



THE UNIVERSITY OF
SYDNEY

Student Services and Amenities Fee (SSAF) Student Survey 2023

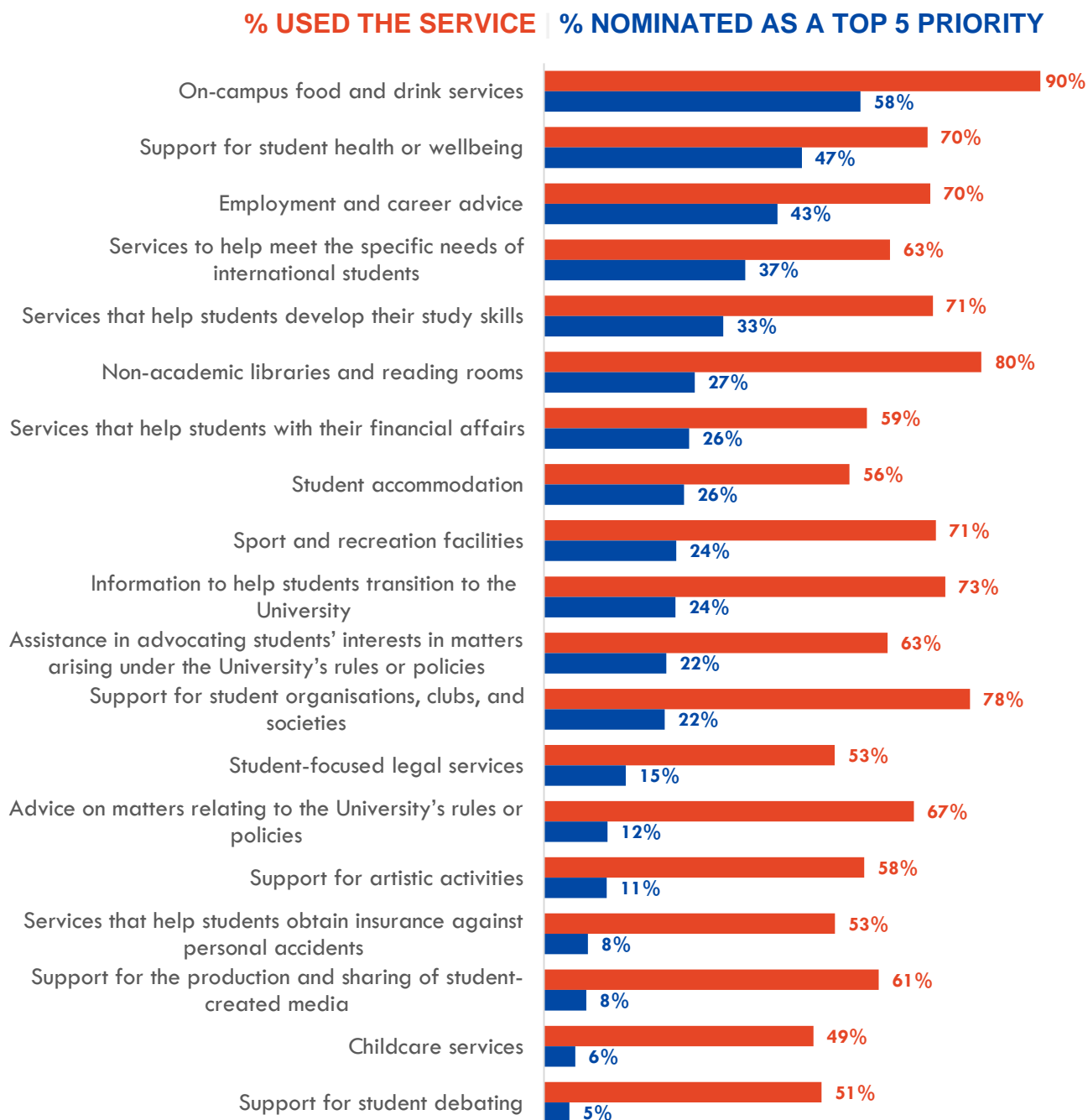
Results

DVC Education Portfolio

STUDENT USE OF ON-CAMPUS SERVICES AND PRIORITY RANKING

(SSAF survey; 8042 respondents; values are % of respondents)

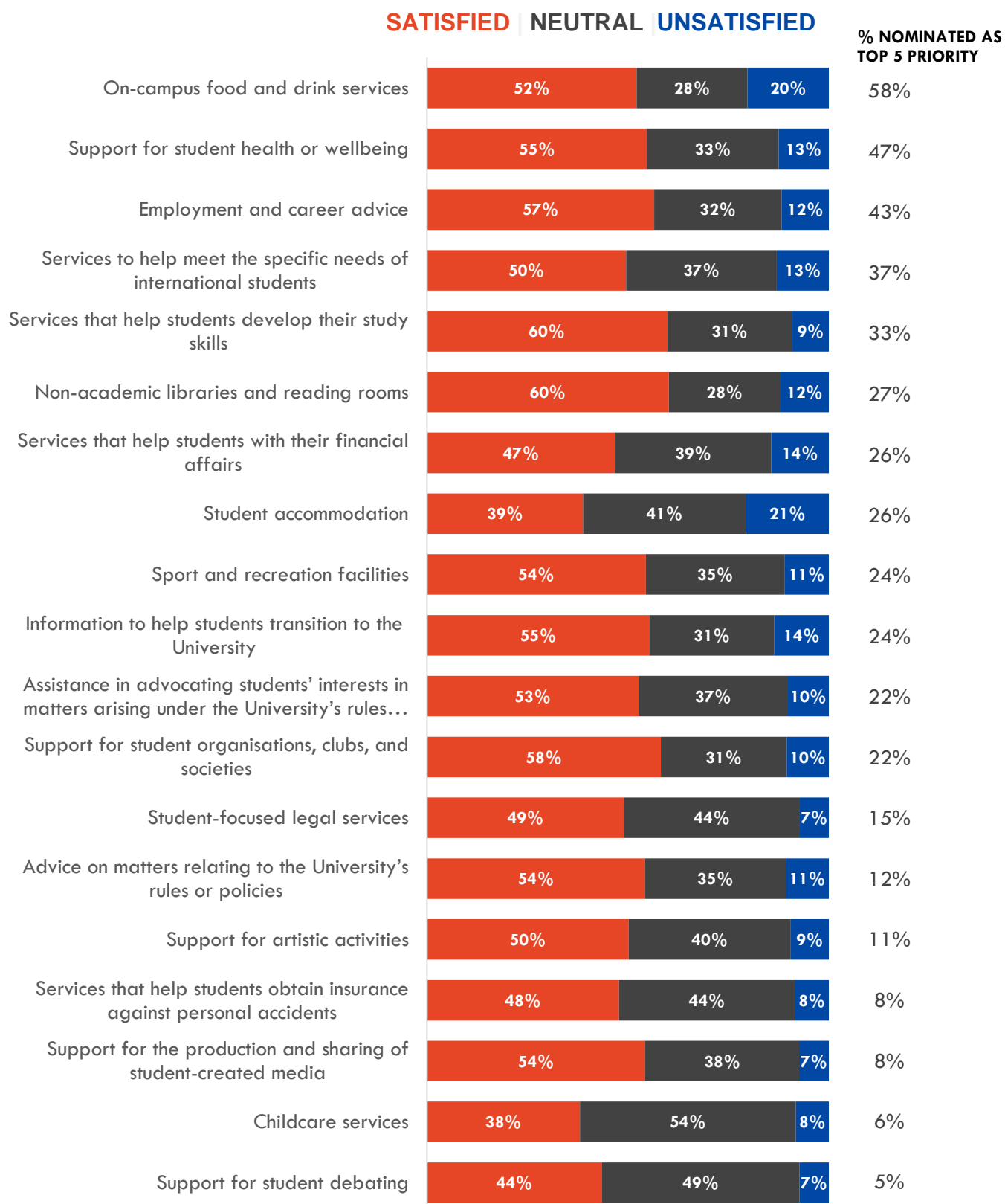
Services are listed in descending order by % of students who nominated them as a top-5 priority



STUDENT SATISFACTION WITH ON-CAMPUS SERVICES

(SSAF survey; 8042 respondents; values are % of respondents)

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

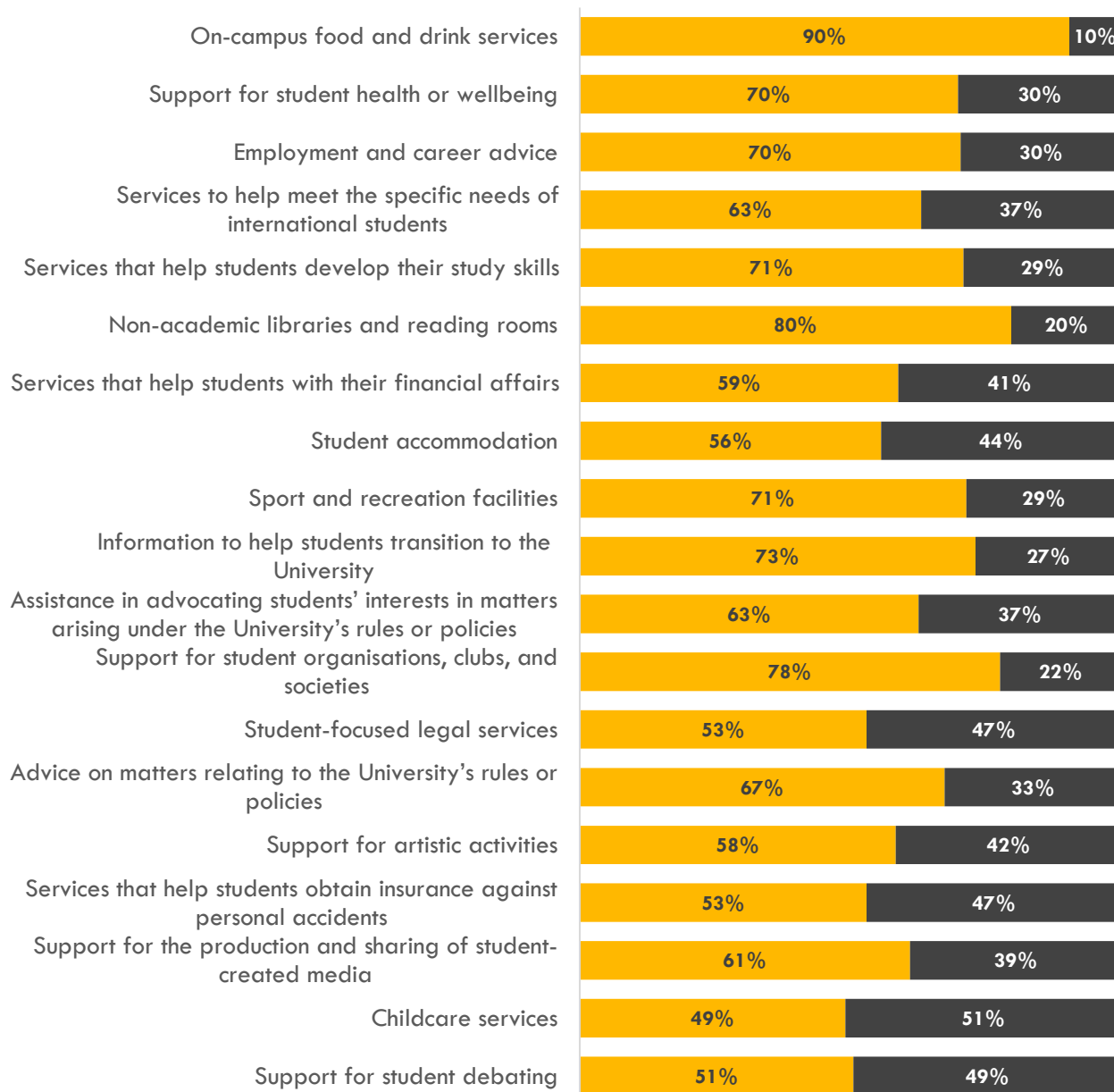


STUDENT USE OF ON-CAMPUS SERVICES

(SSAF survey; 8042 respondents; values are % of respondents)

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

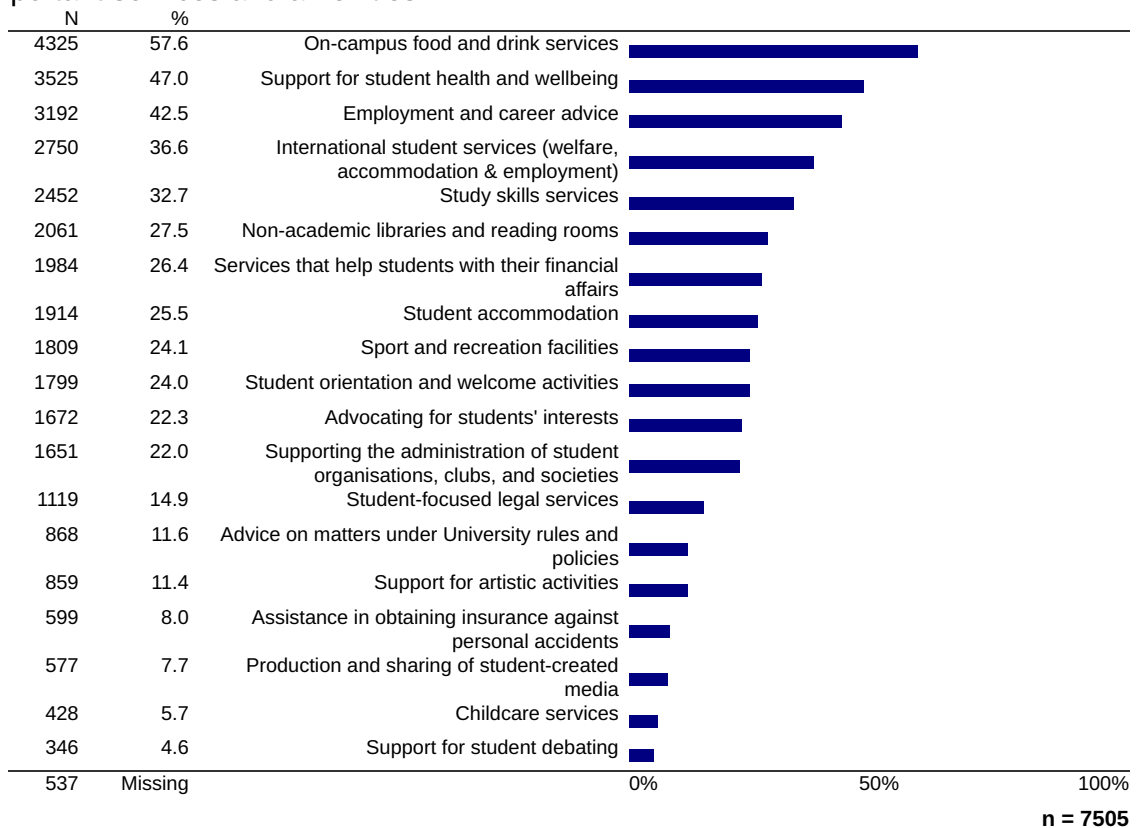
USED THE SERVICE | **DID NOT USE THE SERVICE**



Student Services and Amenities Fee

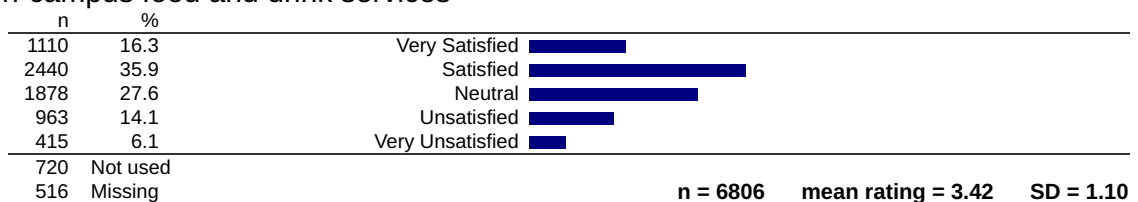
Survey Questions

- 1 To help inform the distribution of SSAF funding for next year, please select the 5 most important services and amenities.

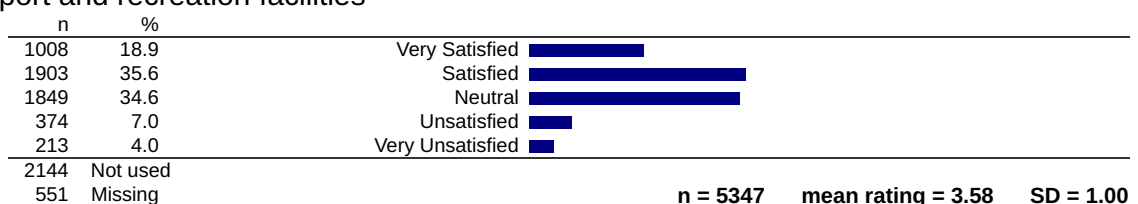


- 2 Based on your experience, how satisfied have you been with the following services and amenities, including via a student organisation:






On-campus food and drink services








Sport and recreation facilities








Support for student organisations, clubs, and societies

n	%		
1066	18.4	Very Satisfied	
2298	39.8	Satisfied	
1810	31.3	Neutral	
407	7.0	Unsatisfied	
200	3.5	Very Unsatisfied	
1668	Not used		
593	Missing		
			n = 5781 mean rating = 3.63 SD = 0.98






Childcare services

n	%		
574	15.7	Very Satisfied	
815	22.3	Satisfied	
1959	53.7	Neutral	
163	4.5	Unsatisfied	
138	3.8	Very Unsatisfied	
3785	Not used		
608	Missing		
			n = 3649 mean rating = 3.42 SD = 0.93






Support for student health or wellbeing

n	%		
970	18.7	Very Satisfied	
1866	36.0	Satisfied	
1695	32.7	Neutral	
440	8.5	Unsatisfied	
208	4.0	Very Unsatisfied	
2233	Not used		
630	Missing		
			n = 5179 mean rating = 3.57 SD = 1.02






Student accommodation

n	%		
649	15.8	Very Satisfied	
952	23.1	Satisfied	
1671	40.6	Neutral	
487	11.8	Unsatisfied	
361	8.8	Very Unsatisfied	
3281	Not used		
641	Missing		
			n = 4120 mean rating = 3.25 SD = 1.13






Support for student debating

n	%		
666	17.8	Very Satisfied	
960	25.7	Satisfied	
1833	49.1	Neutral	
145	3.9	Unsatisfied	
128	3.4	Very Unsatisfied	
3651	Not used		
659	Missing		
			n = 3732 mean rating = 3.51 SD = 0.94

Non-academic libraries and reading rooms

n	%		
1288	21.9	Very Satisfied	
2244	38.2	Satisfied	
1635	27.8	Neutral	
522	8.9	Unsatisfied	
184	3.1	Very Unsatisfied	
1498	Not used		
671	Missing		
			n = 5873 mean rating = 3.67 SD = 1.01

Support for artistic activities

n	%		
807	18.8	Very Satisfied	
1348	31.4	Satisfied	
1732	40.3	Neutral	
258	6.0	Unsatisfied	
150	3.5	Very Unsatisfied	
3068	Not used		
679	Missing		
			n = 4295 mean rating = 3.56 SD = 0.98

Support for the production and sharing of student-created media

n	%	
898	20.1	Very Satisfied
1531	34.2	Satisfied
1713	38.3	Neutral
195	4.4	Unsatisfied
135	3.0	Very Unsatisfied
2860	Not used	
710	Missing	

n = 4472 mean rating = 3.64 SD = 0.95

3 Based on your experience, how satisfied have you been with the following information or advice-based services, including via a student organisation:

Student-focused legal services

n	%	
766	20.2	Very Satisfied
1098	28.9	Satisfied
1660	43.7	Neutral
168	4.4	Unsatisfied
107	2.8	Very Unsatisfied
3373	Not used	
870	Missing	

n = 3799 mean rating = 3.59 SD = 0.95

Employment and career advice

n	%	
971	19.3	Very Satisfied
1875	37.3	Satisfied
1594	31.7	Neutral
413	8.2	Unsatisfied
178	3.5	Very Unsatisfied
2119	Not used	
892	Missing	

n = 5031 mean rating = 3.61 SD = 1.00

Services that help students with their financial affairs

n	%	
755	18.0	Very Satisfied
1216	28.9	Satisfied
1632	38.8	Neutral
392	9.3	Unsatisfied
210	5.0	Very Unsatisfied
2941	Not used	
896	Missing	

n = 4205 mean rating = 3.46 SD = 1.05

Services that help students obtain insurance against personal accidents

n	%	
745	19.7	Very Satisfied
1063	28.1	Satisfied
1655	43.8	Neutral
197	5.2	Unsatisfied
122	3.2	Very Unsatisfied
3356	Not used	
904	Missing	

n = 3782 mean rating = 3.56 SD = 0.97

Services that help students develop their study skills

n	%	
1032	20.4	Very Satisfied
1984	39.3	Satisfied
1576	31.2	Neutral
315	6.2	Unsatisfied
144	2.9	Very Unsatisfied
2078	Not used	
913	Missing	

n = 5051 mean rating = 3.68 SD = 0.96

Advice on matters relating to the University's rules or policies

n	%	
927	19.3	Very Satisfied
1676	34.9	Satisfied
1679	35.0	Neutral
337	7.0	Unsatisfied
178	3.7	Very Unsatisfied
2322	Not used	
923	Missing	

n = 4797 mean rating = 3.59 SD = 1.00

Assistance in advocating students' interests in matters arising under the University's rules or policies

n	%	
876	19.7	Very Satisfied
1464	33.0	Satisfied
1650	37.1	Neutral
295	6.6	Unsatisfied
158	3.6	Very Unsatisfied
2657	Not used	
942	Missing	

n = 4443 mean rating = 3.59 SD = 0.99

Information to help students transition to the University

n	%	
1030	19.8	Very Satisfied
1848	35.6	Satisfied
1613	31.0	Neutral
469	9.0	Unsatisfied
236	4.5	Very Unsatisfied
1913	Not used	
933	Missing	

n = 5196 mean rating = 3.57 SD = 1.05

Services to help meet the specific needs of international students

n	%	
863	19.3	Very Satisfied
1348	30.2	Satisfied
1673	37.5	Neutral
350	7.8	Unsatisfied
228	5.1	Very Unsatisfied
2615	Not used	
965	Missing	

n = 4462 mean rating = 3.51 SD = 1.05

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

n	%	
732	10.3	Very well
1565	22.1	Quite well
2492	35.2	Somewhat
1172	16.6	A little
1112	15.7	Not at all
969	Missing	

n = 7073 mean rating = 2.95 SD = 1.19

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

n	%	
613	8.7	Very well
1045	14.8	Quite well
1961	27.7	Somewhat
1254	17.7	A little
2199	31.1	Not at all
970	Missing	

n = 7072 mean rating = 2.52 SD = 1.30