

SSAF SURVEY 2022

Student Services

September 2022

Data Source – Qualtrics XM Platform

Introduction

The *Student Services and Amenities Fee (SSAF)* is an allowable student fee determined by the Australian National Government annually. In line with government guidelines Victoria University (VU) allocates the funds to enhance the student experience and to improve university campus facilities and amenities..

At VU the SSAF is governed by a Consultative Committee comprising students and staff, with the budget oversighted by the Director of Student Services. SSAF funds are spent in accordance with government guidelines; to support a positive student experience, strengthen student engagement, and expand career and employability preparation and fund student innovation through annual Student Experience Initiative Grants. Victoria University commits to conducting an annual survey of student awareness of and student views on spending the Student Services and Amenities Fee.

On 5th Sep 2022, VU students were invited by email to take part in the *Student Services and Amenities Fee (SSAF)* survey. In total, 23,190 invitations were emailed. The survey remained open for just over two weeks, closing on 23 Sep 2022.

Students were also given the opportunity to participate in a draw to win one of two \$150 gift cards. The winners were announced on 28th September 2022.

Methodology

Students were asked to prioritise and rank their preferences for spending the SSAF fees against the allowable SSAF provision items as defined by the Department of Education, Skills and Employment. There are thirteen allowable provisions and students were asked to rank the provisions in order of spend importance with 1 being the most important and 13 being the least important.

Below are the provisions that students could rank 1-13:

1	Providing Student Wellbeing services such as Welfare, Counselling, Advocacy & Housing
2	Providing study and career support, e.g., Learning Hubs, Talent Connect,
3	Providing libraries and reading rooms (other than those provided for academic purposes) for students
4	Providing legal services to students
5	Providing food and drink to students on a campus

6	Supporting production and dissemination of media to students, e.g. Hyde magazine
7	Supporting debating by students
8	Supporting an artistic activity by students
9	Supporting the administration of a club, most of whose members are students
10	Supporting a sporting or other recreational activity by students
11	Helping students obtain insurance against personal accidents
12	Caring for children of students
13	Providing Student Life activities such as Orientation Week, festivals, volunteering opportunities, and leadership training opportunities

Survey Results and findings

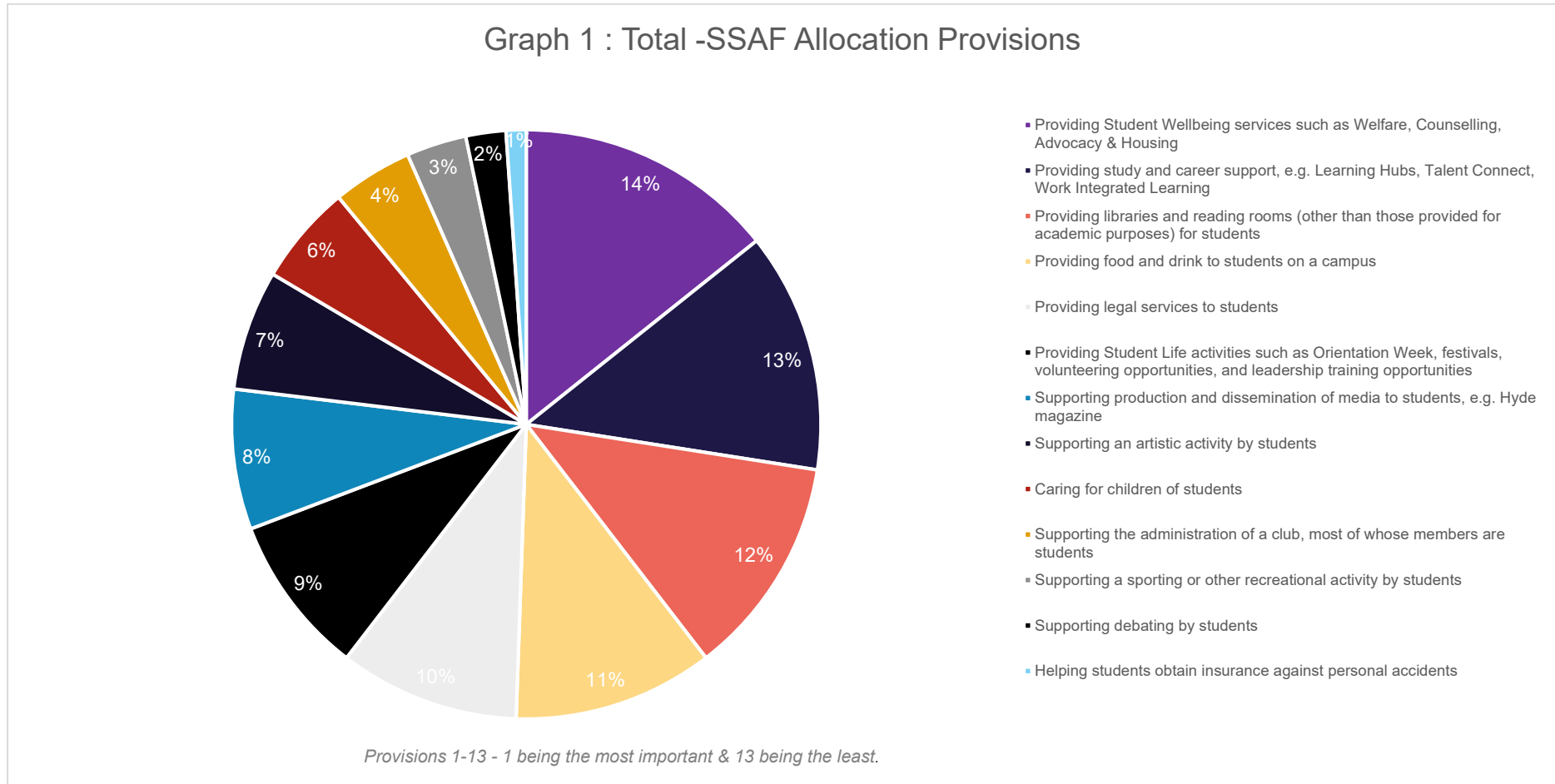
The total email invitations sent was 23,190 Students; comprised of 16,600 (Higher Education) + 5,104 (Vocational Education) students.

A total of 1,028 (4.24% of invitations) students completed the survey. Of the 1,028 students who completed the survey, 50% provided feedback and comments on their first choice ranking whilst 37% provided additional suggestions on the spending of the SSAF fee.

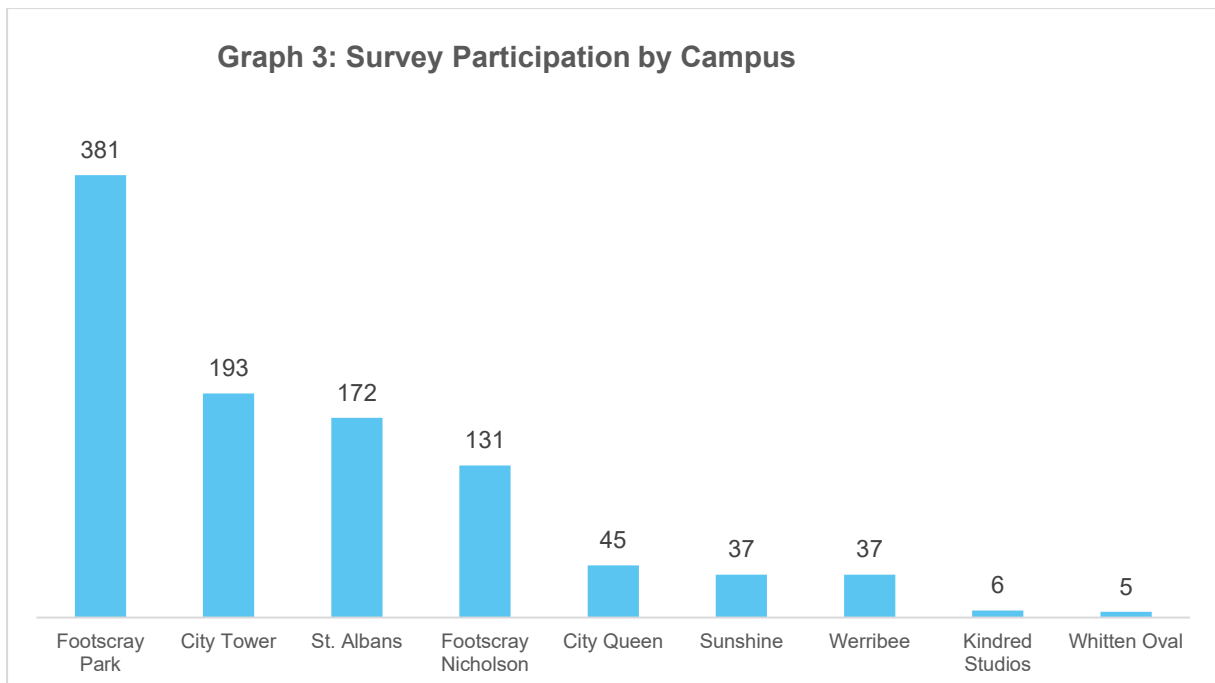
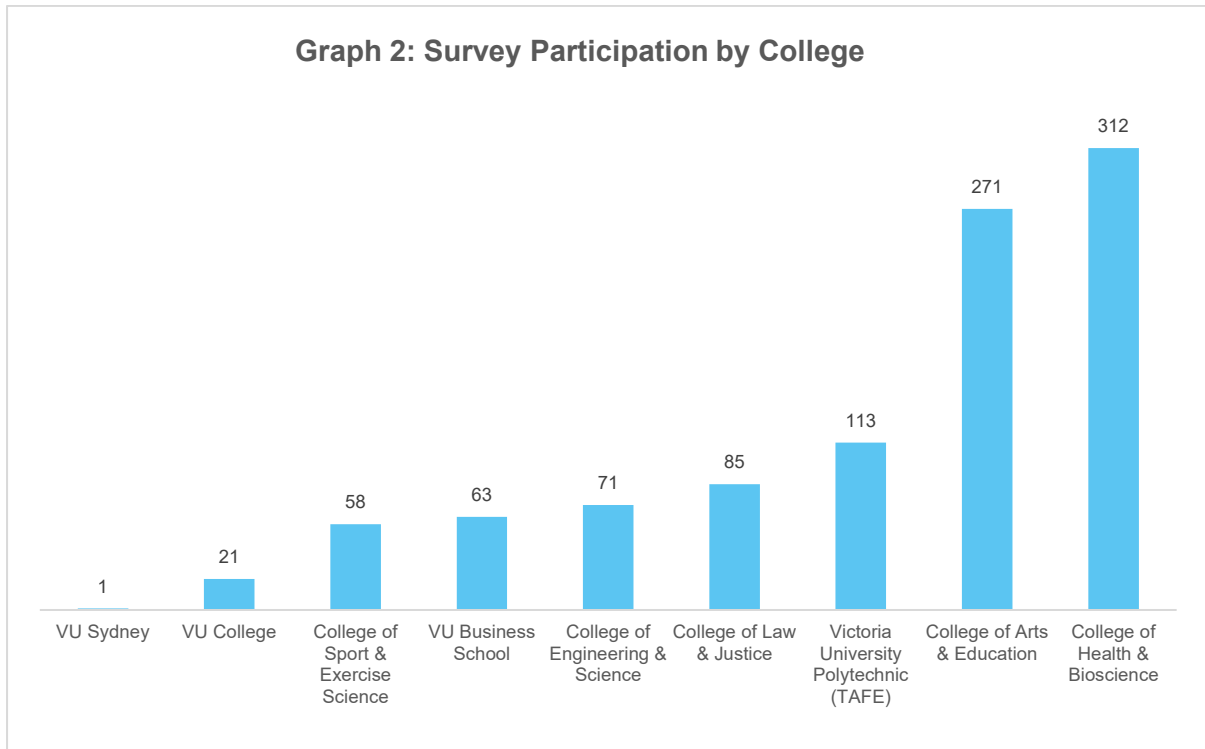
The top five preferences were:

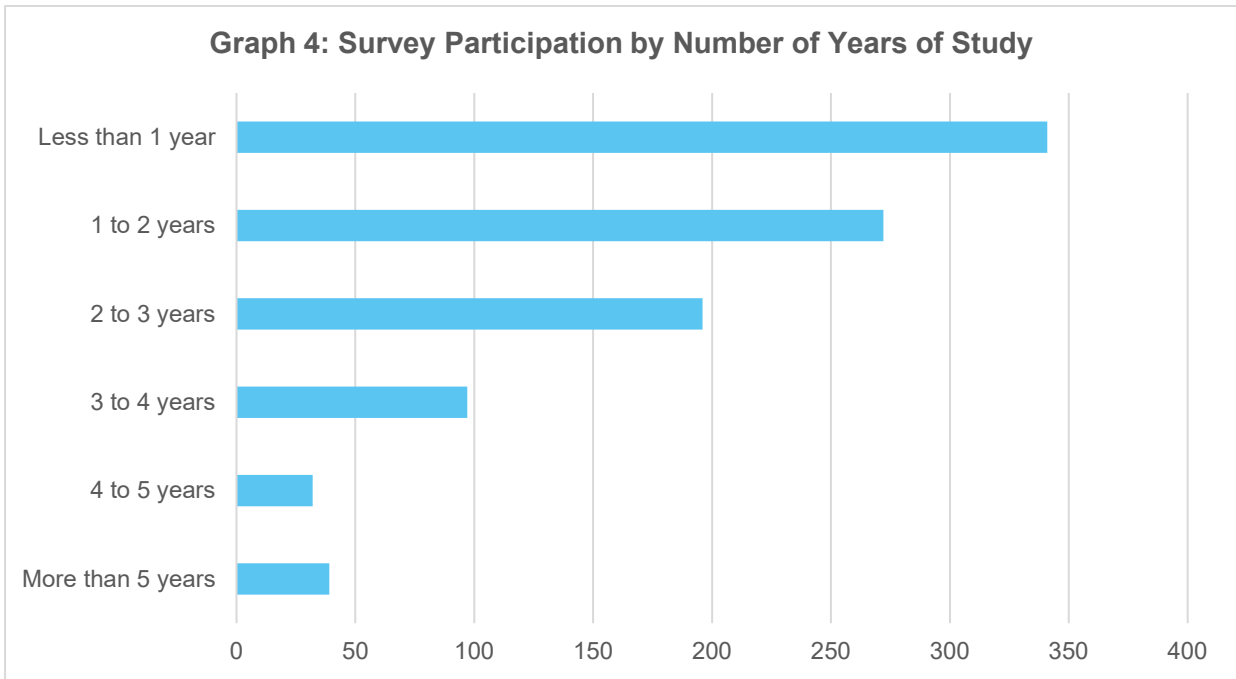
- Providing Student Wellbeing services such as Welfare, Counselling, Advocacy & Housing
- Providing study and career support, e.g. Learning Hubs, Talent Connect, Work Integrated Learning
- Providing libraries and reading rooms (other than those provided for academic purposes) for students
- Providing food and drink to students on a campus
- Providing legal services to students.

Total Student Responses by SSAF Allocation Provisions ranking

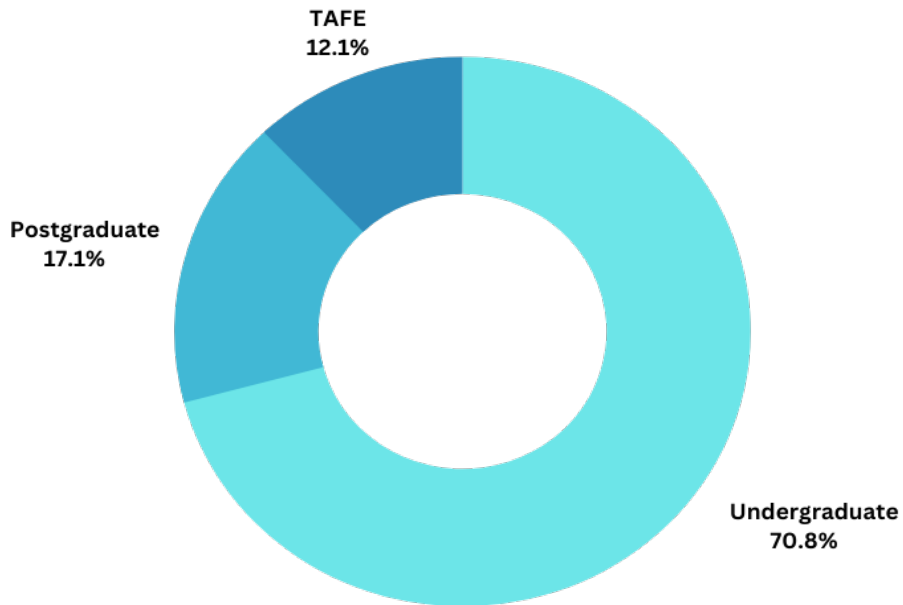


Survey Participation by Cohort

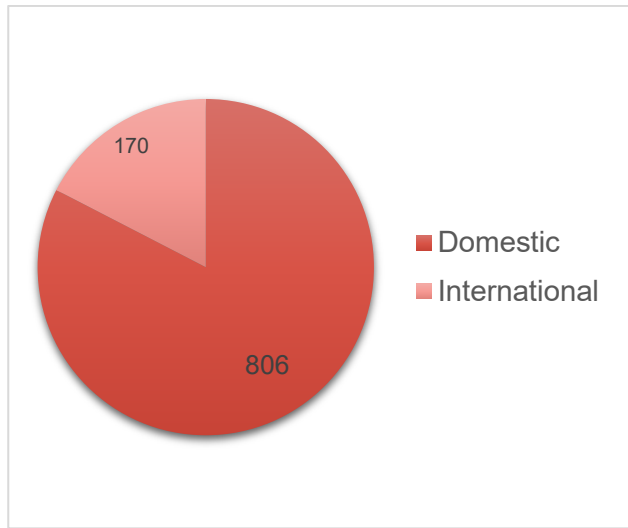




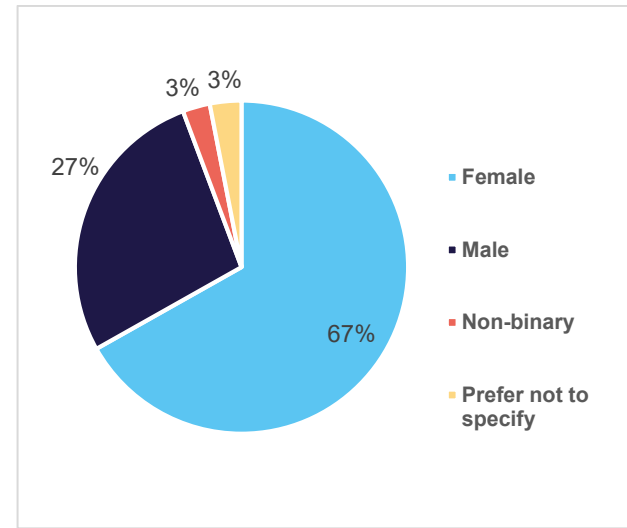
Graph 5: Survey Participation Level of Study



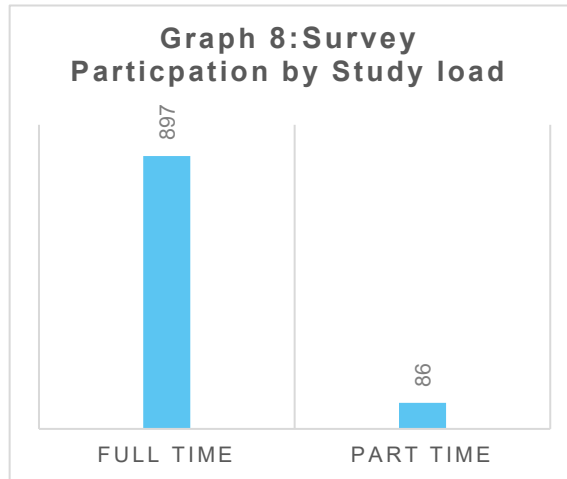
Graph 6: Survey Participation by Domestic & International



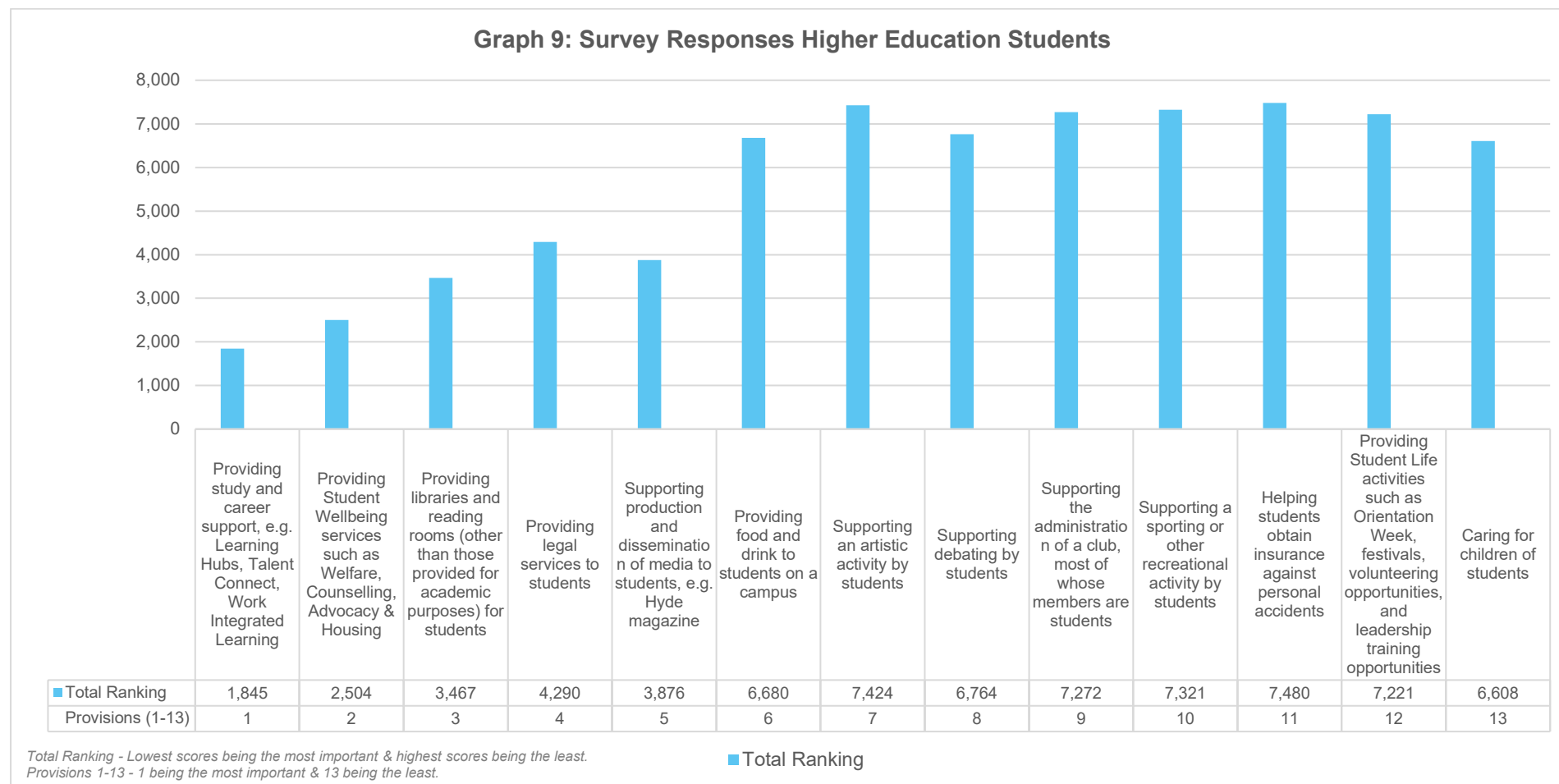
Graph 7: Survey Participation by Gender



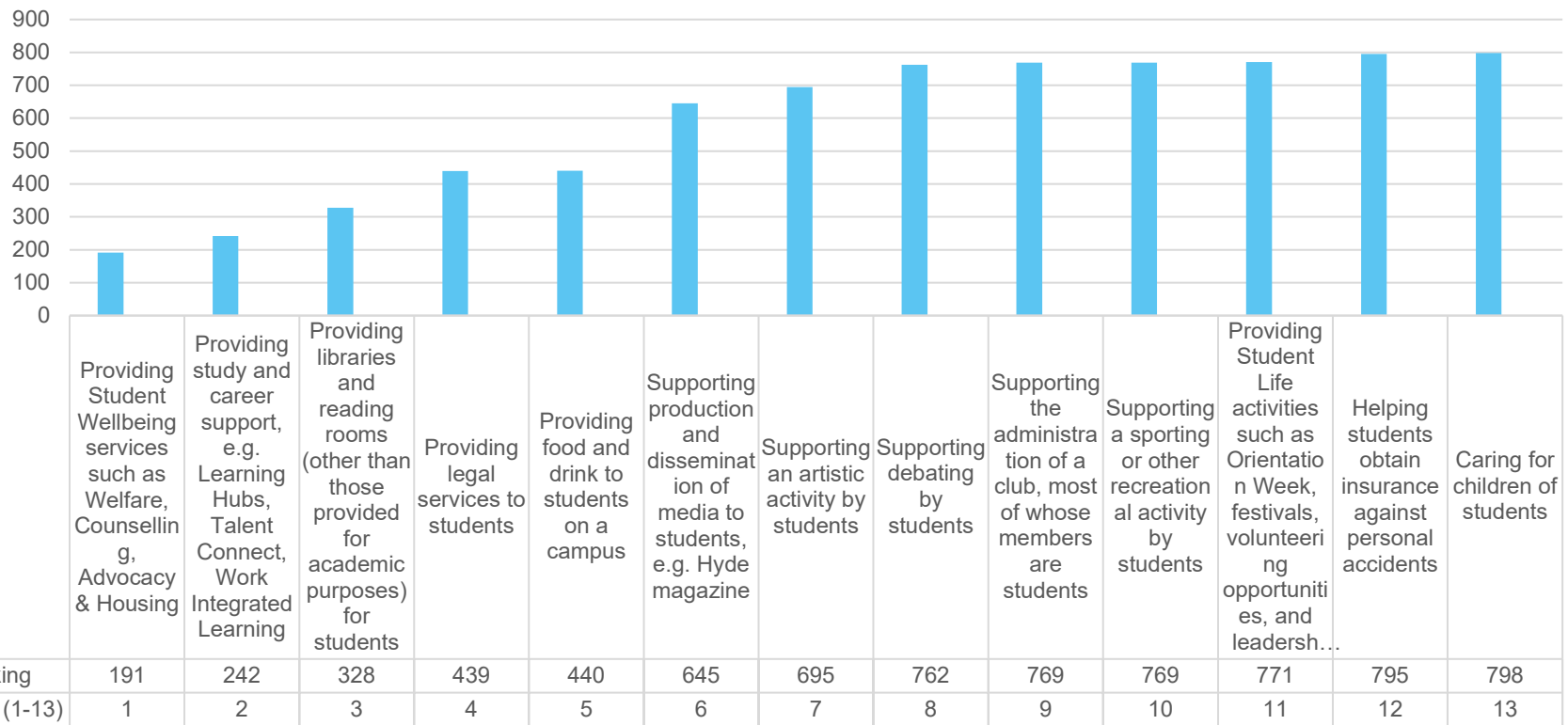
Graph 8: Survey Participation by Study load



Survey Responses by Cohort – Higher Education and Vocational Education



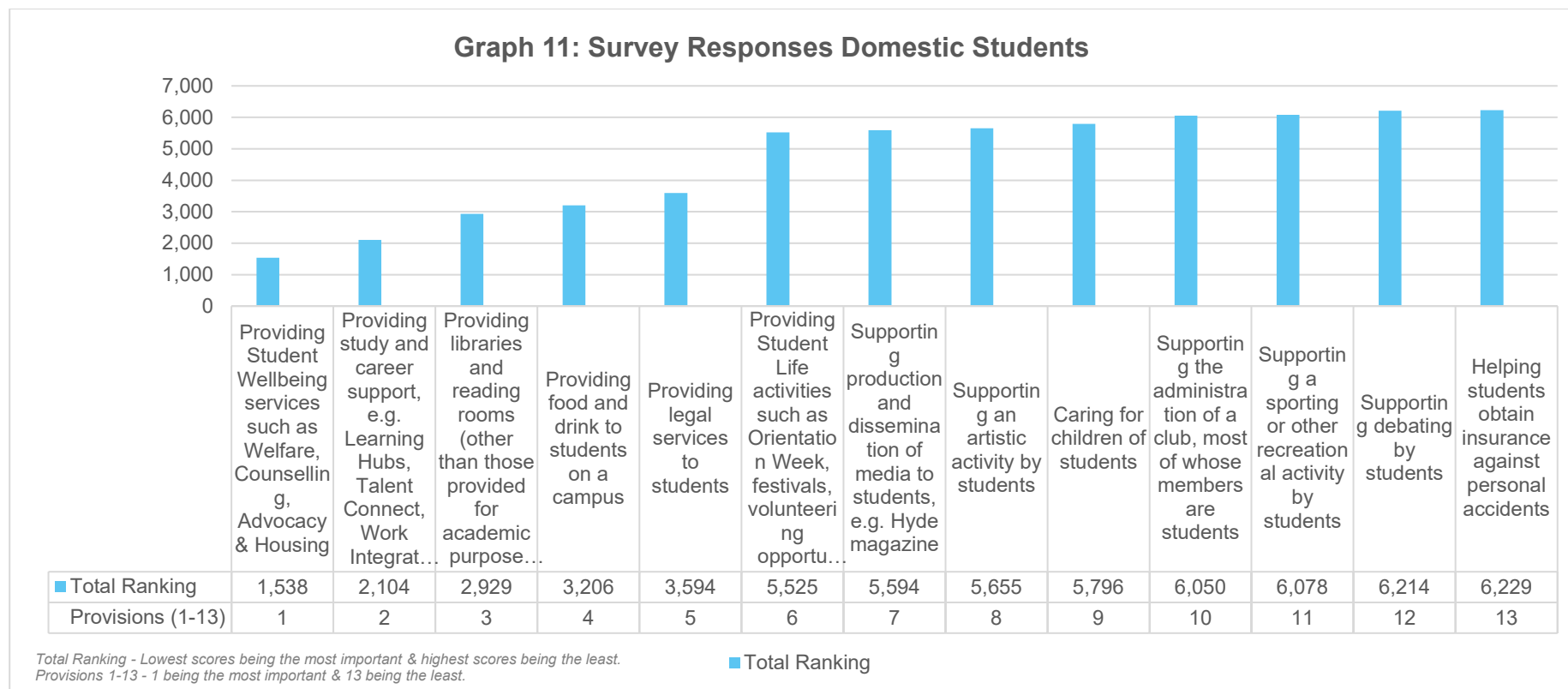
Graph 10: Survey Response Victoria University Polytechnic Students (TAFE)



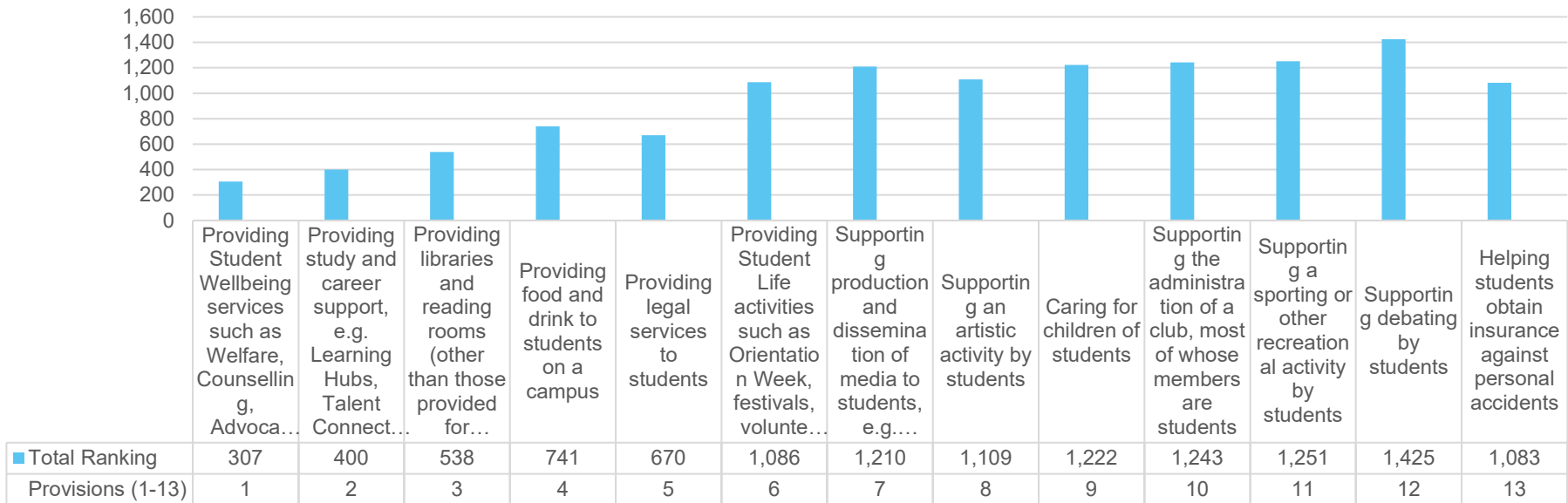
Total Ranking - Lowest scores being the most important & highest scores being the least.
 Provisions 1-13 - 1 being the most important & 13 being the least.

■ Total Ranking

Survey Responses by Cohort – Domestic and International



Graph 12: Survey Responses International Students



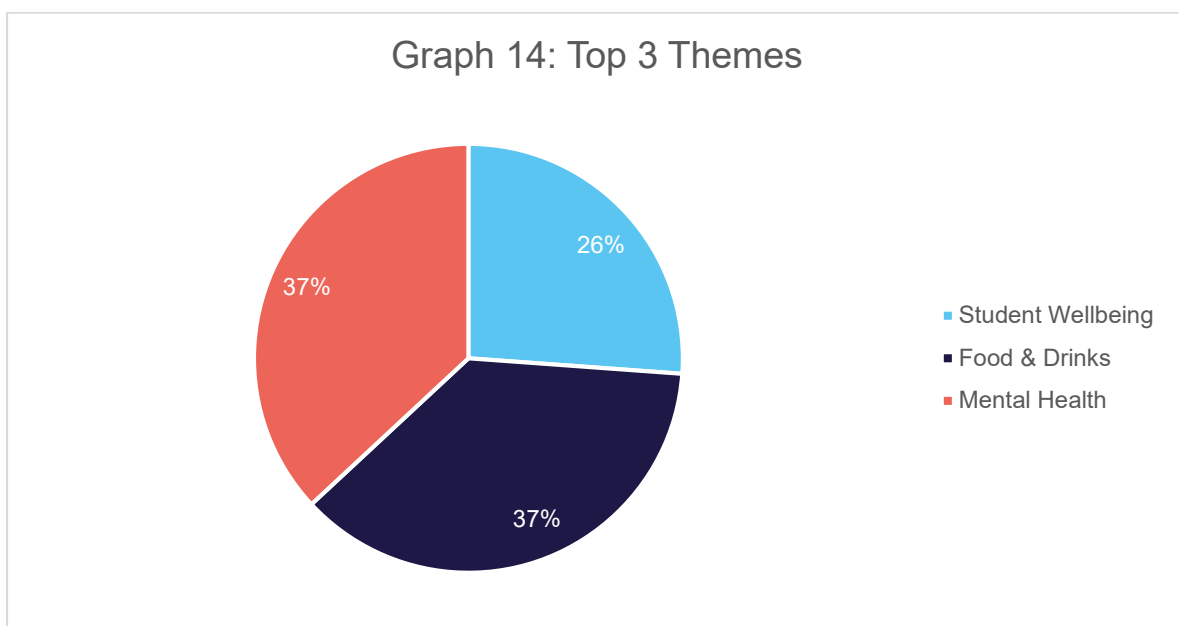
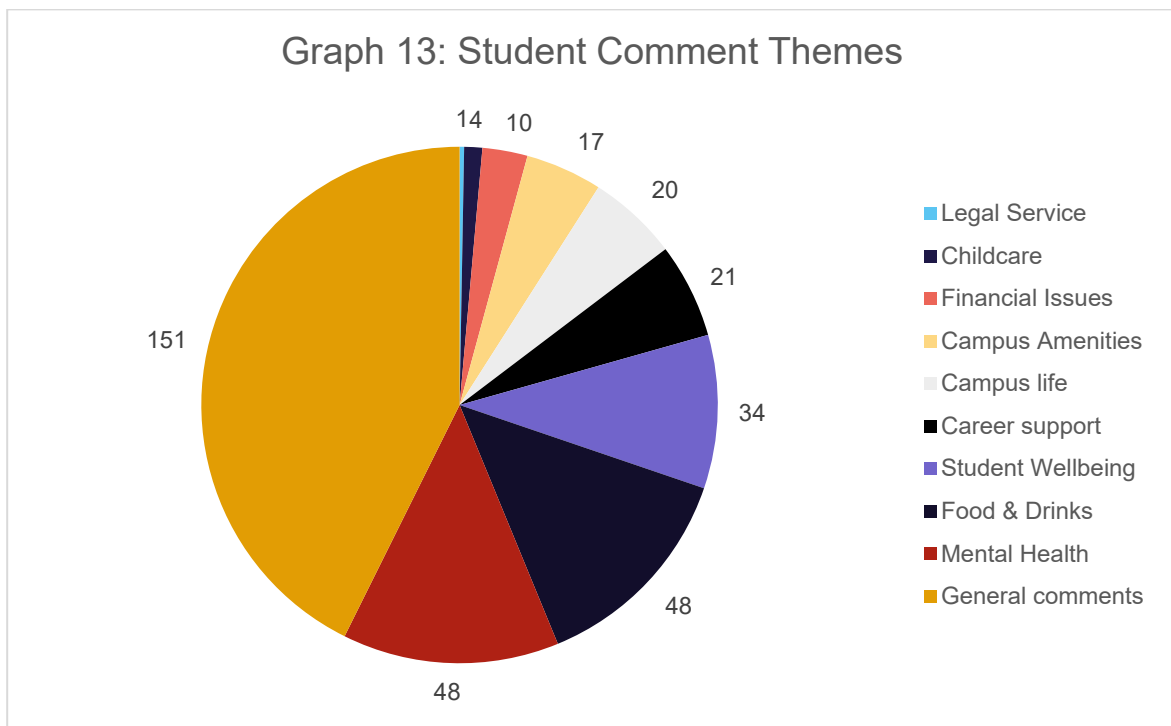
Total Ranking - Lowest scores being the most important & highest scores being the least.
 Provisions 1-13 - 1 being the most important & 13 being the least.

■ Total Ranking

Summary and Key Findings – comments provided by students

Students were asked to provide reasons to support their first preference and why they ranked it first. This question was open-ended question providing an opportunity for feedback.

A total of 354 comments was received. Of these 354 comments, 42 % were general comments, 13.6% related to mental health, 13.6 % related to food & drinks and 9.6% focussed on Student Wellbeing. These responses were analysed by theme based on the number of responses received.



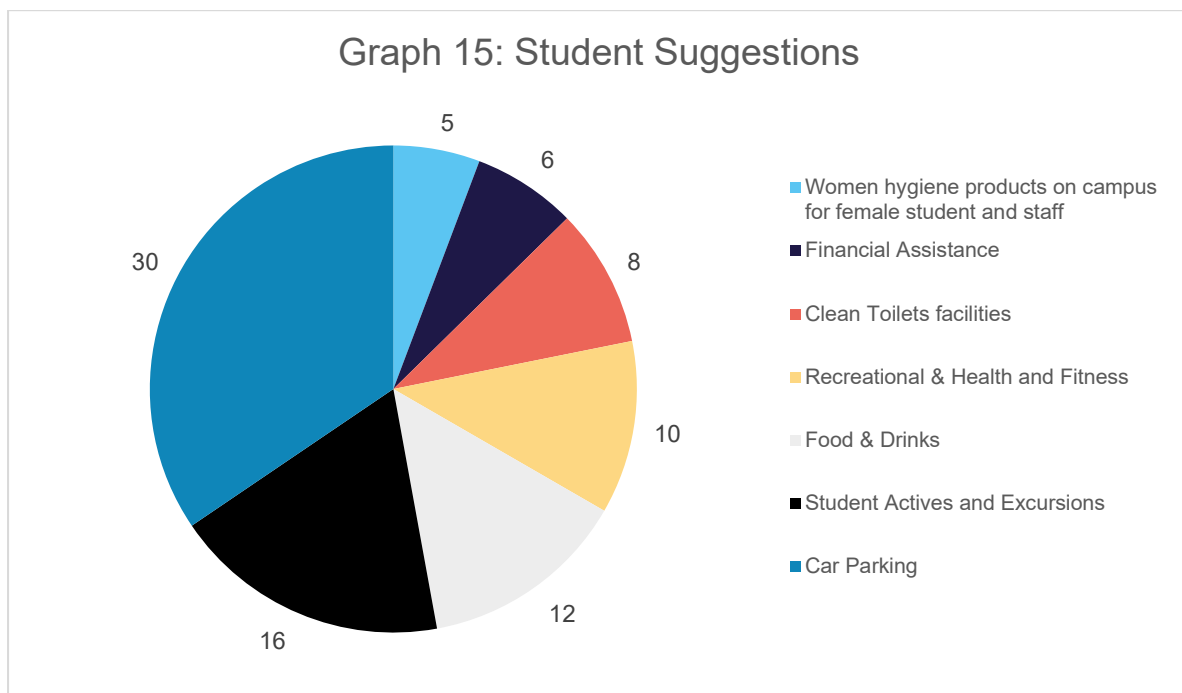
Student Comments examples:

- “I believe student counselling is the most important because university is such a stressful time and as someone who experiences mental health problems it would be great to have more support.”
- “Students are often disadvantaged and unable to afford high costs of living. Food is a staple necessity for anyone to be able to focus and study well.”
- “Biggest challenge to many students is their mental health and managing on a day to day basis. Support personally and academically are top of the list for me.”

Summary and Key Findings – suggestions provided by students

Students were asked to provide suggestions for spending SSAF fee that were not mentioned in the survey. This question was also an open- ended question for students to provide suggestions.

A total of 87 suggestions was received of which 34.5 % related to car-parking , 18.4 % to student activities and excursions, 13.8 % to food & drinks on campus and 11.5 % on recreational & health and fitness. These responses were analysed by grouping method based on the number of responses.



Student Suggestions examples:

- “Free meals should be available for pick up from City Tower as well as the Footscray campus.”
- “Provide students with free food and drinks revives or reduce the price of items inside vending machines and at the cafe and vu bar.”
- “Offsetting car parking fees for students, due to limited public transport on-site most students drive to campus and car parking adds up to a pretty significant amount when we're attending 3-4 times a week.”
- “What about medical facilities on campus?”
- “Subsidizing and improving transportation to and from campus”
- “More water tap spots around and inside the buildings.”
- “Tampon and pads machine in the bathroom for any emergency incidents that may occur for female students/staff.”