

Student Services and Amenities Fee

While overall awareness of the SSAF decreased slightly year-on-year, awareness of the process for submitting a proposal for SSAF funding increased across most cohorts. NPS results suggest that Campus students are seeing the value of the SSAF more post-lockdown, and their preferences for where the fee is spent continue to trend towards physical facilities and in-person activities.

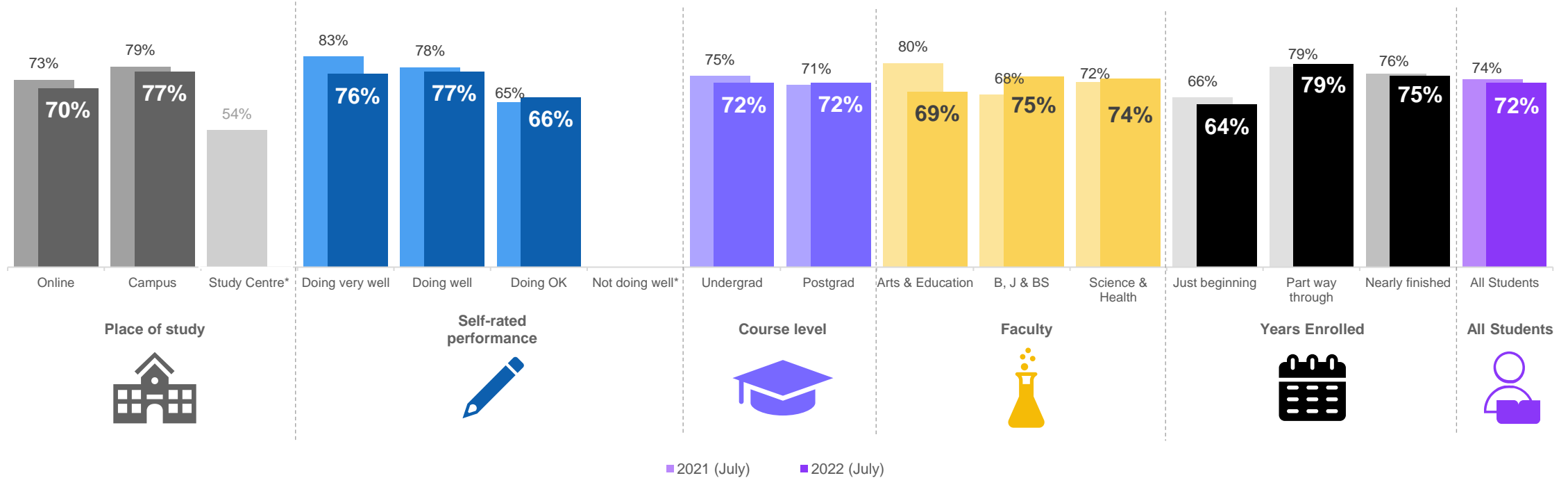


Student Services and Amenities Fee

Overall, there was a small decrease in SSAF awareness year-on-year. Awareness was stable or slightly down across most cohorts.

The largest declines in awareness were among Arts & Education students (down 11% points) and students who identify as doing very well in their course (down 7% points). However, awareness increased by 7% points among students in the Faculty of Business, Justice and Behavioural Sciences.

SSAF Awareness across student segments



Base: Charles Sturt University students (July 2021/July 2022; Online: n=400/362, Campus: n=153/101, Study centre: n=22/2, Doing very well: n=110/90, Doing well: n=279/213, Doing OK: n=166/133, Not doing well: n=10/11, Undergrad: n=383/311, Postgrad: n=192/154, Arts & Education: n=214/172, B,J&BS: n=145/121, Science & Health: n=213/172, Just beginning: n=199/192, Part way through: n=224/179, Nearly finished: n=152/94, Total: n=575/465)

*Results shaded where sample size <30, use indicatively. Where sample size <15, data not shown.

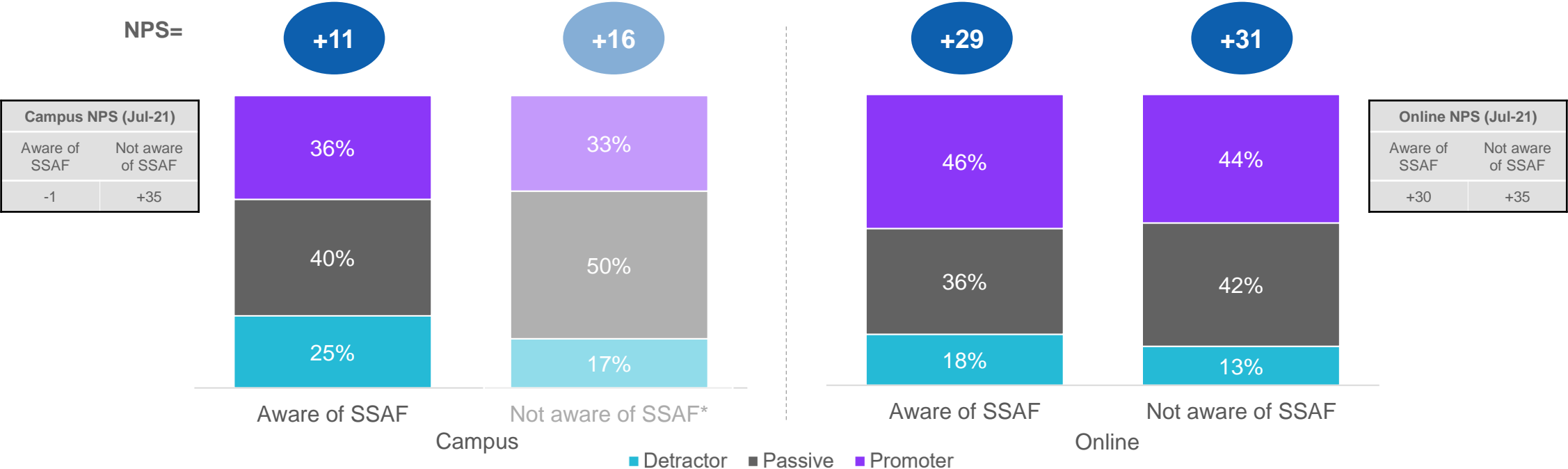
SSAF1. The Student Services and Amenities Fee (SSAF) is an annual fee charged to most Charles Sturt University students which funds non-academic services and facilities such as careers and advice programs, online and on-campus orientation, and student communications so you can have a great experience at Charles Sturt University. Before today, were you aware of the SSAF? Q9. Thinking about how you're doing in your course at Charles Sturt University, which statement best describes you? Q1d. How far are you through your study at Charles Sturt University? All other variables calculated from sample file

Student Services and Amenities Fee

Among campus students, the NPS gap between those aware and unaware of the SSAF has narrowed considerably compared to last year.

The size of the difference in 2021 was likely the result of campus students who were aware of the fee feeling that they were paying for services and facilities they were not actually receiving due to COVID restrictions. The narrowing of the gap in 2022 suggests that post-COVID lockdowns, with increasing confidence that classes will remain on campus, it appears that with awareness comes understanding, and greater perceptions of value of the SSAF.

Relationship between SSAF awareness and NPS
By Study Location (July 2022)



Base: Charles Sturt University students July 2022: (Campus; Aware of SSAF: n=77, Not aware of SSAF: n=24 Online; Aware of SSAF: n=255, Not aware of SSAF: n=107) Q2a. Thinking about your experience with Charles Sturt University, how likely would you be to recommend Charles Sturt University to a friend, family member or colleague?
* Sample size <30, use indicatively

Student Services and Amenities Fee

Campus students increasingly prefer that the fee be spent on facilities and in-person activities.

Providing food and drink emerged as the most preferred area for support this year ahead of *Health and wellbeing*, which had been the top priority for the prior two years.

On-campus activities (*social* and *sporting / recreational*) maintained their 3rd and 4th place ranks while other “non-tangible” services such as *careers advice* and *study skills* dropped out of the top 6 in favour of *student clubs* and *non-academic facilities / amenities*, which appeared for the first time since the inception of the Student Voice survey.

This shift likely represents an increasing appetite for the traditional on-campus university experience post-COVID.

Campus Support preferences Top 6 (Total % ranked 1-3)

2020 (Sep)	2021 (Jul)	2022 (Jul)
Health & wellbeing support (37%)	Health & wellbeing support (37%)	Providing food or drink to students on a campus (34%)
Helping students develop study skills (27%)	Providing food or drink to students on a campus (36%)	Health & wellbeing support (32%)
Careers advice & programs (24%)	Social activities and events (27%)	Social activities and events (31%)
IT support (21%)	Sporting and recreational activities (26%)	Sporting and recreational activities (25%)
Sporting and recreational activities (21%)	Careers advice & programs (22%)	Student club activities and events (20%)
Social activities and events (20%)	Helping students develop study skills (21%)	Non-academic campus facility and amenity construction or refurbishment (18%)



Among students who rate themselves as doing OK or not well, *Helping students develop study skills* and *Careers advice and programs* remained in the top 6 in July 2022 (in 5th and 6th rank, respectively).

Student Services and Amenities Fee

Preferences for how the SSAF is used remain stable for Online students.

In contrast to the continuing shift in preferences for Campus students, there has been little movement among the Online cohort.

Health and wellbeing remains the top priority, with the gap to the next most preferred option increasing from 1% in 2021 to 7% in 2022.

Online Support preferences Top 6 (Total % ranked 1-3)

2020 (Sep)	2021 (Jul)	2022 (Jul)
Health & wellbeing support (36%)	Health & wellbeing support (34%)	Health & wellbeing support (38%)
Careers advice & programs (31%)	Helping students develop study skills (33%)	Helping students develop study skills (31%)
Helping students develop study skills (29%)	Prepaid postage library book service (31%)	Prepaid postage library book service (27%)
Prepaid postage library book service (27%)	Careers advice & programs (26%)	Careers advice & programs (26%)
IT support (21%)	IT support (25%)	IT support (21%)
Student advocacy (17%)	Student advocacy (16%)	Student advocacy (15%)

Base: Charles Sturt University Students (Online; 2020: n=260, 2021: n=400, 2022: n=362)

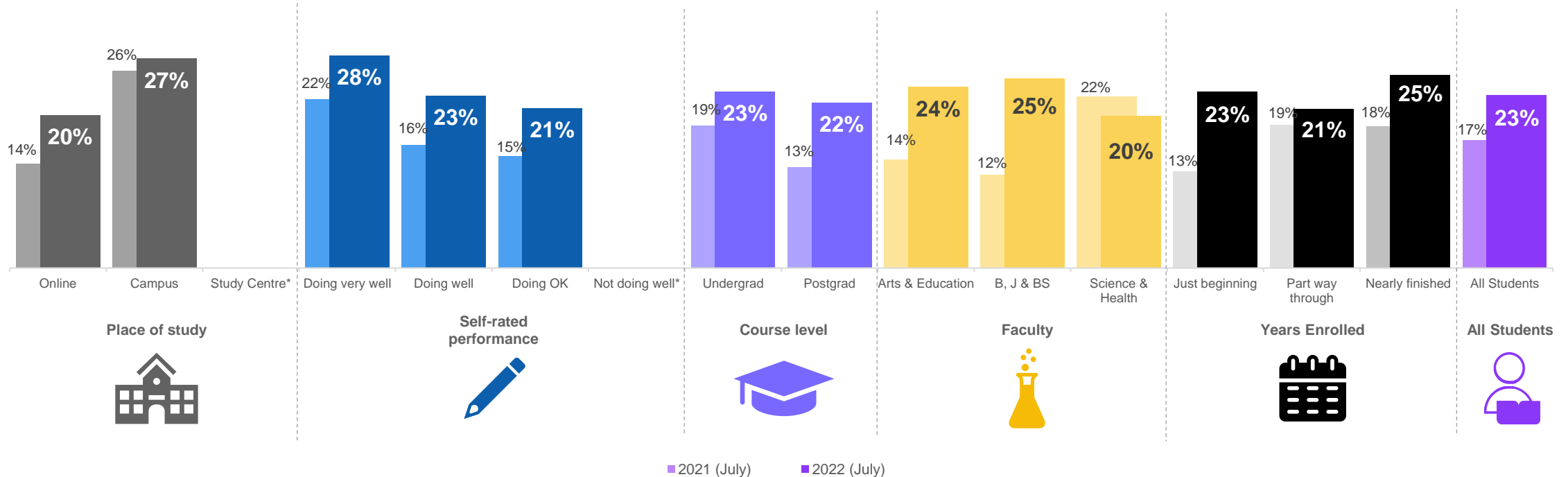
SSAF2. What would you like to see supported by the Student Services and Amenities Fee? Please rank your top 5 preferences, with 1 being the service you most think deserves funding. Results shown for the items ranked 1, 2 or 3.

Student Services and Amenities Fee

Despite the slight drop-off in students who knew about the SSAF, more students were aware of the option to submit a SSAF funding proposal compared to last year.

Awareness of the proposal submission process improved the most among B,J&BS students (up 13% points) and those just beginning their degree (up 10% points). Online awareness increased by 6% points while Campus remained fairly stable. Science & Health students were the only group to decline.

SSAF Proposal Submission Awareness



Base: Charles Sturt University students aware of the SSAF (July 2021/July 2022; Online: n=294/255, Campus: n=119/77, Study centre: n=12/2, Doing very well: n=91/68, Doing well: n=219/163, Doing OK: n=107/86, Not doing well: n=4/8, Undergrad: n=286/223, Postgrad: n=139/111, Arts & Education: n=170/119, B,J&BS: n=100/89, Science & Health: n=154/126, Just beginning: n=132/123, Part way through: n=177/143, Nearly finished: n=116/68, Total: n=425/334)

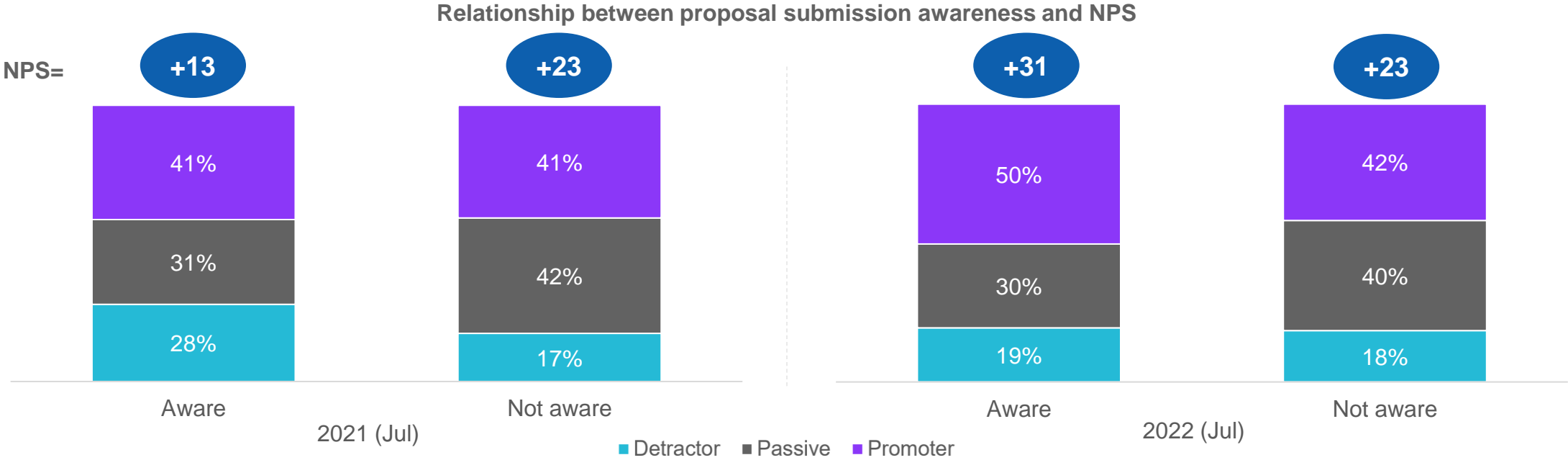
*Sample size <15, data not shown.

SSAF3. Before today, were you aware that students who pay the Student Services and Amenities Fee (SSAF) are eligible to submit proposals for SSAF funding? Q9. Thinking about how you're doing in your course at Charles Sturt University, which statement best describes you? Q1d. How far are you through your study at Charles Sturt University? All other variables calculated from sample file

Student Services and Amenities Fee

Compared to last year, advocacy has improved for students who are aware they can submit SSAF spending proposals.

By contrast, NPS remained stable among students not aware of the submission proposal process, suggesting that increasing awareness may help boost student advocacy. While awareness of the proposal submission process was associated with lower NPS in 2021, this may reflect the general negative perceptions of how the fee was being used while access to campus facilities was limited due to COVID, with the sentiment that students' needs were not being addressed. In the post-COVID environment of 2022, it appears the knowledge that students can have a say in how the fee is spent is having a positive impact on likelihood to advocate.



Base: Charles Sturt University students aware of the SSAF (2021: Aware of proposal submission: n=70, Not aware of proposal submission: n=355; 2022: Aware of proposal submission: n=74, Not aware of proposal submission: n=260)

Q2a. Thinking about your experience with Charles Sturt University, how likely would you be to recommend Charles Sturt University to a friend, family member or colleague?
 SSAF3. Before today, were you aware that students who pay the Student Services and Amenities Fee (SSAF) are eligible to submit proposals for SSAF funding?

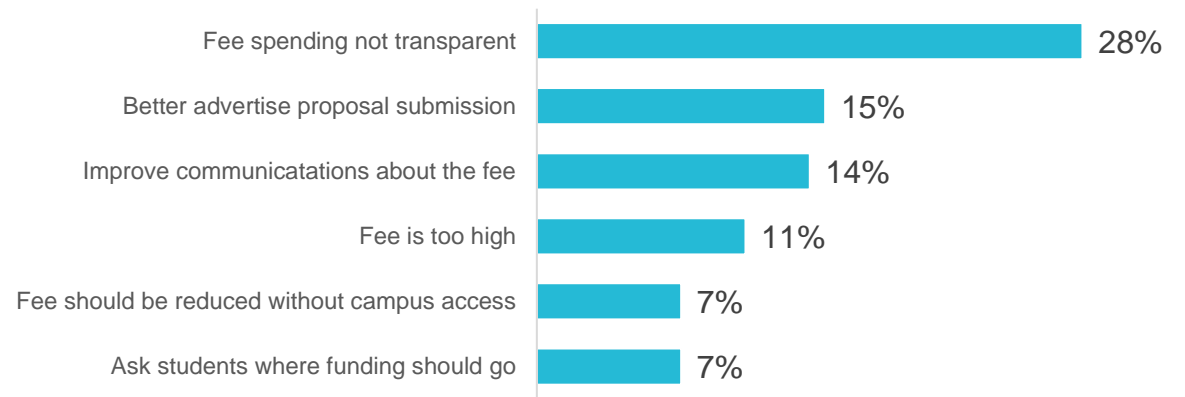
Student Services and Amenities Fee

The top theme among Campus students was a desire for more information on how the SSAF is spent.

Despite the overall increase in awareness of the option to submit a SSAF funding proposal, requests for improved communication about the process were the second most common comment from Campus students.

Some expressed the view that they should not have to pay the fee if their access to campus was limited for whatever reason, suggesting many students believe the fee goes exclusively or almost exclusively to physical facilities and on-campus services.

Campus Student SSAF thoughts (July 2022)*
Top 6 most common comments



“I don't believe students are fully aware of what the SSAF actually is or covers or contributes to. More communication to students outlining this may be beneficial.”

“I am currently unaware of the process of submitting a proposal, and how the usage of the SSAF funding is allocated. I would appreciate if there were a campaign to raise awareness for this, be it an email link to more information or something more in depth. I believe this would increase student awareness of the funding and involvement in the process.”

“I have not really attended much on campus work due to covid, so i do not understand why myself and other students keep getting charged this fee, I dont quite understand what im paying for” anytime I have needed student services there is either no one there on campus or you cannot get through on the phone.

“why do we pay them when on clinical placement and not utilizing the campus during an entire semester”

Base: Charles Sturt University students who provided additional thoughts about the SSAF (Campus; n=28)

SSAF4. Do you have any other comments or feedback about the Student Services and Amenities Fee, including the areas that are currently funded or should be funded, the process around submitting a proposal, and the transparency of the application process?

*Sample size <30, use indicatively

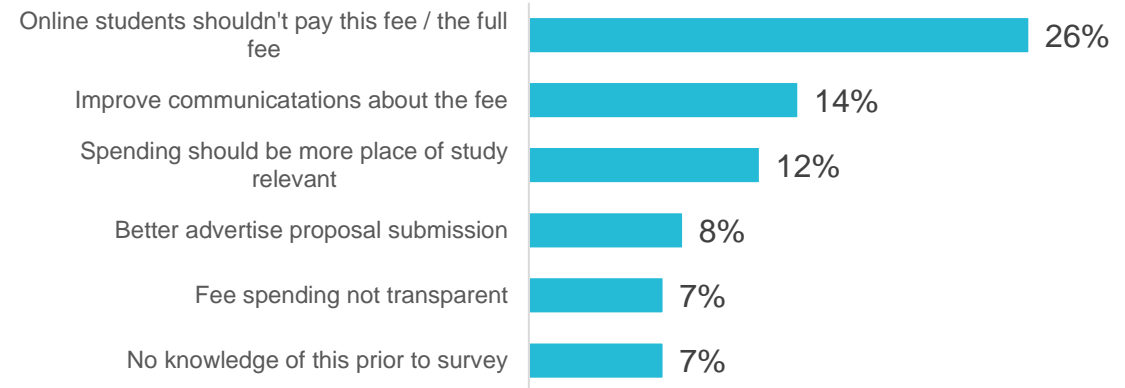
Student Services and Amenities Fee

The most common comment from Online students was that they receive no benefits from paying the SSAF.

Similar to Campus students, these results suggest Online students believe the fee goes toward on-campus resources, which they are unable to access.

In line with the lower awareness rating of Online students compared to Campus students, the former were more likely to request more direct communication from the University regarding the fee itself.

Online Student SSAF thoughts (July 2022) Top 6 most common comments



“It would be nice to receive more direct communication about what they are doing and how they prioritise funding activities particularly for those online students.”

“Online students get no benefit- waste of money.”

“I feel like SSAF is more beneficial for on campus students - As a 100% online student I don't use many of the things that these supposed fees cover. Maybe for online students you could have an option where you select what amenities (online) you'd like to have more access to - such as studiosity or discount on mandatory books etc.”

“I didn't know we can make a proposal until just now,I would like some information sent to my email every now and then so I can be aware of this”

“Maybe an email or information attachment with the invoice for this fee so people can understand what the fee is for and how they can be part of the process.”

“Would like this explained clearer and have accessible [sic] information about it”

Base: Charles Sturt University students who provided additional thoughts about the SSAF (Online; n=71)

SSAF4. Do you have any other comments or feedback about the Student Services and Amenities Fee, including the areas that are currently funded or should be funded, the process around submitting a proposal, and the transparency of the application process?