

SSAF Services and Projects

Campus Life Annual Report 2018

This report summarises how revenue from the Student Services and Amenities Fee (SSAF) was used in 2018 in delivery of services to students, amenity and other projects

Summary of income and expenditure

The SSAF approved allocation for 2018 was \$2,614,377. The expenditure against the Student Services and Amenities Fee Categories in 2018 is identified in the table below.

Capital expenditure was \$1,839,591.
Total expenditure in 2018 was \$3,686,213.

Service for students	Expenditure \$
Providing food or drink to students on a campus of the higher education provider	1,080,433
Supporting a sporting or other recreational activity by students	346,386
Supporting the administration of a club most of whose members are students	194,710 (1)(5)
Caring for the children of students	0
Providing legal services to students	0
Promoting the health or welfare of students	33,522
Helping students secure accommodation	(2)
Helping students obtain employment or advice on careers	8,871 (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	30,027 (5)
Supporting the production and dissemination to students of media whose content is provided by students	9,773
Helping students develop skills for study, by means other than undertaking, courses of study in which they are enrolled	22,824
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	120,076
Helping meet the specific needs of overseas students relating to their welfare, accommodation, and employment	0
Total Student Support and Services funds	1,846,622

Table 1: 2018 Expenditure against Student Services and Amenities Fee categories

Notes

1. Debating Clubs are aggregated with all other clubs
2. This service is currently provided through an online service provided by CLF Accommodation
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 \$1.5M was expended on the following projects:

- The Pantry and Convenience store (Nathan Campus) \$1.4M
- Multi-purpose court resurface (Nathan Campus) \$134,000

Equipment Replacement and Upgrades

A total of \$294,000 was expended on equipment replacement.

- Mt Gravatt Aquatic Centre heater replacement \$150,000
- Equipment Upgrades and Replacements \$100,500
- Food Outlet Refurbishments \$43,000

Capital and Minor Works Projects (Estimates for 2019)

- Contribution to the new Nathan Gymnasium \$6M
- Sport and recreation equipment \$80,000
- Mt Gravatt Tennis Centre court resurfacing \$150,000
- Multipurpose goal posts Logan sports field \$12,000
- Pool plant \$18,000

Equipment and furniture Upgrades and Replacements (Estimates for 2019)

Food Services:

- Equipment and furniture upgrades and replacement \$250,000

Sport and Recreational Services:

- Equipment upgrades and replacement \$200,000

Addendum

1. SSAF Survey
2. 2017 Tell Us Survey and actives taken during 2018.
3. SSAF Survey 2018 report.

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Director, Campus Life

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Tell Us Survey 2017

The 2017 Tell Us survey conducted in 2016 received 3,533 responses. The overall response rate for the Tell Us survey declined from 30.9% in 2016 to 15% in 2017. With a larger population of students sampled at 23,554 (than the previous year) a higher response rate was anticipated.

The following summarised the responses received in relation to recreation services and food services.

Recreation Services

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

- **Services available** - % net agreement improved by 2.1% on 2016 net agreement. [2016 – 78.1%, 2017 – 80.2%]
- **Information available** - % net agreement improved by 1.5% on 2016 net agreement. [2016 – 71.1%, 2017 – 72.6%]
- **Information clear** - % net agreement improved by 1.1% on 2016 net agreement. [2016 – 72.7%, 2017 – 73.8%]
- **Staff professional/helpful** - % net agreement improved by 2.8% on 2016 net agreement. [2016 – 81.2%, 2017 – 72.1%]
- **Issues handled fairly** - % net agreement improved by 2.6% on 2016 net agreement. [2016 – 78.4%, 2017 – 81.0%]

Student feedback – positive aspects

“Affordable process, easy access, nice staff and many different events”

It’s easy to find out about social sports teams and uni games through the Griffith website.”

Some clubs and social events sound amazing for networking and improving some skills outside of coursework”

“They are a fantastic way to meet people and give a social, entertaining side to uni life other than just study degrees”

“I love all these services because there is such a variety of things and events which create a great atmosphere and community on campus. I especially love the SRC because they are so kind, generous and overall great service (love the free food)”

“There’s a lot to do, if you live on campus or live nearby. The pricing for someone living on campus is particularly cheap with deals for those who join up”

“They cater for all students and make a clear effort to support those performing at a higher level, this goes a long way to help prevent stress”

“Brings the Griffith community together!”

“They are a constructive way of releasing stress, as well as the obvious skills development / fitness benefits”

Student feedback – areas for improvement

“Be a bit more encouraging to people who don’t play sports but want to join in the Uni spirit.”

“Give Southbank something. Having to go to another campus to access them doesn’t work”

“Methods to spread the word a bit better about what groups are out there”

“It would be good if they all had a webpage that you can access online that lists days they get together, costs, skill level etc”

“Not enough social clubs, social events etc on mt Gravatt campus. Gold Coast is best for social clubs, events, student appreciation days, parties etc”

“If possible, increase more outdoor events and cultural activities for international students”

“I wish the events could be advertised better. I miss a lot of the ones run by the SRC when they’re just advertised over Facebook”

“More services need to be made available at Logan campus, the grounds are picturesque and could be host to such a variety of activities if utilised”

“Cheaper, more things available, more hours of operation”

“Just need more market days”

The general feedback indicates that students would like more promotional activities, particularly across campuses.

Actions Taken in 2018

Areas for improvement	Action taken
Increase non-sporting activities	<ul style="list-style-type: none"> • Increased promotion and engagement through on campus theme weeks and market days – Enviro week, Show week, Multicultural week, Recharge week etc • Food Truck and shop days • Mystery drop on campus spot activations
Increase promotion of activities	<ul style="list-style-type: none"> • Increased social media presence and improved information detailed on websites
Increase cultural activities	<ul style="list-style-type: none"> • Nathan Cultural Festival with over 600 attendees • Conducted cultural week market activities at Northern campuses • Introduced international world cup soccer event (33% of participants international students) • Over 60 registered non sporting clubs across Brisbane and Logan campuses

Food Services

Overall Food Services 2016 decreased by 4.2% on 2016 net agreement. [2016 – 34.8%, 2017 – 30.6%].

- **Prices affordable** - % net agreement decreased by 3.1% on 2016 net agreement. [2016 – 10.9%, 2017 – 7.8%]
- **Good Range** - % net agreement decreased by 4.0% on 2016 net agreement. [2016 – 41.0%, 2017 – 37.0%]
- **Outlets Open** - % net agreement decreased by 4.0% on 2016 net agreement. [2016 – 52.5%, 2017 – 5.5%]

Student feedback – positive aspects

“There is a good variety of food at the campus and they are affordable too”

“Its great that the Uni bar serves vegan food, I was able to have a nice lunch with my vegan girlfriend celebrating getting an internship. Thank you for supporting vegans. There are heaps of

different types of food to choose from and most of them have pretty good food at decent prices. The \$5 SRC meals are also great"

"The quality of food services is always high, and staff running food services are always friendly, efficient and helpful"

"That they are open early and close at a reasonable time. I find having a wide variety food is good especially for students that eat on campus on a regular basis"

"It makes the experience of going to uni, very different. Apart from going to classes, the campus feels very professional and I love that!"

Student feedback – areas for improvement

"More outlets and variety. Later opening hours and dinner options. The communal food prep areas are poor and not sufficient for the number of students who would use them if there was fridge storage etc".

"Prices seem to be comparable with similar food outlets in the community. Need more student-friendly pricing!"

"There needs to be a service that caters for students who don't want to spend a fortune. A sandwich bar would be very popular"

A little canteen inside the library for the night time for the students who study until night"

"Quite limited range, more fresh food would be good, extended opening hours"

"Some more machines that allow card use? I think I've only seen drink machines, but It'd be great to get food with my card at a vending machine. Besides that all good!"

"The provision of a microwave for public use at each food outlet would be appreciated as not every student can afford to purchase a coffee and food."

Actions Taken in 2018

Areas for improvement	Action taken
Affordability	<ul style="list-style-type: none"> • Introduced the Griffith Food Card loyalty program. (Works on a point system that be used to redeem food and beverages) • Continued price pointed promotions on popular menu items • Introduction of 'Cheap Eats' menus on the smaller campuses • Continued relationship with SRC to deliver \$5 meals
More variety needed	<ul style="list-style-type: none"> • Opened the Pantry (Nathan campus). Increased food salads and bakery items • Introduced of a 'pop up' sushi cart for second half of calendar year • Increased frequency of menu changes • Expanded range of vegetarian and vegan menus at all outlets • Introduced microwaves and water vending – Macrossan Undercroft
Expanded trading hours	<ul style="list-style-type: none"> • Trialled - with the support of the SRC - a later evening trade at the Nathan Store
Service standards	<ul style="list-style-type: none"> • Review of internal customer service program

Addendum to SSAF Services and Projects Campus Life Annual Report 2018

Sport and Recreation Allocation 2018

Campus	Activity	Providing food or drink to students on a campus of the higher education provider	Supporting a sporting or other recreational activity by students	Supporting the administration of a club most of whose members are students	Giving students information to help them in their orientation	Promoting the health or welfare of students	Helping students obtain employment or advice on careers	Supporting an artistic activity by students	Supporting the production and dissemination to students of media whose content is provided by students	Helping students develop skills for study, by means other than undertaking, courses of study in which they are enrolled	Total	
Nathan	Clubs & Societies	9,857	30,772	72,797	1,465	3,656	5,323	4,796	5,864	7,385	141,915	
	Sports Clubs		17,452	17,452							34,903	
	Orientation				51,601						51,601	
	Non Sporting events on campus	12,884	60,796			10,193		9,274			93,147	
	Representative Sport		36,119								36,119	
	Sport Events		55,665							6,185	61,850	
	Administration and Marketing		122,693	18,043	3,609						144,345	
	Nathan Facilities		-	117,825							-	117,825
	Multisport		-	54,646							-	54,646
	Social Sport		-	22,778							-	22,778
			22,741	128,247	108,292	56,675	13,849	5,323	14,070	5,864	13,570	368,630
Mt Gravatt	Clubs & Societies	3,286	10,257	25,266	488	1,219	1,774	1,599	1,955	2,462	48,306	
	Sports Clubs		6,981	6,981							13,961	
	Orientation				10,320						10,320	
	Non Sporting events on campus	4,337	9,099			3,847		1,962			19,245	
	Representative Sport		14,447								14,447	
	Sport Events		20,411							1,237	21,648	
	Administration and Marketing		133,519	7,217	3,609						144,345	
	Mt Gravatt Aquatic & Other		-	103,814							-	103,814
	Active Kids		-	33,352							-	33,352
	Social Sport		-	22,778							-	22,778
			7,623	34,770	39,464	14,417	5,066	1,774	3,561	1,955	3,699	112,328
Logan	Clubs & Societies	1,643	5,129	12,133	244	609	887	799	977	1,231	23,652	
	Sports Clubs		6,981	6,981							13,961	
	Orientation				20,640						20,640	
	Non Sporting events on campus	4,935	19,865			4,090		2,630			31,520	
	Representative Sport		14,447								14,447	
	Sport Events		30,925							2,474	33,399	
	Administration and Marketing		28,869	3,609	3,609						36,086	
	Logan Workout Room		1,391								1,391	
			6,578	107,607	22,722	24,493	4,699	887	3,429	977	3,705	175,097
	Southbank	Clubs & Societies	1,643	10,129	17,133	244	609	887	799	977	1,231	33,652
		Sports Clubs		3,490	3,490							6,981
Orientation					20,640						20,640	
Non Sporting events on campus		5,151	19,865			9,299		8,168			42,483	
Representative Sport			7,224								7,224	
Sport Events			6,185							619	6,804	
Administration and Marketing			28,869	3,609	3,609						36,086	
			6,794	75,762	24,232	24,493	9,908	887	8,967	977	1,850	153,870
TOTAL		TOTAL	43,736	346,386	194,710	120,076	33,522	8,871	30,027	9,773	22,824	809,925