

## What will the SSA Fee income be spent on in 2012?

Thank you to all students who completed the 2012 SSA Fee survey – your input was invaluable for determining spending priorities.

The projects to be funded in 2012 from SSA Fee income are shown below. These projects will provide additional and improved services for JCU students.

| Service category   | Project   | 2012 Allocation of SSA Fee Income |
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| <p>Reading rooms and quiet study spaces.</p> <p>Improving the availability of student social spaces and outdoor seating.</p> | <p>\$400,000 will be spent on creating new, or improving existing, student spaces – both informal study spaces and social spaces and outdoor seating.</p>   | <p>\$400,000</p>                  |
| <p>Improving the delivery of food and beverage services on campus</p>  | <p>In the SSA Fee survey, students rated highly the need to improve the quality, variety and price of food and beverage on campus.</p> <p>Following feedback from students through the Student Barometer, the University initiated a Food and Beverage Strategy to enhance food and beverage options on the Townsville and Cairns Campuses. This strategy includes:</p> <ul style="list-style-type: none"> <li>- Townsville: 3 new cafes to be created – one in the Mabo Library, one in the new building under construction near the Student Mall, and one in the new Clinical Practice Building.</li> <li>- Cairns: a new cafe in the Cairns Institute building</li> </ul> <p>In addition, the JCU Student Association (JCUSA) is working to improve the quality and variety of food offered in the refectories, including a wider range of healthy</p> |                                   |

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|   | <p>menu options, options to meet dietary needs, international cuisine and daily menu rotation. JCUSA will soon open a 24hr Food Lab on the Townsville campus giving students the ability to self-cater seven days a week 24 hours a day. This facility is already in operation in Cairns.</p> <p>As the above strategies to improve the quality, variety and price of food and beverage on campus are already in train, SSA Fee income is not needed for this purpose.</p> <p>Mackay, Mt Isa and Thursday Island students should refer to information relating to those campuses, shown later in this document.</p> |   |
| Services assisting students with improving their study skills | <p>Together with Higher Education, Participation and Partnership Funds (HEPPP), an additional 2.5 Learning Advisor positions will be established to assist students to improve their study skills, and to improve the access to study skills support for off-campus students.</p> <p>A pilot project will be conducted to employ JCU students as student rovers in Learning Commons in the Library, to assist students with IT issues.</p>  | <p>\$63,935 from SSA Fee; plus \$150,000 from HEPPP funds</p> <p>\$29,167</p> |
| Services promoting the health and welfare of students         | <p>A \$200,000 Student Experience Fund has been established to be spent on priority projects to improve the student experience. A competitive bidding process will be conducted to determine spending priorities for this fund.</p> <p>A new role of Student Welfare Officers will be established, with one Officer in Townsville and a part-time position in Cairns. These officers will support students with complex needs, and assist them to identify and access appropriate support services.</p> <p>Funds will be provided to assist the operation of the Student Conflict Support</p>                       | <p>\$200,000</p> <p>\$64,776</p> <p>\$29,167</p>                              |

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|   | <p>Service, which provides support to students who are involved in a dispute.</p> <p>A Retention Project Officer will be funded, to identify and implement strategies to improve student success and experience.</p>   | \$100,000  |
| Supporting other recreational activities on campus via clubs and societies.                     | <p>\$125,000 has been set aside to support JCU student clubs, societies, associations and subsidies for sporting teams, administered by the JCUSA.</p>   | \$125,000  |
| Improving sports facilities on-campus.  | <p>Funds have been allocated to JCUSA for the positions of Sport and Recreation Manager; Sport and Recreation Officer (Townsville); Sport and Recreation Officer (Cairns).</p>   | \$221,459  |
|   | <p>\$140,000 will be invested in sporting infrastructure in 2012 and additional funds have been allocated for developing a sport strategic plan to determine priorities for sport and recreation at JCU over the next 5 years.</p>   | \$155,000  |
| Supporting student artistic and creative activities such as drama, musicals, exhibition spaces. | <p>A Student Life Unit has been established to work with all areas of the University to build and deliver an annual program of extra-curricular activities (cultural, intellectual, sporting, recreational).</p>   | \$144,432  |
| Career counselling and student employment services  | <p>In 2012, a pilot project will be conducted to provide a 24hr counselling service and career/employment services for off campus students.</p>  | \$43,750   |
| Provision of personal counselling services  |  |  |
| Provision of information and support to students experiencing financial difficulties            | <p>Support for students experiencing financial difficulties has increased significantly this year through the establishment of the Student Access Fund Program, which provides \$500,000 of scholarships, bursaries and grants to JCU students experiencing financial difficulties. Support is also provided through JCU's student loans service.</p> <p>In 2012, the SSA Fee will provide \$20,000 to the JCUSA for the Crisis Loans Service.</p> | <p>\$20,000</p> <p>(plus \$500,000 for the Student Access Fund Program, funded from other sources)</p> |

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| Improving advice about university rules and procedures<br><br>Support for student media | SSA Fee income will be provided to support the JCUSA Student Media and Communication Service; and to improve information and advice about university rules and procedures.   | \$21,925<br><br>\$70,830 |
| Orientation information and activities  | \$170,000 has been allocated to improve Orientation Week and the JCU Orientation Online program.   | \$170,000                |
| Providing or improving student advocacy services  | The JCUSA Student Advocacy Service provides an independent advocacy service to students in matters such as: assessment results and subject grades; addressing allegations of misconduct; appealing academic suspension or exclusion for unsatisfactory academic progress; problems with professional and clinical placements; complaint resolution; applications for special consideration and supplementary and deferred examinations; advanced standing; leave of absence; student appeals. SSA Fee income will enable the JCUSA Student Advocacy Service to employ 2 Student Advocates in Townsville, 1 in Cairns, and the JCUSA Director, Student Services.<br><br>SSA Fee income will be used to support student representation, through the JCUSA elected student representatives and the JCUSA Council. | \$540,469                |
| On-campus child care services   | \$15,000 has been allocated to UniCare, the childcare centre in Townsville. Further analysis is to be done regarding child care needs and options at the Cairns campus, for consideration for 2013.  | \$15,000                 |
| Provision of legal services to students   | This service did not rate highly in the survey responses and no funding is proposed in 2012.   |                          |
| Assisting students to find suitable accommodation                                       | This service did not rate highly in the survey responses and no funding is proposed in 2012.   |                          |
| Assisting students to obtain personal and accident                                      | This service did not rate highly in the survey responses and no funding is proposed in   |                          |

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| insurance services  | 2012.  |             |
| Mackay, Mt Isa, Thursday Island and distance education students | <p>Mackay, Mt Isa, Thursday Island and distance education students will benefit from many of the spending priorities described above, such as: study skills support; 24 hour counselling service; student advocacy; student welfare officers; career and employment services for off-campus students; online orientation; crisis loans.</p> <p>In addition to having access to those services, <u>all SSA Fee income received from students studying at each of Mackay, Mt Isa, Thursday Island and by distance education</u> (which totals approximately \$80,000) will be spent exclusively on services for them. Further consultation will be held with students and staff in Mackay, Mt Isa and Thursday Island regarding priorities for expenditure of SSA Fee income. Distance education students through the SSA Fee survey provided some excellent ideas for priority services. These are currently being analysed and distance education students will receive further communication soon about spending priorities for their SSA Fee income.</p> | \$80,000    |
| <b>TOTAL</b>  |  | \$2,494,910 |

Further consultation will also be undertaken with research students, to ensure their needs and priorities are being appropriately addressed.

**What about the other issues raised in the free text responses to Questions 20 and 21 in the survey?**

In responding to questions 20 and 21 of the survey, students raised a number of common issues. Those that have not already been addressed above are commented on below. SSA Fee income will not be needed for most of the issues below, as action has already been initiated with existing funds.

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| Parking and transport | Parking: A number of improvements to parking on the Townsville and Cairns campuses are planned: |
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|   | <ul style="list-style-type: none"> <li>• Townsville: A new car park south of the Mabo Library, with approximately 75 places, will be constructed in 2012. An additional car park is also planned for the north west of the campus.</li> <li>• Cairns: The Cairns Institute building currently under construction will provide an additional 80 car parks.</li> </ul> <p>Transport: The University is working with local councils to improve public transport to both Townsville and Cairns campuses; this includes providing subsidised bus travel.</p>   |
| Bike racks and showers                        | <p>JCU has commenced work on increasing end-of-ride facilities on each of the Townsville and Cairns campuses and is working closely with the Bicycle Users Group (BUG).</p> <ul style="list-style-type: none"> <li>• Townsville: <ul style="list-style-type: none"> <li>– End-of-ride facilities have been constructed for 50 cyclists near the Mabo Library, including lockers and the BUG repair workshop.</li> <li>– Additional end-of-ride facilities are also planned for the Medical Precinct in 2012/13.</li> <li>– Additional bike racks have been installed as follows: Humanities/Computer Centre (30); Earth Environmental Science (6); Molecular Science (6). Over time, all old racks will be replaced with new recycled plastic racks.</li> </ul> </li> <li>• Cairns: a new undercover facility for 40 cyclists near Building A1/A4 was completed earlier this year.</li> </ul> |
| Lockers                                       | <p>The University is conducting an audit of Teaching and Learning Spaces in 2012; this will establish priorities for replacement and/or refurbishment of spaces and will consider priorities for student lockers as part of the review.</p>   |
| Water fountains                               | <p>The University is in the process of increasing the number of water fountains on both Townsville and Cairns campuses.</p>   |
| Central Lecture Theatre seating in Townsville | <p>The University is conducting an audit of Teaching and Learning Spaces in 2012; this will establish priorities for replacement and or refurbishment of spaces. The Central Lecture Theatre (Townsville) will be included in this process.</p>   |
| Refurbishment of toilets in Townsville        | <p>A refurbishment program for all physical assets is under development. Progress to date with refurbishment of Townsville campus toilets is:</p> <ul style="list-style-type: none"> <li>• The Central Lecture Theatre toilets have been refurbished.</li> <li>• Squash court toilets demolished will be replaced in the new building under construction near the Student Mall.</li> </ul>  |

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|                                | <ul style="list-style-type: none"><li>• Toilets near the Refectory will be demolished and replaced with new toilets in the new building under construction near the Student Mall.</li></ul>   |
| Covered Walkways in Townsville | Covered walkways will be constructed on the Townsville campus, extending from the Medical Precinct to the Mabo Library. The walkways will be completed in sections; the first stage is planned for 2013 and will cover the area from the Mabo Library to the new building under construction near the Student Mall. |
| Ring Road in Townsville        | The roads on the Townsville campus have suffered significant damage over the last two years of weather events. A program to repair the road commenced in April 2012 and will continue with high use areas prioritised.  |