

2019 SSAF INITIATIVES – ANNUAL REPORT

Service Description / Enhancement	2019 Outcomes																										
LEARNING SUPPORT AND DEVELOPMENT OPPORTUNITIES																											
<p>Student Success Group (SSG) Initiatives 2019: \$3,645,017</p>																											
Workshops / Group Support																											
<p>SSG has deployed a strategy of developing and delivering workshops to meet the skills development needs of as many students as practicable. The term workshop includes both small and large groupings, staff-developed and delivered sessions and covers (but is not limited to) diverse content areas such as:</p> <ul style="list-style-type: none"> • pre-placement workshops; • career development and employability; • leadership and development; • academic integrity; • prospective student career development engagement; and • orientation sessions. 																											
<p>The table below reports workshop attendances across the various discipline areas for 2019. Case study examples of what these workshops entail follow.</p>																											
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<p>Case study: Orientation Workshops</p>	<p>Orientation is one first critical encounter for commencing students and its importance is measured through National surveys such as the SES. SSG delivers a series of orientation workshops which address the learning engagement concerns of commencing students. In 2019, approximately 1,150 students participated in Orientation Learning Engagement workshops covering diverse topics such as:</p> <ul style="list-style-type: none"> • I'd like to be employed at the end of this degree • I need a plan and some direction • I want to hit the ground running • How do I communicate in an Australian University context? • How do I get back into study? • How do I communicate verbally at university? 																										

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	<ul style="list-style-type: none"> • So much to do, so little time <p>These introductory workshops normalise help-seeking and demystify some of the practices encountered by new learners. They engage the learner early and feed into ongoing group-based supports during the first semester of enrolment. <i>How do I communicate in an Australian University Context?</i> for example is a successful introduction to the Speakeasy group sessions offered during the semester. In 2019, the Student Experience Survey indicated that QUT students were satisfied that orientation activities were relevant and helpful.</p>
Case Study: Bootcamps in Education	<p>LANTITE Testing for Education students resulted in the development of a Bootcamp approach to meet the increasing demand for support from students. Bootcamp is a series of workshops, run by STEM and Language and Learning Educators four times per year to help Education students prepare for the compulsory Literacy and Numeracy Tests.</p> <p>Language and Learning and STEM Educators in the SSG Education team met individually with students who may have experienced an unsuccessful testing attempt to discuss their experience of the test, and to help them plan for their next attempt. Workshops are run on campus during the day and online via Zoom in the evening. Students receive practice materials, instruction from Educators and the opportunity to share tips and experiences with peers. One feature of Bootcamp is the accessibility through online support.</p> <p>193 students registered for the 'Literacy and Numeracy Bootcamps'. Students who register receive a weekly newsletter, promotion of face-to-face and online workshops and can receive online support (i.e. Facebook, email and Padlet). There are also four Literacy and four Numeracy online modules provided through the 'Literacy and Numeracy Test Support' Blackboard site and during Semester 1, these modules were accessed 5393 times.</p> <p>Participant feedback included:</p> <ul style="list-style-type: none"> • <i>"I'd like to let you know that I passed the Lantite Literacy test in Test Window. Thank you very much for all your time, support and assistance during my preparation."</i> • <i>"I just wanted to thank you for all your support and guidance during my Literacy Lantite preparation. You went above and beyond to help me with my studies, made time to contact me for hours on the phone and with private online zooms. I cannot thank you enough for believing in me. I can't wait to use the skills I have learnt one day in my classroom."</i> • <i>"Thank you so much for your help and advice. I don't think I would have been able to meet the standard without the Bootcamps and your advice."</i>
Individual Support (SSG initiatives cont.)	
<p>The SSG service catalogue recognises the differing support needs of students. Our priority to scale activities however is balanced against the recognition that for some students, individual assistance is the most effective type of short-term intervention. Individual assistance is provided through:</p> <ul style="list-style-type: none"> • One-to-one appointments with Educators; • Drop-in support, un-booked activities; • Enquiry management through AskQUT; • Early Alert and Learning Engagement Campaigns; and 	

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<p>• Language and Learning individual support through third-party provider, Studiosity online.</p> <p>One-to-One Appointments</p>	<p>One-to-one consultations are offered to students identified as being at-risk or with complex needs, as referred by staff throughout the university using the early alert system. One-to-one appointments are facilitated by SSG educators who specialise into:</p> <ul style="list-style-type: none"> • Language and Learning: Focus on developing students' skills in academic literacy, digital literacy, study practices, professional communication and general navigation for the academic journey. • STEM: Focus on developing students' technical skills in the areas of science, technology, engineering and maths (STEM). • Careers: focus on developing students' career development and engagement skills such as preparing for interviews, writing resumes, responding to selection criteria, networking, decision-making for courses and majors, and preparing for professional experiences. <p>The table below provides the number of successfully completed one-to-one appointments conducted in 2019.</p> <table border="1" data-bbox="667 630 1976 881"> <thead> <tr> <th>Discipline Area</th> <th>One-to-One Attendances Semester 1, 2019</th> <th>One-to-One Attendances Semester 2, 2019</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Careers</td> <td>94</td> <td>137</td> <td>231</td> </tr> <tr> <td>Language & Learning</td> <td>560</td> <td>534</td> <td>1094</td> </tr> <tr> <td>STEM</td> <td>214</td> <td>124</td> <td>338</td> </tr> <tr> <td>Other</td> <td>8</td> <td>1</td> <td>9</td> </tr> <tr> <td>Total</td> <td>876</td> <td>796</td> <td>1672</td> </tr> </tbody> </table>	Discipline Area	One-to-One Attendances Semester 1, 2019	One-to-One Attendances Semester 2, 2019	Total	Careers	94	137	231	Language & Learning	560	534	1094	STEM	214	124	338	Other	8	1	9	Total	876	796	1672
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<p>Drop-In</p>	<p>Drop-in's are non-bookable sessions where students can seek support in an informal setting, known as the Learning Hub. In addition to the educators, the STEM portion of the drop-in service (STIMulate) is supported by over 100 peer learning facilitators per semester. These peer learning facilitators are high achieving students who volunteer their time as part of the STIMulate program to assist their peers' learning in the STEM fields. The table below provides the attendance figures for drop-in visits by discipline area in 2019.</p> <table border="1" data-bbox="791 1117 1850 1341"> <thead> <tr> <th>Discipline Area</th> <th>Drop-In Attendances Semester 1, 2019</th> <th>Drop-In Attendances Semester 2, 2019</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Careers</td> <td>698</td> <td>711</td> <td>1409</td> </tr> <tr> <td>Language & Learning</td> <td>1026</td> <td>705</td> <td>1731</td> </tr> <tr> <td>STEM</td> <td>1601</td> <td>1168</td> <td>2769</td> </tr> <tr> <td>Other</td> <td>44</td> <td>10</td> <td>54</td> </tr> <tr> <td>Total</td> <td>3369</td> <td>2594</td> <td>5963</td> </tr> </tbody> </table>	Discipline Area	Drop-In Attendances Semester 1, 2019	Drop-In Attendances Semester 2, 2019	Total	Careers	698	711	1409	Language & Learning	1026	705	1731	STEM	1601	1168	2769	Other	44	10	54	Total	3369	2594	5963
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Enquiry Management through AskQUT	<p>AskQUT is used to triage email enquiries for SSG. Over 7600 enquires were processed through AskQUT in 2019, with the percentage breakdown by category shown below. This shows there is variable use of this resource across discipline and practice areas. The volume of unsolicited enquiries suggests this could become a value asset for SSG. Moving forward, treating AskQUT as an integral part of the Service Catalogue provides an opportunity to expand the reach of individual support to students. This opportunity is underpinned by students' established awareness of AskQUT; they are familiar with its uses through their HiQ experiences; and expansion is consistent with SSG's goal to provide flexible, timely, relevant and accessible support SSG has been actively supporting the QUT priority of providing support on-campus and online in order to facilitate success as well as enhancing the digital learning environment to create additional flexibility for students.</p> <table border="1" data-bbox="632 435 1388 1052"> <thead> <tr> <th data-bbox="638 440 1213 472">Enquiries by Category</th> <th data-bbox="1213 440 1381 472">Percentage</th> </tr> </thead> <tbody> <tr> <td data-bbox="638 480 1213 513">Uncategorised</td> <td data-bbox="1213 480 1381 513">40.25%</td> </tr> <tr> <td data-bbox="638 521 1213 553">Science and Engineering</td> <td data-bbox="1213 521 1381 553">13.63%</td> </tr> <tr> <td data-bbox="638 561 1213 594">Business</td> <td data-bbox="1213 561 1381 594">11.13%</td> </tr> <tr> <td data-bbox="638 602 1213 634">Admin</td> <td data-bbox="1213 602 1381 634">8.38%</td> </tr> <tr> <td data-bbox="638 643 1213 675">Health</td> <td data-bbox="1213 643 1381 675">6.41%</td> </tr> <tr> <td data-bbox="638 683 1213 716">Creative Industries</td> <td data-bbox="1213 683 1381 716">5.72%</td> </tr> <tr> <td data-bbox="638 724 1213 756">Education</td> <td data-bbox="1213 724 1381 756">4.76%</td> </tr> <tr> <td data-bbox="638 764 1213 797">Career Mentor Scheme</td> <td data-bbox="1213 764 1381 797">4.35%</td> </tr> <tr> <td data-bbox="638 805 1213 837">Law</td> <td data-bbox="1213 805 1381 837">3.33%</td> </tr> <tr> <td data-bbox="638 846 1213 878">Prospective Students</td> <td data-bbox="1213 846 1381 878">0.78%</td> </tr> <tr> <td data-bbox="638 886 1213 919">Job Approvals</td> <td data-bbox="1213 886 1381 919">0.55%</td> </tr> <tr> <td data-bbox="638 927 1213 959">Leadership Development</td> <td data-bbox="1213 927 1381 959">0.37%</td> </tr> <tr> <td data-bbox="638 967 1213 1000">Career Development & Employability</td> <td data-bbox="1213 967 1381 1000">0.21%</td> </tr> <tr> <td data-bbox="638 1008 1213 1040">Support for Learning</td> <td data-bbox="1213 1008 1381 1040">0.14%</td> </tr> </tbody> </table>	Enquiries by Category	Percentage	Uncategorised	40.25%	Science and Engineering	13.63%	Business	11.13%	Admin	8.38%	Health	6.41%	Creative Industries	5.72%	Education	4.76%	Career Mentor Scheme	4.35%	Law	3.33%	Prospective Students	0.78%	Job Approvals	0.55%	Leadership Development	0.37%	Career Development & Employability	0.21%	Support for Learning	0.14%
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<p>Early Alert Referrals & Student Success Program Campaigns</p>	<p>Early Alert referrals are made by staff who identify at-risk students. The Student Success Program (SSP) contacts students via phone for each referral. Three attempts are made to reach the student via phone, and students also receive an email to their student account with the details of the call. Depending on the circumstances, students may be referred onto an educator for a one-to-one appoint for careers, language and learning or STEM support. In 2019, 1000 early alert referrals were processed.</p> <p>The Student Success Program (SSP) is designed to identify, monitor and intervene on a just-in-time basis by contacting students who show signs of disengagement from the curriculum in ways that will affect their capacity to succeed. The purpose of SSP is to normalise help-seeking behaviour and encourage students to engage with faculty-based, social and personal support services. In 2019, SSP attempted 14,004 phone calls to 9,176 unique students through a range of campaigns targeting various at-risk cohorts as described below.</p> <ul style="list-style-type: none"> • Welcome Campaigns: Run in both semesters targeting equity cohorts commencing at QUT. Target groups included students from low-SES backgrounds, Aboriginal or Torres Strait Islander heritage, Humanitarian visa holders, students from regional locations, studying in external mode, admitted through the QTAC educational access scheme, and admitted on the basis of vocational education and training, professional qualifications or work experience. The focus of Welcome campaigns is ensuring students are provided with information to support their transition and access to QUT's holistic support offerings including academic, personal and financial support. In total, 4657 student cases were involved within the welcome campaigns. • Academic Progression: Target students identified within the university's Unsatisfactory Academic Performance policy, including first semester 'At Risk' students and students with sanctions of Probation and Show Cause. The purpose of these campaigns is to make students aware of academic and personal support available to foster future success, provide information regarding the appeals process (where relevant) and encouragement to discuss progression with faculty. In total, 4332 student cases were targeted with calls for this type of campaign. • Enrolment monitoring: Target students who have at-risk enrolment situations. This includes students are currently overenrolled with a GPA below 4, where SSP Advisers discuss the services available to support success in the semester and the options for adjusting enrolment load prior to census. A further campaign is run for students who have withdrawn from a unit after the Administration Deadline to highlight the resulting K grade (GPA 1). Students are advised of options to re-enrol or withdraw without academic penalty. Another campaign focuses on international student progression to target students who failed one or more units in previous semester and may exceed their current student visa conditions. In total, 709 student cases were targeted for enrolment monitoring-related calls. • Learning engagement: Target students flagged as 'at risk' as a result of behavioural and academic indicators, such as non-submission or failure of assessment, diagnostic test performance and limited access of the Learning Management System. Advisers encourage help seeking behaviour and raise awareness of the relevant support options. In total, 1395 student cases were targeted for learning engagement purposes.

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Studiosity Support	<p>The purpose of the Studiosity Pilot project is to explore ways in which students could be better provided with flexible, timely, relevant and accessible support on their writing. Studiosity is an Australian-based company who provide students with online opportunities for synchronous and asynchronous developmental writing feedback.</p> <p>The SSG has carried out the pilot project during Semester 2, 2019 and is available to 5000 QUT students across 3 faculties, 35 units, including 520 equity students. Studiosity allows students to receive feedback on their writing 24 hours a day, 7 days a week. Writing submissions are predominately related to student assessment tasks but also include employment related texts (CV, cover letters). The pilot aligns with QUT priorities of providing support on-campus and online in order to facilitate success as well as enhancing our digital learning environments to create additional flexibility for our students.</p> <p>Key findings from the pilot project include:</p> <ul style="list-style-type: none"> • Students were overwhelmingly satisfied with the Studiosity service. At week 13 of the pilot, 98% of the students who accessed the service reported being extremely or somewhat satisfied with writing feedback and 79% being extremely or somewhat satisfied with connect live support. • Studiosity did not decrease student attendance at existing face-to-face services nor did it decrease the existing workload of QUT based Language and Learning Educators. • There was very little duplication of the cohorts accessing Studiosity and QUT's face-to-face services. Currently, only 26 unique students (out of a total of 232 unique students) accessed both Studiosity and a face-to-face support service. • Approximately 67% of student usage of Studiosity occurred outside of business hours.
Faculty Specific Wrap Around Support (SSG initiatives cont.)	
<p>In 2019, the Student Success Group worked in partnership with faculties to provide targeted wrap around learning and careers support to meet the specific support needs of students in 123 units in Semester 1 and 91 units in Semester 2. The faculty aligned support services encompassed 58,357 student enrolments, equivalent to 22.4% of the enrolments in Semester 1 and Semester 2 units in 2019. Two case studies relating to the faculty specific supports are presented below.</p>	
Case Study: IT and Engineering	<p>In IT and Engineering, Group Support Sessions are conducted for selected core units with the aim to provide additional and embedded support to students attempting their large assessment tasks. One key aspect is the continuous collaboration and dialogue taking place with the relevant unit coordinators and teaching teams. Further, we have been working on iteratively improving the feasibility of running peer enabled group support sessions (one to many) with the aim of enhancing the independent nature of STEM study patterns at QUT. The feedback from the unit coordinators and teaching staff has indicated the positive impact our support has had towards healthy learning and teaching outputs in these units. As one indication of impact and outcomes, recent data demonstrates high engagement from students for two of the units that we closely interact with.</p>
Case Study: MBA Orientation	<p>In early 2018, SSG collaborated to design online Orientation resources to serve as a 'taster' for new Digital MBA students. This collaboration resulted in:</p> <ul style="list-style-type: none"> • Newly enrolled students receiving a resource built in Articulate Rise that gave them tips to help them feel university-ready, designed in collaboration between SSG and a Faculty Learning Designer.

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	<ul style="list-style-type: none"> • A follow-up zoom session where the students could ask questions about studying at university and their first assignments. • A face-to-face orientation to develop understanding of learning and writing expectations at university. <p>Students reported, enhanced confidence:</p> <ul style="list-style-type: none"> • in commencing their studies; • putting into practice what they had learnt in theory in the online resources; and • in tackling their first assignments. <p>Overall, the language and learning support for the MBA cohorts has had a significant impact on attrition, with a significant decrease observed in 2018 when the SSG support was initiated. This blended approach to supporting high capacity mature age students to be university ready has been mirrored for all new students enrolling into the Public Sector Management Program (PSMP).</p>																				
Partnerships (SSG initiatives cont.)																					
<p>SSG has formed and developed a number of fruitful partnerships with students and industry. Reported here are case studies related to partnerships including:</p> <ul style="list-style-type: none"> • Leadership and Development Program • Peer Programs • Job advertisements • Career Mentor Scheme • Students as Partners in Academic Governance 																					
Leadership and Development (LD) Program	<p>The LD Program offers a diverse range of holistic learning experiences designed to allow students, the opportunity to explore their own leadership development in ways that appeal to their own personal histories, experiences, as well as personal and professional life goals. Popular workshops included Listening Deeply, Peer Learning Facilitation, Diversity and Intercultural Competency, Divergent Thinking, and Creating a Space for Powerful Discussions. In 2019, the program recorded 5400 attendances for 1498 unique students. The program also led the LeaderCon events which trained peer leaders and peer volunteers for roles within peer programs such as STIMulate, Peer Career Ambassadors, SWAHPS and LLB Help Me.</p>																				
Peer Programs	<p>A number of Peer Programs are supported by SSG's Student Partnership and Leadership Development Portfolio through the provision of training, ongoing support and recognition. Programs operating at the university-wide level include QUT Connect (orientation volunteers), QUT Global Ambassadors and Peer Career Ambassador program, while programs operating at a more local level include the Anatomy Peer Learning Community and the LLB Help Me program within the Law Faculty. Key attributes are presented in the table below.</p> <table border="1" data-bbox="630 1230 1940 1448"> <thead> <tr> <th>Attribute</th> <th>Semester 1, 2019</th> <th>Semester 2, 2019</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Number of Peer Programs</td> <td>30</td> <td>34</td> <td>N/A</td> </tr> <tr> <td>Commencing Peer Leaders</td> <td>446</td> <td>224</td> <td>670</td> </tr> <tr> <td>Continuing Peer Leaders</td> <td>301</td> <td>296</td> <td>597</td> </tr> <tr> <td>Support for Learning Hours Volunteered</td> <td>7797</td> <td>6758</td> <td>14555</td> </tr> </tbody> </table>	Attribute	Semester 1, 2019	Semester 2, 2019	Total	Number of Peer Programs	30	34	N/A	Commencing Peer Leaders	446	224	670	Continuing Peer Leaders	301	296	597	Support for Learning Hours Volunteered	7797	6758	14555
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Job Advertisements	<p>Employer-nominated jobs are distributed via the UniHub platform. These jobs form a connection between industry, discipline of study and occupation options. Business and SEF stand out as the most common discipline of study for the job advertisements with over 48% combined representation in all postings.</p> <table border="1" data-bbox="632 318 1940 412"> <thead> <tr> <th data-bbox="640 318 978 347">Attribute</th> <th data-bbox="978 318 1314 347">Semester 1, 2019</th> <th data-bbox="1314 318 1644 347">Semester 2, 2019</th> <th data-bbox="1644 318 1932 347">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="640 347 978 376">Jobs Advertised</td> <td data-bbox="978 347 1314 376">1673</td> <td data-bbox="1314 347 1644 376">1202</td> <td data-bbox="1644 347 1932 376">2875</td> </tr> <tr> <td data-bbox="640 376 978 412">Job Views</td> <td data-bbox="978 376 1314 412">82813</td> <td data-bbox="1314 376 1644 412">57215</td> <td data-bbox="1644 376 1932 412">140028</td> </tr> </tbody> </table>	Attribute	Semester 1, 2019	Semester 2, 2019	Total	Jobs Advertised	1673	1202	2875	Job Views	82813	57215	140028
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Career Mentor Scheme	<p>The Career Mentor Scheme gives students a key to their chosen industry by connecting them with an experienced professional who can provide industry insights, career support and professional intelligence. In 2019, a reduced scheme was delivered, while planning for a new digitally supported scheme was underway. In 2019, the reduced scheme had a total of 179 unique mentors, 92 of whom were QUT alumni. The mentees who participated included 38 from MBA and EMBA programs, 89 other business students, and 82 from other faculties.</p>												
Students as Partners in Academic Governance	<p>A QUT student representative network was launched in 2019, including training, peer support and resources to support students-as-partners in academic governance. The team sought to address a lack of student engagement, which is a barrier to authentic partnership and shared decision-making within universities.</p> <p>In partnership with the newly elected QUT Student Guild, the project team co-designed and co-hosted student representative network meetings, social catchups and training; created an online support group; and drafted handbook content. These activities sought to increase engagement by removing barriers such as a lack of understanding of representatives' roles and responsibilities, and decision-making processes. Student representatives were also invited to facilitate a session at the Student Leadership Conference. Co-designing and co-facilitating training and conference workshops challenged representatives to think deeply about their role.</p> <p>The Students-as-Partners in Academic Governance project team supported a productive partnership with the Student Guild and developed a core network of highly engaged representatives. The first network meeting held in March 2019 was attended by 22 student representatives. Student representatives' attendance at LeaderCon training day increased 500% from 2018 to 2019. Encouragingly, the network has already broadened its purpose and is now acting as a student group that senior leaders tap into for strategy and policy feedback. Next steps involve working with staff to share good practice and develop processes and resources that support faculties to engage in partnership. Given student representatives are typically in their roles for only twelve months, the challenge lies in extending and sustaining engagement.</p>												
<p>Extending the Postgraduate Students' Network (QUT Research Students Network) 2019: \$115,488</p>													
<p>The QUT Research Students' Network (QRSnet) is a 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.</p>													

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<p>Over the course of 2019 the QRSnet team coordinated a program of workshops and activities aimed at meeting identified needs of research students.</p> <p>The weekly QRSnet Coffee Break sessions at GP campus coordinated by our HDR mentors have also been running at KG for 12 months and are well established. An average of 25 HDR students attend each week.</p> <p>The Board Games Café held at GP campus has proven very popular with weekly average attendance of 15 students of which more than half are HDR students.</p> <p>These activities provide great opportunities for informal socialising between domestic and international students.</p> <p>In September 2019, a 'Networking for Your Future' Forum was organised in conjunction with the QUT Alumni Office. 65 HDR students attended and the forum also provided an opportunity to facilitate focus groups as part of the internal review of QRSnet due for completion in March 2020.</p>	<p>There was a total of 118 workshops conducted in 2019. Student attendees numbered 1,849. 32% of participants were coursework Masters students who had a research component in their program of study. 40% of participants were domestic students. Coffee Break and Board Games Café, run weekly, totalled an additional 1,350 attendances in 2019.</p> <p>99% of participants of programs either strongly agreed or agreed to some extent that they were satisfied with the workshops. 99% of participants indicated that they could apply what they had learnt in the workshops.</p> <p>Student feedback included:</p> <ul style="list-style-type: none"> • <i>'This workshop was really helpful to understand and focus on my feelings and thoughts. Thank you very much'. (Mindfulness)</i> • <i>'It was fantastic. It made me think and gave me heaps of ideas on managing money' (Make your Money Work)</i> • <i>'The workshop was really helpful for me to improve my relationship with my supervisors' (Supervisory Relationships)</i> • <i>'A wonderful meditative workshop and I got to meet plenty of other students. More classes: I loved my first attempt in painting. The session was very well conducted' (Painting Workshop)</i> • <i>'A great workshop for increasing knowledge picking up some and practical skills for dealing with group work' (Developing Cross-Cultural Group Work Skills)</i>
<p>Outbound Student Mobility 2019: \$410,000</p>	
<p>QUT's Blueprint 6 acknowledges that the real world “needs graduates equipped to operate in diverse global societies and workforces”. The 2020-2022 Academic Plan seeks to “Expand international opportunities for students and staff through increasing the number and value of scholarships for student international experiences”. The QUT International Student Mobility (outbound) programs support these aims by providing 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</p>	

Service Description / Enhancement	2019 Outcomes
<p>International Student Mobility programs have been made available to more QUT students, especially those students whose course requirements do not include a study abroad or exchange element. Faculty-specific study programs have taken place overseas, including internships and study tours, to provide international real world experiences complementary to the curriculum. This expansion in short term programs has provided more students a breadth of study options to participate in the summer and winter breaks, in addition to the semester and year-long exchange option.</p>	<p>During 2019, a total of 313 students received SSAF funded mobility bursaries (of \$1000 or \$2000) to help facilitate an international experience. Awareness of outbound student mobility programs has increased and more students have been able to access these opportunities.</p> <p>Participants have consistently provided feedback indicating that the funding has alleviated the financial pressure to undertake such opportunities, which often acts as a barrier to participation.</p>
STUDENT WELFARE, SUPPORT AND ADVICE	
<p>Expansion of Support for Students with a Disability 2019: \$204,327</p>	
<p>Disability Advisors, supported by disability administration staff, work with hundreds of students 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. These students have a range of health conditions or injuries.</p>	
<p>Funding was provided for one additional Disability Advisor (DA) and an administration staff member, to enable more students to receive services with fewer delays in the processing of students' service plans and implementation of reasonable adjustments.</p> <p>Services were enhanced by:</p> <ul style="list-style-type: none"> • Additional student appointments at Gardens Point and Kelvin Grove • Specialist assistive technology support for students 	<p>In 2019, the number of students who received a service plan were 2355. There was a transfer of business process on March 15, 2019 which resulted in the service moving to online and using a new database. Disability services were very busy with students who had high and complex needs who accessed support services such as Auslan interpreting, notetaking, assistive technology and captioning and transcription services. There was additional administrative support required to train students in assistive technology and use software, to run the notetaking service, and organise participation assistants. An additional Disability Adviser was also able to manage more of the high demand on the service during peak times to see more students.</p> <p>Student numbers continue to increase and without the accuracy of the statistics in 2018= 2402 plans and in 2019= 2355 plans. However, as at 18/3/2020 there were 883 students with plans, compared with 18/3/19 at 847.</p> <p>Feedback from registered students via the annual disability service survey conducted in December 2019, confirmed the essential value of this service to students:</p> <ul style="list-style-type: none"> • 90% of respondents strongly agreed or agreed that the adjustments in their service plan assisted them in their studies and/or helped them to succeed. <p>Student Feedback from the 2019 survey included:</p>

Service Description / Enhancement	2019 Outcomes
	<p><i>"I would not have been able to complete this year at uni without the support and help from the QUT disability services, and I am incredibly grateful for everything they have done to help me and students like me succeed"</i></p> <p><i>"The disability service plan really helped me a lot on reducing the pressure of fighting between study and body"</i></p> <p>Available retention data (2014-2018) shows that students with a disability who accessed support had consistently better retention, than those students who did not access support.</p>
<p>Expansion of Personal Counselling Services 2019: \$109,244</p>	
<p>This project extends the availability and accessibility of personal counselling services to students.</p>	
<p>Additional staff were employed to provide counselling services, including telephone-based services. This allowed more students to be assisted more promptly.</p>	<p>During 2019, 6,687, personal counselling sessions were provided, an increase from 5,329 sessions in 2018. This increase in sessions was despite a decrease in funding from other areas, and so SSAF funds contributed to this improved outcome. Student issues included the full range of life complications ranging from mental health concerns to stress and relationship issues.</p> <p>This SSAF project funded 2 Counselling staff in semester-based contracts. Demand for the counselling services was strong throughout the year, with waiting times extending during peak periods of high demand. Further funding is required in SSAF to ensure that this extra provision of service is available across the whole year, not just semester based. This would also ensure the retention of high-quality, trained staff in an on-going basis.</p> <p>Further funding increase is also critical to enable the contracting of casual staff to help manage the peaks of service delivery throughout the year.</p> <p>Student feedback included:</p> <p><i>"It helped me focus on my studies after a heart breaking and unexpected marriage breakdown where I didn't know what to do....Without their help, I might have pulled out of my studies at QUT."</i></p> <p><i>"I believe university counsellors are different to many regular counsellors because of the knowledge and experience they have with dealing with issues that students face. I very much appreciated being able to access QUT Student Counselling."</i></p> <p><i>"Thank you for providing this. It is really, really, important and life saving."</i></p> <p><i>"It's a much needed service so I trust it continues to get the support it needs from the university."</i></p>

Service Description / Enhancement	2019 Outcomes
Additional Financial Support – Bursaries and Hardship Provisions 2019: \$226,581	
<p>Equity and Student Counselling staff assist students experiencing financial hardship with a range of supports – loans, grants, bursaries and scholarships, combined with advice and support. SSAF funding enabled the provision of additional Emergency and Work-Integrated Learning (WIL) Bursaries, and Hardship Provisions to meet growing student needs. Financial difficulties present a significant challenge to retention and success for many QUT students.</p> <p>https://qutvirtual4.qut.edu.au/group/student/health-and-wellbeing/financial-help-and-support/financial-help-and-equity-support</p>	
<p>Assistance was provided to students experiencing financial hardship which was likely to interfere with their studies. Staff were able to provide grants and bursaries throughout 2019 as students presented for assistance.</p>	<p>During 2019, 278 students were provided with Emergency Bursaries and 221 were allocated WIL Bursaries, which are very similar to the allocations made in 2018. As well, 8 students were supported with Hardship Grants, for debt relief. Financial stress is a known risk factor for students. These small grants and bursaries decrease attrition and allow students to focus on their studies. Case data and student feedback indicates appreciation for this impact.</p> <p>Student feedback included:</p> <ul style="list-style-type: none"> • <i>“The services are excellent and I could not have gone this far at university without these services.”</i> • <i>“Without the understanding and assistance I would have been unable to gain critical skills needed to excel in my chosen discipline”</i>
Welfare Programs in Counselling 2019: \$360,102	
<p>The focus of this project is to maintain the capacity of the Welfare team to respond to the daily living and survival needs of QUT students, particularly with respect to financial support for low-income and at-risk students. The aim is to help facilitate student retention</p>	
<p>The Welfare Team provides a wide range of services including:</p> <ul style="list-style-type: none"> • Financial Helpline • Support with Centrelink and finances • Tenancy support • Advice and assessment for QUT financial assistance products • Referral to community agencies • Support and case management 	<p>During 2019, 1,826 individual welfare services were provided, slightly down from the 2018 figure of 2,216, primarily due to the loss of a staff member and therefore reduced FTE capacity for part of the year. On-going staff at Kelvin Grove and Gardens Point campuses ensured continuity of high-quality service, and prompt attention to client need. The Welfare Team also takes a leading role in QUT Anti-Poverty Week activities, and provides leadership, liaison and support to the Low-Income Support Officer (LISCO) Network in faculties.</p> <p>As well as administering Equity Emergency Bursaries and Equity WIL Bursaries (as outlined in prior project review), the Welfare Team administer the Student Financial Assistance Scheme (SFAS), providing interest-free loans to students for education related expenses. In 2019, 70 (42 Domestic and 28 International) SFAS loans were made to students, down from 97 in 2018. An SFAS Loans Administration Officer is funded 0.4 FTE from this project to support the administration of the scheme - preparing individual loan documentation and correspondence, QRecords filing, overseeing student payment details and monthly reconciliations, as well as managing processes, student sanctions, bad debts etc. As some functions have reverted to this position from the finance team, the workload has been consistently high for this role in 2018, beyond the 0.4 FTE. This necessitated an extra day per week (0.2 FTE) to be funded from other sources in the Equity & Student Counselling Department. With on-going budget restrictions, this</p>

Service Description / Enhancement	2019 Outcomes
	<p>other funding is no longer available and it is critical that further funding be allocated from SSAF to maintain the position at 0.6 FTE.</p> <p>Work towards a Student Mental Health and Wellbeing strategy for QUT was continued, with a discussion paper prepared and a subsequent working party established to make recommendations to the University Registrar on 7 priority areas. This work is on-going in 2020.</p> <p>Data analysis shows that clients of the Welfare service had a retention rate at a similar rate to that of other students, which is remarkable given the at-risk nature of the cohort supported by this service.</p> <p>Student feedback included: <i>"My experience with the financial welfare officer was extremely helpful, as I was dealing with serious financial hardship most of the time through my degree. Thank you."</i> <i>"...without the assistance I have been given I would not be where I am today. Cheers."</i></p>
<p>HiQ Initiatives 2019: \$191,870</p> <p>Improving self-help resources</p>	
<p>Continually improved online information for students including self-help resources in the HiQ website.</p>	
<p>In 2019, Self-Service Content Advisers in the HiQ Communications (Intranet Team) worked closely with QUT students, HiQ and other QUT areas responsible for delivery of student services across QUT to continually improve online information for students including online self-help resources in the HiQ website.</p> <p>The Self-Service Content Advisers were responsible for :</p> <ul style="list-style-type: none"> • Improvements to self-help information on the HiQ site to improve the student experience. • Re-writing and editing content for student audience. • Curating relevant and engaging student news and messaging. 	<p>The Self-Service Content Advisers, funded by SSAF in 2019, enhanced online content for improved student experience in 2019 including:</p> <ul style="list-style-type: none"> • Revamped information about class registration to help students better prepare for the class registration window and drive down Tier 1 and Tier 2 enquiries. • New content to help students meet obligations for FEE and HELP loans. • New "HiQ contacts" panel that was embedded throughout the HiQ site to make it easier for students to find online answers available to them 24/7. • Assisted faculties to direct Tier 0 enquiries to HiQ by auditing and updating contacts in online content, making it easier for students to get the help they needed. • Created single information point for workshops and academic help that targeted learning support options to students based on their study area.

Service Description / Enhancement	2019 Outcomes
<ul style="list-style-type: none"> Collecting and analysing student feedback and HiQ website analytics for continuous improvement activities. Advising content authors around the university on the best practices for student-facing web content. 	
<p>HiQ Initiatives (continued)</p> <p>HiQ Concierge</p>	
<p>HiQ Concierge, (peer to peer) services for students seeking assistance from HiQ.</p>	
<p>HiQ Concierges are roles filled by students to deliver peer to peer interactions as the first point of contact at HiQ.</p>	<p>In 2019, 16 HiQ Concierges worked approximately 2,028 SSAF funded hours.</p> <p>HiQ Concierges provided services to students and clients across a wide range of hours in 2019 :</p> <ul style="list-style-type: none"> 7.00am to 10.00pm Monday to Friday and 9.00am to 5.00pm weekends during Semester 8.00am to 6.00pm Monday to Friday and 9.00am to 5.00pm weekends during Semester breaks. <p>In 2019, HiQ Concierges responded to directional and general enquiries, assisted students and clients to use on-line self-help services, issue ID cards, assist with Library book and equipment loans, presented to student groups and classes regarding HiQ services, conducted enrolment assistance sessions, and coordinated clients to see a HiQ Adviser or third tier service provider if needed. HiQ Concierges also played a role in major QUT events such as Open Day, Robotronica and orientation week, fielding enquiries and conducting campus and library tours.</p>
<p>Library Initiatives 2019: \$191,870</p> <p>Extended opening hours</p>	
<p>Extended Library opening hours for increased student access to Library study spaces, resources and self-services.</p>	
<p>Extended Library opening hours at Gardens Point and Kelvin Grove Libraries for student access to library study spaces, Library collections and other Library self-services.</p>	<p>In 2019, SSAF was utilised for two security officers to be located in the libraries during the extended opening hours.</p> <p>Following the success of extending the opening hours in the Gardens Point Library in 2018, an additional 1,219 opening hours were provided at the Gardens Point Library during all semester weeks in 2019. The Kelvin Grove Library introduced extended opening hours during swotvac and exam weeks in 2019, providing an additional 202 opening hours in 2019.</p>

Service Description / Enhancement	2019 Outcomes		
		Traditional Library opening hours 2019	Extended Library opening hours 2019
	Weekdays	7am-10pm	10pm-2am
	Weekends	9am-5pm	5pm-2am
<p>In semester one 2019, 14, 285 visits were made to the Gardens Point Library over the 17 week period and 1,812 visits to the Kelvin Grove Library over the 3 week period during the extended opening hours. The busiest time during the extended hours in semester one was the hour directly following the standard closing times, i.e. 10-11 pm weekdays and 5-6 pm weekends.</p> <p>In semester two, 2019, 12,666 visits were made to the Gardens Point Library over the 16 week period and 1,549 visits to the Kelvin Grove Library over the three week period during the extended opening hours. The busiest time during the extended hours in semester two was 10-11pm at both Gardens Point and Kelvin Grove.</p>			

Library Initiatives (continued)

New enquiry services

New Library enquiry services to support student learning.

<p>The Library provided three new enquiry services to support student learning in 2019;</p> <ol style="list-style-type: none"> 1. Pro-active chat to increase the visibility of the Library chat service for students to access immediate help with finding the Library information they needed. 2. A “pop-up” library enquiry service located at Gardens Point and Kelvin Grove Libraries. 3. A pop-up library “Researching and Referencing Drop-in” service in the Learning Hubs at Gardens Point and Kelvin Grove Libraries. 	<p>During 2019, four fixed-term Library Advisers worked 950 SSAF funded hours to help deliver the new Library enquiry services for students.</p> <p>The proactive chat widget was active on the Library website for 14 weeks each semester in 2019, for 30 hours each week between 10am and 4pm, Monday to Friday and delivered the following number of enquiries;</p> <p><i>Number of Library online enquiry chats</i></p> <table border="1"> <thead> <tr> <th></th> <th>Semester 1</th> <th>Semester 2</th> </tr> </thead> <tbody> <tr> <td>Pro-active chat pop-up</td> <td>391 (27%)</td> <td>586 (54%)</td> </tr> </tbody> </table> <p>The “pop-up” library service, re-branded as “Researching and Referencing Drop-ins”, was initially offered for 2 hours each weekday at each campus (20 hours per week). Drop-in hours were increased in second semester to five hours per day at each location.</p>		Semester 1	Semester 2	Pro-active chat pop-up	391 (27%)	586 (54%)
	Semester 1	Semester 2					
Pro-active chat pop-up	391 (27%)	586 (54%)					

Service Description / Enhancement	2019 Outcomes												
	<p>Students were referred to the pop-up library “Researching and Referencing Drop-in” service in the Learning Hubs at Gardens Point and Kelvin Grove Libraries by HiQ staff, by library advisers delivering chat, or by academic staff and Liaison Librarians. The service was also listed on the “Academic help and workshops” page on the HiQ student intranet.</p> <p>The increase from two hours per day at each campus in Semester 1 to five hours per day in Semester 2 had the effect of doubling the number of enquiries received the new service:</p> <table border="1" data-bbox="632 423 1184 683"> <thead> <tr> <th><i>Campus</i></th> <th><i>Semester 1</i></th> <th><i>Semester 2</i></th> </tr> </thead> <tbody> <tr> <td>Kelvin Grove:</td> <td>246</td> <td>421</td> </tr> <tr> <td>Gardens Point:</td> <td>112</td> <td>299</td> </tr> <tr> <td>Total</td> <td>358</td> <td>720</td> </tr> </tbody> </table> <p>Feedback from 85 students who attended a drop-in session in semester 2 indicated high levels of satisfaction with the service and based on responses, the service received a net promoter score of 85 (i.e. 85% of students would be likely to continue to use the service and recommend it to others).</p>	<i>Campus</i>	<i>Semester 1</i>	<i>Semester 2</i>	Kelvin Grove:	246	421	Gardens Point:	112	299	Total	358	720
<i>Campus</i>	<i>Semester 1</i>	<i>Semester 2</i>											
Kelvin Grove:	246	421											
Gardens Point:	112	299											
Total	358	720											

CAMPUS LIFE

Orientation and Transition Program Extensions

2019: \$355,000

The Orientation and Transition Program aims to instill 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 QUT Connectors. Program extensions support the development of student volunteers, known as “QUT Connectors” and enhancements to cohort-specific orientation and transition program development.

<http://www.student.qut.edu.au/enrolment-and-orientation/orientation>.

Orientation & transitions enhancements include additional engagement opportunities for commencing students during Orientation Week supported by QUT Connectors, the KickSTART program, the introduction of the Vice-Chancellor’s Official Welcome events, coordinated faculty sessions (with

In its 10th year of operation, the QUT Connect Program strives to promote volunteerism as both a civil responsibility and a gateway to the development of essential transferable skills to promote each individual’s employability. Additionally, Connectors actively contribute to developing a sense of belonging and community on campus through their involvement in major events throughout the year (Orientation Week, KickSTART, Harmony Week, etc.)

In 2019, QUT Connect continued to develop a sense of connectedness for all on campus, particularly commencing students.

Service Description / Enhancement	2019 Outcomes
<p>increased Faculty support for integrated QUT101 sessions), adapted double-degree approaches, and modified training opportunities for volunteers.</p> <p>Connectors are integral to Orientation and 'QUT Student life', and are active partners in the design and initiatives of the Connect program.</p>	<ul style="list-style-type: none"> • Connectors remained heavily involved in Orientation initiatives and major events throughout the 2019 calendar year with 314 active volunteers and approximately 160 Connect QUT101 sessions facilitated across the two orientation periods. These volunteers also provided essential support to QUT flagship events like, International Bites, Mid-Autumn Moon Festival, the Dragon Boat Regatta. • The recruitment cycle was modified to provide more flexible options for commencing volunteers and to allow eager students to get involved sooner. This involved reducing training to one "Pre-Orientation Training Day" (the first iteration of which would occur in January 2020) and offering two compulsory workshops (Welcome to Connect & Diversity and Intercultural Competency) at regular intervals throughout semester for smaller, class-sized groups of commencing volunteers. • Following on from the successes of the inaugural <i>Thank You Dinner</i> for Connectors in 2018, another <i>Dinner</i> was organised in conjunction with National Student Volunteer Week to recognise the achievements of current and alumni Connectors, build community and celebrate 10 years of the Connect Program. In attendance were 7 staff, 10 alumni volunteers, 70 current volunteers. • Modifications to QUT101 presentations were made to ensure content is current and accurate, including the introduction of GoSoapbox live feedback and polling to increase student interaction. <p>Orientation and Transition continued to innovate, with various initiatives designed to identify specific cohort needs and foster further connectedness on campus and with QUT. These included:</p> <ul style="list-style-type: none"> • The piloting of a bespoke approach to orientating double degree students, within the commencing mid-year ID01 cohort. This involved coordinating two faculties to deliver one tailored session with the integration of a QUT Connect 101 session. It was also supported by targeted EDM communication. This pilot gave insight into the complexities of meeting double degree student needs and will inform future programming and communication. • Life as a Double Degree Program continued to use a Students as Partners approach in program design, in which current students were supported to design and deliver a program for new double degree students. The program features an academic panel and the opportunity to connect with other new degree students. • Freebie Thursday was successful in ensuring the fourth day of semester one, Orientation Week had increased attendance and engagement, with both internal and external stakeholders contributing to providing free samples and products. It also provided an opportunity for continuing students to re-engage with the university after the break. • Replacing the Official Welcome Party with The Vice-Chancellor's Official Welcome event, which occurred in Room 360 at Gardens Point and F-509 lecture theatre at Kelvin Grove. This event was well attended, with the Gardens Point venue at capacity, and included talks from the Vice-Chancellor and QUT Young Alumnus of the year. <p>Building on from 2018, the two-day transition program, KickStart, saw 40 student volunteers support 212 participants start their university journey at QUT. KickSTART was planned and delivered with five student-staff members, 40 student volunteers in partnership with twelve staff, intentionally developing the facilitation, collaboration, interpersonal and intercultural skills of student volunteers. Equity target groups were well represented in the attendees, with 43% self-identifying as first-in-family and 20% self-identifying as culturally and linguistically diverse. Indicative retention</p>

Service Description / Enhancement	2019 Outcomes
	<p>rate for 2019 KickSTART participants was 96.4% after census. A significant number of participants surveyed indicated an appreciation to expand networks and feel prepared for university.</p> <ul style="list-style-type: none"> • 83% confirming “I have expanded my QUT networks” • 86% agreeing “I would recommend KickSTART to other QUT students” • 97% agreeing “the QUT staff and volunteers involved were friendly and approachable” <p><i>“The friendly reassuring environment that was more personal than just turning up to o week. It allowed me to start my studies feeling confident about what I can do and what’s available to seek assistance.” – 2019 KickSTART participant</i></p> <p><i>“I’ve learned more in this months being part of the Kickstart team, than the whole past year studying by myself.” – 2019 KickSTART volunteer</i></p>
<p>Support for Student Clubs and Activities Support 2019: \$427,000</p>	
<p>Funding supports a wide-range of student clubs, project, events, and recreational activities at QUT.</p>	
<p>The Student Clubs and Projects (SCAP) grants scheme provides funding to student clubs and projects, contribute to the development of club leaders, and funds student led events and activities. The links between curriculum and ‘out of the classroom’ learning experiences are strengthened through providing support and funding to student-led initiatives and aligning their activities with the relevant disciplines or faculty.</p> <p>https://www.student.qut.edu.au/studying/student-life/clubs-and-projects/funding-for-student-clubs-or-projects</p>	<p>A total of 131 general applications were received in 2019, with grants approved to clubs and projects totalling to \$180,232. A total of 106 clubs and projects were active in 2019 with a combined membership of 8,231 individual QUT students.</p> <p>Training for club leaders continually tracked well, with 173 attending the MATE Bystander workshop, 72 attending the Event Management workshop and 68 attending the Risk Management workshop. The SGDO also organised the Sponsorship Skills and Membership Skills workshops for club leaders and these were well received with over 30 students attending. The club executives have been asked to run the same series of workshops again.</p> <p>Some highlight events for the year:</p> <ul style="list-style-type: none"> • QUT Law Society attended the ANU GDLP ALSA 40th Anniversary Conference in Melbourne, which included four competitions and networking events. While the Society did not take home a trophy, the students learned many valuable skills which make them fantastic candidates to be judges or mock clients for future internal club competitions. • QUT Natural Resources Society (with the assistance of their HDR students) organised the Geological Society of Australia Earth Sciences Student Symposium - QLD (GESSS-Q 2019) on campus. There were 142 registered attendees including students, sponsors, academics and industry representatives. 13 students gave oral presentations on their research and 28 students gave poster presentations on their research. The mentoring program and industry engagement between students and sponsors were valuable for the club’s undergraduate and postgraduate students. Sponsors included Arrow Energy, Economic Geology Research Centre, Geological Society of Australia, Australian Institute of Geoscientists, Gnostic Exploration, Map to Mine, The GSA Coal Geology Group, Glencore, MIME Field Services, The Australian Sedimentology Group, Comet Ridge, and The Geological Survey of Queensland.

Service Description / Enhancement	2019 Outcomes
	<ul style="list-style-type: none"> • The Vox Pop ensemble from the QUT Music Society was invited to be part of Brisbane Sings on the QPAC Stage. Students had incredible experiences performing at a high level both in the massed choir of 600 and as Vox Pop themselves in their solo number. They received extremely positive feedback from the event organisers and the club was 'extremely proud to represent QUT positively on such an important stage and highlight QUT's commitment to being involved in the Brisbane community and arts scene'. • Seven members of the QUT Debating Society competed in the Australasian Intervarsity Debating Competition (Bali, Indonesia). The two competing teams gained five and three wins respectively out of eight, with QUT marginally missing out on the finals. This was the closest the club have been at this competition. Individually, all participants saw improvement in their debating from competing against strong teams from the Asia Pacific region. <p>The 5th TEDx QUT event received a lot of interest this year and had a total of 190 speaker applications, 408 audience applications and 116 volunteer applications. With 10 official TED Talks, 154 attendees and 32 staff/volunteers on the day, the event was a success with sustained engagement throughout the planning process.</p> <p>Student feedback from SCAP Grants:</p> <ul style="list-style-type: none"> • <i>'We learned a lot in risk management and event management about managing the risks associated with hosting a social event such as this one, and incorporated this information into the event by producing a statement of expectations of behaviour, released prior to the event and spoken about on the night. We also used this information to advise the event staff and security of our expectations for behaviour, which guided how they would have responded had we have had any issues on the night. After MATE training, all felt better equipped to intervene should any antisocial or harassing behaviour have occurred on the night'.</i> • <i>'AMPed's XLR8 Networking Night is our biggest event of the year where we invite a significant group of industry guests from local, national and international AMPR/IB companies and connect them with QUT's best and brightest soon-to-be graduates. Our aim is to facilitate networking and give our members valuable insight into the incredible industry they hope to work within. This event also gave the executive team an incredible opportunity to meet with many of our members and promote the benefits of being involved in club management. We ensured to plug our AGM at the end of the event to encourage students to come along and apply for a position for the 2020 executive team'.</i> • <i>'There were many benefits as a result of SGDO's support of the project. The primary benefit being to enable the participation of this team of QUT students in the DRC, where entrance costs in the form of required materials can be prohibitive. Through this participation they gained valuable, practical robotics experience that can only be had from events such as this. Other benefits of this support include the representation of QUT at a major inter-university competition, as well as the promotion of this opportunity to prospective teams looking to compete in in the future.</i>

Service Description / Enhancement	2019 Outcomes
	<ul style="list-style-type: none"> • <i>'The training that was compulsory for all executives (The MATE Bystander) and the training run by SGDO (Event and Risk management) were informative and incredibly helpful. The SGDO 'Skills' series in August 2019 was incredibly informative'.</i>
QUT Sport 2019: \$821,000	
<p>In 2019, QUT Sport utilised SSAF funds to develop and operate initiatives for the benefits of students, providing opportunities at every level of the sporting pathway and across a variety of sports and events.</p>	<p>QUT Sport revised its strategy in late 2018, and 2019 was a year of integration and action. The program enabled QUT's elite athletes to represent the University within its professional teams and sporting clubs, which gave the University a stronger presence at National University Championships and podium performances in standalone Nationals events including men's and women's triathlon, women's cycling, beach volleyball, hockey, touch football, rugby 7s, football, softball, volleyball, water polo, swimming and golf. 87 elite athletes got involved in representing the University at events which was an improvement on the previous year's representation of 71.</p> <p><i>"Participating and being a part of the QUT Tiger's team has been a major highlight of my university career. Attending the 2019 Nationals Div. 1 at the Gold Coast was truly fantastic. The support from both the staff and fellow students made for a great competition and a great week away. For anyone looking to engage with like-minded students across all faculties and age groups, I couldn't recommend getting involved with QUT Sport more. The high student engagement across both social and representative competitions is a massive achievement and highlights the passion and love for sport."</i> - KERRI KINNEALLY QUT Sport Team Captain</p> <p>In addition to high achievements at National University Championships, QUT Sport developed and ran suite of programs and initiatives to increase participation and involvement at all levels of sport. The strong culture and camaraderie amongst students was recognised by UniSport Australia and QUT was awarded with a runner-up placing in the National 'Spirit of Sport' results in 2019.</p> <p>Key events and initiatives included:</p> <ul style="list-style-type: none"> • Entering teams into 29 different sports, QUT finished 8th overall of the 41 institutions in attendance at the National University multi-sport Championships held on the Gold Coast in 2019. QUT Sport subsidised the costs for over 300 students to attend the multi-sport event and achieved one gold, four silver and nine bronze medals. This totalled an investment of \$120,000. • Entering teams into the Sportbowl Intervarsity Event hosted by Griffith University. This event brought together Universities from across Queensland Northern NSW, and QUT had record attendance, maximising our entry quota of 120 student. Overall QUT Sport achieved first place at this event. • Delivering the QUT Games at Kelvin Grove Campus which raised funds for our Indigenous Sporting Teams to attend the National Indigenous Games in 2020.

Service Description / Enhancement	2019 Outcomes
	<ul style="list-style-type: none"> • Partnering with the Brisbane South Netball Region to enter teams into the inaugural Netball Queensland Sapphire Series event. After spending the past decade at the bottom of the ladder, this team won the grand final in 2019. • Launching an aquatics program at the Kelvin Grove and Gardens Point Campus pools which was focused on engaging more students in both water polo and swimming initiatives. The program included the commencement of a free Learn to Swim program that was run in partnership with QUT International and the Brisbane Grammar School swimming club. The benefits of adopting a performance-based vision were echoed throughout this program, where high-performance swimmers and staff were integrated at every level of the program. This enabled high levels of engagement within each of the program’s activities whilst also ensuring sustainability of offerings for the future. <p>A total of 34 sports grants were provided to sporting clubs totalling \$70,068.30. In alignment with QUT Sport’s wider strategic plan, \$45,000 of SSAF funds were utilised to offset the costs of operating sport programs (netball, waterpolo and swimming) which enabled over 250 students to enter teams into community sports and campus-based initiatives. A total of 31 clubs and programs on campus were active in 2019, with a combined membership of over 2500 members. Quantifying precise club members within QUT Sporting clubs and projects continues to be a challenge internally within QUT.</p> <p><i>“QUT Sport has been of great help to our club this year. They have offered immensely valuable advice and been a crucial rock at every twist and turn in our exciting season. Our Executive always felt comfortable discussing pertinent club information with the QUT Sport team and were thrilled (and dare I say honoured) to have the department help us “run” sporting events, such as the QUT Sport Parkrun Takeover at South Bank, where their enthusiasm was boundless and contagious.” - DANIEL JEBB Student Vice President - QUT Athletics</i></p> <p>In addition to the traditional sports offerings and events, QUT Sport continued to develop it’s esports program in 2019, focusing on engaging the student community, developing its competitive arm and supporting QUT esports research initiatives. The QUT Esports arena supported 610 unique members for the 2019 calendar year, and 25,341 hours were spent in the arena playing the top 10 esports games. 26 Internal esports arena activations were delivered by QUT Sport staff in the esports arena for various University groups including SEF, Health, Business, International, Student Recruitment, ENS and QUTx. Additionally, an Anglican Schools Esports League was developed and run in the Esports Arena over 3 school terms of 2019. This league was developed in partnership with the Cyber-Safety Commissioner and engaged students from 8 schools across Queensland with over 70 students participating in the league.</p>
Elite Athlete Program 2019 2019: \$151,000	
The Elite Athlete Program provides a proactive, flexible and responsive	As a member of the Elite Athlete Friendly University group, in 2019 we proudly supported over 300 elite athletes who are developing and progressing in 46 nationally recognised sports.

Service Description / Enhancement	2019 Outcomes
<p>approach to the needs of elite sporting students.</p> <p>SSAF funds in this initiative are fully distributed back to student athletes for their out of pocket expenses incurred during competitions.</p> <p>https://www.student.qut.edu.au/student-life/sport/elite-athlete-program</p>	<p>A total of \$49,359 in SSAF funding was distributed as a bursary to elite athletes throughout 2019. Our travel bursary program distributed \$25,000 in funding was given to 47 athletes to assist with reimbursing their out of pocket travel expenses whilst travelling to major National and International sporting events. Bursary payments were distributed in amounts of \$350, \$500, \$650, \$750 and \$850.</p> <p>As part of QUT Sport's overall strategy, elite athletes were integrated into the wider sport portfolio and attended major University Championship events throughout the year. QUT Sport subsidised 76 elite athletes to attend major events which amounted to an overall investment of \$30,000 from SSAF and base funding. In May, 14 elite athletes represented QUT at the National University Swimming Championships which were held alongside the NSW Open in Sydney, 9 athletes represented QUT at the National University Athletics Championships and 53 athletes represented the University at the National Division 1 Championships held in September.</p> <p>12 Elite Athletes received financial support to represent Australia in the Unirooms team at the Summer and Winter Universiade held in Russia and Italy, respectively. Sports represented included Figure Skating, Fencing, Gymnastics, Swimming, Taekwondo and Waterpolo. This amounted to an investment of \$10,000.</p> <p>QUT awarded 20 x \$10,000 and \$30,000 sports scholarships in 2019 to elite athletes across a range of sports including athletics, gymnastics, netball, women's rugby, swimming, triathlon and water polo. Additionally, we became the first University in Australia to award esports scholarships in 2019, and five sport scholarships worth \$10,000 each were awarded to talented League of Legends gamers. Esports scholarship holders formed QUT's Oceanic Challenger Series team and were selected to represent the Oceanic region at a major League of Legends International Tournament. The team travelled to Sanya, China in December of 2019, to contest the event which forms part of the World University Cyber Games.</p> <p>In addition to financial support through bursary's and event representation, QUT Sport used \$102,273 of SSAF funds to provide free memberships to Elite Athletes at the QUT's Kelvin Grove and Gardens Point gyms operated by the YMCA. Funding was also utilised to offer nutrition clinics and workshops through QUT Health Clinics and Sports Psych Queensland.</p> <p><i>"The support I receive as a member of the QUT Elite Athlete Program is invaluable and helps me to maintain my studies while I focus on my swimming career. The option for early class allocations and special considerations for rescheduling exams has been vital for me as competitions and training camps constantly fall in exam block periods of semesters."</i> - CARLA BUCHANAN Elite Swimmer</p>
<p>Cultural Events and Activities 2019: \$227,178</p>	
<p>This program celebrates and promotes cultural diversity within QUT through a series of events centred on various regional/national days and international festivals.</p>	

Service Description / Enhancement	2019 Outcomes
<p>The program engages international and domestic students, and those from culturally and linguistically diverse backgrounds, to organise and attend cultural events that foster intercultural awareness, increase engagement between domestic and international students, and create a sense of belonging to QUT.</p>	<p>Flagship and cultural events continue to engage a range of QUT students providing opportunities to make genuine social connections in a diverse and inclusive environment while increasing their understanding of our global community. Events included Harmony Day (April), Dragon Boat Regatta (August), Ramandan Break Fast (May), Norwegian National Day (May), Mid-Autumn Moon Festival (October), and various national day celebrations.</p> <p>QUT International Bite event, was a new initiative in 2019, the idea was created by the QUT Singapore Students' Association, which Student Engagement and Sport took a lead on. The event was a cultural food market style, involved six different student clubs preparing and selling traditional dishes from their countries of origin. As well as a mix of professional caterers supplying a mix of interesting cultural dishes. The event then had cultural performances by student groups as entertainment. The event was extremely well received with an estimate of over 500 people attending.</p> <p><i>"It was a fun learning experience, great to see the food that each country has to offer" from Liyan, President of QUT Singapore Students Association</i></p> <p>The Dragon Boat Regatta at Southbank was well attended with significant external engagement and over 300 students/staff at the event site and on the river at peak times. A performance program including QUT student performers and community groups, along with World Food Markets entertained paddlers and audience members in between races. Sixteen Dragon Boat teams of twenty paddlers in each boat competed on the day with paddlers required to attend at least two of three training sessions prior to competition day.</p>
<p>Samford Tree Planting 2019: \$1,800</p>	
<p>In May 2019, a group of QUT students participated in planting 255 native trees, plants and shrubs to a pocket of land in the south-west corner of the property adjacent to Samford Creek. Plants were selected from onsite survey of existing riparian species, however as this is not a true representation of the original plant species post land clearing we also selected plants from the QLD Government, Regional Ecosystems 12:3:1 species list. These plants were sourced from two local nurseries propagated from parent trees from the local province. Also planted where 3 Macadamia integrifolia species which was propagated from seed from an existing species located adjacent to the Pump Shed on the property. This species is listed as 'endangered' under the Environmental Protection and Biodiversity Conservation Act 1999. By introducing native plant species once present in large populations along the banks of Samford Creek, QUT will be contributing to the biodiversity of the region not only adjoining the SERF property but also further downstream. As part of QUT's environmental sustainability agenda, this small investment provided a high quality student experience for these students in engaging directly with the natural environment.</p>	
<p>Installations of Microwaves across Kelvin Grove and Gardens Point Campuses 2019: \$12,030</p>	
<p>Stainless steel microwave cabinets and microwaves (provided by the Student Guild) have been installed across multiple locations at Gardens Point Campus at V block and D block and additional stainless steel cabinets and microwaves have been installed at A block at Kelvin Grove to replace the broken units. The chosen areas have high flow of Students and these locations are surrounded by tables and benches for the students to eat their meals and socialise.</p>	

Service Description / Enhancement	2019 Outcomes
New Guild Space C Block Kelvin Grove 2019: \$55,700	
	<p>A space of approximately 80m² was allocated and fully refurbished for the Student Guild on level 4 C Block Kelvin Grove. The space was designed to provide significantly more visibility for the Guild and be a customer interface for the services the Guild provide such as advocacy programs, clubs and societies, training and support. The space was completed in late 2019 and has been well received by the Guild and students alike. A funding contribution was made by Facilities Management to maximise the functionality of the space.</p>
Student BBQ's 2019: \$106,086	
	<p>A new permanent BBQ area on each campus was provided in 2019. The areas include permanent roof structures, preparation benching and dual electric BBQ's and are for the use by student groups and Guild functions.</p>
H Block Social Learning Spaces 2019: \$400,000 (contribution)	
	<p>As part of the H Block labs redevelopment project at Kelvin Grove (total project cost \$11.7mill), a funding contribution of \$400,000 was made by the SSAF fund to provide facilities for external social learning and study spaces. The new spaces were delivered at the end of 2019 and include seating, general power and recharging ports, permanent shade and roofed areas with the capacity to accommodate in the order of 60-80 students. Some soft landscaping was included to enhance the aesthetics of the space and over time provide more shade in the vicinity.</p>
Sportsfield Management 2019: \$30,000	
	<p>As with 2018, in 2019, the Kelvin Grove Sportsfield (J Block) was made available for students as part of their curriculum (Faculty of Education & Faculty of Health) as well as student sporting clubs and associations affiliated with QUT Sport & QUT Guild. These funds contributed a small portion of the staffing costs necessitated by onsite staffing during operating hours and to manage the online booking system and payments.</p>
Install Swim-Wall to Gardens Point 50m pool 2019: \$162,480	
	<p>So that the 50m pool at Gardens Point provided greater flexibility and increased use to meet student user, faculty and QUTSport needs, the installation of a Swim-Wall was carried out in mid-2019. The Swim-Wall is a structure that splits the pool into 2 x 25m pools, allowing, for example, the ability to run waterpolo at one end and a 25m lap pool at the other end. Its installation has successfully provided the flexibility and increased use to be managed as needed.</p>
Install pool overhead net (to allow water polo) & camera for elite sports 2019: \$45,000	
	<p>As a part of the flexibility and installation of the Pool Swim-wall, it was agreed to add an operable net above the Swim-Wall for safety purposes where waterpolo games were conducted as part of the QUTSport program. Further, to support the QUTSport swimming/coaching program operated with David Lush, Brisbane Grammar School, the installation of a Wiral Camera system above the pool lanes was completed.</p>
Gardens Point, P Food Court Furniture replacement (Chairs & Tables) 2019: \$48,218	
	<p>The existing caesarstone tables within the GP-P block food court were 6 years old and showing signs of wear and tear, broken tabletop edges and required replacement to address ongoing safety concerns. The external aluminium chairs were over 10years old, uncomfortable, cold in winter, unappealing and</p>

Service Description / Enhancement	2019 Outcomes
	increasingly requiring maintenance. The opportunity to improve safety and revitalise the area, a range of colourful chairs and new lighter (fold-able) tables were purchased. This has allowed resolved safety concerns and provided more efficient stacking/movement of the furniture after trade and the additional of new colours has been received well by students and retailers within the space.
Food for Thought Promotion	
2019: \$20,000	
Funds contributed towards retail promotion “Food For Thought”, targeted at providing free meals to current QUT students on campus during the two-week exam period of Thursday 31 October to Friday 15 November 2019. Food For Thought offered up to 50 free meals per day (ranging from \$10-\$15 per meal) from select campus retailers across Gardens Point and Kelvin Grove. The Promotion was a huge success with meals ‘selling out’ often within the first hour of offer, with students keen to see a return of this promotion in the future.	
STUDENT GUILD	
2019: \$1,000,000	
Student Rights, Advocacy and Support	
Advocacy for students (Student Assist) (\$130,000)	Three dedicated staff specialized in supporting students with how to navigate the processes around exclusions, Academic and student misconduct, withdrawals, show cause, special considerations, grade reviews and enrolments. (a full report is available). Across the year the team supported 2403 cases for students. 63% were domestic students and 37 % international students. 58% of all seen were male. Advocacy is now full time on both campuses.
Project officers (\$12,500)	<p>The Guild employed 13 students in roles to develop projects in line with SSAF funding guidelines for students. Outcomes included;</p> <ul style="list-style-type: none"> • Eco hub – supporting the setup and work of the environment collective in its first year activities including procurement and sale of cheap fresh produce to students, collections of unwanted clothes and gifting them to students in need. Looking at ways to reduce the impact of all guild activities. Raising awareness of Environmental issues on campus in liaison with the sustainability team of QUT. Running a Sustainability week across both campuses. • She Can – the planning and procurement for an initiative to offer free sport trials to get more women into sport in a fun and inclusive manner. Launched Sem 1 2020. • Mental Health Campaign – Research and planning for a mental health campaign that will raise awareness and create a network of empathy around mental ill health and invisible disabilities. This is planned for launch in partnership with QUT in 2020. • Food bank – Ranging from managing and stocking the foodbank and looking at ways to improve the service and increase its reach. • Child Minding – Investigation was undertaken around the possibility of offering short term exam child minding for students with children. It was not developed further as the legislative requirements were too onerous for the Guild to take on at this point. • Clubs conference – Planning and preparation for a clubs conference to start each term in a positive manner with support for club finances, club governance and how to run a good club.
Free Breakfasts (\$27,000)	A real success story working in partnership with Facilities Management and the on-campus retailers to bring weekly free breakfasts to students on both campuses across both main semesters. 250 serves each campus meant that over the year 13,000 serves were given to students whilst supporting the on campus retailers.

Service Description / Enhancement	2019 Outcomes
Rapid Testing (\$8,500)	With the co-ordination of the Medical Centre staff, Gender and Sexuality Officers and Queensland Positive People we offered weekly anonymous and fast testing for STIs to try and make more people aware and safe.
New Vote (\$8,000)	A student feedback platform and mechanism for the Guild to be able to poll students on issues that are concerning them and get feedback on the guild activities, University experience and student issues nationally.
Little Emergencies (\$7,000)	An initiative launched by the Gender and Sexuality team and supported by Facilities Management that put containers in at least seven bathrooms across campus that allow relief from period poverty or for those times when you are just a bit short and need help. Over 15,000 products given out across the year with the initiative being continued in 2020. Recent meetings with "Share the Dignity" to look at teaming up to, increase the reach, help research, raise awareness.
Foodbank and food support (\$29,000)	Foodbank items stocked on both campuses throughout the year. New microwaves supplied across 4 locations on both campuses. (FM supplied new enclosures for the new microwaves to enable better, cleaner and long lasting support for the service)
Gender and Sexuality	
Pride (\$15,000)	In addition to the work already mentioned in support of the student rights initiatives, G&S put on a week of events for pride working in various venues and with entertainers, QUT, panelists to bring a rich and diverse experience to the staff and students at QUT. Grateful to the registrar and Equity staff who supported the initiative throughout.
Sport	
QUT Games (\$4,500)	The sports officers and the Guild worked in the face of adversity (the Weather) to deliver a weekend sporting festival for the staff and students of QUT. The Guild provided, equipment, financial support and the conveners and referees from the social program to help deliver on the weekend.
Sporting Equipment (\$19,000)	Purchase of sporting equipment to support activities of clubs and free sporting initiatives on campus for students. Launched in Semester 1 2020.
Clubs and Societies	
Club support staff (\$74,000)	Dedicated staff to support the administration, funding and support of the 170 clubs and societies affiliated to the Guild. This has seen an improvement in general support, governance, financial management and activities.
Club and student activities insurance (\$65,000)	The Guild insures all students to protect them for- <ul style="list-style-type: none"> • Protection of the guild elected student officers • Injuries during social sports • Activities and actions of all clubs and societies
Club funding (\$168,000)	The Guild Clubs and Societies Committee oversaw the disbursements of club funds in 4 rounds of funding (2 major rounds and 2 minor rounds) that enabled clubs to; <ul style="list-style-type: none"> • Purchase equipment for club activities (sport equip, online resources) • Support for travel for club events • Catering for club events • Photography for club events • Physical marketing (flags, t shirts etc)
Club support equipment (\$30,000)	Purchase of equipment to support clubs and events for students on campus and off site; <ul style="list-style-type: none"> • Portable BBQs

Service Description / Enhancement	2019 Outcomes
	<ul style="list-style-type: none"> • Marquees • Banners • Tables etc
Clubs Training (\$20,000)	Professional training for club executives to support Governance, Handover, Finances and operations to improve the quality of club delivery for all students.
Clubs portal (\$21,000)	<p>The implementation of a clubs portal that will function as;</p> <ul style="list-style-type: none"> • A place for clubs to hold their membership information • A place for selling memberships • A place for selling clubs merchandise • A single portal to enable clubs to setup, sell and promote their events • The capability for Single Sign on to enable good data management for all clubs and societies and the ability to provide quality data to the University on club member engagement.
Campus Culture	
Student support and orientation events (\$42,500)	<p>Events on campus to support the student experience including;</p> <ul style="list-style-type: none"> • Exam support stalls giving support materials to students at stressful times • Doggos and Donuts – stress relief through the exam blocks • Orientation merchandise • Tea and Talks – mental health initiative • R U OK – cupcakes and awareness for mental health • Wear it purple day – awareness campaign and support • BBQ pop ups
Audio Visual Equipment (\$56,000)	Sound, light and stage equipment to enable live music, poetry, readings and other creative performances on both campuses. Already deployed successfully for club events, Battle of the bands and creative industries music performances on both campuses.
Student Diaries (\$30,000)	Orientation diaries to welcome new students each semester to campus.
Development of Spaces (\$70,000)	<p>Purchase of equipment, furniture and development of spaces to;</p> <ul style="list-style-type: none"> • Support the improvement of the collective spaces for Queer and Women on both campuses • Support the volunteering and clubs hub spaces on both campuses • Purchase study pods to make better use of the corridor space on level 2 of C Block KG with the support of FM for power and data.
Student Publications	
Equipment for creative design (\$8,000)	Purchase of two high spec Macs to allow content design and management for all online and print releases for publication of student creative content.
Glass Magazine (\$47,000)	Production of six copies of Glass magazine showcasing student content and submissions from students across both campuses.

Service Description / Enhancement	2019 Outcomes
Student Professional Development	
Student Professional Development (\$28,000)	Professional training to develop student officers and Guild volunteers including; <ul style="list-style-type: none"> • External Mentoring support for the President • Finance training for the treasurer • Governance training for the full executive team • Individual personal and professional development training or officers including – Time Management, Finance, Assertiveness, First Aid, Conflict resolution Attendance for Treasurer, Secretary and President and other student officers at national industry specific conferences including; <ul style="list-style-type: none"> • Tertiary Access Group – Campuslink conference • NUS National Conference • NUS education Conference • National Diversity conference • First Nations Student Nation Conference • Student Media conference
Collectives	
Collective support (\$17,500)	Support for the creation and support of the QUT Guild collectives; <ul style="list-style-type: none"> • Environmental collective – support for events and setup • Queer collective – event support and additional comfort equipment for the room • Women’s collective – support for events • Abilities collective – support for set up and initial events and equipment
International	
International Engagement (\$54,000)	Planning and events to support on campus engagement of International students including; <ul style="list-style-type: none"> • International Bites event in partnership with Student Engagement • International Hangs – social activities and food on a weekly basis on both campuses for international students • International free social basketball – weekly games of pickup on campus