

# **Student Services and Amenities Fee (SSAF) Report 2022**

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Prepared by  
Student Partnerships and Engagement

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## What is SSAF?

The Student Services and Amenities Fee (SSAF) is a compulsory semesterly fee charged by most Australian universities. SSAF pays for non-academic services and amenities that don't relate directly to your program – everything from clubs, student events and career advisors.

The Student Services and Amenities Fee (SSAF) helps to maintain and enhance important non-academic services and amenities that improve the university experience and support a wide range of student needs. It provides funding for things such as sporting and recreational activities, health and well-being services, employment and career advice as well as independent student representation structures. You can find more detailed information on the [Department of Education](#) website..

## In 2022, SSAF funds were spent on the following student-facing services, projects and activities:

- Student Orientation, Transitions and Retention Activities (across all campuses and virtually)
- Student Events and Activities to support retention, success and connection (on campus and virtually)
- Sport and Fitness Program – providing students with opportunities to participate in events and fitness activities, equipment, uniforms, support for elite athletes and prizes for participation in challenges and competitions.
- Support for student groups and clubs across campuses and virtually
- Social media and communications of SSAF related services and activities to students
- Improvement and maintenance of student amenities – Student Lounges
- Student Senate – Induction, training, promotion, merchandise and representative stipend
- Student Advocacy Services
- Careers and Employment Programs and Services

## SSAF Expenditure 2022

Key Area	2022 Actual	2022 Budget
Student Services and Amenities Fee (Higher Education)	378,479	441,475
Careers & Employment	605,735	934,746
Student Engagement	736,093	896,832
Advisory Service	406,280	448,851
Student Senate Operations	79,640	90,046
SSAF Directorate	5,221	0
<b>Total</b>	<b>2,211,448</b>	<b>2,811,950</b>

## SSAF Funded Services

### Student Partnerships and Engagement

- Student Orientation, Transition and Retention Activities were delivered across Federation's higher education campuses and virtually.
- Student events and activities to support retention, success and connection were delivered across Federation's higher education campuses and virtually.
- Our Sport program provided our students with opportunities to participate in events and fitness activities. We purchased new sporting equipment, uniforms, supported elite athletes and community-based teams and created challenges and prizes for competitions and participation. 1,507 students participated in our extra-curricular sports programs and activities.
- We provided support and funding to our student groups and clubs across all campuses and virtually
- There were provisions for Student Lounge spaces and creating welcoming student friendly spaces.
- We provided SSAF focussed student communications including social media and promotion of services and activities.
- The Fed Falcons joined the University Basketball League competition, this program created a strong connection to the University for students and staff and inspired a culture of excellence and high-performance.
- UniSport Nationals saw a team of 41 students represent the University in Perth across 7 sports, with both our women's netball and basketball teams claiming gold medals and all students enjoying a memorable experience, creating strong connections to each other and the University.
- We celebrated the extra-curricular achievements of our students at three FedAwards events held in Ballarat, Berwick and Gippsland.
- We planned and facilitated 227 staff and student group run events with a total attendance of 12,681 students for the year.

In 2022, the Student Partnerships and Engagement team consisted of the following ongoing staff members across each of the Ballarat, Berwick and Churchill campuses (see below). Where possible work was campus-neutral via TEAMS, phone or email.

- 1x Manager, Student Partnerships and Engagement in Ballarat (1.0 FTE)
- 1x Sports and Clubs Coordinator (1.0 FTE)
- 1x Team Leader Events (1.0 FTE)
- 1x Student Engagement Officer in Ballarat (1.0 FTE)
- 1x Student Engagement Officer in Berwick (1.0 FTE)
- 1x Student Engagement Officer in Gippsland (1.0 FTE)
- 1x Student Senate Executive Officer (1.0 FTE)
- 1x Support Officer, Events (1.0 FTE)

### Student Senate

- The Student Senate, in partnership the University led the Student Leadership Retreat held in July. This was for all student leaders and there were representatives from Student Groups, Student Senate and sporting teams. The three-day retreat involved visiting Narmbool Farm, creating strong connections and participating in professional development sessions.
- The Student Senate held more than 10 student forums and passed 19 Motions with suggested systemic improvements to improve the student experience across all campuses. Some examples of passed Motions are:
  - The use of the term First Nations for strategic and operational purposes
  - Creation of an Indigenous Cultural Awareness Module on Moodle and LGBTQI+ training opportunities for students throughout the year
  - A menu evaluation and enhanced dietary options across campuses
  - The commencement of PASS courses for a variety of STEM classes
  - The use of haze effects in the theatres

- The recruitment of a Support Officer to support events at the CBD campuses and the re-opening of bars across all campuses.

## Careers and Employability

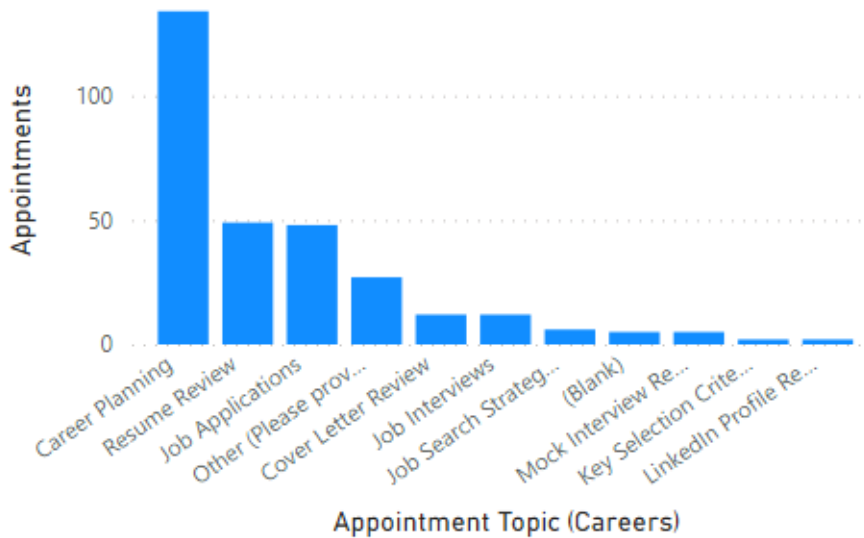
- The Careers and Employability team provide careers advice, support in seeking employment, including job application reviews, skills development and volunteer opportunities. We provide services to current Federation University students, students who have graduated in the past 2 years and some limited services for prospective students. We can assist students in finding or navigating new roles and understanding potential careers for their degrees. We provide this through appointments, online and in-person workshops, embedding career development learning into course curriculum, resume and application review, liaising with employers and through advertising employment and professional development opportunities.
- We run 2 flagship programs to assist students with developing their employability skills. These include the Federation Advantage Program which recognises students for their participation in co-curricular activities, and the Mentor Advantage Program which provides students with an opportunity to be mentored by Fed Alumni currently working in industry.
- In 2022, the Careers and Employability team has seen a reduction of staffing from 9.6 FTE to 7.6 FTE. With staff working on time fraction reductions and one position vacated and not filled. This resulted in only 5.4 FTE for 2022. Unsurprisingly, this has seen a reduction in services available to students and less of the allocated budget utilised.

Role	Campus	FTE in Org Structure	FTE for 2022
Coordinator – Careers and Employability	Mt Helen	1.0 – HEW 7	1.0
Careers and employability Advisor	Mt Helen	1.0 – HEW 6	0.6 (Position vacated end of 2022)
Careers and employability Advisor	Berwick	1.0 – HEW 6	0.8
Careers and employability Advisor	Gippsland	0.8 – HEW 6	0 – Position Vacant
Careers and employability Advisor	Brisbane	1.0 – HEW 6	0.8
Training and Program Development Officer	Mt Helen	0.8 - HEW 6	0.8
Student Development Opportunities Coordinator	Mt Helen	1.0 – HEW 6	0.6
Employment Liaison Officer	Berwick	1.0- HEW 6	0.8
		<b>Total</b>	<b>Total</b>
		7.6	5.4

- Our top reason for student appointments is consistently 'Career Planning', suggesting our services are used primarily for assistance in career trajectory and navigation than any other topic.

## Appointments

BY APPOINTMENT TOPIC (CAREERS)



- The highest users of our appointment service were from Nursing courses with other study areas such as Science, Education, IT and Social and Community services coming in the top 5.
- Our appointments and workshops have averaged 5 stars for quality and assistance from student participants that responded to our feedback survey.

Measure	2021	2022
Student Appointments including document reviews.	686	519
Resumes and Application Reviews	412	217
Webinars and Workshops	88 webinars/workshop 483 attendees	69 webinars/workshops 924 Students
FedEdge Users	17,239 (non unique) Users	14,742 (non unique) Users
MAP Mentor partnerships	4 Pairs	12 pairs
Federation Advantage	14 Gold Awards 2 Federation Advantage Awards	25 Gold Awards 10 Silver Awards 5 Federation Advantage Awards

## Student Advocacy

- Student Advocacy provides independent advice and support on student rights, and on navigating University legislation and processes. We support all students at all study levels and campuses (including TAFE and Partner Provider students). We are here for when things go wrong between students and the University, and try to redress the power imbalances inherent to these situations. For a detailed look at what we can help with, please visit [www.federation.edu.au/studentadvocate](http://www.federation.edu.au/studentadvocate).
- In 2022, we provided direct advice and support to 7.2% of all Higher Ed. Students at Federation – around 1 in 14. If you did not access our support, it is very likely that at least 1 person in your class did! This proportion has increased each year from 5.2% in 2020, and 6% in 2021.
- At a systemic level, we provide expert advice to university management on how university policy is experienced by students and impacts to their experience. We report regularly on trends and ongoing issues to the Student Experience and Administration Services team and the Student Senate.
- In 2022 this systemic work focused on concerns around the experience of students studying the Bachelor of Nursing, on Respondus eExams and on the new Students Regulation, which governs much of the student experience. We recommend that all students read the new Regulation and contact Student Advocacy with any questions about interpretation or practice.
- 2022 was a year of staffing changes, which meant we focused predominantly on direct service delivery, and improving the way we gather, use and communicate our data. With a complete and more settled team in 2023, we are working on improving the service we provide and on improving the student experience more broadly where we can influence it. Moving into the newly established Retention, Innovation and Student Experience team for 2023 gives us more opportunities to advocate for change on a systemic level.
- Student Advocacy is staffed by 4.5 Full Time Equivalent (FTE) staff members across each of the Ballarat, Berwick and Churchill campuses (see below), but the vast majority of work is campus-neutral via TEAMS, phone or email.

1x Manager, located in Ballarat (1 FTE)

2x Advocates in Ballarat (1.6 FTE)

1x Advocate in Berwick (0.8 FTE)

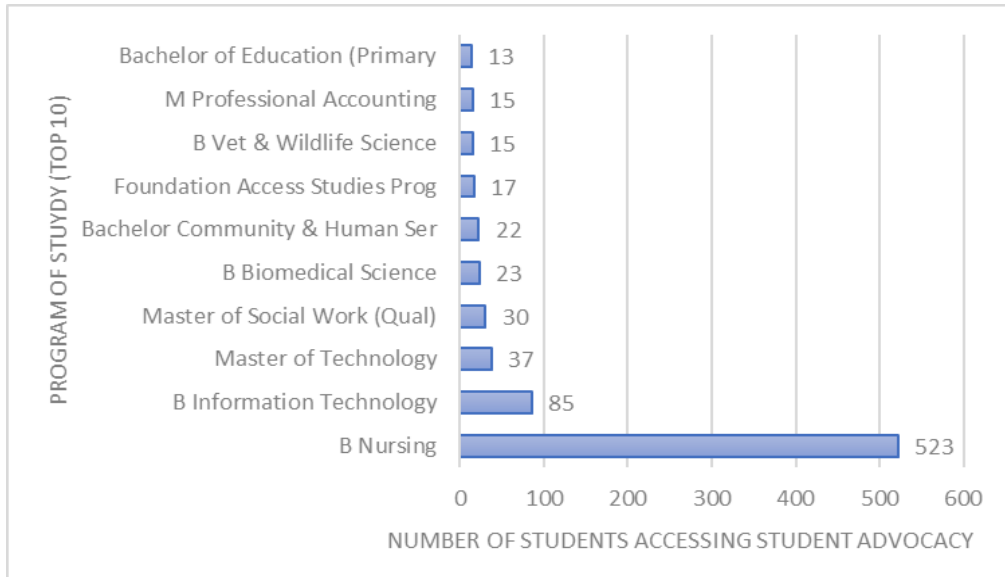
1x Advocate in Churchill (0.5 FTE)

1x Intake/Triage Officer in Ballarat (0.6 FTE)

- We provided fewer appointments to more individual students in 2022 than in previous years and operated more efficiently, but the complexity of student concerns was also reduced in many cases than during the peak of COVID.

	2022	Vs 2021	% Change from 2021
Student appointments	2,705	3,155	- 14.3%
Individual students supported	999	866	+ 15.4%

- In 2022, we supported students from 83 different Programs (vs 74 in 2021), and 52.4% of students accessing the service were from the Bachelor of Nursing. The top 10 Programs by number of students using our service in 2022 were:



- Our top 10 reasons for service (by number of appointments) were as follows – 32.6% of appointments related to academic misconduct:

