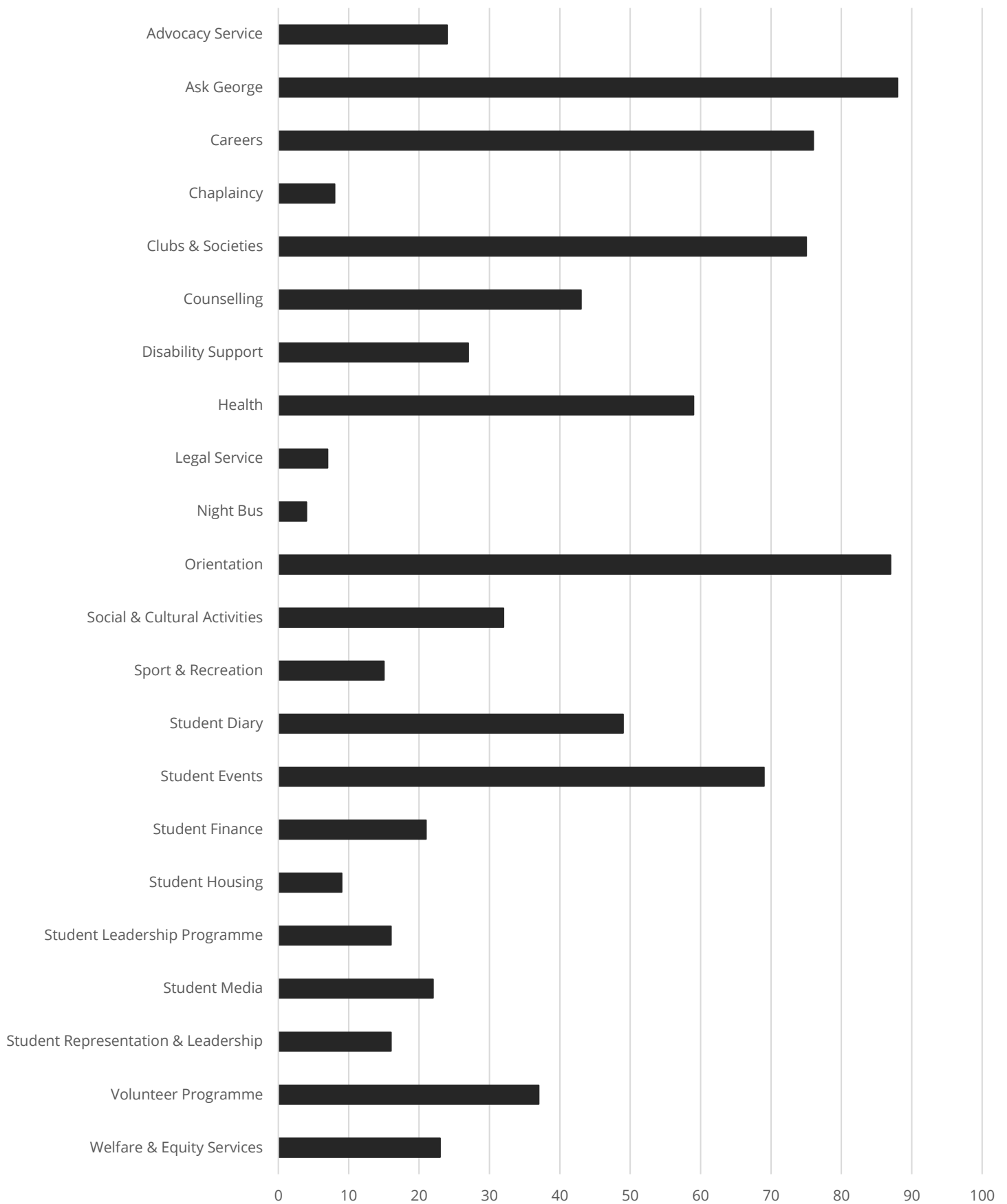


QUESTION 1: Which of the following student services have you used before? (select all that apply)

Options	Absolute frequency	Relative frequency by choice	Relative frequency	Adjusted relative frequency
Advocacy Service	24	2.97%	7.42%	10.39%
Ask George	88	10.90%	27.19%	38.10%
Careers	76	9.42%	23.48%	32.90%
Chaplaincy	8	0.99%	2.47%	3.46%
Clubs & Societies	75	9.29%	23.17%	32.47%
Counselling	43	5.33%	13.29%	18.61%
Disability Support	27	3.35%	8.34%	11.69%
Health	59	7.31%	18.23%	25.54%
Legal Service	7	0.87%	2.16%	3.03%
Night Bus	4	0.50%	1.24%	1.73%
Orientation	87	10.78%	26.88%	37.66%
Social & Cultural Activities	32	3.97%	9.89%	13.85%
Sport & Recreation	15	1.86%	4.63%	6.49%
Student Diary	49	6.07%	15.14%	21.21%
Student Events	69	8.55%	21.32%	29.87%
Student Finance	21	2.60%	6.49%	9.09%
Student Housing	9	1.12%	2.78%	3.90%
Student Leadership Programme	16	1.98%	4.94%	6.93%
Student Media	22	2.73%	6.80%	9.52%
Student Representation & Leadership	16	1.98%	4.94%	6.93%
Volunteer Programme	37	4.58%	11.43%	16.02%
Welfare & Equity Services	23	2.85%	7.11%	9.96%
TOTAL SELECTIONS	807	100.00%	-	-
TOTAL RESPONDENTS	231			

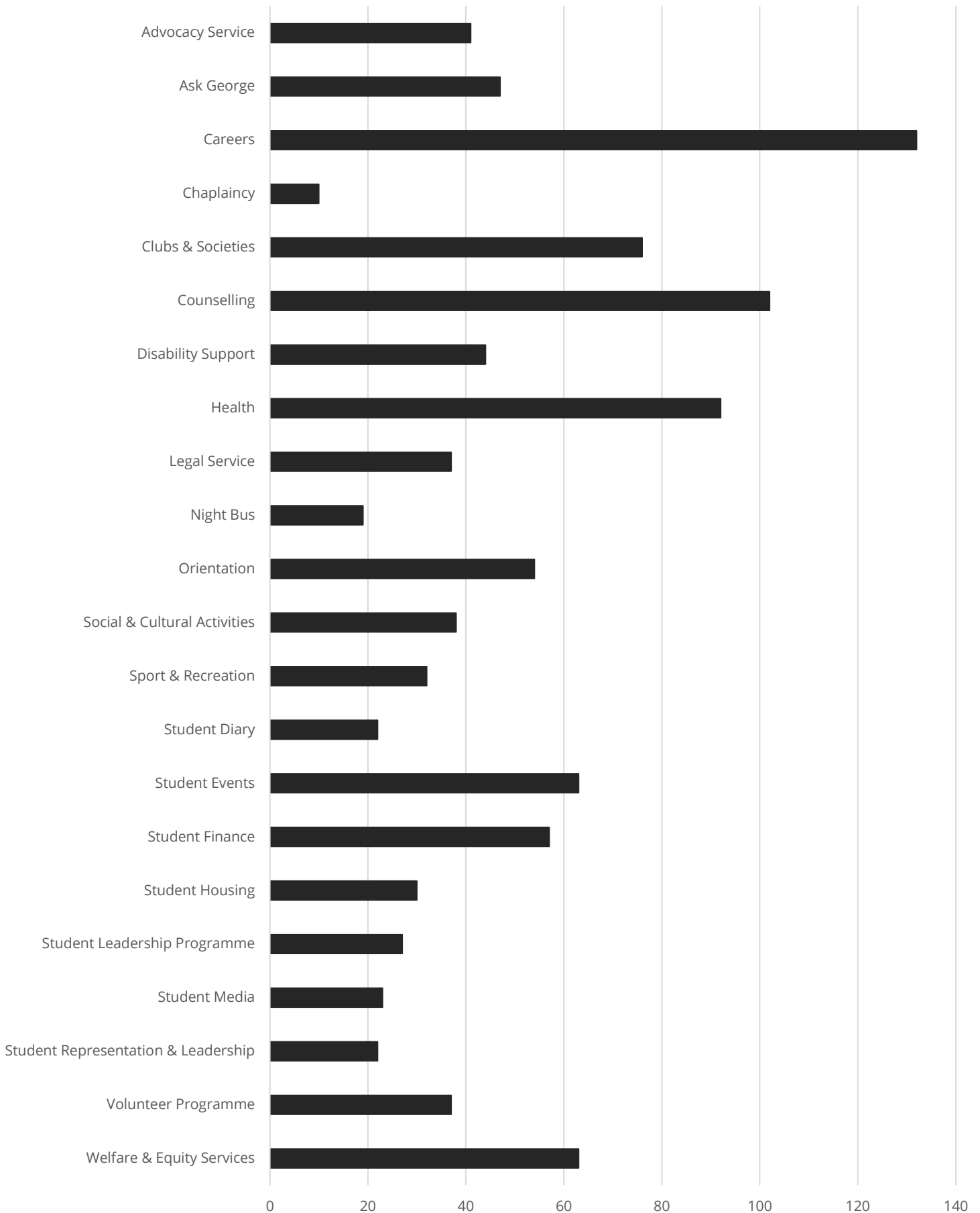
QUESTION 1: Which of the following student services have you used before? (select all that apply)



QUESTION 2: Please select FIVE services that are most important to you.

Options	Absolute frequency	Relative frequency by choice	Relative frequency	Adjusted relative frequency
Advocacy Service	41	3.84%	13.91%	17.75%
Ask George	47	4.40%	15.95%	20.35%
Careers	132	12.36%	44.78%	57.14%
Chaplaincy	10	0.94%	3.39%	4.33%
Clubs & Societies	76	7.12%	25.78%	32.90%
Counselling	102	9.55%	34.61%	44.16%
Disability Support	44	4.12%	14.93%	19.05%
Health	92	8.61%	31.21%	39.83%
Legal Service	37	3.46%	12.55%	16.02%
Night Bus	19	1.78%	6.45%	8.23%
Orientation	54	5.06%	18.32%	23.38%
Social & Cultural Activities	38	3.56%	12.89%	16.45%
Sport & Recreation	32	3.00%	10.86%	13.85%
Student Diary	22	2.06%	7.46%	9.52%
Student Events	63	5.90%	21.37%	27.27%
Student Finance	57	5.34%	19.34%	24.68%
Student Housing	30	2.81%	10.18%	12.99%
Student Leadership Programme	27	2.53%	9.16%	11.69%
Student Media	23	2.15%	7.80%	9.96%
Student Representation & Leadership	22	2.06%	7.46%	9.52%
Volunteer Programme	37	3.46%	12.55%	16.02%
Welfare & Equity Services	63	5.90%	21.37%	27.27%
TOTAL SELECTIONS	1068	100.00%	-	-
TOTAL RESPONDENTS	231			

QUESTION 2: Please select FIVE services that are most important to you.



QUESTION 3: What one additional service would you like to see offered?

More money given to the struggling Swinburne sporting clubs

as an online student nothing above is actually available to me. what id love to see offered to me is a REFUND.

Not sure

MORE CLUBS AND SOCIETIES

hammer and swine open every night

Library with recreational books

More events

Something for offcampis students ... I'm an OUA commonwealth supported student and we get nothing , at least give us free postage back to the library , we don't even get a diary , I've been to several universities and this is the worst for supporting external students , we pay the same money

None

Faculty clubs for staff and students to interact.

Gym services a

Women in the workplace groups

More events/workshops with great inspirational speakers on interesting topics (particularly on social/environmental issues)

Putting all of Swinburne's media such as 3ssr and swine mag together.

An internship portal

Assignment proofreading

More beers

Help in applying for scholarships

Lockers

dentist

Less for less money

There isn't much. Most needs are covered by Swinburne's clubs.

I'm not sure if it counts as a service but I would love to see more seating in hallways in the BA, EN and ATC buildings. I have a disability and it's not easy for me to stand around for more than a couple of minutes and I struggle sitting on the floor (and getting up again). More chairs would be greatly appreciated :)

Engagement with company for Master degree who do not enough have experience within their field of study. Because now I'm doing Master degree but no chance for me to engage with company or industry based on my study's field.

Online student networking/relationship building with on-campus university staff.

?

na

A program that helps those that aren't considered low socioeconomic but still have a genuine need for book grants and such

Individual support for international students. Specially who are from developing third world countries.

Affordable student housing.
A men's rights / men's advocacy service.
A men's rights advocacy service.
Consolidate Services and put saves money into academic resources or to the ssu. Most 18-25 don't want petting zoos and breakfast stalls that don't even.get reported into the day of. They come to uni to learn, leave the fun stuff to the union and give them more money.
Can't think of anything, Swinburne offers a lot of great stuff!
Life planning - for help in organising uni/work balance
A well equipped maker space that is open to all students would be amazing.
Free lunches
The bar open 5 nights a week with a more relaxed vibe.
more on campus social spots as there isnt quite the campus culture other unis have. possibly cross institutional events could fix this
Free beer?
funding to clubs for events and projects
Student beer distribution service
None.
affordable/viable student housing
Discounted Canteen service with Halal food availability.
More free food
An actual independent advocacy service
More student engagement activities.
All of the above. And fully funded too.
More free events
More 3D Printers and laser cutters available for students to use, preferably in a room that you can walk in and out of any time of day as the printers take long to print. Current facilities are understaffed and have little available time for students to do both student projects and personal projects as the amount of printers is low. This would be a reason for me to come to uni every day. Also more cooking/microwave facilities around campus, the current situation is over crowded. more student car parking is necessary now as you cannot get a park past 9.00am. More study spaces to cope with demand as well please
More cooking facilities available to students
more microwaves
Laptop facility for students going through financial crisis .don't know whom to contact. To know whether they facilitate computers for students untill their course period
Fee reductions
None
Careers - availability
Work experience assistance
Reductions in student contributions fees

Student representative council
Online budgeting courses, discount vouchers to use on shopping, more events with younger and inspirational speakers, regular meditation and yoga classes at all times to suit all students, movie nights, make friends nights
Dental
Something for online students.
A room that clubs could hire that has a licensed bar and provides food at reasonable prices. To accomodate club get togethers
Fitness centre
It should be easier to start a club that doesn't exist already, with the first meeting getting a start up grant.
No comment.
Offer part time jobs on campus like every other university in Victoria does
More access to funding for clubs. Swinburne is way behind in the university clubs scene
maybe nothing
Better Club funding
Studio
More microwaves.
Unit convenor regulators
More readily view-able position to see when clubs have booked and where they can book rooms? And also alert everyone at least 36 campus-open-hours before the event is to begin so that large groups aren't suddenly displaced.
Student Lounge Services
Help with Centrelink forms
I would like to see international students being offered either voluntary jobs or work related to their field of study during the course of their studies.
Mental health services.
Migration counseling
Common lunch hour across the entire campus. The social capital potential is massive, and this would translate to economic and innovation capital for students and the uni.
Internship or job on campus for international students like other universities.
please fix bike station
Free drinks during O'Week
Nil
Nil
Healthy, ethical, affordable food on campus
nothing
Some specific support or inclusion program or grant for online students
Scholarships

Parking
Services specifically designed for online students
Devices for online students.
Information services for placements, mostly for the teaching students as well as Accountants.
Live Facebook sessions that go through various aspects of uni
I have ticked student diary in question 2 - it would be nice to receive a hard copy of a diary that has a follow up digital version that is updated regularly by Swinburne. As a remote student it isn't always easy to get online every day!
I would like to seem more support for online students with disabilities. Even with an EAP the only additional support or guidance given is being able to ask for a short extension, and even then I have had those requests denied. With the new Holistic rubric those with disabilities need much more support to ensure that it is equitable.
A service to solely support online students, not in their academics, but in their wellbeing.
Something for online students
Supervisors to be appointed for online education students!
None, as an online student the fee structure is really disappointing and inflated
State-based connections. I'm in Adelaide & would love local connections that aren't made on FB.
These services should be offered to Swinburne Online students in a more open and regular manner, also, they are city-centric.
Easier access to counseling for online students. The online form and set up was a barrier to talking through issues that couldn't wait.
Online lectures

QUESTION 4: Do you have any other comments or suggestions you would like to make about the SSAF?

Stop giving money to every single niche club that wants to exist under the Swinburne umbrella. Anime club, Pokeburne, Spinburne, Swinburne Archer's club, Swinburne Role playing Society and the list goes on. It is a complete disgrace that my amenities are allocated to these niche groups with maybe 5-10 members if they are lucky. There is not enough interest in these clubs to command funding.

stop gouging online students who don't live in the same state or country as the campus, complete and utter joke. FYI this is a flooded survey - you make people pick something from the above - you should have a 'NA' as an option!

online students should not have to pay this fee considering they don't access the majority of these services.

FUND THE UNION

I would like to see a greater quality of careers counselling and course advice. I've heard many stories where students have had course advice meetings but the advisors have been little to no help at all. I would also like to see a greater level of support for sports and clubs at Swinburne, many clubs do not have the facilities to train on campus and therefore spend a lot of their funding on hiring external venues to hold their practices at.

more funding should be given to existing services. I have not seen improvements to services that existed before the ssaf. seems more like the funding model just changed. I want to see things expand because of the money I pay

FUND THE STUDENT UNION!

Love it

It doesn't represent all students well

Scrap this altogether. Never use these services. They should be pay per use!!

As an online/open student I don't use any of the services listed. I've never had to call IT for help, don't have access to a campus, etc. I don't believe I should have to pay anything at all!

I think at this point everything about SSAF is very vague and not promoted enough. Lots of events and services offered I didn't know about, yet I do look at the Swinburne website a lot..

More funding into student events/orientation/stress relief. Events so far this year have been bare bones and aenemic compared to those offered by other universities and lack of funding compared to previous years shows terribly

More funding to clubs, less funding to administration

Less funding to both the SSAA and the Student Union. Both organisations are less than transparent and have a track record of not handling funding assigned responsibly.

More funding allocated to student managed services

More beers

More funding allocated to student runs clubs or more support from Faculty. More hardship scholarships offered. Otherwise charging less for the SSAF

Less charged for online students and oua. No value for online students. Nothing offered that is applicable to oua students

I believe more funding should go to the clubs services. Especially those that allow students to excel academically and build their skill-sets. I have gained a lot from more hands on clubs, most of which seem to be struggling financially as of the grant restructure.

I would like a more straight-forward way of paying it. The system at the moment is really confusing and it's never 100% clear whether the payment has gone through or not. I miss the simple bank transfer or trip into Student HQ. If that's not possible, super-clear, straightforward instructions would be fantastic.

Higher funding for the Union to expand their services and capabilities.

I have not and will not use any of these. I object to having to pay this amount and think you should be charged at the end of a study period IF you use any of the services. (I only ticked options because I had to)

None.
No
More services for OUA students - we pay the amenities fees but don't get to use the amenities.
Would like to see more offered to online students.
Use the money to fix the escalators in the EN building?
All the support is given to local students, but I think more support needed for international students Please.
This is a terrible SSAF survey. You're not showing us how much you already spend in these places, you're not asking us what we want to see more of, you're not telling us what the usage is for these things - this survey will give you shoddier data than you ought to already have collected by these services relating to service use. What was the point?
I am charged an SSAF despite never having been on Swinburne campus. I study with OUA, and have no idea why you feel you can justify charging me this fee.
Funding for clubs is very important in maintaining a good campus culture, and I would like to see it continued so that more great clubs can help bring students together in a non-academic sense.
I'm not usually able to attend clubs I have joined and stuff because I have classes on at the same time. I do think that our student services and representation is quite small or perhaps it's a bit invisible to those especially like me in first year who are trying to figure everything out.
Please do not waste money on feminist women's misandry services.
More about the offerings, more needs to be done to communicate to students that these services are available to them.
Pay it every year. Feels like I never see anything come out of it though.
Funding of clubs and societies seems to be allocated in an unreasonable way. For example, as I understand it, sporting clubs receive more money than clubs which are dedicated to providing useful skills that can serve us in employment (such as the Tinkerers Guild). Fostering these skills in students should be given a higher priority.
Please dedicate more funding towards the Student Union. It will dramatically improve student participation and campus culture.
It should be covered by hex. So should books. Many of us are poor until we have degrees
I think more of the SSAF should go towards the student union as they offer so many great services that aren't able to reach their full capacity due to a lack of funding.
cross institutional events
It would be great to see more investment into the university bar by the University and SSU. A liquor license to allow them to open more days, and earlier in the afternoon would greatly boost the popularity of the venue. Moving the venue to another place would also help the popularity.
The SSU run the only good events on campus, so I think they should get more money.
What's the go with sporting clubs having more money than other clubs yo? That shits kinda fucked. Like I get that sports are more expensive and shit, but that's just the way the cookie crumbles sometimes. And it's not like we need a massive sporting section to attract students the way American colleges do.
more funding into non-sport related clubs
Put of more events and parties, there aren't enough as is
More funding on Clubs and Societies. Because this is one of the best ways students are able to discover and improve their skills, creativity and even talents outside their university courses.
Most of these services are irrelevant unless you live in Victoria, which I don't. I find it annoying that this fee has to be paid when there is no reason or no chance for online students to use most of these services.
Thanks for being there to support us. :)

The breakfast bar is generally under funded considering the amount of students who use the service.
I would like to see more of the money go towards students promoting student culture. More funding for the SSU & more club funding
You collected millions of dollars more in 2016 than 2015 but you only funded SSU an extra \$60,000 - and even then only after they dragged your name through the mud. SSAF was created to fund student organisations. Pull your fingers out and do what's right.
Well it's nice you're actually asking us on how this fee is being spent. Clubs and societies are underfunded. Careers is underfunded. And students services in general are woefully underfunded. What I'd really like to know is where the hell does all this funding actually end up? Because I honestly think Swinburne is just pocketing the extra cash and sitting on it.
Free events
A raise in Club funding is needed, funding should roll over to the next year, clubs should have easy access to funding and reduced barriers to accessing those funds. More funding needs to be allocated to clubs, Swinburne has a culture problem among the student body. Currently there is no reason to be at uni if you have no classes on. Funding to clubs has been cut and this has significantly hurt what activities they can offer to students. A good club culture is a good reason for a new student to select Swinburne as the uni that they want to go to. More SSAA staff need to be put on as they are overworked and thus often lack the enthusiasm needed to make sure that club funding requests go through smoothly. Clubs have been severely affected by the new club funding model, the amount of hoops that need to be jumped through to get a funds application hampers clubs efforts to produce quality events. The structure of the funding applications needs to be abolished. Allocating funds for a large, a small for example hinders what a club can do with an event and often leads to dishonesty in the fund application form. Clubs are a good promotional tool for the university they are a great point of contact with it. The university should make it easier and more enjoyable for clubs to operate, as clubs preform a valuable service for the university in that they provide culture and belonging for the students.
More club funding i've noticed a drop in the events that have been happening in the clubs that i am in. people are saying that clubs have had their funding cut in half, i like going to club events its nice having like minded people around.
I would like more funding for clubs, I like going to events there's been a drop in events and projects. We've had our funding cut, I suspect this has caused the drop in events
Course electives n core units are really made me though in learning process because I can't choose my interest and intership project application will end by Oct last week I hv chance to improve my grades in this semester I have no idea whether I can apply it now or after my 3 rs sem results I need someone to guide me for this. Health services like oshc delayed and I couldn't claim my money yet from the other hospital through gp. I am international student and need help for this.
The careers team is sub-par. Please put more funding into this.
More facilities for students would be appreciated like printing for low cost food for reasonable price
- Coffee/hot chocolate cheaper on campus. Seriously walking to 7/11 for a \$2 coffee is painful but worth it because it's cheap. make a drink machiene like theirs in the library or something and you will legit make so much money! But keep it cheep!
I am an online student. Online students seem to be severely under represented. Even though we do not come to uni we are still uni students. Please show support for in online students who still pay fees but are unable to, do what ever reason, attend uni in person.
Need more bike racks i have observed
Keep up the good work!
Make it VERY VERY clear where the money goes
I think that there are a good range of services and programs available, however I didn't actually realise half of these things were available. I think it would benefit students to know more about these services so that can fully utilise anything that they require.
I am an online student & don't use or need this service. For campus students I understand the necessity for it but not for us online students. I have only ticked boxes because I wasn't able to leave it blank. I have paid a lot of money and never required the service, it's ridiculous.
More funding for student media (3SSR)
I don't get any value from it at all. Further this survey is flawed and the responses will be useless- i have never used any of the services but i had to select one!! No'none of these' option? None of the services are important to me but i have to select 5?? Surely a university can put together a decent survey??? Obviously not!!!! Fail at research 101. Your results are biased and no one should trust them.
no

<p>Club funding that allows them to provide some better functions and events. Why does the SSAA get so much directly for themselves and their poorly run reception? The SSAA events hardly get support/attendance and are not in touch with student's interests. - The clubs are more tailored to different student groups and more accurately provide activities that interest them, why is their funding been cut all the time? AND why doesn't the student amenities fee cover some decent study space that is ventilated and has clean toilets, there is a serious lack of this at Swinburne</p>
<p>More sponsored programs for students interested in leadership - Free breakfast and printing for those interested (i.e. not only to members of Student Union) - Decrease price of on-campus residentials - Hire better and More experienced tutors (not really relevant but still, we paid for their services)</p>
<p>Having more microwaves and getting sandwich presses would encourage students to bring their own meals and to eat healthier. Also lockers for available for day hire by all students, not just those who are in the student union.</p>
<p>The international Affairs committee club at Swinburne represents Swinburne nationally and internationally and it's sad unlike almost all other universities we don't get funding for it. We go to Model United Nation conferences where we show off our skills that Swinburne has given us but sadly unlike Monash, Melbourne Uni, Vic Uni and many many others they get either fully or partially funded allowing for them to go to more of them. \$1000 limit for 10 people where it costs \$500 per person doesn't do much. We show we are proud to be from Swinburne it would be good to get a reward for our hard work in advocating for Swinburne</p>
<p>Unit convenors need far more regulation the current state of affairs is unacceptable</p>
<p>Bring back events during O-week. It feels like we are losing all the big social activities and areas, and in this point of the year work hasn't been burdened on students yet, and all the students are also there (in comparison to mid semester films etc. where students are busy, classes clash with events and seem to only be accessed by residents). Also, transparency of where all the money goes would be chill. You can justify a big party over numerous, but still significant, expenses attended by 20-ish people.</p>
<p>I wish Swinburne had services that connect international students to companies or businesses that help them to advance both their practical and theory skills.</p>
<p>My study comes first and did not really make the most of socialising with other people at school or taking advantage of the services available.</p>
<p>Student housing or accommodation has limited information.</p>
<p>I think we have a really good range of services, keep it up Swinburne.</p>
<p>No</p>
<p>please fix bike station please fix bike station please fix bike station please fix bike station more car park for free more car park for free more car park for free more car park for free</p>
<p>Reduce the price of SSAF ~\$360 a year is too much!! User pays system far more equitable</p>
<p>I'd like to see the SSAF fee utilised in a way that benefits my experience at university, and helps out students who require extra support. I have no idea what my money was used for this year.</p>
<p>Why are external /online students paying so much for student amenities when the vast majority of services are not available to us? I understand that funds need to go towards online services too, but online / external students should either be exempt from paying this fee, or it should be at a heavily discounted rate compared to internal / on campus students.</p>
<p>Nil</p>
<p>I think it is ridiculous that OUA students who never place a foot on campus are required to pay this fee every SP. Swinburne is the only uni that requires this fee from OUA students. What is the justification for this? Just a money grab. Very unsatisfactory. Oh, and I have to select at least one option from question 1 in order to submit this form? I CANNOT USE ANY OF THESE SERVICES!!!</p>
<p>No</p>
<p>It increasingly feels like this is trying to get 'snuck through'; I only saw this survey by accident at the last minute. I think this is one of the more important things that needs to be properly emphasised to students, even if it's teachers reminding students to do it.</p>
<p>No</p>
<p>Drop the fees!</p>
<p>A lot of the above services can't be utilised by online students as they are campus based services. More support for online students.</p>

As an online student I am disappointed that there are very few services available to those not attending.

Survey's should be after you receive your final mark. Nobody believes that the teacher dose not see the results of the student survey before the final exam. I lied on mine and so will others, so it is a waste of time.

There should be more services offered to online students. We are a large body of students and we need support that is outside business hours - usually because we all work/have families. Things like sports and recreation only work if you live in Melbourne. Most don't!

Where is the Swinburne Online money going? Why do we need to pay so much when we can not access services? We don't even have access to diaries anymore. I'd like to see the return of the SLO assessment support program that was available until early 2014.

Due to being an online student, many of these services are unavailable to students as we are not on campus. As a result, it would be nice to see a reduction in fees and for online students being made more aware of what is available to them.

As an online student, it is frustrating to have to pay the SSAF fee when no services (except for Ask George, which is fairly hopeless) are actually available for us to use. I have heard Swinburne say we are welcome to use the facilities, but as a student studying from Sydney, that's not really feasible.

I would love to see reduced fees for Swinburne online students as we do not have access to facilities.

Yes, stop overcharging

I appreciate the offering of campus services to online students, but I am in SA, employed & married with children and I can make no use of those offered. I dont much relish forking out hundreds of dollars for nothing, it leaves a bad taste in my mouth.

These need to be shown to be offered to Swinburne Online students. They aren't regularly offered anywhere.

This should NOT be charged to online students. The %of online students utilising these services would be VERY minimal due to the vast locations that people live. It's a money making scheme