

SSAF

Enhancing student life



2018 Student Services and Amenities Annual Report

www.csu.edu.au/ssaf



Charles Sturt
University

Letter from the Student Senate SSAF Representative



Hello, I'm James Spring, Publications Officer for the Online Study Student Representative Committee and member of the SSAF Funding Committee. As an online student I would be broke if I didn't have the excellent library facilities that SSAF fees pay for as well as paying for improvements to the student portal among other initiatives.

CSU have allowed SRC members to be an active part of the decision process around what projects get SSAF funding and also allow two students to represent all campuses as part of the SSAF Steering Committee.

In 2017 SSAF funding was allocated to improve career development support giving students advice regarding resumes and even conducting interview and job application support. First Aid, mediation and counselling, online student welcome packs and LGBTIQ equity and diversity services are just the tip of SSAF iceberg. SSAF funding also helps improve and implement sporting facilities and study areas such as the Wagga Wagga weather shelter and the study area at Dubbo.

More projects from 2017 will be outlined in this report. Remember, all SSAF funded initiatives will have the SSAF stamp on them so it's easy to identify them around your campus, in print and online.

As a student you can apply for SSAF funding to improve facilities around your campus, create clubs or create an equity service that you believe should exist at your University. With passion, ideas and of course SSAF funding you can make your project a SSAF funded reality.

James Spring

Student Senate Representative

Online Study SRC Publications Officer, SSAF Steering Committee member

What is SSAF?

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 CSU to enhance the range and quality of support services available to both on campus and online students, helping to improve and enrich student life.

In the Higher Education Legislation Amendment (Student Services and Amenities) Act 2011, the Commonwealth Government identified the 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 describe)*
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.*

SSAF at CSU

Students will pay SSAF for each subject they're enrolled in at CSU. In 2018, the fee is \$37 per 8 point subject, up to a maximum of \$296 per year. This is a compulsory fee and most CSU students are required to pay, although there are some exemptions. You may choose to pay the fee upfront, or defer it under the SA-HELP scheme, which is similar to the schemes available to defer your tuition. For more information about whether you need to pay the SSAF and how to pay or defer, visit:

www.csu.edu.au/courses/fees-and-costs/student-services-and-amenities-fee

Who decides how SSAF is spent?

CSU has a SSAF Steering Committee responsible for deciding how SSAF funds are spent. Its job is to make sure SSAF funds are distributed appropriately and meet student needs and preferences. It also works on improving the information you receive to help you understand what SSAF is, the spending process and what services are available. The SSAF Steering Committee includes the Dean of Students as Presiding Officer, representatives from CSU's Divisions and Faculties, and two student representatives – the Student Senate President and a Student Senate executive team member

The SSAF Steering Committee determines how SSAF funds are spent at CSU. Its purpose is to provide a forum for collaborative discussion about SSAF expenditure and ensure funds are appropriately distributed.

Comprised of student representatives and representatives from Faculties and Divisions, this committee relies on evaluation of outcomes relating to student and staff submissions, as well as historical data, to ensure funds are distributed equitably and responsibly. Spending also needs to be in accordance with student need and spending preferences. As well as ensuring funds are used to enhance the student experience, the Steering Committee is also responsible for improving the ways students are informed about SSAF income, spending and available services. This report is just one of the ways of informing CSU students and staff.

Who is on the SSAF steering committee?



Dean of Students (Presiding Officer)



Student Senate President



Student Senate Executive team member



Division of Facilities Management representative (Executive Director or nominee)



Division of Finance representative



Executive Director, Information Technology



Executive Director, Marketing and Communication



Faculty representative of the Executive Deans



Division of Student Services representative

Enhance student life at CSU

Have your say: Put your stamp on SSAF:

As the essence of SSAF is to improve student life, it's vital you put your stamp on SSAF and have a say in how your funds are spent.

Each year, CSU calls for submissions from students and staff about how you'd like to see SSAF funds spent. As a student, you can turn your idea into a complete Initiative Proposal and submit for funding. You'll receive emails letting you know when the Student Initiative Rounds are open and where to find the documents you need to submit your ideas. The range of SSAF projects funded is designed to benefit all students, whether you're studying on campus or online. The 2018 scheduled dates are listed below.

Proposals need to address student need and are developed collaboratively with Divisions and Faculties across CSU to ensure a "whole of University" approach. Each proposal should have Student Representative Council endorsement before submitting.

The SSAF Steering Committee reviews all submissions against government requirements and funds student-centred projects and initiatives that best align with student needs, existing programs and CSU strategies.

The SSAF Steering Committee ensures you can get help in developing and executing your proposal. This includes advice on funding remittance, assessing your submissions, and helping you effectively report on your project outcomes. The Steering Committee also ensures if you put forward an unsuccessful submission, you receive feedback to help you understand SSAF spending priorities and processes for future submissions.

A sample of students will also be asked to complete an annual online survey. The survey will ask you to rank the 19 government criteria in order of your preference for future spending. You'll also have an opportunity to provide feedback about your awareness of and feelings towards SSAF. The survey will run in Session 2, 2018.

At any time of year, you can also have your say via your Student Representative Councils, Student Liaison Officers or direct to the Division of Student Services via email to: ssaf@csu.edu.au

You can also find more information online at: <http://student.csu.edu.au/finances/current-year-fees-and-charges/ssaf>

2018 Key dates for submission rounds

Student Initiatives - Round 1 opens: 3 April 2018

Round 1 closes: 9.00am 28 May 2018

Student Survey: Session 2, 2018

Student and Staff Submission - Round 2 opens: 17 September 2018

Round 2 closes: 9.00am 12 November 2018

“ SSAF is to improve student life,
it's vital you put your stamp on
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WHAT HAS SSAF FUNDED?

SSAF at CSU funds a range of services, events and projects that students can access online and face-to-face.

Some examples of SSAF funded services, events and projects in 2017 included:

- *Career Development Service*
- *Orientation program*
- *Student Counsellors*
- *Student Liaison Officers*
- *Food and Beverage discounting*
- *Online and international student transfer service*
- *Residential school events*
- *Respect campaign*
- *International student events*
- *Student Leadership Program and Conference*
- *Contribution to the Wellness and Wellbeing Expo*
- *Careers exhibition: Industry connections*
- *Visit inland campus experience*
- *BBQ on Library Lawn at Bathurst campus*
- *Outdoor heating and wind protection on Albury campus*
- *St Mark's undercover amenities in Canberra*
- *Running Path on Goulburn campus*
- *Student Kitchen in building 30 on Wagga campus*

Since 2012, SSAF has helped fund many new and refurbished student spaces and more than 130 projects, submitted by students and staff.

In addition to the tangible facilities on campus, such as sporting facilities, 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, and return postage to the library are just some examples of projects designed specifically for online students using SSAF funds.

SSAF IN ACTION

CASE STUDYS

PROJECT: 2017 Student Leadership Conference

WHO BENEFITS: All student leaders

AREA (OF CSU): Division of Student Services - Engagement

EXPENDITURE: \$26,000

LEGISLATED SSAF SPENDING AREAS:

Explicitly this project aligned with the following SSAF requirements:

- supporting the administration of a club most of whose members are students;
- 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

Where/why the idea came about?

In November 2015, the Office for Students in conjunction with the Student Representative body held the inaugural Student Leadership Conference at Wagga, NSW on November 5th and 6th. The Office for Students was successful in being granted further SSAF funding for a second conference for 2016.

The 2016 Student Leadership Conference was hosted in Bathurst, 31st October to 2nd of November 2016. All events and presentations were hosted on the campus at the Centre for Professional Development, engineering pitch zone and Rafters. Students were accommodated in residences on campus as well. After this conference the Office for Students was successful of receiving ongoing SSAF funding for the conference each year. A budget of \$40,000 each year.

2017 brought the biggest conference to date. Dubbo hosted 70 students at the Student Leadership Conference and the Inaugural Indigenous Student Conference. The two conferences were administered and budgeted separately yet co-hosted some events and activities. Students attending the Student Leadership conference were accommodated with Residence Life on campus and all travel arranged with CSU travel. Cheers assisted in the provision of meals during the day and the staff present at the conference organised and orchestrated the evening barbecue.

The aim of the Leadership conference was to build a network of student leaders, to assist with the development of formalised, enterprise wide student leadership skills and to ensure the student voice is being heard within CSU.

The outcome achieved from providing this service/equipment/amenities etc

2017 brought strong collaboration between the Student Leadership Conference and the inaugural Indigenous Student Conference to offer 70 students an inclusive, impactful, insightful and inspiring experience. Dubbo campus provided a picturesque setting for all events and workshops. Dubbo staff were welcoming and commented on the activity on the campus post exams was refreshing. The conference was from 30 October to 1 November 2017 to allow for travel and accommodation.

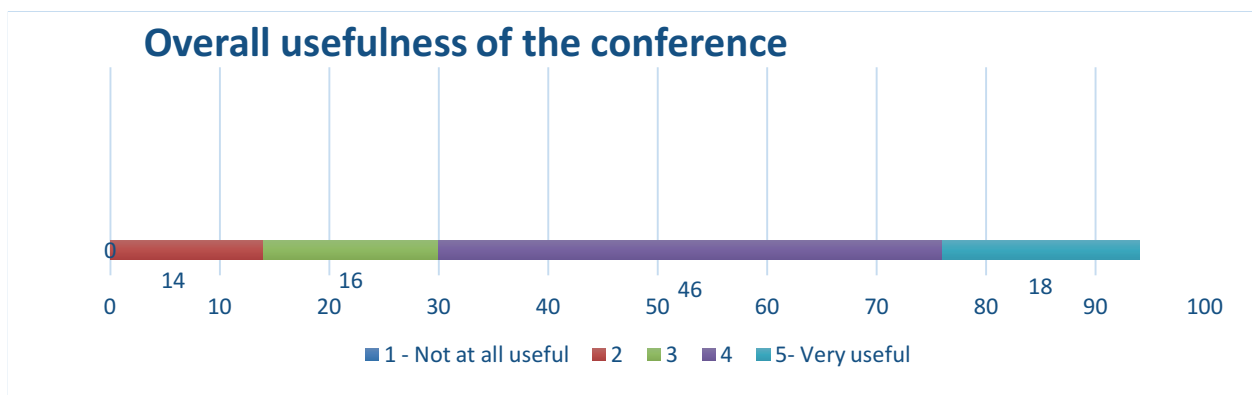
Feedback from Students was generally positive, and has formed the five recommendations to be implemented in 2018.

<i>Objective</i>	<i>Outcomes</i>
<i>Inspire students to utilise and increase practical leadership skills</i>	<ul style="list-style-type: none">• Student feedback demonstrated that 50% of the delegates felt that their leadership skills increased from participation at the 2017 conference• Student feedback showed that they have been inspired to increase their leadership skills as have requested opportunities to lead sessions next year• Student's responses to question 6 on the feedback form exhibit a strong desire to have opportunities to build and practice their already existing leadership skills and opportunities to demonstrate them
<i>Build a network of collaborative students that creates a life-long sense of connection and belonging to the CSU Community</i>	<ul style="list-style-type: none">• 41 students from 6 campuses and online gathered in Dubbo• Joined by 11 International students and 18 Indigenous students• Variety of roles, areas of study and backgrounds• Various opportunities to network with students and guests• Students engaged in discussions with CSU Senior executive members and staff at evening event
<i>Engage in critical thinking to influence the world for the better and stretch personal leadership boundaries to explore professional and personal development</i>	<ul style="list-style-type: none">• Student feedback confirms understanding of behavioural leadership• Delegates were offered numerous opportunities to think critically and extract ideas and concepts for leadership roles• Students have requested opportunities to network and engage at other times to develop leadership.• Students received information on STRIVE – A CSU Student Leadership Program and to contact Project Officer for more information

WHAT CSU STUDENTS HAD TO SAY:

Delegates in attendance were asked to complete a feedback form that summarised their experience of the 2017 Student Leadership Conference, including ideas for the 2018 conference. They were asked to rate varying aspects of the conference and reflect on what they took away from each presentation and what they wanted more on. Feedback from each year is collated and reviewed to assist in the planning for the following year's conference. Some students provided extensive feedback which will be taken into consideration for planning next year.

"I felt more attached to CSU Community. Felt very good."



Results are from 41 returned forms. Not all respondents chose to answer all questions.

CASE STUDY

PROJECT: Visit Inland Campus Experience (VICE)

WHO BENEFITS: CSU Study Centre students; CSU regional based students

AREA (OF CSU): CSU Study Centres

EXPENDITURE: \$114,700

LEGISLATED SSAF SPENDING AREAS:

- Providing food or drink to students on a campus of the higher education provider;
 - Supporting a sporting or other recreational activity by students;
 - Supporting the administration of a club most of whose members are students;
 - Helping students obtain employment or advice on careers;
 - Helping meet the specific needs of overseas students relating to their welfare, accommodation and employment.
-

BACKGROUND:

This initiative has been successfully funded and managed since 2014, after the positive experience of the students who participated in the first visit to CSU Wagga Wagga.

Study Centre students are taken on a three day trip to visit one of our inland CSU regional campuses (4 trips in total). On campus the students have the opportunity to interact with regional students both international and domestic, undertake campus tours, join in social activities, play sports and experience what it's like to study in a big lecture theatre with the careers development session run by the regional campus careers staff. On the way to and from the campus students are also given opportunities to visit Australian tourist locations which include opportunities to learn about Australian culture and history. I.e.: Goulburn Historic Waterworks, Rocky Hill War Memorial, Blue Mountains Three Sisters and more.

The feedback from the visits indicates that students develop a stronger sense of affiliation and connection to the university, develop an understanding of the university's range of programs and a deeper appreciation for Australia. The program enhances student experience and engagement and as a result is significant in the satisfaction & retention of these students. They build lasting bonds beyond the classroom and make lifelong friendships with students from their own campus and also from the regional and sister Study Centre campuses.

There are four trips per year.

- 1: Wagga Wagga Campus – SC Sydney & Melbourne students participate*
- 2: Albury Campus – SC Melbourne Students participate*
- 3: Bathurst Campus – SC Sydney Students participate*
- 4: Port Macquarie Campus – SC Brisbane Students participate*

WHAT CSU STUDENTS HAD TO SAY:

"The trip to Wagga was really awesome and collaborating with Melbourne students was fantastic. I enjoyed the careers session and felt I really got a lot from it."

"Making new friends was the best part, getting to learn about the regional campuses was interesting and the careers development class was awesome!"

"I really enjoyed sharing the different experiences with other students, exploring new places and learning about different cultures through interacting with new people."

"The staff and SRC were very supportive. Making new friends was fun. I will take some very good memories with me. Thanks CSU"

"The students from Wagga were friendly and welcoming. They created a wonderful environment for us. I left feeling relaxed and recharged."



“ CSU has a SSAF Steering Committee responsible for deciding how SSAF funds are spent.



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CASE STUDY

PROJECT: Wagga Student Kitchen P030

WHO BENEFITS: Dentistry students attending/visiting the Wagga campus

AREA (OF CSU): Division of Facilities Management

EXPENDITURE: \$30,000

LEGISLATED SSAF SPENDING AREAS:

- Providing food or drink to students on a campus of the higher education provider
 - Promoting the health or welfare of students
-

The provision of a kitchenette on Level 2, building 30, enables dentistry and oral health student groups to prepare food and drinks during short breaks where there is insufficient time to access main Campus food and drink services.



CASE STUDY

PROJECT: Return Postage Scheme

WHO BENEFITS: Online Students

AREA (OF CSU): Division of Library Services

EXPENDITURE: \$658,600 (since 2015)

LEGISLATED SSAF SPENDING AREAS:

- Help students with their financial affairs
-

Executive Director, Division of Library Services, Karen Johnson said the scheme grew out of a desire to provide CSU's online students with equity of access to print resources and a tangible benefit for their SSAF contribution.

Thanks to SSAF funding, online students living in Australia can return library resources to CSU free of charge via the Library Return Postage Scheme.

"There is a trend towards electronic scholarly communication, and the Library is committed to equivalency of service to online students by providing electronic content whenever possible.

"However, many textbooks and scholarly books are still only available in print, which in the past placed the online student at a financial disadvantage as they were required to pay for the return of books to the Library."

The scheme eliminates the financial burden of returning books to CSU by including a postage-paid return address label in each online students postage parcel sent by the Library. Students simply affix this label to their parcel when returning printed resources.

"First implemented in 2012, the Library Return Postage Scheme has proven very popular with online students, who take advantage of the scheme to borrow around 30,000 books per annum."

In 2018 the Library is trialling using Express Post for items in high demand, to improve delivery times. This new initiative was proposed by a student as a SSAF Bright Idea.

Online Students Library Book Return Postage Scheme



This free library book return postage service for Online Students is funded by SSAF



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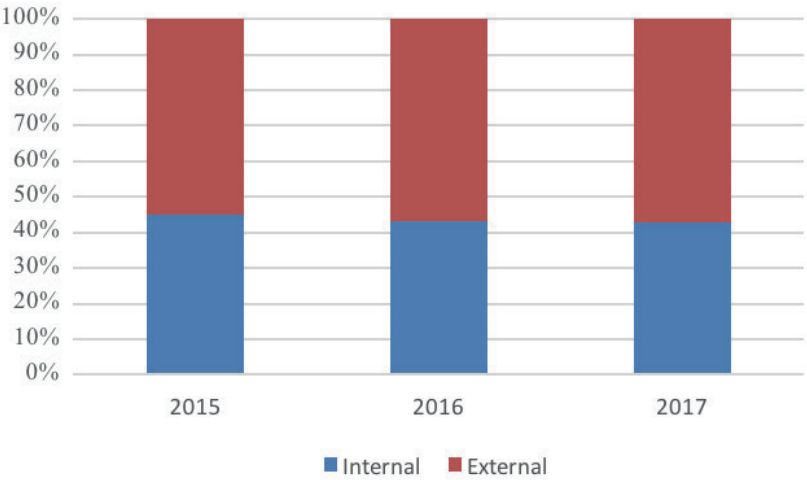
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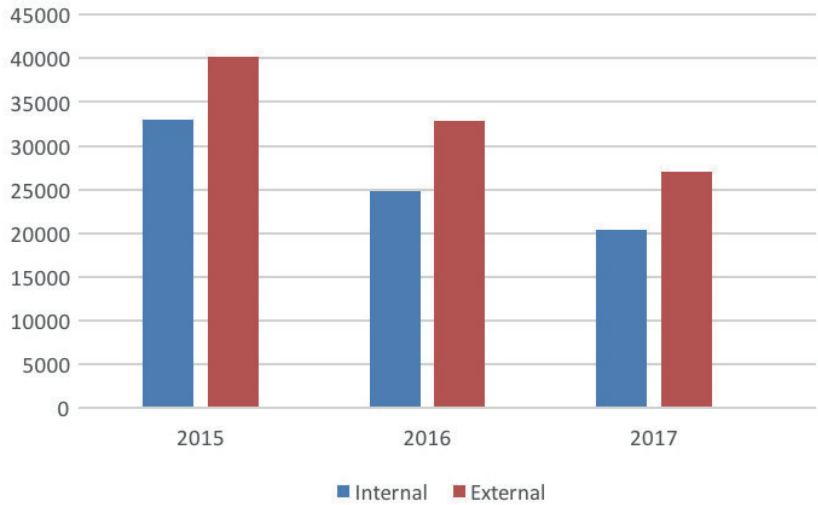


STATISTICS ON USAGE OVER THE YEARS:

Percentage of loans by student type 2015 - 2017
(Electronic resources excluded)



Total loans by student type 2015 - 2017
(Electronic resources excluded)



CASE STUDY

PROJECT: *Albury Outdoor Heating & Wind Protection*

WHO BENEFITS: *All students attending/visiting the Albury campus*

AREA (OF CSU): *Division of Facilities Management*

EXPENDITURE: *\$35,000*

LEGISLATED SSAF SPENDING AREAS:

- *Supporting a sporting or other recreational activity by students*
-

Students gain better use of the existing covered seating and BBQ area facility (B660) that is adjacent to the sport and rec precinct on campus, with the installation of radiant tube heaters and wind protection blinds to the southern side of the shelter to escape the prevailing cold winds and to hold many social gatherings.

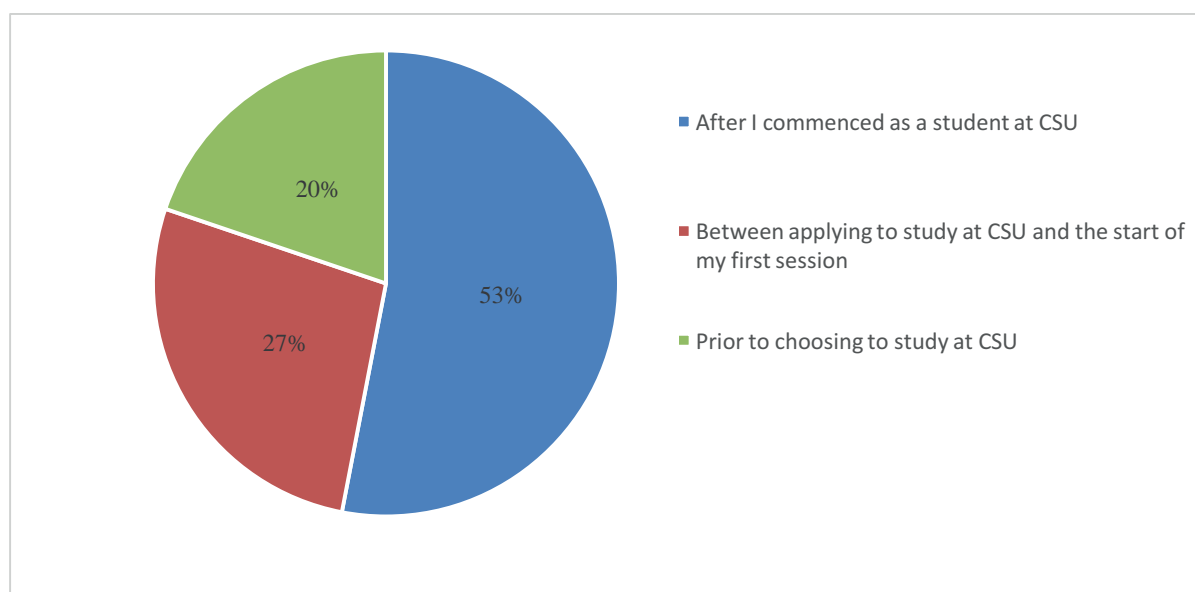


SSAF SURVEY RESULTS

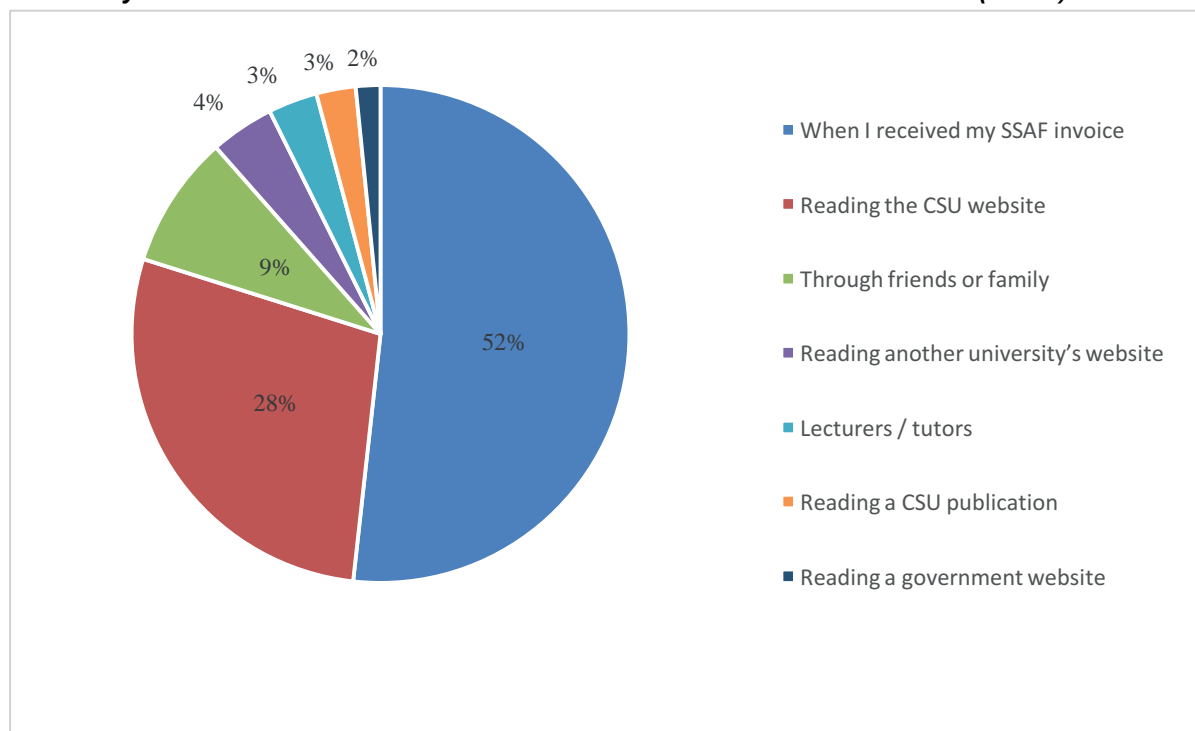
During July and August 2017, a student survey looked at students' awareness and sentiment towards SSAF.

The survey also ranked the 19 government criteria in order of preference for future spending. A sample approach was adopted, with the survey sent to 2,653 active, SSAF-paying students at CSU. A total of 382 complete responses were received; a response rate of 14.4%.

When did you first become aware of the Student Services and Amenities Fee (SSAF)?



How did you first become aware of the Student Services and Amenities Fee (SSAF)?



When asked how clear they were about what SSAF funds were used for, students reported a low mean level of clarity, of 2.47 on a scale of 1 to 5. The greatest proportion of students (29%) reporting that they were not at all clear about what SSAF funds are used for.

When asked if they knew how funds were allocated, students reported a mean of 3.73 on a scale of 1 to 5 that they agreed to the statement “Both Students and staff can provide input into how SSAF funding should be allocated, including submitting proposals for consideration by the SSAF Steering Committee”.

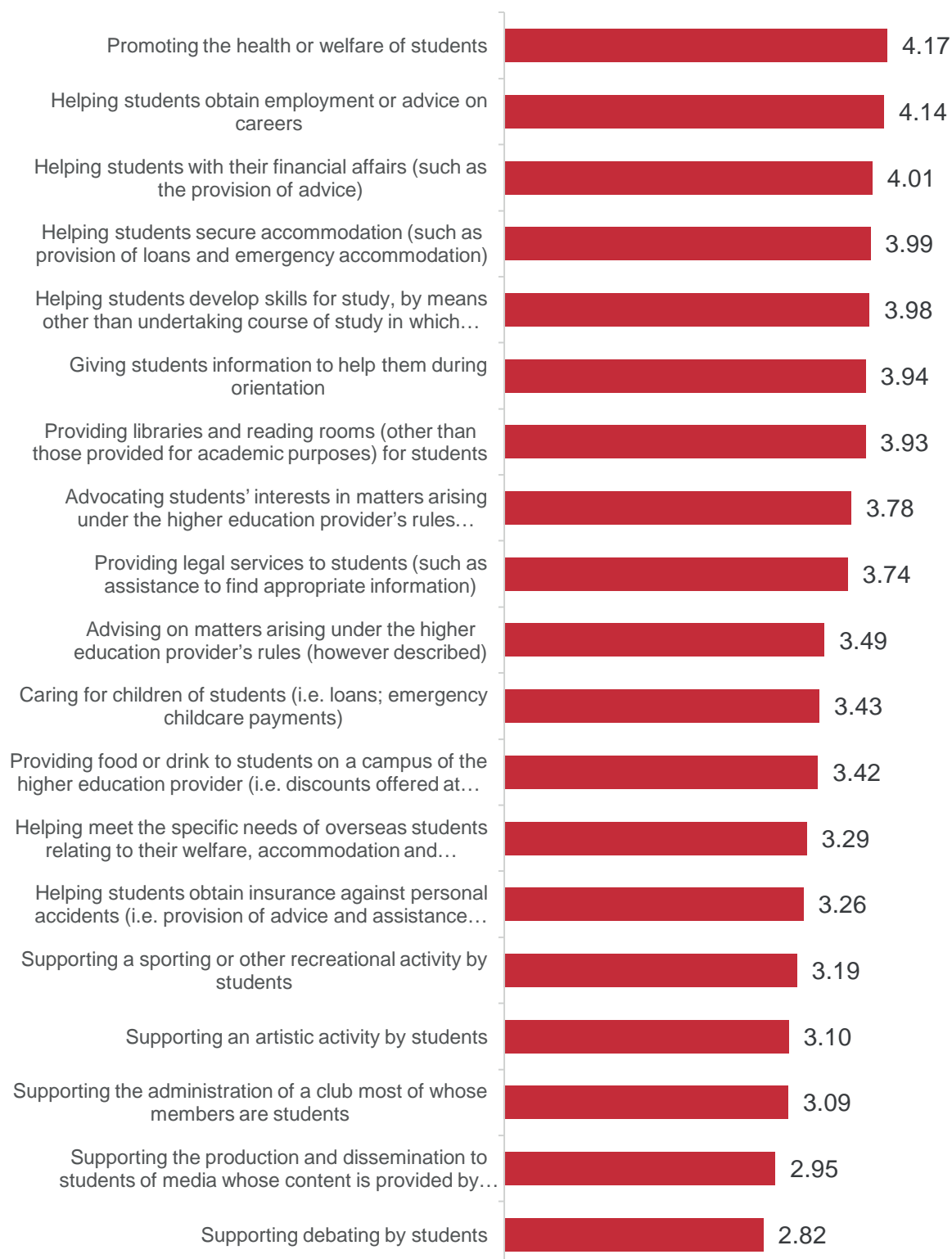
Preferences for spending

The survey asked students how important each legislated area of funding was to them. Their top five areas were identified as:

- 1. Promoting the health and welfare of students*
- 2. Helping students obtain employment or advice on careers*
- 3. Helping students with their financial affairs*
- 4. Help with securing accommodation for students*
- 5. Develop students skills for study*



How important is each legislated area of funding to you?



Feelings about SSAF

Students rated their feeling towards SSAF as 3.22 on a scale of 1 to 5 where 1 was very negative and 5 was very positive.

Students surveyed indicated they supported the idea of SSAF as a means to provide services and amenities for them.

Students surveyed indicated they:

- Supported the idea of SSAF as a means to provide services and amenities for them*
- Were generally aware that they could apply for SSAF funding through the submission rounds in session 1 and session 2*
- Sentiment towards SSAF was more positive from internal students than from online students*

Actions arising from the survey

The SSAF Steering Committee and Division of Student Services will continue to enhance communication around the SSAF through a range of channels, including:

- This Annual Report*
- Web information provided on the Student Portal and Division of Student Services website*
- Case studies and examples of projects.*

LOOKING FORWARD

There are a number of SSAF initiatives planned for 2018. These include new and refurbished student spaces; projects suggested by students and staff and Division of Student Services.

Student submission rounds

Student submissions will be received in session 1 and also session 2 this year. A total of 22 student initiatives and 58 student Bright Ideas were submitted in 2017. With 20 of these being considered by the Division of Facilities Management for funding and construction. Some successful student initiatives were:

- *International Student Consultation Group*
- *Yoga and meditation classes on Port Macquarie Campus*
- *Be a Job Ready Graduate*
- *SRC Office Space and Storage at Study Centres*
- *LinkedIn Photo Booth*
- *Chargebars on Goulburn Campus*
- *Wednesday Lunches on Port Macquarie Campus*
- *GooseChase*
- *Games and Activities at Study Centres*
- *Student Mobility Packs for the School of Policing*

Student and Staff submission round

Staff and student submissions were received in Session 2 2017. More than 50 submissions were received and 34 of these were successful for 2018 funding. Another 10 submissions were passed on to the Division of Facilities Management for further review and recommendation. Some successful submissions in this round included:

- *Online and International Student Transport*
- *Supplying student amenities at the School of Policing*
- *Student Digital Communications Internships*
- *Emergency Accommodation*
- *Food and Beverage discount*
- *Healthy Relationships*
- *Lynda.com*
- *On campus student transport*
- *Pocket Campus maps*
- *Residential School Ambassadors*
- *APA Style Central*
- *International student events*
- *Student Leadership Program and Conference*
- *Visit inland campus experience, CSU Study Centres*
- *Online Students Return Postage Scheme*

Division of Student Services allocations

Available for online and on campus students:

- *CSU's Career Development Service, with additional staff*
- *Additional student counsellors*
- *External Scholarship Officer*
- *Additional Student Liaison Officer (International & financial)*
- *Orientation programs*
- *Stakeholder and student communications*
- *Student leadership lead*
- *Elite Athletes and Sports program*
- *Sports and University Games assistance*

New on campus facilities

Albury-Wodonga Campus

- *Outdoor heating and wind protection*
- *Fitness room*

Bathurst Campus

- *pathway and lighting for Eco Walk Trail Route*
- *video tower*
- *BBQ on Library lawn*

Canberra Campus

- *St Mark's undercover amenities*

Goulburn Campus

- *running path*
- *outdoor beep test system*

Orange Campus

- *office space and storage*
- *residential recreational improvements*

Port Macquarie Campus

- *student recreational facilities*

Wagga Wagga Campus

- *Beres Elwood shelter*
- *Dentistry kitchenette*

“SSAF has been used to fund a range of staff roles that benefit online and on campus students.



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Glossary

AW	Albury-Wodonga Campus
BA	Bathurst Campus
CA	Canberra Campus
CSU	Charles Sturt University
DFM	Division of Facilities Management
DIT	Division of Information and Technology
DLS	Division of Library Services
DOF	Division of Finance
DOMC	Division of Marketing and Communication
DU	Dubbo Campus
DSS	Division of Student Services
OR	Orange Campus
PMQ	Port Macquarie Campus
RPS	Return Postage Scheme
SA-HELP	Student Amenities - Higher Education Loan Program
SC	Steering committee
SLO	Student liaison officer
SRC	Student Representative Council
SSAF	Student Services and Amenities Fee
VICE	Visit Inland Campus Experience
WW	Wagga Wagga Campus



For more information:

Visit: www.csu.edu.au/division/student-services/useful-information/ssaf
or <http://student.csu.edu.au/finances/current-year-fees-and-charges/ssaf>

Email: ssaf@csu.edu.au

Cover photography by Mitchell Lamm

www.csu.edu.au/ssaf



THIS IS A **SSAF**
FUNDED INITIATIVE

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Keep an eye out for the stamp to identify
the projects and initiatives funded by SSAF.