

## **Student Services & Amenities Fee (SSAF) Report 2020 - 2021**

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## Background

The Student Services and Amenities Fee (SSAF) is a compulsory fee paid by students at Federation University Australia. The SSAF is levied and spent in line with government legislation. For more details on SSAF and the permitted uses, see: <https://federation.edu.au/current-students/essential-info/fees-and-charges/higher-education/student-services-and-amenities-fee-ssaf>

At Federation University, SSAF is used for the purposes of funding the following services and programs:

- Student Advocacy service (renamed from Student Advisory in 2021)
- The Student Senate
- Student Engagement events and services, including clubs and societies, student events and student Sports
- Careers and Employability service

SSAF expenditure does not reflect the full range of student services available at the University, many of which are funded entirely by the University or other funding streams. For more information about the full range of student services, see [www.federation.edu.au/current-students](http://www.federation.edu.au/current-students).

This report covers the period during the COVID-19 outbreak, which has been immensely disruptive to students and staff. As the communities we serve have moved in and out of lockdown and restrictions, so our teaching and student services have had to adapt and move wholly online often at very short notice.

Throughout this, our staff and services have continued to deliver. Our Careers and Employability Service has assisted students to navigate the challenges of seeking work during this period. Our Student Advisory team have pivoted to a wholly online service to continue providing advocacy and support for students to understand and engage with University processes. Our Student Engagement team has enabled our students to find a sense of community, continuity, and support as we moved online. Their work has been especially important during this period when so many students have struggled with feelings of isolation and disconnect.

Finally, the Student Senate have continued throughout to champion the needs of our students and advocate about emerging issues around the University's response to COVID alongside their regular work.

## SSAF schedule

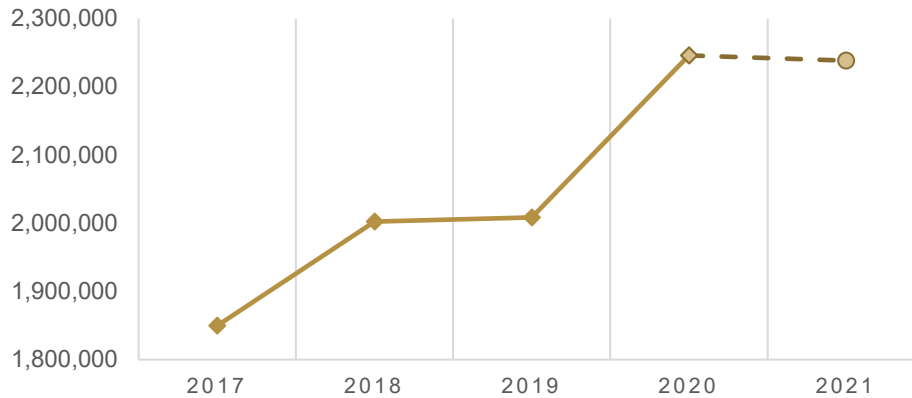
<b>Equivalent full-time student load (EFTSL) within a calendar year</b>	<b>2021 Fee</b>	<b>2020 Fee</b>
<b>On-campus / Flexible delivery: Undergraduate and Postgraduate Domestic Students</b>		
0.125 EFTSL to less than 0.750 EFTSL	\$235	\$230
0.750 EFTSL and above	\$313	\$308
<b>Online delivery: Undergraduate and Postgraduate Domestic Students</b>		
0.125 EFTSL to less than 0.750 EFTSL	\$176	\$115
0.750 EFTSL and above	\$235	\$115
<b>Others</b>		
International fee-paying students	\$0	\$0
Students enrolled at provider teaching locations	\$0	\$0
Higher Degree Research (HDR) students	\$0	\$0
Cross-institutional students	\$0	\$0

## SSAF Income and Expenditure

In 2020 the University collected \$2.2 million in SSAF. In 2021, it is anticipated \$2.3 million will be collected, to be confirmed following Sem 2 census date.

SSAF income is forecast to slightly decline compare to previous year reflecting a dip in enrolment and higher attrition rate primarily due to COVID impact on student enrolments.

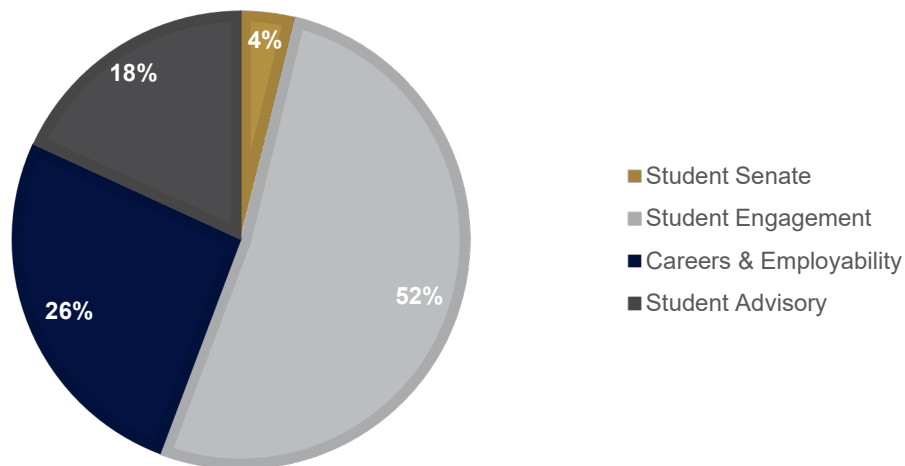
### SSAF INCOME 2017 - 2021



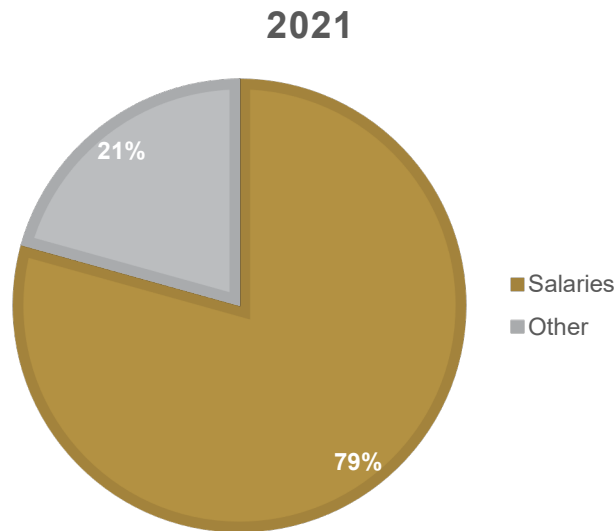
### SSAF Expenditure 2020 - 2021

	Forecast 2021 \$	Actuals 2020 \$
<b>Grand Total</b>	2,389,389	2,245,997
Student Senate	90,797	93,801
Student Engagement	1,240,781	1,036,165
Careers & Employability	624,092	703,467
Student Advocacy/Advisory	433,719	412,564

### SSAF Expenditure 2021



The main SSAF expenditure is staff salaries. Staff initiate, develop, administer, and deliver services. The remainder includes event costs, catering, conferences and competitions, give-aways, promotional materials, consumables and other program costs. Information about the priorities and achievements of these services during 2020 and 2021 is detailed below.



## Careers and Employability

- Launched the Federation Advantage program in 2020 to recognise extra-curricular achievements of students. Currently offering 28 recognised opportunities, with the ability to recognise any eligible volunteering activity. 797 students have engaged with the program to date.
- The Career Accelerate Program continues to offer self-paced resources for students to get career-ready with a series of 8 online modules. 742 students participated in 2020 and 117 have participated in 2021 to date.
- Appointments continue to be a cornerstone of the Careers service, with 953 appointments in 2020 and 548 in 2021 so far. Careers Appointments are available to students to assist with a range of things, including career planning, application support, interview preparation, job searching and more.
- The Careers team continue to review and provide feedback on job applications for students – including resumes, cover letters and key selection criteria. 394 documents were reviewed in 2020 and 229 to date in 2021.
- In 2020, the Careers team significantly expanded their online offerings to provide 94 webinars to students on a range of career topics and support. 908 students took part. So far in 2021, the team has continued this trend with 53 webinars to date and 284 students attending so far.
- The Edge platform, launching in 2020, provides a range of expanded online services to students, including mock interviews, jobs, Federation Advantage and events. The platform was used 9987 times in 2020, and to date has been accessed 8990 times in 2021. 938 jobs were advertised directly to students through the platform in 2020, and 860 positions to date in 2021.
- The careers team has directly supported a range of courses in 2021, providing a series of skills workshops directly in some schools, offering a series to Nursing and Psychology students in 2021.
- Mentor Advantage Program launched in 2021, pairing students with a range of Alumni and other industry professionals for a career mentorship opportunity.
- Established a University Specialist Employment Partnership (USEP) program to help students with a disability find meaningful employment. This was launched in 2021.

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*“Thanks for proving me with guidance to prepare for the interview. The interview went amazing and all the questions were as expected and what we practised.”*

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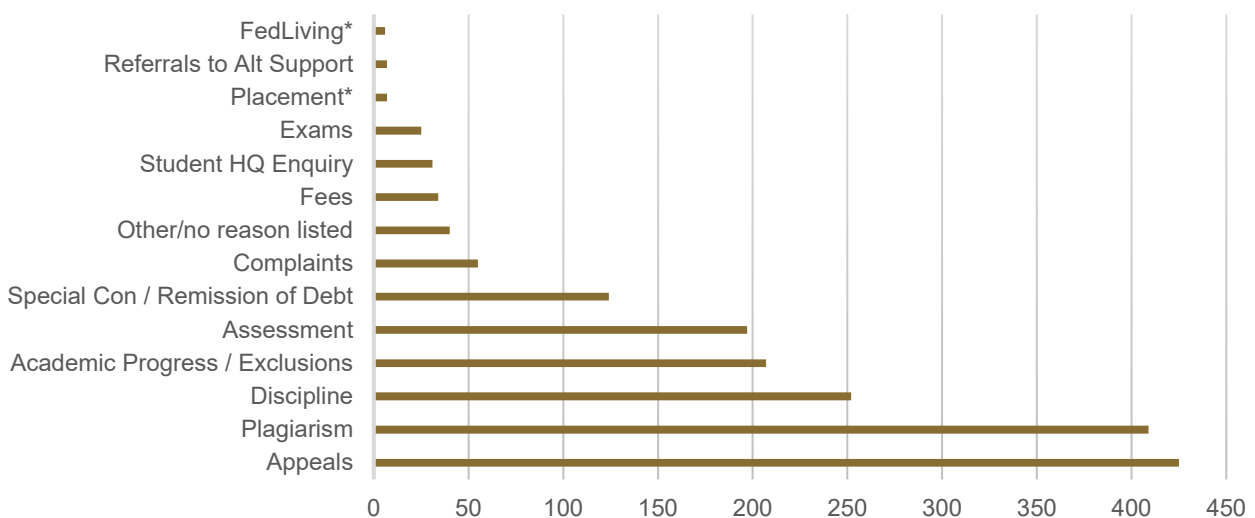
*“I wanted to share the good news with you that I got the job you helped me prepare for. I'm positive about the job and would like to thank you for your help, guidance and motivation. You prepared me well.”*

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## Student Advocacy/Advisory

- Student Advocacy is SSAF funded under the Higher Education Support Act to provide information, advocacy and referral services for all students enrolled at the University across a range of academic, procedural and administrative issues. These include, but are not limited to, issues relating to equity, discrimination, harassment, grievances, complaints, disputes, exclusion, discipline and misconduct, supervision, and unsatisfactory progress.
- All students at every qualification level and at every campus, including Partners, can access the service.
- Our most impactful project over 2020 was to redesign and improve the use of our database, this has enabled us to support our understanding of systemic and immediate issues with data about where our services are being accessed and the concerns students are seeking support with.
- With the data in hand, we were able to support an increase in staffing to fulfill the needs of students requesting assistance. We now have a dedicated administrative officer who will be the first person that students talk to and an extra part time Student Advocate to help us develop our case management and outreach to all campuses.
- With data to guide us in what enquiries we are receiving we are also able to make timely updates to information on our webpages so that students can find the information they need.
- Bearing in mind that our data collection was 'under development' we can report that in 2020 we assisted 921 individual students with 2892 appointments plus case work liaising with University staff on behalf of students or researching options for students. Due to COVID the appointments were predominantly email and phone as, like everyone else, we were working remotely. This was a necessary 'pivot', but we are greatly looking forward to predominantly face-to-face appointments again as soon as this becomes possible.
- To date in 2021 (January to end July) we have assisted 530 individual students with 1819 appointments. The primary reasons for appointments have been academic progress or assessment concerns, appealing University decisions, student discipline and plagiarism, special consideration and remission of debt.
- In order to best support students, we aim to maintain constructive relationships across the University and a core function is liaising with or making referrals to other services. As you might expect, number one is Counselling, followed by Learning Skills, Disability Liaison and Access Unit, Scholarships, Student HQ, International Compliance and Financial Support. We also refer a lot of cases back to Program Coordinators.

## REASON FOR APPOINTMENT



## Student Engagement

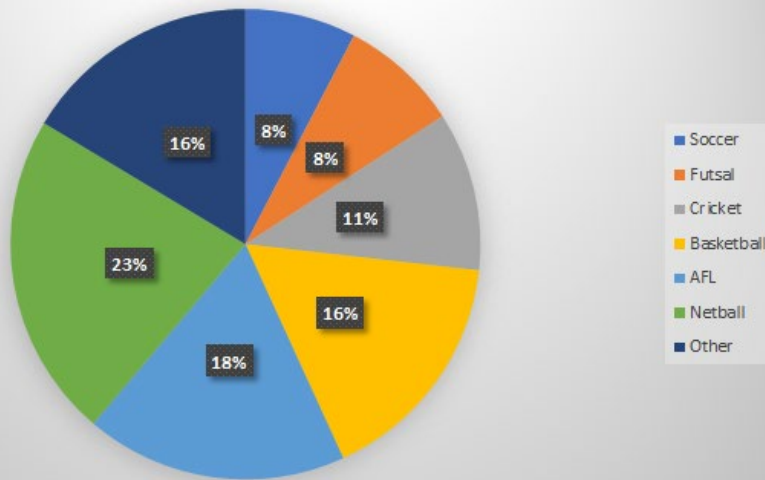
### Sport & Exercise

Federation University Sport and Exercise encompasses all things relating to students keeping both their bodies and minds active.

PARTICIPATION & PHYSICAL ACTIVITY		
Service	Description	Reach
Campus Comps	Weekly open Basketball competition for all students, officiated by Basketball Ballarat training referees.	130
Battle of Ballarat	Intersarsity competition against ACU in the sports of netball and futsal, open to all students to participate.	50
Social Sport Hour	Designated hour per week providing a welcoming and relaxed environment where students can try various sports.	25
Friday Flex*	Weekly hour session in the UniSports gym, encouraging all students and staff to come together and complete a session.	25
FedMoves	Designed to help students and staff improve their health by syncing with other devices and apps to combine all their data on one platform and track total wellness.	2,216
FedLympics/ Iso-Lympics	Virtual challenges for students to participate during isolation, lockdown and restrictions.	120+
Community sport discounts	10% to 20% student discounts offered though community gyms and yoga studios	N/A
Fed Running Championship	Using the monthly Strava challenges, students could submit as many attempts as they desired, with best times recorded.	63

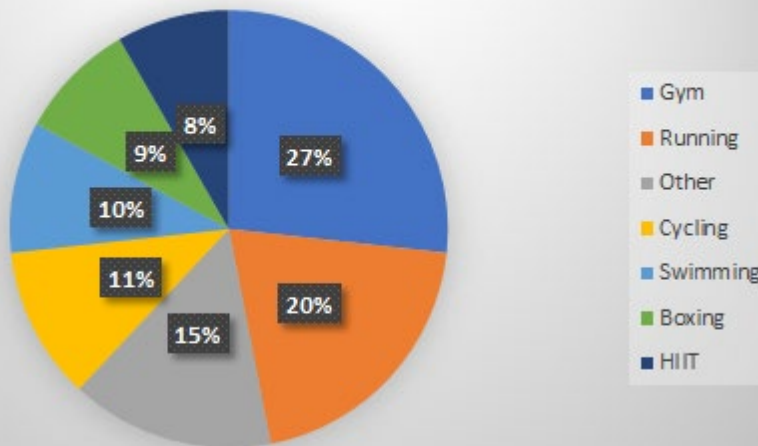
PERFORMANCE		
Service	Description	Reach
UniSport 3x3 Basketball	National competition against other Australian universities.	5
UniSport Nationals	National, interstate competition against Australian universities.	75
Trials	Trial sessions for Netball, Basketball, AFL and AFLW open to all students aspiring to be selected in a Nationals team.	105
Deakin vs Fed Cup*	Intersarsity against Deakin in netball for selected students.	10
Health Cup*	Intersarsity competition against LaTrobe, ACU and Melbourne Universities in 3x3 basketball and volleyball.	35
Elite Athlete Program	Support for student athletes balancing a dual career of studying and elite sport commitments.	23
Community Sport	Teams entered into local sporting competitions, comprised of current students. Netball and Basketball teams playing weekly	22
Fed Cycling E-Championship	3 events (road race, time trial and criterium held on Zwift) in partnership with UniSport Australia.	15

### Representative Sport



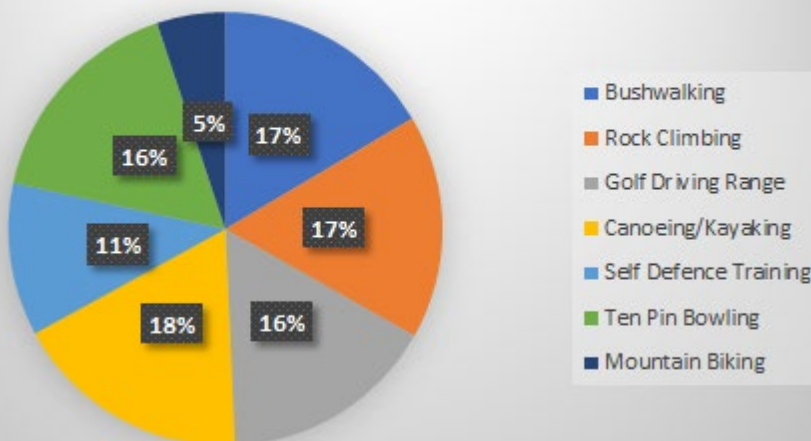
**Other Includes <5%:** Athletics (1), Running (1), Martial Arts (1), Cycling (1), Triathlon (2), Tennis (2), Rowing (2), Hockey (2) Volleyball (3), Swimming (3), Golf (3), 3X3 Basketball (4), Badminton (4)

### Health & Exercise



**Other Includes <7%:** Boot Camp (29), Pilates (26), Yoga (17), Roller-skating (2), MMA (2)

### Recreational



## Events and Activities

Student Engagement aim to encourage students to participate in extracurricular activities, events and opportunities. Students who are engaged in extra-curricular life around their studies report greater satisfaction, feel more supported and are more likely to achieve their study goals and complete their course.

RES			
Service	Description	Reach	Location
Sign Up Lunch	Lunch for all students with a briefing on supports over summer as well as a chance to sign up for events.	30	C
Sports Day	Launch event reopening of sports grounds with sports equipment provided.	N/A	C
Beach Trip	Students offered a trip, with lunch provided to the beach.	11	C
Hike	Trip to follow Strava link showing hiking track	3	C
Surf Trip	Students offered transport, surf gear and lesson hire as well as lunch.	11	C
'Insider Keep Cup'	An alternative to the annual 'Outsider' stein repurposed to suit current restrictions. An insulated keep cup	330	C
Commencement Dinner	Catered dinner celebrating the year ahead for all students on Res at Ballarat, Berwick, and Gippsland.	206	C
Compass Weekend	Catered weekend of events and activities for all new and returning students to residence at Ballarat, Berwick and Gippsland.	200+	C
Activity Packs	Themed packs offered to all students on Res at Ballarat, Berwick and Gippsland during lockdowns and tight restrictions.	126	C/O
ALL STUDENTS			
Service	Description	Reach	Location
Student Groups	Student ran interest, sport, academic, etc. Groups operating for all students to be a part of.	30 Groups	C/O
Orientation	Week of sessions, events, activities and food for all new and returning students to Fed (2020, Sem 1). Online program with virtual events and giveaways (2020, Sem 2 and 2021).	3000+	C/O
Welcome Back Events*	Recurring events celebrating the return to campus for all students with food and giveaways.	250+	C
School Lunches*	Events specifically for each school, designed to allow students time to meet relevant staff and fellow students.	147	C
Easter Celebrations	Food, giveaways and activities for all students to celebrate the upcoming holidays and Easter.	230	C
Outside the Locker Room*	Online session open to all students focusing on providing critical mental health education and welfare support in various environments.	13	O
Market Stall Days	Opportunity for student groups to advertise their groups to all students. Accompanied by food and giveaways.	150+	C/O



IDAHOBIT	Various catered pop up events raising awareness about the LGBTQIA+ community.	185	C
Biggest Morning Tea	Catered morning tea for all students to raise awareness of the Cancer Council and start important conversations.	58	C
Trivia	Trivia ran both on campus and online for all students, across 2020 and 2021.	1000 +	C/O
Thursday Trips	Subsidised trips to various local attractions, establishments, etc. Open to a small number of students.	3	C
TAFE Lunches*	Catered events at various TAFE locations, designed to give students an opportunity to meet relevant staff and students.	40	C
Camp St Welcome Back	Catered events at Camp St, designed to give students an opportunity to meet relevant staff and students and sign up to future events.	70	C
Student Groups Launch*	Official launch of the new Student Groups model (formerly Clubs and Societies) promoting a more inclusive system.	16	C
Welcome to Country Ceremonies	Traditional Welcome to Country and Smoking ceremonies welcoming all students and staff to our campuses.	125	C
Student Lounge/Common Areas	Tea and Coffee supplies provided across Student Lounges, table tennis and pool table provided. Mini kitchen for heating of food for student	N/A	C
Music lounge	Online live events featuring student performers and professional musicians	300	O
Scavenger Hunt	Online scavenger hunt. Student put into groups of 4 –6 to compete for 90minintes using google maps, Live on MS Teams using breakout rooms.	50	O
Speed Friending	Online live speed friending events, Students meet in an online room then are divided into breakout rooms to meet lots of new students one on one. 2020 - 2021	100	C/O
Online Trivia	~25 On demand and live events hosted by Student groups and Student Engagement during 2020 2021 random prizes awarded for participation and winners.	800	O
Online workshops	Workshops exploring motivation leadership emotional intelligence LinkedIn etc. 8 workshops hosted 2020 to 2021 30 to 90 participants per workshop	400	O
Fed Uni's Got Talent	Online live competition across all campuses in 2020 15 performers applied 8 played at the live online event, with audience participation through chat window.	90	C/O
Online Competitions	Competitions ran virtually for all students to engage with. More than 150+ prizes have been given out across 2020 and 2021.	4,000+	O
NAIDOC Week	Online week of education and awareness for all students	200+	C/O

UPCOMING EVENTS 2021		
Service	Description	Location
Res Program*	Weekly activities and events exclusively for students living on residence at Ballarat, Berwick and Gippsland.	C/O
Pop Up Table	Giveaways for students who visit the campus at specific times.	C
Campus Comps*	Weekly open Netball competition for all students, officiated by Ballarat Netball Association training umpires.	C
Morning Tea*	Catered welcome back event to mark the return to campus for all students after restrictions.	C
LASS BBQ	Catered lunch to welcome back students and raise awareness of the LASS team.	C
Speed Friending	Opportunity for all students to get to know others in a welcoming environment.	C/O
Wine & Cheese	Subsidised event for all students to attend as a social opportunity.	C
Phoenix vs Fed Cup*	Interservice competition open to students expressing interest in representing the University in netball against Phoenix P-12 Secondary College.	C
Wear it Purple Day	Catered event raising awareness about the LGBTQIA+ community.	C
Fruit & Veg Stall	Opportunity for all students to access fresh fruit and vegetables and learn about the health and exercise opportunities available at Fed.	C
Thursday Trips*	Subsidised trips to various local attractions, establishments, etc. Open to a small number of students.	C
RUOK? Day	Catered event encouraging students to start conversations about mental health and check in on the people around them.	C
Friday Flex*	Weekly hour session in the UniSports gym, encouraging all students and staff to come together and complete a session.	C
Campus Comps - Soccer	6 x 6 social soccer comp in partnership with GippSport	C
Welcome Back Stall	Catered event welcoming all students back from the higher education break.	C
FedAwards	Invitation only event to students who have shown a high level of involvement throughout the year, celebrating their achievements and efforts with senior staff and fellow students.	O
Yoga in the Grass*	Open physical activity sessions for all students to participate in.	C
Picnic	Opportunity for all students to take a break from their study, sit with their fellow students and enjoy some catered food on the grounds of Fed.	C
Halloween Ball*	Subsidised event for all students to get together and celebrate the year.	C
Taste the Region*	Subsidised event open to a small number of students, celebrating the culture and produce of local wineries and eateries.	C

FedRun*	Subsidised event for all students and staff to come together as a community and participate in a walk or run around the grounds of our campuses.	C
TAFE Lunches*	Catered events at various TAFE locations, designed to give students an opportunity to meet relevant staff and students.	C
Private themed Movie screening	Students encouraged to dress up to the theme of a cult classic movie which they will be viewing in a private cinema room and bar.	C
Fruit Thursdays*	Arts Academy Student Lounge Fruit Lunch every Thursday. A chance to eat healthy, socialise and destress.	C
Boardgame Night*	A night dedicated to students to play new and classic board games in student lounges & res commons.	C

***\*New initiative/project undertaken during this period***

***C = Taken/taking place on campus***

***O = Taken/taking place online***

## Student Senate

- The Senate stepped up as a key conduit for student issues and feedback relating to the outbreak and transition online. The Senate representatives worked during periods of stress and anxiety to consistently champion and advocate for the needs of students most affected by the outbreak.
- Student representatives delivered 8 student forums across 2020 – 2021. Some were targeted to specific cohorts, while others were open to all students. Feedback from these forums was then raised for response with relevant areas of the University.
- Senate representatives developed and submitted seventeen proposals to the University.
- A new proposal process developed in 2020 ensured the students were supported to workshop and plan implementation of their proposals with senior University leadership.
- In 2020, Senate raised and tracked thirty-nine distinct issues with the COVID response team. During that year over one hundred students reached out to the Senate with concerns relating to COVID.
- The Senate made a notable contribution to raising and resolving issues on student residence, which culminated in a restructure of services in that area. Representative consultation during and since the restructure continues to contribute to improvements for the experience of those students.
- The Senate advocated for and achieved the implementation of a GPA opt-out option for students impacted by COVID during 2020.
- A Multifaith Reference Group, bringing together staff and students from diverse faiths to inform University decision-making on faith-based events and services, was established by a Senate representative.
- A request from the Senate led to a review and expansion of industrial placement options.
- The Senate proposed and contributed to the establishment of a business incubator for students.
- The Senate assisted TAFE Nursing students to have decision reviewed about placement limit for 2021 after COVID impacted course delivery.
- Improved security for Camp St residence students after Senate advocated to have an external staircase secured from trespass. Senate consultation to improve Security services for Camp St is ongoing.
- Education representative organised a new event for Education students where experienced and new students meet to share advice. Staff and students loved the event and will make it a fixture.
- At the Senate's behest, the University is reviewing and expanding opportunities for student SSAF consultation. The University will also develop a new student consultation policy and procedure.

	Representatives	Major Proposals	Full Meetings
2020	30	17	8
Jan – Jul 2021	20	11	5