



Student Services Levy
2022 Year End Report
Final

TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
BACKGROUND	4
LEGISLATIVE PROVISION	4
ADVISORY COMMITTEE TO THE STUDENT SERVICES LEVY (ACSSL)	5
STUDENT REPRESENTATIVES ON ACSSL	5
SETTING THE 2022 STUDENT SERVICES LEVY	5
2022 SURVEYS TO ASSESS STUDENT SERVICES	6
2022 STUDENT SERVICE LEVY FINANCIAL ANALYSIS	9
TOTAL SOURCES OF FUNDING AND COSTS	9
BREAKDOWN OF 2022 BUDGETED COSTS AND INCOME BY SERVICE CATEGORY	10
BREAKDOWN OF 2022 ACTUAL COSTS AND INCOME BY SERVICE CATEGORY	10
2022 INCOME AND EXPENDITURE COMMENTARY	11
STUDENT SERVICE LEVY CARRIED FORWARD SURPLUS / DEFICIT	12
(A) ADVOCACY AND LEGAL ADVICE	13
(B) CAREERS INFORMATION, ADVICE AND GUIDANCE	14
(C) COUNSELLING SERVICES AND PASTORAL CARE	15
(D) EMPLOYMENT INFORMATION	16
(E) FINANCIAL SUPPORT AND ADVICE	17
(F) HEALTH SERVICES	18
(G) MEDIA	19
(H) CHILDCARE SERVICES	19
(I) CLUBS AND SOCIETIES	20
(J) SPORTS, RECREATION AND CULTURAL ACTIVITIES	21
PRIMARY LEVY FUNDED SERVICES KPIS AND STATISTICS	22
ĀWHINA (CATEGORY C)	22
TE RATONGA RAPU MAHI - CAREERS AND EMPLOYMENT SERVICE (CATEGORIES B & D)	24
MAURI ORA - STUDENT HEALTH AND COUNSELLING SERVICES (CATEGORIES F AND C)	26
EARLY CHILDHOOD SERVICES (CATEGORY H)	28
TE AMARU-DISABILITY SERVICES (CATEGORY F)	29
KAIĀRAHI TAHUA TAUIRA - STUDENT FINANCE (CATEGORY E)	31
TAURIA - STUDENT INTEREST AND CONFLICT RESOLUTION (CATEGORY C)	33
MANAWA ORA - STUDENT WELLBEING (CATEGORY C)	34
RECREATION SERVICES (CATEGORIES I & J)	36
PASIFIKA STUDENT SUCCESS (CATEGORY C)	38
VUWSA CONTRACTS FOR SERVICE (CATEGORIES A, C, AND G)	39

Executive Summary

The purpose of this document is to provide an annual overview of service delivery and a financial analysis of the Student Services Levy income and costs during 2021. It incorporates:

- Results for the 2022 student surveys
- 2022 Student Services Levy income and costs
- A broad description of the activities and functions under each of the eligible service categories
- A description and indication of usage figures for the Services that are *predominantly* (or part) funded by the Student Services Levy¹:
 1. Āwhina
 2. Wellington Careers and Employment
 3. Disability Services
 4. Victoria Kids
 5. Student Financial Advice
 6. University Recreational Wellington
 7. Student Health and Counselling
 8. Pasifika Student Success
 9. Student Wellbeing
 10. Student Interest and Conflict Resolution
 11. Funding agreements with Te Herenga Waka - Victoria University of Wellington Students' Association (VUWSA) for service delivery including: student advocacy, student representation and student media services
- A schedule of service reviews (Appendix 1)

This document is for the information of both staff and students and forms part of the reporting, monitoring and accountability framework.

¹ Note that most of the services are provided to students with no additional charge to the levy and some are available at significantly reduced rates. More information about the student services available can be found at on the University's website <https://www.wgtn.ac.nz/students/support>

Background

The University receives income from the following sources: Government Grants and PBRF revenue (40.5%), tuition fees (including Fees Free grant) (25.4%), Student Services Levy revenue (2.6%), research revenue (16.7%), commercial income (2.8%), other revenue including student accommodation, insurance proceeds and miscellaneous income (12.0%).

The Student Services Levy (SSL) is paid by all students, and is a means by which all students can participate as a partner of a learning community. In 2022, all students were charged a fee per point (with a cap at 150 points) for the Student Services Levy in addition to their tuition fees. Students studying by distance qualified for a reduced rate. Note that during 2022, eligible returning students qualified for a rebate of the levy to assist during this year of transition from a flat rate to a charge per point. In 2022, students studying 120 points on campus were charged \$1,017.60 (GST inclusive) for the Student Services Levy and \$28 (GST inclusive) for the Student Assistance Levy. The total Compulsory Student Service Fee per student in 2022 was \$1,076, excluding any rebate.

The SSL gives students access to services that contribute to academic success and a positive student experience. It significantly contributes to the budgets of some services (e.g. health, counselling, careers, and recreation centre) and contributes a smaller proportion to the budgets of other services (e.g. early childhood, Āwhina). Most of the services that receive a contribution to income from the SSL are free to students, and some are available at heavily subsidised rates. Alternative revenue (e.g. health sector contracts) also contributes to the delivery of these services.

Legislative provision

Legislation requires that money collected through the SSL can only be used to fund Te Herenga Waka - Victoria University of Wellington student services that have been determined as fitting within specified categories (see table below). All reporting and financial analysis of the SSL reflects these categories. In addition, all income and expenditure covered by the SSL sits within a defined cost centre, meaning that any surplus or shortfall at the end of each year is 'ring fenced' and carried forward to the next year.

Advocacy and legal advice	Advocating on behalf of individual students and groups of students, and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation.
Careers information, advice and guidance	Supporting students' transition into post-study employment
Counselling services and pastoral care	Providing non-academic counselling and pastoral care, such as chaplains
Employment information	Providing information about employment opportunities for students while they are studying
Financial support and advice	Providing hardship assistance and advice to students on financial issues
Health services	Providing health care and related welfare services
Media	Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media
Childcare services	Providing affordable childcare services while parents are studying
Clubs and societies	Supporting student clubs and societies, including through the provision of administrative support and facilities for clubs and societies
Sports, recreation and cultural activities	Providing sports, recreation and cultural activities for students

Advisory Committee to the Student Services Levy (ACSSL)

The Advisory Committee on the Student Services Levy (ACSSL) was set up in 2010 and is an oversight structure for the Student Services Levy, in which students and University staff work in partnership. ACSSL reflects the collaboration between the University and students on the strategic and financial oversight of the SSL and makes an annual recommendation to the Vice-Chancellor to take to the University Council on the amount of SSL for the following year.

Student Representatives on ACSSL

Te Herenga Waka - Victoria University of Wellington staff work in partnership with student representatives from the Victoria University of Wellington Students' Association (VUWSA) and Ngāi Tahu executives who consult with other representation groups including PGSA, Pasifika Student's Council and other representative student bodies via the Student Assembly (a forum led by students for students and includes representation from a diverse range of student communities). The consultation process helps inform the recommendation on the levy from ACSSL.

Setting the 2022 Student Services Levy

Discussions with student representatives on ACSSL had been taking place since 2020 to consider changing the levy charging structure to a per-point-basis rather than being a fixed charge to bring us in line with other New Zealand universities and provide the opportunity for a more transparent and simpler charging structure. In August 2020 ACSSL requested Finance prepare levy revenue modelling based on a points based structure. In April 2021, Finance presented a memo to ACSSL using figures modelled on the previous 3 year's enrolment history to determine the required fee per point to ensure the total amount of levy revenue collected would be sufficient.

Initial consultation (5 July – 16 July 2021) was run asking for feedback from the whole student body on the proposed charging structure change. A webpage was setup outlining the current charging model and the rationale for the proposed change. The consultation was promoted in Salient, Whītiki (student newsletter), University News, University Facebook and digital screens on campus. Feedback from students was mostly focused on the cost of the levy rather than issues caused by complexity or rebate processes of the existing structure.

Following this, VUWSA presented the change proposal to the Student Assembly. Present were a number of different groups from across the University, representing both faculty, equity, and advocacy groups with a keen interest in student representation. Concerns were raised about the proposed changes, focused mainly on the fact that some currently enrolled students would be unfairly impacted by a change in the charging structure.

In response to this concern, a new option was considered that limited the impact on 2021 enrolled full-time students by implementing a rebate mechanism to limit the increase returning students would experience. Another round of consultation was run 30 August – 5 September 2021 with whole student population. All students were asked to select their preference by completing a survey that outlined the main elements (and advantages and disadvantages) of each of the 3 charging options – remain with the current flat structure, change to a per point charge, change to per point charge with a rebate for returning full-time students.

Students supported the third option – changing to the charge per point with a rebate for returning full-time students. Following this feedback, Council approved a change to the Student Service Levy to a per-point (\$8.48 (includes GST) per-point for Wellington based students and \$4.24 per-point for off campus students) charging structure for 2022 with a rebate for current Wellington-based students and no increase to the Student Hardship (Assistance) Levy for 2022.

2022 surveys to assess student services

In 2022, the survey schedule was arranged to reduce survey fatigue and focus on University-run surveys. The Student Voice-Have Your Say survey was selected as the key survey for enrolled students and was modified to better address its scope of questions.

The Student Voice-Have Your Say survey, was administered in Trimester 2 to continue the collection of data from all enrolled students and understand any changes from 2021. The survey did ask students about their awareness, use, and satisfaction of student services, but not the contribution of the services to their success. This survey had a 22.1% response rate.

Results for individual student services from the survey are in the tables on the following pages.

Awareness

Service	Performance Measure	2021 Actual	2022 Actual
Careers and Employment Service	Percentage of students aware of the Careers and Employment Services	93%	93%
Student Counselling	Percentage of students aware of the Counselling Services	94%	92%
University Kids (Early Childhood Education)	Percentage of students aware of the University Kids (Early Childhood Education) Services	51%	53%
Disability Services	Percentage of students aware of the Disability Services	89%	80%
Student Finance	Percentage of students aware of the Financial Advice Services	84%	80%
Hardship Fund	Percentage of students aware of the Hardship Fund	79%	72%
Student Health	Percentage of students aware of the Student Health Services	97%	95%
University Recreation Wellington	Percentage of students aware of the University Recreation Wellington Services	84%	82%
University Clubs	Percentage of students aware of the University Clubs	93%	91%
Pasifika Student Success	Percentage of Pasifika students aware of the Pasifika Student Success Services	99%	96%
Āwhina (Māori support)	Percentage of Māori students aware of the Āwhina Services	97%	97%
VUWSA: Representation	Percentage of students aware of the Class Representatives Services	95%	94%
VUWSA: Advocacy	Percentage of students aware of the VUWSA Advocacy Services	66%	62%
Student Interest & Conflict Resolution	Percentage of students aware of the Student Interest and Conflict Resolution Services	58%	56%
Rainbow and Inclusion	Percentage of students aware of the Rainbow and Inclusion Services	79%	78%
Student Wellbeing	Percentage of students aware of the Student Wellbeing Services	85%	83%
Refugee-Background Services	Percentage of students aware of the Refugee-Background Student Services	64%	62%

Use

Service	Performance Measure	2021 Actual	2022 Actual
Careers and Employment Service	Percentage of students who engaged with Careers and Employment Services	28%	25%
Student Counselling	Percentage of students who engaged with Counselling Services	25%	26%
University Kids (Early Childhood Education)	Percentage of students who engaged with University Kids (Early Childhood Education) Services	2%	2%
Disability Services	Percentage of students who engaged with Disability Services	13%	13%
Student Finance	Percentage of students who engaged with Financial Advice Services	14%	15%
Hardship Fund	Percentage of students who engaged with the Hardship Fund	9%	9%
Student Health	Percentage of students who engaged with Student Health Services	51%	47%
University Recreation Wellington	Percentage of students who engaged with University Recreation Wellington Services	34%	32%
University Clubs	Percentage of students who engaged with University Clubs	31%	27%
Pasifika Student Success	Percentage of Pasifika students who engaged with Pasifika Student Success Services	60%	59%
Āwhina (Māori support)	Percentage of Māori students who engaged with Āwhina Services	51%	46%
VUWSA: Representation	Percentage of students who engaged with Class Representatives Services	30%	29%
VUWSA: Advocacy	Percentage of students who engaged with VUWSA Advocacy Services	13%	11%
Student Interest & Conflict Resolution	Percentage of students who engaged with Student Interest and Conflict Resolution Services	6%	6%
Rainbow and Inclusion	Percentage of students who engaged with Rainbow and Inclusion Services	5%	5%
Student Wellbeing	Percentage of students who engaged with Student Wellbeing Services	18%	18%
Refugee-Background Services	Percentage of students who engaged with Refugee-Background Student Services	1%	1%

Satisfaction

Service	Performance Measure	2021 Actual	2022 Actual
Careers and Employment Service	Percentage of students who were satisfied or very satisfied with the performance of Careers and Employment Services	75%	76%
Disability Services	Percentage of students who were satisfied or very satisfied with the performance of Disability Services	74%	77%
Student Counselling	Percentage of students who were satisfied or very satisfied with the performance of Counselling Services	53%	57%
Student Finance	Percentage of students who were satisfied or very satisfied with the performance of Financial Advice Services	74%	75%
Hardship Fund	Percentage of students who were satisfied or very satisfied with the performance of the Hardship Fund	85%	83%
Student Health	Percentage of students who were satisfied or very satisfied with the performance of Student Health Services	60%	65%
University Recreation Wellington	Percentage of students who were satisfied or very satisfied with the performance of the University Recreation Wellington Services	84%	87%
University Clubs	Percentage of students who were satisfied or very satisfied with the performance of the University Clubs	77%	77%
Pasifika Student Success	Percentage of Pasifika students who were satisfied or very satisfied with the performance of the Pasifika Student Success Services	93%	89%
Āwhina (Māori support)	Percentage of Māori students who were satisfied or very satisfied with the performance of the Āwhina Services	87%	92%
VUWSA: Representation	Percentage of students who were satisfied or very satisfied with the performance of Class Representatives Services	79%	77%
VUWSA: Advocacy	Percentage of students who were satisfied or very satisfied with the performance of VUWSA Advocacy Services	70%	75%
Student Interest & Conflict Resolution	Percentage of students who were satisfied or very satisfied with the performance of Student Interest and Conflict Resolution Services	65%	55%
University Kids (Early Childhood Education)	Percentage of students who were satisfied or very satisfied with the performance of University Kids (Early Childhood Education) Services	80%	71%
Rainbow and Inclusion	Percentage of students who were satisfied or very satisfied with the performance of Rainbow and Inclusion Services	66%	74%
Student Wellbeing	Percentage of students who were satisfied or very satisfied with the performance of Student Wellbeing Services	67%	67%
Refugee-Background Services	Percentage of students who were satisfied or very satisfied with the performance of Refugee-Background Student Services	77%	75%

2022 STUDENT SERVICE LEVY FINANCIAL ANALYSIS

TOTAL SOURCES OF FUNDING AND COSTS

The total sources of revenue to fund student services and the total cost of delivery of the services budgeted for 2022 are as follows:

Income	2021 Actual	2022 Budget	2022 Actual
Student Services Levy	14,001,154	14,576,863	12,957,309
Commercial Income	428,784	603,315	446,327
Government Grants	461,499	441,417	490,965
Other Income	2,593,421	2,369,425	3,193,176
Total Income	17,484,859	17,991,020	17,087,778
Expenditure	2021 Actual	2022 Budget	2022 Actual
People	10,963,828	11,087,585	11,154,642
Occupancy	3,004,067	3,306,348	3,308,114
Operating	2,444,849	2,373,858	2,376,625
Depreciation	12,752	17,101	12,340
Overhead Allocations	898,073	855,744	833,938
Capital Projects and Equipment Charges	400,000	400,000	400,000
Total Expenditure	17,723,569	18,040,636	18,085,659
NET Deficit	(238,710)	(49,616)	(997,881)

Note: All Services and contract providers are required to provide financial audits and reports to support year-end actual.

BREAKDOWN OF 2022 BUDGETED COSTS AND INCOME BY SERVICE CATEGORY

Year ended 31 December 2022 - Budgets by Service Category

Service Category	Direct Cost of providing the service	Category overhead	Use of Space Allocation	Grants	3rd Party Contracts	Total Cost	SSL Income	Income from other sources	Total Income	Net Surplus/(Cost)
Advocacy and legal advice	548,277	24,846	-	-	468,900	1,042,023	1,027,551	-	1,027,551	(14,472)
Careers information, advice and guidance	1,020,291	87,682	104,189	-	-	1,212,162	1,319,953	21,600	1,341,553	129,391
Counselling services and pastoral care	2,711,978	187,096	193,561	-	-	3,092,635	2,836,773	476,686	3,313,459	220,825
Employment information	489,221	52,112	40,518	-	11,389	593,240	635,766	8,400	644,166	50,927
Financial support and advice	586,078	82,759	-	-	31,985	700,821	717,327	-	717,327	16,506
Health services	5,402,734	381,254	633,134	-	759	6,417,881	4,144,846	2,318,660	6,463,506	45,625
Media	-	-	-	-	218,643	218,643	218,643	-	218,643	-
Childcare services	221,620	-	-	-	-	221,620	221,620	-	221,620	-
Clubs and societies	138,864	113	849,317	174,583	-	1,162,876	1,098,179	-	1,098,179	(64,697)
Sports, recreation and cultural activities	1,584,258	39,883	1,485,630	35,418	233,547	3,378,736	2,356,204	588,811	2,945,015	(433,721)
Total	12,703,320	855,744	3,306,348	210,000	965,224	18,040,636	14,576,863	3,414,157	17,991,020	(49,616)

BREAKDOWN OF 2022 ACTUAL COSTS AND INCOME BY SERVICE CATEGORY

Year ended 31 December 2022 - Actuals by Service Category

Service Category	Direct Cost of providing the service	Category overhead	Use of Space Allocation	Grants	3rd Party Contracts	Total Cost	SSL Income	Income from other sources	Total Income	Net Surplus/(Cost)
Advocacy and legal advice	464,442	24,521	-	-	520,521	1,009,485	891,741	-	891,741	(117,743)
Careers information, advice and guidance	832,862	86,259	96,463	-	-	1,015,584	1,173,178	21,652	1,194,830	179,246
Counselling services and pastoral care	2,965,531	184,036	193,561	-	-	3,343,128	2,520,939	882,769	3,403,708	60,580
Employment information	416,332	51,323	37,513	-	12,890	518,058	567,702	8,420	576,123	58,064
Financial support and advice	360,521	71,860	-	-	33,205	465,586	552,231	-	552,231	86,644
Health services	5,705,987	374,888	632,945	-	-	6,713,820	3,694,842	2,800,888	6,495,730	(218,089)
Media	-	-	-	-	245,587	245,587	245,587	-	245,587	-
Childcare services	195,537	-	-	-	-	195,537	195,537	-	195,537	-
Clubs and societies	139,206	111	865,599	143,941	-	1,148,858	974,784	-	974,784	(174,074)
Sports, recreation and cultural activities	1,612,668	40,938	1,482,033	29,201	265,176	3,430,016	2,140,768	416,740	2,557,507	(872,509)
Total	12,693,086	833,938	3,308,114	173,142	1,077,379	18,085,659	12,957,309	4,130,469	17,087,778	(997,881)

Notes for breakdown tables:

- **Direct cost of providing the service:** This relates to costs directly attributable to the day-to-day running of the service across the University.
- **Overhead related to providing the service:** This relates to the HR, IT & Space costs attributable to the service categories.
- **Grants:** This cost is associated with money awarded in relation to particular service categories, e.g. money awarded to specific clubs.
- **3rd Party contracts:** This cost is where service categories have been sub-contracted to another organisation to carry out.

2022 Income and expenditure commentary

The full year result is a deficit of \$998k which is unfavourable to full year budget by \$948k. The variance is mainly driven by lower Student Services Levy Income as a result of lower EFTS enrolment than budget (EFTS were 6.2% lower than budget and 8.1% lower than prior year), and partially offset by higher PHO health funding. Total costs were \$45k (-0.25%) unfavourable to budget.

The full year result is \$199k unfavourable to Q3 forecast, primarily due to \$383k higher cost, partially offset by \$183k higher revenue.

Student Service Levy carried forward Surplus / Deficit

The Student Services Levy and Student Assistance Levy together made a deficit of \$998,000 in 2022. Annual carried forward levy surpluses and deficits are ring fenced, and are actively managed during the next financial year's levy budgeting and planning processes.

SERVICE CATEGORY	2022 STUDENT SERVICES LEVY (SSL) REVENUE \$'000	2022 STUDENT ASSISTANCE LEVY (SAL) REVENUE \$'000	2022 REVENUE FROM OTHER SOURCES \$'000	TOTAL REVENUE \$'000	TOTAL COST (SSL RELATED AND SAL GRANTS) \$'000	NET SURPLUS/(COST) \$'000
Advocacy and legal advice	892	-	-	892	1,010	(118)
Careers information, advice and guidance	1,173	-	22	1,195	1,016	179
Counselling services and pastoral care	2,521	-	883	3,404	3,343	61
Employment information	568	-	8	576	518	58
Financial support and advice	456	492	444	1,392	1,305	87
Health services	3,695	-	2,801	6,496	6,714	(218)
Media	245	-	-	245	245	-
Childcare services	195	-	-	195	195	-
Clubs and societies	975	-	-	975	1,149	(174)
Sports, recreation and cultural activities	2,141	-	416	2,557	3,430	(873)
Total	12,861	492	4,574	17,927	18,925	(998)

Analysis of 'Ring fenced' Student Service Levy surplus / deficit from previous years

Year	Surplus / Deficit	Amount
2010	Surplus	106,208
2011	Surplus	68,630
2012	Deficit	(153,895)
2013	Deficit	(4,383)
2014	Deficit	(73,775)
2015	Deficit	(40,372)
2016	Deficit	(253,896)
2017	Surplus	147,647
2018	Deficit	(10,557)
2019	Surplus	91,594
2020	Surplus	324,940
2021	Deficit	(238,710)
2022	Deficit	(997,881)
Net Balance c/f into 2023	Deficit	(1,034,450)

DETAILED DESCRIPTION OF ACTIVITIES AND FUNCTIONS UNDER EACH SERVICE CATEGORY

This section of the document outlines the defined service categories that are included in the legislation. It provides a broad description of activities under each category that are delivered across the University by a range of staff, students and other providers.

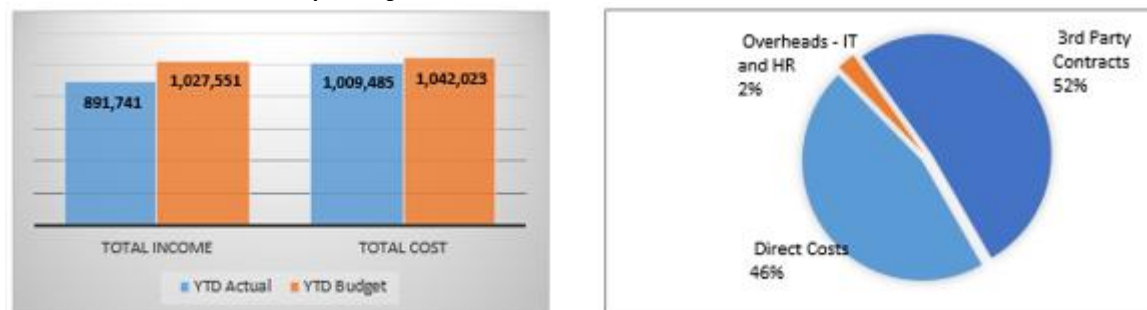
(A) Advocacy and legal advice

“Advocating on behalf of individual students and groups of students, and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation.”

The activities and functions funded from the SSL that fall under this service category are:

- advocacy and legal services funding agreement with VUWSA - providing independent advocacy, representation, support and advice to Te Herenga Waka - Victoria University of Wellington students engaging with the University’s disciplinary and dispute resolution process. This includes administrative support to ensure that students have good access to services and information
- student representation support and training funding agreement with VUWSA – includes the delivery of training, and providing support to Class Representatives and Faculty Delegates. Includes production and distribution of handbooks, newsletters and certificates
- management and implementation of advocacy and legal advice, support and resolution activities in relation to student complaints, disputes and concluding appeals
- management and delivery of student election activities including formal governance representation and administrative support for students engaged in representative or delegate activity
- collection, management and analysis of information and data relevant to a wide range of student services and activities that are designed to improve the student experience achievement outcomes
- advocacy and pastoral services that support student accommodation

Advocacy and Legal Advice 2022 Total Costs & income breakdown



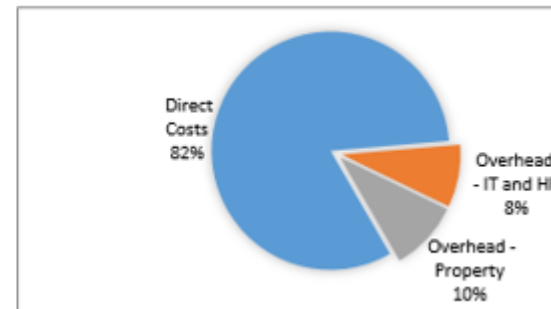
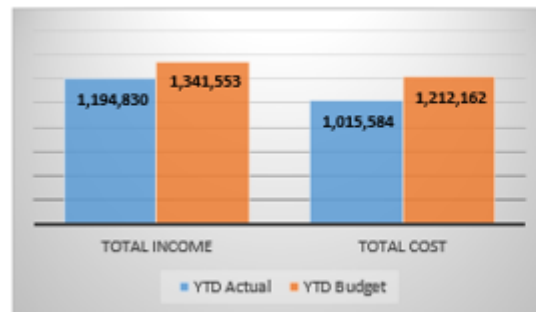
(B) Careers information, advice and guidance

“Supporting students’ transition into post-study employment”

The activities and functions funded from the SSL that fall under this service category are:

- providing career advice and guidance that will assist students’ transition into employment
- providing course and degree guidance to support students in their pathway towards good career and employment outcomes
- managing the provision of staff for student, prospective student and graduate workshops
- providing opportunities for students to be engaged in extra-curricular award programmes enabling the development of leadership, communication and critical thinking skills
- managing the provision and accessibility of relevant information and data to a wide range of internal and external stakeholders
- provision of relevant graduate destination data and industry trends information
- managing a range of career specific events that contribute to graduate career outcomes
- establishing and maintaining a broad range of relationships with external stakeholders to enhance career outcome opportunities

Careers information, advice & guidance 2022 Total Costs & income breakdown



(C) Counselling services and pastoral care

“Providing non-academic counselling and pastoral care, such as chaplains”

The activities and functions funded from the SSL that fall under this service category are:

- providing access to services that create a safe and healthy campus environment and enhances the student experience and contributes to academic achievement
- providing services that action early alerts that will minimise risks to students and improves safety on campus
- emergency responses to incidents that impact on the welfare of students and providing recovery and crisis resolution functions
- providing culturally appropriate services relating to pastoral support and care that recognises the diversity of the scholarly community
- volunteers and welfare contract with VUWSA – providing volunteer support for Te Herenga Waka - Victoria University of Wellington’s provision of flu shots, community pantry services to students and support for any agreed co-branded initiatives

Counselling services and pastoral care 2022 Total Costs & income breakdown



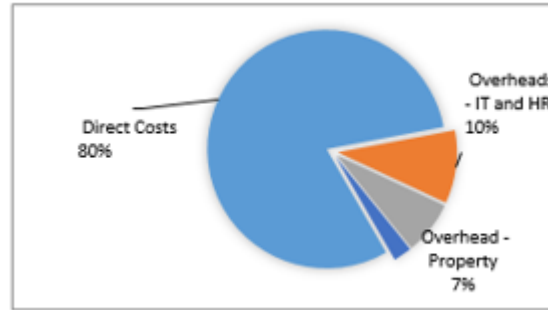
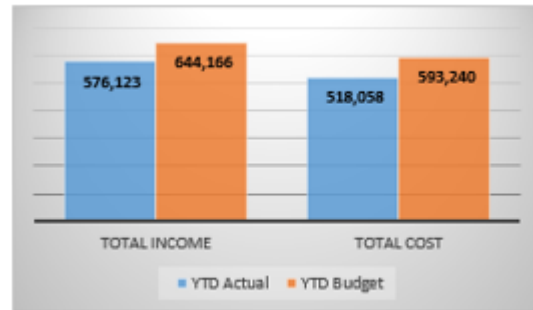
(D) Employment information

“Providing information about employment opportunities for students while they are studying”

The activities and functions funded from the SSL that fall under this service category are:

- managing online vacancies that provide Te Herenga Waka - Victoria University of Wellington students and graduates with a range of opportunities such as internships, study related part time work, scholarships, voluntary positions and graduate roles and programmes
- providing staff to organise career expos and employer presentations
- managing employer relationships that enable students to have opportunities to engage with prospective employers
- initiating and facilitating opportunities for internships and work experience
- developing and maintaining relationships with professional associations, businesses and community groups

Employment information 2022 Total Costs & income breakdown



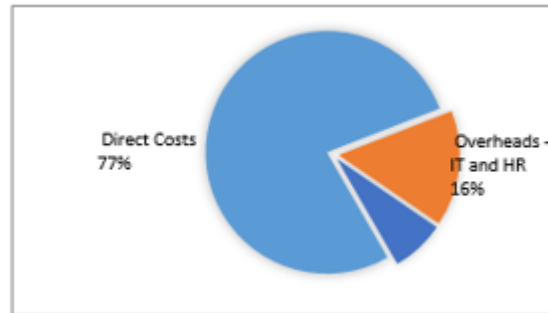
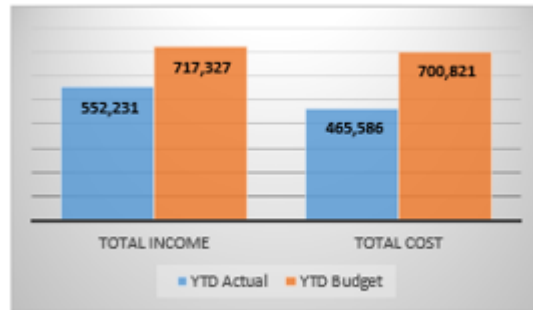
(E) Financial Support and Advice

“Providing hardship assistance and advice to students on financial issues”

The activities and functions funded from the SSL that fall under this service category are:

- providing budgeting, financial planning and tuition fee management advice to students
- providing comprehensive support on all student allowance and loan matters
- providing financial advice to prospective students and their parents
- administration of the Student Assistance (Hardship) Fund, Equity grants and awards
- providing advice about the preparation of budgets and financial statements for scholarship applicants

Financial Support and Advice 2022 Total Costs & income breakdown



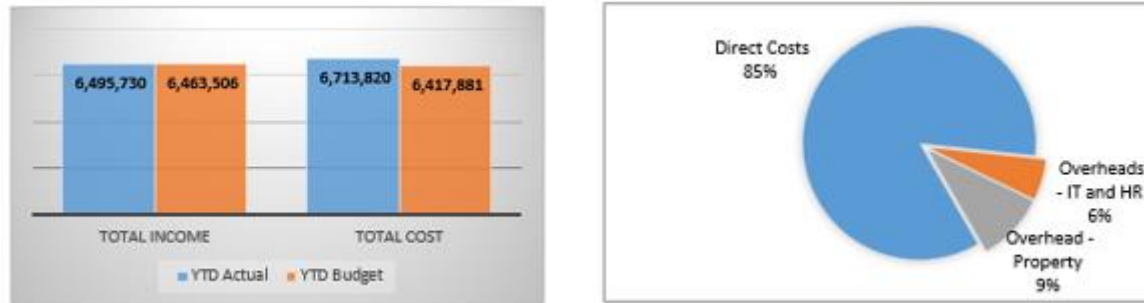
(F) Health Services

“Providing health care and related welfare services”

The activities and functions funded from the SSL that fall under this service category are:

- providing a full general practice medical care service
- providing visiting specialist Endocrinologist, Dermatologist, Health Improvement Practitioners (3) and Health coach
- providing specialist advice and services to students with impairments to enable them to fully participate and succeed in their studies
- offering advice for staff on creating an inclusive education environment for students with a disability
- provision of services to students with disability to ensure they can access reasonable academic accommodations, including the volunteer programmes
- provision of COVID-19 vaccine for students
- purchasing and administration of flu shot vaccinations for students

Health Services 2022 Total Costs & income breakdown



(G) Media

“Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media”

The activities and functions funded from the SSL that fall under this service category are:

- student media funding agreement with VUWSA - ensuring Te Herenga Waka - Victoria University of Wellington students are provided with at least the same duration of, and degree of access to, Salient podcasts and Salient editions as in the 2020 academic year.

(H) Childcare Services

“Providing affordable childcare services while parents are studying”

- providing early childhood education services for the children of students

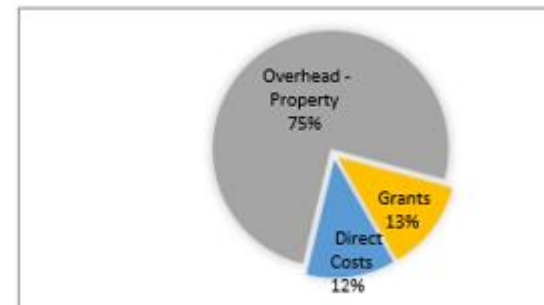
(I) Clubs and Societies

“Supporting student clubs and societies, including through the provision of administrative support and facilities for clubs and societies”

The activities and functions funded from the SSL that fall under this service category are:

- providing support in close partnership with VUWSA to all clubs (political, cultural, faith-based, ethnic, sports and academic) and club hubs
- providing training areas, meeting rooms, activity spaces and resources for clubs to book and use
- developing a range of communication mechanisms to regularly inform clubs of opportunities, services and support, including meetings, e-newsletters and designated notice boards
- developing a programme of training and development opportunities, both face to face and online, that targets capability improvement in partnership with VUWSA
- developing a comprehensive club recruitment and communication strategy that dovetails with the University’s recruitment and orientation strategies
- planning and implementing strategies to address club continuity issues including AGM planning, succession planning and executive handover
- providing advice to clubs on how to improve financial management and sustainability
- engaging with a range of stakeholders that have an investment in or benefit from well-functioning clubs
- manage the sponsorship fund for students, student clubs, activities and initiatives

Clubs and Societies 2022 Total Costs & income breakdown



(J) Sports, recreation and cultural activities

“Providing sports, recreation and cultural activities for students”

The activities and functions funded from the SSL that fall under this service category are:

- co-ordinating and supporting a range of sport opportunities from casual play through to leagues and competitive sport
- leading Te Herenga Waka's participation in the University and Tertiary Sport NZ model, supporting students and student teams to attend national and international events
- organising and supervising a range of recreation activities, including self-defence and first aid courses for students
- liaising with other service groups to deliver specialised services and targeted programmes (wellbeing)
- delivering a group exercise timetable across two facilities classes and providing a range of professional fitness services
- establishing links to other community activities for students
- initiating other activities identified through recreational forums or suggestions from students
- providing safe and accessible recreational facilities, including security, cleaning, bookings, maintenance, onsite support and improvement of the facilities
- providing space for clubs and student groups, and space and equipment for individual recreation use
- providing venues for hosting and supporting student events
- providing student common rooms and social spaces
- support services to student athletes including advocacy, sponsorship and access to fitness services
- contributing to the building levy

Sports, recreation and cultural activities 2022 Total Costs & income breakdown



PRIMARY LEVY FUNDED SERVICES KPIs AND STATISTICS

This section of the document outlines the services that are funded either predominantly or partially by the Student Services Levy. It provides a description of each service and an indication of usage and performance monitoring measures.

Note that from 2022, a new template for levy service reporting has been introduced. Not all services have collected the relevant statistics during prior years.

Āwhina (category C)

The Āwhina team is the on-campus support whānau for tairira Māori studying at Te Herenga Waka (THW). Āwhina’s main purpose is to provide a culturally safe, positive and holistic experience for tairira Māori that encourages cultural confidence and academic success, all through a kaupapa Māori framework.

From orientation to graduation, the Āwhina team tautoko tairira Māori in various ways and act as a bridge to connect tairira Māori to other student support services.

Services provided by Āwhina include, but are not limited to:

- Hosting Māori orientation
- Connecting tairira Māori to eachother, and the wider THW whānau
- Providing information to tairira Māori about financial support
- Supporting tairira Māori with advocacy
- One-on-one advising
- Coordinating tuakana/teina mentoring
- Offering workshops, wānanga, tutorials and whakawhanaungatanga sessions on study-related and cultural topics
- Providing culturally safe spaces to study
- Sharing information on scholarships
- Engaging with tairira Māori in Whānau House and the Marino Floor in Joan Stevens Hall
- Connecting tairira Māori to employment opportunities
- Providing ~\$40,000 of prizes/grants to tairira Māori.

2022 students engaged with the service

Student Demographic	2020	2021	2022
- Undergraduate	-	-	1,854
- Postgraduate	-	-	349
- PhD	-	-	93
- Other	-	-	2
- Total Māori	1,400	535	2,270 ²

² The total is less than the different cohorts combined because there were 28 students who were both undergrads and postgrads during 2022, so are counted twice.

2022 Highlights

- In 2022, four new Kaiakiaki were hired, as well as a new Manager. Āwhina’s focus for the year was to rebuild as a team and create awareness of the service among the taura. This was done by concentrating on building community and relationships with taura Māori by hosting events that encouraged whakawhanungatanga between students, and between Āwhina and students.
Some of the events included:
 - Second-hand clothes swap
 - Te Wiki o te Reo Māori quiz
 - Introduction of Āwhina to the Marino Floor in Joan Stevens Floor
 - Holding space at the “red booths” in the hub – Weekly “Cookie and Kōrero” session
 - Attendance at Information evenings, expos and open days
 - Study wānanga
 - Drop into lectures
 - Actively using social media
- A significant external relationship was created in 2022 between THW and Nōna te Ao Trust. Āwhina, along with Future Students and Te Kawa ā Maui hosted three area schools from the Te Tairāwhiti region who are under the umbrella of the Nōna te Ao Trust. On the 9th August, 35 taura visited the campus and experienced a sample of university life. They attended four academic sessions hosted by Science/Engineering, TKaM, Law and Business. They also had a campus tour, UNI101 session, lunch provided by the Hunter Lounge and received some of Āwhina’s new merch.
- As a result of this trip there were 12 students who seriously considered attending THW, eight of whom went onto enrol. Unfortunately, due to various reasons only four have attended in 2023. However, those four have received significant funding from THW towards their halls.

Te Ratonga Rapu Mahi - Careers and Employment Service (categories B & D)

Te Ratonga Rapu Mahi - Careers and Employment provides a range of services, programmes and activities including careers education, guidance and online resources to cater for undergraduate and postgraduate students. In addition, it supports Future Students and Alumni, offering access to the services for graduates up to three years after completing their qualification.

We connect employers, recruiters and jobseekers. We host and facilitate skills and career preparation workshops, large careers expos and employer networking events throughout the year as well as provide the NZUniTalent jobs board, targeted to the recruitment of university students and recent graduates. We liaise with faculties and contribute to academic programmes across the University, providing customised employability training and graduate destination data as required. We lead and deliver the University's service and leadership and alumni career mentoring programmes. Our services are consistently in very high demand.

- Provide individual and group [career advice](#) and guidance to students and recent graduates. Students can choose for online or in person appointments and workshops.
- Research and write content on career [pathway information](#) for current and future students
- Provide advice and support for students enrolled in *Work Integrated Learning* courses and contribute to career development learning in a range of academic courses.
- Manage and deliver the University's service and leadership programme, [Wellington Plus](#), which helps students connect with their community, volunteer and get involved in student leadership positions, develop social responsibility and employability.
- Manage and deliver the [Alumni as Mentors](#) Programme which connects final year students with experienced alumni professionals from around the world.
- Manage and promote online platforms which provide access to career planning tools and interactive resources, job vacancies, employer events and career workshops and appointments - [CareerHub](#) and the online [Career Centre](#).
- Organise careers expos, graduate recruitment and employer networking events
- Develop employer relationships; pro-actively sourcing employment opportunities for students and graduates and connect students to the [NZUni Talent](#) jobs board.
- Provide relevant data and industry trends information to Faculties for academic reviews and accreditation processes. Manage the Graduate Destination Survey on behalf of the University which is used to help students with career decisions and inform course design.

2022 students engaged with the service

Student Demographic	2020	2021	2022
TOTAL STUDENTS	12,111	10,710	7,891 ³
- Undergraduate	-	-	5,826
- Postgraduate taught	-	-	1,521
- PhD	-	-	299
- Māori	1,041	973	711
- Pasifika	696	613	410
- International	1,853	1,372	1,098

³ Current students and graduates

2022 Highlights

- Met strong demand from employers wanting to recruit students and graduates. Facilitated over 90 presentations and supported employers with their recruitment strategies. The July careers expo was the first big event back on campus for quite some time – increased numbers of exhibitors, held in the Hub Mezzanine of the Hub and McLauren foyer.
- The NZUni Talent Job board which lists graduate roles, internships and other opportunities saw growth of vacancies and interest in advertising by employers +37% graduate jobs +17% internships.
- Alumni as Mentors Programme celebrated 10 years of career mentoring with an event (streamed internationally) and six mentoring excellence awards were given to mentors and mentees for engagement in the programme.
- Wellington Plus Programme also celebrated a milestone – 15 years of successful delivery!
- Senior Advisor (Work Integrated Learning and Career Development) collaborated with academic teams and other staff across the university, providing resources, advice on, and facilitation of in-curriculum workshops and assessments. In addition, collaborated on new VICTeach WIL and Career Learning Hub, contributed to academic committee, with WIL practitioners across NZ and internationally.

Mauri Ora - Student Health and Counselling Services (Categories F and C)

Mauri Ora aims to provide accessible, seamless, and prevention-oriented wellbeing and healthcare services to enable students to reach their full academic and personal potential. Additionally, Mauri Ora plays a key role in the development of a positive culture of mental and physical wellbeing on campus.

Student Counselling and Student Health have undergone a process of significant integration over the past 5 years. Collectively, the two services are now well recognised across the University and by Students as Mauri Ora, a single wellbeing and health service.

The staff employed within Mauri Ora have a single common purpose: to provide first class, student centric wellbeing and health services. Mauri Ora aims to provide high-quality, low-cost health care to all students enrolled at the University. Based on our student population, Mauri Ora prioritises delivery of services around the promotion and maintenance of general wellbeing, lessening the impact of mental and chronic health conditions, and the promotion of sexual health.

2022 students engaged with the service

Student Demographic / Student Sessions	2020	2021	2022
TOTAL STUDENTS	10,199 ⁴	13,559 ⁵	10,961 ⁶
- Māori			871
- Pasifika			375
- International			512
Total number of appointments / sessions	54,940	58,363	55,234

⁴ Students that accessed both services may have been counted twice in this figure

⁵ Students that accessed both services may have been counted twice in this figure

⁶ Students that accessed both services have not been counted twice in this figure - Student Health saw 8,682 individual students who attended 47,110 appointments (an increase of 4.3% on 2021) : Student Counselling saw 2,333 individual students who attended 8,124 sessions (an increase of 6.7% on 2021).

2022 Highlights

- Tertiary Mental Health Funding: Last year, Te Whatu Ora approached Mauri Ora to submit a proposal for funding. The proposal is aligned with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice and has a strong focus on equity and access. The additional funding will be phased in over 2022 – 23, and includes the recruitment of:
 - Two Additional Mental Health Coordinators (MHC's) who will be mobile and will have a presence on all campuses and Institutes (completed September 2022)
 - An additional Hauora Navigator who will work closely with pastoral care services and providing support for Māori and Pasifika to help students engage with services available at Mauri Ora (completed February 2023)
 - A fifth Student Support Coordinator (permanent position) to work in the Halls of Residence (completed February 2023)
 - A Senior Māori Counsellor who will be part of the Mauri Ora Leadership team (by end of June 2023)
- The implementation plan has been strongly influenced by feedback from students who have asked why Mauri Ora does not have more Māori clinicians working within the service. The Mauri Ora leadership team has invested in staff training and the development of roles and role descriptions that demonstrate the services commitment to Te Ao Māori and Te Tiriti. This has resulted in an increase in the numbers of Māori working within Mauri Ora at all levels.
- A focus for 2023 will be working with the office of the AVC (Pasifika) to develop a similar strategy to attract more Pasifika clinicians into the service.
- COVID-19 in the community: A highlight of 2022 was the dedication shown by staff at Mauri Ora (clinical and administrative), who worked rostered 7-day weeks due to the outbreak of Omicron in our community. This was undertaken to support students isolating with COVID-19 from late February through to June 2022.
- PCC Dashboard: A Service Demand Report has been developed by the Business Intelligence Team. This will allow Mauri Ora to look at trends in presentation by students into the Counselling Service. It will also allow the service to understand more easily who is presenting and can break down use by ethnicity, gender, gender diversity, faculty and whether the student resides in the halls of residence. When the data set has matured over the next two years, this will enable better and more transparent reporting and the ability to plan service delivery more accurately.

Early Childhood Services (category H)

Two early childhood centres providing care for children from birth to four years. Available to staff, students and parents working in the CBD.

Note: Early childhood services are currently provided for students at both our Fairlie Terrace and Clermont Terrace centres.

2022 students engaged with the service

	2020	2021	2022
Number of places provided for children of students in the crèche.	97 FTE	95 FTE	63 FTE

2022 Highlights

Student numbers for last year were 63. We noticed a huge shift in student enrolments since covid and the trend appears to be continuing this year but we do have international students showing far more interest than we have had for some time so that is encouraging.

Te Amaru-Disability Services (category F)

Te Amaru-Disability Services is a leading provider of disability advice, expertise and support. We work in partnership with staff, students and the disability community to strengthen Te Herenga Waka Victoria University of Wellington's culture of inclusion, to celebrate disability and to ensure students can fully participate and achieve their aspirations. We value the expertise of people with disabilities and recognise the uniqueness of individual experience. We are committed to leading the University to being an inclusive education provider and eliminating barriers for people with disabilities wherever they exist.

We view disability as a diverse and complex phenomenon, reflecting an interaction between an individual and their environment. We recognise that disability comes in many forms; including the Deaf and those with injuries, physical, mental, sensory, specific learning, or health impairments, and these can be experienced differently by each individual.

The work we do aims to minimise disabling experiences at the University. On an individual basis we do this by working in partnership with students, respecting their disability expertise and providing tailored advice, support and services. We also work alongside University staff to create a fully inclusive learning and teaching environment. Our work includes raising disability awareness, providing advice and expertise on accessible built spaces, technological systems, inclusive lecture delivery, policies and practices. This approach minimises disabling experiences at the University and secures the intellectual potential put at risk through experience of disadvantage.

We offer a broad range of quality services which are tailored to individual student needs. Our most popular services are:

- o **Access Suites:** quiet places to rest and study with ergonomic and disability inclusive technology
- o **Disability & Inclusion Advisers:** who are allied health and disability professionals that work with students to identify and resolve barriers to their learning and participation at the University, this often includes disability coaching and liaison with academic staff
- o **Education Access Plans:** to communicate disability needs and disability inclusive strategies to other staff
- o **Inclusive Learning Software:** Inclusive learning software is available for students to make learning and engaging more accessible

Other key services include: adaptive technology advice, sign-language interpreting, lecture information capture, accessible assessment arrangements, mobility transport, access awares for students with high disability and financial needs.

2022 students engaged with the service

Student Demographic	2020	2021	2022
TOTAL STUDENTS	2,234	2,516	2,389
- Māori	-	-	267
- Pasifika	-	-	75
- International	-	-	56

2022 Highlights

- COVID-19 response: History tells us people with disabilities can be among the most impacted at times of crisis. This motivated our contribution to the University's COVID-19 response to ensure it was inclusive of students with disabilities, and students and staff at higher risk.
- Close collaboration: True advances in disability inclusion take a whole of organisation approach. This year more than ever we have closely collaborated across student services, student leaders, and academic staff to closely support student success.
- Introduction of Glean (digital note taking software): In responding to COVID-19 we recognised that our popular volunteer note taking service was not resilient in times of high sickness, so we modernised it moving 170 students to Glean digital note taking software. To support students to transition to Glean we developed the following curated and supported process. Glean is now a key service for Te Amaru-Disability Services and is simple, scalable, digital savvy and resilient. The number of high activity users and their reports on the beneficial nature of the service give us confidence to incorporate it into our future offering and we are now providing it to a wider range of students with disabilities.
- Embedding disability inclusion into the University: We have seized the opportunities provided by change to embed disability inclusion into the fabric of the University. We have worked closely with the Centre for Academic Development to select Canvas/Nuku and Ally teaching tools and maximise their accessibility functionality.
- New approach to obtaining assessment information: We have long had challenges in obtaining timely assessment information from courses. In collaboration with school administrators and key academics we introduced a new approach to obtaining assessment information and collating it on Sharepoint. This has decreased staff workload and student stress.

Kaiārahi Tahua Tauira - Student Finance (category E)

The Student Finance Advisers provide a financial mentoring / budget advisory service to students through the Hardship Fund, one on one appointments, web and print based resources and a range of workshops to reduce financial barriers and increase students' financial capability and resilience. Delivery of the service is fully funded by the Student Service Levy (SSL) and all students are charged a separate Student Assistance Levy of \$28 (GST inclusive) that contributes to the Hardship Fund.

The Student Finance Advisers focus on the following objectives:

- Providing a high quality, confidential and non-judgemental financial advice service that meets students' needs, increases their financial capability and helps them achieve their full academic potential.
- Administering the Hardship Fund ensuring students facing short-term financial hardship receive timely and professional advice and support.
- Developing and delivering workshops and presentations that are offered to a wide range of staff and students.
- Developing and maintaining print and web-based resources to increase students' financial capability.
- Overseeing the application and review process for Scholarships on the basis of financial hardship in a thorough and timely manner to ensure fair decisions are made.
- Monitoring student loans and allowance policies, financial trends and developments and incorporate into advice for students and staff as required.
- Actively promoting the service to staff and students to raise awareness of the support available.

2022 students engaged with the service

Student Demographic	2020	2021	2022
Total number of sessions / assessments ⁷	3,776	2,709	2,775

Total Hardship Fund Income from 2022 Levies, donations & additional TEC funding.	\$968,560
2022 Expenditure included:	
Hardship Grants to students	\$305,140
2022 Hardship Equity Grants (349 recipients)	\$401,775
University Pharmacy Prescriptions & Student health payments	\$4,047
VUWSA Community Pantry and Sanitary Products contributions	\$20,259
VUWSA Stress Free Study Week contributions	\$12,000
Wellington Doctoral Hardship Scholarship support	\$13,317
COVID care packs	\$45,096
Technology Grant initiative (includes Laptop Loan Scheme)	\$31,744
Contribution towards Disability Awards	\$20,000
Blackbullion	\$19,150

⁷ Includes Hardship, loan laptop & technology grant applications; Financial advice appointments; Hardship Equity grant & scholarship applications with financial component; Blackbullion sign-ups; Financial workshop & orientation engagement sessions

2022 Highlights

- Due to additional TEC funding for the purposes of student support and COVID-19, Student Finance Advisers were able to support students in ways we have not been able to in the past. In 2022 there were a number of different initiatives that carried on from 2021 in order to support students impacted by COVID. These initiatives are listed below:
 - -Technology Grant (support for students needing a set up to study remotely)
 - -Laptop Loan Scheme (support to provide students with a device so they can study remotely)
 - -COVID Care Packs (these packs were delivered to students who were in isolation and were needing support with food and medicine)
 - -An additional round of the Hardship Fund Equity Grant (this round was introduced in the middle of trimester 1 to support students further during COVID)
- Blackbullion & new modules: We created three new articles that were released in 2022. These are entitled “Going on Exchange”, “Halls of Residence” and “Flatting in New Zealand”. There is a new pathway to be released shortly targeting Pasifika school leavers. The Pasifika Student Support team worked with the Finance Advisers to create the content for this pathway.

Tauria - Student Interest and Conflict Resolution (category C)

Tauria aims to support safe and inclusive communities through three frameworks outlined below:

- Safer Communities: supporting the identification of emerging concerns about wellbeing, safety and behaviour to ensure all reasonable steps are taken to connect learners to appropriate support.
- Respectful Communities: prevention and responding to sexually harmful behaviour using a trauma-informed and survivor led approach that considers the needs of all impacted parties to the purpose of repairing harm and restoring community.
- Restorative Communities: providing information, support, and guidance to address concerns, complaints and conflict in manner that repairs harm and restores community.
- Tauria has undergone a process of significant change over the past 5 years, with consistent growth in demand and changes in service scope and delivery. New policies and procedures have been implemented which are directly linked to the work of the Tauria team including the Sexual Harassment Response Policy and Procedures, Intimate and Close Personal Relationship Policy, Student Conduct Statute, General Misconduct Procedure, and Academic Misconduct Procedure. The Tauria staff have a single common purpose: to support safe and inclusive communities.

2022 students engaged with the service

	2020	2021	2022
Number of cases (active and closed)	475	390	417 ⁸

2022 Highlights

In 2022 the Tauria team has worked to support our institution to meet our Pastoral Care Code obligations where there are concerns about student wellbeing, safety or behaviour. This has included reviewing and improving our Recognise, Respond, Refer content to reflect the unique needs of our students. This training has been co-created alongside our staff and student community since 2019, with significant input over this time from student groups.

In 2022 the Tauria team also completed a significant piece of work to ensure we can support our staff to meet our obligations under the Pastoral Care Code in responding to complaints

⁸ Some cases (for examples situations significantly impacting our community) required the Tauria team to engage with multiple students to complete welfare and wellbeing checks. This data is not reflected in our reporting given the limitations of the current system.

Manawa Ora - Student Wellbeing (category C)

Manawa Ora is funded by the Student Services Levy and includes three areas – Health Promotion, Rainbow and Inclusion, and Refugee-Background Students. The provision of wellbeing, identity and specific equity group support positively impacts the academic success of students. The Pastoral Care Code reinforces a strong need for these continued services.

Health Promotion takes a prevention and intervention approach to wellbeing contributing to student agency during their student journey. Rainbow and Inclusion and Refugee-Background Student services directly support students identifying with these equity groups. Most programmes and activities are delivered by employed students for students.

- *Health Promotion* : Peer-led peer support programmes (Bubble, Storycraft, Canine Friends visits); Peer-led psychoeducation/resilience programmes (Wellbeing Workshops, Online Wellbeing Resources, Peer Wellbeing Tips, Six Ways to Wellbeing); Health promotion events with stakeholders (Advisor or Peer-led); Internships for work experience (general and health promotion); External networking to progress Health Promoting Universities’ policy and practice; Referral to internal and external services.
- *Rainbow and Inclusion* : Peer support programmes (Rainbow Peer Group); 1:1 Adviser support; Referral to internal and external services; Community building events with stakeholders
- *Refugee-Background Students*; 1:1 Adviser support; Referral to internal and external services; Community building events with stakeholders.

2022 students engaged with the service

Student Demographic / Student Cases	2020	2021	2022
TOTAL ENGAGEMENTS – multiple engagements by individual students	513	560	6,108*
- Rainbow	198	103	377*
- Refugee Background	142	126	188*
- International			136*
- Health Promotion programmes and event engagement	173	331	5,407*
* Change in methodology for recording engagement in 2022. Note that from 2022 some students are counted multiple times because of multiple engagements.			

2022 Highlights

- Rainbow Room - established in partnership with student representative groups and Property Services
- Rainbow Peer Group - Established after receiving feedback from students that they would like a University-led group. Held in Rainbow Room weekly (teaching weeks only) & facilitated by Rainbow Student Leaders.
- Bubble Leader Equity projects to improve social inclusion in the Bubble
- Equity Diversity and Inclusion - Recognition of programmes and activities in the document *Equity, diversity and inclusion at Te Herenga Waka Victoria University of Wellington: A current state analysis* (2021)
 - P16 **Supporting inclusive behaviours and relationships** references the equity projects in the Bubble programme to improve social inclusion in the space
 - P17 **Community connectedness** references:
 - Rainbow and Inclusion activity with local NGO's and counterparts to explore the intentional creation of a wider community/ally network
 - Refugee Background activities including the Diversity Festival, World Refugee Day and graduation ceremony for Refugee-Background Students.
 - P18 **Retention** references Canine Friends Pet Therapy visits to The Bubble.
 - Anecdotal evidence (that we hope to test with a School of Psychology project in the future) that Canine Friend visits attract students to campus
- Okanagan Charter Audit tool development - Collaboration with Clubs and Pasifika Students' Council
- Pride month - Collaboration with student representative groups, internal staff and external organisations to deliver a range of events over 4 weeks
- Communications - Consolidated a university approved Instagram channel with 1,000 followers
- Wellbeing Workshops Peer Support Group - Evaluation data shows participants return to multiple workshops

Recreation Services (categories I & J)

University Recreation Wellington’s purpose is to support a healthy, active and connected University of Wellington community. This is achieved through the delivery of sport, club, fitness and wellbeing opportunities. These services are provided to support students with 4 key outcomes: Hauora, Connection, Success and Preparedness. Our services are available to all Victoria University of Wellington students.

The operating model for University Recreation Wellington (URW) centres around the following;

- Provision of spaces and equipment that are safe, welcoming and accessible
- Services and programmes of a high standard, tailored with innovation to enhance the student experience
- Recreation staff are available, knowledgeable, positive and committed to supporting students

The primary focus for URW through 2022 has been to revive and reinvigorate after a challenging covid-interrupted few years. Enticing and supporting more students to visit campus and undertake the co-curricular activities that will keep them happy and healthy during their tertiary study.

2022 students engaged with the service

- *This is only a baseline view given so many student ID’s have not been matched, and does not include Club Members.*
- *Many forms of recreation do not require signing up, swiping in or registering details, meaning a sizable number of participants are not captured below*

Student Demographic / Student Sessions	2020	2021	2022
TOTAL STUDENTS			
- Māori	417	248	371
- Pasifika	227	115	201
- International	562	125	292
- Undergraduate	2,562	1,571	2,424
- Postgraduate taught	1,159*	537*	307
- PhD	*	*	226
Total number of individual visits to the recreational facilities	115,757	116,142	

*Do not have break down of postgraduate taught and PhD for 2020 and 2021.

2022 Highlights

- **Targeted communities project:** A focus on our Targeted Communities Project, reliant on the support from the PAMI team to analyse our participant data, has allowed us to understand our current impact on important communities including Māori, Pasifika, International Students, Rainbow students and student athletes. This baseline data has allowed an opportunity for collaboration with our university partners to understand how recreation supports students at university, and how their students are engaging with recreation services. This will have a direct impact on service design and workplans into the future.

- **Fitness:** Progress was made with the Blue Fitness Cardio Machines this year, including customising a University Recreation Preva App. This app is to help increase usage and functionality of machines and connect the community. Further development in this space and creating a 2023 Fitness Technology plan will be important to continue making progress.
- Ongoing developments of our Functional Training Room and functional fitness programme (3XF) have allowed us to keep up to date with popular training styles and increase our fitness member capacity at peak time from 65 to 95 users.
- **Facilities:** A light refurbishment of the male and female bathrooms was positive to see in 2022. But more so, creating brand new accessible, gender-neutral facilities has been a significant milestone given the size and potential to develop within the Recreation Centre. This will become a central aspect of our blossoming relationship with the Rainbow student community.
- **UTSNZ success:** Te Herenga Waka – Victoria University of Wellington finished 4th in the National Championship series. This is an excellent result considering the greater resourcing and focus other universities commit to their sporting programmes. In winning the Men’s basketball tournament, our team qualified for the Champions Cup in Australia.
- **Technology:** With our current member management software, Centaman, reaching end of life and being restrictive in our operating, a design sprint was conducted with the Digital Solutions team in 2022 to establish options moving forward to support University Recreations delivery. Following the design sprint, a market assessment was conducted to assess viable alternatives to replace our current software. The outcome of this analysis resulted in a preferred product being identified to support recreation into the future, and this is progressing with a project manager for implementation in 2023. It is expected that the new product will provide a better service for students, and support recreation staff to improve daily operations. This has been a significant project for both URW and DS, and once complete will provide better customer service through streamlined sign-up process, online booking features, improved access management and self-service kiosks. Additionally, we will have a reliable system for our member reporting, and improved understanding of facility usage with the integration between our member management system and the access management controls. It is anticipated the system will also provide a integration with the universities finance system Xetta, which will provide more accurate reporting and remove manual reconciliation processes.
- **Club support processes moving online:** A significant journey over several years, working in collaboration with Digital Solutions, has seen the core clubs administrative processes moving online. Club registration, student sponsorship and room bookings are no longer paper-based making life much easier for staff, students, and club leaders.

Pasifika Student Success (category C)

Pasifika Student Success is a part of the Office of the Assistant Vice-Chancellor (Pasifika). The core purpose of the Pasifika Student Success unit is to develop and deliver integrated holistic services and peer support events and opportunities within a culturally appropriate environment that meet the social, educational, emotional, and cultural needs of Pasifika students.

Pasifika Student Success is a culturally relevant innovation designed to enhance and improve the experience for Pasifika students, and to enable Pasifika students to succeed academically and complete their degrees successfully at Te Herenga Waka—Victoria University of Wellington.

Pasifika Student Success on behalf of the Office of the Assistant Vice-Chancellor (Pasifika) will deliver on the Pasifika Strategy and Operational Plan 2020-2025. The three broad aims of the Pasifika Student Success Plan are:

- Increase the percentage of Pasifika students in all faculties at Te Herenga Waka—Victoria University of Wellington – Recruitment.
- Reduce the number of Pasifika students leaving Te Herenga Waka—Victoria University of Wellington without completing the courses they are enrolled in – Retention.
- Increase the percentage of Pasifika students completing their qualification at Te Herenga Waka—Victoria University of Wellington – Successful Completion.

Pasifika Student Success will lead the Pasifika cultural frameworks and responses through support activities that raise the retention and academic achievement levels of all Pasifika students. Pasifika Student Success will provide university-wide support and advice to academics and professional staff about the cultural needs and aspects to help Pasifika students achieve their academic goals at the University.

2022 students engaged with the service

Student Demographic	2020	2021	2022
TOTAL STUDENTS	635 ⁹	1,091 ¹⁰	2,221

2022 Highlights

- Delivered the second annual Pasifika Week in partnership with the Pasifika Students' Council. The highlights included celebrating and normalising Pasifika excellence and presence as an integral part of the university community; Pasifika Cultural Night which highlighted cultural performances by the Pasifika cultural students' Associations and the Pasifika market for Pasifika owned businesses and Pasifika groups.
- Celebrated Pacific Language Weeks in collaboration with Pasifika cultural students' associations.
- Samoan Language Week collaboration with Samoan Studies and the Library Services.
- Pasifika Graduation Celebration 2022 - Opportunity to celebrate Pasifika excellence and success at the university; Celebrated the achievement of 125 Pasifika graduates for 2022, including 6 PhD graduates.
- VicTeach – The Classroom as a metaphorical canoe: engaging with Pasifika learners - Delivered a talanoa-based workshop where students and staff discussing how Pasifika students could be well supported from both the Pasifika students' and staff viewpoint.

⁹ COVID Lockdown impacted on in person engagement, then online challenges impacted on virtual engagement.

¹⁰ This number represents figures recorded in CRM as distinct student counts per adviser.

VUWSA Contracts for Service (categories A, C, and G)

The nine key goals of the Association are:

- Education Quality: To ensure that the University provides the best teaching and learning, research opportunities, assessment and training to students.
- Student Support: To advocate for adequate financial support, income and welfare for students in order to remove barriers to education.
- Equity and Access: To promote equity for disadvantaged students in access to and within the University.
- Services: To provide quality, cost effective services for the benefit of members, and, where appropriate, students.
- Activities: To support sporting, social and cultural activities for and by members and students, particularly through Clubs.
- Public Issues: To be the critic and conscience of the University and society, by promoting discussion and action on issues concerning students.
- Finance: To maximise the member benefits by minimising fees or user charges through internal efficiency and non-member revenue.
- Accountability: To ensure accountability to, and representation of, members
- Sustainability: To recognise the needs of current and future generations by promoting sustainable lifestyles and actions to members while ensuring the sustainable operation of the Association and University members.

Contracts with Victoria University of Wellington

- providing support in close partnership with Victoria University of Wellington to all clubs (political, cultural, faith-based, ethnic, sports and academic) and the clubs hub
- Supporting the Clubs Council as the representative body for all clubs and societies
- providing support, promotions, meeting rooms, storage spaces and resources for clubs and societies.
- Creating engagement and life on campus through monthly food trucks
- Key member of numerous University committees, such as the sexual violence prevention network, academic boards
- Supporting PGSA, including hosting the PGSA administrator in the VUWSA offices
- Promoting safe spaces and future proofing through initiatives such as sex week and sustainability week

2022 students engaged with the service

Student Demographic	2020	2021	2022
TOTAL STUDENTS who used the Advocacy Service ¹¹	441	382	-
Total Number of classes with Reps	1,023	925	866
Community Pantry food packs	552	791	872

OWeek 2022 was rescheduled for the week proceeding the start of Tri 2. This postponement was caused by COVID. The event had 5 nights - 4 music nights and one comedy night.

On average 600 student combo tickets and 200 individual students tickets were sold each night. Therefore about 800 student tickets were sold each night. This was substantially lower than past numbers due to the delay in the event and timing,

*394 food packs were sent out for the COVID response with support from WSVA, some of these packs included food from the community pantry initially because that is the food we had on hand.

¹¹ students that used the advocacy service as a walk in for a limited chat are not included in this