

Macquarie University

Student Services and Amenities Fee (SSAF)

FY2022 Allocation Report

The *Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022* require higher education providers to provide a publicly available report on student services and amenities fee (SSAF) allocations and actual expenditure for the year as part of their annual reporting and in the form approved by the Minister. This *SSAF Allocation Report* is the form approved by the Minister.

Additional reporting was introduced to allow for greater transparency and consistency in SSAF allocations and expenditure.

Please note, the information provided in this *SSAF Allocation Report* does **not** require auditing by a financial accountant. The SSAF expenditure reporting remains unchanged, more information can be found in the [Financial Statements Guidelines](#) for Table A and B providers, and in the [Financial Viability Instructions: Applicants and Providers of FEE-HELP \(FVI\)](#) for all other approved providers.

SSAF Consultation and Achievements

In early 2019, the [SSAF survey](#) was developed to ensure a widespread consultation process with students. It enabled the University to obtain direct feedback from across all student cohorts in 2019, to set priorities for 2020 - 2022 for the expenditure, with a follow up survey delivered in late 2021 to inform the development of priorities for 2023 to 2025. A total of 6,735 (19.4%) of students responded to the 2019 survey, representing a valid sample. The following table identifies the student's priority spend preferences from the survey sample:

Rank	SSAF Allowable Category of Expenditure	
1	Helping students obtain employment or advice on careers	28.5% (1,917)
2	Promoting the health or welfare of students	14.7% (992)
3	Helping students develop study skills	9.9% (667)
4	Providing food or drink to students on campus	7.6% (511)
5	Supporting overseas students with welfare, accommodation and employment services	7.4% (497)
6	Helping students with their financial affairs	7.2% (486)
7	Providing student libraries and reading rooms for non-academic purposes	4.5% (305)
8	Advising students about university rules, policies and procedures	4.2% (286)
9	Advocating students' interests in relation to rules, policies and procedures	3.8% (259)
10	Supporting student clubs and groups	3.7% (249)
11	Caring for children of students	1.9% (125)
12	Supporting student sport or other recreational activities	1.7% (115)
13	Giving students information about orientation	1.1% (72)
14	Helping students secure accommodation	0.9% (59)
15	Providing legal services to students	0.8% (57)
16	Supporting an artistic activity by students	0.7% (44)
17	Supporting the student media and content	0.6% (43)
18	Helping students obtain insurance against personal accidents	0.4% (28)
19	Supporting debating by students	0.3% (23)


TOTAL COUNT
100%
 (6,735)

Additionally, in September of 2021, consultation with the Student Representative Council took place to ensure priorities set for 2022 continued to be appropriate and aligned with both the University's objectives and the student community priorities. The SRC committed to aligning their own activities as much as possible with the SSAF priorities and provide any feedback to on concerns through the student representative on University Council, and during SRC meetings communicated directly to the DVC (Academic) who attended meetings. The following key priorities were identified and agreed:

SSAF 2022



PROPOSED EXPENSES 2022 – BASED OFF PREVIOUS FEEDBACK

Enhancing o-week offerings (including MQ essential module, on campus activation and student parties)	Online financial literacy course	Ongoing support for student groups	Ongoing support for PAL and PASS sessions
Ongoing support for Learning Skills Unit	Additional funds to be spent on enhancement of online/offshore/distance student experience	Funds to be used to enhance the experience of students returning from overseas	Continued reviews and optimization of web content
Funding to be used for licenses for apps (my legal mate, wellbeing app)	Supporting Student employment initiatives	Incubator funding	Support broader health promotions on campus

Highlights from the work which followed are summarised below.

Student Wellbeing, Student Clubs & Associations

The majority of SSAF funding was allocated to support student wellbeing, student clubs and associations and employment and career services. We estimate that over 100,000 students signed up and/or participated in these services and initiatives (noting that individual students might participate in multiple events/services). Services were offered face to face and online and included campus initiatives, workshops, 1:1 appointments.

Support and education online and on-demand continued to be a crucial part of our mental health support for students. In Session 2, we introduced TalkCampus, an online platform for students to access peer mental health support 24/7 from a global network of up to 12 languages. This platform also provides an accessible option for students located offshore. The MQ Wellbeing app continued to support students' wellbeing. About 1,000 students registered to use the app in 2022, and just under 1,500 accessed the app regularly.

Macquarie Student Employment Team

The student employment team is responsible for providing recruitment assistance to teams on campus and to external stakeholders. The team provided support to students seeking employment and managed the initial process of creating job advertisements and matching candidates to the jobs available. The team also supported the introduction of the University's first graduate development programs in procurement and finance, as well as the recruitment for key roles in orientation, belonging and student success.

Employability Connect offers students on-demand access to key resources and tools that support their career development. There were more than 213,000 student and graduate logins in 2022, reflecting an increase of more than 50,000 (33 per cent) from 2021. In addition, there were 7408 paid roles advertised on the platform, and new content was introduced to provide relevant and tailored information for graduate research candidates. To further support student engagement and effective communication, the Macquarie Employability Connect Facebook group was launched in March and grew to more than 1300 members in 2022. The platform is driven by student-centred content developed by student creators on work-integrated learning projects and in paid casual roles.

Online Content Creators

To assist with providing useful and relevant content for students, content creators were recruited to communicate in a peer-to-peer way. 19 Content creators have been employed to create videos, posts on social media, and to engage with the student community. This uplift of student facing online content was monitored and reported through the Operating Plan's Student First Board, specifically the Communications Framework.

MQ Incubator

In 2022, SSAF partially funded the Incubator to create a design centered workshop series and subsequent pitch event for students to express their ideas they refined through the training and development provided by the Incubator team. These workshops launched in Session 2. This project provided students with the opportunity to enhance their employability skills and grow a global mindset.

MQ2022 Planners

The establishment of a hard copy study planner in 2022. The planner provided information about essential services on campus and provided a resource for students to use when preparing for studies. 20,000 of these were distributed to students, with very positive feedback and unmet demand.

Study Support

Through SSAF, cohort specific mentoring and study assistance has been provided to assist students with their learning, writing and academic research skills. SSAF funded the appointment of Peer Assisted Learning (PAL) leaders. The Study Assist Program (SAP) allows students who have already completed the units to a high standard to share their knowledge and assist other students to strengthen their understanding of the units. It also provided students with an opportunity to enhance leadership.

The Writing Centre, Library, GLP, and Careers and Employability ran a combined 'pop up' Info Desk to:

- Raise student's awareness of academic and co-curricular support services in the S2 to census period;
- Attach an additional 'human presence' to services that were delivered on-line in 2020, 2021, and S1, 2022;
- Create a fun and welcoming experience to attract students and facilitate engagement with key services;
- Connect students to expert staff to support their studies;
- Invite students to complete an online survey that will enable us to better understand their support needs/expectations and for future planning support.

WriteWISE is an academic writing support program that connects UG and PG coursework students with peer-writing leaders (PWLs), funded by SSAF. PWLs are qualified senior Macquarie University students who are trained to help students by sharing the skills and experiences that have made them successful writers. WriteWISE develops students' capabilities as both academic communicators and future professionals by providing opportunities for active, authentic problem-based learning. It also has a clearly articulated mission to engage students as co-creators, to encourage shared ownership of co-curricular learning and build "confidence, motivation, and enthusiasm. In 2022 the program delivered 825 consultations, achieved a 93% satisfaction rating, and produced a statistically significant increase in students' writing confidence.

Engagement Reach Out Initiative

SSAF supported reach out initiatives to support new students and those who may not be fully aware of support services available to them. This has been through calling campaigns, on the ground pop-ups for Orientation sessions and the conducting of engagement activities across campus. Call out campaigns for support in their studies reached 3,900 students, 32% of the 11,147 students attempted to be reached. A total of 13,828 calls were made by 5 staff, with a total commitment of 600 hours.

SSAF Revenue Summary

	[2022] Allocation \$ ¹	[2022] Actual \$
SSAF Revenue	\$9,387,575	\$9,773,480
SSAF revenue carried forward from [2021]	\$0	\$0
Total SSAF funds available for [2022]	\$9,387,575	\$9,773,480
SSAF revenue carried over into [2023]	\$0	\$0

¹ Allocation refers to the SSAF funds expected to be received in the reported year (i.e., budgeted SSAF revenue).

SSAF Charge Summary

The student services and amenities fee (SSAF) charged to students must not be above the maximum fee for a calendar year. The maximum SSAF is indexed annually as required by the *Higher Education Support Act 2003*. In 2022 maximum SSAF was \$9,773,480

Student Status	[2022] SSAF charged \$ ²	Number of students charged in 2022
Full-time ¹ (> 0.75 EFTSL)	\$7,909,689	30,429
Part-time ¹ (< 0.75 EFTSL)	\$1,863,791	12,740
Total:		43,169

¹ Note: As per Part 2 of the *Higher Education Support (Administration) Guidelines 2022* (Administration Guidelines), students studying on a part-time basis must not be charged more than 75 per cent of the maximum SSAF that a higher education provider determines for students studying on a full-time basis. The term “part-time basis” means a study load of less than 75 per cent of the normal full-time student load for the period to which the fee relates. As per part 7 of the Administration Guidelines, the normal EFTSL value for a full-time student studying over a period of one year is 1.0.

² Note: As per Part 2 of the Administration Guidelines, a higher education provider may choose to determine a different SSAF for categories of persons, including a zero amount.

³ Note: Students are categorised as full-time or part-time students based on the total EFTSL value of the units of study they undertook in [insert reported year]. For example, a student undertook a full-time study load in Semester 1 which was equal to 0.5 EFTSL and undertook a part-time study load in Semester 2 which was equal to 0.375 EFTSL. This student would be categorised as a full-time student in [2022 as the total EFTSL they undertook in 2022 was equal to 0.875.

Please note SSAF was not charged in 2022 for online learners, due to many of these students being offshore.

Student Status	2022 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2022 ⁴
Remote learning/Online only	0	0

⁴ Note: The Department understands that not all higher education providers capture mode of study in their information systems and many students undertake a mixed mode of study such as face-to-face and remote learning. The data provided above is for students who undertook remote learning for 100% of their units of study.

SSAF Allocation Summary

Subsection 19-38(4) of the *Higher Education Support Act 2003* (the Act) provides a list of 19 allowable expenditure items which higher education providers may allocate and spend SSAF revenue on.

Please note, under subsection 19-38 of the Act, SSAF revenue must not be spent to support a political party or the election of a person as a member of the legislature of the Commonwealth, State or a Territory, or a local government body.

Key Area	2022 Total Allocation \$	2022 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
1. Wellbeing Services	\$3,114,961	\$3,114,961	Y	17000
2. Clubs or other associations	\$2,525,397	\$2,525,397		
a. Sporting	\$936,859	\$936,859	N	22,500
b. Internal student politics	\$131,744	\$131,744	Y	1000
c. Gender, sexuality, ethnicity, race, or nationality-based	\$514,186	\$514,186	Y	4500
d. Areas-of-study related	\$588,852	\$588,852	Y	2000
e. Other activities e.g. music, debate, chess	\$200,000	\$200,000	Y	26000
f. Other	\$153,755	\$153,755	Y	2000
3. Employment/career services	\$2,285,305	\$2,285,305	Y	
4. Legal support	\$4,000	\$4,000	Y	400
5. Other student amenities	\$257,660	\$257,660	Y	15000
6. Helping students secure accommodation	\$289,435	\$289,435	Y	10000
7. Giving students information about orientation	\$580,896	\$580,896	Y	30000
8. Advocating students' interests in relation to rules, policies and procedures	\$446,782	\$446,782	Y	2400
9. Other- Additional student support	\$269,045	\$269,045	Y	30000
Total	\$9,773,480	\$9,773,480		

Organisations, bodies or third-party providers that received SSAF funding in 2022

Organisation Name ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received \$	% of total SSAF Funding Received
U@MQ Ltd	[27 125 926 169]	Clubs or other associations	\$936,859	10%
U@MQ Ltd	[27 125 926 169]	Other (Food and childcare)	\$257,660	3%

¹ Note: Only organisations, bodies or third-party providers who receive over \$1,000 in SSAF funding are expected to be disclosed above.

Declaration by Person of Authority

I, Rorden Wilkinson, Deputy Vice-Chancellor Academic of Macquarie University, declare that the information provided in this Student Services and Amenities Fee (SSAF) Allocation Report is to the best of my knowledge true, complete and correct.

A handwritten signature in black ink, appearing to read 'R. Wilkinson', with a large, stylized flourish underneath.

Rorden Wilkinson

Deputy Vice-Chancellor Academic

29 June 2023