



Charles Sturt  
University

Student Services and  
Amenities Fee

# 2021 Annual Report



# Chair Report

Dear students and staff,

We are pleased to present the 2021 Student Services and Amenities Fee annual report, providing you with detail and information regarding how and where the financial contribution made by our students was allocated across Charles Sturt University's campuses and for our online community.

2021 continued to present a variety of challenges and changes across the broader university with the continued effects of the COVID pandemic and structural realignments. This annual report outlines key projects and services which were supported by SSAF during this time and their impacts on students and the importance of these funding decisions.

There were a number of key initiatives and projects that were regarded as both new and long-standing student priorities that were enabled to be funded by SSAF across 2021 that greatly assisted with support for students across the university. Some of the key initiatives throughout this year have been:

- Library Return Postage Service (\$106,926) – provides equitable access to learning materials for students living in Australia. Library items are posted out with a reply-paid label making the return process as easy as possible for off-campus students. Recyclable packaging is used to ensure students can return items in the same postage bags.
- Charles Sturt Crisis Line (\$25,605) – contracted Lifeline to provide information and referrals to the Charles Sturt Student Counselling Service, streamlining support and integrated responses to students, lessening the risk of students not following up on referrals, ensuring awareness of students at risk or requiring urgent support.
- STRIVE Student Leadership Program (\$25,272) – specifically supports the roles of student leaders and continues to grow as a central repository of modules to help students develop and strengthen leadership and employability skills, both as individuals and within curriculum.
- International Student Job Readiness Training Portal (\$45,820) – purchase and implementation of the 'Successful Graduate' job readiness training portal enables Charles Sturt to commence working with its international student prospects from the time they apply, to ensure students are best-placed to gain jobs when they join the university and commence their studies.
- Student Portal (\$686,266) – the central point of student communication and information, the Student Portal provides a personalised experience giving the student the right information when they need it. The Student Portal is a vital communication and retention activity for the University, ensuring an engaging experience in line with our Prospective Student website and University Brand.
- Library 24/7 access Albury campus (\$30,987) – providing 24hour/7day student access to the Library Collection and additional quiet and group study spaces. Prior to the project access hours to collection materials were limited and group study spaces were not accessible outside Library operational hours.
- Student Digital Communications (\$31,353) – this project delivered content and coordination for the current student blog, Charlie, as well as supporting the Student Communications team with tasks including blog writing, social content creation, Student Portal workshop uploads and other communications activity. Funds allocated to this project are used to pay a casual Student Editor, casual Student Communication Assistants and student blog contributors.

Across 2021 we continued to ensure the consultation and student involvement into how SSAF money is spent. This framework was further supported by the continued surveying of our broader student cohort to understand and hear firsthand from our students regarding their priorities, ensuring representation on both the SSAF working group and with our Student Representative Committees. The strength of this consultation continues to be paramount in ensuring the best consultative decisions are made for our entire community.

On behalf of the SAFF Steering Committee I would like to thank all SRC's and our broader student community for their time and dedication to providing feedback with use of the survey and for being a part of the decision-making process to ensure that we are all best placed to improve the student experience at Charles Sturt University.



Lorraine Ryan  
Chair SSAF Working Group  
Acting Executive Director, Students



# Background

The Student Services and Amenities Fee (SSAF) helps provide funding for non-academic student services, support and facilities. Since 2012, this compulsory fee has allowed Charles Sturt University to enhance the range and quality of support services available to both on-campus and online students, helping to improve and enrich the student experience.

In the Higher Education Legislation Amendment (Student Services and Amenities) Act 2011, the Commonwealth Government identified these 19 areas in which SSAF can be spent.

## Legislated areas for SSAF expenditure

1. Providing food or drink to students on a campus of the higher education provider
2. Supporting a sporting or other recreational activity by students
3. Supporting the administration of a club, most of whose members are students
4. Caring for children of students
5. Providing legal services to students
6. Promoting the health or welfare of students
7. Helping students secure accommodation
8. Helping students obtain employment or advice on careers
9. Helping students with their financial affairs
10. Helping students obtain insurance against personal accidents
11. Supporting debating by students
12. Providing libraries and reading rooms (other than those provided for academic purposes) for students
13. Supporting an artistic activity by students
14. Supporting the production and dissemination to students of media whose content is provided by students
15. Helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled
16. Advising on matters arising under the higher education provider's rules (however described)
17. Advocating students' interests in matters arising under the higher education provider's rules (however described)
18. Giving students information to help them in their orientation
19. Helping meet the specific needs of overseas students relating to their welfare, accommodation and employment

In 2021 students paid SSAF for each subject they were enrolled in at Charles Sturt University. The fee was \$38 per eight-point subject, up to a maximum of \$304 that year. This is a compulsory fee, and most Charles Sturt students are required to pay, although there are some exemptions. Students may choose to pay the fee upfront, or defer under the SA-HELP scheme, which is similar to the schemes available to defer their tuition.

For more information about who is eligible to pay the SSAF and how to pay or defer, visit:

[www.csu.edu.au/courses/fees-and-costs/student-services-and-amenities-fee](http://www.csu.edu.au/courses/fees-and-costs/student-services-and-amenities-fee)

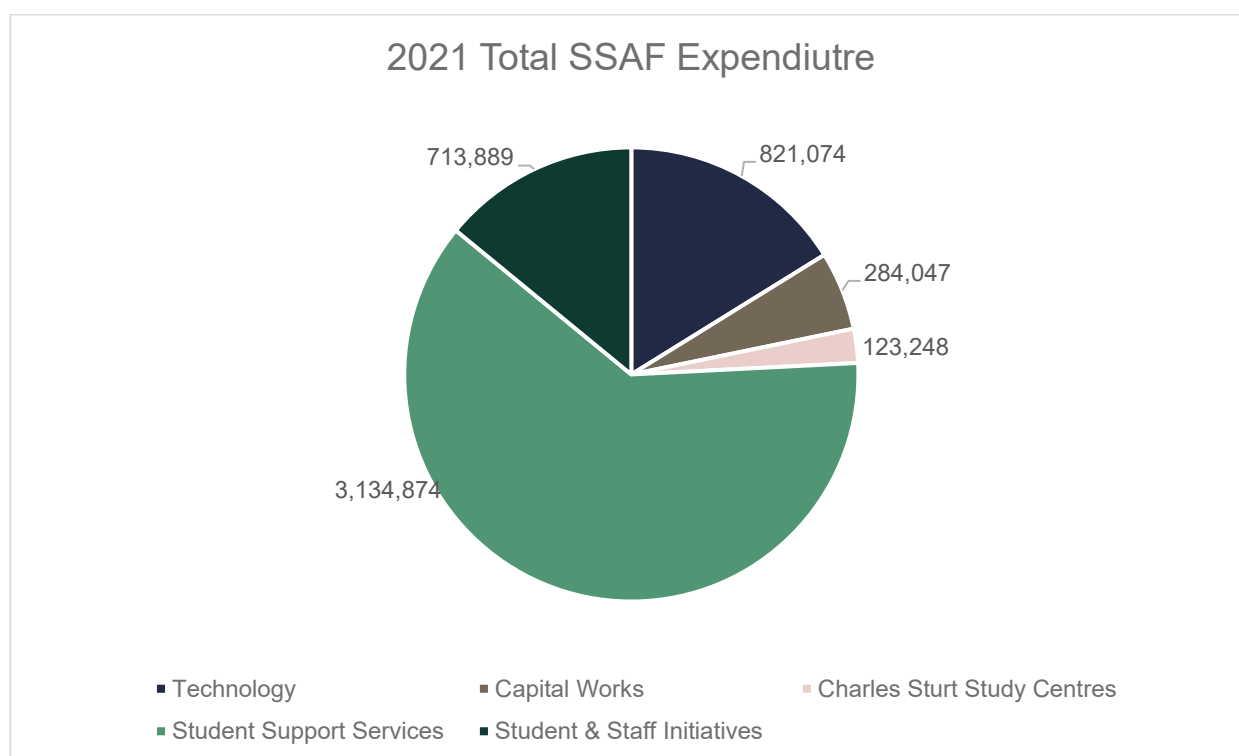




# Summary of 2021 Income and Expenditure

Summary	2021 Total Allocation	Actuals
<b>SSAF Income</b>	5,981,930	5,450,692
<b>Technology</b>	760,000	821,074
<b>Capital Works</b>	700,000	284,047
<b>Charles Sturt Study Centres</b>	123,248	123,248
<b>Student Support Services</b>	4,025,982	3,134,874
<b>Student &amp; Staff Initiatives</b>	1,074,615	713,889
<b>Total SSAF Allocation for 2021</b>	6,683,845	5,077,133

Note: 2021 under spend due to implications of COVID-19 restrictions for on-campus activities whilst students studied online and the Sustainable Futures organisational staffing restructure phases.



SSAF funding is allocated across a large number of projects which can be displayed through five key areas as indicated on the summaries above. These are:

1. Technology
2. Capital Works
3. Charles Sturt Study Centres
4. Student Support Services
5. Student Initiatives and Staff Submissions

These areas are detailed below and include a summary of the projects and expenditure. Case Studies attached at the end of this report showcase project variety.

The following stakeholders have their own committee process in recommending the allocation of SSAF to projects which are endorsed by the SSAF Working Group:

- Division of Information Technology (DIT) – Technology Governance Committee (involved if more than 6 months or more than \$75,000).
- Division of Facilities Management (DFM) – Infrastructure Management Committee.
- Study Group Australia – The Charles Sturt University Study Centres SSAF Committee.

Below are the details of 2021 expenditure of SSAF funds in the different areas.

### Technology 2021 SSAF Expenditure

Extended IT Support for Students	49,067
Careers and Skills Hub	24,009
Student Portal 2021 (approval to use surplus funds in 2021)	686,266
LinkedIn Learning Student licences	60,000
Charles Sturt University Mobile app Red Invest	1,733
<b>Total 2021 SSAF funding spent on Technology</b>	<b>821,074</b>

### Capital Works 2021 SSAF Expenditure

Albury	Library 24 Hour Access	30,987
Port Macquarie	Student Residential Connection Path – Pedestrian and Bike	143,060
North Parramatta	On-campus Shower Facilities and Secure Bike Storage	110,000
<b>Total 2021 SSAF funding spent on Campus Facilities Projects</b>		<b>284,047</b>

Due to timelines of planning through to construction for facilities and infrastructure along with external contract arrangements, projects for Capital Works and Information Technology infrastructure often carry over into the next financial year for completion. This requires a carry-over of funds from one year until the next, until projects are completed. In 2021 the allocation for Capital Works excluding carry-over was \$700,000 and for Information Technology it was \$700,000.

Due to COVID-19 impacts and students studying online all pending Capital Works had a hold put on them and only those projects that had commitments/contracts already in place went ahead in 2021.

## Study Centres 2021 SSAF Allocation

Careers (case study no.2 & 3.)	22,900
Health, Safety and Wellbeing, Student Welfare	45,355
Orientation	33,993
Student Experience Events	21,000
<b>Total SSAF Study Group Australia Allocation</b>	<b>123,248</b>

Each year, Study Group Australia are allocated a SSAF budget allocation based on a student load formula approved by the SSAF Steering Committee. This allocation is distributed between the three Charles Sturt Study Centres in Sydney, Melbourne and Brisbane. Any funds not expended in that financial year are recouped by Charles Sturt University and returned back into the SSAF surplus.

Due to continuing COVID-19 impacts, a lot of the Study Centre students experienced challenges in maintaining their welfare, with some losing their jobs or had work hours cut and therefore needed additional support to fulfill their needs whilst keeping up their studies away from home.

## Student Support Services 2021 SSAF Expenditure

Sporting Facilities North and South, Student Liaison Officers including International, Elite Athlete and Sports Program	1,365,402
Student Events and Orientation	267,790
Student Communications	281,570
Student Equity and Finance Support	50,621
Student Careers and Skills Hub (case study no. 4.)	436,659
Student Counselling	459,739
Safe and Fair Communities (case study no. 1.)	183,175
SSAF Administration	59,006
Disability Access	30,912
<b>Total Student Support Services 2021 SSAF Allocation</b>	<b>3,134,874</b>

SSAF has been used to fund a range of staff roles that benefit online and on-campus students. Many student services are available online or via telephone or Skype, so online students can also benefit from wherever they may be studying. Improvements to the Student Portal, and the development of student media such as the Charlie blog are available to all students. Residential school events, transfers to campus for students travelling to residential schools, return postage of library books, counselling, financial and career support are just some examples of projects designed specifically for online students using SSAF funds.



## Student and Staff Initiatives 2021 SSAF Expenditure

School of Policing Student Amenities and Mobility Packs	16,503
Charles Sturt After Hours Crisis Line	25,605
Online and International Student Transfer Service	8,935
Orientation Welcome Packs	170,620
Safety and Wellbeing Activities	82,195
Library Return Postage Service	106,926
Emergency Student Accommodation	4,226
Student Digital Communications Program	31,353
STRIVE Student Leadership Program and Skills Forum	25,272
Student Voice Survey	136,000
Study Stays	7,450
Supporting Pathways for Student Wellbeing SAVS	13,653
International Students Job Readiness	45,820
Welcome Student Lunches during Orientation	5,936
International Student Support Connection	32,795
Online Student Engagement for Clubs and SRC's	600
<b>Total Student &amp; Staff Initiatives 2021 SSAF Allocation</b>	<b>713,889</b>

## Student and Staff Rounds for 2021 SSAF Projects

Each year, Charles Sturt calls for Expressions of Interest in an Annual Round from students and staff for projects that will improve the student experience. The wide range of SSAF projects benefit different cohorts of students, such as on-campus, online and international students.

Proposals need to address student need and are developed collaboratively with Divisions and Faculties across Charles Sturt to ensure a “whole of University” approach. Each proposal requires endorsement from Student Representative Council (SRC) before being considered for funding.

The SSAF Working Group reviewed all submissions against government requirements and funded student-centred projects and initiatives that best align with student needs, existing programs and Charles Sturt University strategies.

Each year a sample of students are asked to complete an annual online student survey. The survey (Student Voice Survey) asks students to rank the 19 government legislated areas criteria in order of their preference for future spending. This helped guide priorities for 2021 SSAF spending.

At any time of year, students can also have their say via Student Representative Councils, Student Liaison Officers or direct to the Division of Students via email to [ssaf@csu.edu.au](mailto:ssaf@csu.edu.au).

More information can be found online at <http://student.csu.edu.au/finances/current-year-fees-and-charges/ssaf>

As well as ensuring funds are used to enhance the student experience, the SSAF Working Group is also responsible for improving the ways students are informed about SSAF income, spending and available services. This annual report is one of the ways of informing Charles Sturt students and staff.

Before COVID-19 hit in 2020, Charles Sturt University already had a large proportion of students studying online and therefore a large portion of SSAF allocation was already dedicated to online support services, including: Health and Wellbeing, Financial Advice, Counselling, Career Support, LinkedIn Student Licences providing access to online courses, Career and Employment skills training and support, Student Digital Communications, Library Books Return Postage, Orientation, Student Portal and IT support services. Programs traditionally delivered face-to-face were reviewed for online delivery and those activities that were not able to proceed again in 2021 had a hold placed on them or the funds were reviewed for possible re-allocation to areas of student need.



# Case Studies for 2021 SSAF Projects

## Case Study 1

PROJECT:	Student Advocacy
WHO BENEFITS:	All students, on campus and online
AREA of Charles Sturt:	Safe and Fair Communities, Student Safety and Wellbeing
EXPENDITURE:	\$183,175
LEGISLATED SSAF SPENDING AREAS:	

- Advising on matters arising under the higher education provider's rules (however described)
- Advocating students' interests in matters arising under the higher education provider's rules (however described)
- Promoting the health or welfare of students

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Student Advocacy was identified as a support preference for online students who completed the 2020 Student Voice Survey ([2020 SSAF Annual Report](#)). Following this, SSAF funds were used to establish a two-person Student Advocacy team within the Safe and Fair Communities unit in the Division of Safety, Security and Wellbeing. Two full-time Student Advocates commenced in March and April 2021.

Student Advocates support students with navigating Charles Sturt University's rules, policies, and procedures by providing information, referrals, and advice. They work with on-campus and online students and much of their work focuses on supporting students who experiencing complex academic, or personal challenges that has impacted their study.

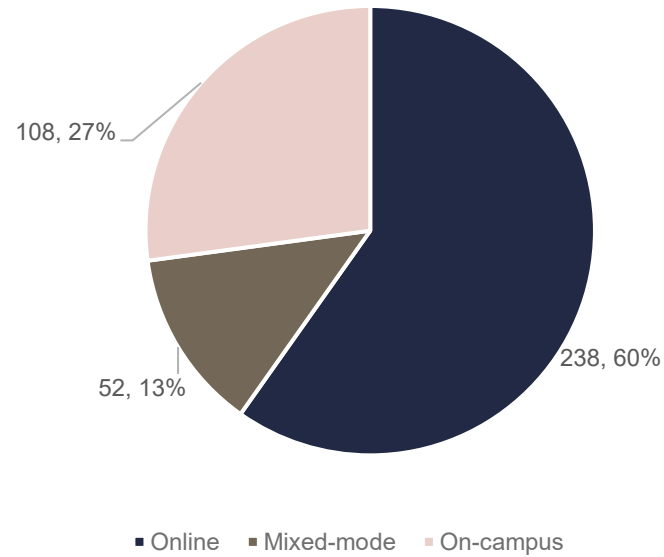
### Benefit and impact – individualised support

398 students contacted Student Advocacy from February until December 2021. While most were enrolled in online courses (n = 238), on-campus (n = 108) and mixed-mode (n = 52) students also connected with the team (Figure 1). Advocates were contacted by students enrolled in courses delivered by all faculties including students enrolled in courses delivered by the Division of Student Success (Figure 2).

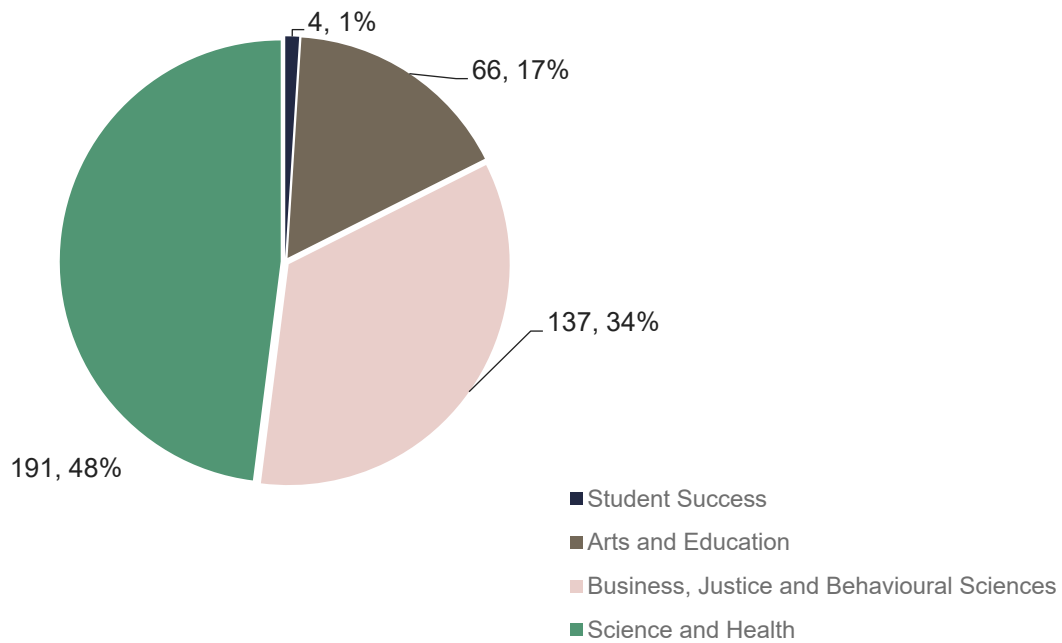


**Figure 1.** Students who contacted Student Advocacy in 2021 by study mode.

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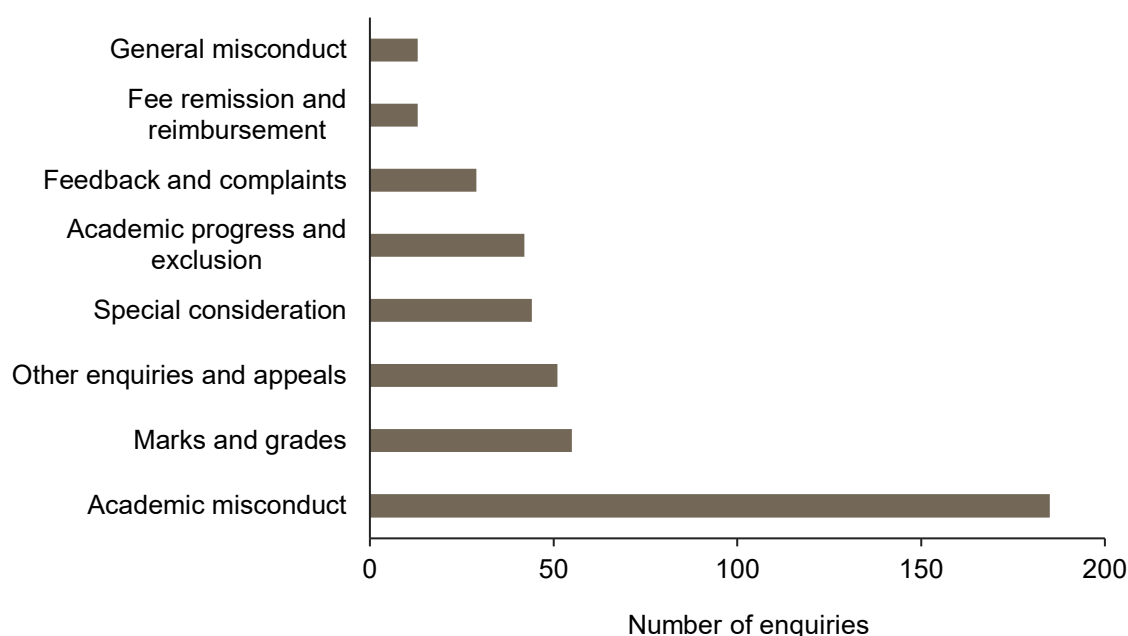


**Figure 2.** Students who contacted Student Advocacy in 2021 by faculty.





**Figure 3. Types of enquiries to Student Advocacy service in 2021.**



### Academic and general misconduct

A key focus of the team is advising, supporting, and guiding students through academic and general misconduct matters. Student Advocates achieve this by:

- Explaining misconduct and appeals procedures and translating relevant policy.
- Acknowledging and responding to academic, research and general misconduct in a fair, consistent, transparent, and timely manner.
- Developing resources to educate and inform students on university expectations, misconduct matters, and appeals.
- Promoting academic integrity by taking an educative approach when supporting students with academic misconduct.
- Providing guidance on writing and structuring responses to allegation of misconduct and appeals against misconduct decisions.
- Supporting students at misconduct hearings or meetings.
- Effecting change through the early intervention of concerning behaviours that can impact student safety and wellbeing.

The personal and complex nature of student conduct matters means that Student Advocates primarily work with students on an individual basis, meeting with them over the phone, via videoconference, or email. Students learn about the service and contact the team by visiting the [Student Advocacy webpage](#), submitting an [online enquiry](#), or by making direct contact with the team using details provided on university correspondence.

In 2021, a majority (185 enquiries, 43%) of enquiries were from students seeking support with responses to academic misconduct allegations or from students appealing academic misconduct decisions (Figure 3). Fewer students sought support with general misconduct matters which reflects the lower overall number of general misconduct cases at the university (Figure 3).

Misconduct and related appeals can be very stressful and difficult for students. Student Advocates work closely with the Counselling team to ensure students are supported emotionally and personally while misconduct matters are investigated and heard. Feedback from students who contacted the service about misconduct issues in 2021 demonstrates the essential role that Student Advocates play in promoting student wellbeing at this critical point of their academic journey.

- *"I would like to state that the Student Advocate did a wonderful job. They answered my email quickly, listened to my version of events with full attention, provided required information, provided a clear explanation, and helped me to write a letter to include all critical points."*
- *"Thanks so much for your time and effort, speaking to you gave me some confidence at a time where I was really struggling..."*

## Special consideration, academic progress, and grades

Students are often uncertain or unsure about what policies, rules, or processes applies to their circumstances when submitting applications or forms to the university. This is especially true for students applying for special consideration, students seeking further information or review of their grades, and for students facing challenges with academic progress.

Student Advocates contributed to better outcomes and a richer student experience in 2021 by assisting over 100 students with applications for special consideration, grade reviews, and fee remission/reimbursement (Figure 3). A further 42 students were guided through processes related to academic progress and exclusion this included assisting students with completing show cause against exclusion forms and appealing exclusion decisions.

This has been particularly beneficial for students whose study has been disrupted or exacerbated by adverse circumstances due to the COVID-19 pandemic:

- *"You are one of the only people who have made me feel truly supported in this difficult time and I am forever grateful for that."*
- *"Thank you for your response. I appreciate you taking the time to assist me."*

## Feedback and complaints

Advocates support students and the university with providing timely and constructive resolutions to student feedback, concerns, and grievances. They manage the early resolution process by liaising with academic and professional staff and provide students with support and resources to raise their concerns in productive and effective ways.

In 2021 Student Advocates supported students who sought to provide feedback about: their learning and teaching experience; equity, diversity, and inclusion matters; workplace learning difficulties; enrolment; admission; fees; and student support services.

This work helps to ensure that students are comfortable providing feedback and voicing concerns.

- *"Thank you so much for coming to the meeting with me today. Even if I did all the talking today, your presence and support over the last few days has been more helpful and comforting than I can even put into words."*
- *"I felt super supported, and it was so comforting for you to open up and share a bit about your personal life with me, it really helped me feel welcome, heard and relaxed."*

## Other enquires and referrals

Students also contacted the team for assistance with questions related to their enrolment, administrative processes, exams, and study skills. Student Advocates collaborated with and referred students to specialist support areas where required, to ensure these students were appropriately supported to managing stressors, academic, equity or personal issues.

## Benefit and impact – resources, information, and awareness

### Student Advocacy webpage

In 2021 the team created a website showing the types of services and support services offered. This included creating an online form that ensures students can easily contact the service and results in faster responses to enquiries. In 2022, the team will focus on developing the website so students can readily access templates and resources at the time of most need.

## Advocacy and support

We provide free advocacy services and support for Charles Sturt students studying online and on campus.

We understand that from time to time you may face challenges that impact on your student experience.

The Student Advocacy team at Charles Sturt will provide you with advice and assistance to help navigate the University's rules, policies and procedures. We can communicate with you over the phone, Zoom or email.

Contact us



## Meet the team



Erika Cross

Location: Albury

Getting your head around the language, policies, and process at university can be difficult. I'm here to support you when you are faced with challenging situations that may arise during your time as a Charles Sturt student.

I have been working in student facing roles at Charles Sturt for 5 years and am passionate about equitable access to higher education for students from diverse backgrounds and ensuring students have a voice at our university.



Rachel Stewart-Allan

Location: Canberra

As a student advocate I will listen to you and support you through the issues you are facing during your studies. I understand that it's not always easy to study and that there are many challenges our students face.

I have been working at Charles Sturt for 10 years and I am driven to ensure fair outcomes for students. I am committed to an inclusive environment at our University.

## We can help you with

Please familiarise yourself with the information provided before contacting us.

### Academic or General Misconduct

We can assist you with your written response to a misconduct allegation and answer any questions you have about the process.

### Equity, Diversity and Inclusion

We support the full diversity of the student community, raising awareness and reducing barriers to inclusive practice.

### Appeals Process

We can assist to navigate the appeals process and give you guidance on how to structure your appeal. **Please read the appeals process information before contacting us.**

### Academic Progress

If you have been asked to submit a written 'show cause' response, we can assist you with the process and answering questions you may have.

### Review of Grade

If you disagree with your final grade in a subject, you can apply for a Review of Grade if your reasons fall within the specified criteria.

### Special Consideration

If your studies are disrupted by illness or other serious circumstances, you can apply for special consideration for your subjects.

### Student Feedback and Complaints

If you have a concern about services during your time at Charles Sturt, we can guide you through the processes of providing feedback or making an effective complaint.

## International Day of Action Against Contract Cheating

Wednesday 20 October 2021 was the sixth International Day of Action Against Contract Cheating.

Student Advocates worked with the University Communications team to raise student awareness about the risks of contract cheating. Students were encouraged to 'speak up and out against contract cheating' and complete the Academic Integrity Module to learn about the risks of contract cheating and possible implications.

## University Mental Health Day

Student Advocates collaborated with colleagues from People and Culture and the University Communications team to deliver an event and campaign marking University Mental Health Day in April 2021.

The day aimed to inspire conversations, encourage campaigns and actions to make mental health a university-wide priority. Staff and students were provided with coffee, giving them an opportunity to mingle, reconnect and check-in with each other. Approximately 988 students and staff participated in the event across Charles Sturt's main campuses.

## LGBTIQA+ inclusion webpage updates

Advocates worked in conjunction with the Equity & Diversity Project Manager to update the [LGBTIQA+ inclusion webpages](#) to ensure information is current enabling students to become a part of the Ally network and learn about inclusion and equity initiatives at Charles Sturt.

# LGBTIQA+ inclusion

Charles Sturt is committed to providing a safe, supportive and inclusive environment for students, staff and visitors where people are encouraged to bring their whole selves to work.

We promote equity and diversity, by providing information, education, support and awareness.

Increased visibility for students and staff across our campuses helps us achieve our ethos of respectfully knowing how to live well in a world worth living in – *yindymarra winhanganha*.





## Case Study 2

<b>PROJECT:</b>	2021 National Career Fair
<b>WHO BENEFITS:</b>	All current Charles Sturt Study Centres students and recent graduates (Brisbane, Melbourne and Sydney)
<b>AREA of Charles Sturt:</b>	Division of Student Services
<b>EXPENDITURE:</b>	\$3,703

### LEGISLATED SSAF SPENDING AREAS:

- Helping students obtain employment or advice on careers
  - Advocating students' interests in matters arising under the higher education provider's rules (however described)
  - Helping meet the specific needs of overseas students relating to their welfare, accommodation and employment
- 

### 2021 Careers Fair “Your Key to Unlocking a Successful Future”

Charles Sturt Study Centres held its 2021 Careers Fair “Your key to unlocking a successful future” event on 9 November. Held virtually, it was a national event for students studying in Sydney, Brisbane and Melbourne. It attracted current students and graduates all wanting to know more about what different graduate opportunities companies had to offer and what it takes to be a successful graduate in Australia.

The aim of the Career Fair was to provide students with the opportunity to access industry information, network with potential employers, and improve their employment preparations upon completion of their degrees. It was provided to students by the Career Services and Student Experience department and exclusively for Charles Sturt Study Centres students and graduates.

The event was hosted by Prosple (GradAustralia), a careers and education technology company, who connect early-stage career seekers with job and career development and work experience opportunities. The theme for this year aimed to connect students and graduates with their industry and show-cased a diverse range of professional industry experts who shared key strategies on how to optimise career success and what it takes to be a successful graduate.

Students enjoyed the opportunity to meet companies in the career fields of Accounting, Business, and IT, and to network with their industry representatives.

Exhibitors included:

Performance Education	Australian Computer Society	Rapid7	Hybrid Media
Professionals Australia	Australian Computer Society	CPA Australia	Readygrad
Insider Guides	Granger Australia Pty Ltd	Give A Grad A Go	POP Tax

The Career Fair targets final and penultimate year students, however all active (early-stage) students can attend the event. The fair was directly promoted to all ‘Active Students’ on 11 Aug 2021, approx. 1,577 with a total of 78 attending the fair event.

As part of the event, a Charles Sturt Study Centre Careers booth was set up where staff from the Careers and Student Experience department were participating to network with students and assist with any enquiries students and graduates may have regarding the careers service and internship program.

Comments captured from students that participated in the Virtual Fair includes:

- I was interested in how to improve my future transition after graduation.
- Networking and information was valuable.
- I liked getting to know better about internship programs and career path.
- I liked getting a perspective of the employer about what they are looking for in the market.
- I honestly enjoyed the Performance Education event by Kartik and Hoa. It was an absolutely informative event.
- It was knowledgeable.
- I enjoyed talking to the representatives and clarifying my doubtful areas about jobs as well as migration concerns.
- I am happy that Charles sturt University is sponsoring student's internships through Readygrad without any fee. All the exhibitors that I attended were so helpful in clearing doubts and in giving right suggestions.
- The presenters hosting were interactive and energetic.
- I have got my answers covered and I know what kind of skills I need to get IT relevant jobs.
- The information I received on how to register, access and timings was very helpful, and everything was nice about it.
- This is the first time I have attended a virtual fair, and I find it easy accessing Zoom with exhibitors.

This student's feedback highlights the sentiment perfectly:

- *"Being a final semester student, I found it would be really important to engage in the career fair to build networks and get an insight about what the companies are looking for. And thanks to Charles Sturt University I was able to realize so many things such as skills and what actually we should put on to the CV. Give Grad a GO was the best I found out of all."*

Overall, the fair was very well received and provided participating students with the opportunity to unlock a successful future in their graduate fields.

### Impact Statement

The Charles Sturt Study Centre Virtual Career Fair project aims to provide students and recent graduates with the opportunity to access industry information, network with potential employers, and improve their employment preparations upon completion of their degrees. The Charles Sturt Study Centre Career Fair also provides participants with the opportunity to leverage their industry connections and discovering how to achieve greater levels of graduate career success in Australia. Representatives from IT, Accounting, and Business fields are invited to provide industry related information and applicable opportunities to participating students.



## Case Study 3

<b>PROJECT:</b>	Women4Leadership Program
<b>WHO BENEFITS:</b>	All students studying at Study Centres
<b>AREA of Charles Sturt:</b>	Division of Student Services
<b>EXPENDITURE:</b>	\$ 4,435

### LEGISLATED SSAF SPENDING AREAS:

- Helping students obtain employment or advice on careers
  - Helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled
  - Advocating students' interests in matters arising under the higher education provider's rules (however described)
- 

The Women4Leadership Program was developed with an understanding that there would be a significant number of women at Charles Sturt University Study Centres who will be entering/re-entering the workforce over the next few years. With leadership skills being one of the most in-demand industry skillsets for graduates (Australian Financial Review, 2020), this program aimed to assist with personal and professional growth of women and to facilitate leadership skills and mindset in an environment that increases their confidence and personal/professional networks.

Designed to be delivered across four 90-minute workshops, the program also provided students with opportunities to develop and identify skills for the workplace enabling them to engage with their peers and feel more confident in their transition from student to graduate within their respective fields. By drawing on an extensive network of existing staff, alumni, and current students. These workshops and events would help highlight the pathways that participants could pursue, as well as highlight employability skills needed across various industries today.

### Program Goals:

1. 21st Century Skills: Development of higher-level leadership skills (design thinking, goal setting and leadership archetypes), required for career success.
2. Self Awareness: Development of understanding of the skills the student has, the path they want to take forward and how the opportunities in the Women4Leadership Program will set them up for a lifetime of ongoing learning and development.
3. Networks: Charles Sturt University Study Centre students feel more connected to their peers of women seeking/in leadership roles and build connections with female Charles Sturt University leaders in industry.

### Program Outline:

1. Program Launch  
Welcome address by Debbie Dekker, Head of Charles Sturt University Study Centres
2. Workshop: Leadership Archetypes (13/09/2021)  
In this session, students were introduced to 4-leadership archetypes (Visionary, Pacesetter, Coach and Relationship Builder). After this workshop the students should be able to make an even more informed choice on how they want to lead in their careers and how to thrive as a leader in 2021, on campus and/or online.
3. Panel Event: Women in Leadership (22/09/2021)  
This was a virtual discussion on the topic of leadership, where students were able to hear from five leaders in high profile roles and learn what inspires them, how they have overcome obstacles along their career paths, and more. Attendees were also given the chance to ask the panellists questions at the end of the session.

Guest 1: Emma Dunch, CEO at Sydney Symphony Orchestra  
 Guest 2: Kelly Quirk, CEO at Harrier Group  
 Guest 3: Kristi Mansfield, CEO at Seer Data and Analytics  
 Guest 4: Margaret Will, CEO at Organic Systems and Solutions  
 Guest 5: Kylie Walker, CEO Australian Academy of Technology and Engineering

#### 4. Celebration Event and Goal Setting (28/09/2021)

In this workshop, students were introduced to goal setting and how to set S.M.A.R.T.(E.R.) goals, but also the psychology behind goal setting, how to motivate themselves and transform dreams into results.

#### Student Feedback:

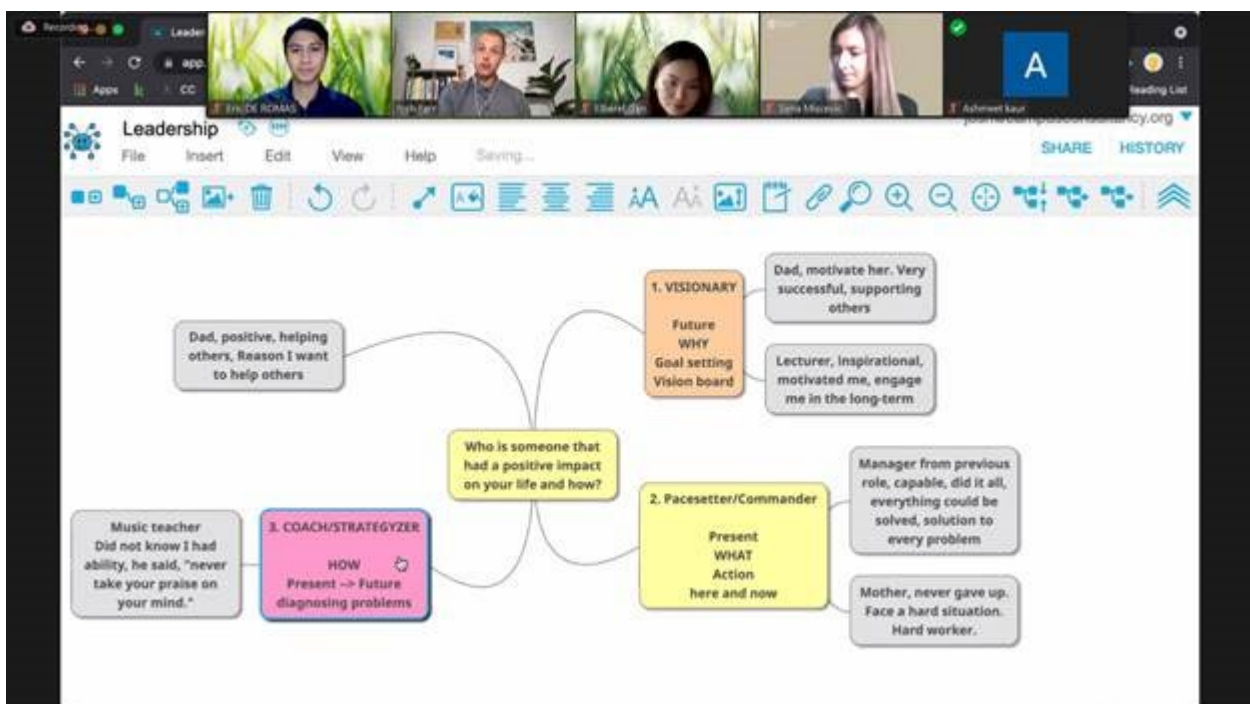
100% of the students who completed the survey indicated that:

- The event was meaningful to me and I enjoyed it
- The event encouraged me to build on my leadership skills and career development
- The support provided by staff was appropriate
- The student representatives were helpful during the workshop
- Based on experience, I would be likely to participate in future activities

Things that students enjoyed the most, included:

- Activities
- Breakout rooms
- Josh Farr's energetic facilitation, great knowledge and insights shared by the Alumni
- Discussing with panellists
- The turnout of students, the interaction, and the panellists

Overall students could not think of adding/changing anything else to help improve the workshops/events.





## Case Study 4

PROJECT:	Careers and Skills Hub
WHO BENEFITS:	All Charles Sturt students, regardless of location or study mode
AREA of Charles Sturt:	Division of Student Success
EXPENDITURE:	\$436,659
LEGISLATED SSAF SPENDING AREAS:	

- Helping students obtain employment or advice on careers
- 

The Charles Sturt Careers and Skills Hub supports students to gain employment and increases student preparedness for employment through the development of employability skills.

The team was established in March 2021, as part of the restructure of the Division of Student Success and combined previously separate projects into one centralised service. This new service was officially launched to students in May, 2021 and offers one-on-one appointments, a range of workshops and programs, and specialised online careers and skills resources for students.

*"Such a practically, useful subject for this final semester. Learning how to write a job application and answer selection criteria questions appropriately was of great value."*

The new Careers and Skills Hub launched two new technology platforms in April, 2021. The first, the Career Portal gives students 24/7 access to high-quality career resources and tools such as a sophisticated student jobs board, instant CV and interview feedback, employability assessments and online learning plans supported by a range of interactive resources. The second platform facilitates online mentoring programs allowing the university to introduce mentoring programs for students across the university. During 2021 the team piloted three student mentoring programs aligned with the student lifecycle: Uni foundations, Building your professional profile, and Connecting to Industry. These programs will be expanded in 2022.

The Careers and Skills Hub team also manages the Strive Leadership Program and Skills Forums. Strive is a student leadership program available to all Charles Sturt students. There are 20 self-guided modules to choose from. Completion of 10 modules leads to a non-award leadership certificate from Charles Sturt.

More information about the service and the support offered to students can be found online here: <https://www.csu.edu.au/current-students/your-career>

*"I truly cannot thank you enough for your support in my application, and truly feel I could not have done it without your support and guidance."  
Physio student.*

# Student Consultation



It is legislated through the Student Services, Amenities, Representation and Advocacy Guidelines and the Higher Education Legislation Amendment (Student Services and Amenities) Act 2011, that Higher Education Providers (HEPs) must consult with students enrolled at the HEP regarding the specific uses of proceeds from any compulsory SSAF.

Charles Sturt University aims to ensure a formal process of consultation with democratically elected student representatives at the University regarding the specific uses of proceeds from SSAF and has demonstrated its commitment to the student consultation process through:

1. Undertaking an Annual SSAF survey (as part of the Student Voice survey), consideration of the feedback provided by students on their top priorities areas for the spending of SSAF money, publishing identified priorities for proposed fee expenditure and allowing opportunities to comment on those priorities by students and student associations.
2. Publishing an annual SSAF report that outlines SSAF expenditure, details of SSAF projects funded and outlines the strategic priorities for SSAF funding.
3. Two Student Representative Council (SRC) members on the SSAF Working Group.
4. Discussion of SSAF matters via Student Senate meetings.
5. Student Representative Council review and recommendation of student and staff initiatives via an annual round review process.

Current process of the SSAF allocation requires review and endorsement by the Student Representative Council (SRC). Staff and student initiatives are distributed to each campus SRCs (via Student Connection, Division of Student Success staff). SRCs are asked to submit the outcome of their review for consideration to the SSAF Working Group, as well as have two student representatives on the SSAF WG. This allows for greater consultation and transparency in the allocation of projects.

# 2021 Student Voice Survey Results

## Summary

The Student Voice Survey is an online survey of current Charles Sturt students conducted eight times per year. The SSAF questions are included for one wave of the survey each year, in 2021 this was during July.

### SSAF Questionnaire flow

1. SSAF awareness
2. Preferences for SSAF spending
3. SSAF proposal submission awareness
4. Comment/feedback (open-ended)

Although awareness of the SSAF is generally high, awareness of the SSAF spending proposal system is low. Students requested more information about the SSAF. There remains a high demand for increased communications about the fee, the submission process for spending proposals, and where the funds are spent. Some students believe that they do not use any of the resources funded by SSAF.

Students continue to request more clarity concerning the SSAF and where the funds are allocated. Online students remain concerned that they are paying the SSAF without receiving any benefit in return, with some believing the fee goes towards facilities they are unable to access.

Among campus students their preferences for funding to be directed towards campus facilities and activities have increased although due to COVID restrictions did not feel they were currently receiving benefits from paying SSAF.

Question; *What would you like to see supported by the SSAF: Please rank your top 5 preferences, with 1 being the service you most think deserves funding.*

### Online Students

Health and Wellbeing, Study Skills and Career Support were funding priorities for online students. The highest ranked options for online students were Practical Academic Resources as well as Personal and Career Support. The most common first preference for funding was the Prepaid Postage Library Book Service with Developing Study Skills and IT Support in 2<sup>nd</sup> and 3<sup>rd</sup> place.

#### *Support preferences July 2021 Top ranked 1-3*

Health and Wellbeing	34%
Helping Students Develop Study Skills	33%
Prepaid Postage Library Book Service	31%
Careers Advice and Programs	26%
IT Support	25%

Online students expect that the fee will fund resources available to them or that they should not pay it.

### On-campus Students

On-campus students rated campus facilities and events as priorities for SSAF spending. Health and Wellbeing was the most common Top 3 option overall. However, looking just at first preferences, Providing Food/Drink is the most important area for funding, with Social Activities and Events and Sporting and Recreational Activities also highly ranked.

#### *Support preferences July 2021 Top ranked 1-3*

Health and Wellbeing Support	37%
Providing Food/drink to On-campus Students	36%
Social Activities and Events	27%
Sporting Recreational Activities	26%
Careers Advice and Programs	22%



On-campus students requested that the funds be spent on campus activities, or that the lack of access to these due to COVID should be taken into consideration.

Increasing awareness of the SSAF proposal system, particularly among online students, should be a priority as this may help increase student understanding of the fee and help minimise student frustration with paying the fee.

Increasing student knowledge of the breadth of areas that the SSAF funds may alleviate concerns across both cohorts.

## 2022 Key Scheduled dates

### SSAF Annual Round for 2023 funding:

Opens: 9.00am 8<sup>th</sup> August 2022

Closes: 5.00pm 16<sup>th</sup> September 2022

Notification of funding outcomes will be sent to all proposers of submissions in November

### SSAF Student Voice Survey:

Wave 5 of the survey for SSAF questions

Results to be released online November 2022

