



Charles Sturt
University

SSAF

Student Services
and Amenities Fee
2020 Annual Report





Chair report



Dear students and staff,

What a year it has been! There is no doubt that 2020 was a very challenging year for students, so I am pleased that changes to our SSFAF spending made a difference to how Charles Sturt University was able to support you during this time. This annual report outlines the projects and services which were supported by SSFAF in 2020 and their impact on students, and how these funding decisions were made.

Ahead of the COVID-19 pandemic, the SSFAF Steering Committee decided that SSFAF projects should be available to all students, encouraging services to expand to online. The committee also stipulated that student wellbeing and mental health would be a priority. This turned out to be an excellent decision, allowing Charles Sturt to continue offering relevant services to students throughout the year.

Some key SSFAF-funded initiatives that helped us through these challenging times were the after-hours crisis line supporting students with emotional distress; the library students return postage service that allowed students to loan books without having to come to campus; and the revised student portal, which has been the gateway to providing access to all Charles Sturt services and support. Thanks to SSFAF we were also able to be there for our international students who needed our support more than ever. Through emergency loans, social events and general support we were able to support our international cohort during a very tough time and help them maintain a connection to the university community.

Another long-standing student priority was realised in 2020: an exciting new career service that is linking students to jobs, providing leadership training, and helping students with their CV, cover letters and job interview preparation. The service also has a range of mentoring programs that will help with settling into university life, connect students with industry and build relevant study connections.

In 2020 we made some changes to how our students are involved in deciding how SSFAF money is spent. As always, we have surveyed our students on their priorities and have student representation on the SSFAF Steering Committee, but in the past year we have also asked our Student Representative Committees (SRC) to help us set priorities. On behalf of the SSFAF Steering Committee I would like to thank all SRC's for their time and dedication to making decisions that improve the student experience at Charles Sturt University.

Kind regards,

A stylized, handwritten signature in black ink, consisting of a large loop and a trailing line.

Jacqueline Clements
Executive Director,
Division of Student Success
Chair SSFAF Steering Committee



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 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.

In 2020 students paid SSAF for each subject they were enrolled in at Charles Sturt. The fee

was \$38 per 8-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 it 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:



Student Services and
Amenities Fee (SSAF)

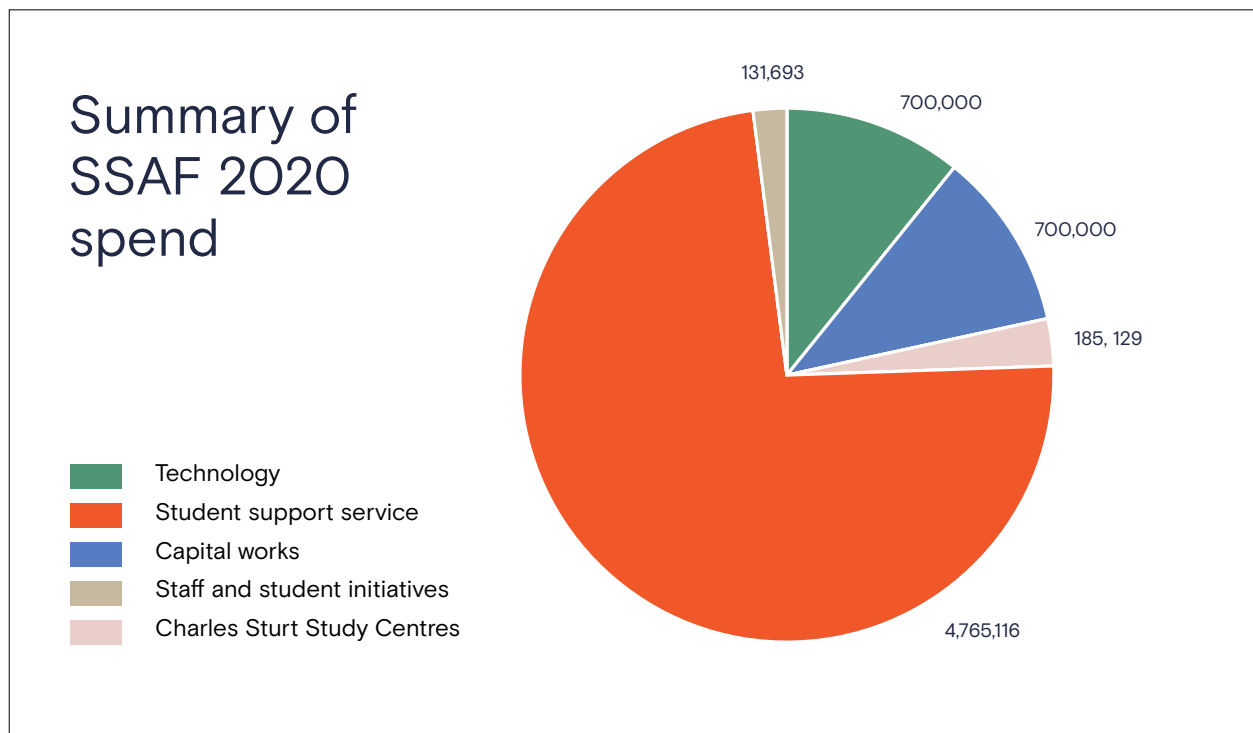
Legislated SSAF spending areas

- 1
- 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
- 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.

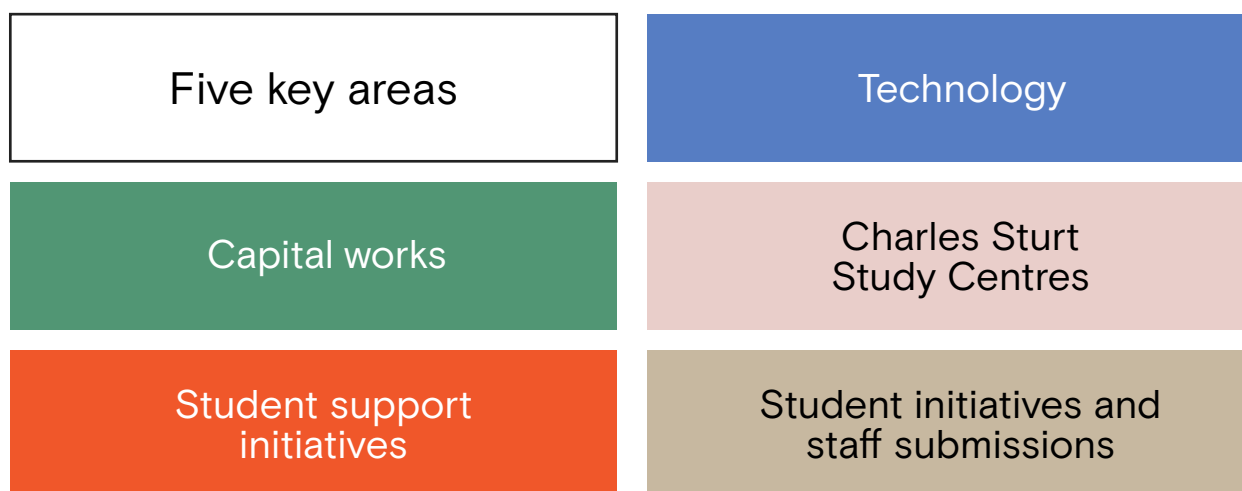
Summary of 2020 income and expenditure

Summary	2020 total allocation	Actual spend
Technology	700,000	631,072
Capital works	700,000+	1,919,409
Charles Sturt Study Centres	185,129	185,129
Student support services	4,765,116	3,587,145
Student and staff initiatives	131,693	105,687
SSAF income	6,000,000	-
Allocated carried forward funds	481,938	-
Total Allocations and Actual Spend	6,481,938	6,428,442

2020 under spend due to implications of COVID-19 with ceasing of all on-campus activities while students studied online and the Sustainable Futures organisational staffing restructure phase 1



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:



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 where appropriate.

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

- Division of Information Technology (DIT) – Technology Governance Committee
- Division of Facilities Management (DFM) – Infrastructure Committee
- Study Group Australia – The Charles Sturt University Study Centres SSAF Committee.

Detailed 2020 SSAF allocation of funds

Technology 2020 SSAF allocation		\$
Extended IT support for students		47,638
CSU2 mobile app		61,205
Student portal		462,229
LinkedIn learning student licences		60,000
Total technology 2020 SSAF funding spent		631,072

Detailed 2020 SSAF allocation of funds expended – continued

Capital works 2020 SSAF allocation		\$
Bathurst	Rafters atrium refresh, eco walk	391,413
Wagga Wagga	Livestock fitting facility, tennis court repairs, walking loop	170,480
Thurgoona	Outdoor bouldering wall	337,831
Orange	Netball courts replacement, Girinyalanha BBQ and shelter	383,778
Port Macquarie	Bld 3013 student kitchen, stage 2A fitness centre, mobile phone infrastructure	596,648
Canberra	Bld 3018 library upgrade	20,661
Goulburn	Common room furniture and artwork	18,598
Total 2020 SSAF campus facilities projects		1,919,409

Due to planning and construction timelines 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 to the next, until projects are completed. In 2020 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 being transitioned from on-campus to online study all pending capital works were put on hold and only those projects which had commitments/contracts already in place proceeded in 2020.

Study Centres 2020 SSAF Allocation		\$
Careers		17,261
Health, safety and wellbeing		79,027
Orientation		42,373
Student experience events		46,468
Total Study Group Australia SSAF allocation		185,129

Each year, Study Group Australia are allocated a SSAF budget 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 to support international students. Any funds not expended in that financial year are recouped by Charles Sturt University and returned into the SSAF surplus.

Student support services 2020 SSAF allocation	\$
Elite athlete and sports	84,637
Sporting facilities north and south	358,410
Events	162,071
Student leadership program (STRIVE) (case study 1)	85,077
Orientation and welcome packs	188,094
Student communications	262,122
Library materials return postage for all students	128,517
Student careers and development	409,597
Student counselling, financial support, health and wellbeing, training and initiatives	968,583
SSAF administration	58,727
Student support and representation	850,893
Student transport transfer service, residential school events, student accommodation	7,776
International student support connection	22,641
Total student support services 2019 SSAF allocation	3,587,145

SSAF has been used to fund a range of staff roles which benefit online and on-campus students. Many student services are available online, by telephone or Skype, which also allows online students to 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 regardless of location. 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 initiatives 2020 SSAF allocation	\$
School of Policing student amenities and mobility packs	35,784
Academic writer	10,943
Emergency student accommodation	2,917
Study stays	7,450
Port Macquarie campus Wednesday student lunches	3,395
Wagga Wagga livestock show team	14,744
Port Macquarie campus netball equipment	3,709
Online student engagement (including Summer with Charles Sturt) (case study 2)	26,745
Total student and staff initiatives 2020 SSAF allocation	105,687

Student and staff rounds for 2020 SSAF projects

Each year, Charles Sturt calls for submissions from students and staff for projects that 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 Steering Committee reviewed all submissions against government requirements and funded student-centred projects and initiatives that best align with student needs, existing programs and Charles Sturt strategies.

Each year a sample of students are asked to complete an annual online student survey. The survey asks students to rank the 19 government legislated areas criteria in order of their preference for future spending. This helped guide priorities for 2020 SSAF spending.

At any time of year, students can also have their say via Student Representative Council, student liaison officers or direct to the Division of Student Services via email to ssaf@csu.edu.au.

More information can be found online at



[Current students SSAF information](#)

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 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: health and wellbeing, financial advice, counselling, career support – interview practice, LinkedIn access for online courses, career and employment skills training and support, referencing 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 in 2020 had a hold placed on them or reviewed for possible re-allocation to areas of student need.



Case studies for 2020 SSAF projects

Case study one

STRIVE Student Leadership Program 13

Case study two

Summer with Charles Sturt 14

Case study three

Student Digital Communications (Charlie blog) 18

Case study four

Return Postage Service 22

Case study one

STRIVE Student Leadership Program

Who benefits

All Charles Sturt students interested in leadership skill development

Area (of Charles Sturt)

Division of Student Services, Student Skills

Expenditure

\$85,077

Legislated SSAF spending areas

- Helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled
- Supporting the administration of a club most of whose members are students

2020 was the busiest year for STRIVE and all students participating in the program and skills forums. There were a total of 557 students registered in the STRIVE class of 2020, and 1,594 modules completed. There were a total of 58 students who completed 10 or more modules of STRIVE and received recognition on their AHEGS. One of the STRIVE graduates were featured in the Charles Sturt news article below.



Student striving for greatness after competing leadership program

STRIVE modules were embedded into DOH313, HIP100, THM201, THM207 and THM 209 – where faculty staff selected specific modules for students to complete which supported learning in the respective subjects. STRIVE continued to see students' progress through the program despite COVID-19 due to the ability to be completed online.

STRIVE hosted two skills forums online with a total of 98 attendees including staff and students (75 per cent student attendance) and even had a student call in to both forums from his home in Pakistan. The topics for the two forums were: resilience, goal setting, and emotional intelligence and were facilitated by Josh Farr from Campus Consultancy.

New modules were developed and launched in 2020, through consultation and collaboration with internal stakeholders and other programs within Charles Sturt.

1. Work health and safety – launched in September 2020.
2. Unconscious bias (Three Rivers developed and funded) – launched in September 2020.
3. First Nations awareness (Three Rivers developed and funded) – under development.
4. Rural health leadership (Three Rivers developed and funded) – launched in September 2020.
5. Draft of Australian work culture module (developed in partnership with international students, WPL and STRIVE).

STRIVE continues to grow and market its resources to faculty and other teams at Charles Sturt. Plans are underway to use STRIVE as part of student leader induction training throughout 2021.

Case study two

Summer with Charles Sturt

Who benefits

All Charles Sturt students with a focus on engaging our online cohort

Area (of Charles Sturt)

Division of Student Services

Expenditure

\$26,540

Legislated SSAF spending areas

- Promoting the health or welfare of students
- Helping students with their financial affairs
- Supporting an artistic activity by students

The Summer with Charles Sturt program encompassed a suite of online activities, designed to help connect and engage students as they settled into online learning for 2020, in response to COVID-19.

The Summer with Charles Sturt program was hosted on the current students website (Appendix 1). Supporting content promoted the program across email, the student blog, Charlie, and all student-facing social media channels (Appendix 2).

The online activities were designed to appeal to a wide range of student cohorts through a variety of different event types and modes. There were live online events at certain dates and times, as well as pre-recorded videos, photo competitions and week-long trivia to provide flexibility that enabled students to get involved at a time that suited them. Online events that were organised and attended by students included:

- live trivia event from London
- Harry Potter wand making class
- Wellness Wagon nutrition and cooking class
- Frida Kahlo art class
- Reggaeton dance class
- regular exercise videos: yoga, boxing workouts, gym and at-home workouts.

The criteria fulfilled is outlined below:

- Promoting the health or welfare of students – Summer with Charles Sturt provided online engagement activities and events for students when all face-to-face events were unable to go ahead due to

COVID-19. This provided students with a reason to be involved with Charles Sturt despite being online. Many students said the connection and enjoyment that came from the events helped their personal welfare. Some of the events had content relating to health and welfare including the workouts, nutritional cooking class and art classes that encouraged mindfulness.

- Helping students with their financial affairs – all the online events were free of charge, creating an inclusive environment for all students. Engagement awards in the form of approved online gift cards also helped students financially if they were successful at the event.
- Supporting an artistic activity by students – many of the events were art-based as this was deemed by students as one of the most popular types of events early on in the project.
- At the completion of the program, a survey was sent to 137 students who participated in the program, to collect student feedback data from the program. The results from the survey illustrated the great benefit that this program provided to students, at a time where engagement and connection of our student body was crucial.

Alongside survey data, we had great student engagement across our social media channels. Students were sharing their own content for both the competitions and to encourage their social media communities to take part in the program (Appendix 3).

Survey results



100%

Number of students who liked having online activities available to them from Summer at Charles Sturt

100%

Number of students who said the online activities made them feel more connected to Charles Sturt

100%

Number of students who would recommend the activity they did to other students

100%

Number of students who said they would take part in future online activities provided by Charles Sturt

Student comments



Keep up the great work, us students are so lucky to have a dedicated team of enthusiastic SLOs.

This is AWESOME news. You guys are sensational. It's such a great initiative.

Thank you so much, the wellness wagon class with Sheena and Skye was really fun, engaging and informative!

Charles Sturt have done a good thing with this program. Having even a sense of silliness for a couple of hours most certainly helps lift one's spirits and puts a smile on our faces, even if for a short while.

Thank you for a fun night!

Thanks so much! We really enjoyed

The trivia was great, awesome job.

Brilliant Program!

Appendices

Summer with Charles Sturt

Appendix 1: Summer with Charles Sturt webpage

Current Students | Your course | Fees and scholarships | Learning resources | Your career | Support services | Safety and wellbeing | **Student life** | Student Portal

Summer with Charles Sturt University

Your course
Fees and scholarships
Learning resources
Your career
Support services
Safety and wellbeing
Student life
Get involved
Opportunities
[Summer with Charles Sturt](#)
Student Portal

Summer with Charles Sturt

Are you ready for some summer fun? We're hosting a series of social, health and wellness activities for you! Grab your mates and check out what we've got planned.

Get involved

In keeping with the rest of 2020, this summer might be different from others, with social restrictions and social distancing measures still in place. Don't worry, we plan to help entertain you all summer long.

Your Student Life Officers have been hard at work to bring you a series of activities, workshops and online events to enjoy over the festive season. Summer with Charles Sturt is a SSAF funded initiative.

Here's how you can get involved:

1. Participate in the upcoming activities, workshops and online events listed below.
2. Enjoy great summer reads and student stories on Charlie.
3. Share your summer moments with us by using the hashtag #SummerWithCharlesSturt.

Browse activities, workshops and online events

Most activities have a maximum capacity, so you'll have to register quickly. First in, best dressed!

Once you've registered, we'll email the details of the event to you.

Your tickets won't go unrecognized. We've got heaps of great prizes to hand out to our winners including online gift cards and Charles Sturt socks and hoodies.

Check out this page weekly to find out the new activities and events we'll be giving away. If you have any ideas on what you'd like to see on this page, or some feedback about the events we're running, please don't hesitate to drop us a line at enquiries@csu.edu.au.

Upcoming events

Hump Day Workout

Karen to get fit and work off those bad six habits?
Check out our regular work out video! Snap a photo of yourself doing some exercise and [upload it](#) for your chance to win a \$100 gift card! You have two weeks from the start of the event to submit your entry to win!
Videos go live on Wednesday 25 November and Wednesday 9 December.

[Watch now](#)

Reggaeton Dance Class

Discover the modern dance form derived from various reggae and dance styles found in South America. This is a class with awesome rhythms, beats, and moves.

Participate for your chance to win prizes worth up to \$500 and free merch! Registration is free for the first 50 people.

Starts: 23 Dec 2020 6:00 pm

[Book now](#)

Anime Art Classes

Learn the art of anime and how to draw it. This workshop embraces the Japanese art form and will showcase through simple techniques on how you can create your very own anime characters. We have five \$100 gift cards to give to the best artists! All you need is some sketch pads, pencils, markers and coloured mediums of choice. There's only 25 places so register quickly!

Starts: 23 Dec 2020 4:00 pm

[Book now](#)

Charlie - your student voice

Read summer stories from your Charles Sturt community

One giant leap for Rutvik, who sent computer code into space!

Unique hobbies for summer!

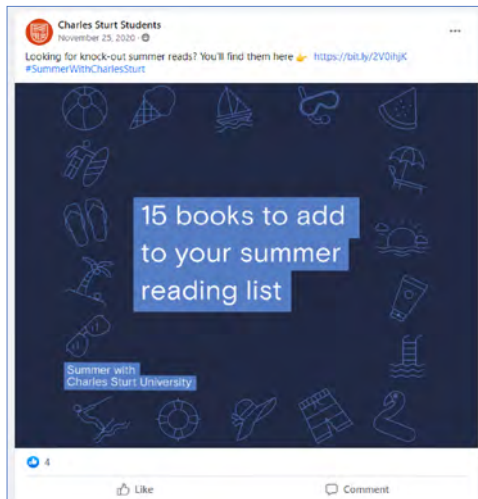
Paramedicine students find purpose volunteering with the homeless in Bathurst.

[View more Charlie stories](#)

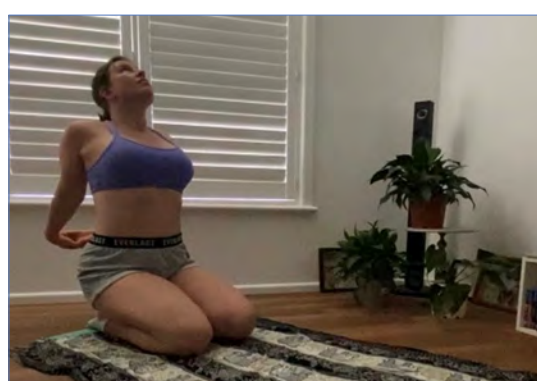
Terms and conditions

T&Cs for Prizes

Appendix 2: Example of Charles Sturt led social media content



Appendix 3: Example of student-led social media content



Case study three

Student Digital Communication

Who benefits

All students

Area (of Charles Sturt)

Division of Student Services

Expenditure

\$31,863

Legislated SSAF spending areas

- Production and dissemination of media whose content is provided by 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
- helping students secure accommodation
- helping students with their financial affairs
- giving students information to help them in their orientation

The Student Digital Communications project encompassed a suite of online activities, designed to help connect and engage students as they progressed through their study journey in 2020.

This project funded the ongoing management and content development for the current student-facing blog, Charlie, including the appointment of a casual student editor and payments of \$50 per article to contributors. Contributors included undergraduate and postgraduate students from online and on-campus cohorts.

The project enabled students to share peer-to-peer advice, insights and experiences about their time at Charles Sturt. It also supported a variety of student communications campaigns, such as orientation, graduation and the promotion of various student services, support, events and programs. The Charlie blog provided a critical source of content for student-facing channels, as well as integration with other communications such as confidential email. It allowed students from all backgrounds, including online students, to share their experiences and connect to the Charles Sturt community.

The Charlie blog is hosted online at charlie.csu.edu.au. It is available to all students and the wider community as it is a publicly available website. Articles are featured in an embedded feed in the student portal and the

current students web spaces. Blog content is also shared on the Charles Sturt Students Facebook page and Charles Sturt Social Facebook group. The students employed as part of the Student Digital Communications project provided out-of-hours moderation of these social media channels.

The Charles Sturt Social Facebook group had 6,955 members by 31 December 2020. While specific data is not collected relating to student types within the group, conversations and engagement indicate a significant proportion of these students study online. Approximately 60 per cent of group members are aged 25 or over. The Charles Sturt Students Facebook Page had 9,410 fans by 31 December 2020. Both these platforms benefited significantly from having blog articles available to share, and these links generated significant traffic back to the blog.

This project supported a range of the SSAF legislated areas, in particular the production and dissemination of media whose content is provided by students. It also supported other legislated areas through offering additional student-facing channels to promote services and support such as careers, academic skills, accommodation and finances. The blog also delivered a range of information to help students in their orientation.

Significant outcomes

Student casuels were responsible for the out-of-hours moderation for the Charles Sturt Student and Charles Sturt Social Facebook accounts.

52,853
unique views

110 hours
of student-to-student
engagement in Facebook groups

104,559
page views

9 posts
removed for being inappropriate

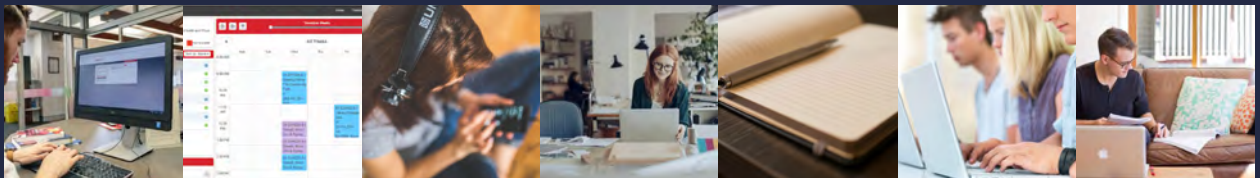
202 articles
were posted on Charlie blog

123 articles
were student contributions

37 articles
were written by student casuels

42 articles
were written by staff

Most popular Charlie articles



What is a GPA?



2,658
unique page views

How to build your timetable like a pro



2,658
unique page views

Music that motivates you to study



2,098
unique page views

Five reasons every student should have a part-time job



2,017
unique page views

Graduation letter to myself



1,921
unique page views

Charles Sturt students can access free software



1,361
unique page views

APA referencing changes: the move to the 7th edition

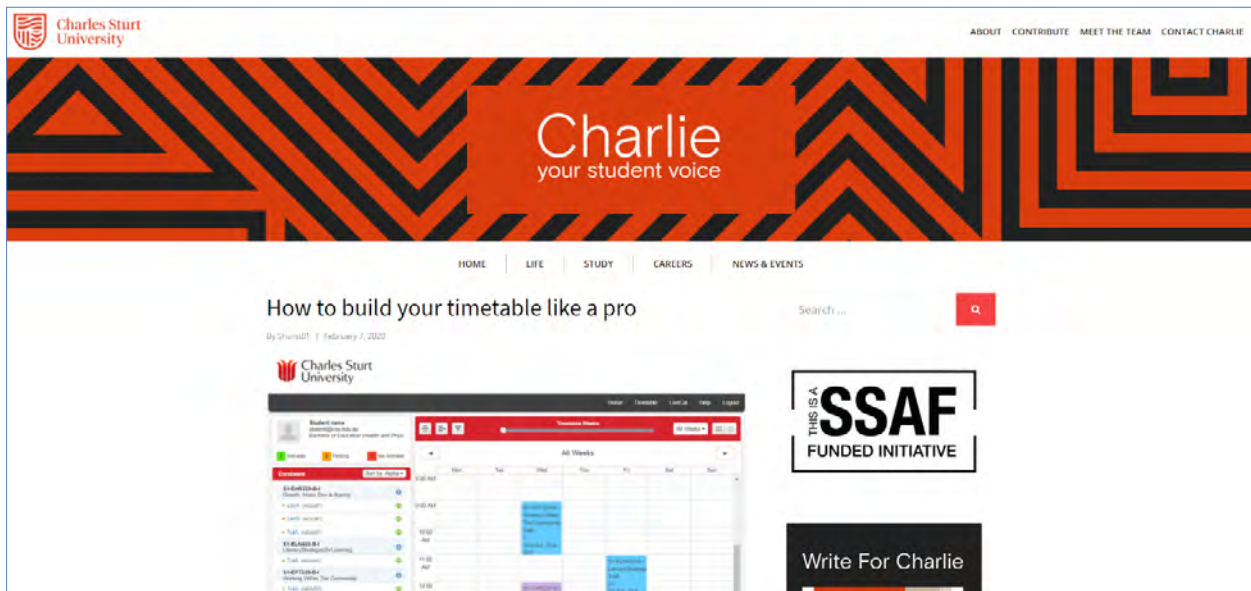


989
unique page views

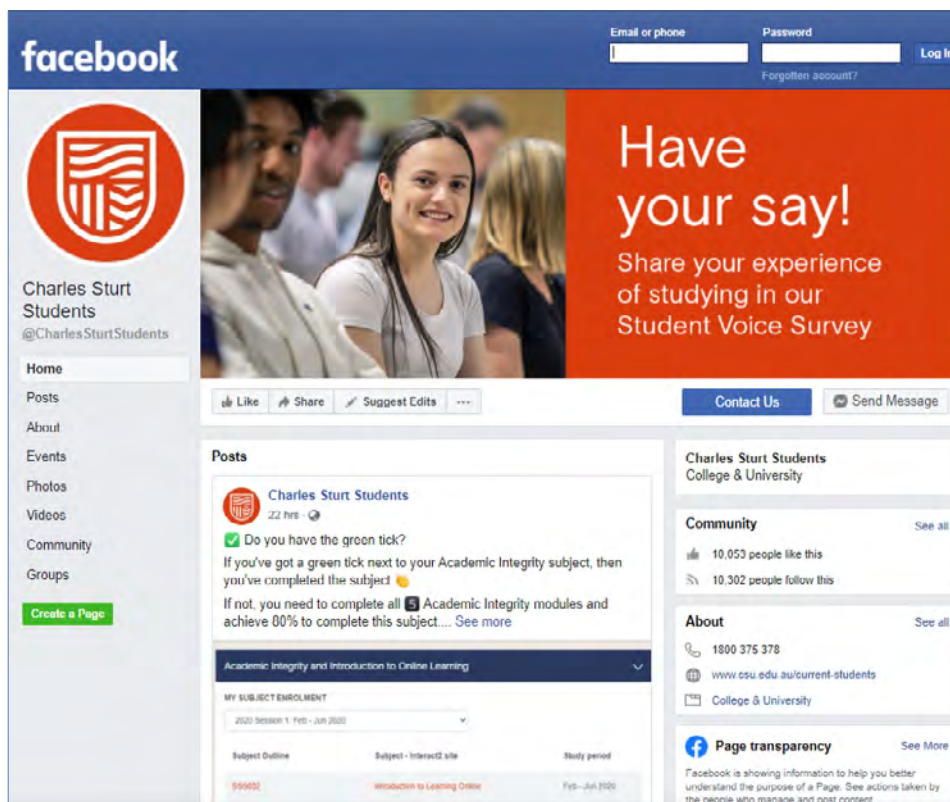
Appendices

Student Digital Communications (Charlie blog)

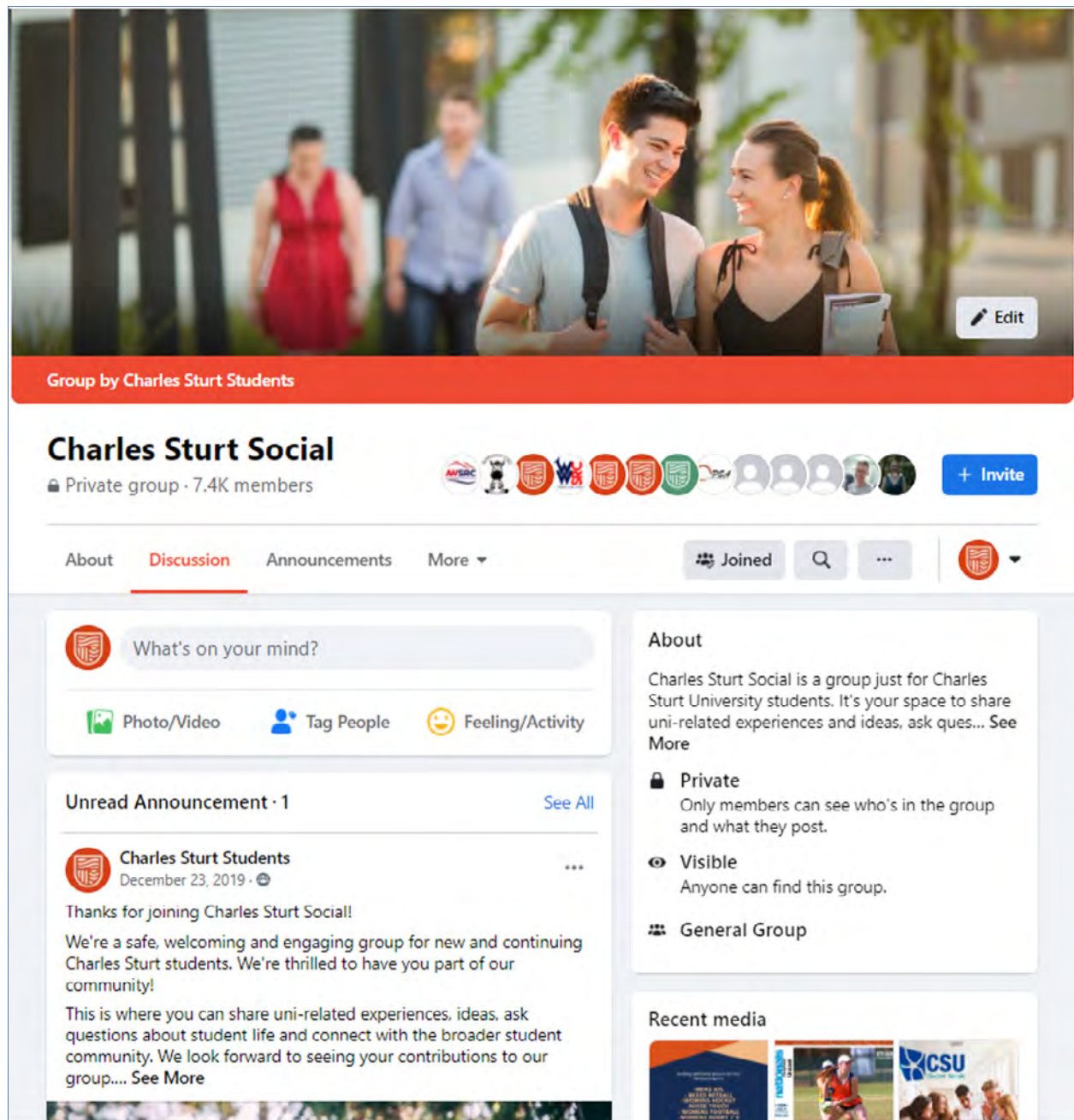
Appendix 1: Charlie blog



Appendix 2: Charles Sturt Students Facebook page



Appendix 3: Charles Sturt Social Facebook group



The image shows the Facebook group page for 'Charles Sturt Social'. At the top is a large banner photo of a young man and woman smiling and talking outdoors. Below the banner is a red bar with the text 'Group by Charles Sturt Students' and an 'Edit' button. The group name 'Charles Sturt Social' is prominently displayed, followed by 'Private group · 7.4K members'. To the right of the name is a row of logos for various university sports teams and a blue '+ Invite' button. Below this is a navigation bar with tabs for 'About', 'Discussion' (which is selected and highlighted in red), 'Announcements', and 'More'. On the right side of the navigation bar are buttons for 'Joined', a search icon, and a dropdown menu. The main content area is divided into two columns. The left column features a 'What's on your mind?' text box with icons for 'Photo/Video', 'Tag People', and 'Feeling/Activity'. Below this is a section titled 'Unread Announcement · 1' with a 'See All' link. The announcement is from 'Charles Sturt Students' dated December 23, 2019, and contains a welcome message for new members. The right column has an 'About' section explaining the group's purpose for Charles Sturt University students, followed by privacy settings: 'Private' (only members can see posts), 'Visible' (anyone can find the group), and 'General Group'. At the bottom of the right column is a 'Recent media' section showing three small image thumbnails.

Group by Charles Sturt Students

Charles Sturt Social

Private group · 7.4K members

About Discussion Announcements More

Joined Search ...

What's on your mind?

Photo/Video Tag People Feeling/Activity

Unread Announcement · 1 [See All](#)

Charles Sturt Students
December 23, 2019 · 🌐

Thanks for joining Charles Sturt Social!

We're a safe, welcoming and engaging group for new and continuing Charles Sturt students. We're thrilled to have you part of our community!

This is where you can share uni-related experiences, ideas, ask questions about student life and connect with the broader student community. We look forward to seeing your contributions to our group.... [See More](#)

About


Charles Sturt Social is a group just for Charles Sturt University students. It's your space to share uni-related experiences and ideas, ask ques... [See More](#)

Private
Only members can see who's in the group and what they post.

Visible
Anyone can find this group.

General Group

Recent media



Case study four

Return Postage Service

Who benefits

Online Students and during COVID-19 extended to all students

Area (of Charles Sturt)

Division of Student Services

Expenditure

\$128,517

Legislated SSAF spending areas

- Helping students with their financial affairs

The Return Postage Service provides online students requesting learning material with free outgoing and return postage by including a reply-paid label and reusable packaging. Covering the cost of postage for library books borrowed by online students, reduces the financial burden and provides affordable access to learning materials for online students living in Australia.

In response to the impact of COVID-19, from July, SSAF funding was utilised for any 'on-campus' student who needed to return a physical collection item. Primarily the focus remained on encouraging the use of online resources, and digitising content where copyright allowed. The library also extended return dates, turned off fees and fines, and only requested students post back items that had been requested by another student. Express post was used to reduce the delivery time for interstate students to receive books and increases the number of students who can access high demand print material.

Feedback from students who accessed the scheme in 2020 show how the SSAF funding is instrumental to the library being able to support our online students in an impactful way, contributing to successful graduate outcomes for our online students.

"As a distance student I would feel punished for not being on site. However, I don't mind paying for my SSAF fee as I know it supports this service and a variety of services. I would rather pay a slightly higher SSAF, than have to pay each time I borrow from the library. I only use it once or twice a session at most."

"Given me the ability to access books, I didn't realise what the SSAF paid for as a distance student, thought it was a little bit useless previously."

"It meant I was still able to access text books for my degree while locked down in Victoria and unable to attend my nearest campus in NSW."

"It has enabled me to research more broadly and borrow books not available as ebooks."

"Extremely helpful, I look forward to using it more in the future."

"It has allowed me to borrow books which are not available from our small regional library - it has been a huge help."

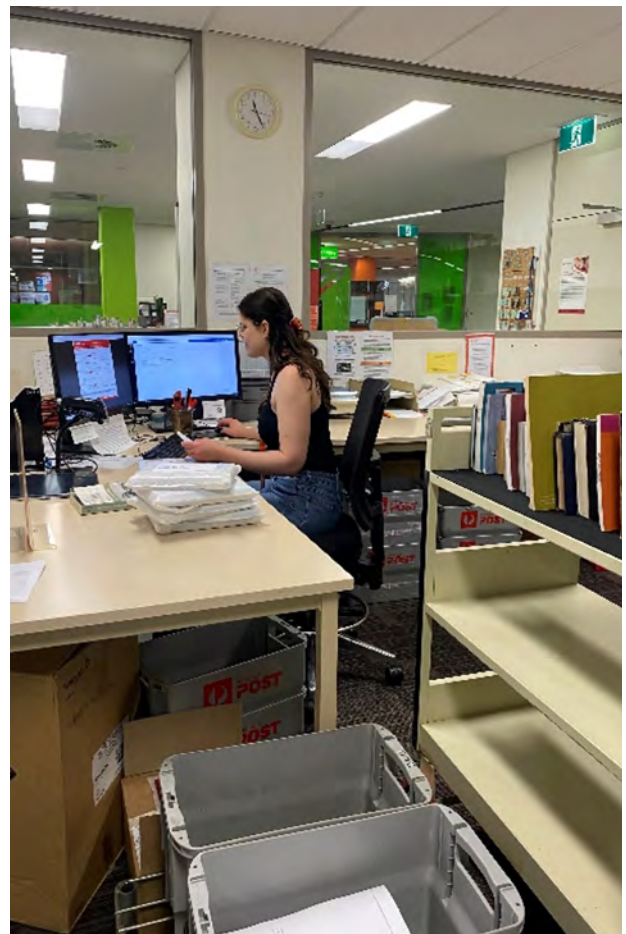
"Delivery was quick and returning was made easy with the inclusion of the return postage label."

"It's been really helpful during Covid 19."

"While I read a lot of material online it is very helpful to have print material as well. I find it easier to digest and remember information that I read in books, and I can keep studying for longer. Borrowing library books via post helps me both connect more deeply with my studies and adds depth to my research. As a distance student, I couldn't otherwise afford or get access to these books so I am very grateful for this service."

"I feel supported especially considering my poor financial situation and not being granted government funding for my PhD."

"It has been so helpful and I feel very supported. We know textbooks are expensive and I live an hour and half away from my closest campus. So being able to access these books without having to drive to campus is so handy for time management and takes the stress away. I still feel like I have the same access to the library like all students who live closer and I feel supported to achieve my studies."





2020 Student Voice Survey results

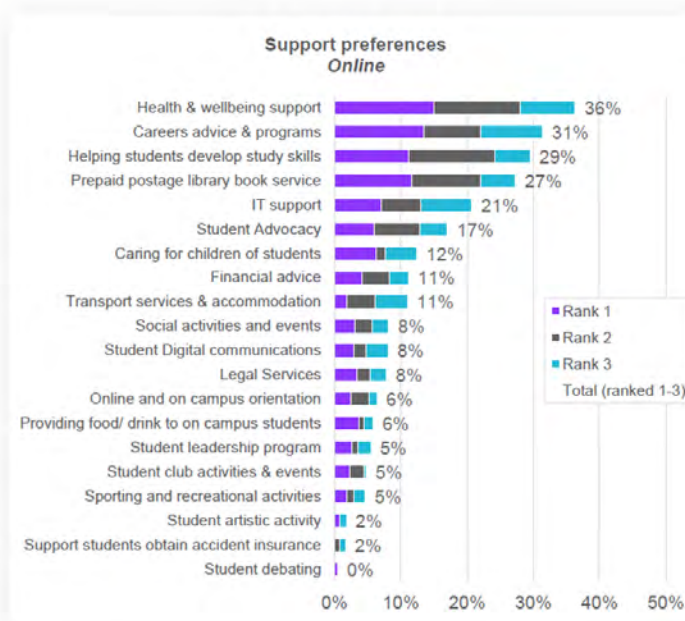
Although awareness of the SSAF is generally high, awareness of the spending proposal system is low.

Increasing awareness of the SSAF and how it is spent is essential. Students would like to be better informed about where the SSAF is being used, particularly for online students, with some stating concerns that the fee is only being used to fund on-campus activities that are not available or relevant to them. There was also a

degree of pushback among campus students in the current COVID-19 environment, with many feeling they were not getting value while they cannot access campuses. Better informing students how this fee is used for relevant benefits (e.g. health and wellbeing services, prepaid postage service, etc) is required.

Health and wellbeing support was most preferred for Online students

Over 1 in 3 Online students rate *health and wellbeing support* as a top 3 spending area preference, with *careers advice and programs* the second most preferred.



Base: Charles Sturt University Online Students (Sep-20: n=260)

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.

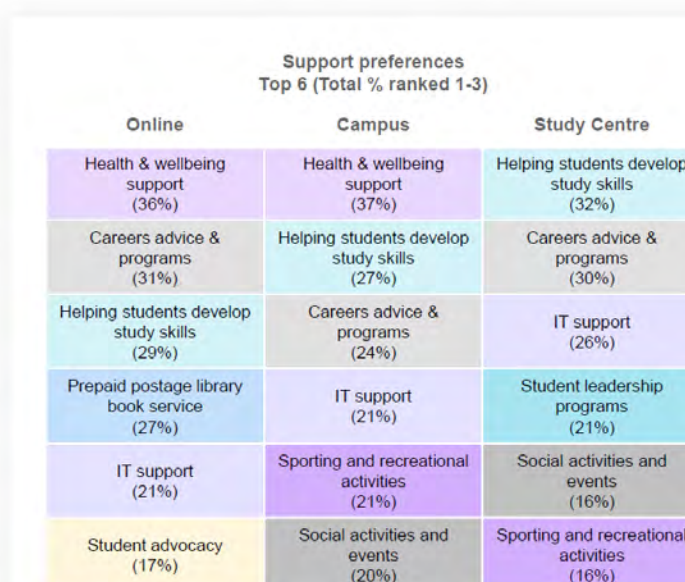
DBM

Preference for how the SSAF was used varied somewhat between student cohorts.

Careers advice and help developing study skills were highly regarded across the different student cohorts.

Health and wellbeing was most highly ranked as an area the SSAF should support for both Online and Campus students, but was not a top consideration for Study Centre students.

Social activities/ events and sporting/ recreation activities were highly regarded among Campus and Study Centre students, while these were not highly important to Online students, who instead focused on the *prepaid postage service* and *student advocacy*.



Base: Charles Sturt University Students (Study Centre: n=114, Campus: n=182, Online: n=260).

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.

DBM



2021 key dates

SSAF annual round for 2022 funding

- Opens: 9.00am 16 August 2021
- Closes: 5.00pm 17 September 2021

SSAF Student Voice Survey

- Wave 5 of the always-on survey SSAF questions distributed September 2021
- Results released online October 2021





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