

Massey University Extramural Students' Society Inc.




Survey of Extramural Student Satisfaction of Contact Course Services

June / July 2009

Report on EXMSS Survey carried out June / July 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 the June/July 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 21 day period, a total of 83 questionnaires were returned out of a possible 967 students.

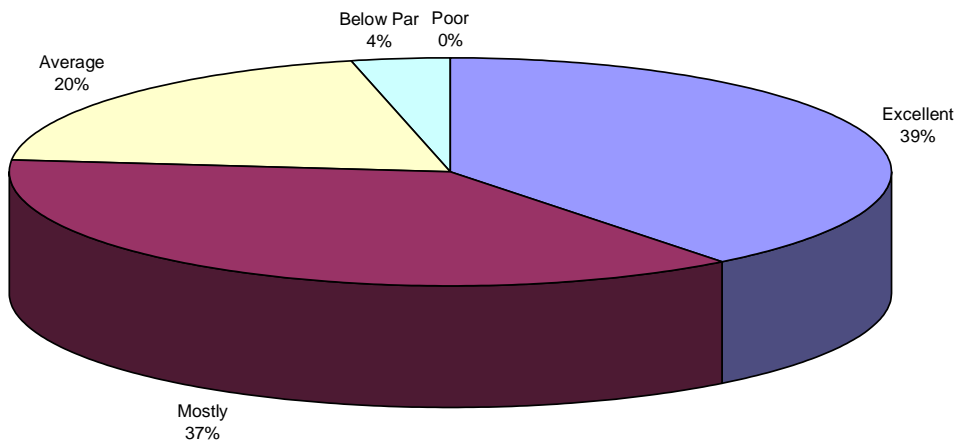
The results are summarised in this booklet.

Results

Student Life

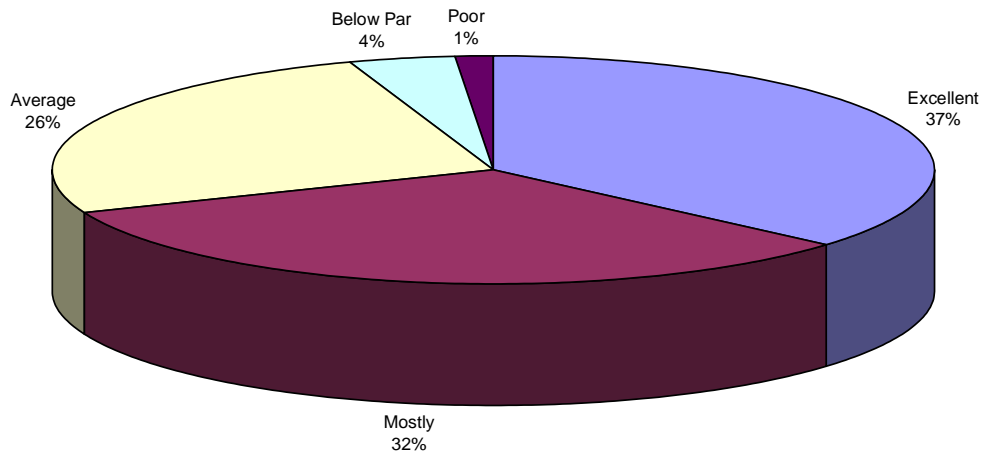
How good was the information available to you for preparing to come to the contact course?

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



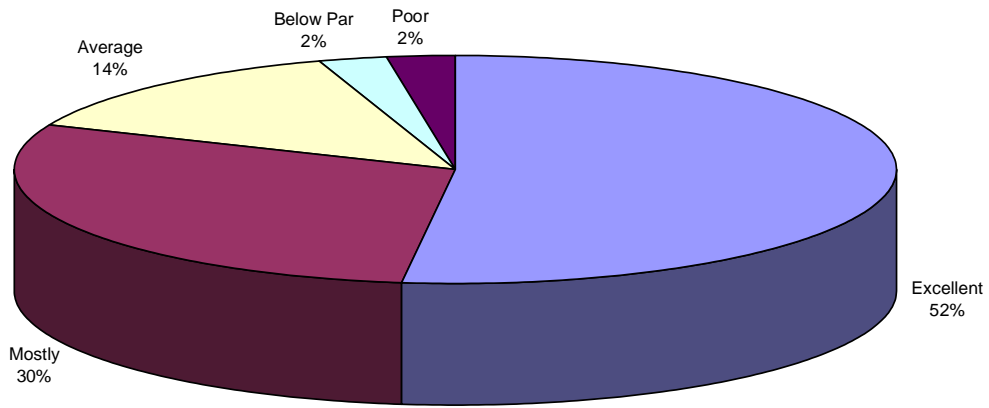
How would you rate the email notification and information from Massey NSATS?

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



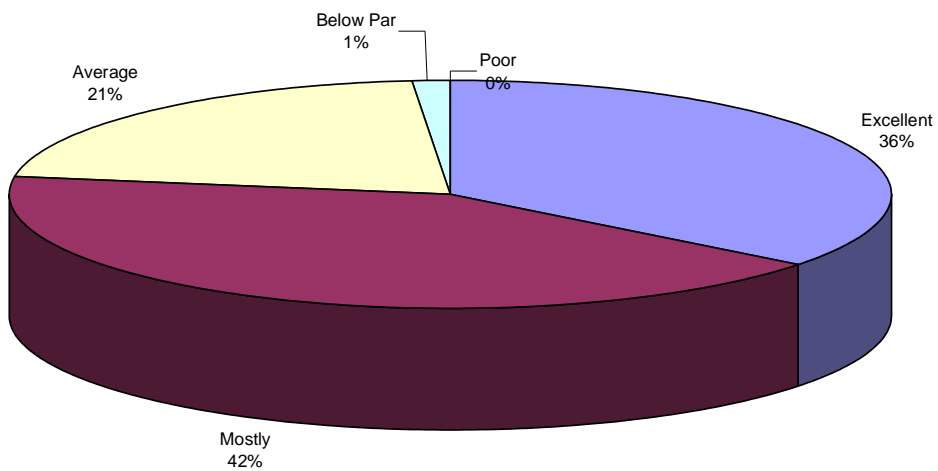
Was the learning environment appropriate? (consider comfort, location, safety, cleanliness)

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



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

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



Student Life Comments

- There needs to be a campus bar.
- Lecture rooms were cold on the frosty mornings.
- This contact course has been enjoyable and helpful. I was glad to be here.
- Shorter breaks would have allowed more time for course.
- Great to meet people on the course. Nice to also attend post-graduate drinks evening with the English and Media Studies Department.
- A room available for people not staying on campus to make tea and coffee, microwave food, and fill up water bottles would be good.
- I found the rooms very cold on the first day.
- The classroom was a little cramped, stuffy and warm.
- There were no details of course location or time - Adam couldn't find them either! Course handbook did state 8:30 start but it was 9:00.
- Would be good to have somewhere to go to make tea/coffee if you are not in on campus accommodation - like a common room for extramurals.
- Everything seemed okay.
- No problems - although not everyone on my course had realised that they had to register, so they didn't receive relevant emails.
- A bit confusing knowing what I needed to do going on contact course for the first time.
- The \$2 car park did not have enough signage to say how much it costs and when to get your ticket. I know there are pamphlets but signage would help.
- Would have been great if we could have had a marae stay over as we had our course at Maori Studies.
- Campus was pretty empty, and entirely closed when I arrived on Sunday.
- Campus rooms were cold.
- Internet access in the library and car parking was good.
- Great, experience, so needed.
- Great.
- Waiata in evenings, hui exchange, maybe Maori development too?
- The Kaiako set the scene for the course and personally made me relaxed. In turn I enjoyed the whole course. Excellent speakers and topics. One of the best courses I have been on. All credit to you Ronnie, you made learning easier. We need more like you. Ka nui te mihi Kai Koe.
- Room had no heating until end of first day.
- Heating wasn't on for first half of the day and it was cold. I'm not sure that there were any social events happening.
- I think it was disgusting that no heating had been organised for the room where the contact course was run. Even when security was notified, it took another phone call to get the

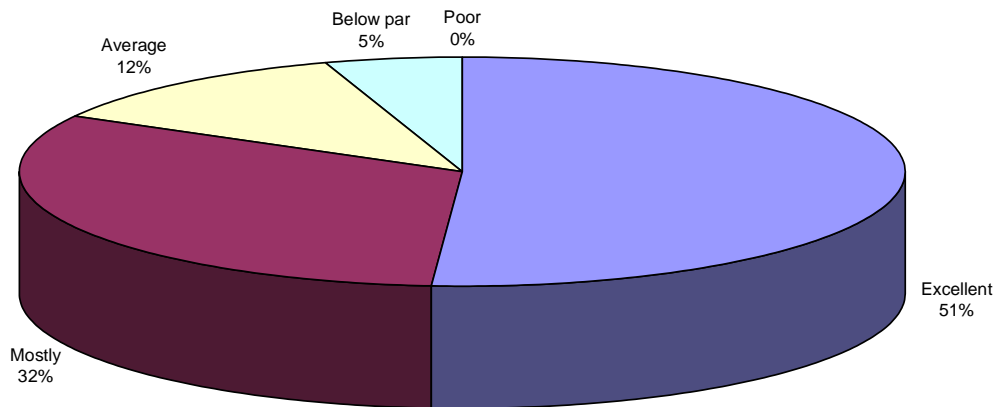
heating sorted. Very poor organisation. Heating is a simple (expected) aspect that should be matter of course.

- Classroom was not warm enough on Saturday - heaters were fixed by lunchtime.
- The heating was not put on in our room until 2pm on the first day! It was freezing, freezing and hard to concentrate - disappointing!
- COLD Seminar room! Room was locked in the mornings at times. Weekends - 'student life' quiet but clean and safe.
- No one around to form a 'community'. Poor information (from tutors) re dates of course. Other years has been good.
- No info re accommodation (like other years).
- Unfortunately in the psychology building they were replacing carpet at time of class. I was unable to stay for tutorial due to the fumes.
- The lead-up to coming on the contact course was very quiet, so I basically punted everything myself.
- The last time I'd was here to do a contact course was over 5 years ago. It would have been better to start earlier and finish earlier in the day, too.
- Good place - enjoyed it.
- I really enjoyed campus life but would like to see more social interaction activities.
- It would have been good to receive information on events etc. happening for students prior to arriving, or even from the lecturer. An example is we stumbled across the meet and greet at the bar, would have been good to know this as on.
- Quiet campus life.
- Keep the on campus courses going. They are great!
- Venues were cold.
- Minimal information on contact course.
- I think this course could have been an extra day. It was difficult to have enough time for some things.

Residential Services

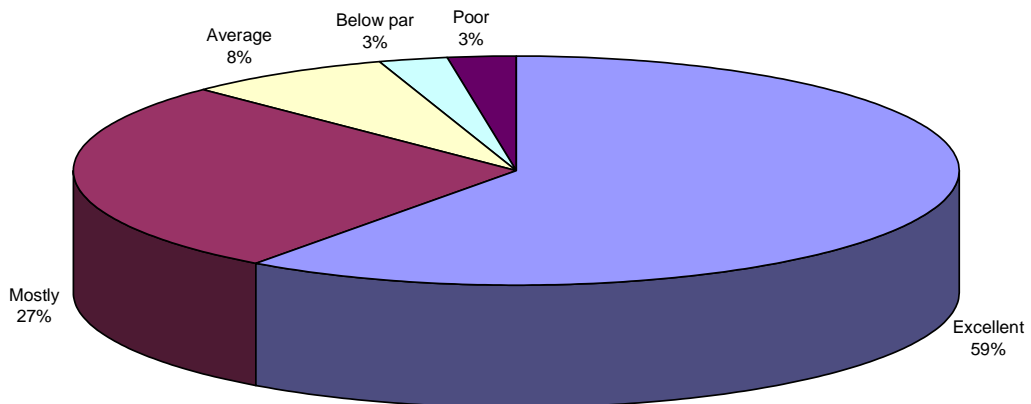
How would you rate the services by the residential services office? (consider key collection, offices hours)

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



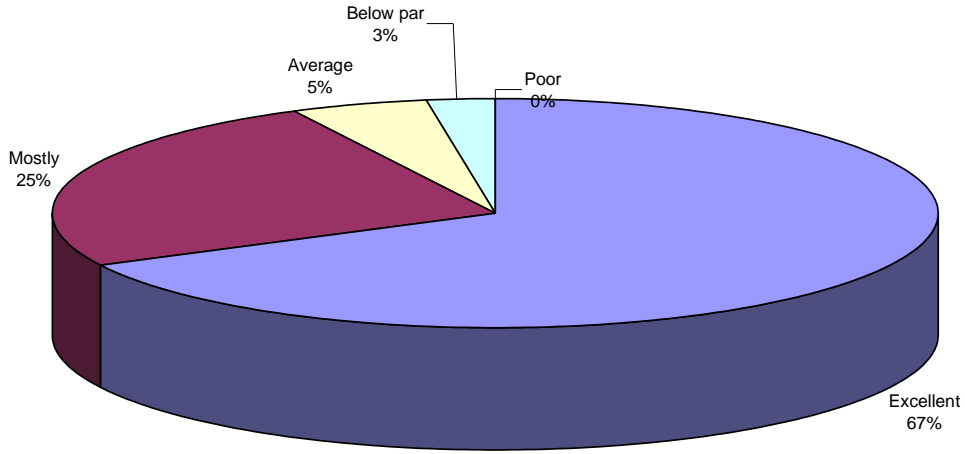
How were your room and the student hall facilities? (consider cleanliness, comfort, warmth, safe)

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



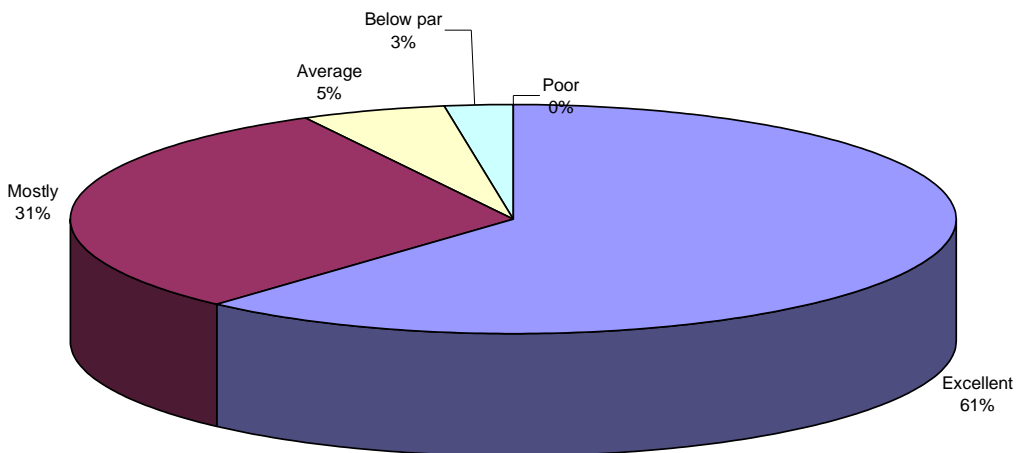
Did your accommodation meet your expectations?

Did your accommodation meet your expectations?



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

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



Residential Services Comments

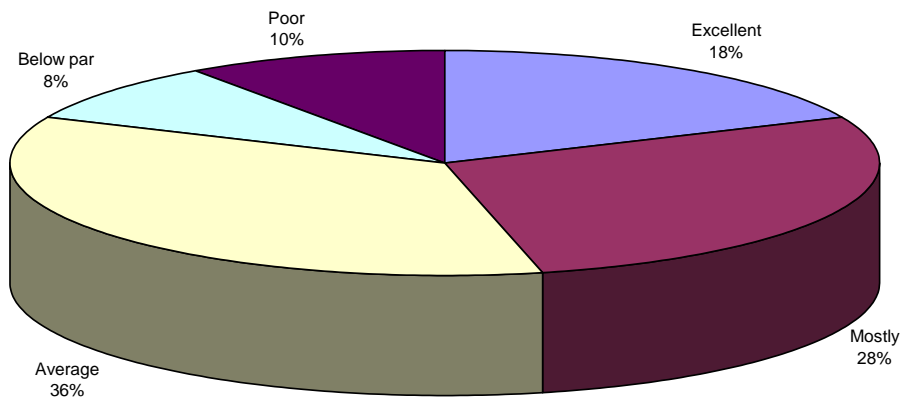
- The room provided was tiny and chilly, but the bed was cosy.
- Requires later key drop off.
- A pity the TV was in the same room as the dining room, the noise was interfering with diners and vice versa.
- The showers were lukewarm.
- Very handy being able to stay on campus. Would happily pay more for an unsuited and TV though! Any plans for some deluxe accommodation?
- Costs too much.
- A small detail regarding the kitchen - for hygiene purposes tea towels and dishcloths need changing daily.
- Matai had the same ones for 3 days! A system for hiring crockery, cutlery and utensils could alleviate the amount of baggage to bring - one student brought a toaster because she had heard there might not be one - tricky especially travelling by plane and bringing lots of stuff.
- Showers were lukewarm - need to be hotter, especially since its winter.
- Managed to lock my key in my room early in the morning - no answer from the 24 hour contact person (Ngairi) so had to wait until RSO office opened - they phoned a guy to let me in - he said he's always here from 6 am - that his number should be on the information from Campus Living - it definitely should be! Please include in future.
- Good facilities for cooking in the accommodation halls. There was not any hand wash in the halls' toilets.
- Excellent communication from Residential Services Officer. Emailed and phoned to confirm late booking. Office open hours were suitable to late contact course finish times e.g. after 5 pm.
- Would like more 'plump' pillows.
- High standard of linen, blankets, cleanliness.
- Excellent security.
- Excellent value for money, and was good to be accommodated in new halls with fellow extramural students.
- TV broken in Totara hall. It got a bit boring.
- Dirty room. Grubby bathrooms. Would like access to a vacuum to vacuum my room.
- Maori development course but we did not use the wharehau to stay. I enquired if I could rent on campus for a night; email said you do not provide that.
- On-campus accommodation was not available for my contact course due to it still being term time. Halls are expensive
- Shower is great - good pressure.
- Too expensive for me to afford it.
- Cheers, great stay.

- It was a bit cold and there was not a TV in common room (Tokara) but otherwise thought it was awesome.
- Hostel rooms in Matai were very cold on some nights and desktop was not clean (had marks on it).
- Great common room, liked shower pressure.
- Not particularly friendly at Residential Services Office. Offered no extra help except when I asked - e.g. were we supposed to receive only one towel for the entire week?
- Excellent.
- Mostly, my room was cold.
- I stayed in Matai, lovely and clean, great facility. Will certainly use again in future.
- The staff was very helpful - much appreciated.
- The only comment I would make, although not a biggy, was that there was no mention of the laundry facilities. I did not see any information.

Catering Services

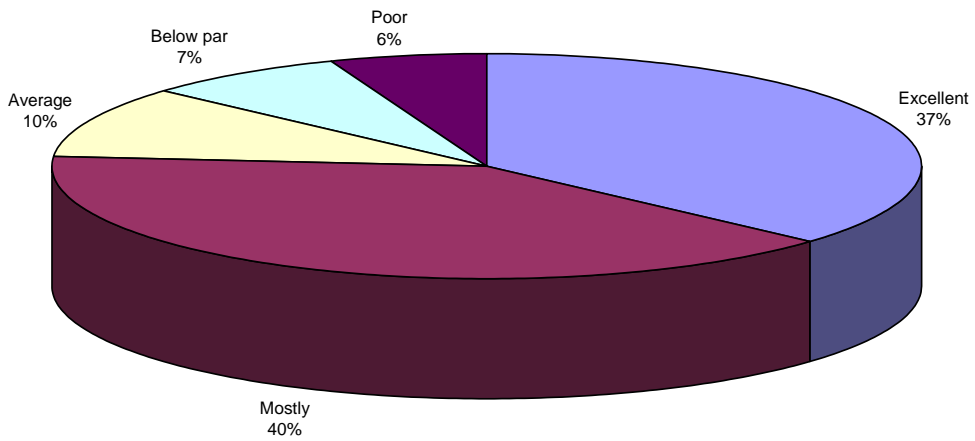
Rate the food in the student dining hall

Rate the food in the student dining hall



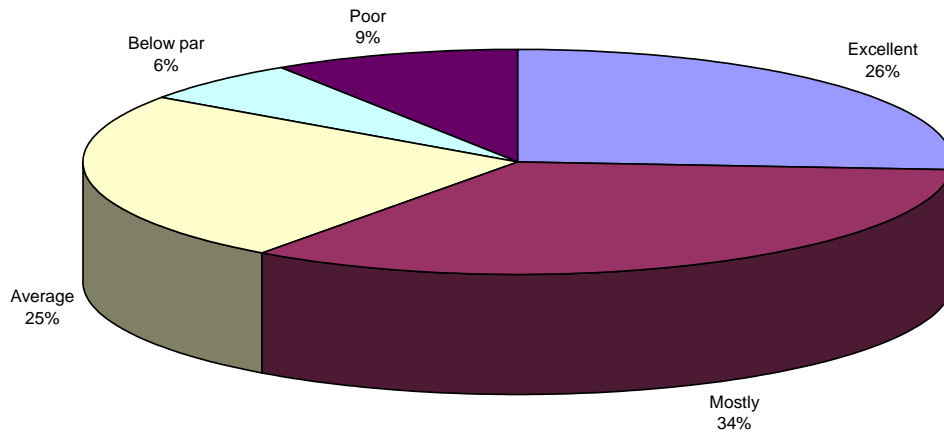
Rate the service in the student dining hall

Rate the service in the student dining hall



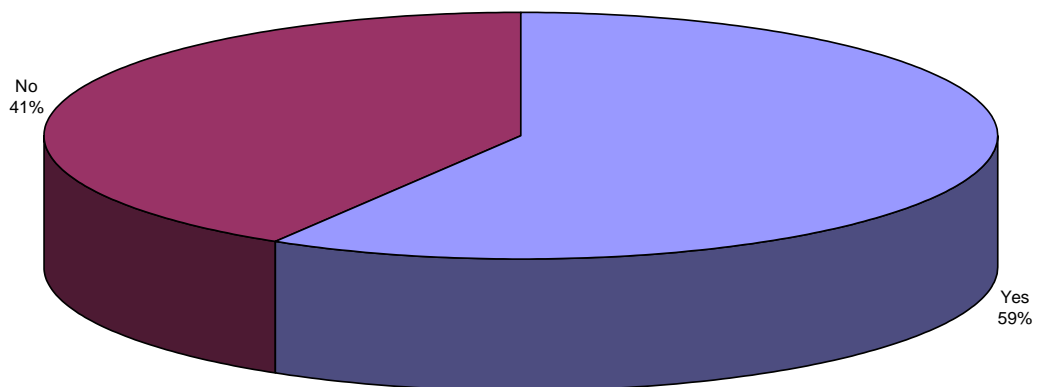
How well did the foodservice meet your expectations?

How well did the foodservice meet your expectations?



Did you find other venues for food service?

Did you find other venues for food service?



Catering Comments

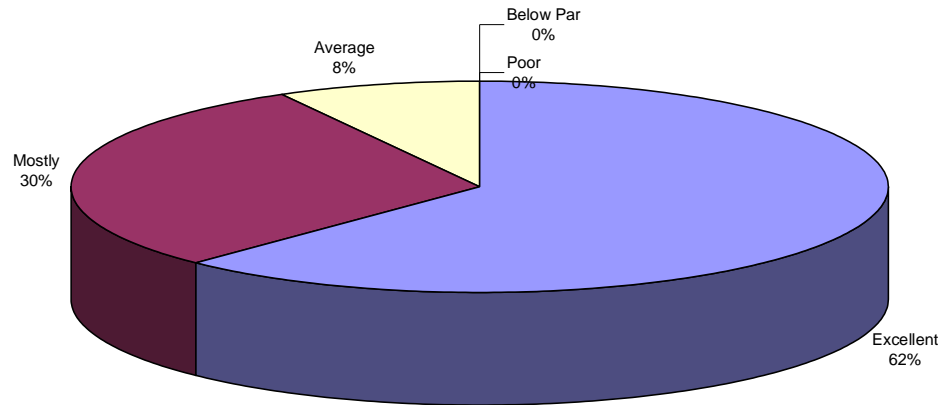
- The food was enjoyable and overall satisfying.
- Excellent when hungry.
- No vegan food was on offer.
- Tangi and the other women at the coffee bar were wonderful
- No gluten free option (or not identified) in the Student dining hall.
- Was relieved to go to Whararata and to find good gluten free food.
- I would have preferred something healthier.
- Perhaps a sign or two around the counter with instructions for breakfast. Staff weren't always around to point things out or to serve food.
- I brought much of my own food but ate evening meals at the Food Hall.
- As a vegetarian, I appreciated having the option.
- Reasonable value for money but was cheaper to bring my own.
- Coffee staff did a good job of keeping up in the breaks in the dining hall.
- Excellent service, would like to see more fresh nutritional food instead of processed foods.
- Not a wide variety of good food, mostly unhealthy options. Staff pretty friendly though!
- The food in the food hall is mostly unpalatable because it is not made with quality products. More vegetables and raw greens please.
- I felt a bit overcharged for the breakfast - \$9.
- I starved / I was still very hungry afterwards. \$9 cost to be served a small portion of food, which filled less than half of my plate for dinner, was unacceptable. Being told I was not entitled to another portion seemed like I was ripped off.
- I have a campervan so cooked for myself. Service and coffee from the café in the student building were good.
- Options café is excellent.
- Yum!
- Food unhealthy. Examples of protein were all in batter. Lots of over processed cakes. No sushi.
- No vegetarian options.
- Overpriced in comparison to food in town.
- A lot of crap, stodgy, unhealthy and overpriced food.
- Impersonal customer service. Very poor.
- Only bought lunch on Saturday on campus.
- If catering could put a small sign/note (G/F) on Gluten Free options it would not hold up others in the queue.
- No vegetarian option, staff said nothing when serving me, not satisfied with health quality of the food. Prices? Where?

- The coffee women were superb and their food was tasty. Over on the other side of the hall the food and service was uninspiring. Nothing tasty at all. Is there nothing gluten free?
- Wharerata was consistently good and I enjoyed the experience.
- We need better food.
- Had to get all courses at the same time, so dessert went cold.
- Some servers were not friendly or told us that there was more than one course.
- Soup had a watered down taste.
- Offer more healthy choices plus gluten free options.
- Good value for money. Good for hostels type food.
- Provided my own because I have special food requirements i.e. gluten and Dairy free and I am not sure if the catering can provide for this.
- Used Options cafe.

Shuttle bus Service

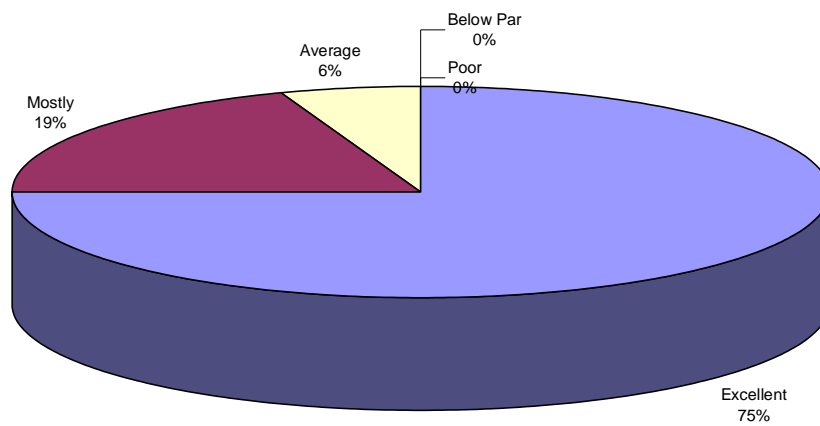
How well did the instructions for meeting the shuttle meet your expectations?

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



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

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



Shuttle Bus Comments

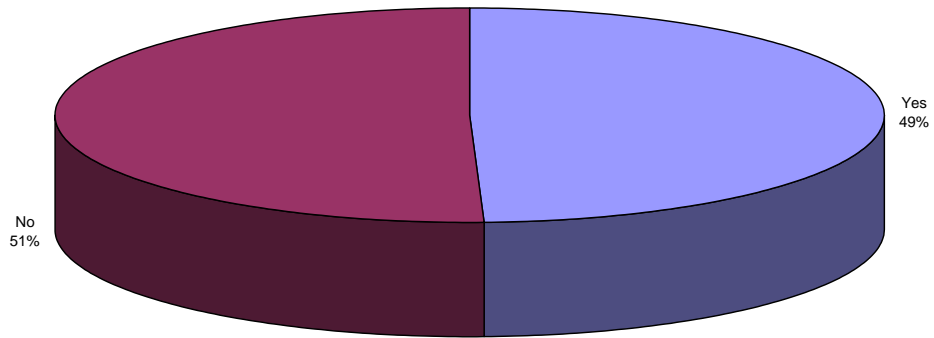
Shuttle Bus Comments

- Driver was great. Very helpful.
- Warwick was extremely helpful.
- I was told that I would be met at the airport but no one was there. I had to call.
- Great service and really appreciate the voucher!
- A great service thanks, though I arrived in Palmerston North and made my way to the shuttle bus only to be turned away because the bus was full. I had booked! I waited half an hour or so before the driver's son picked myself and another student up and drove us to meet the bus to take us on to the campus. Great initiative, but most inconvenient all up!
- I was not told to book for shuttle yet others were and in the end there was not enough room in the shuttle for two of us and we had to wait. So maybe booking is a good idea.
- Didn't actually know what the story was - would be good if we were told just to go to SuperShuttle or if he had a sign - I had to go up to him and ask. I thought the instructions meant there was a dedicated shuttle to the university.
- The driver was kind of unfriendly at first, but was very helpful when finding my accommodation.
- Noel was awesome, a lovely guy.
- Didn't know we had the opportunity for this, could you email us prior to us attending the contact course?
- Great, thank you.
- Great Service!
- Driver exceeded my expectations - wonderful, thank you.
- I don't recall getting a copy of 'Off Campus' to find out about the shuttle service. May have been mentioned in an email.
- Well presented.
- I missed the information in the 'Off Campus' Magazine - my fault! Did not know about service until return trip.
- Great service, driver was helpful in telling us where to arrange the return service.

Help Desk

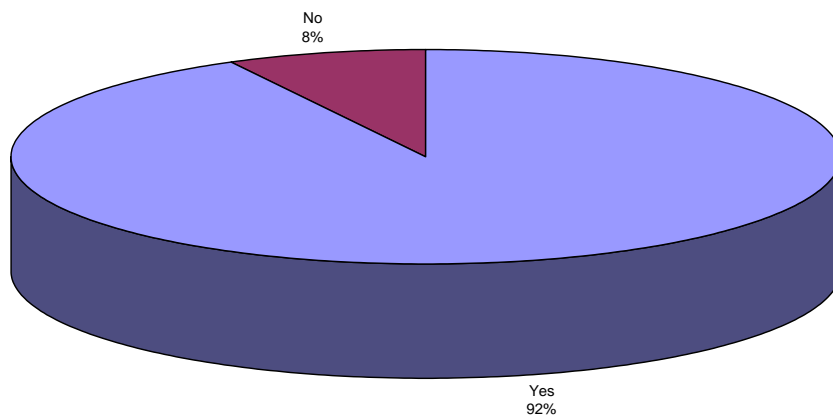
Did you know the EXMSS Help Desk would be in the student lounge?

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



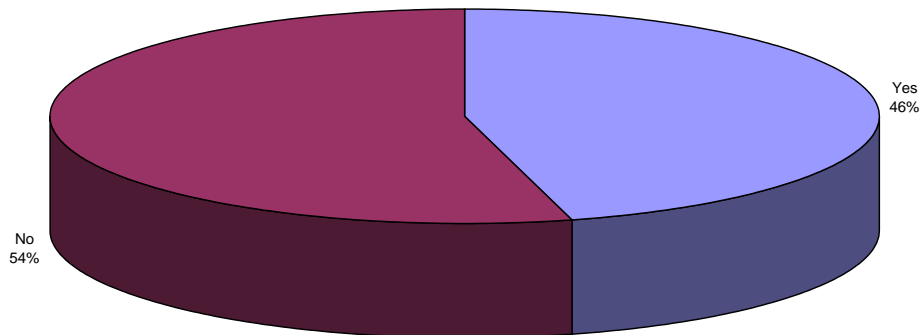
Were your expectations and needs met by the Help Desk staff?

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



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

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



Helpdesk Comments

- Helpdesk staff were lovely and cheery.
- Really helpful with a parking.
- Great tone, thanks!
- Help desk staff extremely helpful, both in person and by email. Thanks very much.
- I found EXMSS the most helpful source of information regarding accommodation and shuttle bus needs as I prepared to come to contact course.
- I didn't really need to use the Help Desk.
- Friendly faces, good signage and flags, good relevant resources (and plenty of them).
- What about setting up an information station on an info board inside halls?
- Thank you for taking care of me.
- Should have more information about this!
- I used registry and it was good.
- Great.
- The EXMSS staff approach to the catering people created tension for G/F people as caterers tried to find out who had "complained" - Very unpleasant situation that resulted in me not using meal tickets I had paid for - and, obviously, having to buy meals elsewhere.

- Heard about \$2 gym on some publicity format. Maybe attached to an email from course co-ordinator.
- Excellent as always.
- Good fun quiz night organised.
- Very friendly and helpful.
- Quiz night was fun.
- Is great to have dedicated people on site to help, would be good to have a contact course map with relevant information included.
- Thanks!
- Very helpful, patient and thorough.
- Thanks!