations?

Did your accommodation meet your expectations?



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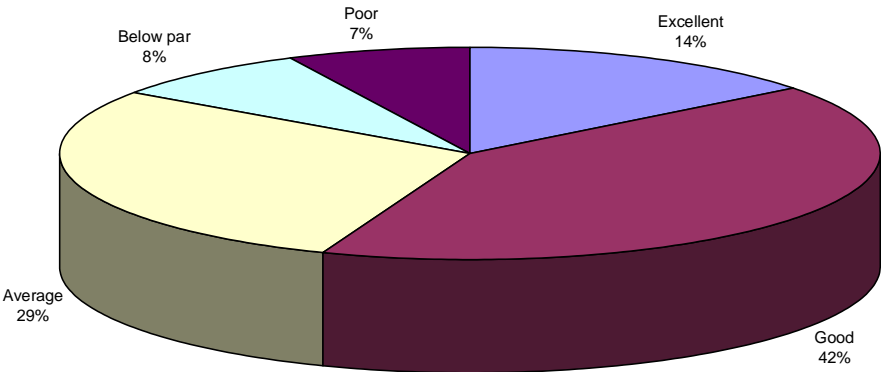
Residential Services Comments

- More information in advance on the facilities in the student lounge would have been helpful. E.g. That there were microwaves, toasters, coffee, tea and milk supplied. Also helpful to know that we can pay cash for meals in the student dining hall instead of being tied into dinner/bed/breakfast deals.
- Stayed in a motel - and pleased I did from what I heard.
- Rooms very comfortable. Staff not very helpful at all. I didn't drop the key off before 10am - I am getting sent a bill.
- I found the initial contact with the university was disappointing - not very warm or welcoming and not informed about details in non-semester time. Also, details of 'who to contact' not in the hall I stayed was needed by a student late at night. Information should be issued with a key.
- Full
- Great value for money and handy. Would definitely stay again.
- Didn't use it.
- Very noisy electronic locks. Room itself very comfortable
- Excellent accommodation, will look forward to next time.
- Absolutely brilliant service from RSO staff.
- Very good, nice and easy. Had everything I needed.
- Could be cheaper The accommodation fee is a little expensive. Stayed in Matai Hall - very good value.
- Would be easier if you could get into rooms earlier than 1pm.
- Good value but noisy.
- Great RSO didn't volunteer any help, suggestions or a friendly welcome.
- Good value.

Catering Services

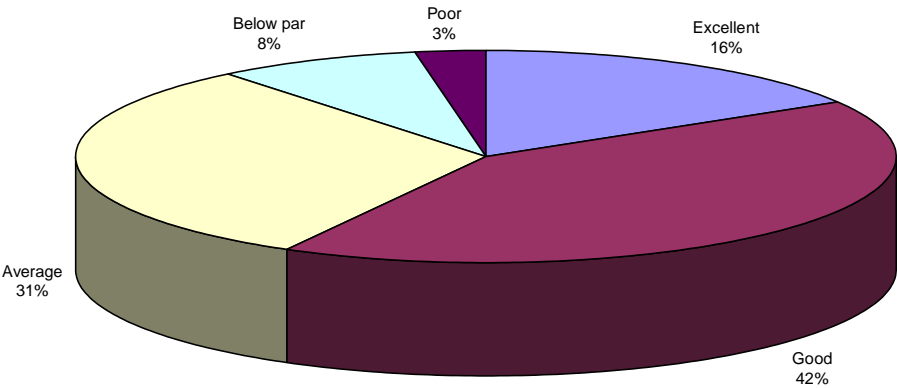
Rate the food in the student dining hall

Rate the food in the student dining hall



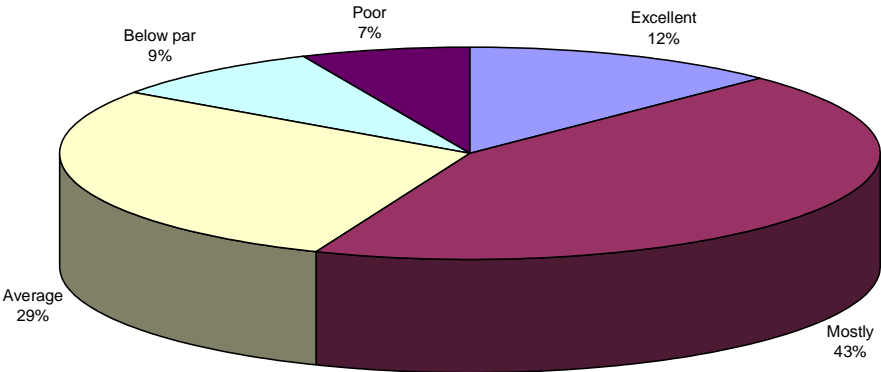
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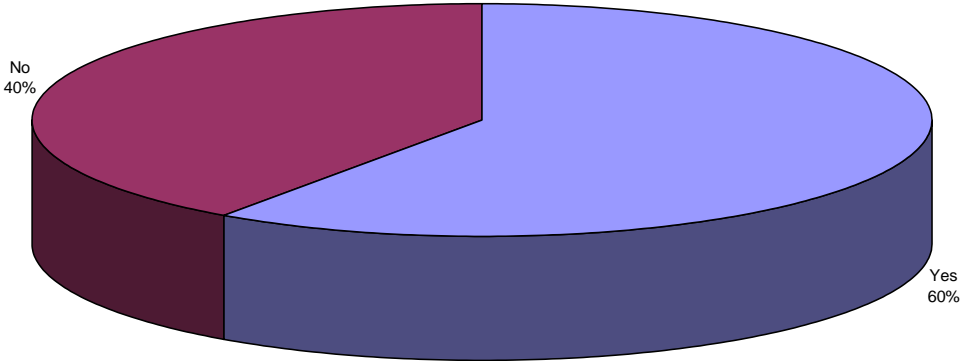
How well did the foodservice meet your expectations?

How well did the foodservice meet your expectations?



Did you find other venues for food service?

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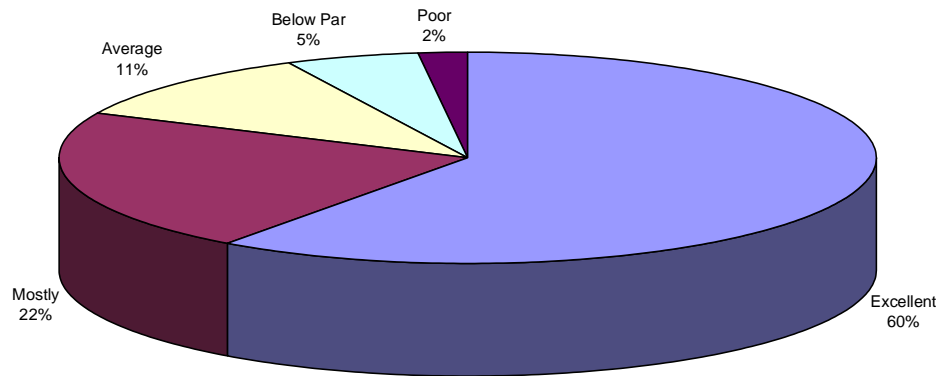
Catering Comments

- > I used Wharerata
- > Wharerata is a great environment.
- > Wharerata was awesome. Cheap, healthy, delicious.
- > Signs in the café with what is on offer and prices would be fab.
- > Do the regular students get used to the 'wobbly' tastes?
- > I refuse to eat food in the dining hall now. The sandwiches I had were disgusting. The food in the MUSA shop is nice.
- > Very expensive coffee!
- > Need more coffee facilities. Queuing for over 10 minutes. Need to promote library café more.
- > Would have been useful to have more prices displayed and an indication of how the meals worked.
- > No prices or combination of what you could eat.
- > Excellent coffee at the café on concourse. Liked the diary too.
- > It wasn't clear what we had paid for. Food was very ordinary. Staff were rude.
- > Often seem to run out of dishes well before end of dinner sessions.
- > Very friendly nice service, good sized meals.
- > Not well documented on where to go for lunch/dinner options.
- > Good food.
- > Have found these services much improved. The staff in the dining hall could be more friendly
- > Average service and food. Food not nice
- > Not much open on Saturday, very hard to get even a cup of coffee.
- > Options bar and café had delicious food and fantastic friendly service.
- > Dining hall service seemed less friendly.
- > Processed style food. Nothing healthy except for the salads.
- > Overpriced
- > There is nothing open on Saturday.
- > Little choice, not was fresh, not good quality. The food selection is very limited.
- > Food service is extremely bad.
- > The food choices are limited and I can't understand why the café in the dining room is closed on weekends.
- > Good breakfast.
- > Food ran out too fast.
- > Adequate for mass production
- > Big queues.
- > Fatty meat in sandwiches.
- > Pleased with cost.
- > Pleasantly surprised.
- > Great coffee. I found the dinner staff rude, but morning staff helpful.
- > Self catered as I am a vegan.
- > Was told about the dining hall from RSO.
- > Pleasant staff.
- > The food I had was nutritious and well balanced.
- > Perhaps some more fruit and salads would have been nice.
- > Only used at breakfast time.
- > Didn't eat there.
- > Bought my own food.

Shuttle bus Service

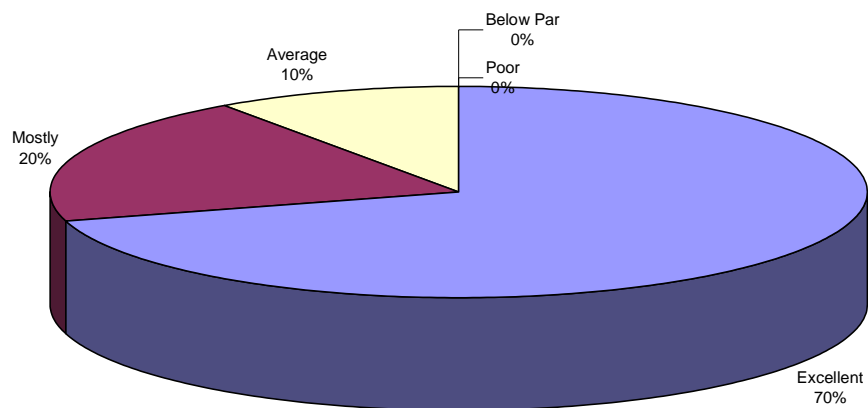
How well did the instructions for meeting the shuttle meet your expectations?

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How well did your driver meet your expectations? (consider friendliness, competence, timeliness)

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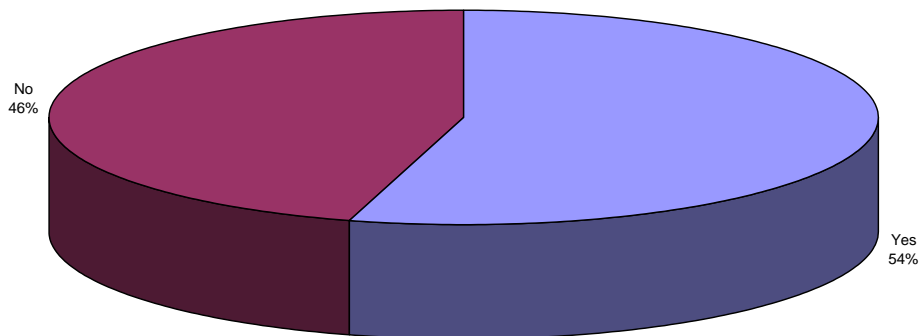
Shuttle Bus Comments

- Now that the system has changed it would have helped to know that we can get a voucher for the return trip.
- Happened upon service for return to airport.
- Would be useful to have an 0800 number.
- Great change - thanks.
- Contact course finishes at 5pm but last shuttle finishing at 5pm is not helpful!
- Didn't know about service.
- Wonderful - no fuss, no stress means of getting from the airport
- Didn't have clear idea of how to have shuttle meet me at the airport. Could use more information.
- Friendly, great service, efficient and helpful. Very good, excellent service.
- Very good.
- Driver was very helpful, got me a voucher and got me to my destination. Friendly and helpful for first time here.
- Great - I just got off the plane and shuttle was waiting.
- Brilliant.
- Is a huge saving and means no stress.
- Would be good to have had shuttle meeting the train from Wellington.
- Great service.

Help Desk

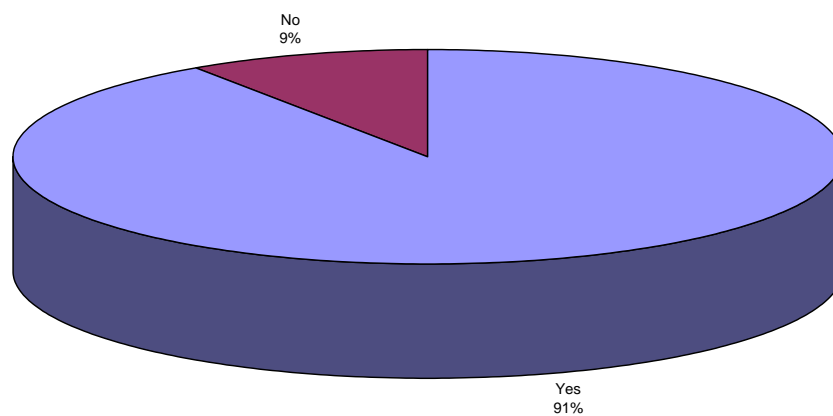
Did you know the EXMSS Help Desk would be in the student lounge?

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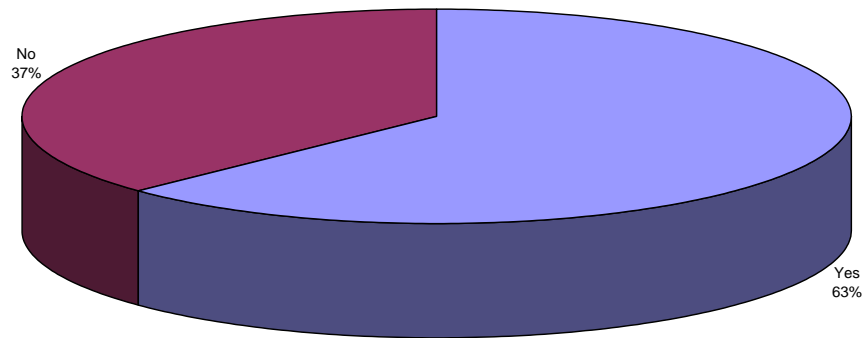
Were your expectations and needs met by the Help Desk staff?

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Did you know that these services are funded entirely by your EXMSS membership fee?

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Helpdesk Comments

- Very friendly & helpful. Excellent service.
 - Great service. Wish I knew about it earlier.
 - Very friendly, helpful service which made an enormous difference to a first time contact course participant. Thank you.
 - Great service.
 - What helpdesk?
 - Excellent service.
 - Great improvements in these areas.
 - Contact courses should be held Auckland. Would attend more if we had the choice of going to Albany.
 - Awesome. The guy even knew where the RSA was.
 - Lovely friendly people, very welcoming
 - Need to be more proactive for Extramural students who already have document overload. Face to face or email good option for contacting.
 - Very helpful Great service for extramural students.
 - Used before - very helpful.
 - Great service.
- Helpdesk was excellent, a big help thanks. I didn't know about the helpdesk before I came, but it was easy to spot from the dining hall.
 - Staff have been very helpful and even looked after my bags after booking out of hall on last day.
 - Very helpful - thanks.
 - The young guy manning the desk was top notch over the 3 or 4 days.
 - Recommend a promotion.
 - Thanks you guys. You do an excellent job.