

SSAF

– Enhancing student life



THIS IS A
SSAF
FUNDED INITIATIVE

Letter from the Dean of Students



Hello, I'm Julia Coyle, Dean of Students and Chair of the SSAF Steering Committee.

The Student Services and Amenities Fee (SSAF) has been in place since 2012, introduced by the Federal Government to replace

Voluntary Student Unionism.

The fee allows universities like CSU to fund non-academic services, support and facilities. This could include discounted food and beverage services on campus, Wellness and Wellbeing Expo on each major campus, return postage for library books or student counselling and advisory services.

Whatever the project or initiative, SSAF funds are used to enhance student life. At CSU we're mindful of the varying needs of our different student groups and look for innovative ways to use SSAF funds to ensure the broadest range of students see the benefits of these funds.

SSAF spending decisions are made by a top-level steering committee comprising executive Faculty and Divisional staff and student representatives. This committee determines spending in alignment with student need, student preferences and University strategy.

Student input is vital in this process, which is why we ask students to 'Put their stamp on SSAF' by having a say. Students can do this in a number of ways, including participating in the yearly SSAF survey, putting forward a funding proposal in the Student Submission Round or talking to their SRC or Student Liaison Officer.

This report outlines the results from last year's SSAF survey, highlights some successful proposals and shows you how CSU uses SSAF funds to benefit students.

If you have any queries about SSAF please refer to information found on the Finances tab on the Student Portal or email ssaf@csu.edu.au.

Regards,

Julia Coyle
Dean of Students,
SSAF Steering Committee Presiding Officer

Letter from the Student Senate President



Hello, I'm Jayden Bonk, Student Senate President, and Albury-Wodonga Student Representative Council Vice-President.

Have you ever wondered what this \$36 Student Services and Amenities Fee (SSAF) is that you pay per

subject and what the Uni does with the money?

Well, you should be pleased to know that the money is used to fund non-academic, recreational projects and services for the students and only the students. Examples of projects include recreational and sporting equipment on campus, improvements to the Student Portal, the provision of free return postage on library books to online students and assistance for student clubs.

In 2016, SSAF funding was used to run the Careers Exhibition: Industry Connections, which took place at the CSU Study Centres. This was a free event that allowed students to connect with industry experts and potential employers, allowing them to seek advice and access information about careers within different industries, as well as hearing from former students who are working in industry about their experience and what helps them succeed in their careers. SSAF also funds the annual CSU Student Leadership Conference for students in leadership roles on all campuses. This conference allowed all SRC and Senate members to receive leadership training to help improve each campus and the University as a whole.

More projects from 2016 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.

The most important thing you need to know is that as we are the ones who pay the Student Services and Amenities Fee, the University wants to know what it is exactly we want it to be spent on. Outlined in the report are ways you, the students, can make your voice heard.

I'm looking forward to seeing what it is you want happening around your campus and the digital space.

Jayden Bonk
Senate Student President
Albury-Wodonga SRC Vice-President,
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

In 2017, the SSAF is charged at \$36 per 8 point subject students are enrolled in, with a maximum annual fee of \$288 per student. SSAF is a compulsory fee and, as such, most CSU students are required to pay.

This is a compulsory fee and most CSU 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 tuition.

SSAF is used to provide a range of services for online and on campus students. In addition, funds are quarantined for projects, approved through the Staff and Student Submission Rounds.

For more information about who needs to pay the SSAF and how to pay or defer, visit: www.csu.edu.au/courses/fees-and-costs/student-services-and-amenities-fee

Key dates for students

- Student Submission Round opens: 3 April 2017
- Student Submission Round closes: 29 May 2017
- Student Survey: Session 2, 2017

Key dates for staff

- Staff Submission Round opens: 18 September 2017
- Staff Submission Round closes: 13 November 2017

Who decides how SSAF is spent?

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.

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.

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.

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



Student voice

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.

In Session 1 each year, you will have the chance to put forward your ideas to enhance student services and amenities, via the Student Submission Round.

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, 2017.

At any time of year, you can also have your say via your Student Representative Councils, Student Liaison Officers or direct to the Office for Students 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>

Staff submission round

During Session 2 each year, staff are asked to put forward their ideas on SSAF expenditure in the annual Staff Submission Round. The 2017 scheduled dates are also listed at the end of this report.

Proposals need to address student need and are developed collaboratively with Divisions and Faculties across CSU to ensure a "whole of University" approach.

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.



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 2016 included:

- Career Development Service
- Orientation program
- Student Counsellors
- Student Liaison Officers
- Online and international student transfer service
- Residential school events
- Student Leadership Conference
- Careers Exhibition: Industry Connections
- Cultural Diversity and Inclusive Practice toolkit
- International student assistance
- Shade umbrellas at Gums Café, Albury-Wodonga Campus
- Shelter at existing netball courts at Wagga Wagga Campus
- Contribution to the Wellness and Wellbeing Expo

Since 2012, SSAF has helped fund more than \$10.6 million of new and refurbished student spaces and more than 100 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 STUDY | Treadmill hire

Who benefits: All Policing students, on campus and online attending Goulburn Campus

Area (of CSU): School of Policing Studies

Expenditure: \$15,840

Legislated SSAF spending areas:

- Supporting a sporting or other recreational activity by students
- Promoting the health or welfare of students

Policing students are expected to maintain a high level of physical and academic performance, and to conform to a code of conduct in their professional and personal lives. This requirement is unique to policing students. CSU has a commitment to improve physical standards of the students, which is an assessable requirement by the NSW Police to pass the Associate Degree in Policing Practice (ADPP).

This proposal provided for the continued hire of six treadmills which are currently located in the NSW Police Fitness Centre at the NSW Police Academy (CSU in Goulburn) for students' use.

The equipment provides students with the opportunity to exercise together, allowing not only increased fitness levels but also the opportunity to network, socialise, work together and support each other. In turn, this supports mental capacity and wellbeing.

The treadmill hire has contributed to:

- enhanced student wellbeing and overall improved student life.
- increased and improved engagement with NSW Police Force and University.
- increased and improved student networking.
- improved service delivery both in a physical, practical and information sense.
- student retention.



What students had to say:

“Having the treadmills available for use in the Academy gym is awesome as it gives us the option to be able to maintain and build on our physical fitness outside our mandatory PT sessions. It is great to have indoor facilities and equipment to train in, particularly given the harsh Goulburn winters. It is also beneficial to be able to go to the gym and hop on a treadmill with headphones on and de-stress from exams and general life. The quality of the treadmills is great compared to other gyms and they are maintained well by the NSW Police, which is really handy given the huge amount of people who use them!”

CASE STUDY | 2016 Student Leadership Conference

Who benefits: Online and on campus student leaders, including Residential Advisers, Student Senate, Future Moves, Student Representative Committee members and student representatives on Faculty Boards, School Boards and Academic Senate

Area (of CSU): Office for Students, Engagement
Expenditure: \$16,570

Legislated SSAF spending areas:

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



In November 2015, the Office for Students in conjunction with the Student Representative body held the inaugural Student Leadership Conference at Wagga Wagga, NSW. The SSAF-funded Student Leadership Conference was the main initiative originating from the first Student Voice Think-Tank, which was also held in 2015. The inaugural Student Leadership Conference aimed to establish strong links between student representative bodies and the wider CSU community; to enable networking and sharing of ideas between current student leaders; and to further develop the skills of our current student leaders. It was held again in 2016, aiming to build a network of student leaders and assist with the development of formalised, enterprise-wide development of student leadership skills.

The 2016 Student Leadership Conference was a success. Feedback from delegates and presenters was that the energy and enthusiasm for CSU and leadership was strong. The delegates were engaged and willing to give new ideas a go. All presenters and delegates shared the Story of Leadership, with many inspirational stories encouraged. Each delegate was able to draw upon their own experiences to extract ideas and inspiration to continue developing their own leadership story.

Objective	Outcomes
Inspire students to develop practical leadership skills and increase the awareness of capabilities required by leaders that will transfer across cultures, spaces and places	<ul style="list-style-type: none"> • Student feedback demonstrated acknowledgement of leadership skills established by leaders and speakers • Student communication demonstrated a willingness to participate in the Pilot Student Leadership Program to develop and acknowledge capabilities in leadership, with 16 Expressions of Interest received within seven days of announcement.
Build a network of collaborative students that creates a lifelong sense of connection and belonging to the CSU community	<ul style="list-style-type: none"> • 39 students from six campuses and online gathered in Bathurst • Networking activity created opportunities for delegates to identify other Student Leaders' strengths • CSU Alumni and staff were invited to present, demonstrated the connectedness of the CSU community • Students engaged in discussions with CSU senior executive members.
Engage in critical thinking to influence the world for the better and stretch personal leadership boundaries to explore professional and personal development	<ul style="list-style-type: none"> • Student feedback confirms understanding of behavioural leadership • Delegates experienced opportunities for speed counselling and listening • 16 students have volunteered to participate in the Pilot Student Leadership Program in 2017 for personal and future professional development

What students had to say:

We asked: What was the best part of the 2016 Student Leadership Conference?

- “The BBQ – getting to chat with the Executive Directors of the University and getting to understand where they want the University to go.”
- “Networking with other students of various campuses.”
- “Networking with other students and gaining an understanding of how other students see leadership.”
- “Tim Longhurst was amazing! I honestly took so much away from his sessions and I will be asking if we can get him back for Residential Adviser (RA) training next year.”



CASE STUDY | Careers exhibition: Industry Connections

Who benefits: CSU Study Centre students, visiting regional-based students, online students

Area (of CSU): CSU Study Centres / Careers Service

Expenditure: \$8,000

Legislated SSAF spending areas:

- Helping students obtain employment or advice on careers
- Helping meet the specific needs of overseas students relating to their welfare, accommodation and employment

The CSU Study Centres in Melbourne and Sydney held an inaugural Careers Exhibition in May 2016. The exhibition aimed to provide students with the opportunity to access industry information, network with potential employers, and improve their employment preparation and job readiness upon completion of their degrees.

In Melbourne, almost 250 recent graduates and current students participated. Representatives from a recruiting agency gave students the experience of the recruitment and selection process with live mock job interview sessions.

In Sydney, approximately 150 recent graduates and current students participated. Mock interviews were conducted by management staff and they then provided immediate feedback, which was very well received by students.

Students were also involved in running the event, providing some good experience as well as an insight into how this type of event is planned and implemented.

Alumni from both locations were involved in the event and shared their knowledge and experience in the form of formal presentations and networking. Alumni represented a range of companies including national and international organisations, recruitment agencies and IT start-ups.

Additionally, students received valuable industry information and improved their job prospects after graduation through presentations and exhibitions from global and national companies and industry associations including:

- Aussie Home Loans
- ANZ
- ATO
- CPA
- CAANZ
- FPA
- IBM

What students had to say:

- “I really liked the job-searching tips presented by the exhibitors. I think these would help me after graduation and in my future career development when looking for employment.”
- “It was a great opportunity to interact and network with industry professionals. There was lots of useful careers information and it gave me an eye-opening experience.”
- “As an international student, participating in the mock interviews helped with my confidence in communication. This experience also inspired me to focus on my skill set and employability.”
- “The Career Exhibition is the best way to interact with professional people. I have learned about the best paths available to grow my career after graduation.”
- “Interacting with the presenters and the speed interview was the best part.”
- “The speed interviews and speeches were good and relevant to my course. They helped develop my skills and see a new perspective on my career.”



CASE STUDY | Port Macquarie recreational facilities

Who benefits: Port Macquarie students

Area (of CSU): Division of Facilities Management

Expenditure: \$325,000

Legislated SSAF spending areas:

- Support sporting or other recreational activity by students
- Promoting the health or welfare of students



As the new campus at Port Macquarie takes shape it was identified that there was limited recreation space for students in the Stage 1 development. Given that the ongoing development of the campus would take some time and large-scale sporting facilities were not proposed for the complex, students sought funding for the establishment of outdoor recreational areas. The new facilities have been delivered directly adjacent to the new buildings and will be integrated into the Stage 2 building development in coming years.

Opened in mid-2016, the facilities include a half basketball court, handball court, informal and sheltered spectator areas, grass kick-around area and BBQ facilities.

What students had to say:

- “The half basketball court has provided me personally, as well as countless others, with oodles of outdoor fun. Not only is it a great opportunity to bond and meet new people, it’s also a good and healthy break from sometimes very draining University study. Partnered with the BBQ facilities and drink tap, it makes it a very practical, event-friendly area.”
- “The new rec area has provided students with a great space for a study break and a way to escape from the stressors of uni for a bit. It is a beautiful area surrounded by nature and the facilities were planned and set out perfectly. It also allows students to get together in a healthy environment and experience the social aspect of uni life.”

CASE STUDY | Return postage scheme

Who benefits: Online students

Area (of CSU): Division of Library Services

Expenditure: \$477,600 (to date, since 2012)

Legislated SSAF spending areas:

- Helping students with their financial affairs

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

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.

"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.

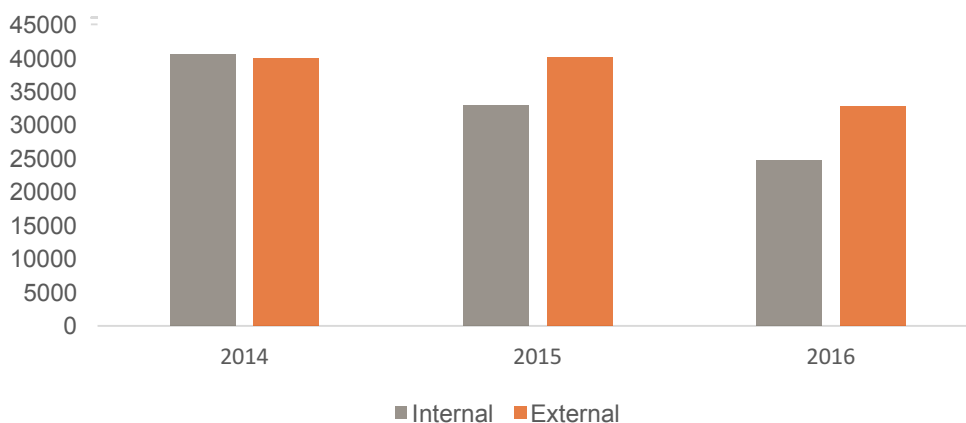
"However, many textbooks and scholarly books are still only available in print, which in the past placed the online student at a financial disadvantage as they were required to pay for the return of books to the Library."

The scheme eliminates the financial burden of returning books to CSU by including a postage-paid return address label in each online student's 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 more than 30,000 books per annum."

How the service has been used:

**Total loans by student type 2014-2016
(Electronic resources excluded)**

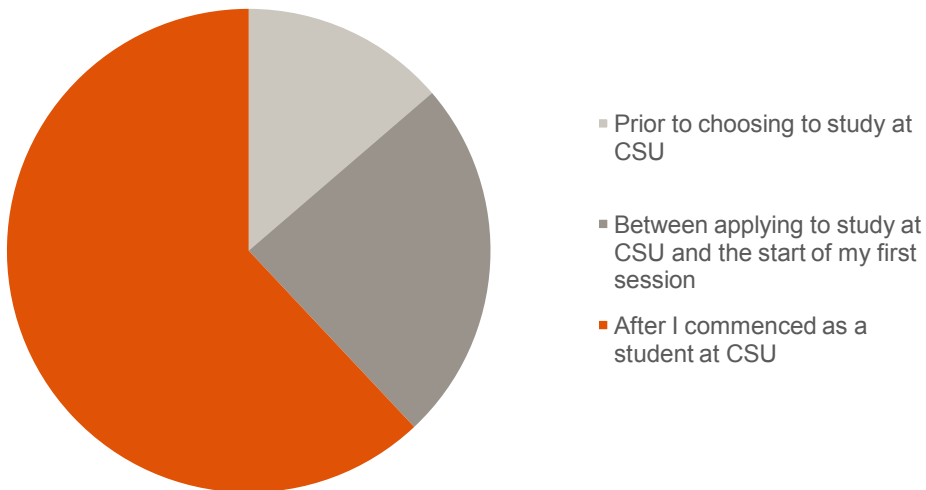


SSAF SURVEY RESULTS

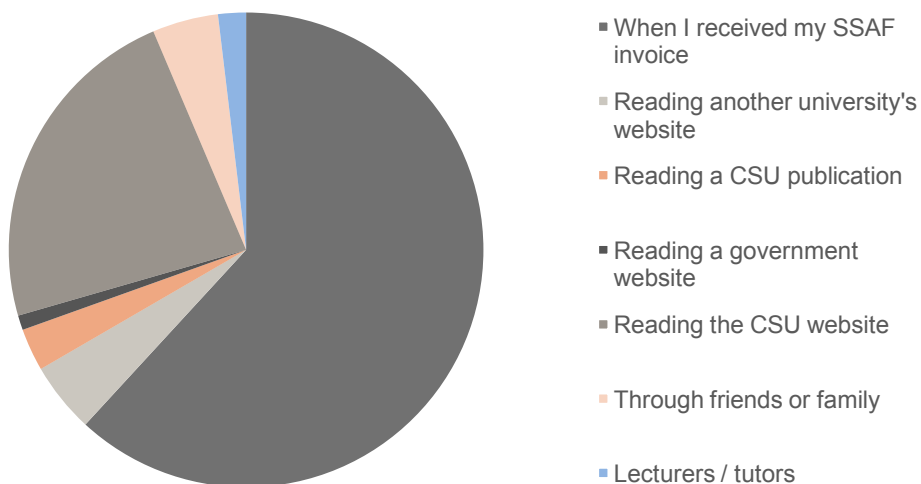
During July and August 2016, a student survey looked at students' awareness and sentiment towards SSAF.

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 2,667 active, SSAF-paying students at CSU. A total of 384 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 2.23 on a scale of 1 to 5.

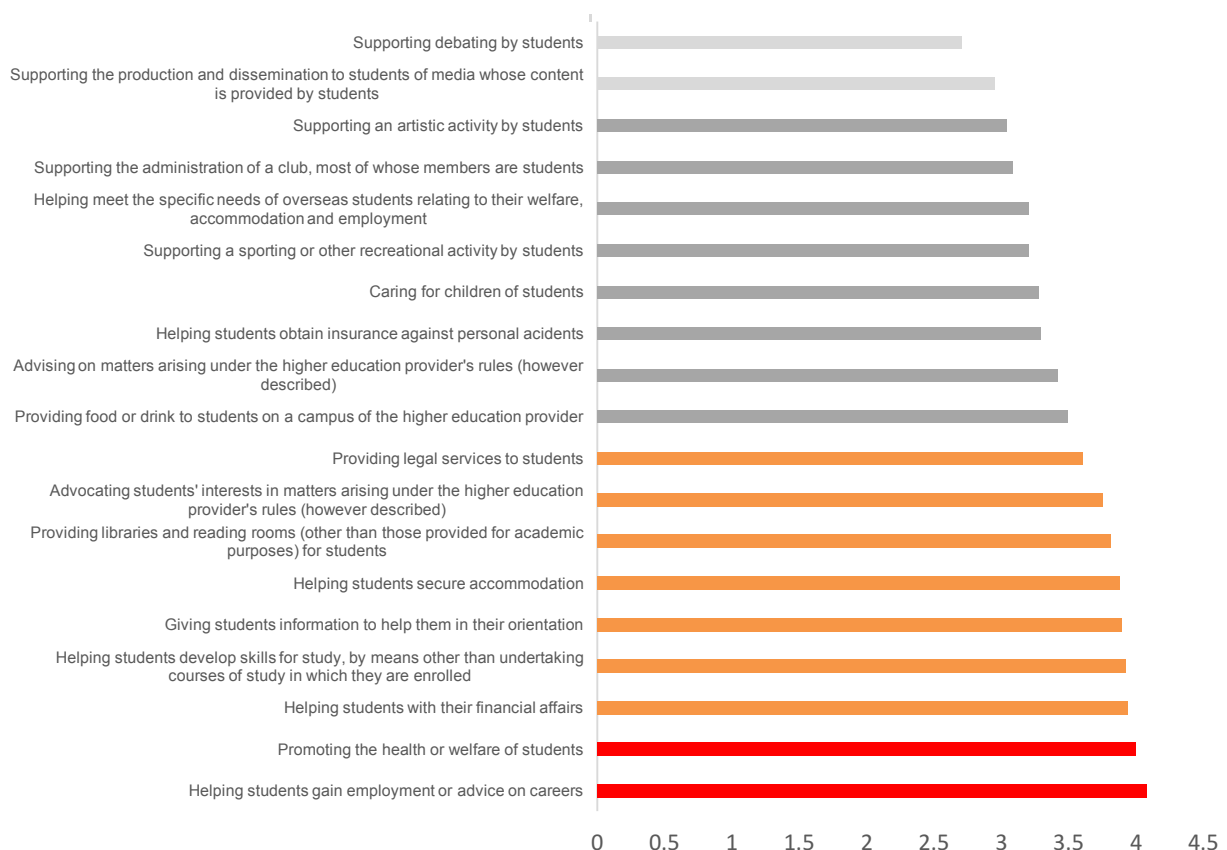
When asked if they knew how funds were allocated, students reported a mean of 3.69 on a scale of 1 to 5 that they "do not know how SSAF funds are allocated".

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. Careers advice
2. Health and welfare services
3. Assisting with finances
4. Developing study skills
5. Orientation

How important is each area of legislated 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 they could apply for SSAF funding between April and June each year (90% of respondents)

✗ Did not see SSAF as providing a benefit to them, if they were studying online.

Actions arising from the survey

The SSAF Steering Committee and Office for Students 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 Office for Students website
- Case studies and examples of projects.

LOOKING FORWARD

There are a number of SSAF initiatives planned for 2017. These include new and refurbished student spaces; projects suggested by students and staff, and Office for Students services.

Student submission round

Student submissions will be received throughout April and May this year. A total of 16 initiatives and 19 Bright Ideas were submitted in 2016. With 10 of these are being considered by the Division of Facilities Management for funding and construction. Some successful student initiatives were:

- International Student Assistance at CSU Study Centres
- Student Social Space on Port Macquarie Campus
- Careers Exhibition: Industry Connections

Staff submission round

Staff submissions were received in September, October and November 2016. More than 50 submissions were received and 22 of these were successful for 2017 funding. Another eight submissions were passed on to the Division of Facilities Management for further review and recommendation. Some successful Staff Submissions include:

- Supplying amenities at the School of Policing
- Student Digital Communications Internships
- International student events
- Student Leadership Program
- Visit inland campus experience, CSU Study Centres

- Library Return Postage Scheme
- Student Leadership Conference
- Hire of Treadmills for School of Policing

Office for Students allocations

Available for online and on campus students:

- A new approach to CSU's Career Development Service, with additional staff
- Additional student counsellors
- Additional Student Liaison Officer (International)
- Orientation programs
- Elite Athletes and Sports program
- Sports and University Games assistance

New on campus facilities

Albury-Wodonga Campus: heaters for courts area

Bathurst Campus: pathway and lighting for Eco Walk Trail Route; video tower

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



For more information:

Visit: www.csu.edu.au/office-for-students or <http://student.csu.edu.au/finances/current-year-fees-and-charges/ssaf>

Email: ssaf@csu.edu.au

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

Where to go for more information

VISIT: student.csu.edu.au/finances/current-year-fees-and-charge/ssaf
or email: ssaf@csu.edu.au

