

## Regarding the OUSA 2014 Use / Satisfaction / Importance Survey Comments Matt Tucker – Student Support Centre Manager

The OUSA Student Support Centre, runs numerous services, including but not limited to Queer support, tenancy advice, foodbank, academic advocacy and Are You OK.

You have sent us a message that we need to promote and advertise our services better, we hear you and we will focus on this. It was also clear that respondents feel student flatting is a little lacking in the fit for purpose department.

We are in talks with all the colleges about how flatting advice can be given to first year, we have done flatting advice every year but we are wanting to improve it. We have also started the warm up your flat campaign working alongside Gen 0 to get uninsulated students flats insulated free, you will see more of this shortly with the upcoming flatting week. We think that a healthy flat should be a right for students, having to live in a flat that is better at growing mushrooms and mould rather than amazing young minds has never been acceptable.

Your education here at Otago is one of the key areas that the centre is aiming to support and improve, that is why we have made and are making significant changes to the class rep system, part of this change is ensuring that your voice is heard.

We are always open to trying new initiatives, stop by and see us, after all we are here because of you and for you.

**Regards**  
**Matt Tucker**