

SSAF Services and Projects Campus Life Annual Report 2016

This report summarises how revenue from the Student Services and Amenities Fee (SSAF) was used in 2016 in delivery of services to students, amenity and other projects

Summary of income and expenditure

The SSAF approved allocation for 2016 was \$2,614,377. The expenditure against the Student Services and Amenities Fee Categories in 2016 is identified in the table below

Service for students	Expenditure \$
Providing food or drink to students on a campus of the higher education provider	594,565
Supporting a sporting or other recreational activity by students	540,851
Supporting the administration of a club most of whose members are students	334,615 (1)(5)
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	+5,283(2)
Helping students obtain employment or advice on careers	(3)
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	(4)
Supporting an artistic activity by students	(5)
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	81,586
Helping meet the specific needs of overseas students relating to their welfare, accommodation, and employment	0
Total Student Support and Services funds	1,546,334

Table 1: 2016 Expenditure against Student Services and Amenities Fee categories

Notes

1. Debating Clubs are aggregated with all other clubs
2. 2016 saw greater recoveries from off-campus advertising, resulting in a profit
3. The University – through the Careers and Engagement Unit within Student Services – provides this service.
4. The reading areas are provided by the University and the Library
5. Artistic activities are supported by the provision of Clubs

Capital Infrastructure and Technology Projects

A total of \$507,827 was expended on the following projects:

- Refurbishment of Griffith Express for the Bakery 'Bake and Grind' as be the Brain and Poulter Review \$114, 836
- Replacement of the Sports Management software Aphelion with Intelligenz \$392,991

Equipment Replacement

A total of \$1,018 was expended on equipment replacement.

Capital and Minor Works Projects (Estimates for 2017)

- Logan Campus, Brook Bar \$40,000
- Nathan Campus, Community Centre refurbishment:
 - Indian and Vietnamese Outlets \$1.2M
 - Deli and Convenience Store \$1.2 M
- Mt Gravatt, Basketball and Netball court resurface \$100,000

Equipment and furniture Upgrades and Replacements (Estimates for 2017)

Food Services:

- Equipment and furniture upgrades and replacement \$50,000
- Point of Sales System \$80,000

Sport and Recreational Services:

- Equipment upgrades and replacement \$100,000

Addendum

1. 2015 Tell Us Survey and activities taken during 2016.

Nicola Collier-Jackson

Director, Campus Life

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Tell Us Survey 2015

The 2015 Tell Us survey conducted in 2015 received 5,546 responses. The following summarised the responses received in relation to recreation services and food services.

Recreation Services

Student feedback – positive aspects

- The social aspect and the ability to de-stress from university life was one of the most frequent comments relating to recreation services
- A good range of activities was positively commented on

“Love the involvement, I’ve felt very welcome within the Griffith sport community since really taking part around this time last year and has made my time at uni far more enjoyable and makes me feel like I get to experience uni rather than just study.”

“There is a large amount of advertising on Facebook and around campus letting the students know about events. Everything is well planned out and the staff are all very friendly.”

“Events are well organised and advertised well.”

Actions Taken in 2016

Areas for improvement	Action taken
Awareness of facilities, services and events (20.9% of students stated they did not know where and/or how to access these services)	<ul style="list-style-type: none"> • Review of marketing strategies identified the need to increase our facebook presence. This was undertaken. • Website content review and updated
Based on student feedback: the cleanliness of facilities	<ul style="list-style-type: none"> • Increased cleaning schedule for gym floor and monitored through regular staff checks • Introduced a mystery shopper program to monitor service standards • Change room and bathroom cleaning completed by university contractor. Increase checks and follow up actions
Based on student information: limited information about events	<ul style="list-style-type: none"> • Review of marketing strategies identified the need to increase our facebook presence. This was undertaken • Website content review and update
Based on student feedback: cost of activities	<ul style="list-style-type: none"> • Benchmarking review identified pricing in line or better than other universities
Overall satisfaction for postgraduate and research students	<ul style="list-style-type: none"> • Postgrad and research students entitled to discounts as per other students • Expanded our social sport program to provide further engagement opportunities

Food Services

Student feedback – positive aspects

- 21.1% improvement in students being more satisfied with the range of food options
- 11.9% improvement in students being more satisfied with price affordability
- 14.8% improvement in students being more satisfied with the range of food

“They understand the multicultural environment in here. So it’s really good you can have the food you desire/prefer for example in my case I want Halal food and I can have it without getting worried.”

“There are places that are open throughout the day. Particularly handy for late night.”

“The prices are reasonable and you get a good amount and quality of food for your money.”

Student feedback – areas for improvement

“We are all broke. More offers or promotions would be great.”

“More vegan options!”

“More quality, healthy and affordable options.”

Actions Taken in 2016

Areas for improvement	Action taken
Affordability	<ul style="list-style-type: none">• Continued to offer discounted coffee across all campuses• Loyalty programs to encourage sustainability for customers who bring their own mugs• Included price pointed promotions on popular menu lines featured throughout the year
More variety needed	<ul style="list-style-type: none">• Advertised 45 halal friendly items across five different printed menus, two of these are on the GC campus• 46% of our menu offerings are vegetarian options
Expanded trading hours	<ul style="list-style-type: none">• Completed a full review of outlet trading times• Increased the outlets open earlier to service the growing early morning coffee and breakfast demand