

Massey University Extramural Students' Society Inc.




Survey of Extramural Student Satisfaction of Contact Course Services

August/September 2009

Report on EXMSS Survey carried out August/September 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 depot 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 the August/September contact course period, EXMSS carried out a survey of extramural students to find out how well EXMSS, Catering, Residential 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

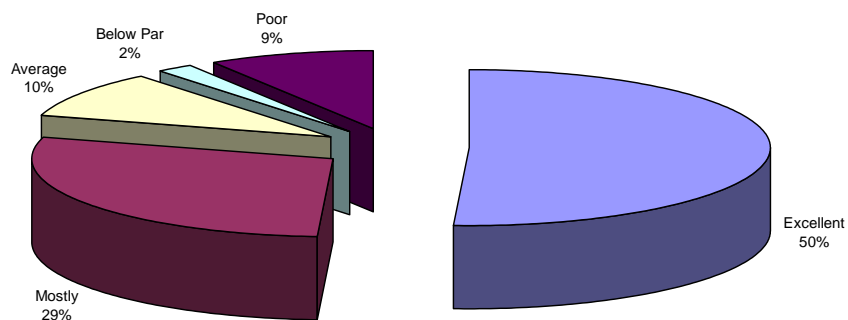
- Student Life – information, learning environment
- Residential Services
- Catering – administered by Spotless services, and later, Alliance
- EXMSS Shuttle service /  supershuttle™
- EXMSS Help Desk

Over the two week contact course period in August/September, a total of 116 questionnaires were returned out of a possible 2182 students. The results are summarised in this booklet.

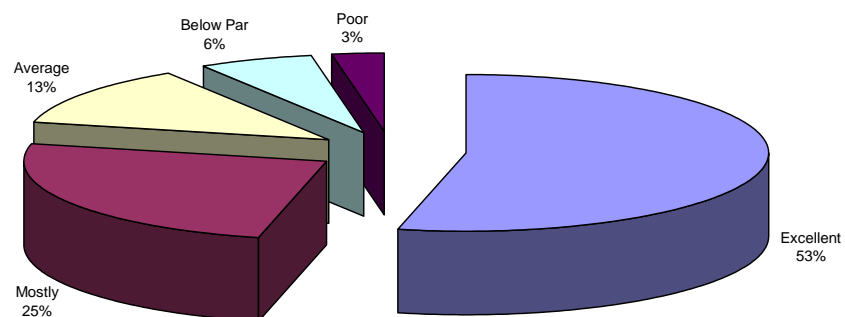
Results

Student Life

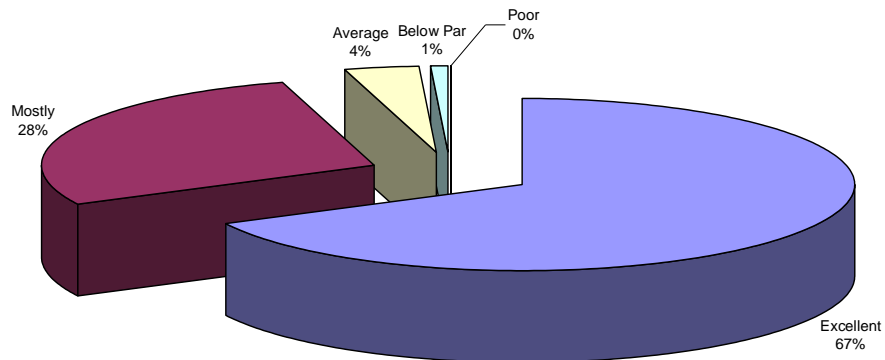
How good was the information available to you for preparing to come to the contact course?



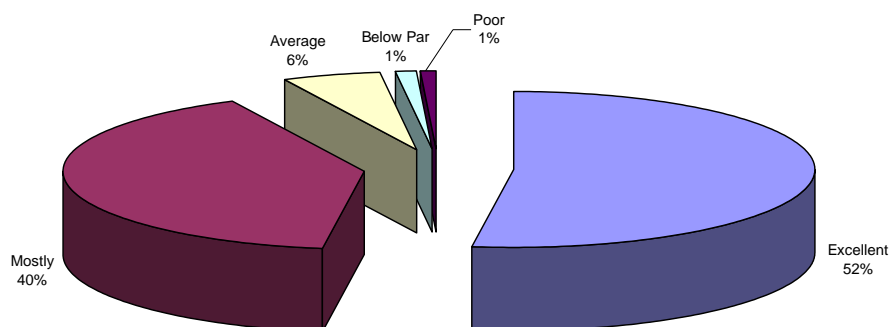
How would you rate the email notifications and information from Massey NSATS?



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



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



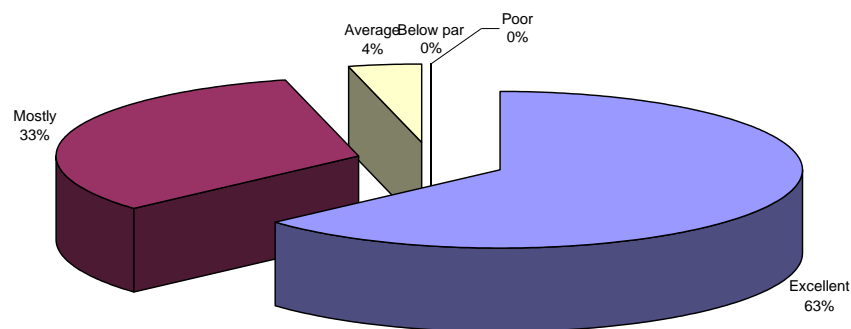
Student Life Comments

- I probably need to have made contact earlier so I understood the requirements better as this is my first paper. Now I understand what support is available I am more prepared.
- Ka mau te wehi! (excellent). Mihi atu rawa ki nga kaiaho hei tautoko te ropu akonga. (Huge thanks to our lecturer for her care and support). Great Course.
- Another great contact course. Thoroughly enjoyable, thanks to EXMSS for another cool quiz night.
- Really exciting being on campus. First experience. User friendly
- Send one email with everything on it. Bullet point what to bring. Explain location and parking clearly.
- Campus and city map would have been good.
- It has been great. Have learnt a lot and feel more comfortable about taking another Maori paper
- I wasn't aware of the venue for contact course until I arrived.
- Not enough info sent regarding where to go etc - some people in our course got a notification email from NSATS but most of us didn't.
- Beautiful campus, well kept gardens and surroundings.
- The heating in the library and classroom was way too hot.
- Reminder email could be handy - had to sift through my disorganised inbox! Live music etc on campus would be nice.
- Great.
- No email notification.
- Awesome environment.
- Well organised and helpful. Bent over backwards to assist. Thanks so much!
- If you have a contact course in Palmerston North please allow access to campus accommodation on the Sunday.
- Didn't receive email like many others in the same contact course. Because of a previous course I knew where to go to find the information I needed.
- All information completely inaccurate. Wrong city, wrong timetable in regards to contact course.
- Bar for extramural students.
- Love the contact course. Very apprehensive about the contact course experience before I arrived.
- My contact course was only for a day so I was not on campus for any length of time.

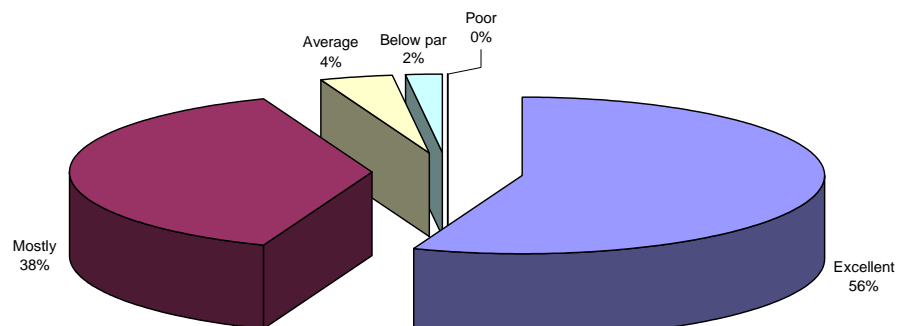
- Awesome - thanks.
- Didn't stay on campus so social environment and events not that relevant. Cleanliness and facilities are great.
- Cleanliness outstanding.
- Totally enjoy campus life. Lectures excellent, couldn't ask for better.
- Awesome contact course with Catherine Brenner from sociology.
- It was hard to find the lecture theatre. Would be easier if there were some signs outside the science towers for directions.
- Leigh is an excellent lecturer, genuine and hugely knowledgeable. A very worthwhile contact course.
- I realise that contact course info is available on web mails. However website is extremely user unfriendly.
- Lack of social opportunity to mingle with other students. Need a centralised student lounge available for post study drinks/interaction. I have been to extramural courses before and this has always been the case.
- Information was confusing and contradicting. Venue - could have been closer to concourse. Long way to go for coffee which was much needed on a full day of lectures.
- Admin guide for course had loads of errors.
- Awesome services. Got told off by two bus drivers for trying to rip them off. Apparently not all Massey University students are allowed to use the free bus service. Luckily the staff at the EXMSS helpdesk sent me to registry for a temp ID.
- Very good. No problems.
- In general, excellent.
- Great night at Wharerata.
- Great discussions in the course. Loved the multimedia. Clean environment and a pretty campus.
- I did not receive the itinerary email.

Residential Services for ON campus accommodation in the student halls.

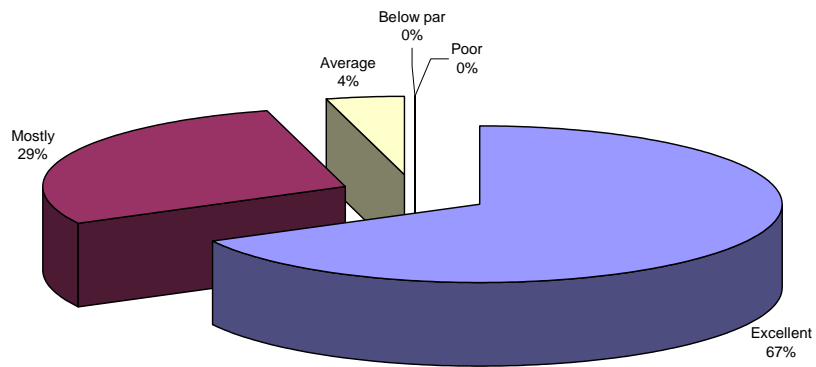
How would you rate the services by the residential services office?
(Consider key collection, office hours)



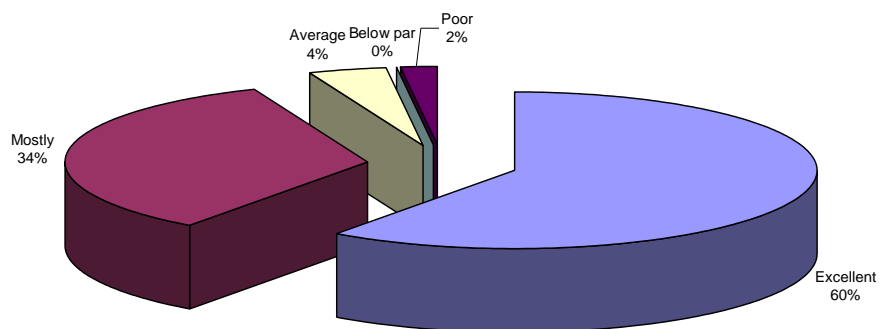
How were your room and the student hall facilities? (Consider cleanliness, comfort, warmth, safety)



Did your accommodation meet your expectations?



How would you rate the ON campus accommodation? (Consider value for money, student life)



Accommodation Comments.

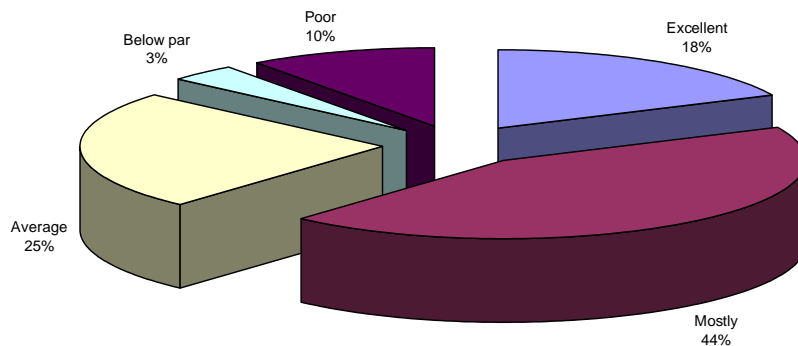
- Not much to do at night.
- Stayed outside the campus.
- Excellent quality and price.
- Convenience is fantastic. I would never stay off campus for a contact course.
- Great facilities
- Didn't stay on campus.
- Didn't use.
- Didn't use.
- Excellent contact course. Many thanks Julia
- Once again the bathrooms in Matai were not clean. Toilets look like they haven't been cleaned in a few weeks and no hand towels at basins.
- It would be fantastic if we could still have access to the kitchen/bathroom of a residential hall after 10am on check out day. We could return the room key, but still have a building security tag to get in - when you are not leaving until the late evening it is a hassle to not be able to go back in to make food and have a shower.
- Didn't stay on campus.
- Can it go any cheaper? \$45-\$50
- Stayed in town.
- Stayed off campus.
- Extremely organised, friendly and helpful. Wonderful service!
- Very impressive facilities. I have noticed that there are signs of student damage. Shame you can't make them responsible for the damage they cause. *Some gauge marks out of lamination in on the desk in room I was in.
- Did not stay on campus.
- No instructions given on how to get into halls of residence (i.e. run key tab over pad by door). I was finally rescued by another student.

Cushions needed in lounge to make deep seats comfortable for shorter people. The seating made my back really sore.

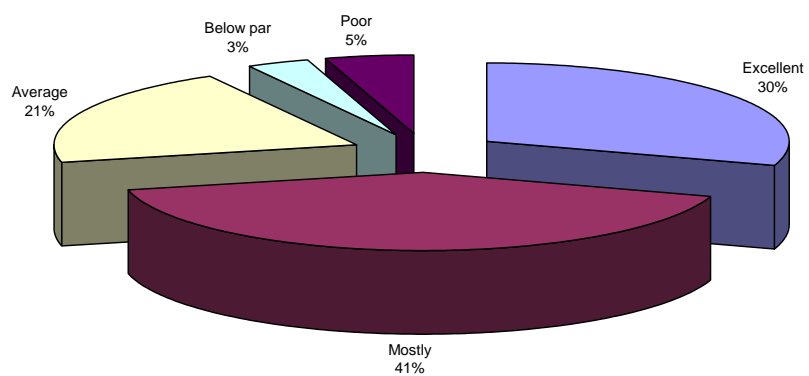
- Stayed with Anne. Bloody brilliant.
- Very surprised with how good facilities were.
- Would be a lot easier if cutlery and plates were available. Very happy with the
- hours for the office to get my key.
- Didn't use.
- Stayed at a hotel in town.
- Excellent facility really enjoying my stay.
- Did not stay.
- Accommodation excellent, convenient. Could be cheaper to help students who need long stays. Maybe \$35 a night?
- Wasn't aware there would be no cutlery and cooking facilities.
- Better this time than in June/July.
- On Saturday if office opening hours could be earlier that would be great.
- Expensive for what it is.
- Can be noisy and would love an extra pillow.
- Accommodation excellent. Very well done!! Thanks.
- Not used.
- Did not use.
- Did not use.
- Did not use.
- Great.
- Did not stay on campus
- Didn't stay in hostels.

On-Campus catering

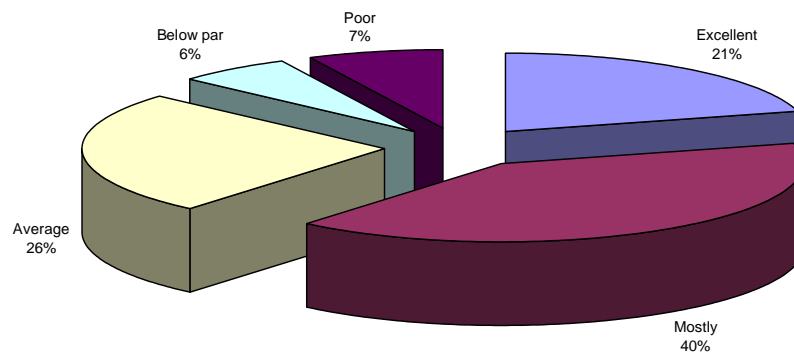
Rate the food in the student dining hall



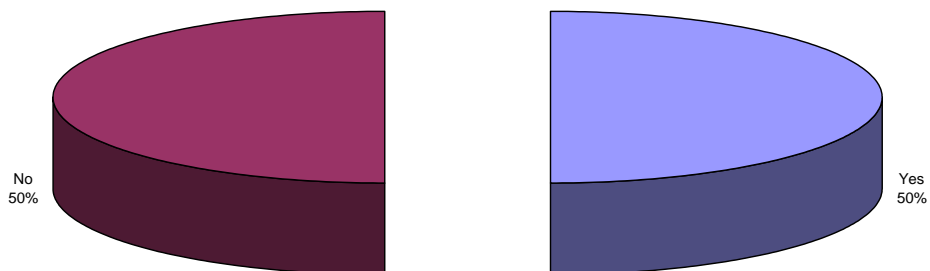
Rate the service in the student dining hall



How well did the foodservice meet your expectations?



Did you find other venues for food services? (Y/N)



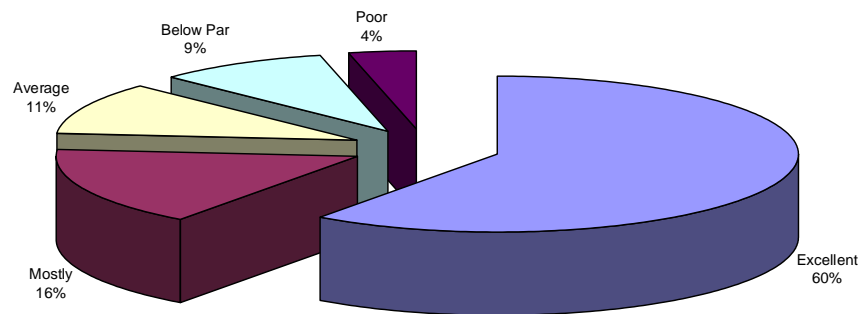
Catering Comments.

- All good.
- Breakfast menu was really good. Dinner menu wasn't nearly as good as the June contact course.
- Yum. The guy behind the counter was cute - very smiley.
- Did not use.
- I prefer to make my own food in the student residential hall both for choice and convenience as well as economically.
- Expensive.
- Service was pretty much non-existent. No choice. Only the one provider for dinner.
- Did not use.
- Great Venue
- Coffee at dinner?
- Coffee is always too slow as everyone breaks at the same time.
- Please thank the dining hall staff. The food was excellent. Much appreciated.
- Maps to other venues?
- Did not use
- As a vegetarian, nachos have been the only option for a hot evening meal the 2 times I've attended contact courses this year. Unfortunately its not even a good version of nachos and servings of cheese and sour cream are stingy especially compared to the amount of meat others are served. In early 2008 I had a more positive experience of the vegetarian food and looked forward to the next time. Not now - I'm afraid! A pity, as preparing own food on campus is not easy.
- Brought my own food to campus.
- Had lunch here, good prices. Okay.
- Kitchen serving staff brilliant.
- Didn't use. Had own food.

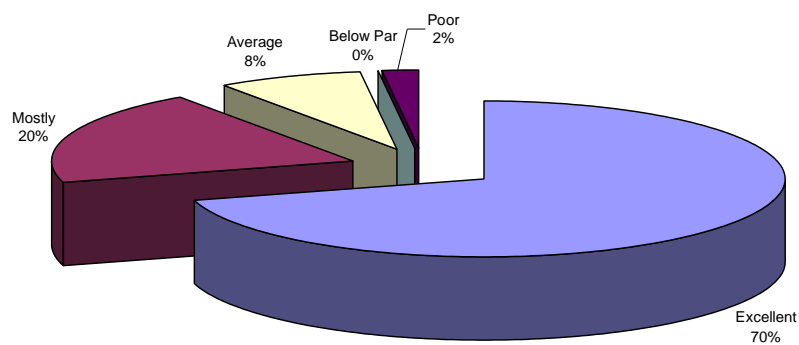
- Disappointed that eggs are only served on certain days. As a student arriving early I would appreciate a big breakfast.
- Not enough (none) fresh vegetables, especially greens.
- Food is of a high quality and prepared to a high standard.
- Food server coughed on food.
- MUSA shop and Library café both fantastic.
- MUSA shop great.
- Bought own food.
- Food was watery and mushy. Meat was full of fat or tough.
- Food server coughed near food without putting hand over mouth. Gross.
- No potatoes. Rice dry.
- Options café is really good.
- Hair in my food. Overpriced food. Not impressed that the price of food goes up at contact course time.

EXMSS SHUTTLE BUS SERVICE

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



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



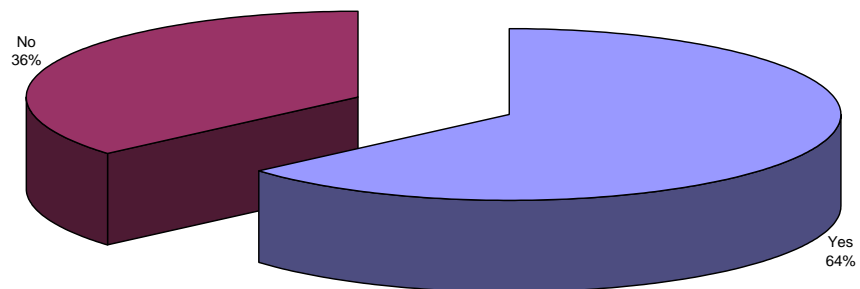
Shuttle Bus Comments

- Didn't know about the service.
- Did not receive a voucher or any other information that the service was running.
- Didn't use.
- Didn't use.
- There was no advice at all regarding how to meet the shuttle I just had to look around for who might be the driver.
- Did not use.
- Good.
- Found out at airport.
- Good
- Flight was late landing. Rang driver and he came and picked me and another Massey student up from airport.
- Very good.
- The bus was over half hour late. I had not expected this. Notification of departure would be helpful.
- Did not use.
- Excellent. A great service.
- I have not received a voucher in the mail in my EXMSS magazine and I have checked all the ones received since March 09.
- I have not received a voucher in the mail in my EXMSS magazine and I have checked all the ones received since March 09.
- This year I couldn't find the driver for a while. Shuttle outside but not with Massey logo or any other indication.
- Signage at the airport would have been beneficial.
- Shuttle was not at airport and did not come despite ringing their Auckland office.

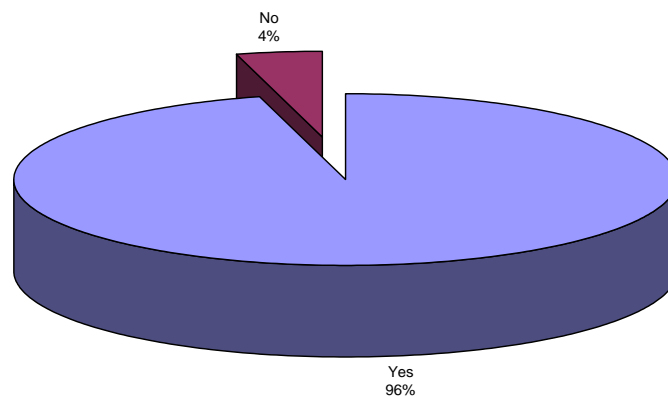
- Didn't know about it.
- Did not use.
- EXMSS magazine.
- Have not used.
- Awesome, friendly driver who was extremely helpful.
- Did not use.
- Didn't use.
- Excellent service. Excellent super shuttle service.
- Didn't use.

EXMSS Help Desk

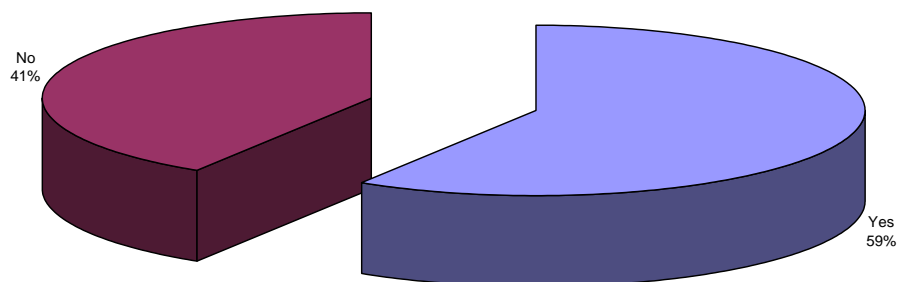
Did you know the EXMSS Help Desk would be in the student lounge?



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



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



Help Desk Comments

- Didn't use. Didn't know about EXMSS. Otherwise all else fine.
- Now I know!
- Cheers Adam.
- Didn't use.
- Help desk staff extremely helpful and accommodating
- Great. Always helpful.
- Did not use.
- Adam was exceptionally helpful and friendly at the helpdesk.
- Very helpful thanks.
- Thanks.
- Please thank the EXMSS staff. They do a wonderful job and it is much appreciated by this student.

- This is excellent!
- Found out after a talk by Ralph during the contact course.
- Car park: Have they considered giving instructions on how to use the machines to obtain a ticket? Possibly one for casual users. Also instructions on how to get out of the car park.
- Very helpful.
- EXMSS helpdesk staff brilliant.
- Very helpful and friendly.
- Found out about it in June. Helpdesk staff absolutely excellent.
- Friendly and helpful.
- You were wonderful.
- The EXMSS service is always good.
- Awesome.
- Awesome and cute young male who was very informative, friendly and helpful.
- Was really glad EXMSS and Te Hononga Mai Tawhiti had a time slot. Some info was really helpful.
- Haven't used any of the EXMSS services on campus.
- Didn't use.
- Gentleman at helpdesk very helpful.
- Excellent service.
- Well done! Always friendly and always helpful.
- Great service.