



Australian
National
University

2022 SSAF Survey Report

Number of respondents: 742

Survey duration: Wednesday 5th October – Sunday 16th October

**Note 742 respondents is 3.4% of student cohort therefore not enough data for substantial student representation.*

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.

Service providers develop their budgets in line with the legislation and guidelines for the use of SSAF. They are required to demonstrate how the budget has been informed by student feedback. One of the ways to receive student feedback is via the annual SSAF survey.

The 2022 SSAF survey respondents indicated a high awareness of SSAF. But a less amount of respondents understood what SSAF was used for. As a result, SSAF recipients need to increase the awareness of SSAF activities. One way to increase the visibility of SSAF services and amenities is using the 'funding by SSAF' stamps.

The top four services and amenities which are the most important to students are;

1. Promoting the health or welfare of students
2. Help helping student obtain employment or advice on careers
3. Helping student develop skills for study, by means other than undertaking courses in which they are enrolled
4. Helping students with their financial affairs

It is worth noting the 5th most important services or amenities was 'providing libraries and reading rooms (other than those provided for academic purposes) for students' which was only 5 points away.

These findings show what is most important to students, therefore SSAF recipients should increase the spending in these areas and highlight how they are contributing to these important services and amenities.

The four services and amenities that are the least important to students are;

1. Supporting debating by students
2. Supporting the production and dissemination to students of media whose content is provided by students
3. Supporting an artistic activity by students
4. Supporting the administration of a club most of whose members are students

These bottom four services and amenities are consistent with previous SSAF surveys. The least important 'supporting debating by students' was by far the lowest scoring services or amenities which could be a misinterpretation or not seeing a need in the service.

Survey respondents were invited to share ideas in a free text box on how SSAF should be used. The top three themes that were mentioned multiple times were food/meals, accommodation and study spaces. These three themes align with the top four most important services and amenities.

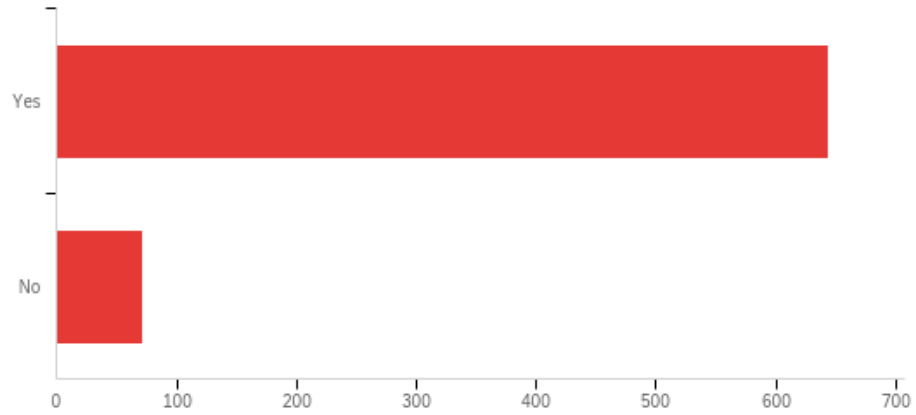
88% of recipients value being able to participate in services and activities that SSAF money funds. This is important to continue the survey and including student opinions when deciding what SSAF should be spent on for following years.

The majority of recipients who responded to the survey live in the Canberra region and attend campus. This is expected because even though ANU does offer online the majority of ANU students study on campus.

The split between undergraduates and postgraduate (including HDR) students completing the survey is close to 50/50 split. This is a good indication that both cohorts are interested in the Student Services and Amenities Fee and how it is spent for 2023.

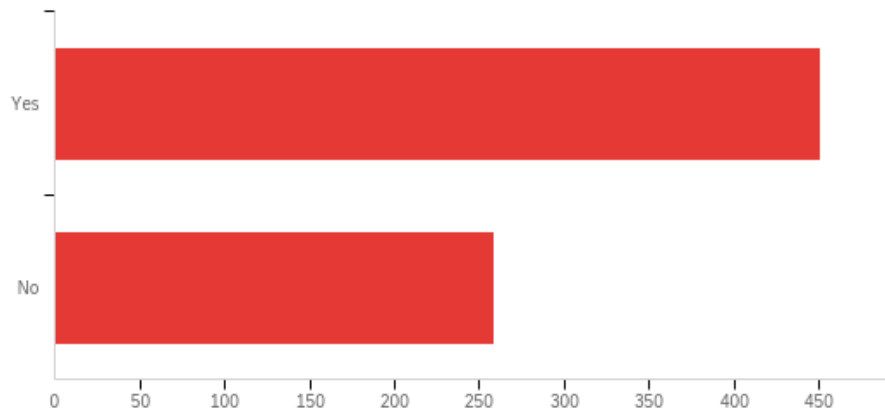
Survey Results

Are you aware of the Student Services and Amenities Fee (SSAF)?



#	Answer	%	Count
1	Yes	89.94%	644
2	No	10.06%	72
	Total	100%	716

Are you aware of the services and amenities that are funded through the SSAF?



#	Answer	%	Count
1	Yes	63.52%	451
2	No	36.48%	259
	Total	100%	710

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 provided below. Please number the four services which are the most important to you (1-4) and the four services which are the least important to you (16-19).

- Promoting the health or welfare of students
- Providing legal services to students
- Helping students secure accommodation
- Giving students information to help them in their orientation
- Advocating students' interests in matters arising under the higher educatio...
- Helping meet the specific needs of overseas students relating to their welf...
- Advising on matters arising under the higher education providers rules (how...
- Caring for children of students
- Supporting a sporting or other recreational activity by students
- Helping students obtain insurance against personal accidents
- Providing libraries and reading rooms (other than those provided for academ...
- Supporting the administration of a club most of whose members are students
- Helping students with their financial affairs
- Supporting an artistic activity by students
- Helping students develop skills for study, by means other than undertaking ...
- Supporting the production and dissemination to students of media whose cont...
- Helping students obtain employment or advice on careers
- Supporting debating by students
- Providing food or drink to students on a campus of the higher education pro...

#	Top 4 Field	Count
1	Promoting the health or welfare of students	423
2	Helping students obtain employment or advice on careers	242
3	Helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled	230
4	Helping students with their financial affairs	242
	Bottom 4 fields	Count
16	Supporting the administration of a club most of whose members are students	242
17	Supporting an artistic activity by students	227

18	Supporting the production and dissemination to students of media whose content is provided by students	250
19	Supporting debating by students	371

**not everyone who participated in the survey ranked their top 4 and bottom 4. It was only compulsory to complete one field.*

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

**The individual comments from respondents have been consolidated in to overarching thoughts and common themes. Some respondents were not specific with ideas or comments therefore these have not been included.*

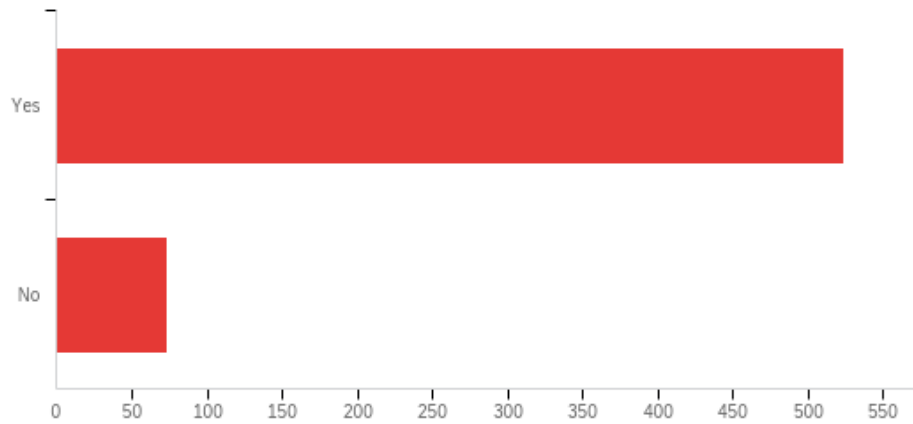
Respondents are keen to see...

- More affordable accommodation on campus
- More study spaces or quiet zones
- Access to more affordable or free food
- Mental health programs for students in Australia and overseas
- Grocery vouchers
- Counselling and medical support
- Career and self-development workshops
- More affordable or free physical health
- Extra-curricular activities such as social events
- Legal services
- Childcare support
- International student support

Common themes

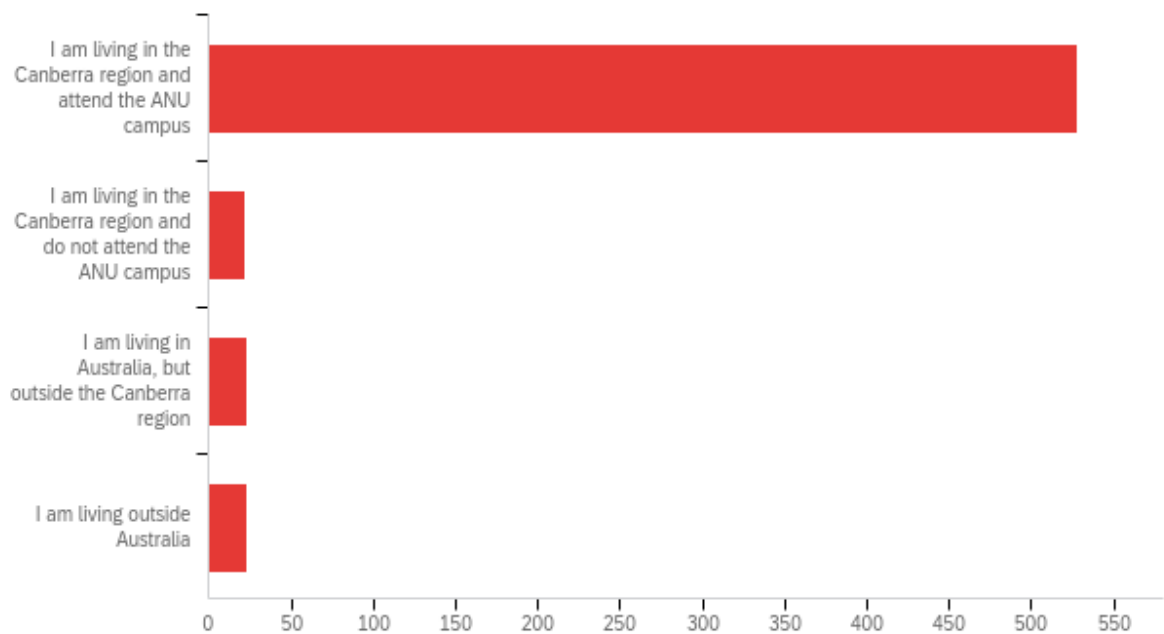
<i>Theme</i>	<i>No. of times the theme was mentioned</i>
Food/meals	54
Medical	11
Mental Health	16
Accommodation	26
Employment support	10
International students support	14
Study spaces	21

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



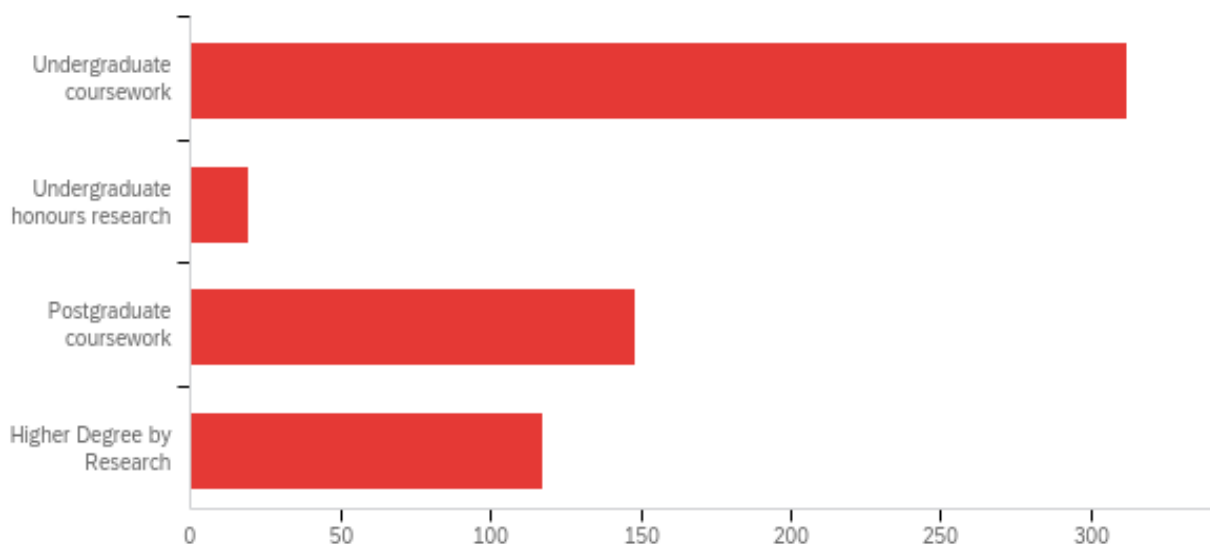
#	Answer	%	Count
1	Yes	87.63%	524
2	No	12.37%	74
	Total	100%	598

Please let us know where you are studying with ANU in Semester 1, 2023.



#	Answer	%	Count
1	I am living in the Canberra region and attend the ANU campus	88.59%	528
2	I am living in the Canberra region and do not attend the ANU campus	3.69%	22
3	I am living in Australia, but outside the Canberra region	3.86%	23
4	I am living outside Australia	3.86%	23
	Total	100%	596

Q8 - Please let us know what type of degree you are studying towards with ANU.



#	Answer	%	Count
1	Undergraduate coursework	52.35%	312
2	Undergraduate honours research	3.19%	19
3	Postgraduate coursework	24.83%	148
4	Higher Degree by Research	19.63%	117
	Total	100%	596

Student and University Experience / University Experience

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