

## SSAF Services and Projects Campus Life Annual Report 2015

This report summarises how revenue from the Student Services and Amenities Fee (SSAF) was used in 2015 in delivery of services to students, amenity and other projects

### Summary of income and expenditure

The SSAF approved allocation for 2015 was \$2,970,000. The expenditure against the Student Services and Amenities Fee Categories in 2015 is identified in the table below

<b>Service for students</b>	<b>Expenditure \$</b>
Providing food or drink to students on a campus of the higher education provider	654,662
Supporting a sporting or other recreational activity by students	605,977
Supporting the administration of a club most of whose members are students	318,332 (1)(4)
Caring for the children of students	0
Providing legal services to students	0
Promoting the health or welfare of students	0
Helping students secure accommodation	6,613
Helping students obtain employment or advice on careers	(2)
Helping students with their financial affairs	0
Helping students obtain insurance against personal accidents	0
Supporting debating by students	(1)
Providing libraries and reading rooms (other than those provided for academic purposes) for students	(3)
Supporting an artistic activity by students	(4)
Supporting the production and dissemination to students of media whose content is provided by students	0
Helping students develop skills for study, by means other than undertaking, courses of study in which they are enrolled	0
Advising on matters arising under the higher education provider's rules (however described)	0
Advocating students' interests in matters arising under the higher education provider's rules (however described)	0
Giving students information to help them in their orientation	89,163
Helping meet the specific needs of overseas students relating to their welfare, accommodation, and employment	0
<b>Total Student Support and Services funds</b>	<b>1,674,747</b>

*Table 1: 2015 Expenditure against Student Services and Amenities Fee categories*

## Notes

1. Debating Clubs are aggregated with all other clubs
2. The University – through the Careers and Engagement Unit within Student Services – provides this service.
3. The reading areas are provided by the University and the Library
4. Artistic activities are supported by the provision of Clubs

## Capital Infrastructure, Technology Projects and Equipment Replacement

A total of \$647,508 was expended on the following projects:

• Club Membership Software	\$348,000
• Gym Equipment	\$158,632
• Multisports Centre	\$89,876
• New Coldrooms Gold Coast	\$51,000

## Capital and Minor Works Projects (Estimates for 2016)

• Refurbish Griff's to Burger Me/Bake n Grind	\$100,000
• G's Nathan minor refurb	\$30,000
• Refurb of Vitamin G front counter	\$32,000
• Replacement of the Sports Management software Aphelion with Intelligenz	\$350,000

## Equipment and furniture Upgrades and Replacements (Estimates for 2016)

Food Services:

• Additional Market Umbrellas for seating area at Cafe m28	\$13,500
• Mobile Coffee Cart	\$10,000
• Sushi Cart	\$10,000
• Cafe Rossa GC – new freezer and cold room	\$60,000

Sport and Recreational Services:

• Equipment upgrades and replacement	\$10,000
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## Addendum

1. 2014 Tell Us Survey and activities taken during 2015.

Nicola Collier-Jackson

*Director, Campus Life*

*April 2016*

# Tell Us Survey 2014

The 2014 Tell Us survey conducted in August 2014 received 4,252 responses. The following summarised the responses received in relation to recreation services and food services.

## Recreation Services

### Student feedback – positive aspects

- A third of the students reported using recreational services in 2014
- The majority of activities/services provided received positive comments
- Big improvements were identified in recreational activities provided at South Bank

*“It is great to have a balance of academia as well as exercise and other activities that stimulate our brains.”*

*“The environment created for such recreation services, I generally found very friendly and useful. It really refreshes our mind and improves our mood with some positive impacts.”*

*“It’s great to have these facilities available on campus. The standards are high and the equipment well maintained.” “The pool is fantastic. Well priced, heated and generally open.” “I am so thankful for the End of Trip facility in N78 I am a bicycle rider and it is fantastic that I can shower and be fresh for the day ahead for lectures.”*

*“Great staff, always friendly and helpful.”*

### Student feedback – areas for improvement

*“Make sport more accessible to low income earning students, subsidize fees to increase participation rates.”*

*“Add information about what’s available with details. I haven’t been able to find anything I was thinking of joining the gym but couldn’t find any info online specifically about Gold Coast gym – hours of operation, if there is a crèche, class times and availability, joining costs – so I gave up.”*

*“I have no idea where these services are available at all in South Bank. I did not receive any information regarding these services.”*

### Actions Taken in 2015

Areas for improvement	Action taken
Promotion of events	<ul style="list-style-type: none"><li>• Introduced “Griffith Sport” branding for inclusion on websites and social media</li></ul>
Customer service	<ul style="list-style-type: none"><li>• Increased communications through social media to raise awareness of products and services options</li><li>• Increased staff training</li><li>• Provided more feedback options to students</li></ul>
More events, not catered specifically toward elite or established athletes	<ul style="list-style-type: none"><li>• Toohey Trail Run, Logan Fun Run, Nathan Dash and King of the Hill introduced in response</li></ul>

## Food Services

### Student feedback – positive aspects

*'Great service, friendly staff.'*

*'Cheap – but good – coffee! Refills are a great thing.'*

*'The variety of foods is great, if one knows where to go one can find everything from savoury, hearty meals, to desserts, to very healthy options. I'm particularly happy about the little health food shop that opened at G40 next to the book store.'*

### Student feedback – areas for improvement

*'I think the prices are expensive for a campus. The prices are actually the same as the prices of restaurant in town and the food is better! So yes I avoid eating on the campus.'*

*'Compared with Brisbane universities our food options are abysmal. Options are extremely limited. A more diverse range is needed especially at the other end of campus. Private food retailers could be an option such as at UQ. Also a coffee store at the architecture and engineering end of campus is a must.'*

*'More choices, but of quality food, no sense on having more poor food choices available. We don't need more fake healthy food or fried stuff...'*

*'The cheap tuck shop-like food has a very average quality of food that costs more than it's worth.'*

### Actions Taken in 2015

Areas for improvement	Action taken
Overall affordability to students	<ul style="list-style-type: none"> <li>Continued to offer discounted coffee across all campuses, including loyalty programs for coffee drinkers to encourage sustainability for customers who bring their own mugs. We also introduced the Double Up and Save promo which rewarded customers for purchasing two items instead of one which was on a wide range of products including sushi, apples, chicken wraps and cheese burgers</li> </ul>
Lack of franchised stores	<ul style="list-style-type: none"> <li>Retail Review by an external party</li> </ul>
Opening hours not aligned with student timetables	<ul style="list-style-type: none"> <li>Different opening hours were trialled across various campuses. Logan trade until 4pm for most of 2015 with minimal trade post 1pm.</li> </ul>
Healthier food	<ul style="list-style-type: none"> <li>Continue to provide a range of healthy options at all outlets: Salads, wraps, fresh and cut fruit, yoghurt, sushi etc. The lines and locations were reviewed and revised to make them more prominent.</li> <li>Fried food and burgers still remain in the top five selling items on each campus.</li> </ul>