

Compulsory Student Services Fees (CSSF)

HOW MUCH IS IT?

In 2019 the CSSF is \$270 per Equivalent Full Time Student.

There are some students who do not pay this fee, including those studying fully distance, online courses, Level 1 or 2 courses and youth-specific programmes.

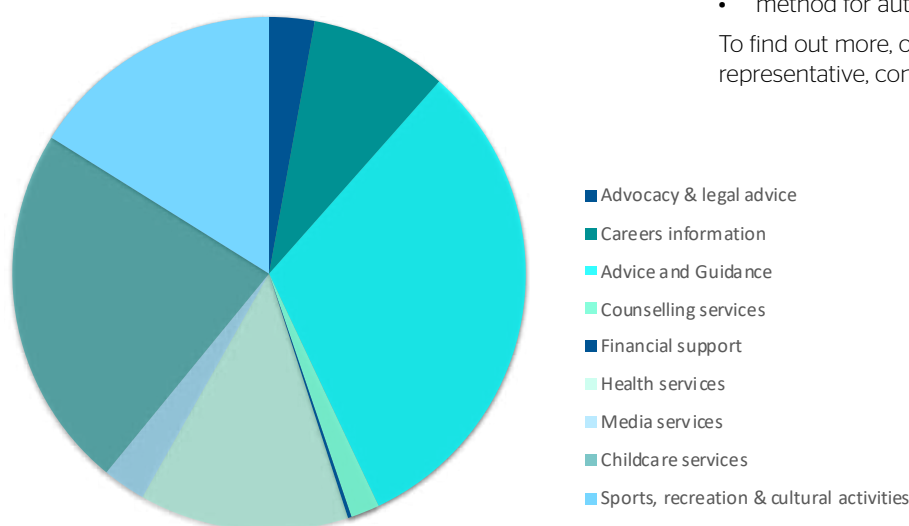
WHAT DOES IT PROVIDE?

By law, tertiary organisations can charge a Compulsory Student Services Fee to help fund the costs of delivering student services. These services are listed under specific categories:

- advocacy and legal advice
- careers info, advice and guidance
- employment information
- counselling services
- financial support and advice
- health services
- media
- childcare services
- clubs and societies
- sports, recreation and cultural activities.

It does not include services such as academic support, learning services, disability services, library or targeted support such as youth. These areas get separate funding from the government and other funding streams.

TOTAL COST BREAKDOWN OF 2018 CSSF STUDENT SERVICES*



SETTING THE 2019 CSSF

The CSSF is set in consultation with students.

During 2018 the Student Council (a body of nominated representatives from programme/class representatives and targeted student groups) consulted with students through the class or programme representatives and surveyed students.

As a result of the consultation process, the Student Council proposed the CSSF in 2019 increase to \$270 per equivalent full time student.

SETTING THE 2020 CSSF

Further consultation has been carried out during semester one 2019 with the student council recommending the fee increase to \$320 for 2020.

Ara will seek feedback from students on the quality of services through a range of channels: student voice, student experience survey, satisfaction surveys and face-to-face feedback through the individual aspects of the service.

WHY DO I CARE? HOW DOES IT AFFECT ME?

As part of the Ministry of Education's direction, institutions have to report on how these fees are charged and spent. This is available in the Ara annual report and on the Ara website.

Institutions must include students or their representatives when deciding on the following:

- maximum amount that students will pay
- types of services delivered
- procurement of these services
- method for authorising expenditure on these services.

To find out more, or if you want to contact your Student Council representative, contact studentvoice@ara.ac.nz

COST AND DESCRIPTION OF 2018 STUDENT SERVICES:

CSSF Category	Description	Cost
Advocacy and legal services	Ara contracts an external agency to provide an independent advocate to directly support you to resolve issues impacting directly on your study or on your ability to study. It also covers the management of student complaints and resolutions including some legal costs. These services are available for all students.	(\$92,000)
Careers and employment information	Ara provides career development advice and guidance as well as employment information. Career development may start prior to enrolment through assisting you to work through what you want to do and where you could pursue relevant study. You are supported throughout your study to develop the wide range of skills and attributes that will maximise your advantage in the employment market. You have access to both CareerHub and Student Job Search for finding employment. Resources are available to enable you to work independently, attend workshops and seminars or drop-in sessions and to have one-to-one guidance where necessary.	(\$280,000)
Advice and guidance	Student advice and guidance includes all student advisors who offer support to you which enables you to succeed in your studies and to access services that assist with solving problems you may face. This covers help with Studylink through to knowing what is available at Ara and externally and where to find it. This may include a listening ear and support with solutions for matters related to accommodation, personal, spiritual, cultural, financial, justice, health and study concerns. Student advisors can be found in Student Central on your campus.	(\$1,014,000)
Counselling services	Ara provides you with access to free counselling sessions through our health services. Contracts for counselling cover the whole region.	(\$59,000)
Financial support and advice	You can access support when applying for scholarships, grants and the Ara financial hardship resource.	(\$7,000)
Health services	The Christchurch city campus has a health centre with doctors and nurses available for Christchurch students to access as needed. In addition, the health centre coordinates health promotion events and services that encourage proactive wellbeing and health management to students at all sites. Ara has agreements in place for southern campus students to access lower cost (sometimes free) nursing and medical consultations.	(\$519,000)
Media	Ara encourages and supports online learning and communities and maintains a website for current students, 'Campus Life'. This holds all key relevant information for students. New students are given a magnet with emergency contact information. During 2016 Ara invested in further online developments: orientation.ara.ac.nz was developed by students for students to enable easier and earlier access to the services and supports that are available to you. MyGPS is a tool that has been developed to assist you with developing your career skills, attributes and experiences while studying in preparation for securing permanent and relevant work on completion of your qualifications. Ara 'Student Plugin' is a student-run Facebook page. Waha kōrero is a bimonthly student newsletter designed by students, showcasing campus events, student advice, graduate stories and relevant topics.	(\$88,000)
Childcare services	There are two early learning centres on the City campus. Ara owns and operates the Ara Early Learning Centre and leases facilities to Te Waka Huruherumanu ki Ōtautahi bilingual centre. Ara provides discounted fees to the early learning centre opposite the Timaru campus.	(\$741,000)
Events, sports, recreation and cultural activities	Ara provides a range of free student events, recreation and activities throughout the academic year at all sites. The events are structured to support student wellbeing and success, ie exam breakfasts. In addition, both Christchurch City and Timaru campuses have gymnasium facilities. You can buy a membership to the Christchurch city weights and fitness space at low cost. All other classes and facilities have no charges including use of balls, racquets etc. Ara supports the development of student groups, clubs and societies, as well as the development of a highly effective student voice and student council. Cultural events include celebrations of many language weeks, Polyculture, a celebration of many diverse cultures of Ara students and mark many key ethnic, cultural and spiritual celebrations.	(\$519,000)
	2018 total cost of listed services and support	\$3,225,000
	2018 total CSSF contribution	\$1,279,000
	2018 total Ara contribution	\$844,000
	2018 total direct user contribution	\$1,102,000

*The pie chart shows the overall cost of the various Student Services that the CSSF can contribute to. The actual spend on these services include government contributions and direct user charges. Please see table for total spend in each area.