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# UQ UNION STUDENT SURVEY 2016:

## STUDENT SERVICES AND AMENITIES FEE (SSAF)

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UNIVERSITY OF QUEENSLAND UNION

Level 4 Union Building (Bld 21)  
University of Queensland 4072

(07) 3377 2200

[www.uqu.com.au](http://www.uqu.com.au)



### **KEY FINDINGS**

- UQ Students are broadly in agreement with the key elements of the UQ Student Strategy.
- Students were asked how they would like to their SSAF distributed at UQ, with the two key responses focussing attention on the provision of food and drink, followed by the provision of employment and careers services.
  - *This finding is significant as they are currently two areas which receive minimal funding under the current SSAF structure.*
- Student satisfaction with service provision at UQ was benchmarked through this survey with the following ratings:
  - UQ Student Affairs: 59.1%
  - UQ Union: 57.5%
  - UQ Sport 48.5%
- A large proportion of students clearly felt that the University should not charge a Student Services and Amenities Fee and that they would be better off financially with this outcome.
- Improvement on engagement and communication is required as a significant number of students did not know that a service existed and that it was available to them.
- There was a strong push from students for consistent service provision at the external campuses (particularly Gatton and Herston).
- International students on average placed a 6% higher importance on service and amenity provision than their domestic counter-parts.
- First year students on average placed a 5% higher importance on service and amenity provision than their counter-parts in second year onwards.
- In comparison to other students, first year students placed greater importance on all areas of service provision with the exception of advocacy and student services.
- Undergraduate students on average placed a 7% higher importance on service and amenity provision than postgraduate students.



## 1.0 Background

The University of Queensland receives approximately \$10 million per year as part of the Student Services and Amenities Fee (SSAF) under the *Higher Education Support Act 2003*. Part of the requirements under this Act is for the University to conform with the Representation Guidelines. These require a formal process of consultation with democratically elected student representatives regarding the specific uses of proceeds from the SSAF. The UQ Union, as the democratically elected student representative body on campus, has undertaken a key role in this consultation process through the UQ SSAF Advisory Committee.

This survey was conducted by the UQ Union with input from the University to focus on a proactive consultation process that takes student engagement beyond a singular committee. It is intended that this survey will provide a benchmark for the satisfaction and importance of service provision on campus. Also that it will inform future expenditure of the Student Services and Amenities Fee.

The survey was written by the UQ Union with feedback from the SSAF Advisory Committee and the Office of Marketing and Communication. It was administered online through SurveyMonkey between the dates of 27 May 2016 and 17 June 2016, receiving 3,071 responses.

## 2.0 Survey Aims

The UQU SSAF Survey aimed to collect information from students to inform the development, operations and expenditure of the SSAF Advisory Committee. In particular, the survey collected information to gain an understanding into:

- The importance of services and amenities provision to students;
- Student satisfaction with the current provision of services and amenities;
- How students would like to see their SSAF distributed at UQ;
- Student satisfaction with service provision of the University, UQ Union & UQ Sport;
- Qualitative responses regarding improvements and changes on campus for services.

## 3.0 Demographics

The online survey was launched on the 27 of May 2016 and concluded 17 June 2016. The total number of respondents for the survey was 3,071.

- The majority (62%, n=1888) of respondents were undergraduate
- Most respondents were full-time students (87%, n=2683)
- International students represented (23%, n=704) of total student respondents
- There was an over-representation of postgraduate students (38%, n=1171). This was split between (18%, n=539) coursework and another (20%, n=632) as research.



## 4.0 How important is the provision of services and amenities to you?

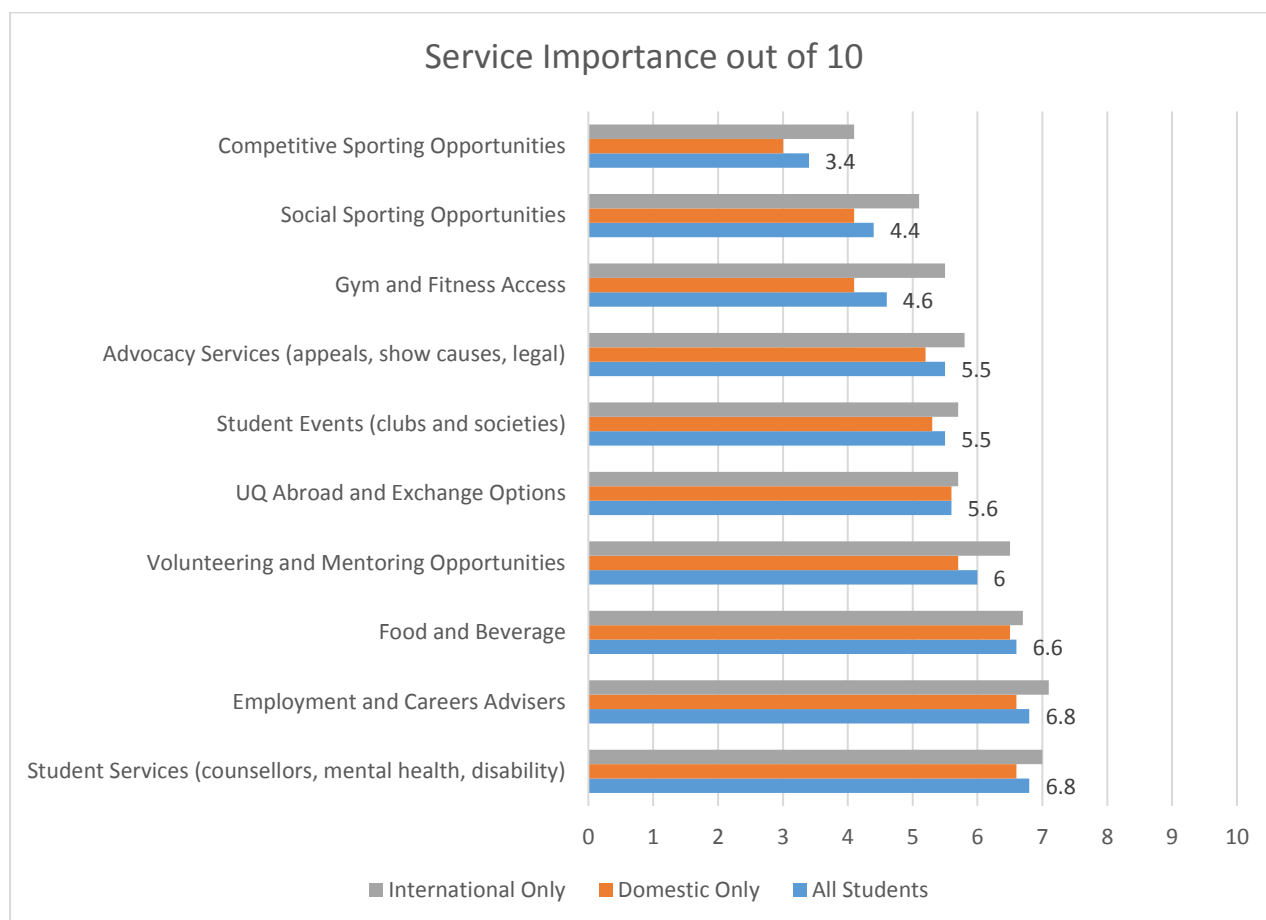
This section presents information from student responses on the importance they place on the provision of services and amenities. They were asked to rate how important the provision of each service was to them, with zero being not important at all and ten being extremely important.

The UQU SSAF Survey results suggest emphasis is placed most highly on the following services:

- Student Services (counsellors, mental health, disability): 6.8/10
- Employment and Careers Advisers: 6.8/10
- Food and Beverage: 6.6/10

On the lower end of the spectrum, students tended to put the least importance on sporting focused services such as:

- Gym and Fitness Access: 4.6/10
- Social Sporting Opportunities: 4.4/10
- Competitive Sporting Opportunities: 3.4/10





The data further suggests that international students place a greater importance on service provision than domestic students. On average an international student found service provision 6% more important than a domestic student.

<b>Service</b>	<b>First Year Importance</b>	<b>Second Year Onwards Importance</b>	<b>Percentage Difference</b>
<b>Food and beverage services</b>	6.92/10	6.49/10	+4.3% importance
<b>Gym and fitness access</b>	5.13/10	4.30/	+8.3% importance
<b>Social sporting options</b>	5.00/10	4.15/10	+8.5% importance
<b>Competitive sporting options</b>	3.94/10	3.08/10	+8.6% importance
<b>Employment and careers advisers</b>	7.08/10	6.68/10	+4.0% importance
<b>Study abroad and overseas options</b>	6.29/10	5.51/10	+7.8% importance
<b>Advocacy services (appeals, show causes, gender and sexuality, legal advice)</b>	5.31/10	5.44/10	-1.3% importance
<b>Student events - clubs and societies</b>	6.00/10	5.27/10	+7.3% importance
<b>Student services (counsellors, mental health and disability advisers)</b>	6.78/10	6.80/10	-0.2% importance
<b>Volunteering and mentoring opportunities</b>	6.37/10	5.76/10	+6.1% importance



This data suggests that the expectations on service provision from first year students is much higher than that of later years. This is of importance in addressing some of the issues of retention that the University faces.

<b>Service</b>	<b>Undergrad</b>	<b>Postgrad Coursework</b>	<b>Postgrad Research</b>
<b>Food and beverage services</b>	7.1/10	6.2/10	5.5/10
<b>Gym and fitness access</b>	4.4/10	4.7/10	4.8/10
<b>Social sporting options</b>	4.7/10	4.3/10	3.8/10
<b>Competitive sporting options</b>	3.5/10	3.3/10	2.8/10
<b>Employment and careers advisers</b>	7.2/10	6.6/10	6.0/10
<b>Study abroad and overseas options</b>	6.3/10	5.0/10	4.8/10
<b>Advocacy services (appeals, show causes, gender and sexuality, legal advice)</b>	5.5/10	5.4/10	5.5/10
<b>Student events - clubs and societies</b>	6.1/10	4.8/10	4.3/10
<b>Student services (counsellors, mental health and disability advisers)</b>	6.9/10	6.7/10	6.6/10
<b>Volunteering and mentoring opportunities</b>	6.2/10	5.8/10	5.3/10



## 5.0 How satisfied are you with the current provision of services and amenities?

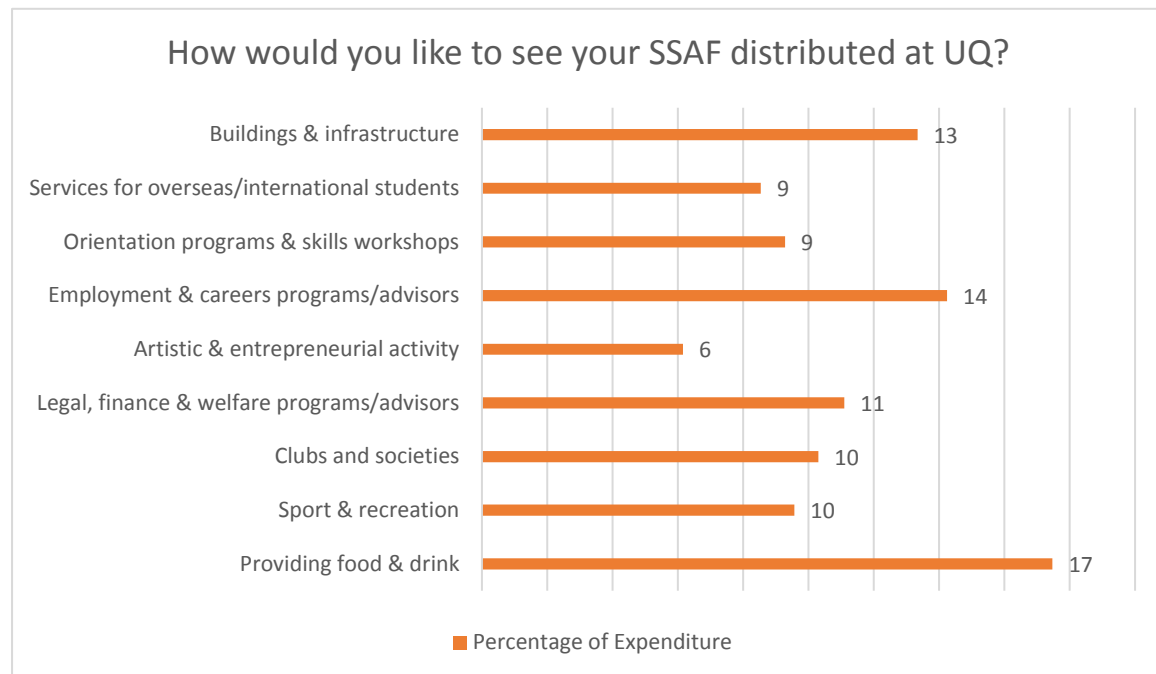
This data suggests that overall satisfaction with service and amenity provision is similar across the board in all areas. This data also highlights that students are generally more aware and engaged with food and beverage services and clubs and societies compared to the other areas.

Service	Satisfaction	Usage
Food and beverage services	5.8/10	86%
Gym and fitness access	5.5/10	51%
Social sporting options	5.5/10	45%
Competitive sporting options	5.2/10	33%
Employment and careers advisers	5.3/10	50%
Study abroad and overseas options	5.8/10	42%
Advocacy services (appeals, show causes, gender and sexuality, legal advice)	5.6/10	37%
Student events - clubs and societies	6.1/10	65%
Student services (counsellors, mental health and disability advisers)	6.1/10	46%
Volunteering and mentoring opportunities	5.4/10	41%



## 6.0 How would you like to see your SSAF distributed at UQ?

Students identified three priority areas for SSAF distribution. Those areas were firstly the provision of food and drink followed by employment and careers programs/advisors and buildings and infrastructure.

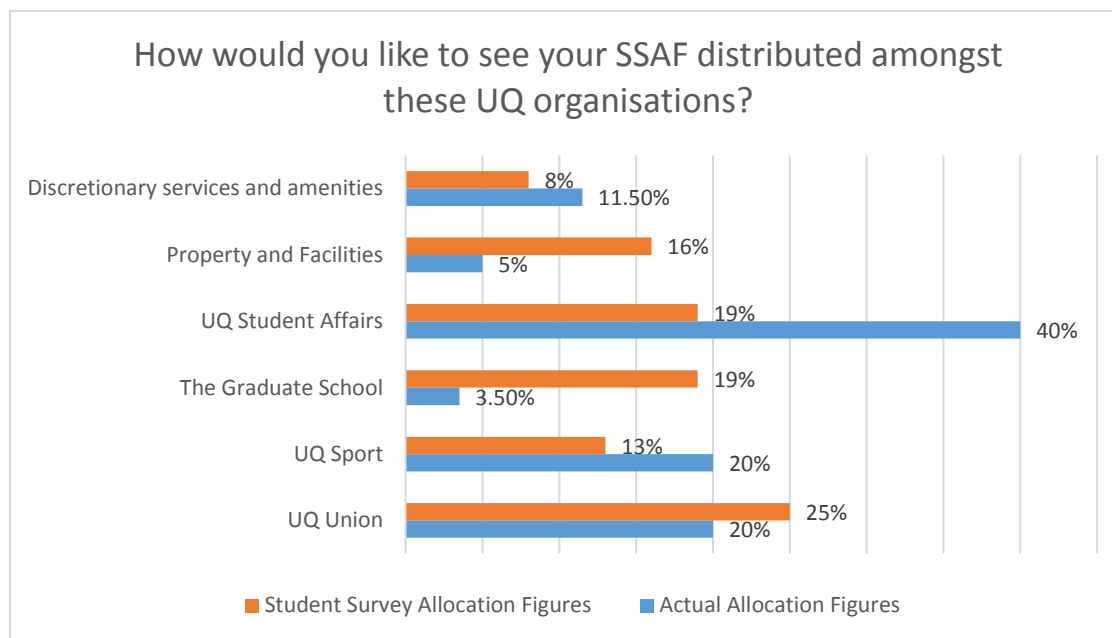






## 7.0 How would you like to see the SSAF distributed amongst the following organisations?

The following data highlights actual distribution of SSAF spending compared to student preferences on SSAF distribution. Overall, the figures largely line up, with the exception of Student Affairs, the Graduate School and Property and Facilities.





## 8.0 How satisfied are you with the service provided at UQ?

Part of the intent for this survey was to benchmark the level of student satisfaction with the current service provision at UQ. As part of this, students were asked to rate their satisfaction with the three major student service providers (UQ Student Affairs, UQ Sport and UQ Union). Respondents were also allowed to optionally comment on this rating which is shown in the word clouds below.



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

### UQ Student Affairs

Service Satisfaction Rating

**59.1%**



### UQ Sport

Service Satisfaction Rating

**48.5%**



UNIVERSITY OF  
QUEENSLAND  
UNION

### UQ Union

Service Satisfaction Rating

**57.5%**



UQ Student Affairs word cloud generated from optional comment response (n=318)



UQ Sport word cloud generated from optional comment response (n=432)





UQ Union word cloud generated from optional comment response (n=379)





## 9.0 Qualitative Results

### 9.1 Food and drink

Tables 4 and 5 show the qualitative analysis performed by the program Leximancer. They provide the statistics of the feedback obtained from the comments. Table 5 lists the themes and associated concepts for responses to the question, 'What changes to food and drink service on campus would you like to see SSAF spent on?'

*Table 1: Descriptive statistics for food and drink student comments*

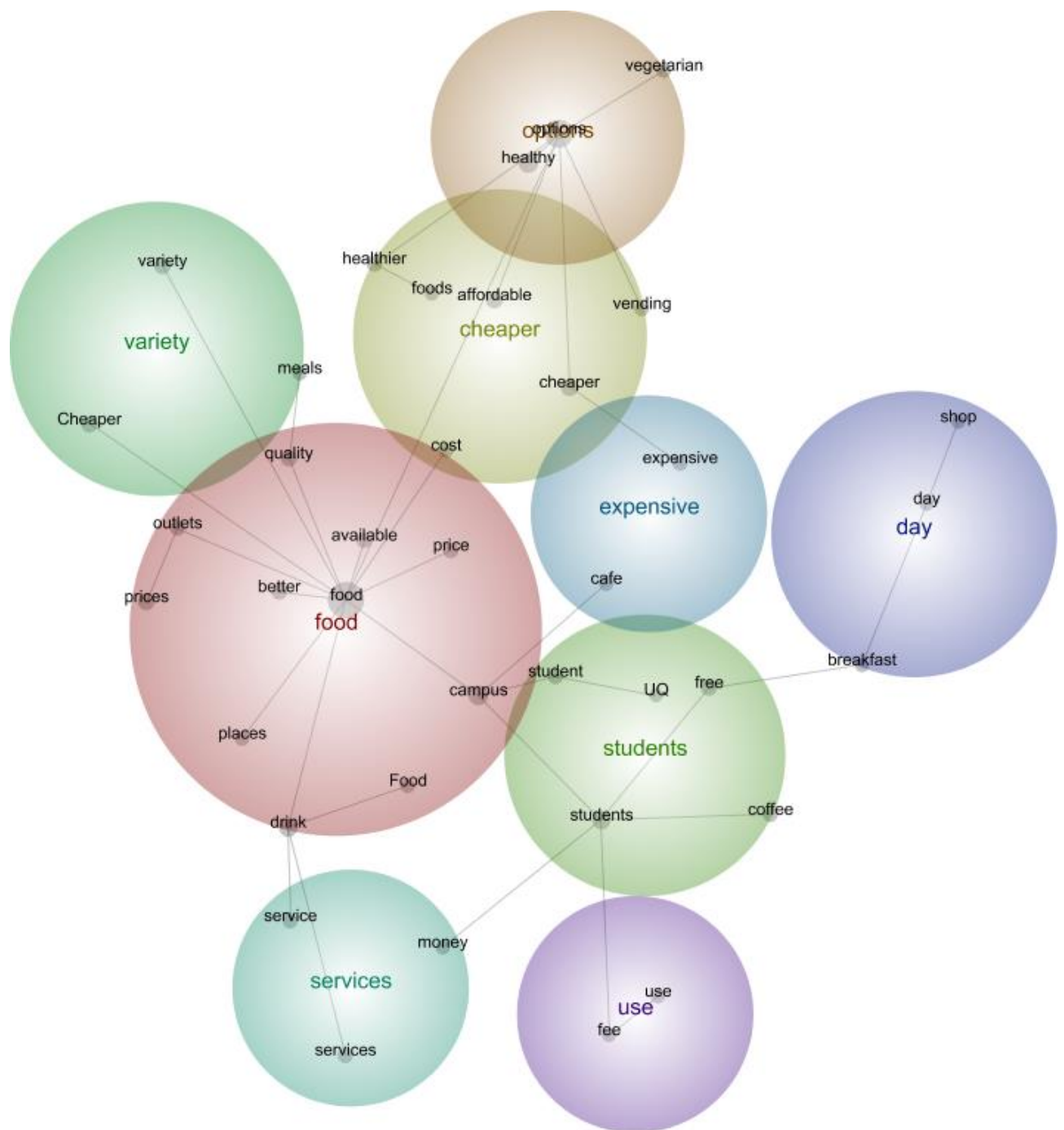
<b>Number of comments received</b>	<b>892</b>
<b>Average number of words per comment</b>	11.6
<b>Median number of words per comment</b>	7
<b>Minimum number of words in a comment</b>	1
<b>Maximum number of words in a comment</b>	255

*Table 2: Themes and associated concepts for responses to the question, 'What changes to food and drink service on campus would you like to see SSAF spent on?'*

Theme	Connectivity	Associated Concepts
<b>Food</b>	100%	Food, campus, quality, better, available, price
<b>Options</b>	59%	Options, healthy
<b>Cheaper</b>	38%	Cheaper, affordable, healthier
<b>Students</b>	34%	Students, free, students
<b>Drink</b>	26%	Drink
<b>Variety</b>	20%	Variety, cheaper
<b>Prices</b>	13%	Prices
<b>Expensive</b>	10%	Expensive
<b>Services</b>	9%	Services
<b>Day</b>	8%	Day
<b>Use</b>	6%	Use

A concept map exported from Leximancer can be found in Figure X. The themes listed in Table X (above) are represented by the large, coloured circles. The themes are heat-mapped, whereby the most important are denoted by warm colours (red, orange) and the least important are denoted by cool colour (blue, green). The concepts associated with each theme are represented by the smaller grey circles inside each of the themes. The larger the grey circle, the more often the concept is coded in the text. The grey lines between concepts indicate the most likely connections between concepts.

Figure 1: Leximancer Concept Map - Food and drink





## 9.2 Sporting facilities

What changes to sporting facilities on campus would you like to see the SSAF spent on?

Table 3: Descriptive statistics for sporting facilities student comments

<b>Number of comments received</b>	<b>743</b>
<b>Average number of words per comment</b>	8.7
<b>Median number of words per comment</b>	5
<b>Minimum number of words in a comment</b>	1
<b>Maximum number of words in a comment</b>	118

Table 4: Themes and associated concepts for responses to the question, 'What changes to sporting facilities on campus would you like to see SSAF spent on?'

Theme	Connectivity	Associated Concepts
<b>Facilities</b>	100%	Facilities, sporting, use, free
<b>Students</b>	92%	Students, membership, UQ, social, fees, student, fee
<b>Gym</b>	66%	Gym, access, cheaper, pool
<b>Sport</b>	31%	Sport, money
<b>Sports</b>	29%	Sports
<b>People</b>	16%	People
<b>Expensive</b>	9%	Expensive
<b>Campus</b>	8%	Campus
<b>Equipment</b>	7%	Equipment
<b>Cheaper</b>	6%	Cheaper
<b>SSAF</b>	5%	SSAF
<b>Court</b>	3%	Court









### 9.3 Overseas and study abroad access

What changes to overseas and study abroad access would you like to see the SSAF spent on?

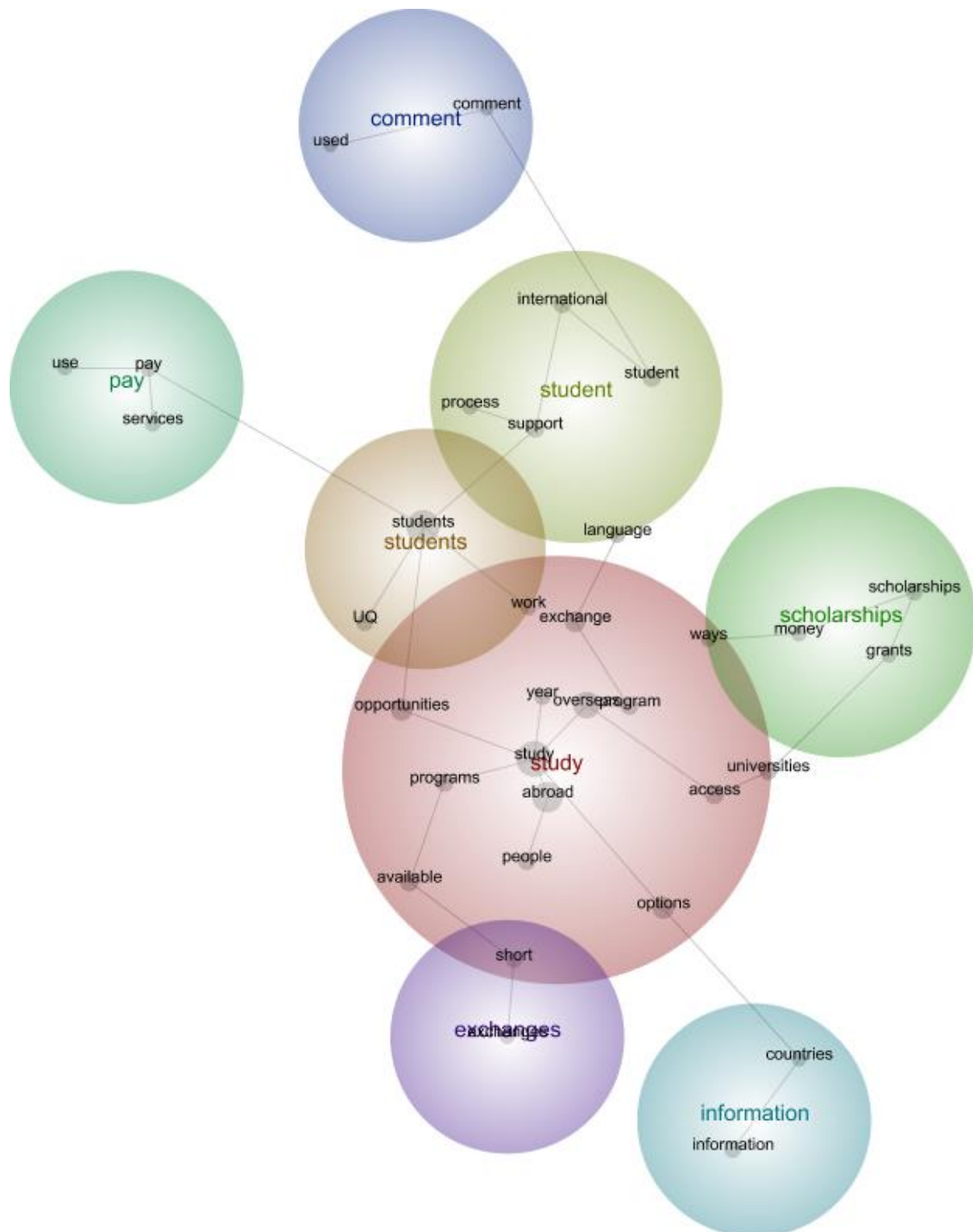
Table 5: Descriptive statistics for overseas and study abroad access comments

<b>Number of comments received</b>	<b>604</b>
<b>Average number of words per comment</b>	7.4
<b>Median number of words per comment</b>	3
<b>Minimum number of words in a comment</b>	1
<b>Maximum number of words in a comment</b>	94

Table 6: Themes and associated concepts for responses to the question, 'What changes to overseas and study abroad access would you like to see SSAF spent on?'

Theme	Connectivity	Associated Concepts
<b>Study</b>	100%	Study, abroad, overseas, opportunities, exchange, programs, programs
<b>Students</b>	28%	Students, UQ
<b>Student</b>	24%	Student, international, support
<b>Options</b>	22%	Options, access, universities
<b>Available</b>	16%	Available, people
<b>Scholarships</b>	12%	Scholarships
<b>Pay</b>	10%	Pay
<b>Information</b>	6%	Information
<b>Comment</b>	2%	Comment

Figure 3: Leximancer Concept Map - Study abroad and overseas options





## 9.4 Artistic and entrepreneurial activity

What changes to artistic and entrepreneurial activity would you like to see the SSAF spent on?

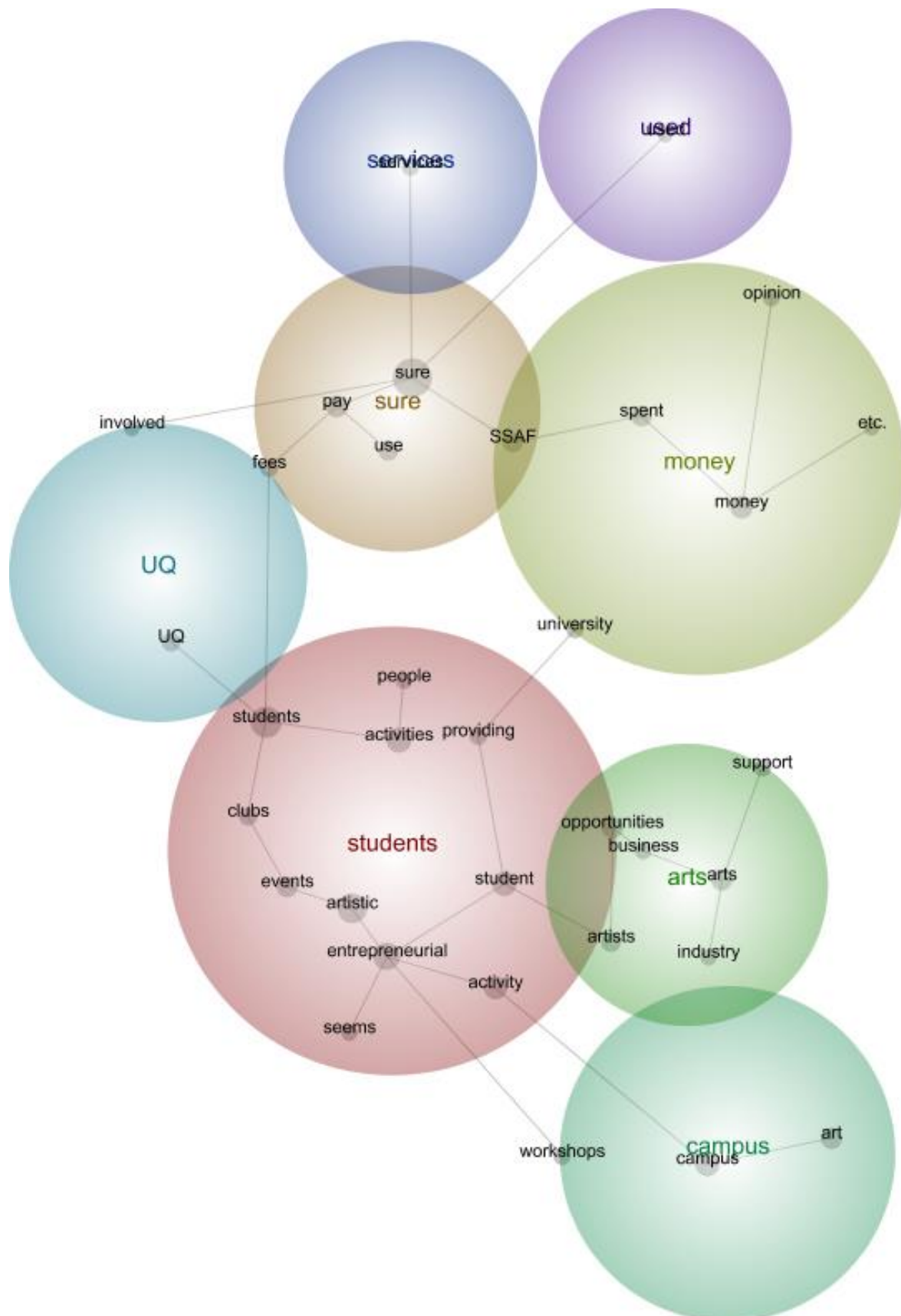
*Table 7: Descriptive statistics for artistic and entrepreneurial activity comments*

<b>Number of comments received</b>	<b>570</b>
<b>Average number of words per comment</b>	6.9
<b>Median number of words per comment</b>	2
<b>Minimum number of words in a comment</b>	1
<b>Maximum number of words in a comment</b>	148

*Table 8: Themes and associated concepts for responses to the question, 'What changes to artistic and entrepreneurial activity would you like to see SSAF spent on?'*

Theme	Connectivity	Associated Concepts
<b>Students</b>	100%	Students, artistic, entrepreneurial, activities, student, activity, events
<b>Sure</b>	50%	Sure, pay, SSAF, use
<b>Opportunities</b>	33%	Opportunities, arts, artists
<b>Campus</b>	23%	Campus, art
<b>Money</b>	21%	Money, spent
<b>UQ</b>	5%	UQ
<b>Opinion</b>	5%	Opinion
<b>Services</b>	4%	Services
<b>Involved</b>	3%	Involved

Figure 4: Leximancer Concept Map - Artistic and entrepreneurial activity





## 9.5 Advocacy

What changes to advocacy departments/programs (legal, welfare, mental health, education) would you like to the SSAF spent on?

Table 9: Descriptive statistics for advocacy service comments

<b>Number of comments received</b>	<b>615</b>
<b>Average number of words per comment</b>	10.1
<b>Median number of words per comment</b>	5
<b>Minimum number of words in a comment</b>	1
<b>Maximum number of words in a comment</b>	112

Table 10: Themes and associated concepts for responses to the question, 'What changes to advocacy departments/programs (legal, welfare, mental health, education) would you like to see SSAF spent on?'

Theme	Connectivity	Associated Concepts
<b>Mental</b>	100%	Mental, health, support, better, student, issues
<b>Students</b>	71%	Students, available, service, legal, people, needs
<b>Access</b>	37%	Access, counselling, time, programs
<b>Services</b>	34%	Services, important
<b>Use</b>	11%	Use
<b>UQ</b>	8%	UQ
<b>Sure</b>	8%	Sure
<b>Information</b>	3%	Information
<b>Counsellors</b>	2%	Counsellors

[illegible]



## 9.6 Special project

If you had access to \$500,000 of SSAF funds, what project/program would you spend it on?

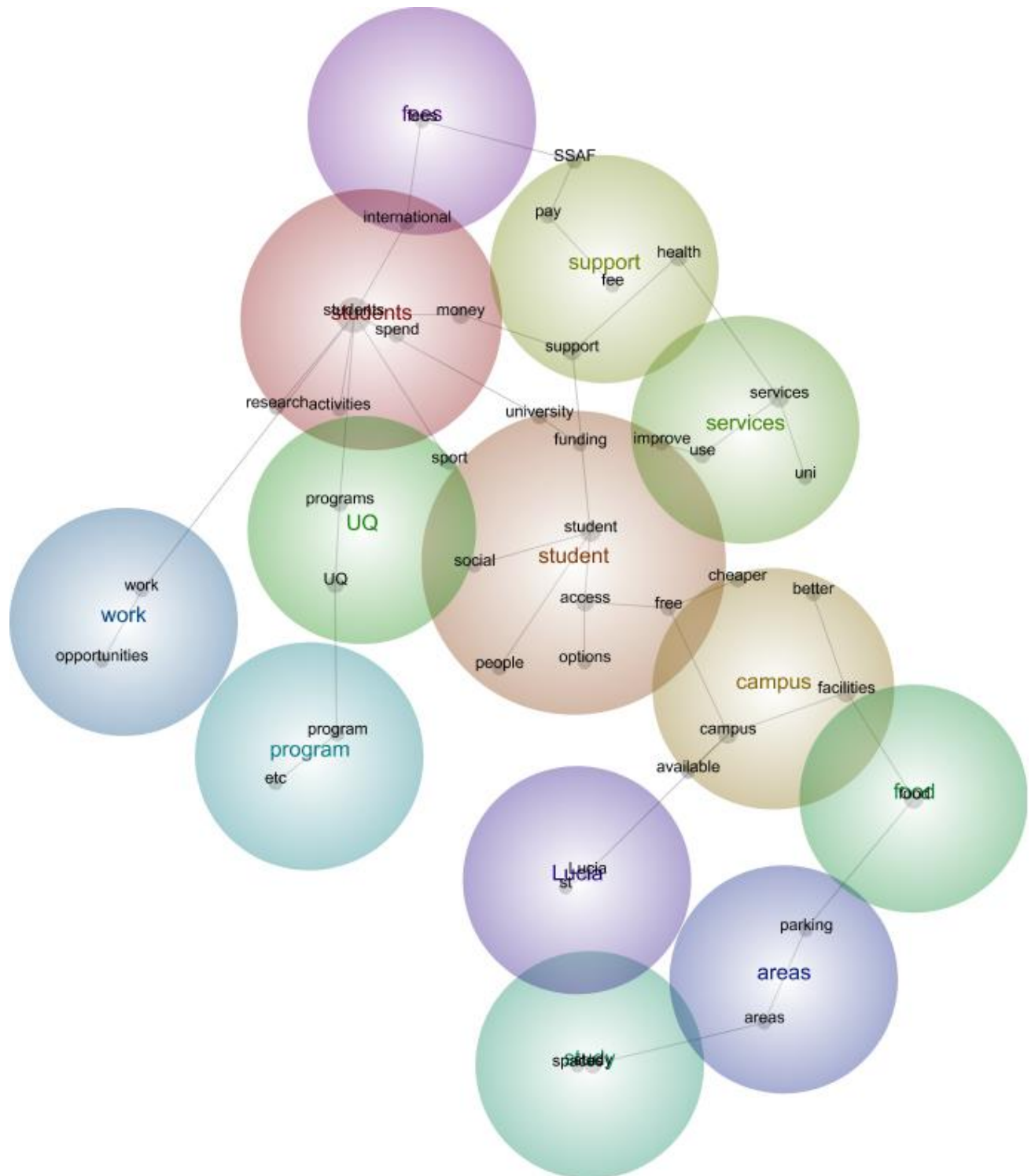
Table 11: Descriptive statistics for discretionary project comments

<b>Number of comments received</b>	<b>872</b>
<b>Average number of words per comment</b>	16.0
<b>Median number of words per comment</b>	9
<b>Minimum number of words in a comment</b>	1
<b>Maximum number of words in a comment</b>	221

Table 12: Themes and associated concepts for responses to the question, 'If you had access to \$500,000 of SSAF funds, what project/program would you spend it on?'

Theme	Connectivity	Associated Concepts
<b>Students</b>	100%	Students, money, spend, international, research
<b>Student</b>	71%	Student, support, access, university, free
<b>Campus</b>	50%	Campus, facilities
<b>Services</b>	48%	Services, health, use
<b>UQ</b>	33%	UQ, programs
<b>SSAF</b>	27%	SSAF, fee
<b>Food</b>	22%	Food
<b>Study</b>	21%	Study
<b>People</b>	18%	People
<b>Work</b>	10%	Work
<b>Lucia</b>	9%	Lucia

Figure 6: Leximancer Concept Map - \$500,000 project idea







## 10.0 Appendix A

### 10.1 Food and drink

<b>Theme: Food</b>	
<b>Concept</b>	<b>Example Comment</b>
Food (Hits: 343)	More options, need for healthier food.
Campus (Hits: 79)	Subsidising food on campus
Quality (Hits: 29)	Nothing really, just maintained well. Better quality food at the physiol refec- food often cold.
Better (Hits: 24)	Better and cleaner bubblers INDOORS that you can fill water bottles with and drink water from.
Available (Hits: 25)	Available halal or kosher food option is a must.
Price (Hits: 24)	Opening food court on the weekend and reducing price.
<b>Theme: Options</b>	
<b>Concept</b>	<b>Example Comment</b>
Options (Hits: 235)	More options. Cheaper.
Healthy (Hits: 72)	Further healthy and Make Your Own options.
Vegetarian (Hits: 22)	More vegetarian options.
<b>Theme: Cheaper</b>	
<b>Concept</b>	<b>Example Comment</b>
Cheaper (Hits: 57)	Make it cheaper.
Affordable (Hits: 43)	More affordable.
Healthier (Hits: 31)	Food could be much cheaper (and healthier) on-campus. Perhaps consider taking into account diversity of cultures.
Cost (Hits: 15)	I would like there to be more healthy options that don't cost a fortune. For example it is cheaper to buy chips than a bit of salad.
Vending (Hits: 19)	More vending machines, cheaper options.
Foods (Hits: 16)	Health foods at main refec at cheaper prices, bringing jackpot noodle on campus.
<b>Theme: Students</b>	
<b>Concept</b>	<b>Example Comment</b>
Students (Hits: 68)	More events that incorporate off-campus/not residential halls students as well.
Free (Hits: 37)	More options for people with dietary requirements. Gluten free, dairy free, vegetarian and vegan options would be popular with many students.
Student (Hits: 22)	UQ discounts to students, cheaper student fare, e.g. sandwiches, pieces, soups, under 5 dollars (we are not made of money).
Coffee (Hits: 26)	Indoor coffee lounge/study space for students.
UQ (Hits: 11)	Herston Campus relies on the Hospital services and there are not so many good options in there, except for the new Dentistry building with a very nice Café. I'd love to have better and healthier options at the UQ educational centre.
<b>Theme: Drink</b>	
<b>Concept</b>	<b>Example Comment</b>
Drink (Hits: 57)	Cheaper drink or more drink deals.
Service (Hits: 19)	Cheaper options to food and drink service in the food court. More promotions and offers.
Places (Hits: 22)	Honestly, I just want more places to eat, like tables.



Food (Hits: 19)	Food and drink service is adequate but the main café area with Guzman and Gomez etc are is really crowded at lunch times. More space around here perhaps?
<b>Theme: Variety</b>	
<b>Concept</b>	<b>Example Comment</b>
Variety (Hits: 50)	None plenty of variety
Cheaper (Hits: 44)	Cheaper, more variety
Meals (Hits: 16)	Cheaper meals where possible, variety could be further improved however, is good currently.
<b>Theme: Prices</b>	
<b>Concept</b>	<b>Example Comment</b>
Prices (Hits: 43)	Reduce prices on basic items – everywhere has restaurant prices!
Outlets (Hits: 19)	Funds could maybe be reshuffled to decrease the rent that food outlets pay, and thus allow them to decrease their prices, because it can be a little pricey to eat on campus.
<b>Theme: Expensive</b>	
<b>Concept</b>	<b>Example Comment</b>
Expensive (Hits: 31)	When I finish at 5pm or 6pm I have very few expensive choices.
Café (Hits: 18)	More café options, less expensive.
<b>Theme: Services</b>	
<b>Concept</b>	<b>Example Comment</b>
Services (Hits: 34)	I am satisfied with these services.
Money (Hits: 17)	More than sufficient, too much money being spent on food services.
<b>Theme: Day</b>	
<b>Concept</b>	<b>Example Comment</b>
Day (Hits: 17)	Do something with the left overs that do not necessarily have to be thrown out. Maybe donate them to a homeless shelter that day or something like that.
Breakfast (Hits: 13)	Give out more snacks during the day instead of just focusing on breakfast and cheaper food options.
Shop (Hits: 14)	That being said, the little doughnut shop is a great idea. Somewhere to store food during the day, like fridges or something would be brilliant although I know that wouldn't exactly be safe.
<b>Theme: Use</b>	
<b>Concept</b>	<b>Example Comment</b>
Use (Hits: 17)	I don't use any of these.
Fee (Hits: 12)	We should not have to pay the fee if we don't want to use the services.



## 10.2 Sporting facilities

<b>Theme: Facilities</b>	
<b>Concept</b>	<b>Example Comment</b>
Facilities (Hits: 111)	No changes to facilities, just need to bring prices down.
Sporting (Hits: 69)	Cut spending on sporting facilities.
Use (Hits: 71)	I rarely use the sporting facilities (UQ Sport is way too expensive)
Free (Hits: 44)	There should be facilities that can be used for free like a beach volleyball field.
Expensive (Hits: 16)	More class & time open longer less expensive or atleast includes more facilities.
<b>Theme: Students</b>	
<b>Concept</b>	<b>Example Comment</b>
Students (Hits: 78)	Discounts for students.
Membership (Hits: 28)	Gym membership should be free (no I am not joking) to all students (it is at other places and it was awesome)
Fees (Hits: 25)	Better deals for students/ in uni fees with the option to opt. out if they don't want the membership.
Cheaper (Hits: 23)	Cheaper to make it more welcoming and accessible for students.
Student (Hits: 21)	The UQ Gatton gym costs too much. There should be a bigger student discount to encourage gym membership and a healthy lifestyle among students.
Fee (Hits: 17)	The fee to attend the facilities lowered for students.
Price (Hits: 17)	More funding to the UQIC, which provides sports at a lower price than UQ Sport, including amazing merchandise and events that students love! Get rid of damn high schoolers and FC11 using our grounds at the expense of actual UQ students!
<b>Theme: Gym</b>	
<b>Concept</b>	<b>Example Comment</b>
Gym (Hits: 79)	The gym for general members. Bit unfortunate that the nice new gear is reserved for UQ athletes only.
Access (Hits: 37)	More options for gym membership – flexible times, more selection of which parts you are paying access for.
Pool (Hits: 20)	You guys are doing really well in this department. (Not sarcastic) – really like that you listened to us and opened the gym and pool for longer hours ☺
Cheaper (Hits: 16)	Cheaper and bigger
Fields (Hits: 13)	The baseball team is currently practicing on various playing fields and ovals, which can be dangerous if the fields are being shared by other people. I would also like to see the gym and pool membership cost reduced, as many students cannot afford it, and staying fit and active is very helpful to university students and their physical and mental health.
<b>Theme: Sports</b>	
<b>Concept</b>	<b>Example Comment</b>
Sports (Hits: 41)	Less spending on sports
Social (Hits: 28)	More social sports opportunities
Affordable (Hits: 16)	Make it more affordable for students! Most of us can't afford the exorbitant gym and sports fees and so don't use them.
Better (Hits: 12)	More recreational sports, and better advertising of continuing programs.
<b>Theme: UQ</b>	
<b>Concept</b>	<b>Example Comment</b>



UQ (Hits: 28)	More accessible therefore cheaper for students of UQ to play sport and use facilities. Less money making.
People (Hits: 15)	UQ is an academic institution, the money needs to be spent on academic things, not balls and ground for people to play sport on. It's a hobby, not an intellectual pursuit, and it's ridiculous that it's sponsored by SSAF in the beginning.
Team (Hits: 9)	Stop spending so much money on sports. UQ is a University, not a sports team.
<b>Theme: Money</b>	
<b>Concept</b>	<b>Example Comment</b>
Money (Hits: 34)	I would like to see less money going to UQ Sport.
Spent (Hits: 22)	Zero, no extra money needs to be spent there.
<b>Theme: Pay</b>	
<b>Concept</b>	<b>Example Comment</b>
Pay (Hits: 21)	Charge enough admission to pay for the service.
Services (Hits: 15)	Actually something at all offered at rural clinic sites (RCS). Just anything at all for UQ to justify forcing me to pay this ridiculous fee for services that are currently not provided at my site of study.
Clubs (Hits: 13)	Improve management of UQ Sport, they are poor communicators and unhelpful to the clubs.
<b>Theme: Sport</b>	
<b>Concept</b>	<b>Example Comment</b>
Sport (Hits: 46)	Less competitive sport.
<b>Theme: Courts</b>	
<b>Concept</b>	<b>Example Comment</b>
Courts (Hits: 14)	Tennis courts are dead for long periods of the day which are still considered 'peak'.
Court (Hits: 10)	Cheaper court hire, upkeep of courts.
<b>Theme: SSAF</b>	
<b>Concept</b>	<b>Example Comment</b>
SSAF (Hits: 16)	External students should not have to contribute to the SSAF.
<b>Theme: Campus</b>	
<b>Concept</b>	<b>Example Comment</b>
Campus (Hits: 14)	A live timetable for running sessions would be good - I showed up on campus a Sunday morning specifically to do a yoga class to find a piece of paper taped to the door saying it was cancelled. It would have helped to be able to check it from home.
<b>Theme: Equipment</b>	
<b>Concept</b>	<b>Example Comment</b>
Equipment (Hits: 14)	Access to the high performance centre in the UQ Gym; more functional equipment.



### 10.3 Overseas and study abroad options

<b>Theme: Study</b>	
<b>Concept</b>	<b>Example Comment</b>
Study (Hits: 59)	Better consultation particularly for repercussions of studying abroad.
Abroad (Hits: 46)	Study abroad, everyone dreams and heard about it when the lady from UQ comes to your school, but why do so little actually end up doing it? I think we need a study abroad planner, and maybe a change of location, its under the food court, is there a more central cool spot?
Overseas (Hits: 37)	More workshops to make us aware of the overseas study program.
Opportunities (Hits: 39)	Increased funding/more partnerships, increasing study opportunities
Options (Hits: 29)	Understand there isn't much academic gain but would be nice to have more options to experience studying abroad.
Exchange (Hits: 26)	Greater support for students who are currently on their overseas exchange program. When I was abroad a shooting happened at the campus I attended and no-one from UQ Abroad of UQ generally reached out to provide support.
Access (Hits: 18)	Consistence in study abroad access across schools.
Available (Hits: 19)	More Universities available to study at. Also, I'd greatly consider study abroad if it were a little cheaper.
Programs (Hits: 16)	More awareness of study abroad programs.
Program (Hits: 14)	Currently this opportunity is very limited for my program of study and so I have had minimal contact. Increased study abroad opportunities for disciplines which currently lack the option would be good.
People (Hits: 11)	It is very hard to organise and the people are not very helpful - they mistakenly denied my application and were not apologetic about the distress their actions caused.
Year (Hits: 8)	There are some degrees that it impossible to go on study abroad on. I was very fortunate to have a friend tell me about one opportunity I could take to study abroad in second year but before that I had no idea.
Short (Hits: 6)	Short volunteering trips rather than study.
<b>Theme: Students</b>	
<b>Concept</b>	<b>Example Comment</b>
Students (Hits: 81)	Again, the benefit goes to the wealthy students.
UQ (Hits: 14)	UQ advantage office seems rather useless. You have to find your own opportunities and do your own research on top of finding out your visa requirements for the destination of your choice.
Work (Hits: 7)	Chances for students to work overseas as part of the required experience.
<b>Theme: Student</b>	
<b>Concept</b>	<b>Example Comment</b>
Student (Hits: 19)	Information given to student in each discipline area. At the beginning of each semester providing student with international study options.
International (Hits: 20)	A childcare rebate for international students.
Support (Hits: 18)	More support should be provided for international students in Gatton.
Language (Hits: 7)	More workshops for international students with English as a second language.
Process (Hits: 9)	More education on process for international student advisors.
<b>Theme: Scholarships</b>	
<b>Concept</b>	<b>Example Comment</b>



Scholarships (Hits: 18)	Provide more scholarships
Money (Hits: 9)	It'd be cool if more scholarships/bursaries/financial assistance could be provided to students studying overseas - or even more ways to fund raise to give us student the chance to study, since money is one of the biggest hindrances in overseas studies.
Ways (Hits: 4)	Easier ways to access it, I'm still unsure where to go.
Grants (Hits: 6)	More grants and scholarships.
<b>Theme: Pay</b>	
<b>Concept</b>	<b>Example Comment</b>
Pay (Hits: 12)	Bring it to Herston Campus or if this is not feasible, we should be refunded for the fees that we pay (at least 75% or so).
Services (Hits: 11)	We should not have to pay the fee if we don't want to use the services.
Use (Hits: 11)	This shouldn't be funded by compulsory fees when not all students use it, but all are forced to pay.
<b>Theme: Information</b>	
<b>Concept</b>	<b>Example Comment</b>
Information (Hits: 23)	The information on where to go is very comprehensive but the step-by-step and help with subject selection is poorer. Providing a single contact point that can provide early advice would be helpful.
Countries (Hits: 8)	More information evenings/more diverse range of countries and options.
<b>Theme: Comment</b>	
<b>Concept</b>	<b>Example Comment</b>
Comment (Hits: 11)	I cannot comment as I have not utilised this service.
Used (Hits: 14)	I haven't used it. YET.
<b>Theme: Exchanges</b>	
<b>Concept</b>	<b>Example Comment</b>
Exchanges (Hits: 5)	More short term exchanges.



## 10.4 Artistic and entrepreneurial activities

<b>Theme: Students</b>	
<b>Concept</b>	<b>Example Comment</b>
Students (Hits: 42)	Bond students have jobs almost handed to them when they graduate. UQ puts no effort into this
Artistic (Hits: 27)	Free artistic classes for enrolled students.
Entrepreneurial (Hits: 22)	More industry integration with students to facilitate entrepreneurial outcomes. Far more industry presence.
Activities (Hits: 20)	More activities, such as reports or presentations for employees to have a chat with students who are going to graduate and ready for jobs.
Student (Hits: 18)	Make it available to more students. Increase student awareness of these programs.
Activity (Hits: 15)	Give more access to do entrepreneur activity within uni campus for our own students.
Opportunities (Hits: 13)	More volunteering opportunities that are more specific to the major/degree that students study and for their futures maybe through partnerships with companies and other countries etc.
Events (Hits: 12)	More information about these clubs and events to students via BlackBoard or email. I've never heard of any artistic events happening.
Clubs (Hits: 7)	Not enough artistic non educational related clubs eg photography, painting, dance, multicultural cooking.
Providing (Hits: 4)	I feel that artistic and entrepreneurial spending is excessive, providing an necessarily large platform for extreme minorities to express unhelpful viewpoints. These viewpoints do not necessarily represent the majority of students, many of whom are male, middle class and accepting.
Seems (Hits: 5)	More chances for postgrad students to gain work experience with local employers, and access to employer scholarships. This facility seems to favour undergrads and postgrads get very little assistance.
People (Hits: 5)	And more initiatives to encourage entrepreneurship. Hire people to organise events and regular weekly gatherings for students on this topic.
<b>Theme: Sure</b>	
<b>Concept</b>	<b>Example Comment</b>
Sure (Hits: 67)	Not sure
Pay (Hits: 12)	I do not think this should be financed by the students, but the University of Queensland. We pay already \$34,000.00 p.a.
SSAF (Hits: 13)	The SSAF should not be spent on this.
Use (Hits: 12)	This shouldn't be funded by compulsory fees when not all students use it, but all are forced to pay.
Fees (Hits: 8)	University should not charge this fee as University fees are so expensive already, especially for international students.
<b>Theme: Money</b>	
<b>Concept</b>	<b>Example Comment</b>
Money (Hits: 19)	There should be no money from the SSAF spent on this.
Spent (Hits: 14)	Less money spent on this.
University (Hits: 6)	Any kind of service or media really about entrepreneurialism while studying, For arts, opportunities for local artists to host events - be that workshops and creative to enrich student life as the sports do, or to utilize university facilities and host events like film festivals. Not a huge amount on either of this, but providing a hub or starting some kind of media to gauge interest.



Opinion (Hits: 8)	I don't know but the arts should always be given money in my opinion. The world would be so boring and pointless without it.
<b>Theme: Arts</b>	
<b>Concept</b>	<b>Example Comment</b>
Arts (Hits: 13)	There is always room for more assistance for the arts given the political antipathy we've seen lately.
Artists (Hits: 7)	Much more arts activity on campus by artists, musicians, visual art, dance, multi media - so many opportunities to create content and inspire business activity from this re: creative industry collaborations - this is not "above the radar" at all. Inspire connections through social activities around arts and science and engineering and ATSI unit for example - could be amazing!
Support (Hits: 7)	More support for the arts.
Business (Hits: 5)	Shouldn't this be part of creative arts and business degrees, not the SSAF?
Industry (Hits: 6)	Opportunities with companies/industry.
<b>Theme: Campus</b>	
<b>Concept</b>	<b>Example Comment</b>
Campus (Hits: 28)	Taking advantage of the landscapes around the campus to display exceptional pieces of work.
Art (Hits: 20)	More art in campus buildings.
Workshops (Hits: 10)	More workshops.
<b>Theme: UQ</b>	
<b>Concept</b>	<b>Example Comment</b>
UQ (Hits: 13)	More and more entrepreneurs visiting UQ to share their advice and experiences, as well as gateways for opportunity.
Involved (Hits: 7)	Again I am not involved with this aspect of UQ and therefore don't think I have an informed opinion about this to share.
<b>Theme: Services</b>	
<b>Concept</b>	<b>Example Comment</b>
Services (Hits: 8)	More services at Herston.
<b>Theme: Used</b>	
<b>Concept</b>	<b>Example Comment</b>
Used (Hits: 10)	I haven't used them so I can't say.





### 10.5 Advocacy services

<b>Theme: Mental</b>	
<b>Concept</b>	<b>Example Comment</b>
Mental (Hits: 78)	More spending in the mental health department, it takes too long to receive help and when one does receive assistance it is usually too little.
Health (Hits: 78)	More mental health stuff offered at Gatton. St Lucia gets free yoga and we get nothing.
Students (Hits: 86)	A greater promotion of mental health facilities available to students.
Support (Hits: 30)	Increased mental health support and awareness.
Better (Hits: 17)	Better access to mental health help workers, better feedback system for courses.
Legal (Hits: 21)	More legal support. Accounting tax return support, mental health and welfare support.
Student (Hits: 24)	More student welfare and mental health focus.
Issues (Hits: 9)	Extra support for mental health issues.
<b>Theme: Available</b>	
<b>Concept</b>	<b>Example Comment</b>
Available (Hits: 29)	Make it available in Herston.
Service (Hits: 22)	Legal service available when they're needed!
Access (Hits: 21)	More information on what and where this is available. I have no idea how to access mental health services on campus, or even what these are.
Counselling (Hits: 17)	More counselling services available so there are shorter wait times.
People (Hits: 16)	Awareness campaign letting people know what mental health facilities are available and how much they cost.
Needs (Hits: 11)	Since international students are also paying equal SSAF as the domestic students, maybe consider organising more information sessions in regards to Australian Immigration Laws & Procedures from time to time. Also, it needs to be circulated well so choose a better mode of spreading the work of these kind of consults and helps available for the international students.
Work (Hits: 11)	Didn't even know these were available to me. Probably should work on that.
<b>Theme: Services</b>	
<b>Concept</b>	<b>Example Comment</b>
Services (Hits: 85)	I didn't realise some of these services existed.
Important (Hits: 14)	No changes, more maintenance of current services as they are very important to the UQ community.
UQ (Hits: 13)	More promotion of these services and integration with the UQ community
Campus (Hits: 12)	Info on where to go for these services at Herston Campus.
Needed (Hits: 10)	More SSAF needed to keep these vital services going.
<b>Theme: Time</b>	
<b>Concept</b>	<b>Example Comment</b>
Time (Hits: 14)	There is a noticeable wait time in accessing some of the advocacy programs - perhaps more staffing in these areas could reduce this.
Programs (Hits: 16)	Stress-relief programs be it talks/workshops, activities etc.
Wait (Hits: 10)	When I last accessed welfare services (2013) there was a wait time of a few weeks but I don't know the current situation.



Funding (Hits: 11)	Over-demanding courses, poorly timetabled exams, more face-to-face contact time with tutors and lecturers rather than cutting funding to the humanities)
Appointment (Hits: 8)	Actually be able to access an appointment with a counsellor. The one time I tried I was told there weren't any appointments for the rest of the semester.
<b>Theme: Use</b>	
<b>Concept</b>	<b>Example Comment</b>
Use (Hits: 16)	I don't use them. But I know where to go if I need to.
Money (Hits: 18)	More money spent on immigration consultants.
Pay (Hits: 13)	I do not want to pay for everyone else to use these.
<b>Theme: Advocacy</b>	
<b>Concept</b>	<b>Example Comment</b>
Advocacy (Hits: 10)	It's also difficult to locate information on all the advocacy departments online.
Staff (Hits: 14)	Much more spending for more staff.
<b>Theme: Sure</b>	
<b>Concept</b>	<b>Example Comment</b>
Sure (Hits: 21)	Not sure.
Used (Hits: 23)	Not used so not sure.
<b>Theme: SSAF</b>	
<b>Concept</b>	<b>Example Comment</b>
SSAF (Hits: 11)	There should be no money from the SSAF spent on this.
Awareness (Hits: 15)	Better awareness and maintain current system.
<b>Theme: Information</b>	
<b>Concept</b>	<b>Example Comment</b>
Information (Hits: 11)	More information regarding them.
<b>Theme: Counsellors</b>	
<b>Concept</b>	<b>Example Comment</b>
Counsellors (Hits: 12)	Hire more counsellors.



### 10.5 Special project ideas for SSAF funds

<b>Theme: Students</b>	
<b>Concept</b>	<b>Example Comment</b>
Students (Hits: 271)	I'd refund it to students.
Money (Hits: 41)	I would give the money back to the students.
Spend (Hits: 40)	I would spend it on a visual arts centre where students could go to learn and create art - creativity goes hand in hand with innovation after all. And to provide recreational space for those of us into creative rather than sporting endeavours.
International (Hits: 31)	I know that QUT has some workshops about how international students get PR. Help international students get part-time jobs!
Research (Hits: 23)	Support for research students doing fieldwork abroad.
Activities (Hits: 23)	More activities between students.
<b>Theme: Student</b>	
<b>Concept</b>	<b>Example Comment</b>
Student (Hits: 67)	Subsidising UQ student membership of UQ Sport Clubs and Societies.
Access (Hits: 49)	If I had access to \$500,00 of SSAF funds, I would devise a student engagement program with a focus on providing support to graduates and information on graduate pathways.
University (Hits: 28)	I'd spend it on encouraging student engagement with university life through holding events
Free (Hits: 25)	Self esteem programmes and free/subsidised counselling/psychotherapy. Also more student lounges with Nespresso machines.
People (Hits: 28)	Given that this amount comes from student additional fees, the amount should be reduced because most of the services are not necessary and if people need help, they can search online and get info by themselves
Options (Hits: 20)	An entrepreneurial project designed around developing flexible learning options for students
Social (Hits: 15)	Hiring a full time professional to oversee lgbt+ student support services. Set up and fund multiple lgbt+ oriented social clubs
Funding (Hits: 15)	GSA - give them more funding so we can host more balls for all student to enjoy. 1 ball a year only allows 180 students and chance to go and the rest miss out!
<b>Theme: Campus</b>	
<b>Concept</b>	<b>Example Comment</b>
Campus (Hits: 64)	Travel is important. Or, installing kitchenettes around the campus (more than just the water and microwaves)
Facilities (Hits: 70)	Spend on facilities such as hot water tap across campus and provide microwave room 24/7 or at least till mid-night.
Better (Hits: 25)	Remove the circular drop off road to herston campus, and replace it with a more student/social friendly space to better encourage student and staff interaction. At the moment, the space is essentially dead space in the centre of the campus.
Cheaper (Hits: 20)	cheaper campus food, more affordable transport options, better facilities like classrooms
Available (Hits: 17)	Installing lockers around campus that can be hired short term (24-48 hours) and long term (a semester). Currently there are very little options available for storage personal items, and certainly nothing long term.



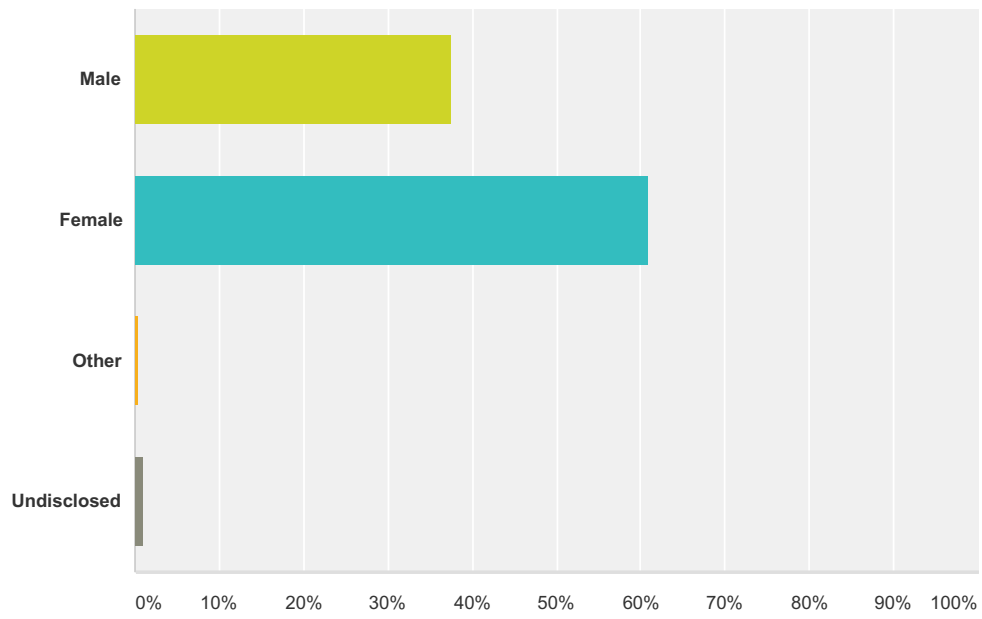
<b>Theme: Support</b>	
<b>Concept</b>	<b>Example Comment</b>
Support (Hits: 48)	Increase disability support and awareness training.
Health (Hits: 57)	mental health support, support for first years, career advising
SSAF (Hits: 29)	If there is a fund, it should benefit exclusively students, eg the free counselling service (which is great, but apparently waiting lists are very long), bulk billing health service, general student support and advice. Also, we already have to pay to use the sporting facilities and social sport prices are not cheap either, so if the <b>SSAF</b> money is being spent on that then we are double paying all the time.
Fee (Hits: 20)	Ideally there would be some research done on the percentage of postgraduate students that are actually involved in SSAF-funded activities and the fee would be decreased/increased accordingly. If I had access to this amount of <b>SSAF</b> funds, I would want this money to go back to those postgrad students who are not involved in SSAF-funded activities and are struggling to support multiple dependents on one scholarship, in particular international students who are unable to postpone payment as a HELP debt.
Pay (Hits: 20)	Trust me, I don't want to pay for anything that isn't a) mental health support, b) childcare support for working mums, c) disability support services. I'd settle for getting the head of <b>POLSIS</b> to record his lectures for a change.
<b>Theme: Services</b>	
<b>Concept</b>	<b>Example Comment</b>
Services (Hits: 72)	Student services, mainly adding a few extra counsellors. Social, non-competitive sporting activities.
Use (Hits: 34)	did not use any SSAF services
Improve (Hits: 16)	I would also improve awareness on the services already provided as many students don't know they are there or how to access them.
Uni (Hits: 21)	Providing student lifestyle/welfare services on Herston campus as they do in St Lucia. Programs to enhance UQ identity - I don't feel like I belong to 'University of Queensland', I just 'go to uni'.
<b>Theme: UQ</b>	
<b>Concept</b>	<b>Example Comment</b>
UQ (Hits: 53)	Also, exercise/wellbeing programs for <b>UQ</b> students, for eg. free yoga or meditation classes.
Programs (Hits: 43)	All programs should have to consider whether there should be an aspect that is aimed at the external students, esp. the counselling, mentoring, mental health, etc. UQ could improve significantly in this regard, I've never perceived this as being recognized by <b>UQ</b> as a strategic move that would advantage the university and students.
Sport (Hits: 22)	Making sport and food cheaper at UQ.
<b>Theme: Food</b>	
<b>Concept</b>	<b>Example Comment</b>
Food (Hits: 94)	More variety of food and cheaper, more affordable food.
<b>Theme: Study</b>	
<b>Concept</b>	<b>Example Comment</b>
Study (Hits: 67)	Or if there was a greenhouse like space with comfortable tables, chairs and or floor mats to study at/on while being surrounded by natural light



	and greenery. With big glass walls or windows to let in natural light and to allow for a beautiful view.
Spaces (Hits: 24)	Better and more study spaces at uni.
<b>Theme: Program</b>	
<b>Concept</b>	<b>Example Comment</b>
Program (Hits: 27)	No specific program I can think of.
Etc (Hits: 20)	I would like to see more early engagement in schools to ease transition and so would like to see a program that could work with each faculty to best deliver advice, workshops, support, etc to high schools.
<b>Theme: Work</b>	
<b>Concept</b>	<b>Example Comment</b>
Work (Hits: 25)	Clubs and societies to help study/work on assessment.
Opportunities (Hits: 24)	There is an imminent threat of rising sea levels, and I feel as though this should be explored more as there will be countless job opportunities in the future for social work students in this emerging field of social work.
<b>Theme: Areas</b>	
<b>Concept</b>	<b>Example Comment</b>
Areas (Hits: 25)	I would like to further the library resources, and put an emphasis on-campus for all areas of art.
Parking (Hits: 20)	Fund a project to reintroducing carpool, ride-share, priority student parking access, lobbying bcc for road marking in high use roadside parking areas.
<b>Theme: Lucia</b>	
<b>Concept</b>	<b>Example Comment</b>
Lucia (Hits: 15)	St Lucia gets so much, and everything we have here seems to be thanks to our res club and gsa. It would be nice to have some more diverse activities/stalls etc out here to make life a little more interesting.
St (hits: 14)	Building more restaurants a, changing the AC settings so that Gatton temperature isnt centrally controlled from St Lucia!!!!
<b>Theme: Fees</b>	
<b>Concept</b>	<b>Example Comment</b>
Fees (Hits: 21)	Stop charging us extra fees!

## Q1 What is your gender?

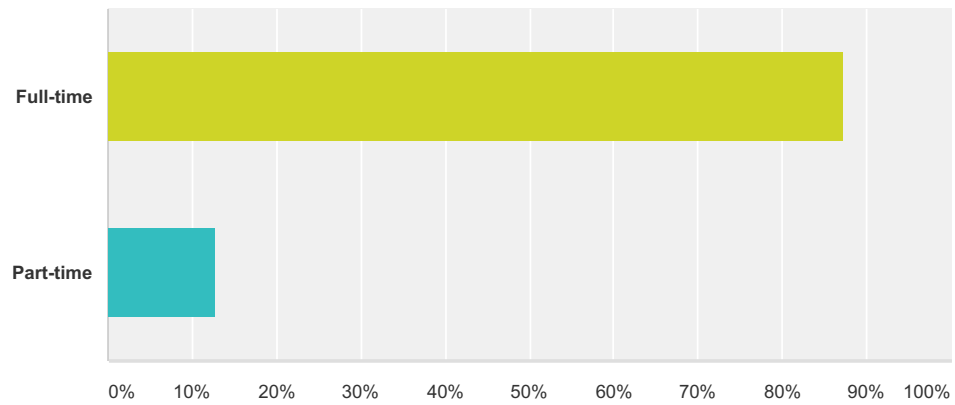
Answered: 3,071 Skipped: 0



Answer Choices	Responses	
Male	37.68%	1,157
Female	60.96%	1,872
Other	0.39%	12
Undisclosed	0.98%	30
<b>Total</b>		<b>3,071</b>

## Q2 What is your enrolled study load?

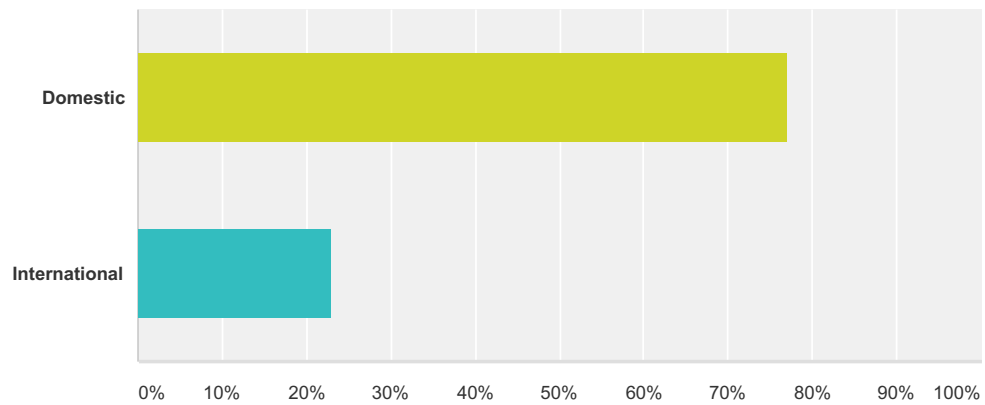
Answered: 3,071 Skipped: 0



Answer Choices	Responses	
Full-time	87.37%	2,683
Part-time	12.63%	388
<b>Total</b>		<b>3,071</b>

### Q3 Are you a domestic or internationally enrolled student?

Answered: 3,071 Skipped: 0

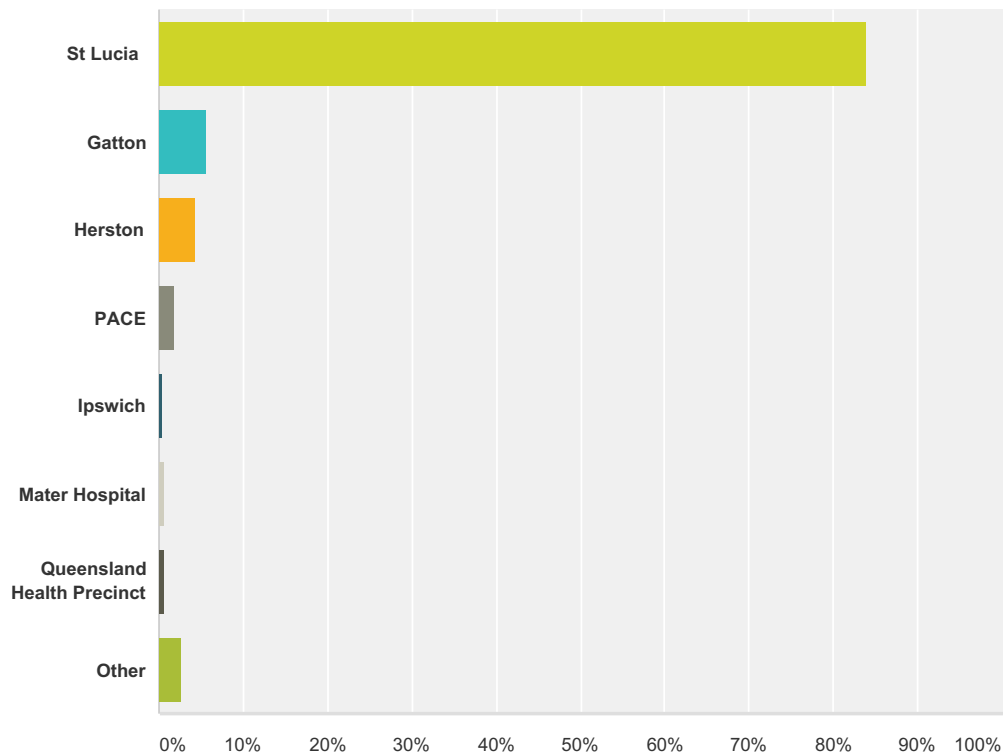


Answer Choices	Responses	
Domestic	77.08%	2,367
International	22.92%	704
<b>Total</b>		<b>3,071</b>



## Q4 Which campus do you primarily study at?

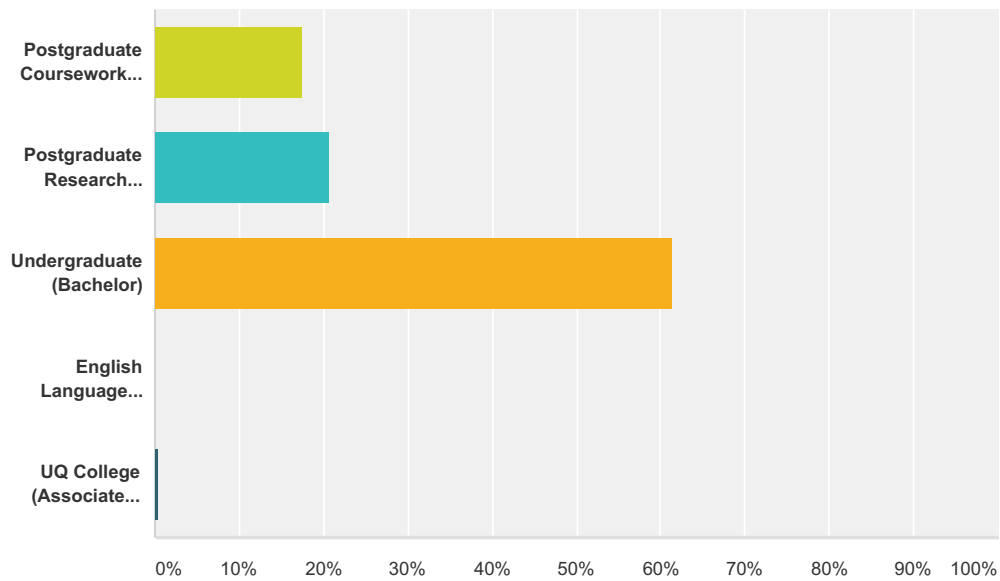
Answered: 3,071 Skipped: 0



Answer Choices	Responses
St Lucia	83.85% 2,575
Gatton	5.57% 171
Herston	4.36% 134
PACE	1.79% 55
Ipswich	0.33% 10
Mater Hospital	0.68% 21
Queensland Health Precinct	0.68% 21
Other	2.74% 84
<b>Total</b>	<b>3,071</b>

## Q5 Are you a postgraduate or undergraduate student?

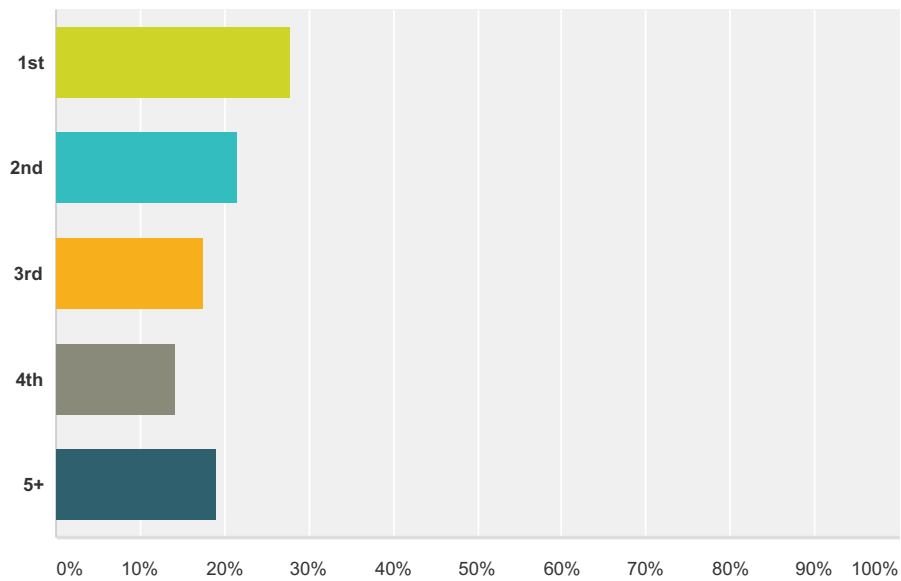
Answered: 3,071 Skipped: 0



Answer Choices	Responses	
Postgraduate Coursework (Grad. Cert., Grad. Dip., Masters)	17.55%	539
Postgraduate Research (M.Phil, PhD)	20.58%	632
Undergraduate (Bachelor)	61.48%	1,888
English Language Studies (ICTE)	0.07%	2
UQ College (Associate Degree)	0.33%	10
<b>Total</b>		<b>3,071</b>

## Q6 How many years have you been studying at UQ?

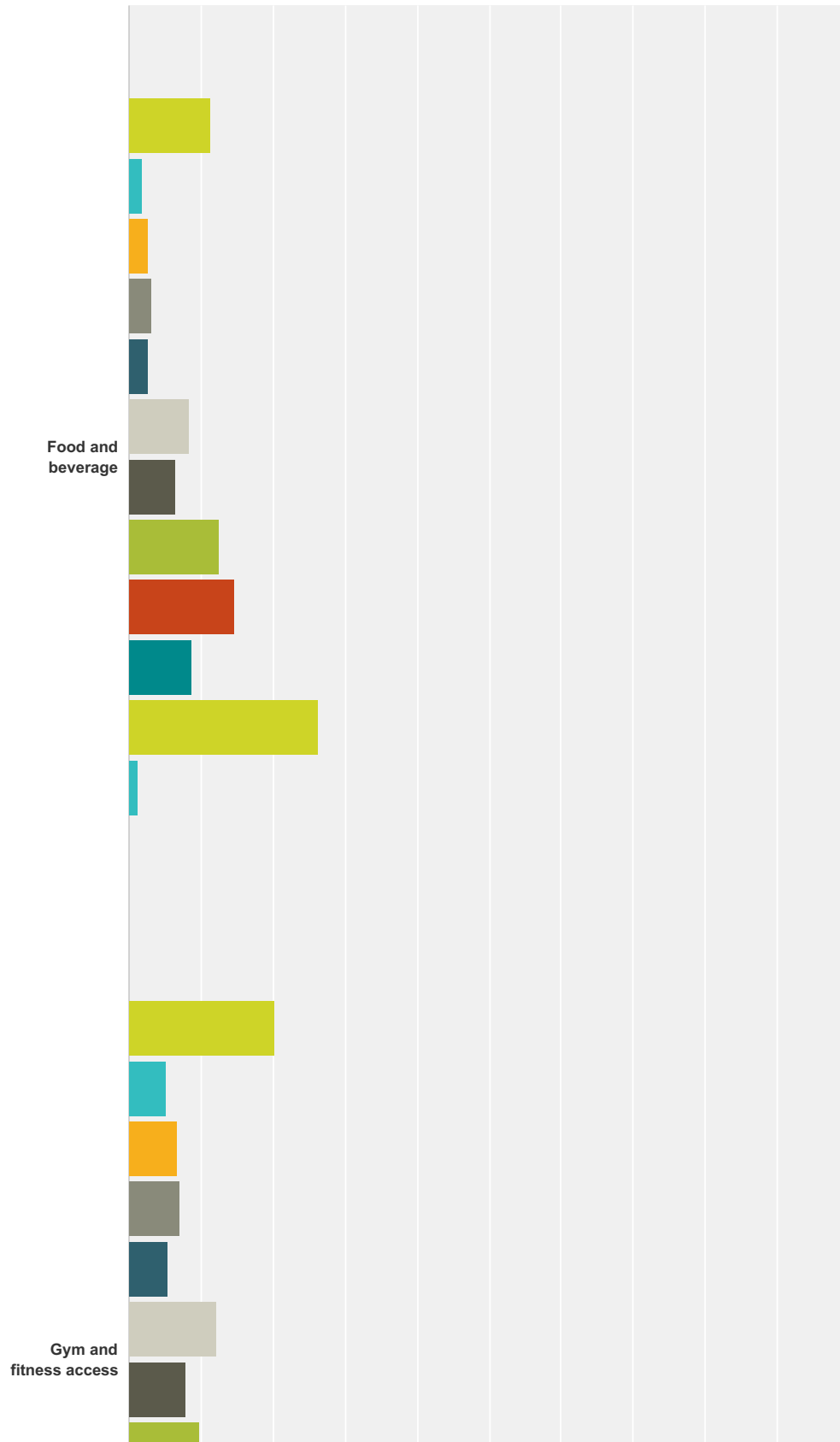
Answered: 3,071 Skipped: 0

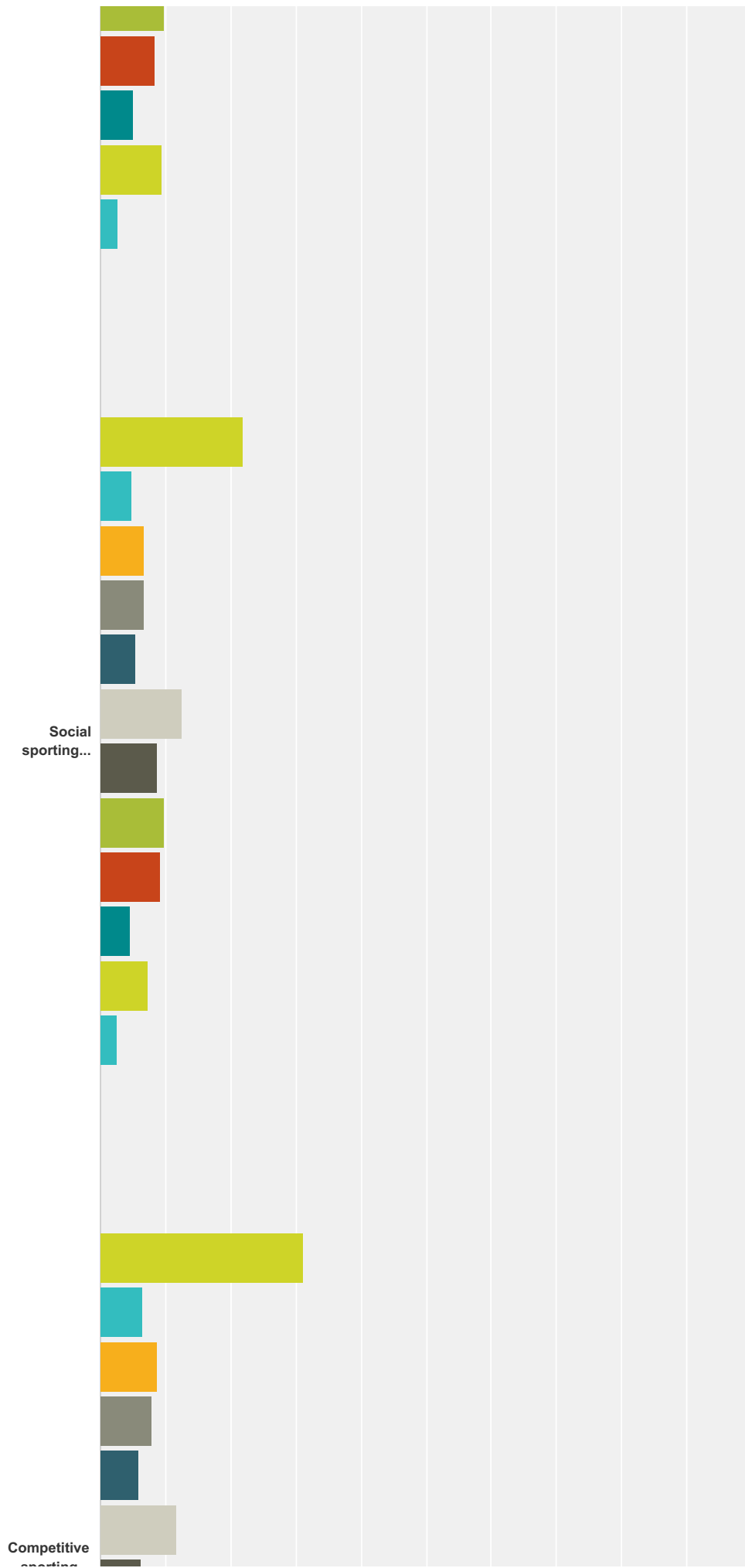


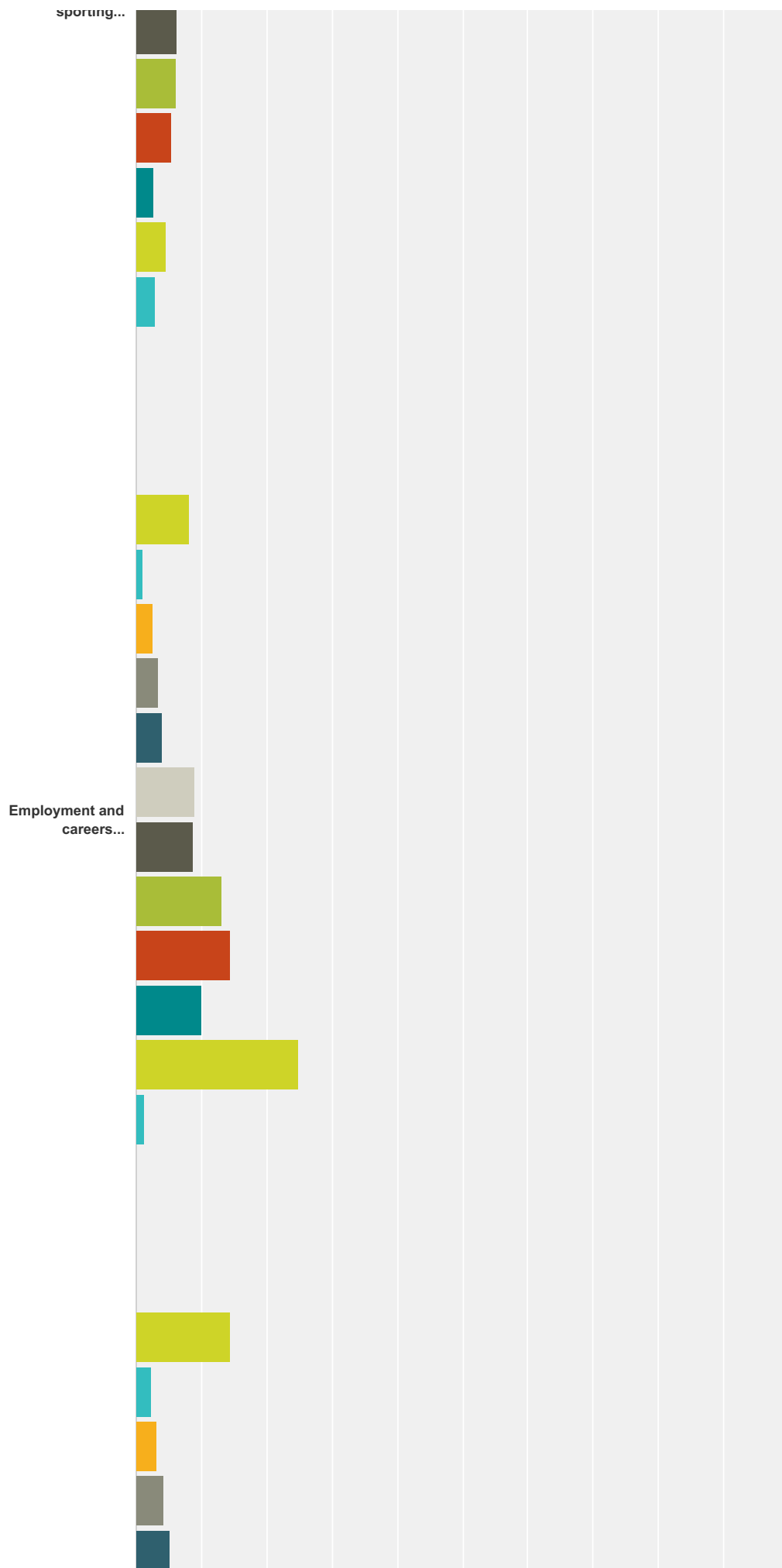
Answer Choices	Responses
1st	27.71% 851
2nd	21.49% 660
3rd	17.45% 536
4th	14.26% 438
5+	19.08% 586
<b>Total</b>	<b>3,071</b>

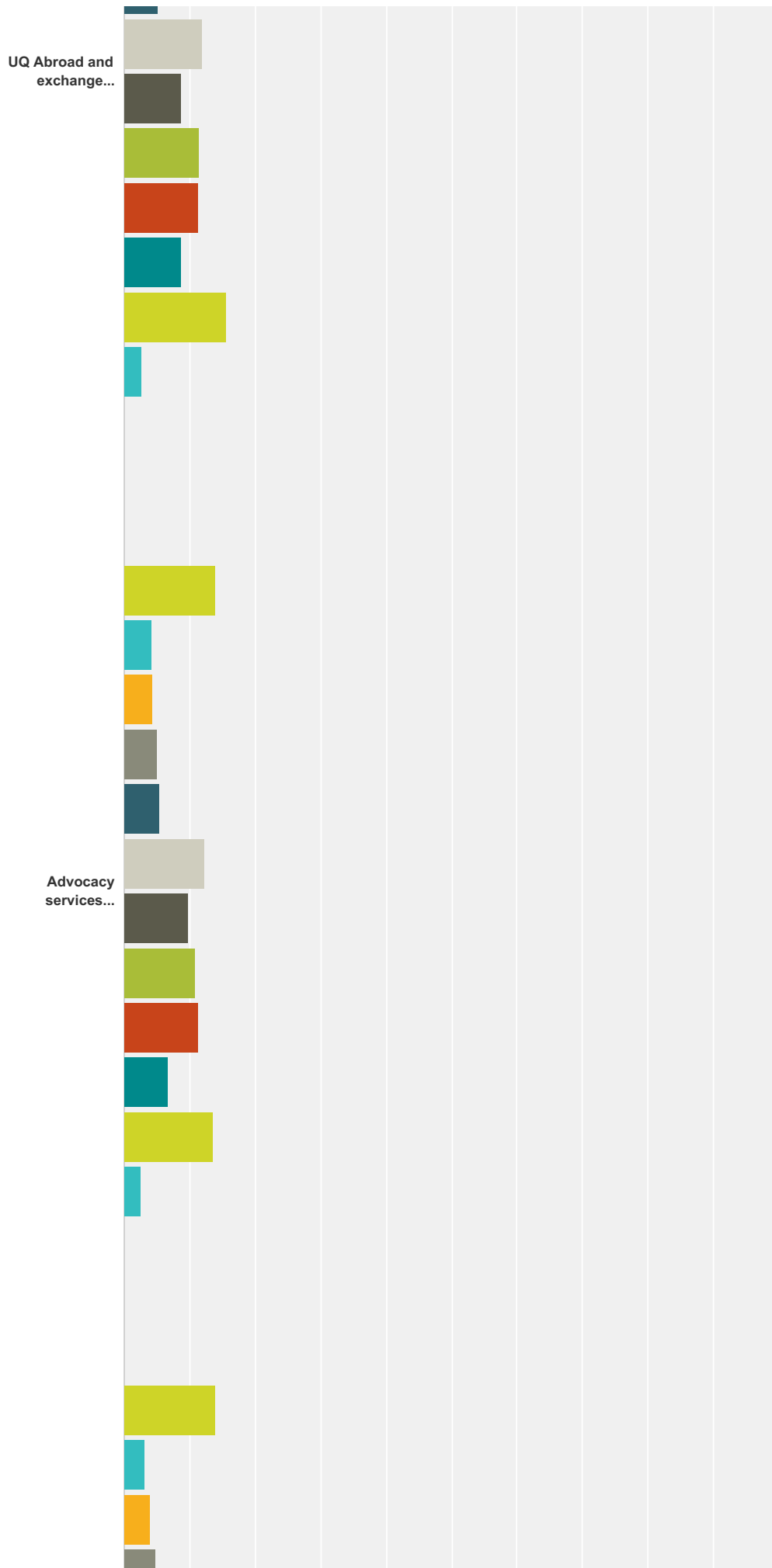
**Q7 We are interested in understanding how important the provision of these services and amenities is to you. Please use a scale of 0 - 10, with 0 being not important at all, and 10 being extremely important.**

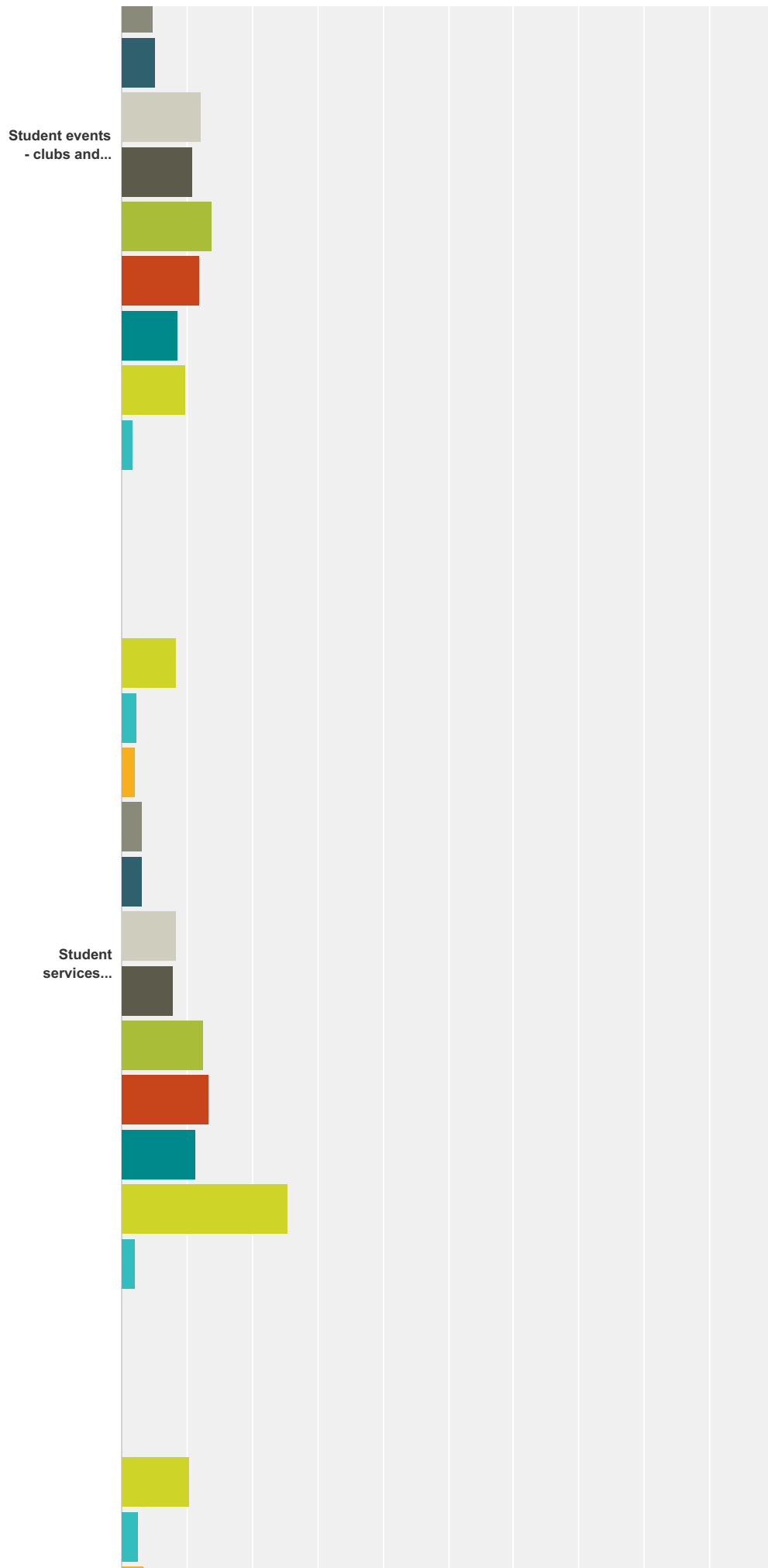
Answered: 2,772 Skipped: 299





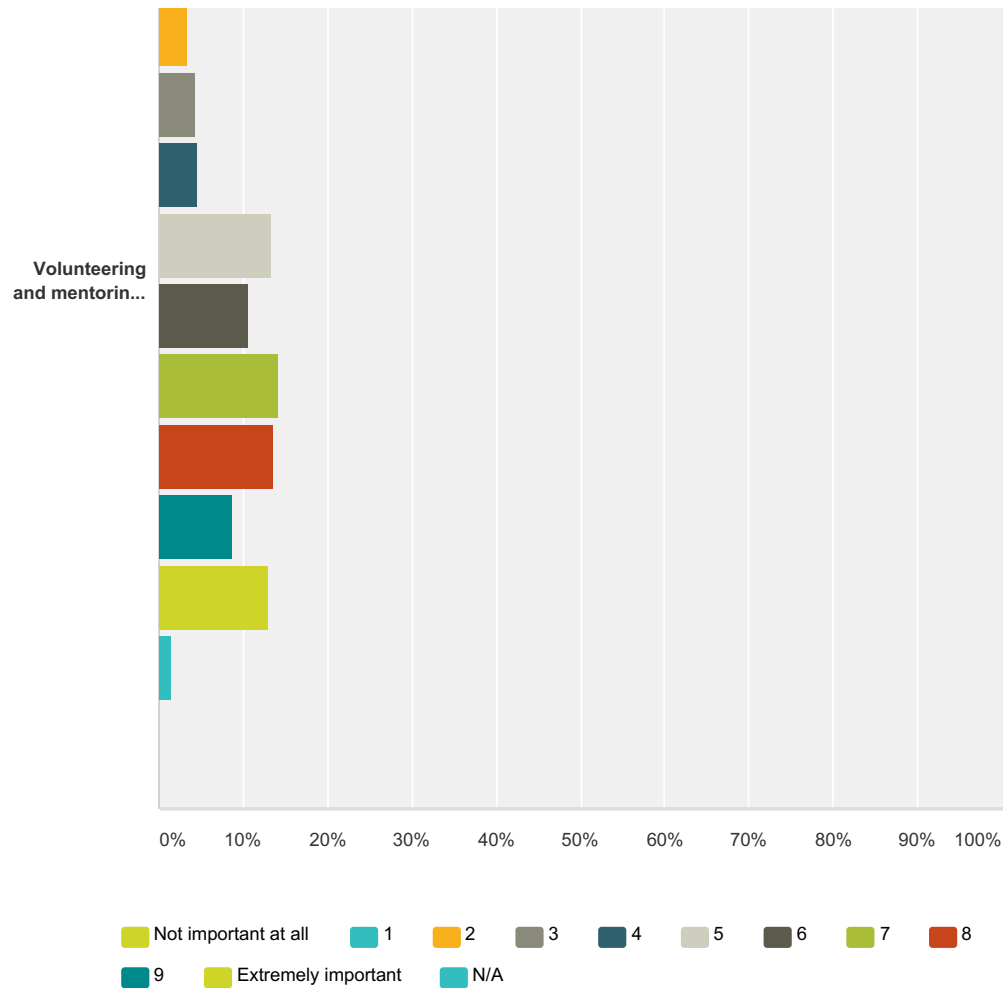








## UQU SSAF Survey 2016



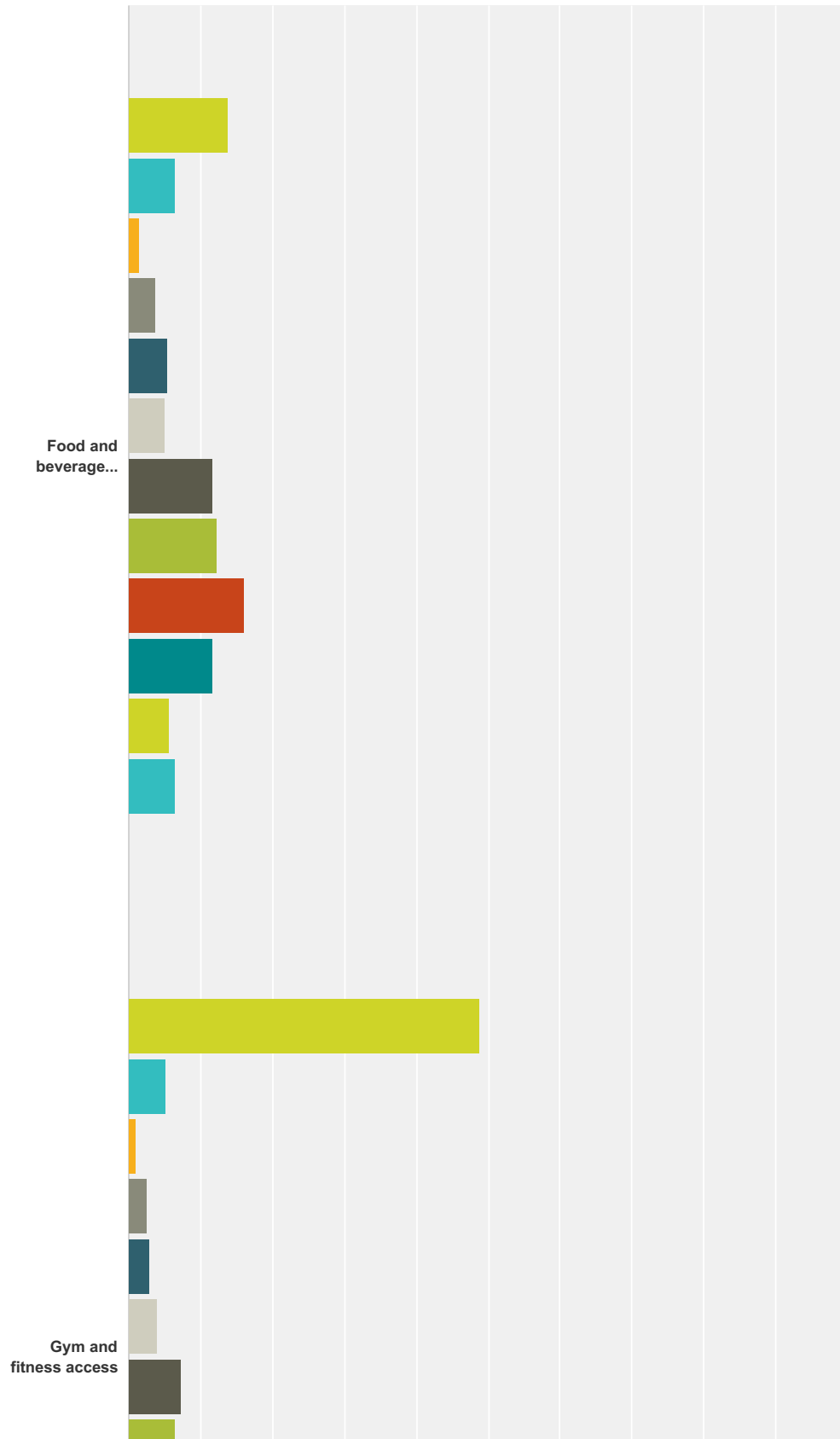
	Not important at all	1	2	3	4	5	6	7	8	9	Extremely important	N/A	Total
Food and beverage	11.29% 313	1.80% 50	2.78% 77	3.17% 88	2.67% 74	8.37% 232	6.53% 181	12.59% 349	14.57% 404	8.69% 241	26.33% 730	1.19% 33	2,772
Gym and fitness access	20.24% 561	5.16% 143	6.78% 188	7.03% 195	5.45% 151	12.12% 336	8.01% 222	9.74% 270	8.26% 229	5.05% 140	9.34% 259	2.81% 78	2,772
Social sporting opportunities	21.97% 609	4.83% 134	6.60% 183	6.75% 187	5.34% 148	12.52% 347	8.73% 242	9.81% 272	9.20% 255	4.55% 126	7.29% 202	2.42% 67	2,772
Competitive sporting options	31.17% 864	6.49% 180	8.73% 242	7.86% 218	5.77% 160	11.65% 323	6.24% 173	6.13% 170	5.48% 152	2.81% 78	4.65% 129	2.99% 83	2,772
Employment and careers advisers	8.15% 226	1.05% 29	2.42% 67	3.25% 90	3.93% 109	8.95% 248	8.77% 243	13.10% 363	14.43% 400	9.96% 276	24.78% 687	1.23% 34	2,772
UQ Abroad and exchange options	14.39% 399	2.38% 66	3.21% 89	4.08% 113	5.19% 144	11.87% 329	8.77% 243	11.58% 321	11.29% 313	8.80% 244	15.66% 434	2.78% 77	2,772
Advocacy services (appeals, show causes, gender and sexuality, legal advice)	14.03% 389	4.18% 116	4.47% 124	4.91% 136	5.52% 153	12.23% 339	9.81% 272	10.86% 301	11.18% 310	6.71% 186	13.60% 377	2.49% 69	2,772

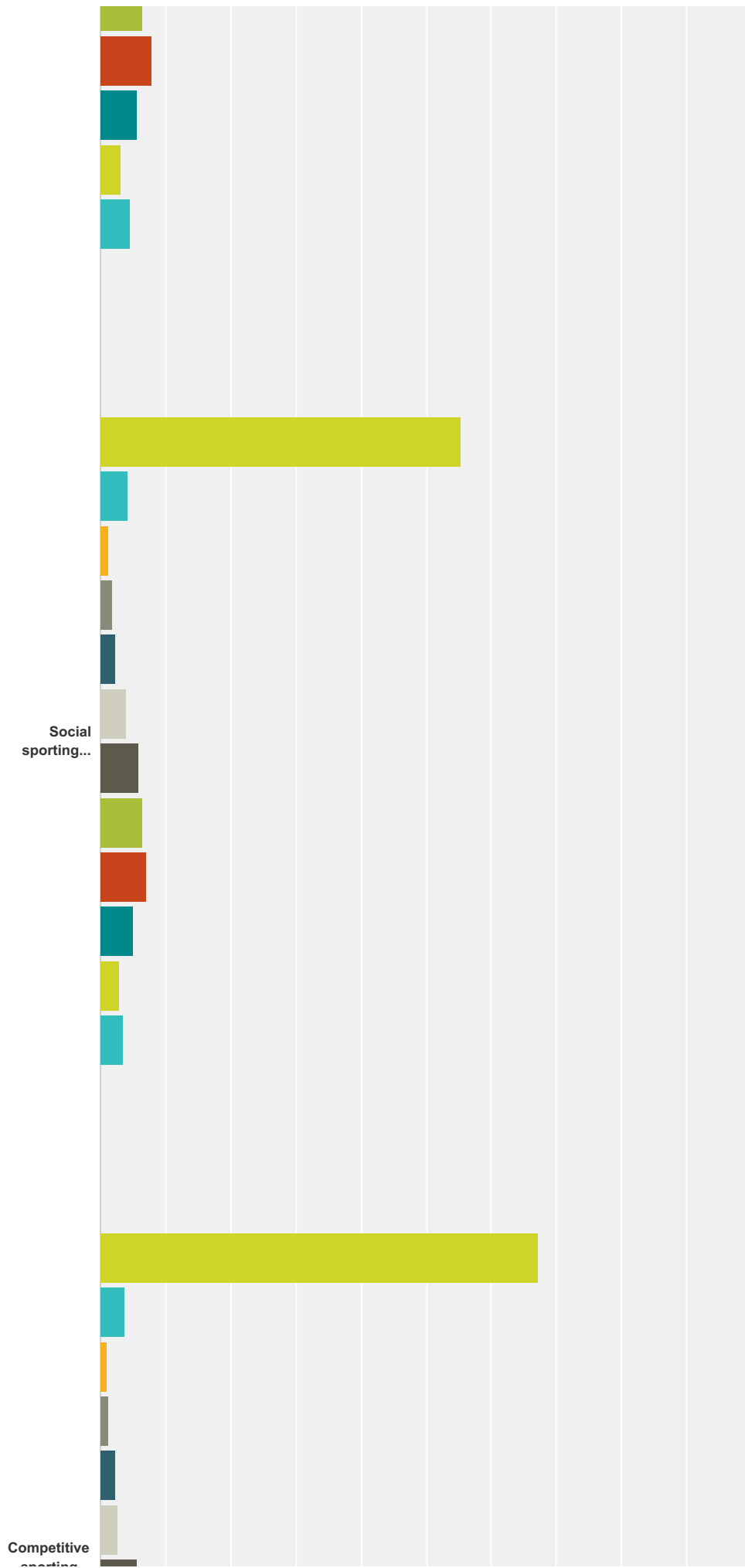
# UQU SSAF Survey 2016

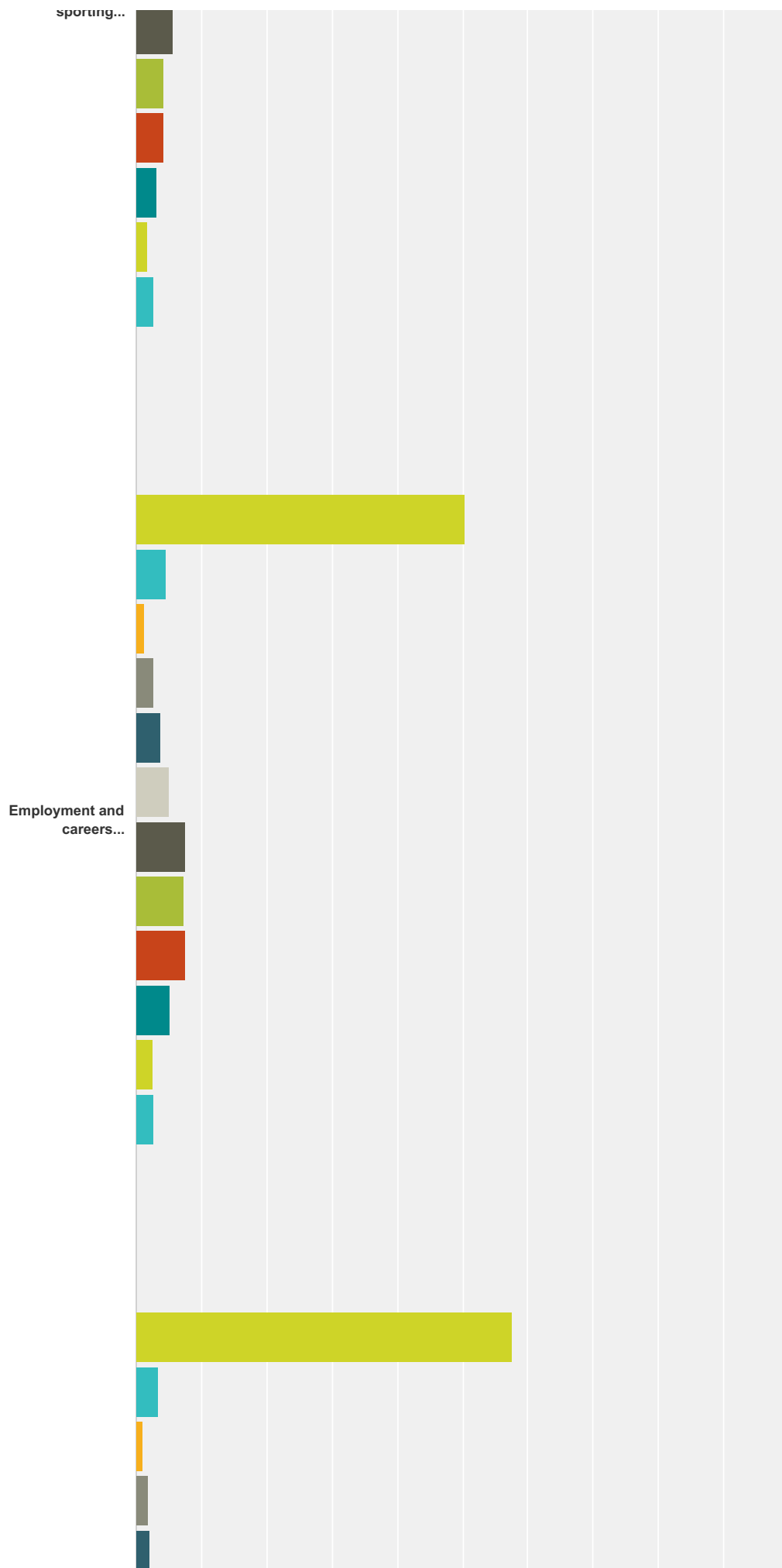
Student events - clubs and societies	<b>14.00%</b> 388	<b>3.14%</b> 87	<b>3.97%</b> 110	<b>4.76%</b> 132	<b>5.27%</b> 146	<b>12.05%</b> 334	<b>10.93%</b> 303	<b>13.78%</b> 382	<b>11.94%</b> 331	<b>8.66%</b> 240	<b>9.81%</b> 272	<b>1.70%</b> 47	2,772
Student services (counsellors, mental health and disability advisers)	<b>8.26%</b> 229	<b>2.31%</b> 64	<b>2.13%</b> 59	<b>3.07%</b> 85	<b>3.17%</b> 88	<b>8.41%</b> 233	<b>7.97%</b> 221	<b>12.45%</b> 345	<b>13.38%</b> 371	<b>11.36%</b> 315	<b>25.47%</b> 706	<b>2.02%</b> 56	2,772
Volunteering and mentoring opportunities	<b>10.39%</b> 288	<b>2.60%</b> 72	<b>3.25%</b> 90	<b>4.33%</b> 120	<b>4.69%</b> 130	<b>13.35%</b> 370	<b>10.57%</b> 293	<b>14.11%</b> 391	<b>13.64%</b> 378	<b>8.69%</b> 241	<b>12.95%</b> 359	<b>1.44%</b> 40	2,772

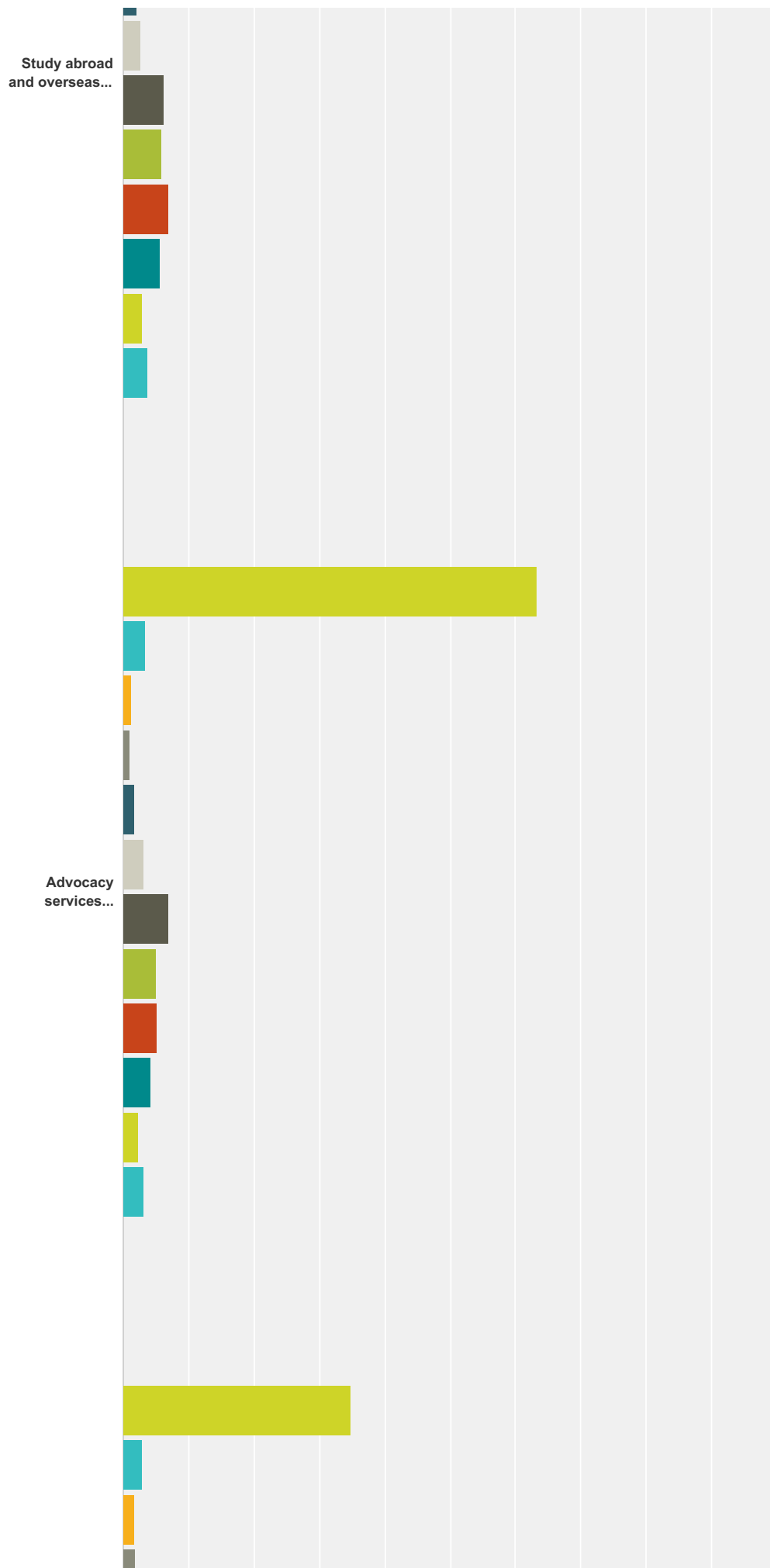
**Q8 Using the same list, please tell us how satisfied you are with the current provision of services and amenities. Use a scale of 0 - 10, with 0 being not satisfied at all and 10 being extremely satisfied.**

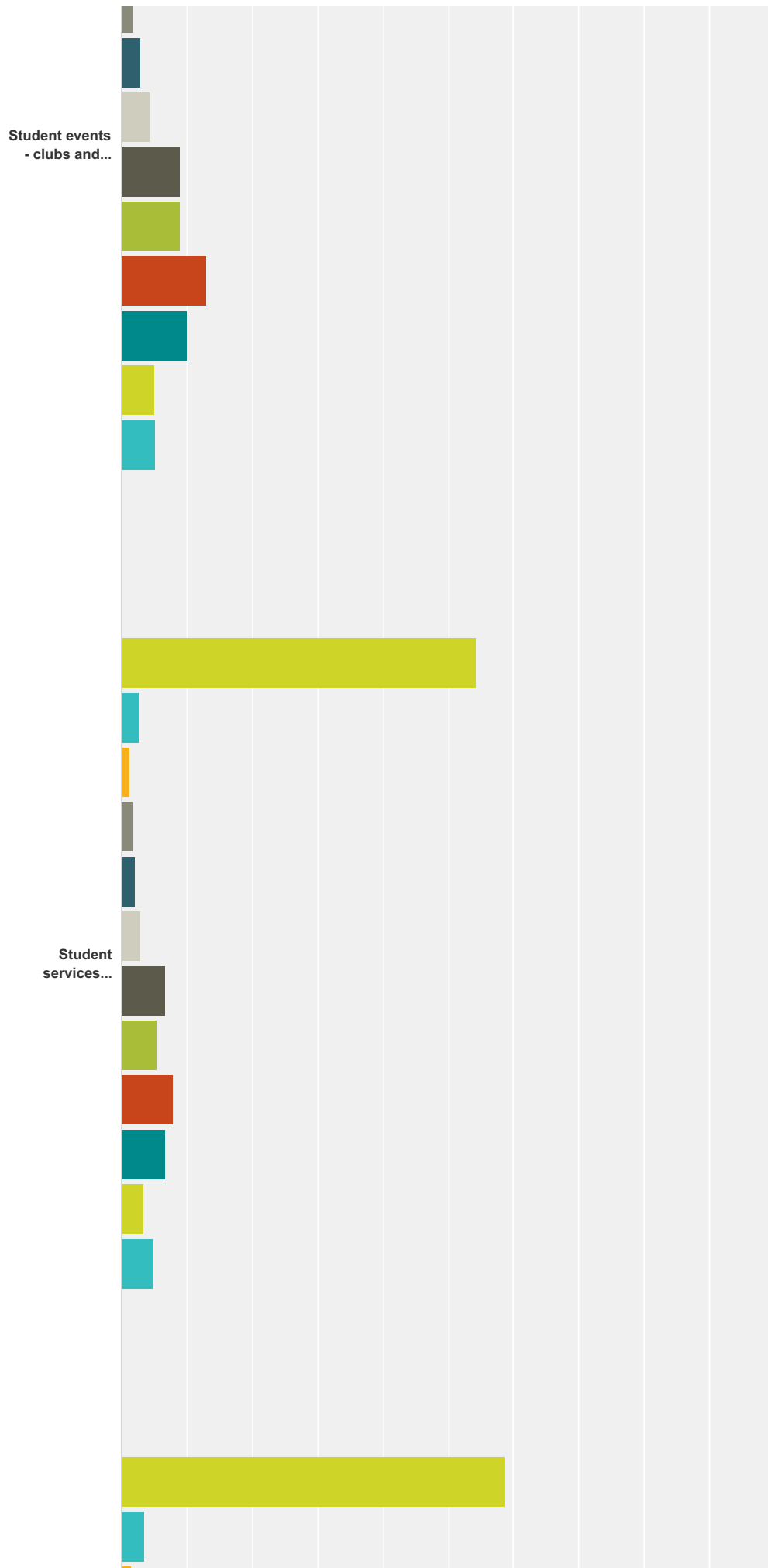
Answered: 2,601 Skipped: 470



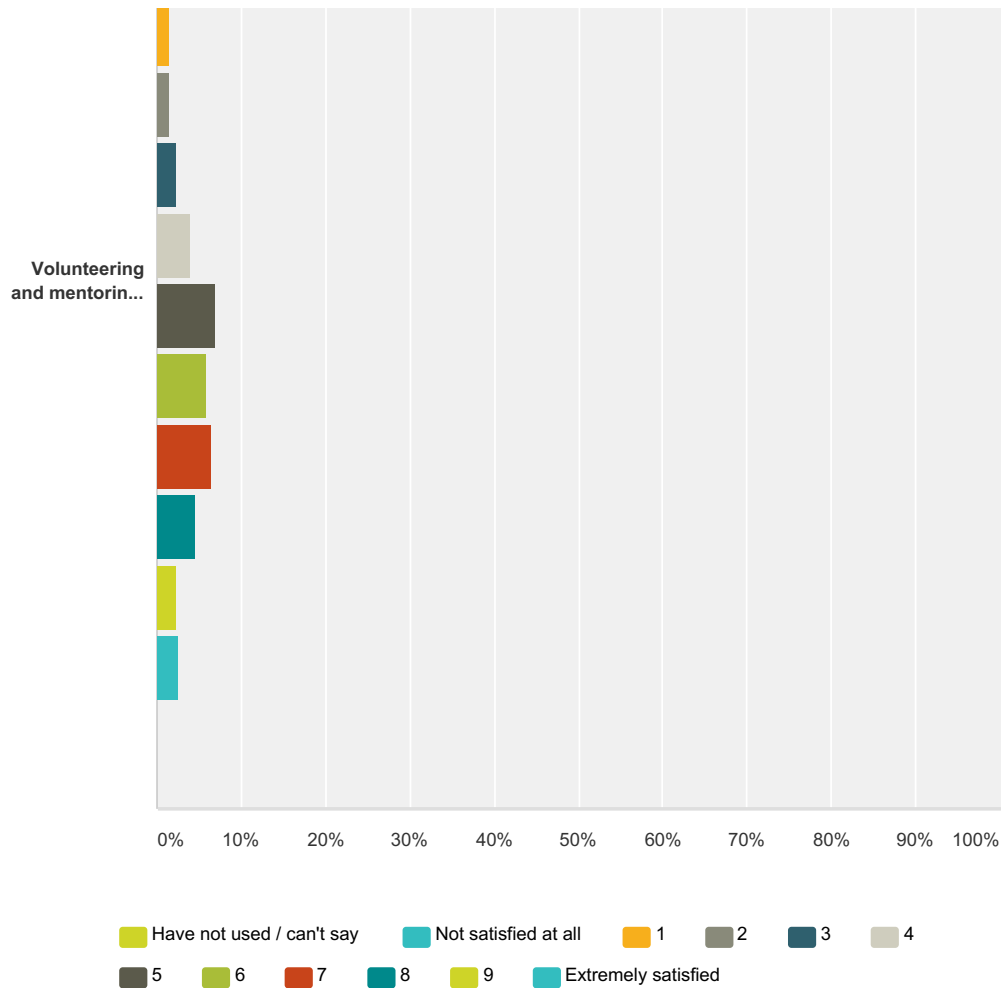








# UQU SSAF Survey 2016



	Have not used / can't say	Not satisfied at all	1	2	3	4	5	6	7	8	9	Extremely satisfied	Total
Food and beverage services	13.76% 358	6.46% 168	1.54% 40	3.77% 98	5.38% 140	5.04% 131	11.69% 304	12.23% 318	16.15% 420	11.76% 306	5.69% 148	6.54% 170	2,601
Gym and fitness access	48.90% 1,272	5.19% 135	1.11% 29	2.58% 67	2.96% 77	3.92% 102	7.38% 192	6.38% 166	8.00% 208	5.73% 149	3.15% 82	4.69% 122	2,601
Social sporting options	55.40% 1,441	4.11% 107	1.35% 35	1.88% 49	2.38% 62	4.04% 105	5.88% 153	6.50% 169	7.15% 186	4.96% 129	2.88% 75	3.46% 90	2,601
Competitive sporting options	67.17% 1,747	3.69% 96	1.08% 28	1.35% 35	2.35% 61	2.77% 72	5.73% 149	4.15% 108	4.19% 109	3.23% 84	1.61% 42	2.69% 70	2,601
Employment and careers advisers	50.21% 1,306	4.50% 117	1.15% 30	2.61% 68	3.73% 97	4.96% 129	7.46% 194	7.27% 189	7.50% 195	5.23% 136	2.58% 67	2.81% 73	2,601
Study abroad and overseas options	57.67% 1,500	3.42% 89	1.04% 27	1.81% 47	2.11% 55	2.73% 71	6.23% 162	5.84% 152	6.84% 178	5.57% 145	2.96% 77	3.77% 98	2,601
Advocacy services (appeals, show causes, gender and sexuality, legal advice)	63.28% 1,646	3.27% 85	1.19% 31	0.96% 25	1.58% 41	3.08% 80	6.81% 177	4.92% 128	5.19% 135	4.19% 109	2.38% 62	3.15% 82	2,601

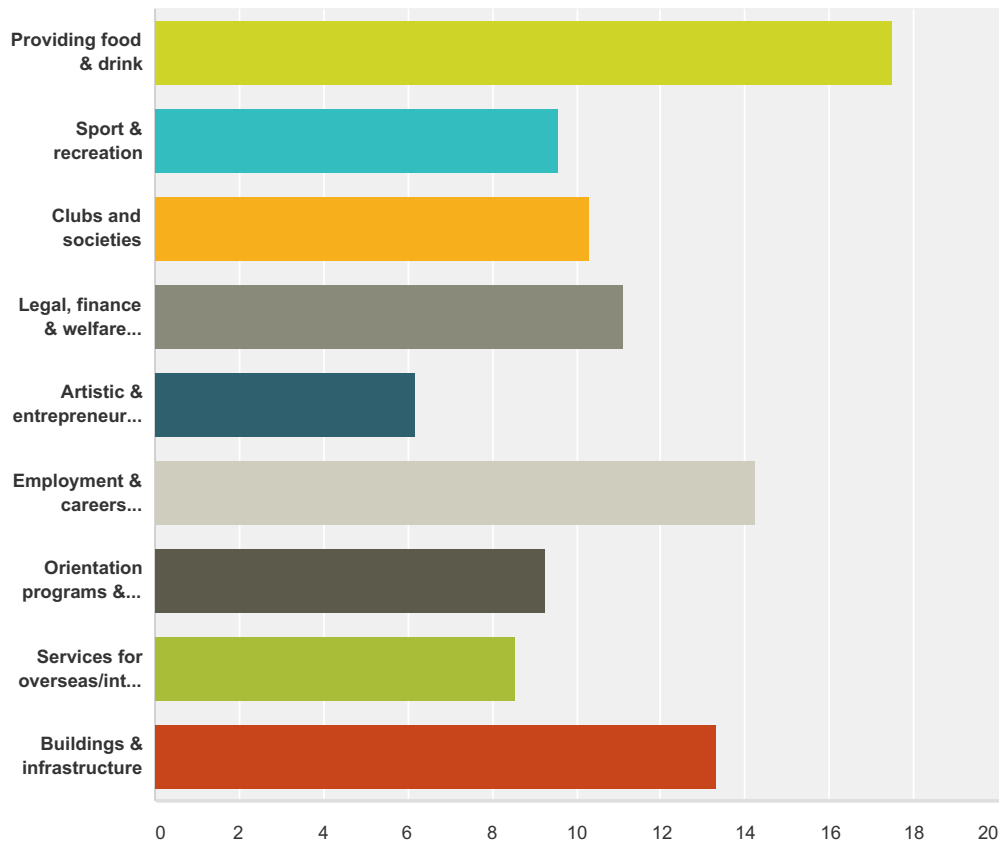


## UQU SSAF Survey 2016

Student events - clubs and societies	<b>34.91%</b> 908	<b>3.00%</b> 78	<b>1.61%</b> 42	<b>1.92%</b> 50	<b>2.88%</b> 75	<b>4.42%</b> 115	<b>9.03%</b> 235	<b>9.03%</b> 235	<b>13.00%</b> 338	<b>10.07%</b> 262	<b>4.96%</b> 129	<b>5.15%</b> 134	2,601
Student services (counsellors, mental health and disability advisers)	<b>54.29%</b> 1,412	<b>2.81%</b> 73	<b>1.15%</b> 30	<b>1.58%</b> 41	<b>2.19%</b> 57	<b>3.00%</b> 78	<b>6.65%</b> 173	<b>5.50%</b> 143	<b>7.96%</b> 207	<b>6.73%</b> 175	<b>3.31%</b> 86	<b>4.84%</b> 126	2,601
Volunteering and mentoring opportunities	<b>58.67%</b> 1,526	<b>3.65%</b> 95	<b>1.38%</b> 36	<b>1.46%</b> 38	<b>2.35%</b> 61	<b>4.00%</b> 104	<b>6.84%</b> 178	<b>5.84%</b> 152	<b>6.42%</b> 167	<b>4.54%</b> 118	<b>2.27%</b> 59	<b>2.58%</b> 67	2,601

**Q9 How would you like to see your Student Services and Amenities Fee (SSAF) distributed at UQ? (Numerical point allocation adding up to 100 points)**

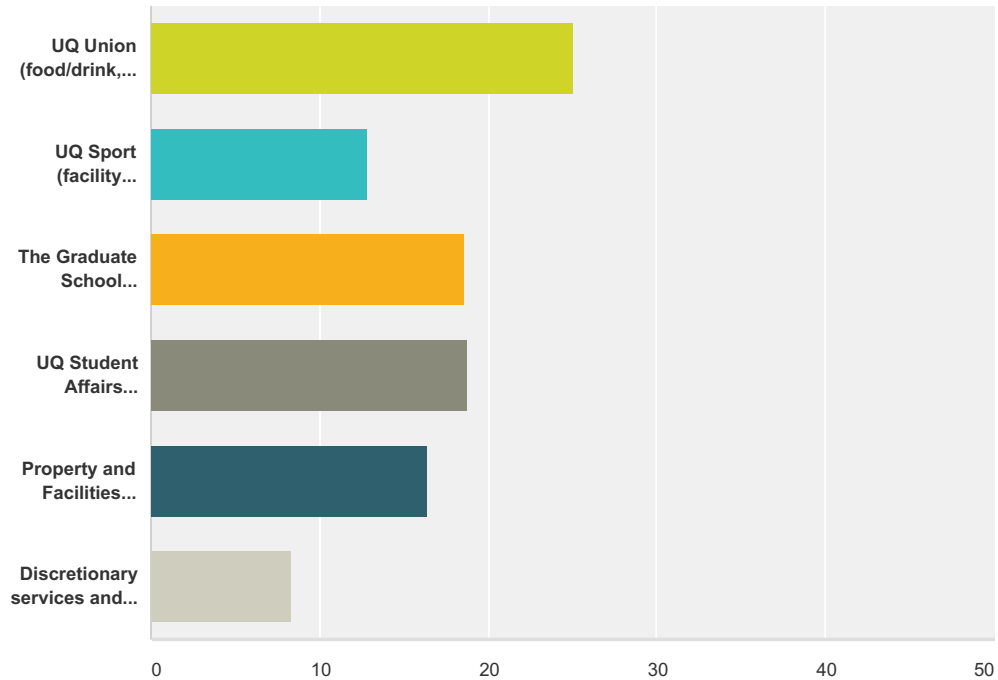
Answered: 1,726 Skipped: 1,345



Answer Choices	Average Number	Total Number	Responses
Providing food & drink	17	30,160	1,726
Sport & recreation	10	16,517	1,726
Clubs and societies	10	17,779	1,726
Legal, finance & welfare programs/advisors	11	19,151	1,726
Artistic & entrepreneurial activity	6	10,638	1,726
Employment & careers programs/advisors	14	24,574	1,726
Orientation programs & skills workshops	9	16,012	1,726
Services for overseas/international students	9	14,748	1,726
Buildings & infrastructure	13	23,021	1,726
<b>Total Respondents: 1,726</b>			

**Q10 How would you like to see the SSAF distributed amongst the following organisations? (Numerical point allocation adding up to 100 points)**

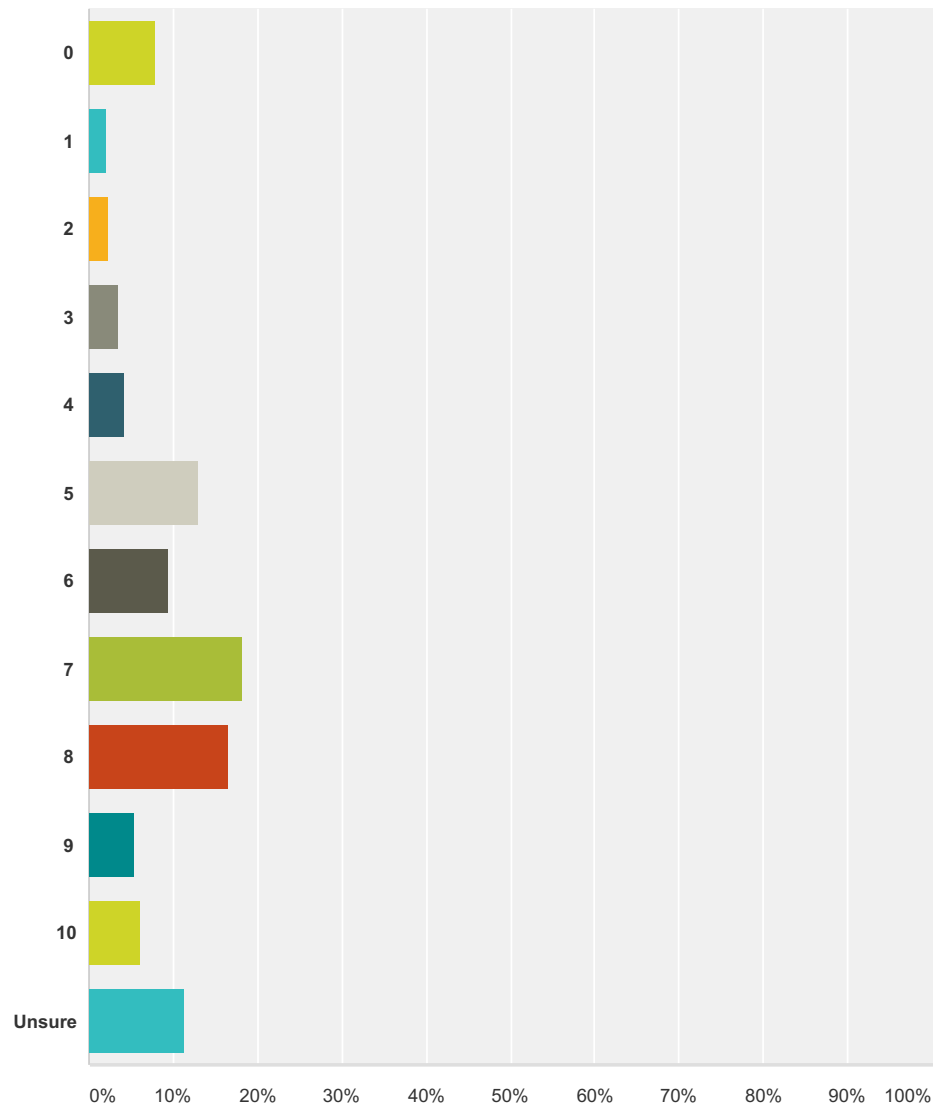
Answered: 1,726 Skipped: 1,345



Answer Choices	Average Number	Total Number	Responses
UQ Union (food/drink, clubs & societies, legal/welfare advocacy)	25	43,193	1,726
UQ Sport (facility access, sporting & recreation activities)	13	22,072	1,726
The Graduate School (workshops and skills development for RHDs & postgraduate engagement)	19	32,133	1,726
UQ Student Affairs (Overseas study, careers/employment advisors, counsellors, UQ Advantage programs)	19	32,488	1,726
Property and Facilities (campus maintenance and construction)	16	28,216	1,726
Discretionary services and amenities (other services)	8	14,498	1,726
<b>Total Respondents: 1,726</b>			

**Q11 How satisfied are you with the SSAF services provided by the University of Queensland? (ie. the Student Centre, Student Services, UQ Advantage)**

Answered: 1,695 Skipped: 1,376



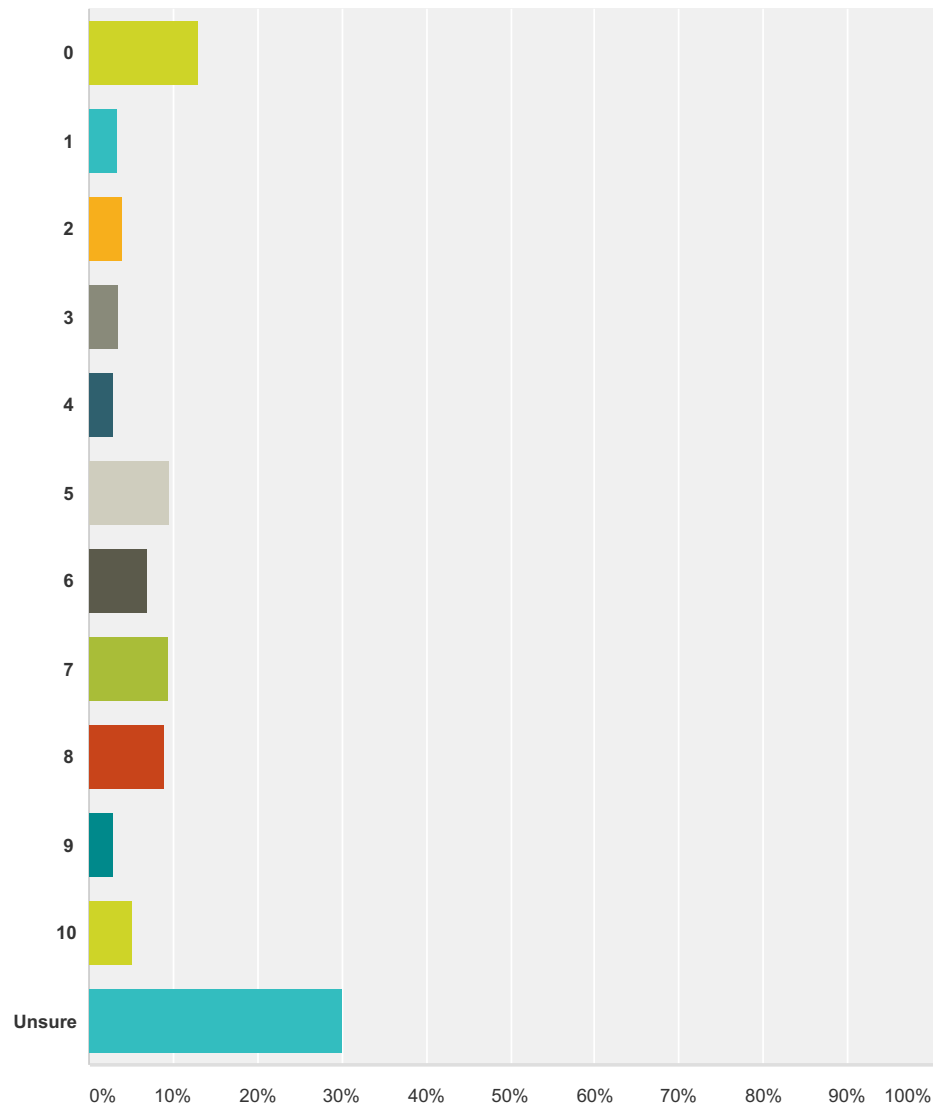
Answer Choices	Responses	
0	8.02%	136
1	2.12%	36
2	2.36%	40
3	3.54%	60
4	4.19%	71
5	12.92%	219
6	9.38%	159
7	18.17%	308
8	16.40%	278

## UQU SSAF Survey 2016

9	5.49%	93
10	6.14%	104
Unsure	11.27%	191
<b>Total</b>		<b>1,695</b>

## Q12 How satisfied are you with the SSAF services provided by UQ Sport? (Social & Recreational Sports, UQ Sporting Clubs, Sporting Facilities)

Answered: 1,695 Skipped: 1,376



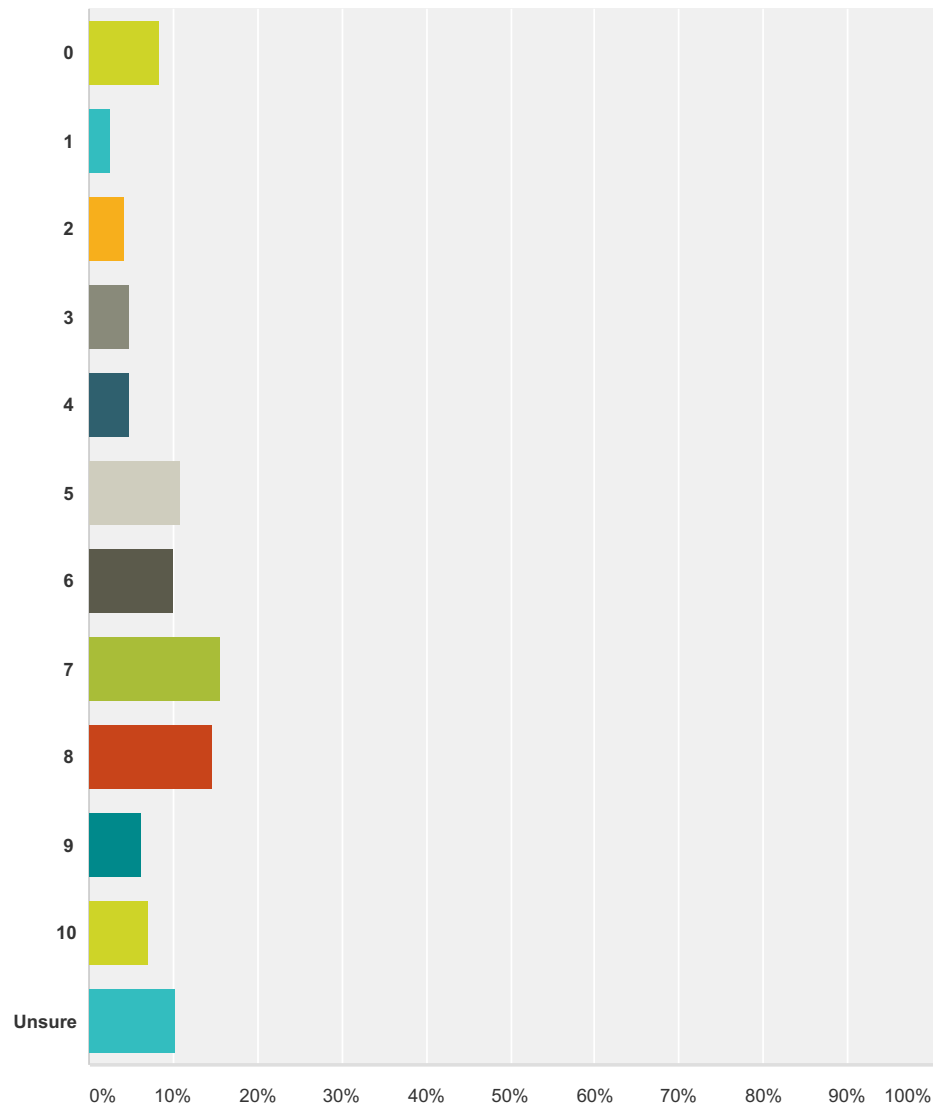
Answer Choices	Responses	
0	13.04%	221
1	3.42%	58
2	4.01%	68
3	3.54%	60
4	3.01%	51
5	9.56%	162
6	6.84%	116
7	9.32%	158
8	8.91%	151

## UQU SSAF Survey 2016

9	3.01%	51
10	5.19%	88
Unsure	30.15%	511
<b>Total</b>		<b>1,695</b>

**Q13 How satisfied are you with the SSAF services provided by the UQ Union (student union)? (Clubs and Societies, SHOC, food and drink provision)**

Answered: 1,695 Skipped: 1,376



Answer Choices	Responses	
0	8.44%	143
1	2.60%	44
2	4.13%	70
3	4.90%	83
4	4.90%	83
5	10.86%	184
6	10.03%	170
7	15.75%	267
8	14.69%	249



## UQU SSAF Survey 2016

9	6.25%	106
10	7.20%	122
Unsure	10.27%	174
<b>Total</b>		<b>1,695</b>

**Q14 What changes to food and drink service on campus would you like to see the SSAF spent on?**

Answered: 892 Skipped: 2,179

**Q15 What changes to sporting facilities on campus would you like to see the SSAF spent on?**

Answered: 743 Skipped: 2,328

**Q16 What changes to overseas and study abroad access would you like to see the SSAF spent on?**

Answered: 604 Skipped: 2,467

**Q17 What changes to artistic and entrepreneurial activity would you like to see the SSAF spent on?**

Answered: 570 Skipped: 2,501

**Q18 What changes to advocacy  
departments/programs (legal, welfare,  
mental health, education) would you like to  
see the SSAF spent on?**

Answered: 615 Skipped: 2,456

**Q19 If you had access to the \$500,000 of SSAF funds, what project/program would you spend it on?**

Answered: 872 Skipped: 2,199