

Student Services & Amenities Fee



Australian
National
University



2024 SURVEY
REPORT

Executive Summary

On 11 October 2011, the Australian Parliament passed legislation allowing universities and other higher education providers to charge a fee for student services and amenities of a non-academic nature. This fee is known as the Student Services and Amenities Fee (SSAF).

The fee may be spent by higher education providers on items such as sporting and recreational activities, employment and career advice, childcare, financial advice and food services.

Under the Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022, consultation is required to be undertaken with students about the specific uses of SSAF revenue. The 2024 survey results will be used by the University's SSAF recipients (these include: ANU Sport and Recreation Association, the Australian National University Students' Association (ANUSA), the Australian National University Student Media Inc. (Woroni), ANU Observer and Student Services team) to develop and inform their programs and services for 2025.

The 2024 survey was open from Monday 26th August 2024 through to Sunday 8th September 2024 11:59 pm, there were 684 responses to the survey, which is approximately 3.9% of the student cohort and therefore not enough data to demonstrate substantial student representation.

Respondents to the 2024 SSAF survey indicated a high awareness of SSAF. However, fewer respondents were aware of the services and amenities funded by SSAF. It is apparent that SSAF recipients could do more to ensure students are aware of their services and amenities that are funded by SSAF. One way to increase the visibility of SSAF services and amenities is using the 'funding by SSAF' stamps. However, given these results are similar to previous SSAF surveys, additional strategies are needed to improve awareness.

When survey respondents were asked to rank SSAF priorities, medical, counselling and wellbeing services were ranked in the top three the most frequently; this is consistent with information gathered from other questions in the survey. Student representation and advocacy services featured in the top three the least and was ranked lowest the most; this is reflective of information gathered in both choice questions and when analysing the open response question.

The top three services and amenities selected by students were:

1. Providing health or welfare services to students;
2. Providing food or non-alcoholic drink to students on an ANU campus; and
3. Supporting student clubs and societies.

The bottom three services and amenities selected by students were:

1. Supporting the orientation and transition of new students;
2. Supporting student discussion, debate and advocacy; and
3. Supporting students to produce and share creative, artistic and news media.

The top and bottom three services and amenities are similar to previous iterations of the SSAF survey and therefore provide a good understanding to service providers where funding should be prioritised.

Survey respondents were invited to share ideas in a free text box on how their SSAF should be used. The comments are largely reflective of both ranked priorities and the top three choices as mentioned above. As per previous surveys there were responses that supported providing more funding to student organisations, however, this survey saw an increase in responses that voiced displeasure at the level of funding directed towards the student union with the sentiment of them focussing more on political causes and protests, than providing services to the benefit of all students.

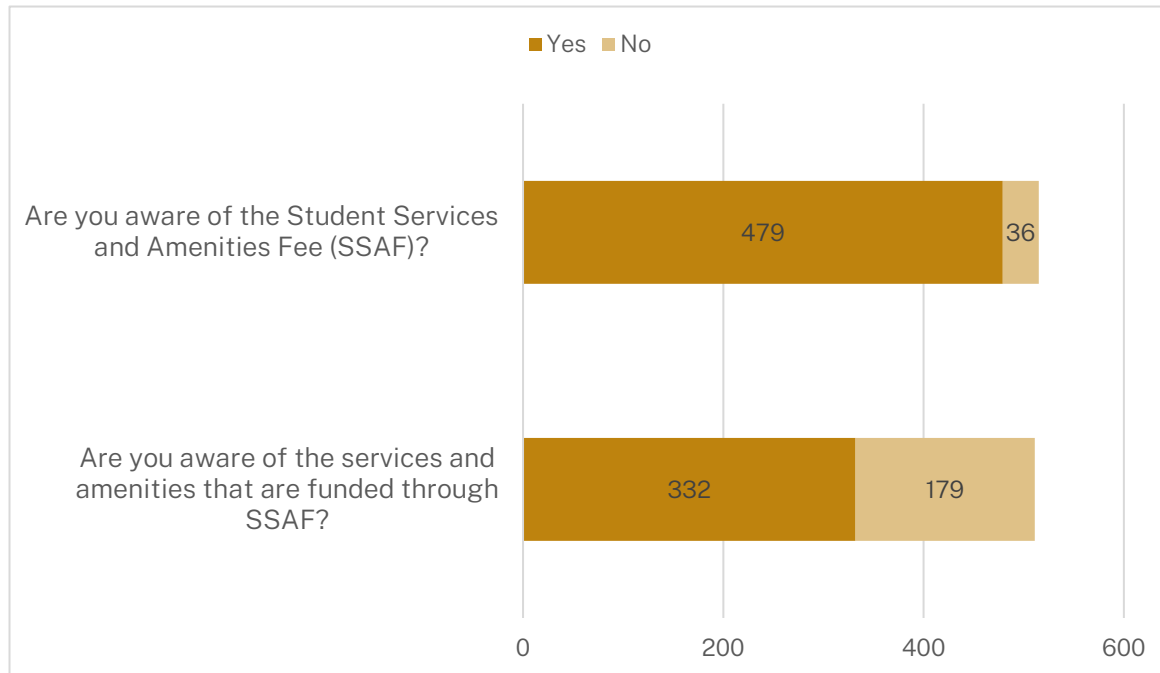
79% of respondents indicated that they value participating in services and activities funded by SSAF. This shows the value of student consultation in the use of SSAF revenue to ensure that their fees are being utilised to fund student-preferred services and activities in the following year.

The majority of respondents were domestic students who live off campus (57%).

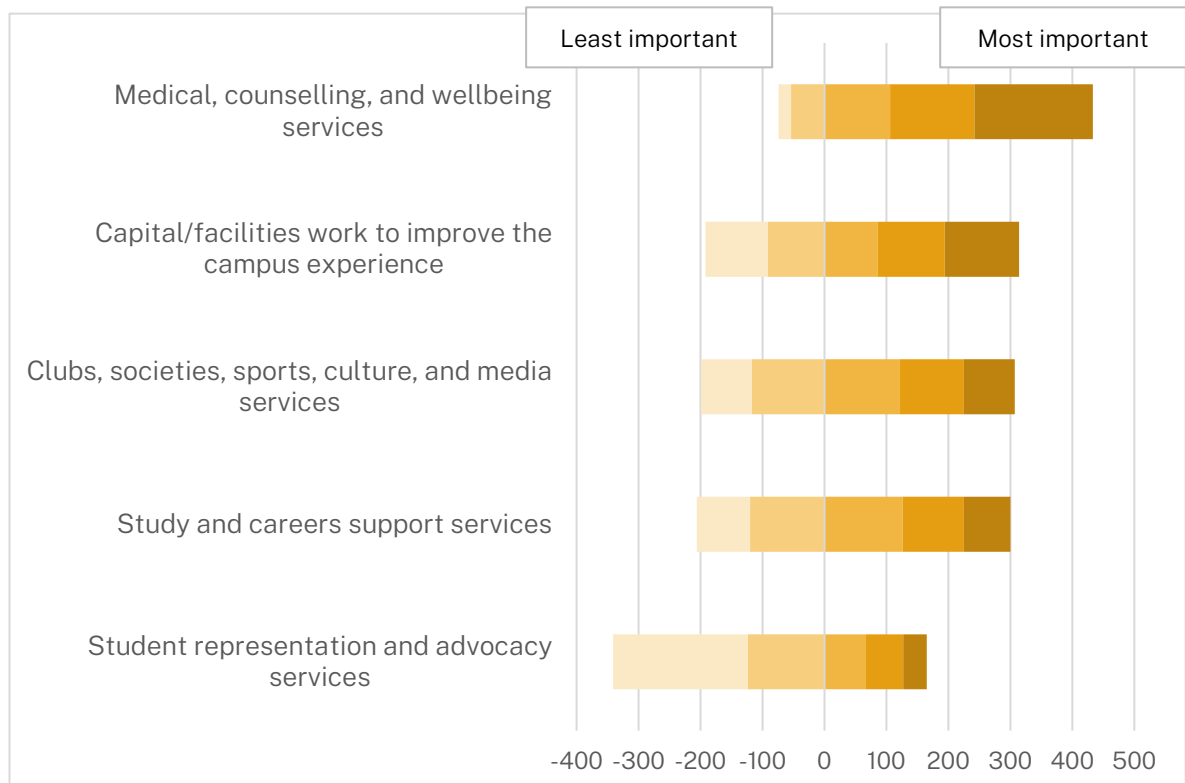
The split of respondents between undergraduate (including honours research) students, 65%, and postgraduate (including Higher Degree by Research) students, 35%, shows that there is a stronger interest in SSAF from undergraduate students.

Survey Results

Student awareness of the Student Services and Amenities Fee (SSAF)



Please rank the following SSAF priorities in order of importance to you

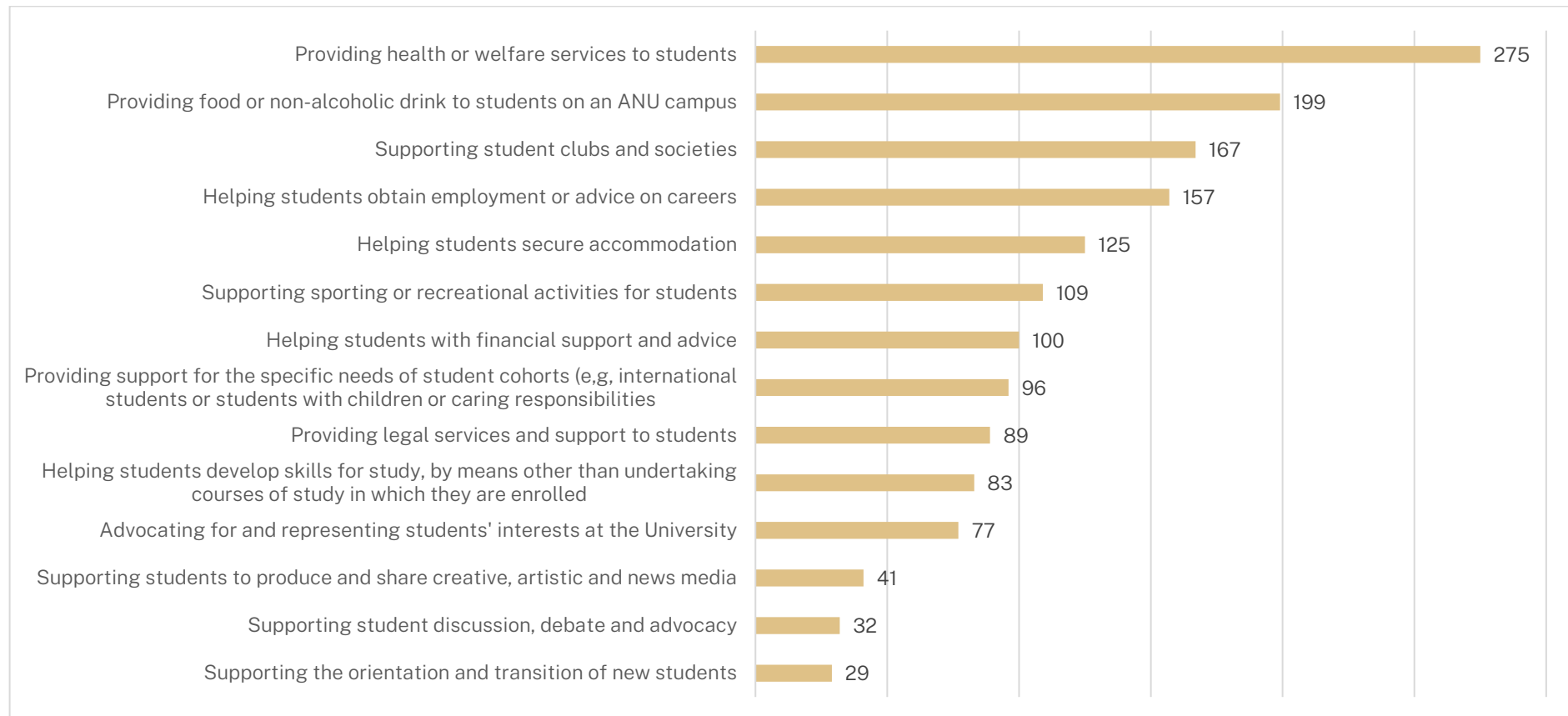




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In accordance with The Higher Education Support Act 2003, SSAF revenue must be spent on student services and amenities of non-academic nature that fall within 19 defined service types. Please choose three (3) items you would like to be supported in 2025.

*the list of 19 items was simplified into 14 items.





Please share ideas or comments on how your SSAF should be used.

**The individual comments from respondents have been consolidated into overarching thoughts and common themes. Some respondents were not specific with ideas or comments therefore these have not been included. There was a total of 180 open text responses.*

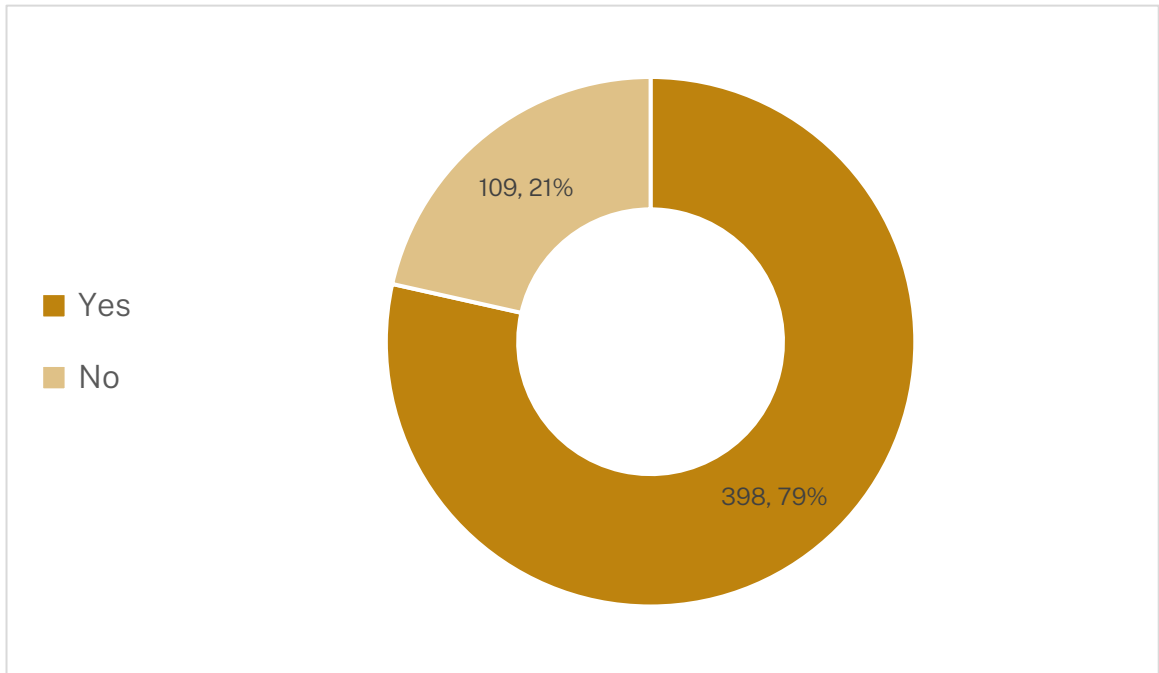
Feedback shared included:

- More affordable accommodation on campus
- Improving access to more affordable or free food or food relief services
- Improving access to health and wellbeing services, including sport and recreation, counselling and mental health services and medical care
- Improving support and activities for students living off campus
- Improving accessibility needs across campus
- More career and skill building workshops and events
- Improving access to academic skill building and assistance
- Improving access to financial and legal services
- Increasing extra-curricular activities
- Improving the awareness of SSAF funded services
- Strong support for the student media organisations on campus
- Strong support for the non-residential student community.
- 10% of written responses voice a strong displeasure with the amount of funds directed to ANUSA with suggestions that their funding is not focussed on the needs of all students on campus, and is directed instead to advocate for political causes or protests that do not represent the broader student body.

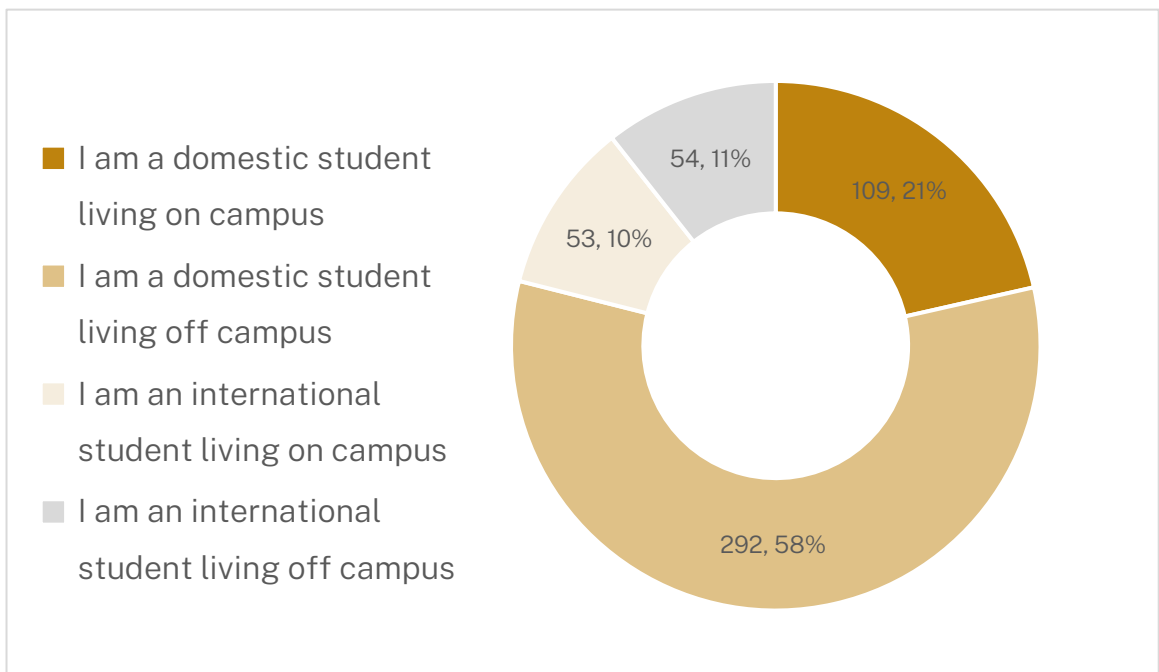
Common themes

<i>Theme</i>	<i>No. of times the theme was mentioned</i>
Food/meals	20
Health and wellbeing (including medical, mental health, and sport and recreation)	40
Accommodation	9
Career and skill building	8
International students support	4
Facilities	8
Financial and legal services	6
Community Building	9

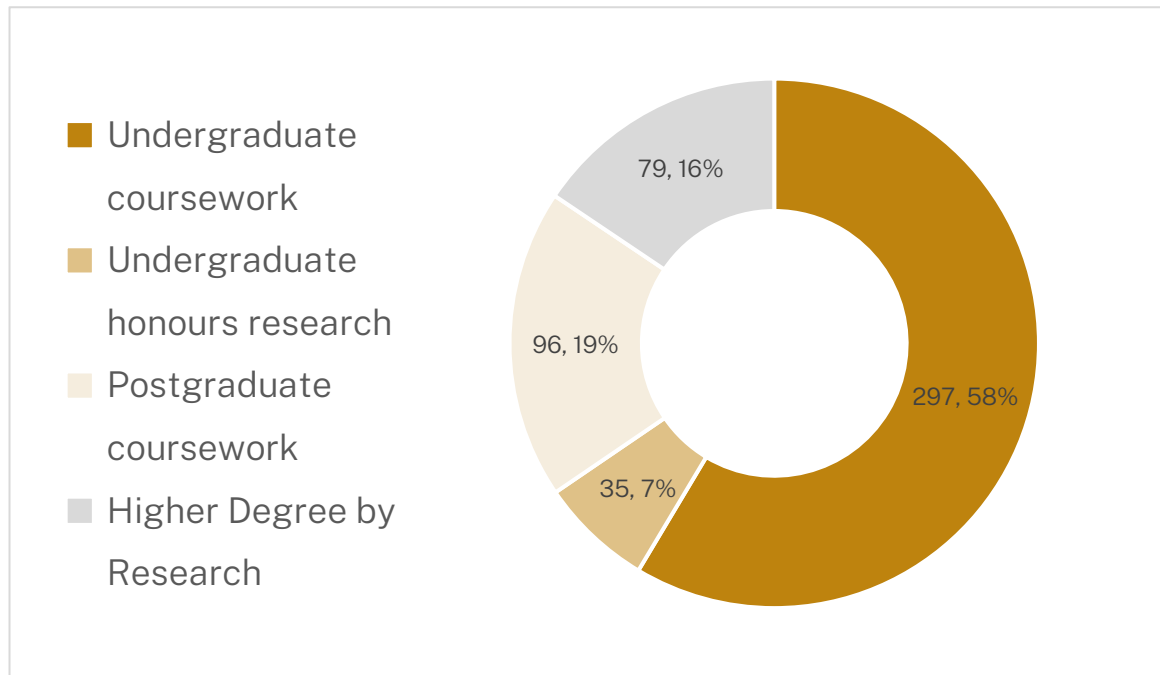
Do you value being able to participate in services and activities that SSAF money funds?



Please let us know where you are studying with ANU in Semester 2, 2023.



Please let us know what type of degree you are studying towards with ANU.



Academic Portfolio / University Experience

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