



Student Services and Amenities Fee (SSAF)

Annual report on initiatives (2022)

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Learning and Teaching Unit

Integrated learning and careers support

Learning Support and Development Opportunities initiative

Sponsor: Learning and Teaching Unit, Student Success Group

Funding allocation: \$2,740,000

Student Success Group (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 across all courses and faculties. The SSG Educators also deliver specialised programs support the academic and career success of students with complex needs. There were approximately 93,000 student touchpoints across; Orientation Learning Engagement Sessions, Drop-ins, Consultations, Workshops and events, and Individual student retention touchpoints.

Peer Learning Support Services

Learning Support and Development Opportunities initiative

Sponsor: Learning and Teaching Unit, Student Success Group

Funding allocation: \$174,000

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. Based on recorded attendances and ad hoc participation approximately 4,000 students accessed this service.

Career Peer Support Services

Learning Support and Development Opportunities initiative

Sponsor: Learning and Teaching Unit, Student Success Group

Funding allocation: \$118,000

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, career mentoring learning communities to support networking and the enhancement of professional identities, 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. An estimated 1,500 students accessed this initiative during 2022.

Anywhere, anytime, writing support

Learning Support and Development Opportunities initiative

Sponsor: Learning and Teaching Unit, Student Success Group

Funding allocation: \$435,000

Studiosity is an online service allows coursework students to access academic writing support, 24/7 and on demand. This service meets the needs of an increasingly diverse cohort choosing to study online, offshore, or unable to access services during business hours owing to work, study, or family commitments. This service was accessed by 5,960 across the 2022 funding period.

Student Voice Ambassadors

Learning Support and Development Opportunities, Campus Life initiative

Sponsor: Learning and Teaching Unit, QUT Academy of Learning and Teaching (QALT)

Funding allocation: \$21,720

The QUT Student Voice Survey and the national Student Experience Survey are key mechanisms for students to provide feedback to the University and their teaching team on their experiences. However, student engagement with the surveys is low and many students are unclear how the results are used to enhance their learning experience and ensure that students' interests are made clear to the academics and the University. This initiative funds Student Voice Ambassadors to work closely with the QUT Evaluation team in ensuring students understand how the survey works and how results are used, promoting the survey to students and communicating outcomes. More than 1,500+ students engaged with the Student Voice Survey stalls in Semester 2 2022.

QUT International

Outbound Student Mobility

Learning Support and Development Opportunities initiative

Sponsor: International, QUT International

Funding allocation: \$106,000

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. This activity funded mobility experiences for 175 students.

Virtual Mobility Support

Learning Support and Development Opportunities initiative

Sponsor: International, International Relations

Funding allocation: \$12,000

In response to COVID-19, many of QUT's partners and providers have made the switch from their usual in-person student mobility programs to virtual. Learning outcomes remain the same without the 'international/travel' experience, however many of these virtual programs are fee paying as opposed to 'exchange'. While travel restrictions remain in place, International has continued to support QUT students undertaking virtual outbound exchange with 30 students being able to participate in the virtual Global Leadership Forum.

Marketing & Communication

Online resources to support student services, health, wellbeing and development

Student Welfare, Support and Advice initiative

Sponsor: Marketing & Communications, Internal Communications

Funding allocation: \$40,000

Auditing, creating and coordinating online information that supports students with their health, wellbeing, accommodation, employability and personal development. This includes improving visibility and availability of services offered through UniHub, optimising content for searchability, improving the experience for students accessing services online, and promoting awareness of services delivered on campus. This year saw the launch of new Respect & safety and, Health & wellbeing support sections on HiQ webpages which generated more than 56,000 unique page views during 2022.

Support for self-service and student content

Student Welfare, Support and Advice initiative

Sponsor: Marketing & Communications, Internal Communications

Funding allocation: \$200,000

This funding supports self-service and online content via the HiQ website to help students answer their enquiries 24/7 and provides support to create online content for SSAF-funded and other student-focussed initiatives. This includes creating and publishing content such as online orientation, and access to self-help materials relating to academic success and developing study skills. This initiative also promotes sharing and publishing of student generated content and student-led initiatives across QUT's communication channels. During 2022 there were in excess of 8M unique page views on all HiQ website self-help pages (excluding homepage and search) and more than 135,637 unique page views on jobs and careers self-help content.

QUT Student Guild

Student Assist Program

Learning Support and Development Opportunities initiative

Sponsor: QUT Guild, Advocacy & Representation

Funding allocation: \$333,960

The student assist program provides an impartial service for students to find help and support in a safe space that exists separate from QUT. This program advocates for students on a number of education and social issues as well as supports students through academic misconduct allegations with information, documentation and meetings. It also address academic issues proactively by raising awareness of the rules and regulations outlined in the QUT MOPP. Approximately 2,000 students accessed this service in 2022.

Representative Networks

Learning Support and Development Opportunities initiative

Sponsor: QUT Guild, Advocacy & Representation

Funding allocation: \$73,095

There are two distinct streams to this initiative: (1) The Student Representative Network (SRN); and (2) The Volunteering Representative Network (VRN). The SRN allows students to join and be called upon to help with working parties, join QUT committees, and collaborate with the Guild internally on issues affecting QUT and its' students. Alternatively, the VRN is a service that students can join to volunteer their time to external charity initiatives, not-for-profit organisations, and other worthwhile causes, set up and coordinated by Guild staff. The VRN also supports Linkmate, a peer-to-peer mental health support network which is open to all students. These services reached approximately 2,000 students in 2022.

Governance Leadership Training

Learning Support and Development Opportunities initiative

Sponsor: QUT Guild, Advocacy & Representation

Funding allocation: \$60,000

This initiative supports 50 Guild staff, elected students and professional staff, to undergo professional governance and leadership training to support them to become leaders within the community and ensure the student body is well represented. Through this program, Guild representatives are taught skills to ensure they can work effectively with each other, QUT and other stakeholders.

Clubs & Societies Program

Campus Life initiative

Sponsor: QUT Guild, Community & Culture

Funding allocation: \$514,450

The university experience is incomplete without the culture, opportunities, and environment created by clubs and societies. From fostering relationships, to providing safe spaces with likeminded peers, and creating direct links to industry, student groups on campus are a pivotal aspect of creating culture and togetherness. Over 150 of QUT's clubs are affiliated with the Guild and in return they receive insurance, guidance, and funding. This supports approximately 8,000 students involved in affiliated clubs and societies.

Orientation & Navigation

Campus Life initiative

Sponsor: QUT Guild, Community & Culture

Funding allocation: \$339,195

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 the internal media outlet, GLASS, the Guild strives to keep students informed and assisted. These initiatives allow the Guild's presence to extend beyond our reputation and actively provides students with opportunities to engage and seek clarification, raise issues, or access support. In addition, having an active presence is fundamental to the success of all other Guild initiatives, ensuring that those who need assistance know where to get it. The programs reach an estimated 20,000 students across all programs.

Student Events

Campus Life initiative

Sponsor: QUT Guild, Community & Culture

Funding allocation: \$130,965

The QUT Guild aims to enhance culture on campus and elevate the student experience via organising on-campus events. These events are offered to students for free or at a heavily discounted rate, aiming to provide social hubs and a break from the lecture theatre. These events include; O Week events on campus, social events in Guild venues throughout semester, Exam Support stalls, Community BBQ's and end of semester events and have reached approximately 10,000 students across all programs.

Social Sports Program

Campus Life initiative

Sponsor: QUT Guild, Community & Culture

Funding allocation: \$103,965

QUT Guild's social sport program is an opportunity for students to stay active and make friends in a safe environment. In 2022 the Guild operated social soccer, netball, touch football and volleyball – all of which are offered to QUT students at discounted prices in collaboration with QUT Sport. In 2022 an estimated 10,000 students accessed social sport activities supported by this initiative.

Student Health

Student Welfare, Support and Advice initiative

Sponsor: QUT Guild, Welfare & Wellbeing

Funding allocation: \$40,600

The QUT Guild supports students through a number of health-related initiatives. These initiatives focus on providing support for students to increase both their physical and mental wellbeing. The largest of all of the events in this category is Wellfest; a free 6-week conference featuring key-note 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 regular "Adulting 101" workshop that focuses on teaching life skills to students, and the Little Emergency programs that provides free period products that can be accessed by anyone in need around the university campuses. An estimated 2,500 students have participated across these wellness activities in 2022.

Financial Aid

Student Welfare, Support and Advice initiative

Sponsor: QUT Guild, Welfare & Wellbeing

Funding allocation: \$99,740

QUT Guild supports the success of students in by offering various streams of financial support to make sure they are supplied with the essentials. These initiatives include basic assistance such as providing free top-ups for student Go Cards to ensure that they are able to travel to and from university, and our 2 foodbanks (one on each campus) that contain staple foods and hygiene products. The initiative also offers third-party services for students requiring additional financial and legal aid should they need to access it. In 2022 more than 1,500 students accessed aid programs or vouchers funded by this initiative.

Social Awareness & Engagement

Campus Life initiative

Sponsor: QUT Guild, Inclusion & Diversity

Funding allocation: \$72,030

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 2022 approximately 2,500 students have participated in all social awareness and engagements activities.

Student Services and Wellbeing

Cultural Events & Student Club Support

Campus Life initiative

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$500,000

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.

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. In 2022, 7,132 students registered in clubs; 4,000+ students attended 13 flagship events; 193 Student club leaders attended development workshops.

VC's Elite Athletes Bursaries

Campus Life initiative

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$60,000

The Elite Athlete Program has provided a proactive, flexible and responsive approach to the needs of 86 elite sporting students in 2022. QUT supports 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.

Orientation

Campus Life initiative

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$658,180

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 QUT Connectors. Program extensions support the development of student volunteers, known as “QUT Connectors” and enhancements to cohort-specific orientation and transition program development. Orientation supports 10,000+ commencing students across semesters 1 & 2 and trains 250 QUT Connectors and students volunteers. There were approximately 9,000 online orientation views in semester 1 and 2,000 in semester 2, 2022.

QUT Sport

Campus Life initiative

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$600,000

QUT Sport develops and operates programs and initiatives for the benefit of students, providing inclusive opportunities at every level of the sporting pathway across strategic sports programs and events. Students play sport and participate in healthy lifestyle offerings on campus and in the wider community, enriching the student experience whilst navigating the rigour of the academic program.

This initiative funds students’ participation in representing QUT in local intervarsity events organised amongst the three universities and Nationals, Division 1 & 2 organised by UniSport Australia. Where possible, peer to peer opportunities are embedded in the program through volunteering, casual employment, WIL placements, internship, and research students. This supported the student engagement of 39 in representative Sport, 265 Swim Safety & Lunch Time Swim and 5,100 in Social Sport.

QUT Research Students Network (QRSnet)

Learning Support and Development Opportunities initiative

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$134,000

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. This is achieved through over a hundred workshops which are run throughout the year attended by 1,233 students.

Expansion of Support for Students with a Disability

Student Welfare, Support and Advice initiative

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$130,000

Disability Services 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. This initiative allows for an additional disability adviser position and has assisted with redistribution of student caseload across the team, reducing wait times. With the additional position, the team were also able to deliver the disability awareness training across QUT.

Expansion of Personal Counselling Services

Student Welfare, Support and Advice initiative

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$35,100

This allocation aims to recruit a dedicated identified Indigenous Counsellor who provides personal counselling services for students. To date, funding has only been accessed on a short term basis, however, funding will be potentially sort to continue this position or a similar one in 2022.

Additional Financial Support - Bursaries & Hardship Provisions

Student Welfare, Support and Advice initiative

Sponsor: Student Services and Wellbeing, Equity

Funding allocation: \$300,000

Equity and Student Services staff assist students experiencing financial hardship with a range of advice and support including loans, grants, bursaries and scholarships. This enabled 99% of all students who received an Emergency or WIL bursary in 2022 to continue on and complete the semester in which the financial support was provided, highlighting the positive effect of these financial supports. In 2022 approximately 330 Emergency Bursaries and 99 Work Integrated Learning Bursaries were allocated.

Expansion of Welfare Programs (Including Mental Health)

Student Welfare, Support and Advice initiative

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$350,000

The Welfare team responds to the daily needs of QUT students, particularly with respect to financial support for low-income and at-risk students. A triage model, introduced in 2021, is used to support students in distress in a timely manner. Total of 2,313 student appointments have been made across 2022.

Mental Health Nurses

Student Welfare, Support and Advice initiative

Sponsor: Student Services and Wellbeing, Student Services

Funding allocation: \$132,000

Responding to an increased demand for mental health support, QUT medical centre has engaged the services of a mental health nurse. The mental health nurse is available to provide student support through assessment, access to services provided by QUT and within the community including psychologists, counselling, General Practitioners and digital mental health resources. The mental health nurse is also available to respond to crisis situations that may occur on campus. From January to November 2022, the Mental Health Nurses saw a total of 1,550 students book appointments to see them.

Welfare - personalised compliance reminder service

Learning Support and Development Opportunities initiative

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. Approximately 1,300 students are called per semester, 2,600 in total.

Graduation Ceremonies & Student Experience

Campus Life initiative

Sponsor: Student Services and Wellbeing, Student Administration

Funding allocation: \$80,000

Initiative enhances student experience by providing funding to hire casual student musicians and provide discounted food vouchers for graduation. In addition, the funding was used to gather feedback on student experience, informing future university activities, and to provide refreshed information around “how to graduate”. This initiative supported 4,000 graduating students in 2022.

Zwift Cycling facilities

Campus Life initiative

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$100,000

Contribution towards the establishment of a e-Sports Cycling Studio, a planned initiative reflecting both the pre-COVID and current market trends. Its objective is to provide a safe, inclusive and widely accessible wellbeing venue for students whilst integrating it with the research capabilities within science, engineering, mathematics and exercise sciences. Also aligned to the objectives of further development of eSports, which has seen an increased interest from students. Renovation was completed at the end of 2022 with services coming online in 2022.

Increase to grants to individual students

Campus Life initiative

Sponsor: Student Services and Wellbeing, Student Engagement

Funding allocation: \$30,000

These funds are available for individual students through the Experiential Development Fund (EDF). EDF is used to support the professional and personal development of student leaders. The funds have been provided to students to attend conferences, participant in competitions, learn programs, or learn specific programs/software or skillset (photography, voice coaching, etc.). Working with Entrepreneurship to ensure students are supported in the development. They have supported 34 students across 2022 to gain access to developmental activities.

Student Services and Amenities Fee Allocations

Below are the total allocations made to areas by top-level area and by area/initiative(s).

Initiative Sponsor	2022 Allocation
International	\$118,000
Learning and Teaching Unit	\$3,488,720
Marketing & Communications	\$240,000
QUT Guild	\$1,768,000
Student Services and Wellbeing	\$3,123,280
Grand Total	\$8,738,000

As at December 2022

Initiative Sponsor / Initiative Name	2022 Allocation
International	\$118,000
Outbound Student Mobility	\$106,000
Virtual Mobility Support	\$12,000
Learning and Teaching Unit	\$3,488,720
Anywhere, anytime, writing support	\$435,000
Career Peer Support Services	\$118,000
Integrated learning and careers support	\$2,740,000
Peer Learning Support Services	\$174,000
Student Voice Ambassadors	\$21,720
Marketing & Communications	\$240,000
Online resources to support student services, health, wellbeing and development	\$40,000
Support for self-service and student content	\$200,000
QUT Guild	\$1,768,000
Clubs & Societies Program	\$514,450
Financial Aid	\$99,740
Governance Leadership Training	\$60,000
Orientation & Navigation	\$339,195
Representative Networks	\$73,095
Social Awareness & Engagement	\$72,030
Social Sports Program	\$103,965
Student Assist Program	\$333,960
Student Events	\$130,965
Student Health	\$40,600
Student Services and Wellbeing	\$3,123,280
Graduation Ceremonies & Student Experience	\$80,000
Additional Financial Support - Bursaries & Hardship Provisions	\$300,000
Cultural Events & Student Club Support	\$500,000
Expansion of Personal Counselling Services	\$35,100
Expansion of Support for Students with a Disability	\$130,000
Expansion of Welfare Programs (Including Mental Health)	\$350,000
Increase to grants to individual students	\$30,000
Mental Health Nurses	\$132,000
Orientation	\$658,180

QUT Research Students Network (QRSnet)	\$134,000
QUT Sport	\$600,000
VC's Elite Athletes Bursaries	\$60,000
Welfare - personalised compliance reminder service	\$14,000
Zwift Cycling facilities	\$100,000
Grand Total	\$8,738,000