

Budget: Sensitive

Office of the Minister for Tertiary Education

Cabinet Social Policy Committee

**Setting Controls on Student Services Levies**

**Proposal**

1. I propose an amendment to the Education Act 1989 to enable the Minister for Tertiary Education to set controls on student services levies (compulsory fees for non-tuition related services).

**Executive summary**

2. I am concerned about the scale of recent increases in student services levies (compulsory fees for non-tuition related services). In the university sector, the average levy for full-time students increased by 102% between 2009 and 2010 – from \$194 to \$392 (GST incl).
3. Tuition fees are regulated by Government to ensure that the very significant tuition subsidies paid by taxpayers in support of students are passed through to the students by institutions. Tuition subsidies meet, on average, 75% of the total cost of each student's tuition.
4. Under current legislation, the Government has no clear power to regulate student services levies in the way we set limits on tuition fees through the Annual Maximum Fee Movement. I consider that current arrangements undermine the objectives of fees regulation, by allowing providers to recover additional revenue from students via unregulated compulsory levies. There is also a fiscal risk to the Government due to increased borrowing through student loans.
5. I want to be able to set clearer guidelines on what services should be funded through tuition fees, what should be funded collectively through separate levies, and what should be funded on a user-pays basis.
6. The Education (Freedom of Association) Amendment Bill, which will remove the option of compulsory membership of students' associations, may have an effect on the services delivered for students. I want to ensure that any core pastoral care services delivered by students' associations are not lost through this change. The Australian Government is now moving in a similar direction - after 2005 changes which prohibited both the compulsory membership of students associations and any compulsory fees for non-academic services.
7. Therefore, in order to address these issues, I am seeking Cabinet's agreement to amend the Education Act 1989 to give the Minister for Tertiary Education the power to set controls on student services levies. I will report back to Cabinet in May 2011 on the specific conditions I intend to apply with these powers, before I consult with the sector. The conditions will include:
  - a. setting clearer limits on what services can be funded through levies

- b. requiring more transparency in the administration of levies, including for example, requiring levies to be kept in a separate, audited trust account
  - c. requiring greater involvement of students in how levies are administered
  - d. regulating the amounts that providers may charge as levies, including how much providers may charge part-time and extramural students who may not have the same access to services.
8. I am not seeking to interfere in the decisions about how services are delivered, which are made – appropriately – at an institutional level. However, we need to set clearer expectations about what services should be funded through fees that students must pay as a condition of accessing tertiary education - either related directly to tuition; or related to other services that will support students' success in tertiary education.

### Background

9. Since becoming Minister earlier this year, I have become concerned about the scale of recent increases in the compulsory levies charged by tertiary education institutions – particularly universities – as a condition of enrolment. These levies are not subject to the tuition fees regulation policy (the Annual Maximum Fee Movement from 2011), but students can borrow for these fees through the student loan scheme.
10. Tuition fees are regulated by Government to ensure that the very significant tuition subsidies paid by taxpayers in support of students are passed through to the students by institutions. Tuition subsidies meet, on average, 75% of the total cost of each student's tuition. I am concerned that providers may be using student services levies as a way of circumventing the fees policy.
11. Universities and some polytechnics are able to exert some levels of pricing power in regard to the fees they set for students. There are only seven general universities (and one small specialist one) in New Zealand and the barriers to entry are high. They also operate as geographical monopolies in some cases, or face only limited competition in specialist subject areas. In addition, the level of student support provided in New Zealand means that students are essentially unable to respond to price signals by studying in overseas (e.g. Australian) institutions.
12. In March, when I sought Cabinet's agreement to the Annual Maximum Fee Movement, I also asked Cabinet to note my concerns about these levies and that I had asked officials to report to me on the issue [SOC Min (10) 6/9]. On 14 July I announced my intention to review these levies in a speech at Victoria University of Wellington. I subsequently wrote to the Chief Executives of each institution to outline my concerns and to seek more information on what services each institution funds through its levies.

### *Student services levies*

13. Student services levies include all compulsory fees charged by tertiary education providers as a condition of enrolment that are not subject to the Annual Maximum Fee Movement (AMFM), which regulates the amount of

tuition-related fees and course costs.<sup>1</sup> These levies have been in place for a number of years, and are used by tertiary education providers to deliver a wide range of additional services for students.<sup>2</sup> The types of services covered by these levies vary between providers.

14. Generally, all students contribute to the cost of services, which can then be made available for free – or at a subsidised rate – when students need to access them. Services can be either fully or partly funded through these fees, and may be partly subsidised through other revenue sources, such as tuition subsidies or other government grants (e.g. early childhood education subsidies). The following table sets out a summary of the services that various universities and polytechnics report are funded through levies. Further information provided by universities and polytechnics is included as an appendix to this document.

**Table One:**  
**Services funded through levies in 2010, as reported by universities and polytechnics**

	Universities	Polytechnics
<b>Institutions that charged a levy in 2010</b>	<b>8</b>	<b>14</b>
<b>Learner support services</b>		
Careers information	7	6
Library services	1	2
Study support	3	3
Disability support	3	5
Māori and Pasifika	3	4
Adult students	1	3
Advocacy services	2	2
Student orientation	3	3
<b>Pastoral care</b>		
Health, counselling and chaplaincy services <sup>3</sup>	7	11
Accommodation services	4	3
Financial support and hardship funds	5	7
Crèches/Early Childhood Education services	1	0
Sports and recreation	5	2
<b>Other</b>		
Building maintenance and capital development	6	0
Internet access	5	3
International student support services	2	2
Transport subsidies	1	1
Administration	1	2
Enrolment fee	1	0

15. Students are entitled to borrow through the compulsory costs component of the student loan scheme to pay for these levies (just as they can borrow for students' association membership fees – where membership is compulsory).

<sup>1</sup> In 2011, the AMFM will allow for a 4% increase on the GST exclusive fees and course costs charged in 2010.

<sup>2</sup> No information has been collected from Private Training Establishments. We understand that such levies are not common in this sub-sector.

<sup>3</sup> Note that chaplaincy services were included in this line as part of the original questionnaire sent to TELs. Information collected as part of the review has indicated that chaplaincy services are not generally funded through student services levies.

### *The current use of levies*

16. The Government has set an expectation through the Tertiary Education Strategy 2010-15 that tertiary education organisations need to focus on improving their pastoral and academic support for students, in order to increase course and qualification completion rates – particularly for younger students, and Māori and Pasifika learners. In addition, institution councils have a statutory duty “to ensure that proper standards of integrity, conduct, and concern for the public interest and the well-being of students attending the institution are maintained”.<sup>4</sup>
17. This requires using revenue from tuition subsidies and tuition fees to ensure that all courses are responsive to the needs of all students (including, for example, Māori and Pasifika students and students with disabilities); and the provision of other, broader pastoral supports for students, which may be resourced through levies.
18. There is a link between students’ success and a broader environment that supports their learning. Providers need to have adequate resources to deliver these services, without underfunding other items and resources that are directly linked to tuition.
19. However, students are being compelled to contribute toward the costs of additional services that are not directly related to tuition in order to be able to enrol in courses at their chosen provider. In general, students do not enrol at an institution to access many of these services and, in many cases, they may not use them at any stage. The uneven utilisation of services by students means that not all students benefit equally from the student services levy.
20. There are cases where students are being asked to pay additional costs for what many would consider to be core tuition services, such as library services or internet access, which should be covered by the tuition fees students are already paying. It is also unclear why international student support services should be subsidised by domestic students.

### *Levies in 2010*

21. While some universities and polytechnics have charged student services levies for a number of years, there were unprecedented increases in 2010. Across all universities, levies for full-time students increased by 102% from an average of \$194 in 2009 to an average of \$392 in 2010.
22. Auckland University of Technology was the last university to begin charging a levy (\$360 for a full-time student) in 2010; and Canterbury University increased its fee from \$85 in 2009 to \$600 in 2010. Excluding these outliers, the average increase in other universities was 33%. Some universities have also tightened rules around how levies are charged. Victoria University of Wellington, for example, requires all students to pay a levy of \$534 – regardless of their study load.<sup>5</sup>
23. While levies are highest in universities, fourteen out of the twenty polytechnics charged a levy in 2010, ranging from \$16 to \$300 for full-time students in 2010.

<sup>4</sup> Section 181(f) of the Education Act 1989 refers.

<sup>5</sup> Although it will relax this policy in 2011.

The average was \$117. The average increase between 2009 and 2010 was 16%.<sup>6</sup> No wānanga charged a student services levy in 2010.

24. The increases in 2010 have been justified on the grounds that institutions cannot continue to subsidise the services they provided to students from other revenue. Providers have, therefore, sought to increase levies to maintain the existing level of services. Canterbury University has said that its increase was partly due to the Government's failure to provide a sufficient increase to tuition subsidies.

#### *The legal framework*

25. Tertiary education institutions are able to refuse to enrol students who have not paid tuition fees, and all other fees prescribed by the institution's council. The legislation is not entirely clear, but the Ministry of Education's view is that the Education Act does not allow for regulating fees for non-academic services. Section 159L enables the Minister for Tertiary Education to set limits on the fees that a provider can charge domestic students. However, the limits can only be linked to provision of services tied to funding given to providers – funding conditions currently only relate to the provision of educational services on a course basis, and do not require (or fund) providers to offer other, non-academic, services.
26. This means that providers have the option to set other fees for non-tuition related services as a condition of enrolling in the institution, while the Government has no ability to prevent them from setting these fees at any amount they determine and for whatever purpose – provided these fees are not for items or services directly related to tuition.
27. The Ministry of Education is seeking advice from the Crown Law Office to confirm whether the current provisions of the legislation can be used to regulate student services levies, and what limits there are on such conditions. Pending this advice, I am seeking Cabinet's agreement to include amendments in the Education Amendment Bill (No.4) to clarify my powers to regulate student services levies. If Crown Law advises that such a change is not necessary, I will withdraw these amendments before they are introduced to the House in February 2011.

#### **What is the problem?**

28. I do not consider that the current arrangements for student services levies are adequate or sustainable. The main problems are that:
- a. the regulatory framework is inconsistent, which means that providers can circumvent the regulation of tuition fees intended to reduce the costs of study for students by collecting additional money through levies
  - b. there is no clear definition of what services should be funded as part of tuition fees, what should be funded through a collective as a public good, and what should be provided on a user-pays basis

<sup>6</sup> This excludes polytechnics that introduced new levies in 2010 – UCOL and Wellington Institute of Technology.

- c. the Education (Freedom of Association) Amendment Bill, which removes compulsory membership of students' associations, may affect the provision of some core pastoral care services currently delivered by students associations
- d. many providers are not transparent or accountable to students about how they set levies, or for what services are delivered for students
- e. there is a fiscal risk to Government through the student loan scheme.

#### *An inconsistent regulatory framework*

- 29. Regulation of tuition fees and other compulsory course costs through the Annual Maximum Fee Movement is necessary to ensure that tuition subsidies are reflected in lower fees for students, rather than being absorbed by tertiary providers. Regulation also ensures that providers address any inefficiencies in their cost structures rather than passing these on to students through higher fees. Regulation also manages the fiscal risk to Government of increased student loan borrowing.
- 30. However, the current settings undermine the principles of fees regulation by enabling providers to mitigate the effects of the Annual Maximum Fee Movement by setting student services levies at a level which in effect subsidises the costs of tuition.

#### *The types of services funded through student services levies*

- 31. Currently, there is no clear definition of the types of services that tertiary education providers should fund through tuition subsidies and fees; student services levies; or on a user-pays basis. This leads to ambiguity and confusion about what is needed, how it should be funded, and who is responsible for delivering it. This is not fair for either students, or for providers.
- 32. Some providers are, for example, using levies to fund some library services and internet access – even where these are necessary for the course. Learning support services and additional services for student with disabilities should be met within the providers' available tuition revenue. It does not seem fair to pass these costs on to students outside of the fees controlled through the Annual Maximum Fee Movement. While many of the services provided through levies do seem to meet the core pastoral focus I am proposing for levies, I do have concerns about some current uses. For example, it is unclear to me that domestic students should be required to subsidise support services for international students, or the transport costs for some students.

#### *Lack of transparency and accountability*

- 33. The 102% average increase in levies at universities between 2009 and 2010 has not resulted in a proportional increase in the level of services provided to students. Some providers do seek to work constructively with students on how levies should be set, and how they should be spent. Victoria University of Wellington and the University of Canterbury, for example, have set up advisory committees to collaborate with students on how levies are set and used. However, students report that this is not the case in all institutions, and that it can be difficult to get clarity about an institution's approach, particularly when

the money collected through levies is not ring-fenced for the purposes of funding student services.

#### *The Education (Freedom of Association) Amendment Bill*

34. The Education (Freedom of Association) Amendment Bill's removal of compulsory membership of students' associations will have flow-on impacts for student services levies. I want to ensure that the core pastoral care services currently delivered by students' associations are not lost through this change, and also that students are not paying too much for these services.
35. The Auckland University Students' Association, where membership is already voluntary, does not charge membership fees, and has a service level agreement with the University of Auckland to provide a range of services – many of which are subsidised through revenue from student services levies. Other institutions may introduce similar arrangements as well, in order to maintain services previously delivered by students' associations. This may include, for example, contributions to Student Job Search and representation and advocacy functions.

#### *The Australian experience of voluntary student membership*

36. Many of those concerned about this change have pointed to the Australian example, where changes made in 2005 have resulted in quite significant reductions in the services provided by Australian universities. However, the Australian changes went much further by prohibiting providers from charging compulsory fees for any non-tuition related services.
37. The Australian Government is seeking to address the effects of the 2005 changes by doing much the same as I am proposing here – setting up a framework for how providers may administer compulsory fees for non-tuition services (to be capped at AUS\$254 in 2011). The Higher Education Legislation Amendment (Student Services and Amenities) Bill 2010 was introduced into the House of Representatives on 29 September. The Bill has now passed the House, and is awaiting the Senate's approval.<sup>7</sup>

#### *The cost to Government*

38. There is an indirect cost to Government through additional borrowing for student loans. On average, this will cost approximately 45.3c in every dollar lent out in 2010/11. Student services levies, and compulsory students' association membership fees currently present an uncontrolled fiscal risk to Government. Setting greater controls will ensure that Government can manage these risks more carefully.
39. We estimate that universities and polytechnics collected \$42m (GST incl) in total revenue from student services levies in 2009. Based on existing patterns of borrowing, we estimate that students borrowed \$34.6m of this through the Student Loan Scheme in 2009. Together, this borrowing represents approximately 5% of all borrowing through the compulsory fees component of student loans in universities and polytechnics in 2009. The estimated cost to Government (i.e. the write down) for 2009 was \$18.9m.

<sup>7</sup> A similar Bill was narrowly defeated in the Senate in August 2009.

40. We estimate that total revenue from levies has increased to \$75m in 2010 – a 78% increase across the board.<sup>8</sup>

#### Proposed amendment

41. I am therefore seeking Cabinet's agreement to amend the legislation to clarify that Government may set controls on all compulsory fees for courses it funds. Providers will have to comply with these arrangements as a condition of receiving government funding, as they are already required to do in relation to tuition fees for the Annual Maximum Fee Movement. In addition, I am also seeking amendments to enable the Minister to set additional requirements for how levies are managed, including, for example, greater involvement of students in decisions on all matters relating to levies.
42. In particular, I propose:
- a. amending the Act to make it explicit that tertiary education providers can charge a student services levy on enrolment
  - b. amending the Act to provide that the Minister may specify conditions on funding which set limits on the type and amount of all the compulsory fees that may be charged by institutions and private training establishments
  - c. amending the Act to provide that institutions and private training establishments must provide prospective students with details of the student services levy payable on enrolment
  - d. amending the Act to give the Minister the power to require that levies be held in a separate account and to require annual reporting of expenditure on student services
  - e. amending the Act to give the Minister the power to require providers to involve students in all decisions related to student services levies
  - f. making any consequential amendments to the Act and other associated legislation (if necessary) as a result of the above changes.
43. The conditions for setting the controls on student services levies would be subject to the same consultation requirement as for tuition fees. This process requires the Minister for Tertiary Education to seek public submissions, through a notice published in the *New Zealand Gazette*. This process will enable tertiary education providers and students to make submissions on the proposed conditions before they are finalised.

#### How these powers may be applied

44. There are a number of options for change that would ensure the maintenance of high value services, while delivering greater accountability and transparency for students. These include:
- a. setting clearer definitions on which services can be funded through levies

<sup>8</sup> Note that this estimate is based on 2009 enrolments at 2010 rates.



- b. requiring more transparency in the administration of levies, including for example, requiring levies to be kept in a separate, audited trust account
  - c. requiring greater involvement of students in how levies are administered
  - d. regulating the amounts that providers may charge as levies, including how much providers may charge part-time and extramural students who may not have the same access to services
  - e. preventing students from borrowing for these levies through the student loan scheme.
45. These options are not mutually exclusive. We could apply one, some, or all of them. I intend to apply elements of the first four options, which should work in concert to set clear and transparent controls on student services levies.

Withheld under section 9(2)(f)(iv)

*Setting clearer limits*

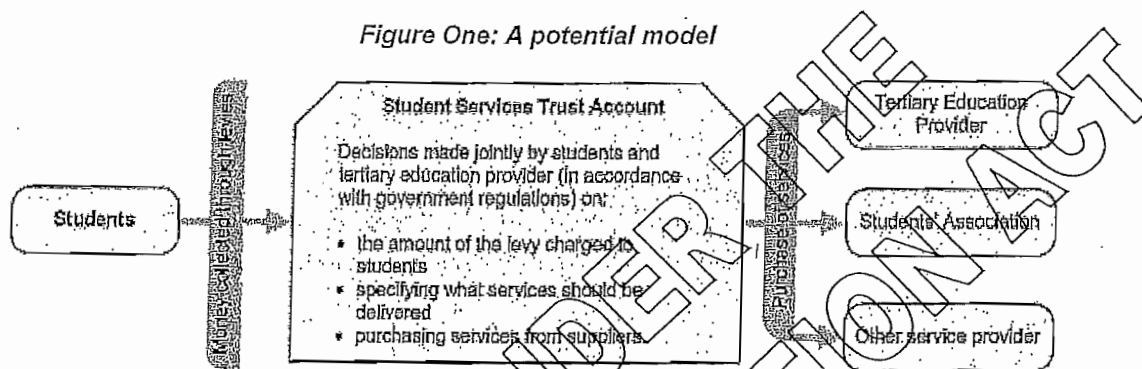
46. I want to set a clearer demarcation between:
- a. tuition-related fees that should be subject to the Annual Maximum Fee Movement. Some providers report using the levy for subsidising library services, and internet use, and "administration", which I consider should be funded through tuition fees and government subsidies
  - b. non-tuition services that should be collectively funded through compulsory fees. This could include pastoral support such as health services, additional mentoring and support for certain groups of learners, and careers advice services
  - c. services that should be funded through other means, such as user-pays or separate, more targeted fees and charges.
47. To give effect to this, I would expect to issue clearer guidelines of what costs are tuition fees that should be subject to the Annual Maximum Fee Movement, and what additional services should be subsidised through providers' student services levies.

*Administering student services in a more transparent way*

48. I want to set greater requirements for tertiary education providers to collect and manage revenue collected through student services in a more transparent way, by ensuring that students are kept well-informed of how providers intend to use levies to provide services. One of the key elements is ensuring money collected through levies is clearly ring-fenced, and that providers are able to demonstrate to students what services they are delivering through these levies.
49. Achieving greater transparency could involve introducing a range of requirements including:
- a. Providers could be required to publish in their annual report full information on what student services levies have been used to fund in the previous year.

- b. Providers could be required to formally consult with students as part of any decisions in relation to services funded through compulsory levies. This could include, for example, the establishment of an advisory committee to consider any issues associated with levies.
- c. All revenue collected through levies would be paid into a trust account, with joint signatories required from both the provider and student representatives on any payments.

Figure One: A potential model



50. All of these requirements would result in greater and more consistent transparency of services' purchasing and funding by providers, and would ensure that students have a stronger role in determining how and where their money is spent in providing services for students. It will also reduce the potential for misuse of funds, which has happened in some instances where students' associations have been responsible for expenditure of students' money.

*Setting a limit on the amount of the levy that providers may charge*

51. Setting a specific limit on levies would compel providers to focus on delivering core services that they consider necessary for students to achieve successful outcomes (in alignment with the Tertiary Education Strategy's priorities for pastoral care), from government funding, tuition fees and student services levies. Additional services could still be funded on a user-pays basis.
52. This could involve either setting an explicit cap on the amount of student services levies, or making any increases to student services levies subject to the 4% increase allowed through the Annual Maximum Fee Movement.
53. I also want to set clearer limits on what providers may charge part-time and extramural students, because these students will not have the same access to services that full-time students do.

*Preventing students from borrowing for compulsory levies through student loans*

54. Another option is preventing students from being able to borrow for levies through the compulsory costs component of student loans. The student loan scheme is in place to lower the financial barriers to study. The \$1,000 course-

related costs component would still be available for students to meet these costs.<sup>9</sup>

55. Under this option, students would have a greater incentive to resist the imposition of such levies, because they would have to pay for them, rather than borrowing for them along with other tuition fees. An advantage of this option is that it would not require legislative change, and it would reduce the cost to Government through reductions in student loan borrowing.
56. However, I consider that this option could be unfair to students. If providers continue to charge these levies as a condition of enrolment, students would still have to find the money to meet these levies, although the course-related costs and living costs components of student loans would continue to be available to students.

#### **Implementation risks**

57. There are some risks associated with how these new powers are applied. For example, these changes may limit the available funding that providers can commit to delivering core pastoral care services, leading to a reduction in the level of services provided. This is the opposite of the outcomes that I am seeking. In addition, introducing a clearer definition of what costs should be covered through tuition subsidies and fees may strengthen providers' calls to allow for increases to subsidies and fees in order to enable them to meet the actual costs of providing these services.

Withheld under section 9 (2) (f) (iv)

#### **Consultation**

59. The following departments have been consulted in the development of this paper: the Treasury, Ministry of Social Development, Ministry of Pacific Island Affairs, Te Puni Kōkiri, Office of Disability Issues, the Tertiary Education Commission, New Zealand Qualifications Authority.
60. The Department of the Prime Minister and Cabinet was provided with a copy of this paper.

Withheld under section 9 (2) (f) (iv)

<sup>9</sup> Another consequence of the Education (Freedom of Association) Bill is that students will not be able to borrow through the compulsory fees component of the student loan scheme for students' association membership fees.

## Human rights

62. The proposal in this paper is to amend the legislation to give the Minister for Tertiary Education the ability to set controls on student services levies. Accordingly there are no direct human rights implications resulting from this change.

## Legislative implications

63. I propose that the Education Act 1989 be revised in order to give effect to the policy changes relating to compulsory non-tuition fees. I propose that the necessary amendments be made through Education Amendment Bill (No.4).

## Regulatory impact and business compliance cost statement

64. A Regulatory Impact Statement has not been prepared for this paper. A detailed Regulatory Impact Statement will be submitted as an attachment to the Cabinet paper seeking approval to the introduction of Education Amendment Bill (No. 4).

## Gender implications

65. The proposal in this paper is to amend the legislation to give the Minister for Tertiary Education the ability to set controls on student services levies. Accordingly there are no direct gender implications resulting from this change.

## Disability Perspective

66. Some tertiary education institutions do subsidise disability support services through revenue from student services levies. Under the proposed changes, I want to clarify what costs should be met within tuition subsidies and fees. I also expect providers to continue to provide broader pastoral supports for students with disabilities, with greater student involvement in decision-making.

## Publicity

67. I have already publicly raised my concerns about student services levies, and announced my intention to review this practice. On 14 July 2010, I raised my concerns as part of a wider policy speech at Victoria University of Wellington. I subsequently wrote to the Chief Executives of all tertiary education institutions to raise my concerns and seek further information about the level of fees at each, and the nature of the services provided at each institution.
68. Once Cabinet agrees to this paper, I intend to write to all tertiary education institutions, student representatives and PTE sector bodies to inform them of my intention to amend the legislation to be able to set controls on student services levies.
69. Once Education Amendment Bill (No.4) is enacted, I will undertake consultation with interested parties on how the controls on student services will be set.

## Recommendations

The Minister for Tertiary Education recommends that the Committee:

1. **note** that there have been significant increases in the compulsory non-tuition fees (student services levies) charged by universities and some polytechnics with no proportionate increase in the level of services provided
2. **note** that the current legislation does not allow the Government to set controls on student services levies in the same way it does for tuition fees and other compulsory course costs through the Annual Maximum Fee Movement
3. **agree** to introduce a new framework for student services levies to provide greater transparency and accountability for how tertiary education providers resource and deliver core pastoral care services
4. **agree** to:
  - a. amend the Education Act 1989 to provide that the Minister may specify conditions on funding which set limits on the type and amount of all the compulsory fees that may be charged by institutions and private training establishments
  - b. amend the Act to provide that institutions and private training establishments must provide prospective students with details of the student services levy payable on enrolment
  - c. amend the Act to give the Minister the power to require that levies be held in a separate account and to require annual reporting of expenditure on student services
  - d. amend the Act to give the Minister the power to require providers to involve students in all decisions related to student services levies
  - e. make any consequential amendments to the Act and other associated legislation (if necessary) as a result of the above changes
5. **authorise** the Minister for Tertiary Education to give instructions to Parliamentary counsel to draft the changes proposed for Education Amendment Bill (No.4) relating to student services levies
6. **authorise** the Minister for Tertiary Education to make decisions on the details of the changes relating to student services levies, without further reference to Cabinet, subject to these details being consistent with the policy intent set out in this Cabinet paper
7. **invite** the Minister for Tertiary Education to report back to Cabinet in February 2011 on any decisions made in relation to recommendation 6

Withheld under section 9 (2) (f) (iv).

Withheld under section 9 (2) (f) (iv)



Hon Steven Joyce  
Minister for Tertiary Education

2/12/10

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

	Victoria University of Wellington	University of Canterbury	University of Otago	University of Auckland	Auckland University of Technology	Lincoln University	Massey University*	University of Waikato	Total		
<b>Learner support services</b>											
Careers information	✓	✓	✓	✓	✓	✓	✓	✓	7		
Library services									1		
Study support	✓	✓					✓		3		
Disability support	✓	✓							3		
Māori and Pasifika	✓	✓							3		
Adult students		✓							1		
Advocacy services		✓		✓					2		
Student orientation	✓	✓		✓					3		
<b>Pastoral care</b>											
Health, counselling and chaplaincy services	✓	✓	✓	✓		✓	✓	✓	7		
Accommodation services	✓		✓	✓			✓	✓	4		
Financial support and hardship funds	✓	✓		✓			✓		5		
Crèches/Early Childhood Education services	✓								1		
Sports and recreation	✓		✓	✓		✓			5		
<b>Other</b>											
Building maintenance and capital development		✓	✓	✓	✓	✓		✓	6		
Internet access	✓		✓	✓	✓	✓		✓	5		
International student support services		✓		✓					2		
Transport subsidies					✓				1		
Administration		✓							1		
Enrolment fee							✓		1		
<b>Students' associations</b>											
Contract students' associations for services?	x	✓	✓	✓	x	✓	x	x	4		
<b>Are students differentiated?</b>											
Full-time / Part-time	✓	x	✓	✓	✓	✓	✓	✓	7		
Intramural /Extramural	✓	✓	✓	✓	✓	x	✓	✓	7		
<b>Fee per full-time student</b>											
									<b>Average</b>	<b>Median</b>	
2010	Provider levy	\$534.00	\$600.00	\$378.10	\$542.40	\$360.00	\$296.75	\$244.00	\$188.00	\$392.91	\$369.05
	Students' association fee	\$139.00		\$179.59		\$130.00	\$186.56	\$233.00	\$95.00	\$120.39	\$134.50
	<b>Total</b>	<b>\$673.00</b>	<b>\$600.00</b>	<b>\$557.69</b>	<b>\$542.40</b>	<b>\$490.00</b>	<b>\$483.31</b>	<b>\$477.00</b>	<b>\$283.00</b>	<b>\$513.30</b>	<b>\$516.20</b>
2009	Provider levy	\$276.00	\$85.00	\$281.00	\$422.40	-	\$194.04	\$146.00	\$148.00	\$194.06	\$171.02
	Students' association fee	\$132.00		\$175.55		\$130.00	\$117.97	\$225.00	\$95.00	\$109.44	\$123.99
	<b>Total</b>	<b>\$408.00</b>	<b>\$85.00</b>	<b>\$456.55</b>	<b>\$422.40</b>	<b>\$130.00</b>	<b>\$312.01</b>	<b>\$371.00</b>	<b>\$243.00</b>	<b>\$303.50</b>	<b>\$341.51</b>
Rank (2010)		1	2	3	4	5	6	7	8		
Percentage increase (2009 - 2010)		+65.0%	+605.9%	+22.2%	+28.4%	+276.9%	+54.9%	+28.6%	+16.5%	+69.1%	

\* Note that Massey University has four separate students' associations. The figures quoted in the table relate to those for Massey University Students' Association, for students studying in Palmerston North.

	UCOL	Otago Polytechnic	Wairariki Institute of Technology	Christchurch Polytechnic Institute of Technology	Unitec Institute of Technology	Tairāwhiti Polytechnic	Wellington Institute of Technology	Waikato Institute of Technology	Whitireia Community Polytechnic	Nelson Marlborough Institute of Technology	Western Institute of Technology at Taranaki	Eastern Institute of Technology	Tairāwhiti Polytechnic	Manukau Institute of Technology	Tai Poutini Polytechnic	The Open Polytechnic	Northland Polytechnic	Aoraki Polytechnic	Bay of Plenty Polytechnic	Southern Institute of Technology	Total
<b>Learner support services</b>																					
Careers information	✓	✓		✓	✓									✓							6
Library services	✓													✓							2
Study support	✓																				3
Disability support	✓	✓			✓									✓							5
Māori and Pasifika	✓													✓							4
Adult students	✓													✓							3
Advocacy services		✓												✓							2
Student orientation		✓		✓										✓							3
<b>Pastoral care</b>																					
Health, counselling and chaplaincy services	✓	✓	✓	✓	✓		✓				✓			✓			✓				11
Accommodation services	✓			✓																	3
Financial support and hardship funds	✓	✓		✓	✓		✓							✓							7
Crèches/Early Childhood Education services																					0
Sports and recreation				✓																	2
<b>Other</b>																					
Building maintenance and capital development																					0
Internet access	✓	✓																			3
International student support services	✓	✓																			2
Transport subsidies				✓																	1
Administration													✓		✓						2
Enrolment fee																					0
<b>Students' associations</b>																					
Contract students' associations for services?	x	x	x	x	✓	x	x	x	x	N/A	x	N/A	x	x	N/A	x	x	N/A	N/A	N/A	1
<b>Are students differentiated?</b>																					
Full-time / Part-time	✓	✓	✓	✓	✓	✓	✓	✓	x	N/A	✓	N/A	✓	✓	N/A	x	✓	N/A	N/A	N/A	12
Intramural /Extramural	✓	x	x	x	x	✓	x	x	✓	N/A	x	N/A	x	x	N/A	x	✓	N/A	N/A	N/A	4
<b>Fee per full-time student</b>																					
2010	Provider levy	\$300.00	\$225.00	\$160.00	\$151.90	\$120.00	\$150.00	\$90.00	\$95.00	\$25.00	\$16.00	\$105.00	\$104.00	\$104.00	\$70.00	\$50.00	\$40.00				
	Students' association fee	\$120.00	\$192.00	\$107.00	\$112.50	\$120.00	\$40.00	\$95.00	\$78.00	\$135.00	\$118.13	\$96.00	\$110.00	\$110.00	\$70.00	\$50.00	\$40.00				
	<b>Total</b>	<b>\$420.00</b>	<b>\$417.00</b>	<b>\$267.00</b>	<b>\$264.40</b>	<b>\$240.00</b>	<b>\$190.00</b>	<b>\$185.00</b>	<b>\$173.00</b>	<b>\$160.00</b>	<b>\$118.13</b>	<b>\$112.00</b>	<b>\$110.00</b>	<b>\$105.00</b>	<b>\$104.00</b>	<b>\$70.00</b>	<b>\$50.00</b>	<b>\$40.00</b>			
2009	Provider levy		\$220.00	\$160.00	\$149.10	\$120.00	\$150.00		\$75.00	\$25.00	\$16.00	\$105.00	\$100.00	\$100.00	\$70.00	\$50.00	\$40.00				
	Students' association fee	\$120.00	\$192.00	\$107.00	\$149.10	\$103.20	\$40.00	\$95.00	\$75.00	\$100.00	\$112.50	\$80.00	\$103.00	\$103.00	\$70.00	\$50.00	\$40.00				
	<b>Total</b>	<b>\$120.00</b>	<b>\$412.00</b>	<b>\$267.00</b>	<b>\$298.20</b>	<b>\$223.20</b>	<b>\$190.00</b>	<b>\$95.00</b>	<b>\$150.00</b>	<b>\$125.00</b>	<b>\$112.50</b>	<b>\$96.00</b>	<b>\$103.00</b>	<b>\$105.00</b>	<b>\$100.00</b>	<b>\$70.00</b>	<b>\$50.00</b>	<b>\$40.00</b>			
Rank (2010)		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	N/A	N/A	N/A
Percentage increase (2009 - 2010)		250%	1%	0%	11%	8%	0%	95%	15%	28%	5%	17%	7%	0%	4%	0%	0%	0%	N/A	N/A	N/A

	Average		Median	
	All	With levy	All	With levy
Provider levy	\$81.60	\$116.56	\$70.00	\$104.50
Students' association fee	\$69.68	\$107.20	\$86.50	\$110.00
<b>Total</b>	<b>\$151.28</b>	<b>\$177.97</b>	<b>\$115.07</b>	<b>\$160.00</b>
Provider levy	\$60.51	\$100.84	\$32.50	\$102.50
Students' association fee	\$67.34	\$103.60	\$77.50	\$103.00
<b>Total</b>	<b>\$127.85</b>	<b>\$150.41</b>	<b>\$104.00</b>	<b>\$112.50</b>
Percentage increase (2009 - 2010)	18.3%	18.3%	10.6%	42.2%