



THE UNIVERSITY OF
SYDNEY

Student Services and Amenities Fee (SSAF) Survey 2022

Analysis of results

DVC Education Portfolio

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Introduction

1 The Student Services and Amenities Fee (SSAF)

The SSAF is a fee that contributes to student services and amenities of a non-academic nature, including clubs and societies, sporting and recreational activities, career advice, student media, and campus life activities. The majority of SSAF funding is distributed to the University's four student organisations (SRC, SUPRA, SUSF, and USU) to deliver these activities.

2 Student Services and Amenities Fee (SSAF) Survey 2022

The Student Services and Amenities Fee Survey was distributed to all students during September 2022. Students were asked for their opinions on how the SSAF should be spent to enhance the student experience and provide the best value for students at the University. The survey results will be shared with SRC, SUPRA, SUSF and USU to help them plan the services they offer.

The survey consisted of seven questions which required a mixture of quantitative and qualitative responses:

- Priorities for spending on amenities and services
- Satisfaction with delivery of services and amenities: rating and comment
- Satisfaction with advice-based services: rating and comments
- Purpose of the SSAF: rating
- Where SSAF is spent: rating
- Areas where funding could be spent: open comment
- Suggestions for improving student spaces: open comment

This report provides an analysis of the responses to the above questions.

3 Dataset

The following tables provide an indication of the number of students who responded to the SSAF Survey in September 2022 by campus, faculty, gender and status (domestic or international)

3.1 Number of respondents and the campus they attend

Campus	Undergraduate students	Postgraduate coursework students	Postgraduate research students
Camperdown/ Darlington	1519	809	212
Cumberland	38		10
Rozelle	5	1	
Sydney	62	1	2
Westmead	9	22	7
Castlereagh Street		6	
DE Camperdown		32	
DE Westmead		2	
Mallet Street		3	
TOTAL	1631	876	231

3.2 Number of respondents by faculty

Faculty	Undergraduate students	Postgraduate coursework students	Postgraduate research students
Arts and Social Sciences	439	173	43
Engineering	227	88	26
Medicine and Health	197	221	84
Science	431	64	58
Architecture Design and Planning	50	39	4
Business School	165	213	10
Law School	39	77	4
Conservatorium of Music	62	1	2
University-wide	21		

3.3 Number of respondents by gender

Gender	Undergraduate students	Postgraduate coursework students	Postgraduate research students
Male	590	303	95
Female	1035	572	135
X	6	1	1

3.4 Number of students by status (domestic or international)

Status	Undergraduate students	Postgraduate coursework students	Postgraduate research students
Domestic	1234	412	163
International	397	464	68

4 Notes to go with the report: qualitative data analysis

For counting and analysis purposes, a comment is the complete text that is written by a respondent in answer to the open question; an aspect is the sub-category mentioned within the text. Since most respondents tend to mention more than one aspect, the total number of aspects included in this report will be more than the number of comments.

When comments mention more than one aspect in their responses, they are counted as separate issues.

The analysis of comments relating to satisfaction with services and amenities, advice and information based services, excludes comments relating to the payment and distribution of the SSAF as this is covered in a later question which asked students to suggest areas for SSAF funding.

Analysis of results

The following graphs and tables provide an indication of the responses provided by respondents to the SSAF survey in 2022.

Note: respondents often mentioned more than one aspect relating to specific questions. Therefore the total number per service or amenity may be more than the total number of respondents.

1 Priority areas for funding

Question: To help inform the distribution of SSAF funding in 2023, please select the 5 most important services and amenities.

1.1 All students

The five most important services and amenities for all students were:

Service or amenity		Number of times mentioned n=2738
1	On-campus food and drink services	1438
2	Support for student health and wellbeing	1427
3	Employment and career advice	1043
4	Services to help meet the specific needs of international students	844
5	Support for student organisations, clubs and societies	817

The five least most important services for all students were:

Service or amenity		Number of times mentioned n=2738
15	Advice on matters relating to the University's rules or policies	357
16	Childcare services	296
17	Services that help students obtain insurance against personal accidents	184
18	Support for the production and sharing of student-created media	161
19	Support for student debating	68

1.2 Undergraduate students

The five most important services and amenities for undergraduate students were:

Service or amenity		Number of times mentioned n=1631
1	On-campus food and drink services	967
2	Support for student health and wellbeing	876
3	Employment and career advice	607
4	Support for student organisations, clubs and societies	558
5	Services that help students with their financial affairs	520

The five least most important services for undergraduate students were:

Service or amenity		Number of times mentioned n=1631
15	Advice on matters relating to the University's rules or policies	178
16	Childcare services	151
17	Support for the production and sharing of student-created media	110
18	Services that help students obtain insurance against personal accidents	102
19	Support for student debating	41

1.3 Postgraduate coursework students

The five most important services and amenities for postgraduate coursework students were:

Service or amenity		Number of times mentioned n=876
1	Support for student health and wellbeing	412
2	On-campus food and drink services	380
3	Employment and career advice	359
4	Services to meet the specific needs of international students	356
5	Services that help students develop their study skills	259

The five least most important services for postgraduate coursework students were:

Service or amenity		Number of times mentioned n=876
15	Childcare services	95
16	Support for artistic activities	94
17	Services that help students obtain insurance against personal accidents	63
18	Support for the production and sharing of student-created media	45
19	Support for student debating	25

1.4 Postgraduate research students

The five most important services and amenities for postgraduate research students were:

Service or amenity		Number of times mentioned n=231
1	Support for student health and wellbeing	139
2	On-campus food and drink services	91
3	Employment and career advice	77
4	Services to meet the specific needs of international students	68
5	Services that help students develop their study skills	66

The five least most important services for postgraduate research students were:

Service or amenity		Number of times mentioned n=231
15	Information to help students transition to the University	33
16	Support for artistic activities	21
17	Services that help students obtain insurance against personal accidents	19
18	Support for the production and sharing of student-created media	6
19	Support for student debating	2

See also [Attachment A: Priority areas for funding](#) which lists all services and amenities in order from highest to lowest, for all students, undergraduate students, postgraduate coursework students and postgraduate research students.

2 Satisfaction with delivery of services and amenities

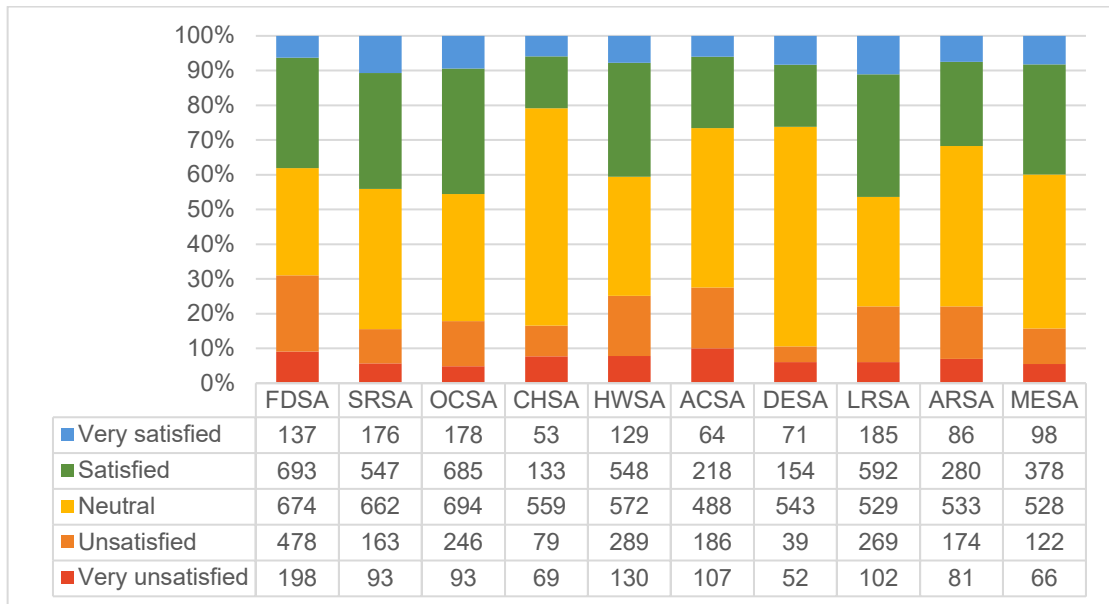
Question Based on your experience this year, how satisfied have you been with the availability or delivery of the following services and amenities, including via a student organisation

Students were asked to rate their responses from 1: Very unsatisfied to 5: Very satisfied. They were also asked to indicate whether they had used the services. The 'not used' numbers are presented after the charts.

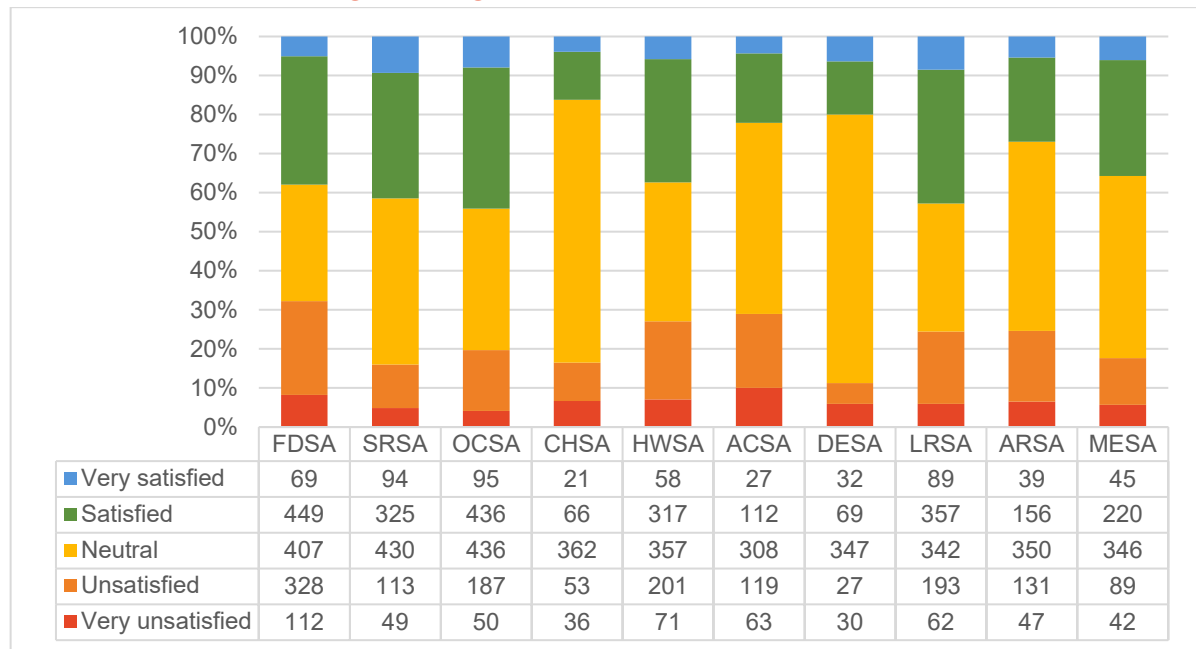
In the following charts, services and amenities are identified by the following codes:

Code	Service or amenity
FDSA	On-campus food and drink services
SRSA	Sport and recreation facilities
OCSA	Support for student organisations, clubs, and societies
CHSA	Childcare services
HWSA	Support for student health or wellbeing
ACSA	Student accommodation
DESA	Support for student debating
LRSA	Non-academic libraries and reading rooms
ARSA	Support for artistic activities
MESA	Support for the production and sharing of student-created media

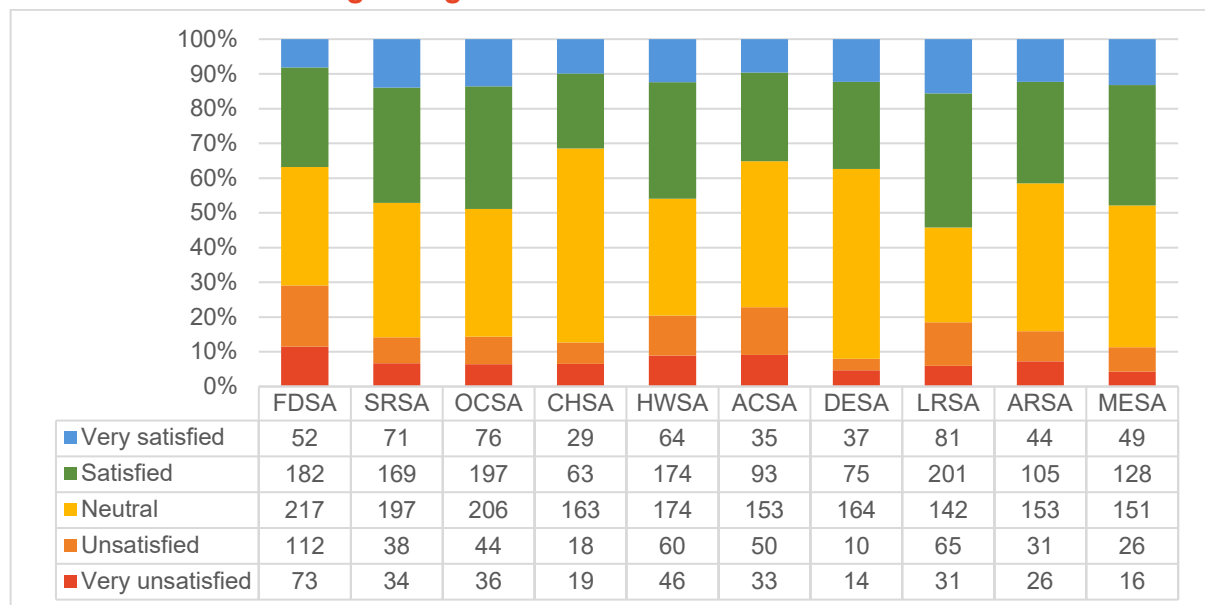
2.1 Satisfaction rating: all students



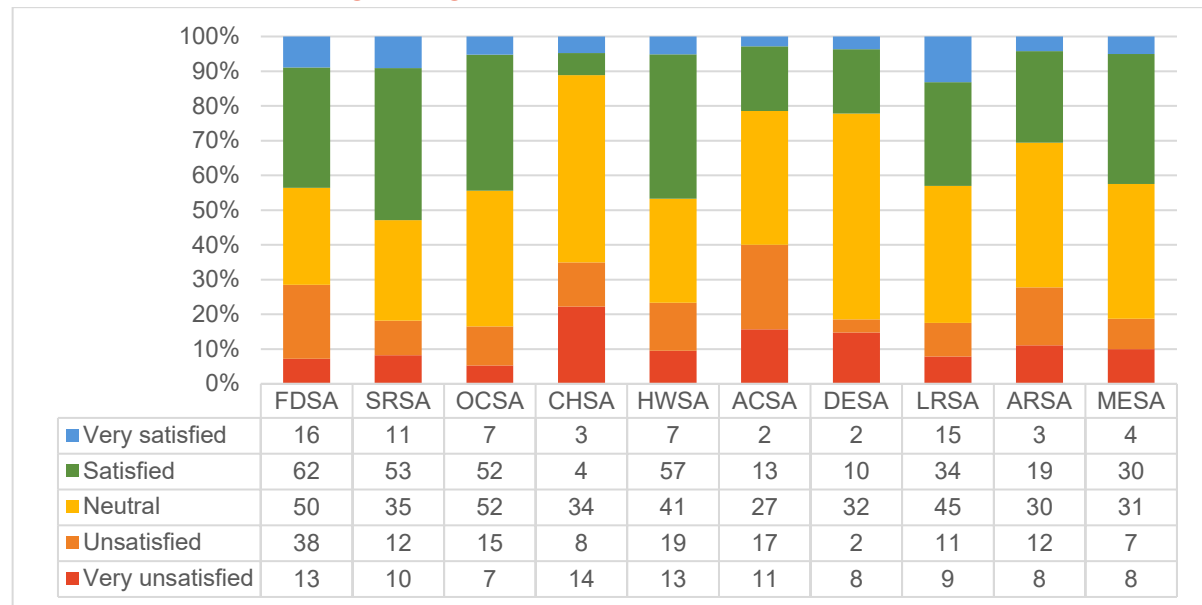
2.2 Satisfaction rating: Undergraduate students



2.3 Satisfaction rating: Postgraduate coursework students



2.4 Satisfaction rating: Postgraduate research students



2.5 Services and amenities not used

The following table shows the number of students who indicated that they did not use the indicated service or amenity.

Code	Service or amenity	All students	Undergraduate students	Postgraduate coursework students	Postgraduate research students
FDSA	On-campus food and drink services	321	111	176	34
SRSA	Sport and recreation facilities	842	455	297	90
OCSA	Support for student organisations, clubs, and societies	564	242	246	76
CHSA	Childcare services	1551	901	506	144
HWSA	Support for student health or wellbeing	758	422	265	71
ACSA	Student accommodation	1342	785	424	133
DESA	Support for student debating	1543	905	488	150
LRSA	Non-academic libraries and reading rooms	710	358	264	88
ARSA	Support for artistic activities	1229	676	423	130
MESA	Support for the production and sharing of student-created media	1174	640	412	122

2.6 Issues raised in comments about services and amenities

Comments provided at the end of the satisfaction questions on services and amenities were wide ranging, covering more than the specific services listed in the question. The following table show the top five issues mentioned by each group of students in their responses to this question.

Undergraduate students

Issue		Number of times mentioned n=190
1	Food and drink services <ul style="list-style-type: none"> Improvement, cheaper, healthier options, cultural options, dietary options, at satellite campuses, fast food outlets needed, supermarket needed 	52
2	Sports and recreation services <ul style="list-style-type: none"> Less funding; provide free; stop charging extra on top of SSAF 	15
3	Satellite campuses <ul style="list-style-type: none"> Provide services at satellite campuses; shouldn't pay if cannot use services 	14
4	Accommodation services <ul style="list-style-type: none"> Cheaper; accessible; air-conditioning; maintenance 	12
5	Study spaces <ul style="list-style-type: none"> Increase number of study spaces; maintenance of current spaces; group rooms; zoom rooms needed 	10

Postgraduate coursework students

Issue		Number of times mentioned n=151
1	Food and drink services <ul style="list-style-type: none"> Improvement, cheaper, healthier options, cultural options, dietary options, at satellite campuses, fast food outlets needed, supermarket needed 	16
2	Sports and recreation services <ul style="list-style-type: none"> Less funding; provide free; stop charging extra on top of SSAF 	8
3	Student support <ul style="list-style-type: none"> For disadvantaged, mature age, international, LGBTQ, students 	7
4	Accommodation services <ul style="list-style-type: none"> Cheaper; accessible; air-conditioning; maintenance 	6
5=	Study spaces <ul style="list-style-type: none"> Increase number of study spaces; maintenance of current spaces; group rooms; zoom rooms needed 	5
5=	Community feel to campus <ul style="list-style-type: none"> Provide events to bring students together; social activities 	5

Postgraduate research students

Issue		Number of times mentioned n=50
1	Sports and recreation services <ul style="list-style-type: none"> • Less funding; provide free; stop charging extra on top of SSAF 	9
2	Food and drink services <ul style="list-style-type: none"> • Improvement, cheaper, healthier options, cultural options, dietary options, at satellite campuses, fast food outlets needed, supermarket needed 	6
3	Satellite campuses <ul style="list-style-type: none"> • Provide services at satellite campuses; shouldn't pay if cannot use services 	5
4	Student support <ul style="list-style-type: none"> • For disadvantaged, mature age, international, HDR, students 	3
5	Accommodation services <ul style="list-style-type: none"> • Cheaper; accessible; air-conditioning; maintenance 	3

See also [Attachment B: Student satisfaction with on-campus services](#) which lists student satisfaction with on-campus services and amenities in order from highest to lowest, for all students by % of students who nominated them as a top-5 priority.

See also [Attachment C: Student use of on-campus services](#) which lists whether student used or did not use on-campus services and amenities in order from highest to lowest, for all students by % of students who nominated them as a top-5 priority.

See also [Attachment D: SSAF survey results for use, satisfaction and priority of student services](#) which is a heat map of the ranking of use, dissatisfaction and priority position for on-campus services with green denoting a higher rank and red denoting a lower rank.

3 Satisfaction with advice and information based services

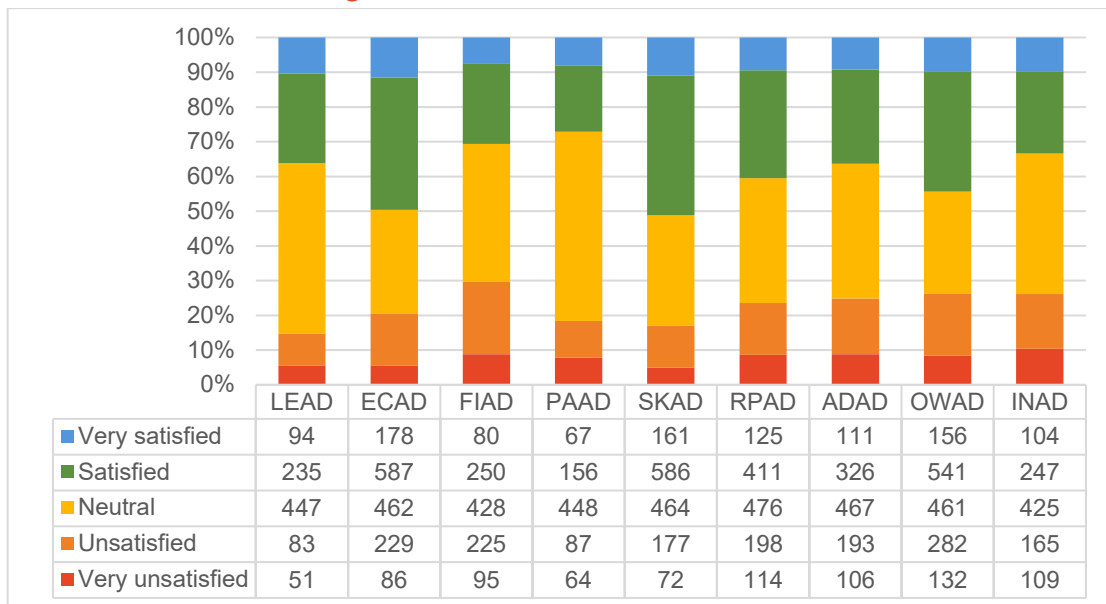
Question Based on your experience this year, how satisfied have you been with the following information or advice-based services available at the University, including via a student organisation

Students were asked to rate their responses from 1: Very unsatisfied to 5: Very satisfied. They were also asked to indicate whether they had used the services. The 'not used' numbers' are presented the satisfaction charts. Comments were invited.

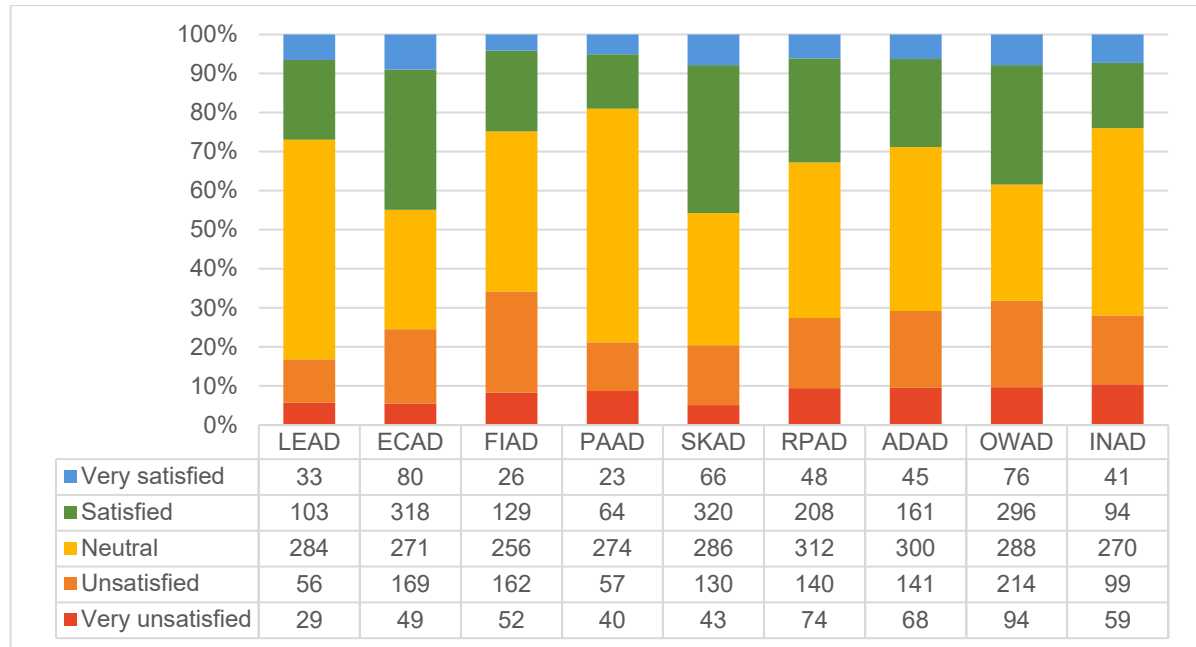
In the following charts, advice and information based services are identified by the following codes:

Code	Service or amenity
LEAD	Student-focused legal services
ECAD	Employment and career advice
FIAD	Services that help students with their financial affairs
PAAD	Services that help students obtain insurance against personal accidents
SKAD	Services that help students develop their study skills
RPAD	Advice on matters relating to the University's rules or policies
ADAD	Assistance in advocating students' interests in matters arising under the University's rules or policies
OWAD	Information to help students transition to the University
INAD	Services to help meet the specific needs of international students

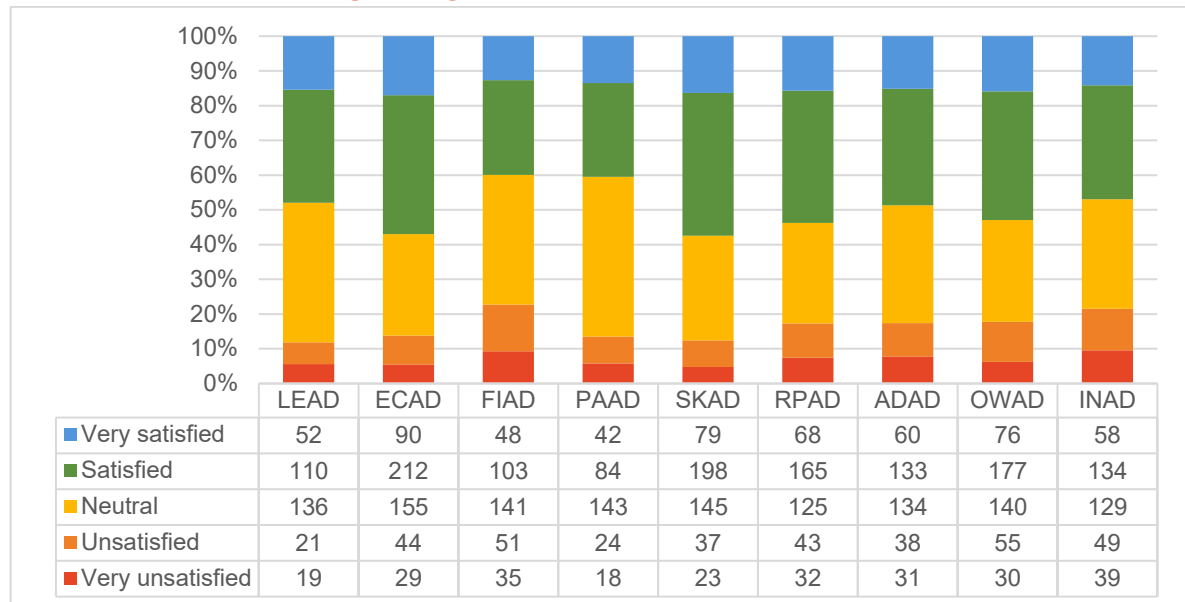
3.1 Satisfaction rating: all students



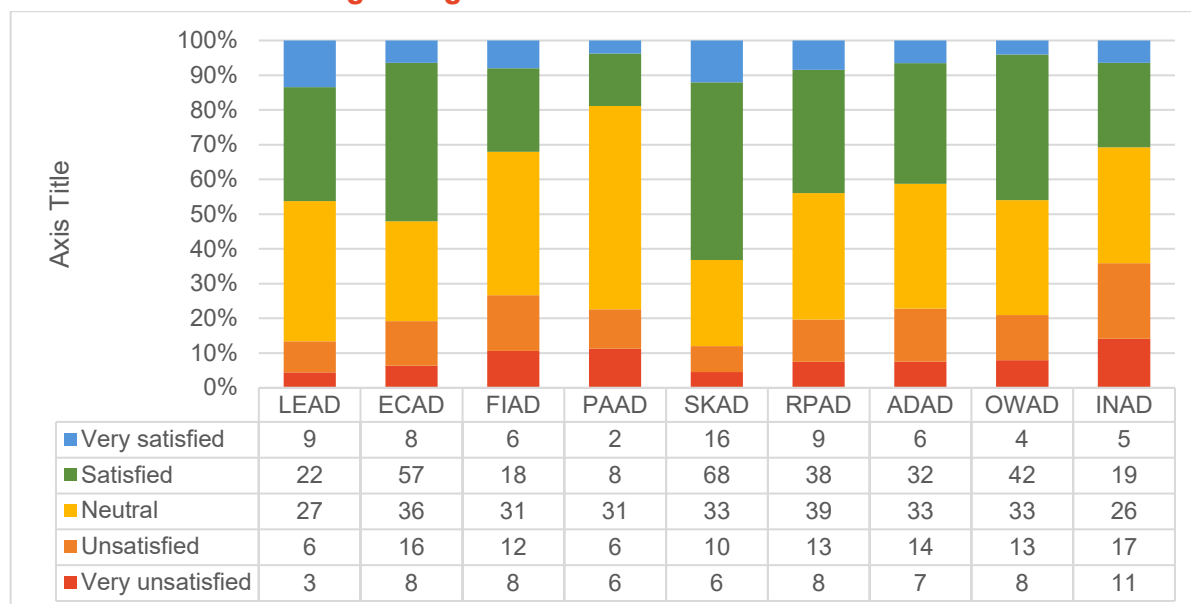
3.2 Satisfaction rating: Undergraduate students



3.3 Satisfaction rating: Postgraduate coursework students



3.4 Satisfaction rating: Postgraduate research students



3.5 Advice and information based services not used

The following table shows the number of students who indicated that they did not use the indicated advice or information based service.

Code	Service or amenity	All students	Undergraduate students	Postgraduate coursework students	Postgraduate research students
LEAD	Student-focused legal services	1349	804	420	125
ECAD	Employment and career advice	707	416	225	66
FIAD	Services that help students with their financial affairs	1159	675	369	115
PAAD	Services that help students obtain insurance against personal accidents	1404	829	438	137
SKAD	Services that help students develop their study skills	771	449	265	57
RPAD	Advice on matters relating to the University's rules or policies	901	507	313	81
ADAD	Assistance in advocating students' interests in matters arising under the University's rules or policies	1002	564	342	96
OWAD	Information to help students transition to the University	662	311	262	89
INAD	Services to help meet the specific needs of international students	1153	713	329	111

3.6 Issues raised in comments about advice and information based services

Comments provided at the end of the satisfaction questions on advice and information based services were wide ranging, covering more than the specific services listed in the question. The following table show the top five issues mentioned by each group of students in their responses to this question.

Undergraduate students

Issue		Number of times mentioned n=103
1	Student services <ul style="list-style-type: none"> Improve slow service; make degree specific; more face to face 	18
2	Student orientation and welcome activities <ul style="list-style-type: none"> Improvement; faculty based 	9
3	Advice on matters under University rules and policies <ul style="list-style-type: none"> Improve; in person; specificity required 	8
4=	International students services <ul style="list-style-type: none"> Improve on arrival services; provide financial advice; 	7
4=	Study skills services <ul style="list-style-type: none"> More courses 	7
5	Employment and career advice <ul style="list-style-type: none"> Into useful; need at Conservatorium; not degree related; specific to Business – needs to be wider ranging 	5

Postgraduate coursework students

Issue		Number of times mentioned n=85
1	International students services <ul style="list-style-type: none"> Improve on arrival services; provide financial advice; insurance; remote students; transport; same discounts as domestic students 	13
2	Study skills services <ul style="list-style-type: none"> More courses 	5
3=	Employment and career advice <ul style="list-style-type: none"> Not useful; not degree related; specific to Business – needs to be wider ranging 	4
3=	Student support <ul style="list-style-type: none"> For disadvantaged, mature age, international, LGBTQ, students 	4
5	Sport and Recreation services <ul style="list-style-type: none"> No additional fee; subsidise 	3

Postgraduate research students

A small number of postgraduate research students (25) provided comments on information and advice based services. The main issues raised were:

- International students services to be improved, including legal services (3)
- Satisfied with student orientation and welcome activities (2)
- Need for temporary accommodation (1)
- Improve food and drink services (1)
- Advice on University policies and rules required, in particular Progression (1)
- Would appreciate more statistical skills support (1)

See also [Attachment B: Student satisfaction with on-campus services](#) which lists student satisfaction with on-campus services and amenities in order from highest to lowest, for all students by % of students who nominated them as a top-5 priority.

See also [Attachment C: Student use of on-campus services](#) which lists whether student used or did not use on-campus services and amenities in order from highest to lowest, for all students by % of students who nominated them as a top-5 priority.

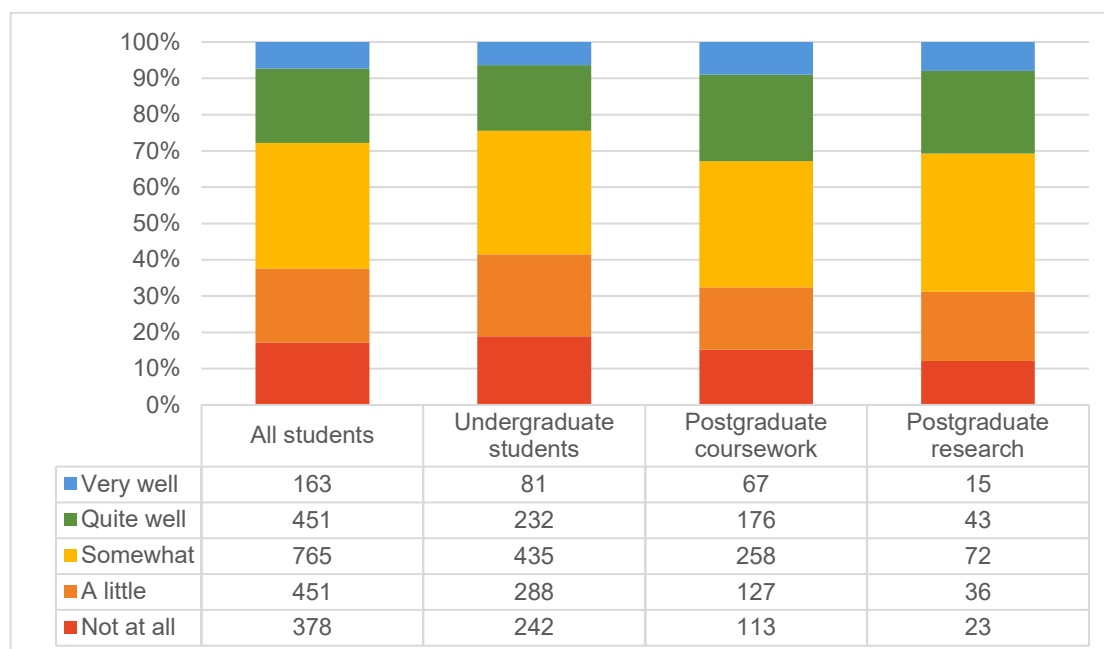
See also [Attachment D: SSAF survey results for use, satisfaction and priority of student services](#) which is a heat map of the ranking of use, dissatisfaction and priority position for on-campus services with green denoting a higher rank and red denoting a lower rank.

4 Understanding purpose of the SSAF

Question How well do you understand the purpose of the SSAF?

Students were asked to rate their responses from 1: Not at all to 5: Very well.

The following chart provides an indication of students' understanding of the purpose of the SSAF.

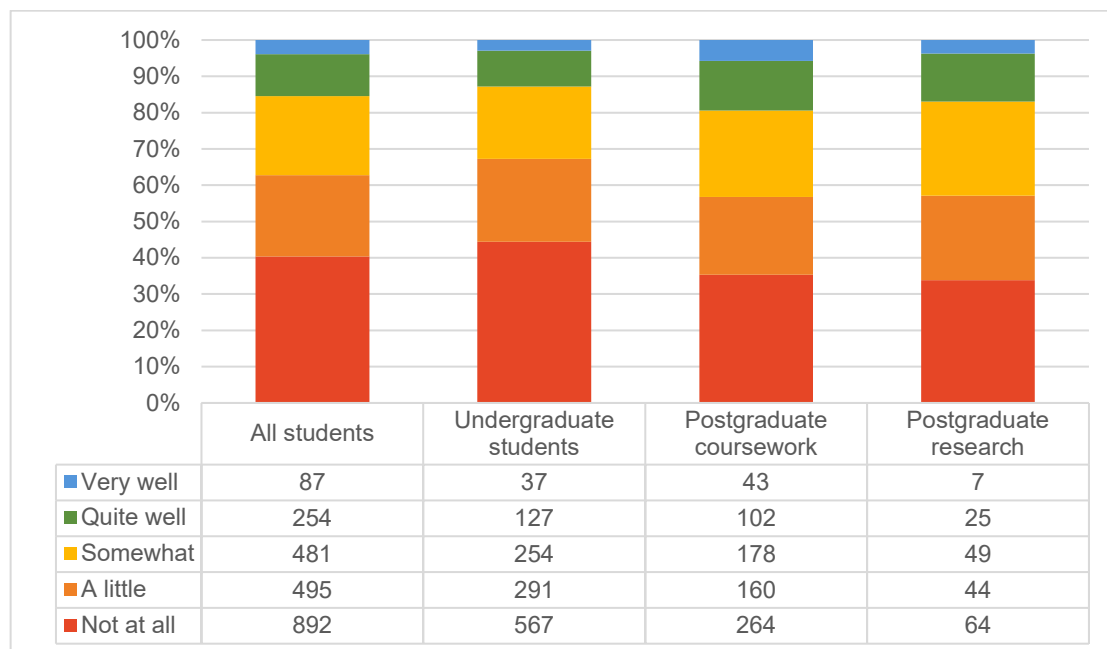


5 Understanding where SSAF is spent

Question How well do you understand where SSAF funds are spent?

Students were asked to rate their responses from 1: Not at all to 5: Very well.

The following chart provides an indication of students' understanding of the where the SSAF is spent.



6 Areas where funding could be spent

Question: How would you like to see SSAF funding used to improve student support or the student experience?

Students were wide ranging in their response to this question, raising issues in relation to the SSAF itself as well as mentioning areas where they considered the funding should be used, or not used.

The following tables provide an indication of the top ten issues raised by each student group in response to this question.

6.1 Issues raised: undergraduate students

Issue		Number of times mentioned n=340
1	Provide better food and drink services	69
2	Increase support for student health and wellbeing, including counselling services	31
3	SSAF: reduce or remove; provide refund for COVID years when not on campus; optional	31
4	Improve funding to clubs and societies	29
5	Provide detailed information about the current distribution of funds raised through the SSAF	20
6	Provide more study areas around the campus	17
7	Provide services at satellite campuses	17
8	Remove or reduce extra fee to use sporting facilities	15
9	Use for provision of academic related services including: degree planning, administration, mentoring	12
10	Financial support, more equitable, for placements etc.	12

6.2 Issues raised: postgraduate coursework students

Issue		Number of times mentioned n=193
1	SSAF – remove for online and remote students	26
2	Provide better food and drink services	24
3	Financial support, more equitable, for placements etc.	15
4	Provide detailed information about the current distribution of funds raised through the SSAF	12
5	Provide more study areas around the campus	11
6	Remove or reduce extra fee to use sporting facilities	11
7	Use for provision of academic related services including: degree planning, administration, mentoring	11
8	Student support services – to improve	10
9	SSAF: make optional	9
10	Improve services for international students	8

6.3 Issues raised: postgraduate research students

Issue		Number of times mentioned n=67
1	Improve student support services	7
2	Remove for online, remote students	6
3	Improve student accommodation	5
4	Provide detailed information about the current distribution of funds raised through the SSAF	5
5	Improve health and wellbeing services; more staff	5
6	Remove or reduce extra fee to use sporting facilities	4
7	SSAF – make optional; only pay for what use	4
8	Improve childcare on campus	3
9	Improve food and drink services on campus	3
10	Provide services on satellite campuses	3

7 Suggestions for improving student spaces

Question: Please provide us with any suggestions you may have on improving existing student spaces, e.g. indoor or outdoor amenities, sport and recreation facilities, non-academic libraries and reading rooms/lounges, audio visual equipment, signage, etc.

Students were asked to provide any suggestions they may have on improving existing student spaces, e.g. indoor or outdoor amenities, sport and recreation facilities, non-academic libraries and reading rooms/lounges, audio visual equipment, signage, etc.

The total number of students who provided responses to this question was 470.

- 283 undergraduate students
- 140 postgraduate coursework students
- 48 postgraduate research students

Students provided a wide range of options in their responses. The following tables provides an indication of the 10 main areas which were considered by respondents to the SSAF survey to require improvements for each student group.

7.1 All students

Item	Times mentioned n=470
Study spaces – increase number, group rooms, quiet rooms, booking rooms, opening hours, seating, maintenance, available for online classes, disabled access, zoom rooms	87
Food and drink services – more options, cheaper, opening hours, dining spaces (e.g. like Wentworth), fast food options (e.g. MacDonalds), bars, quality	80
Buildings – maintenance, cleaning, furniture, lighting, upgrading etc.	39
Library resources and services – includes maintenance, cleaning, heating, ventilation, study areas within libraries, opening hours etc.	33
Common areas - meeting rooms, quiet spaces, facilities etc.	26
Outdoor seating areas – increase, with shade and power points, study and relaxation areas	27
Sports – facilities, types, equipment	26
Sports – access to facilities, reduce or remove cost to students, SUSF	26
Drinking stations – water bubblers, for bottles, maintenance, increase number on campus	23
Bathrooms – cleaning, accessibility, maintenance etc.	18

7.2 Undergraduate students

Item	Times mentioned n=283
Study spaces – increase number, group rooms, quiet rooms, booking rooms, opening hours, seating, maintenance, available for online classes, disabled access, zoom rooms	58
Food and drink services – more options, cheaper, opening hours, dining spaces (e.g. like Wentworth), fast food options (e.g. MacDonalds), bars, quality	45
Buildings – maintenance, cleaning, furniture, lighting, upgrading etc.	23
Common areas - meeting rooms, quiet spaces, facilities etc.	22
Library resources and services – includes maintenance, cleaning, heating, ventilation, study areas within libraries, opening hours etc.	21
Outdoor seating areas – increase, with shade and power points, study and relaxation areas	19
Sports – facilities, types, equipment	15
Drinking stations – water bubblers, for bottles, maintenance, increase number on campus	16
Bathrooms – cleaning, accessibility, maintenance etc.	15
Sports – access to facilities, reduce or remove cost to students, SUSF	14

7.3 Postgraduate coursework students

Item	Times mentioned n=140
Food and drink services – more options, cheaper, opening hours, dining spaces (e.g. like Wentworth), fast food options (e.g. MacDonalds), bars, quality	25
Study spaces – increase number, group rooms, quiet rooms, booking rooms, opening hours, seating, maintenance, available for online classes, disabled access, zoom rooms	22
Library resources and services – includes maintenance, cleaning, heating, ventilation, study areas within libraries, opening hours etc.	11
Sports – facilities, types, equipment	10
Signage – improve, including apps	9
Sports – access to facilities, reduce or remove cost to students, SUSF	8
Outdoor seating areas – increase, with shade and power points, study and relaxation areas	7
Drinking stations – water bubblers, for bottles, maintenance, increase number on campus	7
Cleaning – improve	5
Non-academic libraries – location of	4

7.4 Postgraduate research students

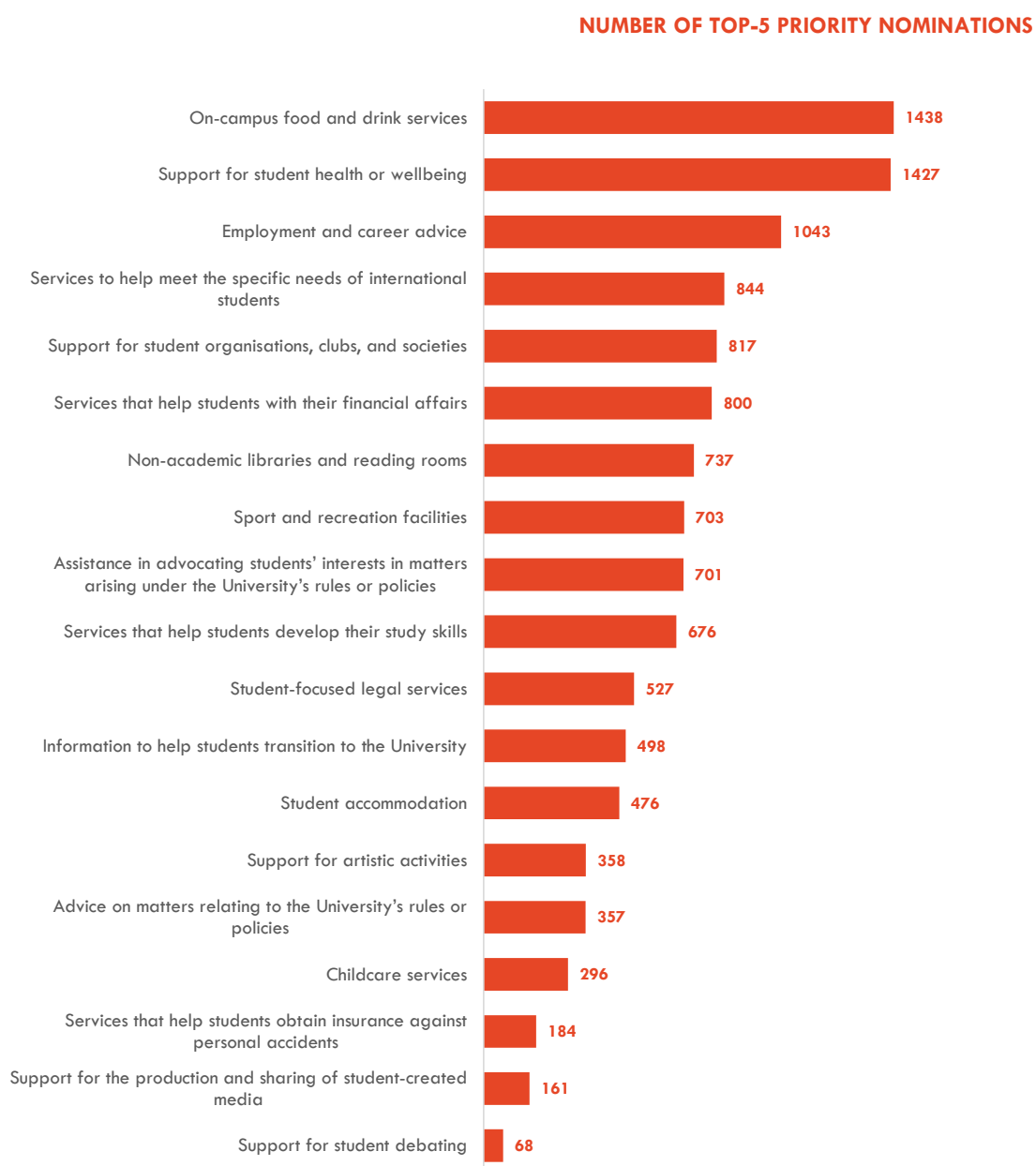
Item	Times mentioned n=48
Food and drink services – more options, cheaper, opening hours, dining spaces (e.g. like Wentworth), fast food options (e.g. MacDonalds), bars, quality	10
Study spaces – increase number, group rooms, quiet rooms, booking rooms, opening hours, seating, maintenance, available for online classes, disabled access, zoom rooms	7
Sports – access to facilities, reduce or remove cost to students, SUSF	4
Cleaning – improve	2
Satellite campuses – services on	2
Library resources and services – includes maintenance, cleaning, heating, ventilation, study areas within libraries, opening hours etc.	1
Sports – facilities, types, equipment	1
Outdoor seating areas – increase, with shade and power points, study and relaxation areas	1
Accommodation – for international students	1
Bathrooms – cleaning, maintenance, accessible	1

Attachment A: Priority areas for funding

This attachment shows all areas covered by the SSAF in priority ranking by all students, undergraduate students, postgraduate coursework students, and postgraduate research students.

1 All students

(SSAF survey; 2738 respondents; values are number of nominations of a service as a top-5 priority — each respondent could nominate up to five services)



2 Undergraduate students

Service or amenity		Number of times mentioned n=1631
1	On-campus food and drink services	967
2	Support for student health and wellbeing	876
3	Employment and career advice	607
4	Support for student organisations, clubs and societies	558
5	Services that help students with their financial affairs	520
6	Non-academic libraries and reading rooms	487
7	Sport and recreation facilities	438
8	Services to help meet the specific needs of international students	420
9	Assistance in advocating students' interests in matters arising under the University's rules or policies	413
10	Services that help students develop their study skills	351
11	Information to help students transition to the University	286
12	Student-focused legal services	271
13	Student accommodation	268
14	Support for artistic activities	243
15	Advice on matters relating to the University's rules or policies	178
16	Childcare services	151
17	Support for the production and sharing of student-created media	110
18	Services that help students obtain insurance against personal accidents	102
19	Support for student debating	41

3 Postgraduate coursework students

The five most important services and amenities for postgraduate coursework students were:

Service or amenity		Number of times mentioned n=876
1	Support for student health and wellbeing	412
2	On-campus food and drink services	380
3	Employment and career advice	359
4	Services to meet the specific needs of international students	356
5	Services that help students develop their study skills	259
6	Assistance in advocating students' interests in matters arising under the University's rules or policies	235
7	Services that help students with their financial affairs	217
8	Sport and recreation facilities	215
9	Support for student organisations, clubs, and societies	208
10	Non-academic libraries and reading rooms	206
11	Student-focused legal services	192
12	Information to help students transition to the University	179
13	Student accommodation	173
14	Advice on matters relating to the University's rules or policies	129
15	Childcare services	95
16	Support for artistic activities	94
17	Services that help students obtain insurance against personal accidents	63
18	Support for the production and sharing of student-created media	45
19	Support for student debating	25

4 Postgraduate research students

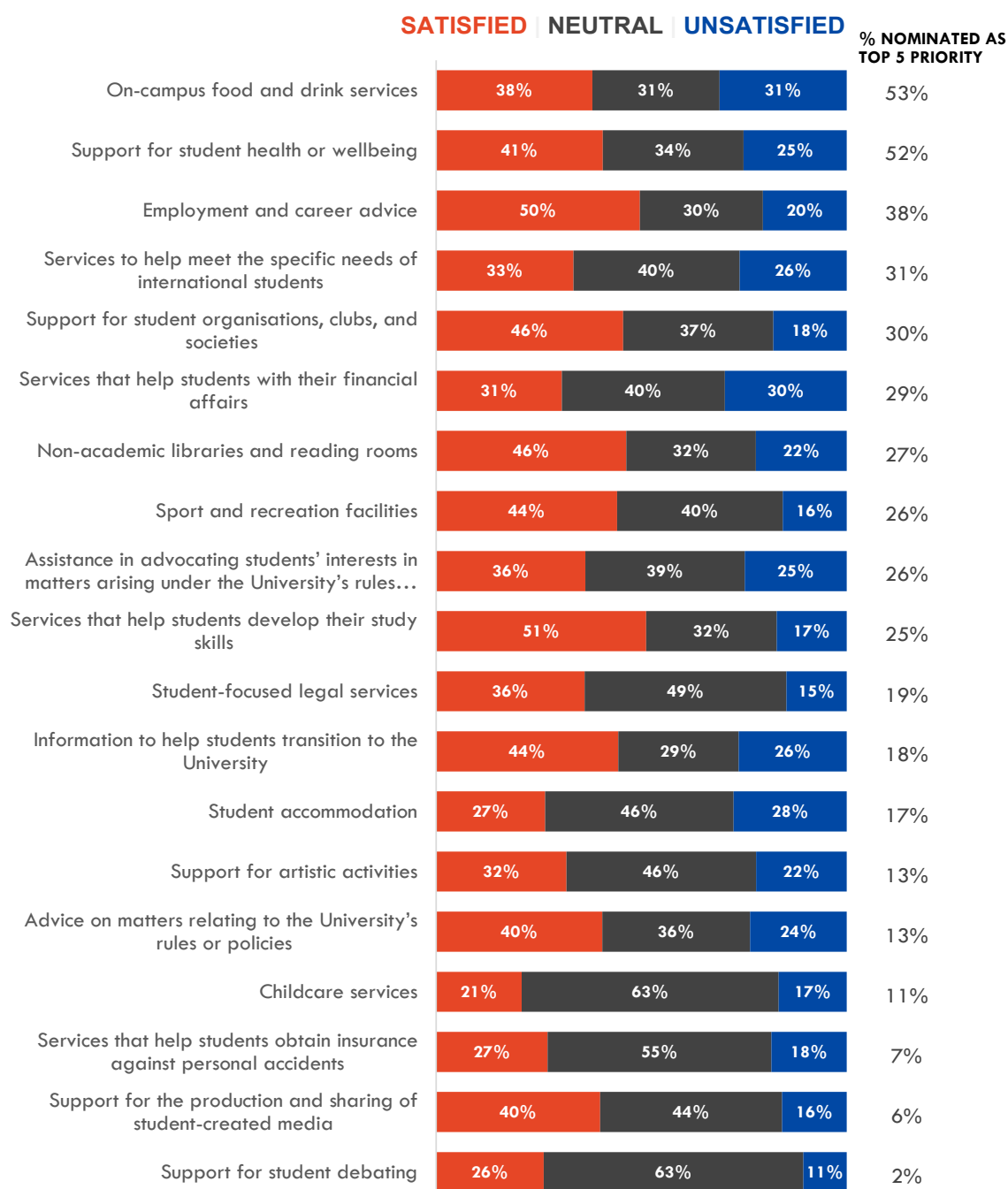
The five most important services and amenities for postgraduate research students were:

Service or amenity	Number of times mentioned n=231
1 Support for student health and wellbeing	139
2 On-campus food and drink services	91
3 Employment and career advice	77
4 Services to meet the specific needs of international students	68
5 Services that help students develop their study skills	66
6 Student-focused legal services	64
7 Services that help students with their financial affairs	63
8 Assistance in advocating students' interests in matters arising under the University's rules or policies	62
9 Support for student organisations, clubs, and societies	51
10 Sport and recreation facilities	50
11 Childcare services	50
12 Advice on matters relating to the University's rules or policies	50
13 Non-academic libraries and reading rooms	44
14 Student accommodation	35
15 Information to help students transition to the University	33
16 Support for artistic activities	21
17 Services that help students obtain insurance against personal accidents	19
18 Support for the production and sharing of student-created media	6
19 Support for student debating	2

Attachment B: Student satisfaction with on-campus services

(SSAF survey; 2738 respondents; values are % of respondents)

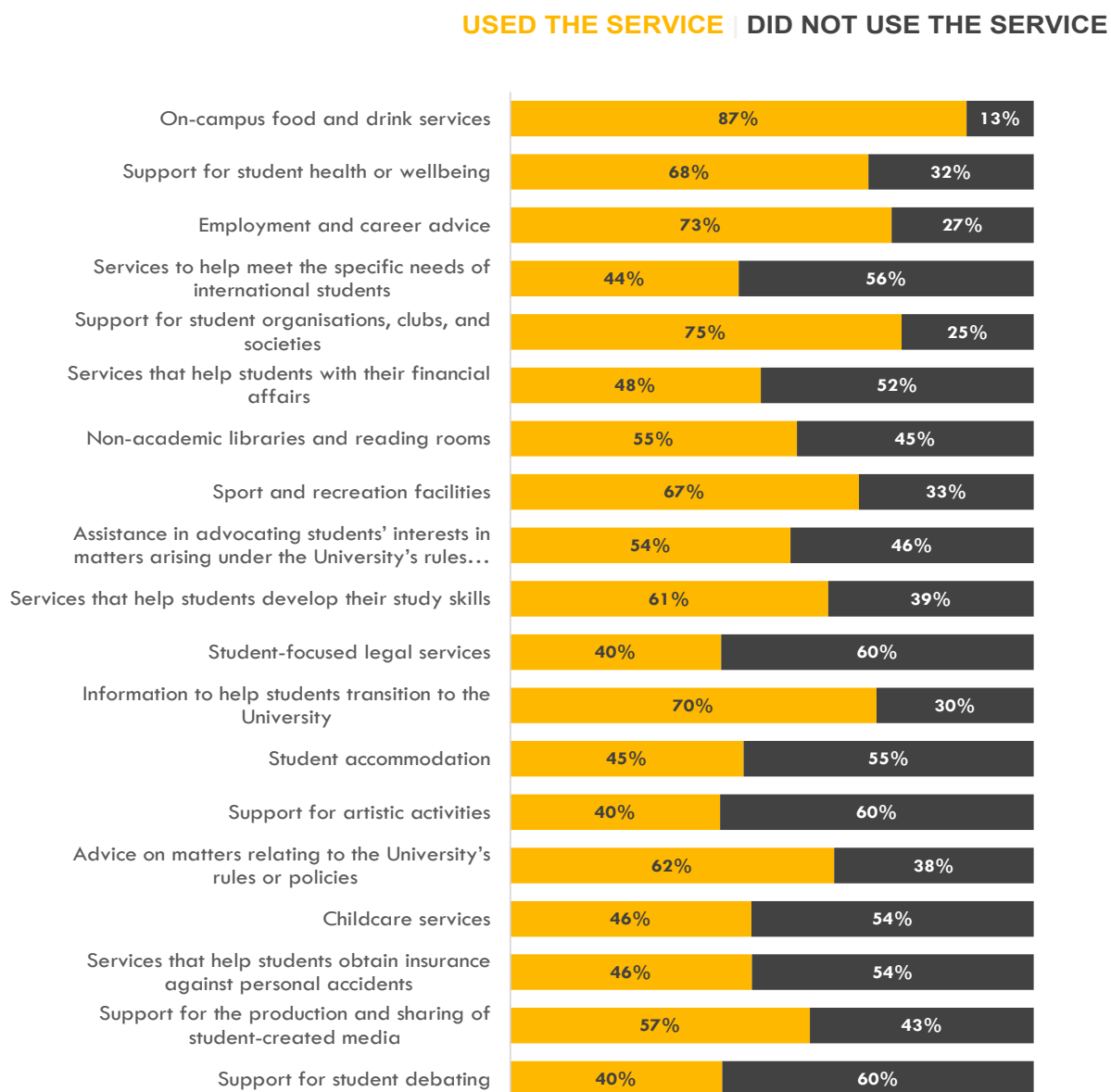
Services are listed in descending order by % of students who nominated them as a top-5 priority



Attachment C: Student use of on-campus services

(SSAF survey; 2738 respondents; values are % of respondents)

Services are listed in descending order by % of students who nominated them as a top-5 priority



Attachment D: SSAF survey results for use, satisfaction, and priority of student services

GREEN COLOUR DENOTES HIGHER RANK | RED COLOUR DENOTES LOWER RANK

	Ranking		
	Use (1: most used – 19: least used)	Dissatisfaction (1: highest % of dissatisfied responses – 19: lowest % of dissatisfied responses)	Priority (1: highest priority – 19: lowest priority)
On-campus food and drink services	1	1	1
Support for student health or wellbeing	6	6	2
Employment and career advice	4	11	3
Services to help meet the specific needs of international students	11	5	4
Support for student organisations, clubs, and societies	2	13	5
Services that help students with their financial affairs	12	2	6
Non-academic libraries and reading rooms	5	9	7
Sport and recreation facilities	8	17	8
Assistance in advocating students' interests in matters arising under the University's rules or policies	10	7	9
Services that help students develop their study skills	7	14	10
Student-focused legal services	16	18	11
Information to help students transition to the University	3	4	12
Student accommodation	15	3	13
Support for artistic activities	14	10	14
Advice on matters relating to the University's rules or policies	9	8	15
Childcare services	19	15	16
Services that help students obtain insurance against personal accidents	17	12	17
Support for the production and sharing of student-created media	13	16	18
Support for student debating	18	19	19