



# Student Services and Amenities Fee (SSAF)

*Annual report on initiatives (2023)*

## Contents

<b>Learning and Teaching Unit</b> .....	3
<b>Student Voice Ambassadors</b> .....	3
<b>Career Peer Support Services</b> .....	3
<b>Integrated learning and careers support</b> .....	4
<b>Peer Learning Support Services</b> .....	4
<b>Internal Communications</b> .....	5
<b>Support for self-service and student content</b> .....	5
<b>QUT International</b> .....	5
<b>Outbound Student Mobility</b> .....	5
<b>QUT Student Guild</b> .....	6
<b>Governance Leadership Training</b> .....	6
<b>Program Support</b> .....	6
<b>Representative Networks</b> .....	6
<b>Student Assist Program</b> .....	7
<b>Clubs &amp; Societies Program</b> .....	7
<b>Events &amp; Initiatives</b> .....	7
<b>Orientation &amp; Navigation</b> .....	8
<b>Social Awareness &amp; Engagement</b> .....	8
<b>Student Finances</b> .....	8
<b>Student Health</b> .....	9
<b>Student Services and Wellbeing</b> .....	9
<b>Food security</b> .....	9
<b>Social sport equipment upgrade</b> .....	9
<b>Student Gym Membership Pricing Model</b> .....	10
<b>SwimPro camera system</b> .....	10
<b>Additional Financial Support - Bursaries &amp; Hardship Provisions</b> .....	10
<b>Welfare - personalised compliance reminder service of census date</b> .....	10
<b>Cultural Events &amp; Student Club Support</b> .....	11
<b>Elite Athletes Bursaries</b> .....	11
<b>Orientation</b> .....	12
<b>Project Officer, Excellence Programs</b> .....	12
<b>QUT Sport - social sport and health and wellbeing</b> .....	12
<b>Expansion of Support for Students with a Disability</b> .....	13
<b>Expansion of Welfare Programs (Including Mental Health)</b> .....	13
<b>QUT Research Students Network (QRSnet)</b> .....	13
<b>Wellbeing Program Support Officer</b> .....	14
<b>Student-facing Health and Wellbeing Development Role</b> .....	14

## **Learning and Teaching Unit**

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### **Student Voice Ambassadors**

*Campus life*

Sponsor: Learning and Teaching Unit, QUT Academy of Learning and Teaching

Funding allocation: \$90,424

The Student Voice Ambassadors work closely with the QUT Evaluation team to ensure students understand how the Student Voice Survey works and how results are used. They promote the survey to students, communicate outcomes and participate in focus groups. Student ambassadors are recruited from each faculty, with a focus on groups where student voice is under-represented. The initiative gives an important developmental opportunity for students, as well as building wider student understanding of the importance of voice in advocating their interests to the University.

Response rates peaked on the days students ran the stalls, with more than 3,500 students completing a survey at stalls and events run by Student Voice Ambassadors. Ambassadors visited 50 on campus and online lectures/tutorials to educate students about the survey, and the importance of student voice. Student ambassadors also presented at online tutorials educating students about student voice, encouraging them to complete the survey.

### **Career Peer Support Services**

*Learning Support and Development Opportunities*

Sponsor: Learning and Teaching Unit, Student Success Group

Funding allocation: \$99,286

Student Success Group (SSG) career peer services provide core career and employment support through a range of targeted peer initiatives. Peer services include industry connect sessions to support career pathways, online career mentoring learning communities to support networking and the enhancement of professional identities, online job application review service to provide practical help with resumes, LinkedIn profiles and job interview selection criteria, and career engagement weeks to build student awareness of industry trends and expectations.

2023 saw the launch of Peer-led Job Application Review Drop-In to complement the existing online Application Review Service as well as the launch of "Careern Con" an annual careers and employability event where students can undertake a range of employability and industry related activities. The Career Support services delivered or supported the following services; the job application review service, access to employment positions on Unihub, supporting industry connect session and the QUT Career Mentoring Programs. Unihub Jobs Board posted a total of 4,322 jobs were posted, this includes casual/part time work, internship/professional experience, volunteering and graduate positions.

## **Integrated learning and careers support**

*Learning Support and Development Opportunities*

Sponsor: Learning and Teaching Unit, Student Success Group (SSG)

Funding allocation: \$2,864,091

SSG Educators provide specialist integrated learning and careers support services and development programs through a range of service tiers, including self-help resources, group-based supports, and 1-1 consultations. The SSG Educators also deliver specialised programs as needed to support the academic and career success of students with complex needs.

Career Development & Employability supported 2,156 students, Language & Learning 3,032 students, 3,127 STEM students and 394 students were supported through coaching appointments, with all services available across both online and in person appointments, drop in sessions and workshops.

## **Peer Learning Support Services**

*Learning Support and Development Opportunities*

Sponsor: Learning and Teaching Unit, Student Success Group (SSG)

Funding allocation: \$278,050

SSG peer learning services provide core learning and academic skills support through a range of targeted peer led initiatives and services. Peer services include STIMulate drop-in to enhance STEM learning skills and preparedness, Student Success Calling Campaigns to support students at risk, writing feedback drop-in to support student progression and academic success, Speakeasy workshops and grammar matter workshops to support communication and grammar skills for students.

28 Peer Programs provided development opportunities to 639 Active Peer Leaders who in turn, provided 6,458 hours of support. Activities included Speakeasy & Grammar Matters workshops, writing Feedback drop-ins, STIMulate facilitators, student retention supports and a new learning hub partnership facilitating peer enabled co-curricular support, all of which can be accessed by both on campus and online students. All services across all teams were rated over 80% in terms of timeliness, helpfulness, and relevance.

*"I'm grateful that the team reached out to me. I had a lot of anxieties around starting at QUT as a mature age student and the staff member was helpful and provided me with information around support available at QUT."*

## **Internal Communications**

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### **Support for self-service and student content**

*Student welfare, support and advice*

Sponsor: Internal Communications

Funding allocation: \$225,000

This funding supports self-help content to support HiQ and student service Tier 0 on the HiQ website, publishing student content on QUT channels, and communications for student-focussed initiatives such as career and study support, health and wellbeing services, financial and other support services.

In 2023 this supported and promoted another SSAF initiative around student food security which created extraordinary levels of engagement. The position supported 74 pieces of student-generated content were supported from student clubs & societies, 13 pieces of content for the QUT Guild, 19 pieces of content from QUT student support services in SSAF categories across more than 100 digital screens on campus and created six items of student-designed merchandise were created as well as improving self-help content. 258 items of feedback were received via the student website during the year which resulted in content fixes or feedback to the student service providers and helped to identify opportunities for improvement and implement changes. All self-help content produced is online and 75% of the digital media/digital signage content is also made available online.

Independent Market Research at the end of 2023 has indicated 100% of students accessed content on the HiQ website in the past week and there were 7,922,176 unique views on HiQ website content in 2023.

## **QUT International**

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### **Outbound Student Mobility**

*Learning Support and Development Opportunities*

Sponsor: International, QUT International

Funding allocation: \$118,000

The QUT International Student Mobility outbound programs provide opportunities to QUT students for international experiences, ranging from intensive short-term programs to semester or year-long exchange programs. These immersive international experiences enhance a student's graduate capabilities by developing international industry networks, cross-cultural competencies, and the ability to operate in culturally diverse environments.

<https://www.student.qut.edu.au/studying/student-exchange>

Funding supported a total of 70 students to undertake an international semester exchange or short-term program in 2023.

### **Governance Leadership Training**

*Learning Support and Development Opportunities*

Sponsor: QUT Student Guild, Advocacy & Representation

Funding allocation: \$80,000

Additional professional training for the student governance and executive from third parties to encourage them to become leaders within the community and ensure students are well represented. Through this program of workshops, training modules and individual support, 25 Elected students and 30 professional staff of the Student Guild were taught the skills to ensure they are capable of working with each other, QUT and other stakeholders.

### **Program Support**

*Learning Support and Development Opportunities*

Sponsor: QUT Student Guild, Advocacy & Representation

Funding allocation: \$131,000

General administration of the Student Assist Program and Representative Networks through student executives, training, equipment and support staff to facilitate the operations of the QUT Student Guild and support student representation in university activities, including committees, clubs support and engagement.

This contributed to 11 days of Governance, Company and University Training for all Student Representative Committee (SRC) members and Glass Magazine Media Teams and allowed the SRC President to attend a new mandatory Australian Institute of Company Directors Governance Training Program.

### **Representative Networks**

*Learning Support and Development Opportunities*

Sponsor: QUT Student Guild, Advocacy & Representation

Funding allocation: \$20,000

Volunteering Representative Network (VRN) is a service that students can join to volunteer their time to external charity initiatives, not-for-profit organisations, and other worthwhile causes.

## **Student Assist Program**

*Learning Support and Development Opportunities*

Sponsor: QUT Student Guild, Advocacy & Representation

Funding allocation: \$295,000

The QUT Guild Student Assist Program, best known as Academic Advocacy, exists for students to source help and support in a safe space existing separate from QUT. The program advocates for students on several education and social issues, helping students work through the process of academic and student misconduct allegations with information, documentation and 1:1 support. The advocacy team also highlights academic issues proactively by raising awareness of the MOPP and run an interactive online module. In 2023 the team supported approximately 1,500-2,000 cases with services available in face-to-face and online modes.

*"You guys were awesome and throughout a stressful time the patience, kindness and empathy showed was much appreciated. Thanks so much for helping me with this matter, I have already told other students about how amazing Guild is."*

## **Clubs & Societies Program**

*Campus Life*

Sponsor: QUT Student Guild, Community & Culture

Funding allocation: \$533,500

Clubs and societies provide safe spaces with likeminded peers, and create direct links to industry, our student groups on campus are a pivotal aspect of creating culture and togetherness. Over 170 of QUTs clubs are affiliated with the Guild and receive insurance, guidance, and funding. The funding also supports clubs to run events, hire equipment and host BBQs. It is estimated that 22,000 students are involved in clubs and societies across QUT.

## **Events & Initiatives**

*Campus Life*

Sponsor: QUT Student Guild, Community & Culture

Funding allocation: \$315,000

The QUT Guild run a number of on-campus events and initiatives for students which aims to boost the culture on campus. All of the events and initiatives are offered to students for free or at a heavily discounted rate with the purpose of providing social hubs and escape outside of the lecture theatre. Events included engagement Initiatives on campus and online, Battle of the Bands, Student Performances and event support including professional staff. It is estimated that there were more than 34,000 student attendances across all events in 2023.

## **Orientation & Navigation**

*Campus Life*

Sponsor: QUT Student Guild, Community & Culture

Funding allocation: \$253,000

The QUT Guild places a strong focus on keeping open communication and presence with the student body. By attending events such as O'Week, running weekly assist tents, and sharing valuable student news through internal media outlets, the Guild strives to keep students informed and assisted. Funding supports Initiatives include O Week activities, Guild week, Assist Tents, Glass Magazine tents, Glass Magazine distributed on campus, QUT diary and Guild merchandise. It is estimated that 20,000 students attend different events across the two main o-week sessions in semester 1 and 2, 2023.

## **Social Awareness & Engagement**

*Campus Life*

Sponsor: QUT Student Guild, Inclusion & Diversity

Funding allocation: \$127,500

The social Awareness and Engagement initiatives relate to all things equality, education, and empowerment. This includes the showcasing and lobbyship of marginalised groups including: educational workshops for accessibility, connecting members of certain communities to each other through targeted and exclusive events, providing safe spaces such as our women's, queer and abilities rooms, and supporting inclusive external events such as pride. These initiatives help to provide a safe and inclusive campus where all students feel welcome and safe. In 2023, it is estimated 5,000 students accessed activities generated by this initiative.

Funding supports events and promotion of diversity and inclusion events run both on-campus and online, and, safe space maintenance and promotion across both campuses and online. This initiative also funds professional staff to assist and support marginalised groups.

## **Student Finances**

*Student Welfare, Support and Advice*

Sponsor: QUT Student Guild, Welfare & Wellbeing

Funding allocation: \$348,000

One of the key ways in which the QUT Guild supports the success of students in by offering various streams of financial support – accessible to all those who need it – to make sure they are supplied with the bare essentials. These initiatives include more basic assistance such as providing free top-ups for student Go Cards to ensure that they can travel to and from university, and our 2 foodbanks (one on each campus) that contain staple foods and hygiene products. The QUT Guild also offers a third-party service for students requiring additional financial and legal aid. The Guild estimates there were 10,000 students helped across these programs.



## **Student Health**

*Student Welfare, Support and Advice*

Sponsor: QUT Student Guild, Welfare & Wellbeing

Funding allocation: \$169,500

These initiatives focus on providing support for students to increase both their physical and mental wellbeing. The initiative aims to make available to students speakers, panel discussions, and workshops covering the areas of: (1) mental health, (2) physical health, (3) financial health, (4) career health, (5) interpersonal health, and (6) student health.

In addition to this, other smaller supplementary events include the workshops that focuses on teaching life skills to students and funds the Little Emergency program that provides free period products that can be accessed by anyone in need around the university campuses.

The Guild estimates there were 10,000 students helped across these programs.

## **Student Services and Wellbeing**

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### **Food security**

*Student welfare, support and advice*

Sponsor: Student Services and Wellbeing, Directorate

Funding allocation: \$61,500

Supports student food security with vouchers, collaboration with Village Mosaix for meal support and arranges food supplies for students visiting YourSpace. This initiative looks to complement the Foodbank ensuring students have access to food and raises the visibility of student support services.

Students who received free study snacks in semester two were encouraged to complete a food insecurity survey. Findings noted that 43% experienced some form of food insecurity. Feedback from students highlighted the demand for discounted meals, free snacks, cheap ingredients and nutrition cooking packs.

### **Social sport equipment upgrade**

*Campus Life*

Sponsor: Student Services and Wellbeing, Sport

Funding allocation: \$7,500

Upgrade social sport equipment for use by students over the summer season. More than 2,000 made use of the new sport equipment over the summer season and this funding allowed QUT Sport to replace used equipment that has reached end of life and enhance the student experience of our social league.

## **Student Gym Membership Pricing Model**

*Campus Life*

Sponsor: Student Services and Wellbeing, Sport

Funding allocation: \$61,500

SSAF funded a 'no upfront or transaction fee cost' model for students. This supported 850 students to receive a membership fee reduction to access the Fitness & Aquatic Centres across both campuses.

## **SwimPro camera system**

*Learning Support and Development Opportunities*

Sponsor: Student Services and Wellbeing, Sport

Funding allocation: \$7,500

Purchase of a SwimPro camera system to support QUT swimmers. The systems will also be utilised, from 2024 onwards, by students through Work Integrated Learning (WIL) placements connected to our partnership with Brisbane Grammar School Swimming Club.

## **Additional Financial Support - Bursaries & Hardship Provisions**

*Student Welfare, Support and Advice*

Sponsor: Student Services and Wellbeing, Student Administration

Funding allocation: \$306,000

Equity and Student Services staff assist face-to-face and online students experiencing financial hardship with a range of advice and support including loans, grants, bursaries and scholarships (including emergency, WIL and/or name change bursaries). In 2023, 2,273 appointments in total were made with Welfare Services with Support and Wellbeing Advisers.

<https://qutvirtual4.qut.edu.au/group/student/health-and-wellbeing/financial-help-and-support/financial-help-and-equity-support>

## **Welfare - personalised compliance reminder service of census date**

*Student Welfare, Support and Advice*

Sponsor: Student Services and Wellbeing, Student Administration

Funding allocation: \$14,000

In the two weeks before semester 1 and semester 2 census dates, personalised telephone calls are made to students in danger of being cancelled because they are non-compliant with Government fee legislation. The service provides advice and assistance to help students understand the actions they can take to meet their financial and other compliance obligations and stay enrolled. 98% of the 2,000 students contacted were compliant with legislation by the cut-off date.

## **Cultural Events & Student Club Support**

*Campus Life*

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$510,000

The Student Club and Project (SCAP) grants enables students to work collectively in shaping a positive and vibrant campus culture that reflects the diverse interest, values, and activities of QUT students. SCAP grants contribute to the employability capabilities of student leaders who often lead projects or activities that complement the curriculum. Engaged student leaders are supported through the Experiential Development Funds (EDF) which enable student leaders to undertake learning experiences that further their development and employability.

<https://qutvirtual4.qut.edu.au/group/student/student-life/clubs-and-social-activities/get-funding>

Uni-wide events delivered in partnership with students creates belonging and promotes an inclusive university culture beyond the orientation period. Events such as Harmony, Day, Dragon Boat, QUT TEDx, QUT Classic Dragon, regional/national days, and international festivals acknowledges the importance of diversity within the QUT community.

<https://qutvirtual4.qut.edu.au/group/student/student-life/clubs-and-social-activities/social-events#h2-1>

127 students (across 4 clubs) participated in competitions representation QUT at local, state and internal levels, 119 attendees across QUT clubs attended development workshops and there were 8,817 attendees at across all events.

*“It was a great space to learn and reflect regarding our sense of place. At the same time it was wonderful to meet people from QUT community and share some perspectives with such a diverse audience.”* - Attendee at TEDxQUT Salon 1: Understanding sense of Place

*“It was great to see the inclusivity of all the cultures and the effort that was put in to celebrate all of them. I learned a lot about other cultures, and it was a great break from all of my reading and university work”* – Undergraduate Student at Harmony Day

## **Elite Athletes Bursaries**

*Campus Life*

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$62,000

The Elite Athlete Program provides a proactive, flexible and responsive approach to the needs of elite sporting students. QUT supports approximately 300 developing athletes across a wide range of Nationally recognised sports and is a member of the Australian Institute of Sport’s Elite Athlete Education Network (EAEN). The bursaries are a tangible and valued service to our elite athletes pursuing a dual career as a student athlete.

<https://qutvirtual4.qut.edu.au/group/student/student-life/sport/elite-athlete-program>

## **Orientation**

*Campus Life*

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$463,000

Orientation instils a culture of connectedness and a sense of belonging for new students, through a university-wide approach to orientation and the provision of a welcoming campus culture driven by student volunteers. Program extensions support the development of student volunteers, known as “QUT Connectors” and enhancements to cohort-specific orientation and "Kickstart" the transition-in program.

In 2023, Welcome Week saw 98 Student Connect Volunteers supporting 2,816 first year students who attended QUT 101s and 40 KickStart volunteers worked with 169 students across these two programs which focus on preparation for university life. Over 23,000 individual subsidised lunches were provided and 17,770 registrations for events during Welcome Week were recorded.

<https://qutvirtual4.qut.edu.au/group/student/orientation>

*“I feel more comfortable about starting university after this QUT101 session. - The best part - different tips about Uni life to mentally prepare myself.”*

## **Project Officer, Excellence Programs**

*Career Support and Employment Opportunities*

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$72,000

Funding supported a project officer to research, trial and evaluate new initiatives in the College of Excellence (CoE) Semester 2 and develop a detailed implementation plan for 2024. The CoE currently has 2,056 members and prioritises first year transition, through the CoE Camp and the Scholarships Presentation evening. The CoE focuses on career and professional development, and industry engagement. In 2023, this initiative supported 33 workshops and activities with 1,652 attendances across the events.

## **QUT Sport - social sport and health and wellbeing**

*Campus Life*

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$612,000

This SSAF funded initiative funds student’ participation in social and pop up sporting opportunities on campus, as well as representing QUT in local and National university events including the Division 1/2 Championships organised by Unisport Australia, along with State Sporting Organisation held events, and a university-wide social sporting program that embeds technology and fan-engagement into the mix. Participation costs, include field hire at decentralised locations, travel expenses, uniforms, coaching and software that contributes to developing a holistic, innovative and educational program suite that builds a sense of collegiality across the student community at QUT. Where possible peer to peer opportunities

are embedded in the program through volunteering, casual employment, WIL placements, internship, and research students.

<https://qutvirtual4.qut.edu.au/group/student/student-life/sport>

The initiative continues to receive positive feedback and testimonials from students along with increased unique and repeat engagements at all social sporting activities. Approximately 2,000 students attended social and campus sport activities delivered weekly across all 3 semesters and 500 students represented QUT at sporting events delivered by partner Universities and UniSport. New sporting programs have also been developed to expand the Social Sport Soccer program, introducing a Women's tournament and expanding offerings to include 3x3 Basketball. SSAF also funds the broadcast online of finals events online which has seen more than 2,000 student tune in.

### **Expansion of Support for Students with a Disability**

*Student Welfare, Support and Advice*

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$150,000

Disability Services work with hundreds of students, both online and on-campus, each semester to assess their learning and access needs, provide adjustments to their learning programs, and collaborate with faculties to implement the students' service plans. The funding also supported disability and accessibility training sessions delivered across QUT. In 2023, 1,205 students accessed this service and student feedback across averaged 95% satisfaction rate.

### **Expansion of Welfare Programs (Including Mental Health)**

*Student Welfare, Support and Advice*

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$451,000

The Welfare team responds to the daily living needs of QUT students, particularly with respect to financial support for low-income and at-risk students. A triage model was introduced in 2021 to support students in distress in a timely manner. A total of 2,273 student appointments have been made across 2023 with an average of 95% student satisfaction rate.

### **QUT Research Students Network (QRSnet)**

*Learning Support and Development Opportunities*

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$138,000

The QUT Research Students' Network (QRSnet) is an online network support group for all international and domestic research students. It aims to build and promote self-confidence in research and personal skills while providing a supportive learning environment at QUT. In 2023, 137 workshops delivered with 2,033 attendees receiving a 98% satisfaction rate from attendees.

**Wellbeing Program Support Officer**

*Student Welfare, Support and Advice*

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$106,000

Supporting programs, events and initiatives to enhance the student experience and wellbeing university wide for all students. Contributed to the delivery of 402 events with 6,139 students in attendance across the Student Programs and Initiatives team, with high attendance for events promoting social engagement and community connection.

**Student-facing Health and Wellbeing Development Role**

*Student Welfare, Support and Advice*

Sponsor: Student Services and Wellbeing, Wellbeing /Directorate

Funding allocation: \$78,000

Student facing wellbeing role to increase student health and wellbeing literacy as well as increase reach, satisfaction and impact of health and wellbeing offerings. The position developed wellbeing literacy for students from managing distress to thriving. Collaborations were developed that enabled integrating wellbeing sessions into existing student engagement such as: Stepping into Education conference (CIESJ), CareerCon (LTU), Side Hustle (Entrepreneurship), Welcome Week, College of Excellence, and the Law Peer Program.

These offerings were very well received with an average satisfaction rating of 4.7 (out of 5). Additional material was developed and delivered for new initiatives such as the Health and Wellbeing Showcase, Future You Workshop, Community Meals for students and Laughter Yoga.