



AUT

COMPULSORY STUDENT SERVICES FEE

2023 CONSULTATION PAPER

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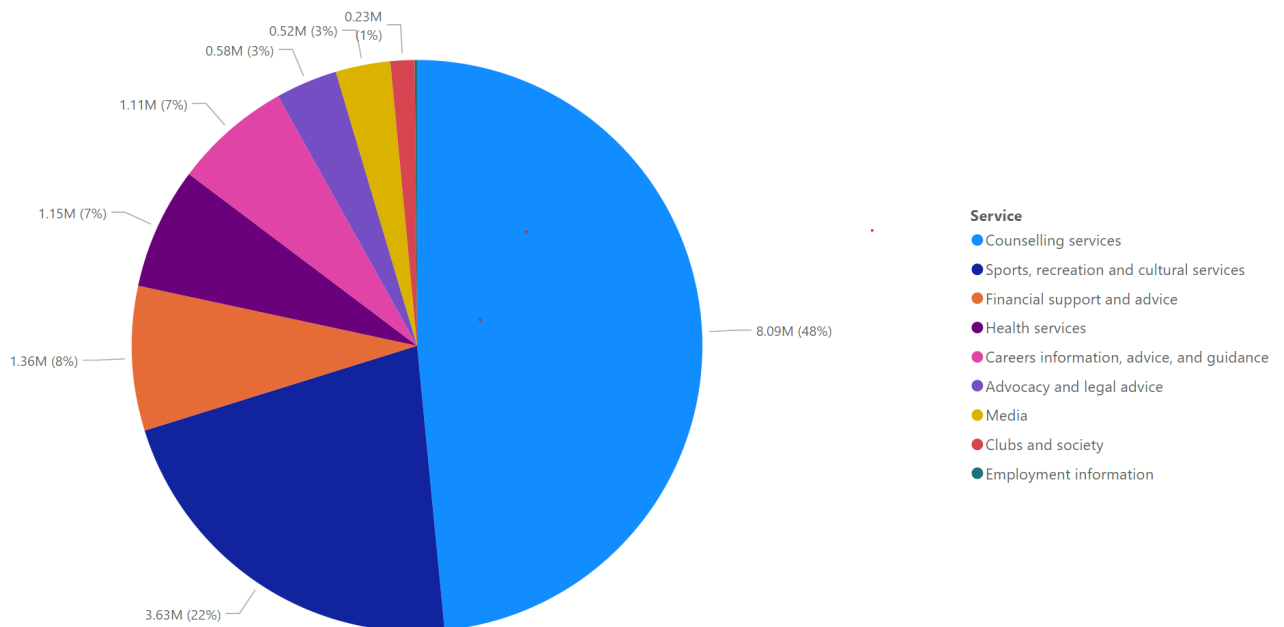
What is the Compulsory Student Service Fee?

Compulsory Student Services Fee (CSSF) contributes to funding student services, student association activities (AUTSA), and other facilities that students use. The fee is used to fund key services under the Minister's approved categories, to assist students' success, retention, and overall wellbeing. These services are at present:

- Advocacy and legal advice
- Career advice and guidance
- Clubs and societies
- Counselling, welfare and pastoral care
- Employment information
- Financial support and advise
- Student Health Centres
- Media
- Sport, recreation and cultural services
- Childcare services

In 2023 the fee is \$8.95 (GST included) per academic credit, which works out to be \$1074.18 for a student taking 120 credits. For students studying offshore, the total student services levy and building levy is discounted by 30%.

Distribution of the Student Service Fee in 2023



Student Profile at AUT

The Auckland University of Technology (AUT) is a vibrant and diverse institution, with a student body that reflects a wide range of cultures, ages, and abilities.

The diversity at AUT necessitates a range of support services. Different ethnicities, age groups, genders, and abilities have unique needs and challenges. By providing a wide array of support services, AUT ensures that all students, regardless of their background or circumstances, have the resources and assistance they need to succeed in their academic pursuits.

Ethnic Diversity

AUT's student population is ethnically diverse, with **36%** Asian, **32%** European, **13%** Pasifika and **10%** Māori students. This multicultural environment enriches the learning experience and fosters a global perspective among students.

*Note – The remaining segment of the population comprises 7% who identify as 'other', and 0.7% who have chosen not to disclose their identity.

Citizenship

The majority of students are domestic, with **88%** holding New Zealand citizenship or residency. However, there is also a significant international presence with **12%** of students coming from overseas.

International Markets

AUT attracts international students from various countries, with the majority coming from **China, India, Canada, South Korea** and **Vietnam**. This international representation further enhances the cultural diversity at AUT.

Age Distribution

The age distribution is broad, with most students falling into the **20–24 age group (41%)**. This is followed by those under **20 (31.5%)**, and the **25–29 (11%)** and **30–39 (10.5%)** age groups. Students aged **40 and over** make up **6%** of the population.

Gender Diversity

In terms of gender, **67%** of the students are female, **33%** are male, and there are **100** students who identify as gender diverse.

Disability

We are committed to inclusivity, with **10%** of its students identifying as disabled. The University provides a range of services to support these students in their academic journey.

CSSF consultation process

AUT has a formal partnership with AUTSA through the Student Advisory Committee, which provides oversight and guidance on the allocation of the Student Services Levy. The membership of the committee consists of equal numbers of representatives from AUT and AUTSA. The committee is responsible for ensuring the raising student matters, increasing annual levy expenditure, and promoting student engagement.

AUTSA are contracted to provide services on behalf of AUT and receive levy funds to deliver these supports. AUTSA provides insights from the student body on student value.

Recommendations are made to the Vice-Chancellor and approved by the AUT Council, which is responsible for the governance of the University. The AUTSA Student President is also a member of AUT Council.

The levy amount is decided by the cost for delivering each service and activity. This includes staffing costs, space, technology, and operational expenses. Each year the cost is adjusted for inflation and increased based on student need. Annually, the AUT Auditor reviews the accounts to make certain the funds are being correctly applied. This includes the amount paid to AUTSA for the services required to be delivered under the AUT and AUTSA contract.

A breakdown of expenditure is publicly published through the AUT Annual Report. The report breaks down the detail against the types of service clusters as outlined in the Ministerial Direction.

What do we spend it on and why?

Advocacy and legal advice

Breakdown	Reported Expenditure (\$000's)
Class representation	114
Advocacy	316
Legal advice - tenancy	108
Total	538

What we spend it on – AUTSA provides AUT students with independent and confidential support, advice, and advocacy services, including assistance for legal matters, disciplinary action, harassment, complaints, employment and tenant rights, grade appeals, class representatives and general information and translation of AUT rules and policies.

Why – Investing in these services for students is a critical aspect of a university's commitment to its student body. These services provide essential support for students navigating the complexities of university life. They ensure that students have access to fair treatment, justice, and the resources they need to succeed academically and personally. Furthermore, these services contribute to a positive and supportive campus culture, enhancing the overall student experience.

Careers information, advice and guidance

Breakdown	Reported Expenditure (\$000's)
Employability services	1148
Total	1148

What we spend it on – AUT offers career coaching, employability development, job search support, networking opportunities and other employability services and resources. AUT's employability specialists provide advice and support students in making informed decisions about their career path and study programme, internships, and graduate opportunities. AUT also delivers the AUT Edge and Beyond AUT Awards, which formally acknowledge students' involvement in volunteering, leadership, and employability activities.

Why – Investing in career coaching, employability and job search support for us is crucial for several reasons. It prepares students for the competitive job market by equipping them with the necessary skills and knowledge to excel in their chosen fields. It enhances the employability of students, making them attractive candidates for potential employers.

It provides students with the tools and resources they need to effectively navigate the job search process, reducing the stress and uncertainty often associated with finding employment after graduation. In addition, it contributes to the overall reputation of the University, as high employment rates among graduates are often seen as an indicator of a quality education.

Clubs and societies

Breakdown	Reported Expenditure (\$000's)
Grants	238
Total	238

What we spend it on – AUTSA offers support and grants to student clubs to deliver a range of student-run social, sporting, sustainability, religious, academic, and cultural clubs.

Why – Funding and supporting student clubs is a vital aspect of our role in fostering a vibrant and inclusive campus culture. These clubs provide students with opportunities to connect with peers, pursue their passions, and develop new skills outside of the classroom. They also contribute to the diversity and richness of the university experience, enhancing student engagement and satisfaction.

Furthermore, these clubs often serve as platforms for students to take on leadership roles, organise events, and make meaningful contributions to the University's community. By investing in these clubs, we not only enrich the student experience but also cultivate a dynamic and engaged student body.

Counselling and Pastoral Care

Breakdown	Reported Expenditure (\$000's)
Mental health and counselling services	1514
Disability services	1624
Student advisory pastoral support	2420
Student wellbeing	1109
Student conduct and support	587
Māori student pastoral care	589
Pacific student pastoral care	431
Orientation and transition	519
Total	8794

What we spend it on – AUT has a range of pastoral, mental health, counselling, and wellbeing services to facilitate our diverse students' integration into university life and provide ongoing personal, spiritual, psychological, and emotional support.

The University offers specialised services to students with an impairment or who are Māori, Pacific, international, resettled communities, new migrants, elite athletes, Rainbow community members, scholars, postgraduate students, student residents, or who have experienced sexual harm or other violence.

Students who present with behavioural concerns are supported through the Student Conduct team, a group of professionals with psychosocial qualifications. The University operates a comprehensive orientation and transition programme, and an early intervention service delivered by peer advisors to promote the success and retention of our students. In addition, workshops and events are offered throughout the year to support well-being and a positive and resilient mindset.

Why – These services provide essential support, helping students navigate the unique challenges and stresses associated with university life. They play a pivotal role in promoting mental health, facilitating personal growth and fostering a supportive and inclusive campus environment.

Furthermore, these services can enhance academic performance by helping students manage stress and maintain balance.

By funding these services, AUT delivers to its requirements under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and demonstrates its commitment to student health, wellbeing and safety.

Employment information

Breakdown	Reported Expenditure (\$000's)
Student Job Search	19
Total	19

What we spend it on – AUTSA provides students with employment information and funding for Student Job Search (SJS), an employment agency targeted at finding employment for students.

Why – To help students to find jobs that suit their skills, availability, and interests, while also supporting their financial needs and career aspirations. SJS offers a range of jobs, from casual to full-time, and from entry-level to graduate roles, across various industries and locations. SJS also has a student app that makes it easy for students to browse and apply for jobs on the go.

Financial support and advice

Breakdown	Reported Expenditure (\$000's)
Foodie Tautoko	83
Financial information and advice	350
Financial Hardship subsidy	964
Total	1397

What we spend it on – AUT offers students information and advice to help manage their money, including assistance with StudyLink issues, budgeting, and banking. In addition, the University offers financial assistance for students experiencing hardship. This assistance may include food or transport vouchers, or assistance with outstanding bills.

AUTSA also provides support to students facing financial difficulties through Tautoko, which offers relief in the form of vouchers and food. They have a free food pantry at the AUTSA City Campus office that houses essential food items in addition to an all-day breakfast bar in the AUTSA Student Lounge which is available for all to use.

Why – By providing financial support and guidance, we help students overcome the barriers and challenges that may affect their studies, such as stress, anxiety, debt, or homelessness.

Financial assistance can also enable students to access the resources and opportunities they need to achieve their goals, such as textbooks, laptops, data packages, or childcare. Most importantly, by funding financial services and support, AUT and AUTSA contribute to the development of a more diverse, inclusive and equitable student community.

Student health centres

Breakdown	Reported Expenditure (\$000's)
Medical centres	1763
Total	1763

What we spend it on – The Student Medical Centres at City and North Campus offer integrated general practice medical, nursing, and wellbeing services to support students' overall health and wellbeing. The centres are part of the Auckland Primary Health Organisation (PHO).

Routine consultations are free for domestic students who register with one of the centres as their primary care provider. For students based at South Campus, the University offers a nurse and mental health services, access to online medical consultations and free transport to the city clinic where face-to-face consultation is needed. Access to local medical practitioners is also available.

Why – These services provide comprehensive healthcare support, addressing both physical and mental health needs, which are integral to students' overall wellbeing and academic success. They ensure that students have access to quality healthcare services on campus, making it convenient for them to seek help when needed. By covering consultation costs, the University commits to keeping healthcare accessible to all students who need it irrespective of their financial position.

Additionally, these services can play a preventative role by helping to identify and address health issues before they escalate.

Media

Breakdown	Reported Expenditure (\$000's)
Print media – Debate magazine	356
Online	173
Total	529

What we spend it on – AUTSA supports the production and dissemination of information by students for students through a printed magazine and online media.

Why – This empowers students by giving them a platform to share their voices, experiences, and perspectives. It fosters a sense of community and belonging, as students can connect with each other through shared experiences and interests. Moreover, it enhances the learning environment by promoting open dialogue, critical thinking, and active engagement.

Sport, recreation and cultural services

Breakdown	Reported Expenditure (\$000's)
AUTSA O Week	148
Recreational activities and events	236
Student on-campus events	259
Total	643

What we spend it on – AUT delivers a range of recreational and competitive sport events and activities. Each campus has a fitness centre offering quality fitness equipment – as well as in-person and online group classes and personalised exercise programmes, and access to sport and exercise services.

AUT Sport offers a range of opportunities for students to participate in sports, including on-campus, regional, and national activities. We also offer a range of cultural and diversity-related events that promote inclusion and student engagement.

At Te Āhuru Recreation Centre (City Campus), students can engage in sports, the arts, performance, games, food, music, life-skills, crafts, sustainability, and self-care.

AUTSA complements AUT's services with the delivery of a student-led recreational programme of events, including O-Week, social sports, and spirituality-based exercises.

Why – Providing these services is a key aspect of AUT's commitment to providing a well-rounded educational experience. These activities offer students opportunities to engage in physical activity, express creativity, and connect with peers outside the academic setting.

In addition, these activities are known to enhance students' physical and mental wellbeing, improve focus, and provide a healthy balance to academic pursuits. By funding these services, AUT demonstrates its dedication to fostering a holistic student experience that extends beyond the classroom.

Appendix A: Student Services Fees

	\$000's				
	Compulsory Student Services Fee	Other	Total revenue	Total expenses	Surplus (deficit)
AUTSA SERVICES					
Advocacy & legal advice	584	-	584	538	46
Class representation	124	-	124	114	10
Advocacy	343	-	343	316	27
Legal advice – tenancy	117	-	117	108	9
Clubs & society	228	-	228	238	-10
Grants		-			
Activities	228	-	228	238	-10
Media	518	-	518	529	-11
Print media – Debate magazine	349	-	349	356	-7
Online	169	-	169	173	-4
Employment information	22	-	22	19	3
Student job search	22	-	22	19	3
Sports, recreation & cultural services	638	-	638	643	-5
AUTSA O Week	147	-	147	148	-1
Recreative activities & events	234	-	234	236	-2
Student on campus events	257	-	257	259	-2
Spirituality		-			
Financial support & advice	79	-	79	83	-4
Foodie Tautoko	79	-	79	83	-4
TOTAL AUTSA SERVICE LEVEL AGREEMENT	2,069	-	2,069	2,050	19
AUT SERVICES					
Careers information, advice & guidance	1,110	13	1,123	1,148	-25
Employability lab & support	1,110	13	1,123	1,148	-25
Counselling services	8,093	519	8,612	8,794	-128
Mental health & counselling services	1,148	-	1,481	1,514	-33
Disability services	1,104	495	1,599	1,624	-25
Student advisory pastoral support	2,367	-	2,367	2,420	-53
Student wellbeing	1,085	-	1,085	1,109	-24
Student conduct and support	518	-	518	529	-11
Māori student pastoral care	576	-	576	589	-13
Pacific student pastoral care	422	-	422	431	-9
Orientation & transition	483	24	507	519	-12
Financial support & advice	1,285	-	1,285	1,314	-29
Financial information & advice	342	-	342	350	-8
Financial hardship subsidy	943	-	943	964	-21
Health services	1,150	587	1,737	1,763	-26
Medical health centres	1,150	587	1,737	1,763	-26
Sport, recreation & cultural services	2,993	252	3,245	3,313	-68
Competitive sports	267	39	306	312	-6
Gyms & recreation	2,712	213	2,925	2,987	-62
Diversity & cultural engagement	14	-	14	14	-
TOTAL AUT STUDENT SERVICES	14,631	1,371	16,002	16,332	-330
TOTAL (AUTSA & AUT STUDENT SERVICES)	16,700	1,371	18,071	18,382	-311

*The administration of Compulsory Student Services Fees is integrated within the University's normal operations. All income and expenditure associated with the provision of student services is separately accounted for in the University's accounting system.

*Other includes any additional revenue allocated to the service.

