

SSAF Services and Projects Campus Life Annual Report 2017

This report summarises how revenue from the Student Services and Amenities Fee (SSAF) was used in 2017 in delivery of services to students, amenity and other projects

Summary of income and expenditure

The SSAF approved allocation for 2017 was \$2,614,377. The expenditure against the Student Services and Amenities Fee Categories in 2017 is identified in the table below.

Service for students	Expenditure \$
Providing food or drink to students on a campus of the higher education provider	959,684
Supporting a sporting or other recreational activity by students	437,999
Supporting the administration of a club most of whose members are students	234,615 (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	+8,174(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	93,893
Helping meet the specific needs of overseas students relating to their welfare, accommodation, and employment	0
Total Student Support and Services funds	1,718,017

Table 1: 2017 Expenditure against Student Services and Amenities Fee categories

Notes

1. Debating Clubs are aggregated with all other clubs
2. 2017 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, Technology Projects and Equipment Replacement

A total of \$1,673,270 was expended on the following projects:

• Bake 'n' Grid relocation and refurbishment (Nathan)	\$28,319
• Brook Bar (Logan)	\$67,014
• Indian and Vietnamese tenancy fit-outs (Nathan)	\$1,333,644
• Basketball and Netball courts resurface (Mt Gravatt)	\$93,397
• Bookshops (Safes, Computers, Cleaning and Scanners)	\$10,009
• Cold Room replacement (Gold Coast)	\$57,402
• Retail POS replacement	\$83,458

Capital and Minor Works Projects (Estimates for 2018)

• Deli and Convenience Store (Nathan)	\$1.5M
• Multi-purpose court resurface (Nathan)	\$200,000
• QCA Café refurbishment (South Bank)	\$60,000
• Creations Café refurbishment (Mt Gravatt)	\$20,000

Equipment and furniture Upgrades and Replacements (Estimates for 2018)

Food Services:

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

Sport and Recreational Services:

• Equipment upgrades and replacement	\$100,000
• Pool Plant pumps and dosing controllers	\$35,000
• Fitness Centre and Tennis Centre facility equipment	\$75,000

Addendum

1. 2016 Tell Us Survey and activities taken during 2017.

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Director, Campus Life

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Tell Us Survey 2016

The following summarises the responses received in 2016 in relation to Recreation Services and Food Services, and the actions taken in 2017 in response.

Recreation Services

Overall Recreation Services 2016 improved by 1.9% on 2015 net agreement. [2016 – 75.6%, 2017 – 77.5%]

- **Services available** - % net agreement improved by 2.8% on 2015 net agreement. [2015 – 75.3%, 2016 – 78.1%]
- **Information available** - % net agreement improved by 7.3% on 2015 net agreement. [2015 – 63.8%, 2016 – 71.1%]
- **Information clear** - % net agreement improved by 6.9% on 2015 net agreement. [2015 – 65.8%, 2016 – 72.7%]
- **Staff professional/helpful** - % net agreement improved by 2.3% on 2015 net agreement. [2015 – 78.9%, 2016 – 81.2%]
- **Issues handled fairly** - % net agreement improved by 2.6% on 2015 net agreement. [2015 – 77.8%, 2016 – 77.9%]

Student feedback – positive aspects

- There was a notable reduction in the complaints from Nathan and Mt Gravatt Gym and Aquatic Centre users about cleanliness of facilities and high cost of use decreased – Recreation Services was the only Tell Us survey category to score greater satisfaction across all indicators in 2017.
- Good range of activities and events across the campuses
- Social sport is helpful in providing healthy activities for everyone, improves overall wellbeing

“I think it is great that the University provides these services on campus, it allows people to meet others doing something they are both interested and can easily form strong friendships whilst keeping them fit and active. “

“Great way to get everyone involved. Well-advertised. Cost effective.”

“Griffith gym is amazing and I love it and the prices and the staff there. THANK YOU for being such an awesome uni and providing affordable gyms for students. The clubs are awesome to. So many to pick from and meet new people at Uni. Was a really good way to kick off uni and meet new people”.

“Griffith recreation services are very enjoyable and staff are very light-hearted. Events are extremely creative and there is always something new”.

Student feedback – areas for improvement

“Maybe promotional events so that people can try out facilities/ sports before committing to them.”

Actions Taken in 2017

Areas for improvement	Action taken
Awareness of facilities, services and events	<ul style="list-style-type: none"> • New What's On website developed in 2017 which increases the amount of information for students to access about events • Social media paid advertising targeted at Griffith Students to raise awareness of events and activities on campus • Redeveloped the Play Sport website to enable easier access to sport information
Trials of facilities	<ul style="list-style-type: none"> • Advertised facility 'trial' days more widely
More facilities on campus	<ul style="list-style-type: none"> • Continued to build up funds to pay for additional facilities

Food Services

- **Prices affordable** - % net agreement decreased by 9.4% on 2015 net agreement. [2015 – 20.3%, 2016 – 10.9%]
- **Good Range** - % net agreement increased by 1.5% on 2015 net agreement. [2015 – 39.5%, 2016 – 41.0%]
- **Outlets Open** - % net agreement Increase by 5.7% on 2015 net agreement. [2015 – 46.8%, 2016 – 52.5%]

Student feedback – positive aspects

- Students are 5.7% more satisfied with the opening hours of food outlets and 1.5% more satisfied with the range of food on offer

"I speak on behalf of myself and A LOT of others when I say that I LOVE how griffith has improved on the quality and variety of food choices that are made available to students!! Being a full-time student, I find myself on campus for long durations throughout the day. Brain food is a must to stay focused (and awake). I have realised that more students are actually attending university now that there is more variety of foods available. It is definitely my favourite part about attending uni :)"

"They're open when I need them and often way past when I would actually need them."

Student feedback – areas for improvement

"I truly believe the campus coffee is overpriced. Uni students are uni students. They cannot continually pay \$3.50 for a small capp. We need a uni coffee machine similar to 7/11 or coles express, whereby coffee comes at an expense of no more than \$2. If this interrupts the business of campus coffee stores then I see this as a good thing because something's got to give. We are being ripped off. Seriously. Not happy.."

"The prices have increased with the new Burger Me outlet. It is very expensive in regards to food compared to the previous outlet that it replaced"

“Wider range of food options available, especially for healthy/vegetarian/vegan options, and cheaper prices considering we are all Uni students”

“Be open when students are in campus. If there are night classes open for coffee!!! If there is a summer semester be open! Café prices are not always affordable and the lack of cheaper options as well as being isolated on the Logan campus = hungry cranky students”

Actions Taken in 2017

Areas for improvement	Action taken
Affordability	<ul style="list-style-type: none"> • Transitioned Vitamin G (Gold Coast) into Take 5 – a grab-and-go outlet where nothing is over \$5 • Implemented \$2 coffee in the style of 7/11 at the new convenience store (Nathan) • Continued price point promotions on popular menu items • Continued relationship with SRC to deliver \$5 meals • Revise offering and pricing at Logan
More variety needed	<ul style="list-style-type: none"> • Introduced two new food outlets on Nathan campus which offer a range of low-cost Indian and Vietnamese dishes • Continued to offer increased variety through Food Truck Days
Expanded trading hours	<ul style="list-style-type: none"> • Ongoing review of outlet trading times • Opened outlets even earlier to service growing early morning coffee and breakfast demand
Service standards	<ul style="list-style-type: none"> • Mystery shopper program revised to better monitor service standards