

2 November 2015

Dear Mr Mercer

I am responding to you on behalf of the University, to your email received 7 October 2015, in which you have requested the following information under the Official Information Act 1982:

- "1) A breakdown in the number of enrolled students affected by the canning process during semester for each semester since its inception.  
2) Internal policy, memos, correspondence, reports, internal rules and any other information available about the 'canning' or 'exclusion' process.  
3) Any legal advice the University may have received regarding the 'canning' process.  
4) As of 17/6/15 any relevant resources available to students regarding the canning<sup>1</sup> process, could the resources found for this portion of the request please be accompanied with a list of where they were located."*

On 9 October 2015, you confirmed that the information you seek about 'canning' relates to suspension or cancelation of enrolment due to non-payment of student fees, as detailed in the University Fee Regulations, publicly available online here: <https://www.massey.ac.nz/massey/about-massey/calendar/enrolment-at-massey-university/university-fee-regulations.cfm>. (Exclusion refers to a penalty that may be applied in matters of serious academic misconduct).

A response to each of your information requests is provided below:

- (1) *"A breakdown in the number of enrolled students affected by the canning process during semester for each semester since its inception."*

ACYR	Semester 1	Double Semester	Semester 2	Summer School	Grand Total
2006 Academic Year	140	59	157	38	218
2007 Academic Year	109	41	102	32	171
2008 Academic Year	108	34	124	34	178
2009 Academic Year	145	58	172	42	239
2010 Academic Year	161	41	184	23	246
2011 Academic Year	134	30	186	44	249
2012 Academic Year	122	29	135	37	184
2013 Academic Year	138	53	183	78	272
2014 Academic Year	234	77	259	116	373
<b>Grand Total</b>	<b>1291</b>	<b>422</b>	<b>1502</b>	<b>444</b>	<b>2130</b>

\*Figures provided are where final enrolment status for that semester is CANNed.

Please note: Data has been provided for each Academic year from 2006. Any provision of information beyond 2006 cannot be made available without substantial collation or research, and that part of the request is refused in accordance with section 18 (f) of the Official Information Act 1982. Data for the 2015 Academic Year is withheld under section 9(2)(i) as it would prejudice the University's ability to carry out its commercial activities.

- (2) *“Internal policy, memos, correspondence, reports, internal rules and any other information available about the 'canning' or 'exclusion' process.”*

This information is withheld under section under section 9(2)(i) as it would prejudice the University’s ability to carry out its commercial activities. Other information is withheld in accordance with section 9(2)(g)(i) to allow the University to maintain effective conduct of public affairs through the free and frank expression of opinions by or between staff members of the University in the course of their duties.

- (3) *“Any legal advice the University may have received regarding the 'canning' process.”*

This information does not exist and so cannot be provided (Refer OIA section 18(g)).

- (4) *“As of 17/6/15 any relevant resources available to students regarding the canning<sup>1</sup> process, could the resources found for this portion of the request please be accompanied with a list of where they were located.”*

- University Fee Regulations: Publicly available in the University Calendar: <https://www.massey.ac.nz/massey/about-massey/calendar/enrolment-at-massey-university/university-fee-regulations.cfm>.
- General information about fees, including FAQs and link to Fee Regulations, available on the Massey website: [http://www.massey.ac.nz/massey/admission/fees/fees\\_home.cfm](http://www.massey.ac.nz/massey/admission/fees/fees_home.cfm).
- Letters accompanying Student Fee Invoices, copies attached:
  - Current
  - 30 days overdue
  - 60 days overdue
  - 90 days overdue

I trust this is the information you require.

Please note your entitlement to seek an investigation and review of the above decision, by way of complaint in writing to the Ombudsman, in accordance with Section 28(1)(a) of the Official Information Act 1982.

Yours sincerely



Jodie Banner  
Director Risk and Assurance



## Domestic Students

Domestic students enrolling in multiple study periods, not paying by student loan, may elect to defer payment for subsequent study periods so long as payment is received prior to commencement of the study period. i.e. If you have enrolled in a Semester 1 & 2 paper, you may pay semester 2 later in the year before the semester starts. Double semester papers however are due at the beginning of the academic year.

Are you applying for a loan?  
Is your study covered by your workplace?  
Do you have a private Scholarship?

It is **your responsibility** to ensure Massey University receives payment on your behalf.

**Loan:** Students paying by student loan should lodge their student loan application on or prior to commencement of study. Student Loans can only cover tuition fees and COM-PULSORY non-tuition fees. The responsibility for ensuring payment of fees to the university remains with the student.

**Workplace:** Purchase order on official business letterhead advising student's name, Massey ID number, amount to be invoiced and full Business name and postal address to be forwarded to Accounts Receivable Students, Private Bag 11222, Palmerston North 4442.

**Private Scholarship:** You need to advise your scholarship administrator that Massey requires payment on enrolment. You must follow this up with the organisation providing the scholarship. A copy of advice on official letterhead can be forwarded to Accounts Receivable Students, Private Bag 11222, Palmerston North 4442.

## MASSEY UNIVERSITY

Massey University National  
Contact Centre

0800 627 739 (NZ)

+64 6 350 5701 (Overseas)

contact@massey.ac.nz

**Studylink Website:**

<http://www.studylink.govt.nz/>

**Studylink Phone No.**

0800 88 99 00

**Your 2015 Enrolment—  
Important Information.  
If in doubt—check it out!**

## What can happen if your fees remain unpaid:

Monthly statements will be sent to students with outstanding balances. The following action may be taken against students whose fees are more than 30 days overdue;

- (i) **access** to university facilities including the library and computer labs may be withdrawn
- (ii) **grades** for papers may be withheld
- (iii) **academic records** may be withheld
- (iv) students will be **unable to enrol** in future study periods and where such an enrolment has been processed, confirmation may be withdrawn.

Debt collection referral may occur should fees become 60 days overdue.

*International Students*

International students must pay for the study period equivalent to the period of their study visa.

Instalment payments are not available to international students.

### **Postal Address for Fee Payments:**

*The Cashiers  
Massey University  
Private Bag 11222  
Palmerston North 4442*

**or pay via the Web at:**  
[www.mymassey.com](http://www.mymassey.com)

30 September 2015



MASSEY UNIVERSITY

Did you realise.....

▶ your 2015 fees are now 30 days overdue.

Massey University National  
Contact Centre

0800 627 739 (NZ)

+64 6 350 5701 (Overseas)

contact@massey.ac.nz

Studylink Website:

<http://www.studylink.govt.nz/>

Studylink Phone No.

0800 88 99 00

## What should you do now?

You need to check payment of your fees. If a third party is making payment of your fees it is your responsibility to follow this up with them. A third party could be:

- Studylink (Loan)
- Workplace
- Private Scholarship

Payment can be made by one of the following methods directly to the University:

- Cashiers on each campus by cheque, credit card or cash
- Direct credit via Internet banking
- Through “myMassey” on [www.massey.ac.nz](http://www.massey.ac.nz)
- Mailing a cheque to:  
The Cashiers  
Massey University  
Private Bag 11222  
PALMERSTON NORTH 4442

## If you have not paid by the 20 October, 2015:

- **IMPORTANT:** you will lose access to **STREAM**
- **access** to university facilities including the Library and Rec. Centres will be withdrawn
- **grades** for papers will be withheld
- **academic records** will be withheld
- **Computer lab** access will be suspended
- students will be **unable to enrol** in future study periods, and where such an enrolment has been processed, confirmation may be withdrawn.

Disregard this letter, only if you have received notification that your appeal pertaining to this outstanding debt has been received by the University.

**Debt collection referral may occur should fees become 60 days overdue.**



30 September 2015

## MASSEY UNIVERSITY

Dear Massey Student

Your outstanding **2015** debt is now more than 60 days overdue and may be placed with a collection Agency at any time without further notification from the University.

As a result of your failure to pay your fees, access to the following services and facilities may **have been suspended**:

- **Stream**
- **Library**
- **Recreation Centre**
- **Computer Labs**
- **Examination Results**
- **Enrolment in further study**
- **Graduation**

Access will not be restored until full payment has been received and may take up to **72 hours** until full services

### Massey University National Contact Centre

0800 627 739 (NZ)

+64 6 350 5701 (Overseas)

contact@massey.ac.nz

### Studylink Website:

<http://www.studylink.govt.nz/>

### Studylink Phone No.:

0800 88 99 00



## Your Options:

1. Make payment either directly to cashiers on any of the campuses by cash, cheque or credit card, direct credit via internet banking, or using your credit card on the website [www.massey.ac.nz](http://www.massey.ac.nz) (log in to MyMassey), or post a cheque to: The Cashiers, Massey University, Private Bag 11222, PALMERSTON NORTH 4442. Note: if paying by cheque access may remain suspended for up to 48 hours from the time the cheque clears.
2. If you are entitled to a student loan, contact Studylink **0800-88-99-00** and authorise full payment of the outstanding amount. The debt may be a result of you changing courses or papers since enrolment. If you have not applied for a loan but think you may be entitled to receive one, you should do so urgently.
3. Call our Contact Centre on **0800-627-739** (toll-free within New Zealand, or **+64-6-350-5701** internationally) if you believe there is an error with your account.
4. Disregard this letter, only if you have received notification that your appeal pertaining to this outstanding debt has been received by the University. If you have any doubts call the Contact Centre.

**PLEASE TAKE URGENT ACTION NOW**

30 September 2015



MASSEY UNIVERSITY

# Final notice

Dear Massey Student

Your outstanding 2015 debt is now **90 days overdue**. There will be no further contact from the University in regards to this debt.

If you have previously contacted us regarding payments or have received official notification that we have received an appeal relating directly to this debt, please disregard this letter.

If you have been advised the outcome of an appeal as being liable for fees, then these also need to be paid immediately.

If you have any queries regarding your account please ring Massey on the 0800 number listed above or by writing to:

Accounts Receivable  
Massey University  
Private Bag 11222  
Palmerston North 4442  
New Zealand

Note: You have lost access to Stream, the Library, Computer Labs etc until this debt is paid in full.

Massey University National  
Contact Centre

0800 627 739 (NZ)

+64 6 350 5701 (Overseas)

contact@massey.ac.nz

Studylink Website:

<http://www.studylink.govt.nz/>

Studylink Phone No.

0800 88 99 00



Payment can still be made at the following places:

- Cashiers on each campus by cheque, credit card or cash.
- Direct Credit (See reverse of enclosed statement for instructions).
- Through [www.myMassey.com](http://www.myMassey.com) using a creditcard.
- Mailing a cheque to:  
The Cashiers  
Massey University  
Private Bag 11222  
PALMERSTON NORTH 4442

This is the final account Massey University will be sending you regarding your outstanding debt.

Your account must be paid in full by the end of business, Tuesday 20 October 2015.

If your account remains unpaid after this day it may be loaded with a debt collection agency.

Once your account is loaded with a debt collection agency it can affect your credit rating for up to five years.