

**NEW ZEALAND  
UNIVERSITY STUDENTS'  
ASSOCIATION (INC.)**

---

**ANNUAL REPORT**

**1992**

---





*NZUSA 1992 Federation Executive*

*Standing (left to right)*

*Joan Smith (UCSA), Lisa Ducat (MUSA from 21/7/92)  
Dan Ormond (President), Cushla Thomson (VUWSA)  
Kristine Potter (LUSA), Kirsty Graham (OUSA)*

*Kneeling (left to right)*

*Jeremy Baker (Treasurer), Doug Sadlier (AUSA)*

*Absent: Todd Muller (WSU)*

*Carlos Short (MUSA until 21/7/92)*

*Carl Dawson (Vice President until 31/7/92)*

*Accountants: Curtis Maclean*

*Lawyers: Russell McVeagh McKenzie Bartleet & Co.*

*Auditors: Spicer Oppenheim*

*Bank: Bank of New Zealand*

*The New Zealand University Students' Associations, 59 Aurora Tce, Wellington, New Zealand  
PO Box 10191, The Terrace, Wellington; Tel (04) 4712559, Fax (04) 4732391*

# President's Foreword

---



1992 has been one of the most significant years for NZUSA since its new direction was established in 1986.

For one of the first times since its restructuring, our focus was seriously debated and questioned. While many saw the discussion at May Conference 1992 as leading to a fundamental shift for the organisation, in fact I believe they were vital in the evolution of the organisation, have led to a stronger organisation, and have cemented the fact NZUSA is dynamic and evolving.

As has been noted in the past, prior to 1986, NZUSA was a troubled organisation, there was no accountability to students, in fact the organisation at times acted in spite of students. The national office tended to be bloated and overstaffed, and the organisation was typified by internal dissension. Things have changed, at times some may question this, but NZUSA has become an organisation with a positive profile that is credible and actually able to create change.

A generation in student politics is only 2-3 years. NZUSA has restructured, or gone through massive change every 7 years. Obviously 1992 was not seriously affected by these cycles. However, 1993 is the year of that cycle again, beware.

I believe that 1992 can justifiably be celebrated as a year of achievement for NZUSA. The ground work laid in recent years bore fruit for students. This is where the accountability starts to come in, for the \$300,000 students invested in the organisation. They received an estimated \$10 million back in direct benefits. That is a return that should make any constituent and its members proud to belong to. This is the difference between how NZUSA was, and now is. It now makes a difference to the average student!

While not being able to achieve the utopian ideals of having universal student allowances and no fees, though these are still vital goals. NZUSA can count 5 significant victories that each have made a significant benefit to our members.

## **The Community Service Card debate**

Prior to the lobbying and awareness raising work of the Association, all students not in receipt of a student allowance were treated as high income earners, and therefore ineligible for the reduced health charges. Students were therefore, being means tested to a level far in excess of any other group. Through the intervention of NZUSA, students were eventually able to apply for a card on the basis of their own income.

## **Secondary Taxation on Student Loans**

While the Government never admitted this was an issue, it was a clear oversight in the drafting of regulations. Students would have been expected to start repaying their loan on any other income than their primary source. The association reached an agreement with the Government so the revised regulations made it clear that no one would start

repaying their loan until their income exceeded \$12,670 (later raised to just over \$13,000).

80% of students who applied for the **independent circumstances allowances** at the start of 1992 were rejected. They applied in good faith; the Ministry of Education forms misled them. Two of the criteria required to prove independence were included in all the publicity and on all the forms, but administrators had been briefed to automatically reject these applications. NZUSA was successful in convincing the Ministry to revise all its material.

**The Tertiary Employment Assistance Scheme** had come under constant fire for not creating employment. There is still conjecture as to its real value. As a trial, we did not seek the scheme for the 1992-93 summer, and instead sought an additional \$1/4 million in direct funding for SJS. This additional money was a major contribution towards SJS's ability to shatter almost all previous records for placements and enrolments.

#### **A and B bursaries**

Modify the rules, but don't tell anyone. This appears to have been the case for A and B bursaries at the start of the year. The effect was that up to 5000 students missed the deadline to apply for their award. A 60 day limit had been imposed. There was a lot of media attention on the issue, and this coupled with negotiations with the Ministry of Education by NZUSA meant that applications were reopened and students had until the end of this year to claim their entitlements.

I count these 5 memories as the tangible return to students for their membership of NZUSA, a return of an estimated \$10 million directly to students. These are the types of returns that prove the benefit of a national body. Without the intervention of NZUSA it is questionable if any of these benefits would have occurred for students.

It is easy to measure these specific outcomes. What is impossible to measure is the continued respect that NZUSA has received as a professional and effective voice for students. The Association is now seen as an authority on tertiary education. The media, Ministry of Education, institutions and public frequently turn to NZUSA and its increasing array of publications for timely and accurate information. It is through the work since 1986 that we have achieved this status.

I felt incredibly fortunate to lead an organisation that had so much cumulative mana behind it. It allowed my and the Association to focus on achievement rather than petty naval gazing.

To close I would like to thank the people who made NZUSA what it was in 1992. They are too numerous to name and to just list them would do no justice to their contributions. However, those comments aside, a special thanks must go to Charlotte Denny, Bidge Smith and Andrew Little for their timely and absolutely invaluable support and advice. To Jeremy Baker and Cushla Thomson, who jointly got landed with the role of proxy vice-president and administrative secretary at the same time as trying to live their own lives, a big thank you. Finally thank you to everyone who put up with and tolerated this maniac and obsessive National President.

Dan Ormond  
NZUSA President 1992

# *Meetings and Conferences 1992*

---

NZUSA holds three major meetings each year, February Workshops and May and August Conferences. The aim of February Workshops is to provide student delegates with skills training and background information on key education issues. May and August Conferences are the main decision making forums for NZUSA. They provide the members of NZUSA, the seven constituent associations, with the chance to set and review both goals and policy, and formulate plans of action.

In 1992 May Conference was held at Canterbury. Issues discussed at the conference included SJS and the viability of the TEAS scheme, the developments in the providing of education—both public and private, alternatives to the policy of user pays, cost equalisation and most significantly a Workshop examining the focus of NZUSA. Guest speakers included the Leader of the Alliance Jim Anderton, Canterbury educationalist Dr Michael Peters, and Canterbury SJS Manager Michelle Wynter-Smith.

August Conference was held at Waikato University. There were workshops on voluntary student association membership, policy developments in tertiary education in Australia, and the findings of the NZUSA-focus working party were presented. Guest speakers included Waikato University Vice-Chancellor Wilf Malcolm, NUS President Tony White, and ex-NZUSA President Bidge Smith.

August Conference also dealt with administrative matters; the setting of the Federation's 1993 Budget and levy, and the election of Kirsty Graham as 1993 NZUSA President. It took a further 2 election plenaries, in October and November to elect Alistair Shaw as 1993 NZUSA Vice-President.

In between these three main meetings, the NZUSA Federation Executive met eight times to oversee the running and direction of the Association.

The Federation Executive consists of the seven campus Presidents and the NZUSA President, Vice President and Treasurer.

# *Student Job Search*

---

## **Student Job Search**

During 1992 the President of NZUSA served as National Chairperson of Student Job Search. Following a review of the Tertiary Employment Assistance Scheme which had provided subsidies for 1,374 of the 19,686 jobs filled over the 1991/92 summer season, NZUSA successfully lobbied for Student Job Search to receive an additional \$250,000 in marketing monies for the 1992/93 summer to replace the TEA Scheme on a trial basis.

The trial was unquestionably successful and resulted in a 38.2 percent jump in job offers over the 1992/93 summer period. Coincidentally, and equally pleasing, was an increase of 38.2 percent in the number of unsubsidised jobs of four weeks duration or longer.

The number of individual students enrolling with Student Job Search rose by 4.9 percent. Pay-rates held reasonably well with 50 percent of all jobs paying \$8.50 per hour or more. University students represented 73 percent of all Student Job Search clients and took 81 percent of all summer placements.

## **In-Term Service**

Student Job Search provided an in-term service in all university centres from March to September inclusive, enrolling some 12,899 students and filling 10,899 jobs. Placements ran at 84.5 percent of enrolments—up from the 78.3 percent achieved in 1991.

## **Emergency Unemployment Benefit**

The number of students receiving the EUB rose by 19 percent to 28,328—a dramatic increase that reflected the continuing and growing problems faced by students in a tough job market. The average number of weeks spent by students on the EUB rose to 9.75 from 8.27 in 1991/92.

## **Conclusion**

Student Job Search continues to be an extremely important service for university and other tertiary students and an area where Government will need to be asked for increasing financial support. NZUSA's active involvement in SJS at a national level is critical if we are to continue to maintain and build this very important service to our student members.

# Higher Education Scholarship

---

NZUSA's third Higher Education Scholar, Michael Peters, took up his scholarship in 1992. The scholarship provides \$4,000 a year to a post-graduate student of any discipline doing research in higher education.

Mr Peters, a Canterbury student was researching and writing a Ph.D. thesis on the restructuring of the New Zealand university system. His project consists of six parts namely:

- corporatisation and the New Zealand university system
- student fees and allowance: the case for cost recovery
- competition in tertiary education
- accountability and performance in tertiary education
- industrial relations in the university system
- possible options for the future

At the time of printing, Mr Peter's research is still continuing. To date he has identified the key arguments used by Government to justify the very major changes that have occurred in the tertiary sector. From there he has undertaken a critical analysis of the rationale and applicability of these arguments to both the specific university environment, and the education world in general.

Fundamentally the research has examined the ways in which university management and funding structures have become modelled almost entirely on business models. The systems of accountability now in place are all based on performance models and association of values, whereby rewards and sanctions are applied if positive outcomes are generated. What, though is a positive outcome? Are the interpretations valid? How applicable are these management systems to the tertiary sector?

The research also looks at how the universities have been forced to assume a corporate image. They now have mission statements and use performance indicators. They are forced to charge for their services, and they are subject to competitive pressures. The Government has attempted to introduce competition in a number of ways. It has established the NZ Qualifications Authority, it has created an equivalent full time student funding system, it has allowed universities to charge their own fees, and it has established a contestable research fund (the Public Good Science Fund).

The Association is pleased to have been able to support Michael's work, which has greatly added to our arguments and this research alongside, Higher Education: Our Vision, should form a solid philosophical base for the Association to argue its case in future years.

# *Southern Africa Scholarship Trust*

---

The Southern Africa Scholarship Trust was established by NZUSA in 1975 to provide a tertiary education scholarship in New Zealand for exiled black South Africans who are deprived of educational opportunities in their own country.

The Trust Board is chaired by the NZUSA Vice President, and Board members are appointed by the Federation Executive. The Trust is administered by the Federation Office with the assistance of the Trust secretary. Each year NZUSA and its constituents donate nearly \$12,000 to the Trust.

In 1992, the Trust's fifth scholar, Nonhlanhla Mtshali, successfully completed the fourth year of her five year Engineering degree at the University of Canterbury.

The Trust met twice in 1992. Its work was disrupted by the Vice President's resignation mid-year but still managed to raise funds and produce a newsletter for contributors.

A review of the future of the Trust was begun, taking into account the changes in South Africa, and attempting to re-re-examine the role of the Trust in the light of these developments. This should be completed in 1993.



# 1992 Goals

---

The Federation's 1992 goals were:

## **Goal 1—Student Allowances**

To ensure that the state restores a living allowance scheme that includes entitlement not subject to parental means testing, sufficient for average living costs and with higher rates for students with dependents.

### ***Subgoal: Alteration to parental means test.***

*To ensure the improvement of the Independent Circumstances requirements and the Sole Parent criterion.*

### ***Subgoal: Opposition policy.***

*To ensure the policy of opposition parties reflects NZUSA policy.*

### ***Subgoal: Discredit loans scheme.***

*To show that the loans scheme is hindering participation in tertiary education.*

### ***Subgoal: Public awareness.***

*To increase public awareness of negative aspects of the allowance system.*

## **Goal 2—Fees**

To ensure that the fees are removed by the 1993 academic year and that no other significant tuition fees are introduced either by the universities of Government.

### ***Subgoal: Prevent fee increases***

*To prevent any increase in fee levels, particularly increases resulting from "top-up" charges.*

### ***Subgoal: Extend cost equalisation***

*To increase the level of cost equalisation by universities.*

## **Goal 3—Funding**

To ensure that universities remain primarily state funded and open to all appropriately qualified students; and that all students are fully funded at a level that is adequate to cover research and teaching requirements of universities.

### ***Subgoal: Maintain real rate of funding***

*To ensure Government funding of universities is maintained in real terms.*

## **Goal 4—Employment**

To retain a Government funded, student administered Student Job Search service incorporating a summer employment assistance scheme.

### ***Subgoal: SJS funding***

*To ensure SJS is adequately funded.*

**Subgoal: Summer employment assistance scheme revision.**

*To devise a new scheme which is more effective and more attractive to the Government.*

**Goal 5—Private Providers**

*To monitor developments in private tertiary education providers, polytechnics and colleges of education, the fees charged and the quality of qualifications.*

**Subgoal: Monitoring report**

*To produce a monitoring report at least twice a year covering fees of, qualification quality of, and developments within non-university tertiary education providers; the report also to cover MoRST and FoRST.*

**Subgoal: Auditing requirements.**

*To improve education and financial auditing requirements in private institutions.*

**Goal 6—Liaison**

*To liaise with other tertiary education sector groups to monitor the developments in tertiary education, cooperate in strategies and share information.*

**Goal 7—Welfare**

*To ensure students receive a high standard of education with adequate academic and non-academic support such as library, counselling, health and recreation services.*

**Subgoal: Survey and Report.**

*To produce a report comparing the welfare services provided by each campus and their methods of funding,*

**Subgoal: Student eligibility.**

*To ensure all students remain eligible for student welfare services.*

# Evaluation of 1992 Goals

---

## **Goal 1—Student Allowances**

*To ensure that the state restores a living allowance scheme that includes entitlement not subject to parental means testing, sufficient for average living costs and with higher rates for students with dependents.*

Achieving this goal in a single year would be particularly difficult, if not impossible in the current political environment. With the current government set on a programme of reducing state expenditure, increased family dependence, and increased targeting of any state support, any reduction in a state allowance is difficult to achieve. This year has seen an environment where we have been forced to defend what remains of the allowances rather than fight for the restoration of the allowances that were cut last year. Any reduction of our focus in this area, or any compromise on our current stance will, in my view, permit government to make even greater cuts as their opposition would be decimated.

### **Subgoal: Alteration to parental means test.**

*To ensure the improvement of the Independent Circumstances requirements and the Sole Parent criterion.*

The Ministry of Education carried out an administrative review of the Student Allowances and Loans schemes, to which NZUSA made two submissions. Both of the submissions put significant emphasis on the overly harsh information requirements. The review did not recommend any change. Significant public awareness and public outrage has been created on this issue which has provided extra focus on all the issues involved in the allowance cuts.

### **Subgoal: Opposition policy.**

*To ensure the policy of opposition parties reflects NZUSA policy.*

The entire Alliance tertiary education policy seems to mirror our general philosophy. They have incorporated the restoration of student allowances as part of that policy. We are currently working very closely with the Alliance as they confirm their policy for next years General Election.

Labour is still in the process of developing their policy. It appears unlikely however that it will contain exactly what we perceive as an ideal student allowances package. It is more probable that it will be largely based on their policy prior to losing the last election, but with means testing up to the age of 22 and a universal minimum payment. This would certainly be an improvement on the current scheme, but does not address many of our concerns. The desirability of any new allowances scheme is also dependent on what happens with the loans scheme.

### **Subgoal: Discredit loans scheme.**

*To show that the loans scheme is hindering participation in tertiary education.*

A problem in proving that the loans scheme is hindering participation is that

we have no longitudinal studies in this area. When Labour introduced its \$1,250 up front fee its impact was immediate: a 0.4% decrease in enrolments with a particularly disproportionate effect amongst mature female students. The Loans Scheme has not resulted in such a marked impact. Consequently it is even more vital now that we measure the true impact and effect of the scheme before it is cemented in place.

**Subgoal: Public awareness.**

*To increase public awareness of negative aspects of the allowance system.*

This has been the major strategy in our attempts to have allowances restored. It will only be with wide spread public support that we are able to have student allowances restored. Because of the dramatic nature of the cuts and the fact the majority of the population know someone or someone's children who have been affected, the challenge is to translate this into increased calls on the government for change. What continually works against us is the publicity that alleged cases of abuse of the Loans Scheme, Student Allowances and the Emergency Unemployment Benefit receive with alarming regularity.

**Federation Office Activity**

This goal has been our primary focus for the year. It is the goal that once achieved will have the greatest benefit to students. There is little federation activity this year that cannot be related directly to trying to achieve this goal.

Major achievements for the Federation this year towards this goal have largely been getting the current system refined to be more student friendly. The achievements have been:

Forcing the Government to change the secondary taxation provisions of the student loans scheme so as to ensure no student loan holder will have to start making repayment until their income exceeds \$12,610.

Making the Ministry of Education print an erratum to the allowances handbook after they admitted that two of the printed examples of Independent Circumstances Allowance (ICA) were not in fact being treated as valid reasons. Up to 80% of those applying for ICA had sighted these reasons and had their applications rejected.

Have applications for A and B Bursaries re-opened so that any recipient who had missed the initial 60 day limit had until 23 November to apply and receive their Bursary.

**Goal 2—Fees**

*To ensure that the fees are removed by the 1993 academic year and that no other significant tuition fees are introduced either by the universities or Government.*

As with goals 1 and 3 this is a fundamental part of our philosophy and is an ideal. It is unlikely, however, to be achieved in a single year and particularly not in a non-election year. Realistically, all that we can hope is that the issues of fees and allowances are not lost in the myriad of political concerns. Students and the public must be reminded that it was only four years ago when most fees were \$127. The Federation must bear in mind that the majority of current students have never paid low fees. The Alliance is promising to scrap tertiary fees, Labour wishes to have a uniform Government imposed fee, and National still maintains that there is no fee. Thus, the spectrum of options is covered by the political parties.

**Subgoal: Prevent fee increases**

*To prevent any increase in fee levels, particularly increases resulting from "top-up" charges.*

The 1992 Budget made this almost impossible to achieve as changes to institutional funding for next year meant that there had to be about a 30% increase just to cover the cuts. Many institutions also moved to introduce top-up fees, particularly to cover capital works or scholarships.

**Subgoal: Extend cost equalisation**

*To increase the level of cost equalisation by universities.*

Victoria moved to fully equalise their fee meaning that four of the seven institutions now equalise. What has emerged as a key concern is how fees are calculated and whether they are in fact capped or uncapped. The ideal we should be aiming for with all fees is that they are capped and fully equalised.

**Federation Office Activity**

With fee setting decisions now the domain of university councils Federation Office's direct involvement had decreased. In the past, with the responsibility for the setting of fees having rested with the Government, Federation Office had been primarily responsible for the co-ordination work. This year our role has been much more of a liaison and support role. When campuses have required information or support it has been our role to provide this in a timely and accurate manner.

As NZUSA has developed in recent years it has evolved into a clearing house for information. In the case of fees I believe this is how Federation Office did and should work: providing information not only to campuses but also to the media and other groups that request and require it. Many journalists now call us first for information because they know that generally we will have it or have access to it; that it will be accurate; and that it will be provided if promised.

**Goal 3—Funding**

*To ensure that universities remain primarily state funded and open to all appropriately qualified students; and that all students are fully funded at a level that is adequate to cover research and teaching requirements of universities.*

As has been mentioned before this is another of our primary goals, and it will not be achieved in a single year. The major change during the year has been the 1% cut to be EFTS and the programmed reduction of 5% in the Non Study Right investment level. The Government has created another 7,500 places in the system for next year, however, these have been financed largely through the reduction in EFTS funding. Of these places an estimated 6,500 are taken by pipeline growth and currently unfunded students and thus there is only 1000 new places.

**Subgoal: Maintain real rate of funding**

*To ensure Government funding of universities is maintained in real terms.*

There has been a real decrease per EFTS funding, but university funding has increased in real terms if we look at the total allocation and not on a per student basis.

**Federation Office Activity**

At Federation Office we have stressed the fundamental importance of tertiary education.

An output of this view is that for a sustained economic recovery there will need to be a significantly increased commitment in the area of tertiary education.

Our main activity in this area has been to portray the situation as it actually is. The Minister has repeatedly emphasised that he has created 18,000 additional tertiary places since becoming minister, our aim has been to inform the public of how he has actually funded these additional places.

By having opportunities such as commenting on the Budget on the Television Budget Special we have ensured that whenever possible the minister's view has been balanced by us.

The issues covered by the first three goals are our fundamental reasons for existing. The majority of the time, effort and resources of the organisation are channelled into these areas. The development of Higher Education Our Vision II (HEOV II) is pivotal in all three areas. The aim of HEOV II is to move the debate from being a fragmented reactionary campaign to being a more reasoned and researched academic debate. The work that we have started this year in this area should provide a basis for NZUSA activity for at least the next 5 years.

#### **Goal 4—Employment**

*To retain a Government funded, student administered Student Job Search service incorporating a summer employment assistance scheme.*

##### **Subgoal: SJS funding**

*To ensure SJS is adequately funded.*

It is always difficult and often contentious to try to define exactly what adequate means. This year we received the funding level requested which included a \$24,000 increase over last years funding. The significance of this is greater than just getting what we requested, but being able to convince the Government that we actually needed an increase. In recent years we had been fighting a losing battle so to reverse the tide is excellent and should have a positive influence on future funding.

##### **Subgoal: Summer employment assistance scheme revision.**

*To devise a new scheme which is more effective and more attractive to the Government.*

Despite a disagreement with APSU as to whether or not to pursue TEAS we succeeded in achieving our alternative scheme. This additional \$250,000 in marketing money appears to already be making a difference this summer. The effect has been two fold: it has reduced employer agro and significantly increased the level of marketing able to be carried out by the branches.

#### **Federation Office Activity**

Because of scepticism in Cabinet about TEAS and its effectiveness this has had to be one of the primary issues for NZUSA during the year. Our decision not to seek TEAS this summer has been a bold one, if not one that was forced upon us. The additional Marketing money has always had to be seen as the most risky option, but the most exciting of the options available. Achieving the funding has put the onus on SJS managers to prove our judgement was correct—the initial signs are extremely positive.

Summer employment is going to be an increasingly vital issue in future years. The level

of effort expended by us in this area needs to increase and we can no longer abdicate responsibility by believing that SJS is the solution. It is not. It is only part of the solution.

#### **Goal 5—Private Providers**

To monitor developments in private tertiary education providers, polytechnics and colleges of education, the fees charged and the quality of qualifications.

Development of private institutions and non university qualifications has slowed down, which follows the absolute onslaught that occurred last year. The major development has been the accreditation of the Asia Pacific Institute as a University. NZQA's decision to grant this status to Asia Pacific is now the subject of legal action by the NZVCC. NZUSA has offered to assist the VC's with their action if this is required.

##### ***Subgoal: Monitoring report***

*To produce a monitoring report at least twice a year covering fees of, qualification quality of, and developments within non-university tertiary education providers; the report also to cover MoRST and FoRST.*

Federation Office has completed one monitoring report and held a workshop on the topic at May Conference. In addition to this a separate background report was prepared on FoRST to provide constituents background material at the time of University negotiations into entering the Foundation.

##### ***Subgoal: Auditing requirements.***

*To improve education and financial auditing requirements in private institutions.*

The NZQA has moved following the collapse of several English Language schools to tighten the financial and reporting requirements for private institutions. NZUSA has had ongoing input into the development of audit requirements, both financial and academic, for public and private institutions.

This area has also taken on increased significance in the University sector. NZUSA has been involved in the planning and development of the NZVCC Academic Audit Unit. Once this organisation is operating, likely to be late 1993, there should be significant benefit for students in terms of better monitoring of the quality of the education they receive.

#### **Federation Office Activity**

Our main work in this field has been the development of the audit unit. As identified previously this will have significant benefit for students. Student representation is expected to be achieved at a Board level. In addition, we have also been a member of a Ministry of Education sponsored review team looking at the financial reporting of Tertiary Institutions.

#### **Goal 6—Liaison**

*To liaise with other tertiary education sector groups to monitor the developments in tertiary education, cooperate in strategies and share information.*

This goal is impossible to quantify in an objective way and still retain any meaning (the type of goal the Audit Office hates). From a purely objective point of view it certainly does appear that the level of co-operation both within the education sector and with other groups fighting the user-pays philosophy is greater than in recent years. The development of the Tertiary Education Round Table and the Education Summit has forced the many groups in the education sector to meet on a regular basis and discuss issues of mutual

concern. Greater co-operation with the AUS has led to very regular meetings and the joint development of virtually all our submissions this year and we must continue with this next year.

### **Goal 7—Welfare**

*To ensure students receive a high standard of education with adequate academic and non-academic support such as library, counselling, health and recreation services.*

Evaluation of this goal is primarily for individual campuses to determine. Because NZUSA no longer provides services directly to students it has little ability to directly intervene and improve the service provision. At a national level we highlight issues such as overcrowding, limitations of entry, and the abolition of hardship funds.

#### ***Subgoal: Survey and Report.***

*To produce a report comparing the welfare services provided by each campus and their methods of funding,*

This report has been completed and distributed to campuses. The feed back has been that the document provides an extremely valuable basis for making simple comparisons between institutions. The report made no attempt to make qualitative comparisons between different institutions, this is an area that could be developed in the future.

#### ***Subgoal: Student eligibility.***

*To ensure all students remain eligible for student welfare services.*

This goal was a piece of retrospective goal setting to recognise the achievement in gaining student eligibility for the Community Services Card. This has probably been our single biggest achievement for the year, certainly in-terms of financial benefit to our members. An intangible benefit has also been the general raising of the organisation profile and the fact that we can comment and work on more than just fees and allowance issues.

The CSC debate has been the only really national issue to arise under this subgoal. However, there have been numerous campus and regional based issues that have been addressed under this goal.



# **USER-PAYS**

## **THE ROAD TO NOWHERE**

