



Challenges, Change and Innovation

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A presentation to TEMC 2015



Overview

- Background to the SSAF
- Consultation framework
- The sector-wide view
- Managing the SSAF
- Opportunities to support change and innovation
- Challenges
- SSAF and capital works
- Concluding remarks



SSAF Background and Legislation

- Coalition govt enacted VSU legislation in 2005, effective from 1 July 2006
- Labor govt introduced SSAF in 2011 to provide funding for a range of nonacademic services and amenity to students
- **Key issue:** Unlike previous compulsory student fees (eg. General Services Charge etc):
 - SSAF revenue does not flow exclusively to student associations (there is no guarantee or 'right' of access to SSAF funds for student groups)
 - services may be delivered through student associations or entities and internal units of the university, or an external provider engaged by the university
 - The HEP determines who delivers services
 - the university (HEP) is responsible to ensure the quality of services delivered
 - legislation requires that the HEP provide opportunity for students and student entities to make comment on priorities for expenditure



Approved SSAF categories

- Providing food or drink to students on a campus of the higher education provider;
- Supporting a sporting or other recreational activity by students;
- Supporting the administration of a club most of whose members are students;
- Caring for children of students;
- Providing legal services to students;
- Promoting the health or welfare of students;
- Helping students secure accommodation;
- Helping students obtain employment or advice on careers;
- Helping students with their financial affairs;
- Helping students obtain insurance against personal accidents;
- Supporting debating by students;
- Providing libraries and reading rooms (other than those provided for academic purposes) for students;
- Supporting an artistic activity by students;
- Supporting the production and dissemination to students of media whose content is provided by students;
- Helping students develop skills for study, by means other than undertaking courses of study in which they
 are enrolled:
- Advising on matters arising under the higher education provider's rules (however described);
- Advocating students' interests in matters arising under the higher education provider's rules (however described);
- Giving students information to help them in their orientation; and
- Helping meet the specific needs of overseas students relating to their welfare, accommodation and employment



Across the sector

- Online reporting
- Variation in reporting and use of the SSAF
- Challenge of supporting online and distance students
- Role of student associations and unions in delivering services under SSAF
- Use of SSAF to fund capital works
- Sharing of information and experiences





UoN Consultative Framework

The legislation requires formal process of student consultation and opportunity for students and student associations, to 'comment' on priorities

SSAF Student Consultative Group (SCG)

- formally elected student members and nominated (elected student) representatives of student entities
- no UON staff are members, but chaired by UON Director
- the SCG does not 'approve' SSAF priorities or expenditure

Student Entities Consultative Group (ECG)

- Elected student president/director and manager/administrator of each student entity/association
- meets at least twice per year following SSAFSCG to discuss priorities and future initiatives

Internal service providers

Consulted in parallel with SCG and ECG meetings

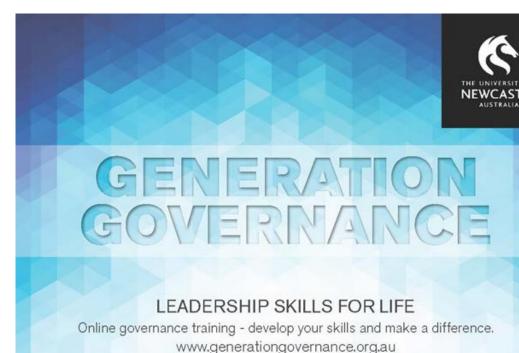
SSAF Management Group

- Chaired by DVC(A), comprises key UON senior staff
- endorses the proposed priorities for use of SSAF revenue for subsequent year, following consultation with SCG, ECG and UON internal areas
- oversees alignment of SSAF with University priorities



Managing the SSAF

- Using SSAF to improve services and drive behavioural change
- Withholding SSAF funding from student association(s) implications
- Formal Agreements (contracts) for delivery of services
- Internal audit of student associations and their use of SSAF revenue
- Improving governance of student entities and associations
- 'Jobs on Campus' delivering value back to students



Driving change and innovation

- Governance training to improve management and accountability of student associations, clubs and societies
- Student advocacy:
 - Establishment of the Office of Student Advocacy
 - 400+ individual student cases in 2014
 - January-August 2015, supported 360 individual students
 - Provides support for students from all campuses and delivery modes
 - Brokering outcomes relating to retrospective adverse circumstances, show cause, change of grade requests, remission of fees, assessment and placement issues etc
 - High level of student satisfaction
- The 'little things' count:
 - Library 'Winter Warmers'
 - Library rovers (24/7) student peer support
 - · Yak TV and social media
 - IT pop-up clinics for orientation
- 'Free bikes!' (well, near enough, only \$50)



late night winter warmers

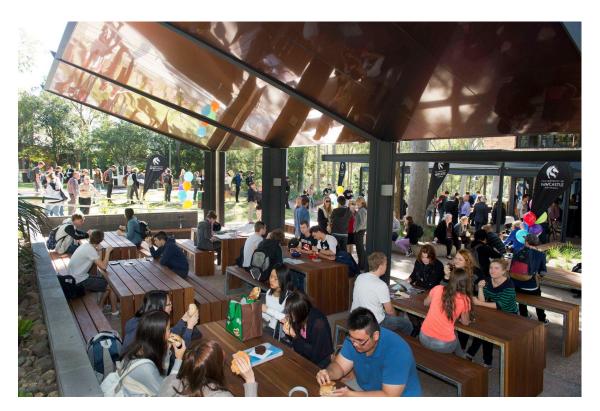
Ask Staff at Library Service Zone





Using SSAF for capital works

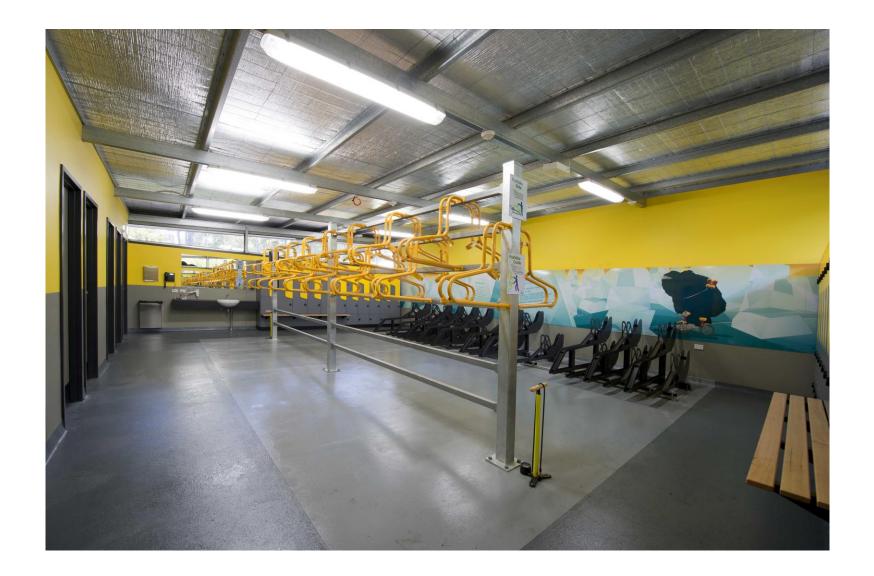
- Engaging students in the discussion about priorities and projects
- What is a reasonable balance between capital and services spending?







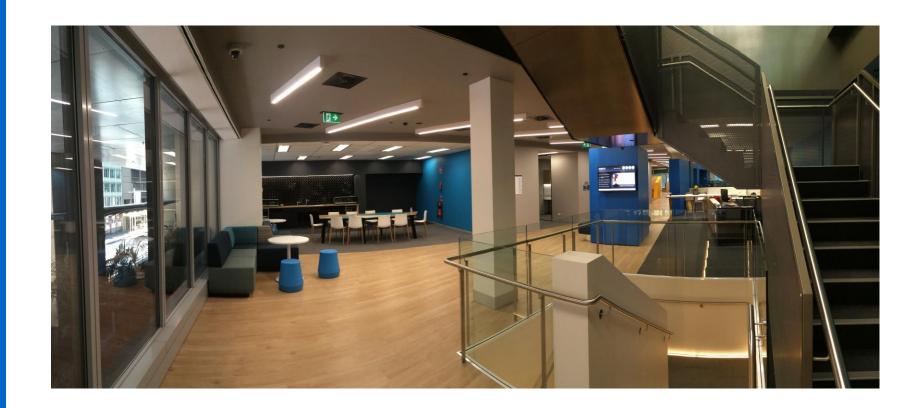




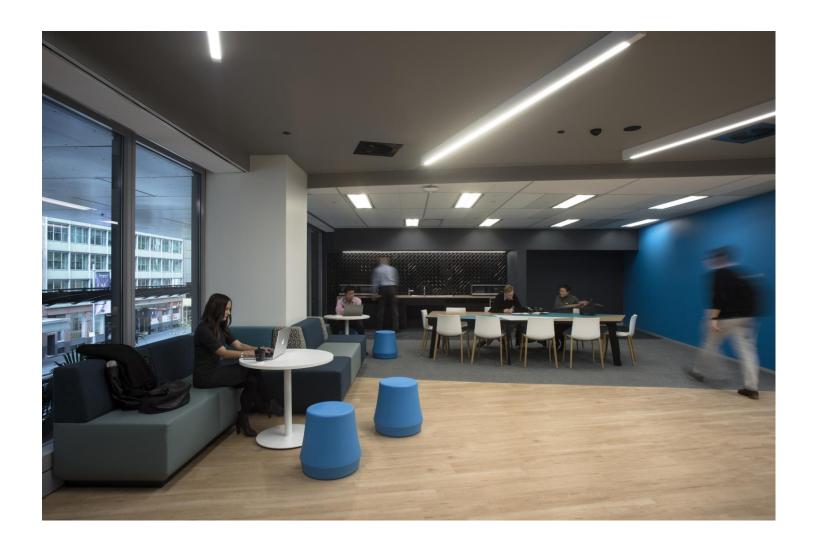














Challenges and concluding comments

- The legislation and long-term
 - What happens if ?
- Long on promise, short on delivery
 - Holding people (and organisational units) to account
- Duplication, lack of cooperation across organisational units and entities
- Equity and fairness for all students
- Providing quality services for online or
 - distance students
- Developing a 'community of interest'
- Ensuring meaningful consultation and engagement





Thank you

DISCUSSION

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