

Southern Cross University
Services and Amenities Fee Survey
Analysis of verbatim comments

2016



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1. Introduction

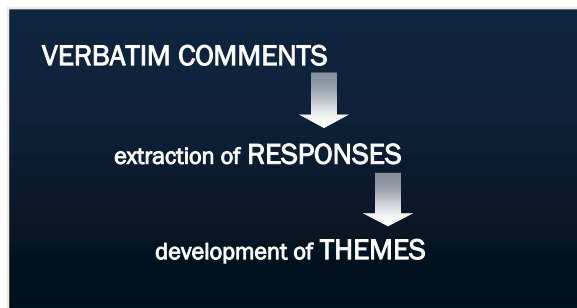
Insync was retained by Southern Cross University to conduct a survey of its students in 2016.

Qualitative data was gathered in the survey. Students were invited to: *Please give us your suggestions or comments about the Student Services and Amenities Fee (SSAF) at Southern Cross University.*

Of the 792 survey respondents, 391 (49.4%) provided comments.

The comments were analyzed and responses were quantified into *themes*.

The following diagram illustrates the stages in the analytical process:



Note: A comment may contain multiple responses

The analysis in this instance generated 62 themes, incorporating 590 responses (excluding 14 responses classed as *Uncategorized* and 21 classed as *No comment/not applicable*).

This report presents the results of qualitative analysis performed on the free text responses generated by the open ended question.

2. Response statistics: Responses

The table below details the number of responses extracted from the verbatim comments. In total, the analysis generated 590 responses.

Southern Cross University Services and Amenities Fee Survey 2016		
Analysis of Verbatim Comments		
Total Responses = 590		
Gender	n	%
Female	453	76.8%
Male	134	22.7%
Neither	3	0.5%
<i>Unspecified</i>	0	0.0%
Primary campus		
None - Distance Education	244	41.4%
Gold Coast	160	27.1%
Lismore	112	19.0%
Coffs Harbour - including NMSC	51	8.6%
Melbourne	15	2.5%
Sydney	7	1.2%
<i>Unspecified</i>	1	0.2%
Type of student		
Domestic	529	89.7%
International	57	9.7%
<i>Unspecified</i>	4	0.7%
Study load		
Full time	396	67.1%
Part time	192	32.5%
<i>Unspecified</i>	2	0.3%
Degree level		
Undergraduate	485	82.2%
Postgraduate (coursework)	95	16.1%
Postgraduate (by research)	10	1.7%
<i>Unspecified</i>	0	0.0%

3. Themes: Services/Amenities

The following table shows the 62 themes and the number of responses attributed to each. The theme with the highest number of responses is listed first:

Southern Cross University Services and Amenities Fee Survey 2016		
Analysis of Verbatim Comments		
Services/Amenities Themes	Total responses = 590	
	n	%
Distance students (support)	88	14.9%
Communication, transparency, awareness of services	52	8.8%
Satisfied overall	45	7.6%
Fee is unfair and of no benefit	35	5.9%
Food and café facilities	35	5.9%
Fee is fair and beneficial	34	5.8%
Health and well being (mental/dental)	20	3.4%
Affordability (fee is too high)	17	2.9%
Library resources and services	16	2.7%
Student diary, calendar, stationery	15	2.5%
Employment and placements	13	2.2%
Recreational activities and events (music, BBQs)	13	2.2%
Accommodation	12	2.0%
Childcare	12	2.0%
Need to benefit the whole student community	12	2.0%
Academic advice and support (study skills)	11	1.9%
Educational resources (textbooks/lecture notes)	11	1.9%
Facilities and amenities	10	1.7%
Financial support and advice	9	1.5%
Gold Coast campus	9	1.5%
Study space and facilities	9	1.5%
Careers advice, events	8	1.4%
Community engagement and involvement	8	1.4%
Computing, printing, laptop facilities	8	1.4%
Customer service	7	1.2%
Mature age and part-time students (support)	6	1.0%
Cultural activities and arts	5	0.8%
Sports and fitness	5	0.8%
Accountability and good governance	4	0.7%
Timetabling	4	0.7%
Bookshop	3	0.5%

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Analysis of Verbatim Comments

Services/Amenities Themes	Total responses = 590	
	n	%
Clubs and societies	3	0.5%
Funding equity	3	0.5%
Gym	3	0.5%
International students (support)	3	0.5%
Legal services	3	0.5%
Orientation and transition to university	3	0.5%
Quality of courses, content	3	0.5%
SRC	3	0.5%
Student lounges	3	0.5%
Advocacy and advice	2	0.3%
Desks and seating	2	0.3%
Disability support	2	0.3%
LEXSA	2	0.3%
Sexual assault and family violence	2	0.3%
ASD	1	0.2%
CHSA	1	0.2%
Cleanliness	1	0.2%
Indigenous students (support)	1	0.2%
Isolation (external students)	1	0.2%
IT services/technology	1	0.2%
Lecture recordings	1	0.2%
Mentoring	1	0.2%
NMSC	1	0.2%
Parking	1	0.2%
Scholarships	1	0.2%
Student magazine	1	0.2%
Student Union	1	0.2%
Survey, positive feedback	1	0.2%
Toilets	1	0.2%
Transport	1	0.2%
University websites	1	0.2%
Total responses:		590 100.0%

4. Themes: Top 5 by Gender

Female	210
Distance students (support)	72
Communication, transparency, awareness of services	45
Satisfied overall	36
Food and café facilities	30
Fee is unfair and of no benefit	27
Male	55
Distance students (support)	16
Fee is fair and beneficial	15
Satisfied overall	9
Fee is unfair and of no benefit	8
Communication, transparency, awareness of services	7
Neither	3
Academic advice and support (study skills)	1
Library resources and services	1
Fee is fair and beneficial	1

5. Themes: Top 5 by Primary Campus

None - Distance Education	125
Distance students (support)	36
Communication, transparency, awareness of services	24
Satisfied overall	19
Food and café facilities	16
Fee is unfair and of no benefit	15
Fee is fair and beneficial	15
Gold Coast	66
Distance students (support)	24
Communication, transparency, awareness of services	13
Satisfied overall	11
Fee is fair and beneficial	9
Affordability (fee is too high)	9
Lismore	52
Distance students (support)	17
Communication, transparency, awareness of services	10
Childcare	7
Health and well being (mental/dental)	6
Satisfied overall	6
Food and café facilities	6
Coffs Harbour - including NMSC	26
Distance students (support)	8
Satisfied overall	5
Fee is unfair and of no benefit	5
Fee is fair and beneficial	4
Food and café facilities	4
Melbourne	15
Satisfied overall	4
Communication, transparency, awareness of services	3
Distance students (support)	3
Fee is unfair and of no benefit	2
Fee is fair and beneficial	1
Timetabling	1
Student Union	1

Sydney	7
Academic advice and support (study skills)	1
Library resources and services	1
Health and well being (mental/dental)	1
Childcare	1
Sports and fitness	1
Fee is fair and beneficial	1
Food and café facilities	1

6. Themes: Top 5 by Type of Student

Domestic	229
Distance students (support)	79
Communication, transparency, awareness of services	46
Satisfied overall	38
Food and café facilities	33
Fee is unfair and of no benefit	33
International	28
Distance students (support)	8
Satisfied overall	7
Communication, transparency, awareness of services	6
Fee is fair and beneficial	4
Employment and placements	3

7. Themes: Top 5 by Study Load

Full time	171
Distance students (support)	47
Communication, transparency, awareness of services	39
Satisfied overall	33
Food and café facilities	26
Fee is unfair and of no benefit	26
Part time	101
Distance students (support)	41
Communication, transparency, awareness of services	13
Satisfied overall	11
Food and café facilities	9
Health and well being (mental/dental)	9
Fee is fair and beneficial	9
Fee is unfair and of no benefit	9

8. Themes: Top 5 by Degree Level

Undergraduate	232
Distance students (support)	71
Communication, transparency, awareness of services	44
Satisfied overall	34
Fee is unfair and of no benefit	29
Food and café facilities	27
Fee is fair and beneficial	27
Postgraduate (coursework)	55
Distance students (support)	17
Satisfied overall	11
Communication, transparency, awareness of services	8
Fee is fair and beneficial	7
Fee is unfair and of no benefit	6
Food and café facilities	6
Postgraduate (by research)	10
Food and café facilities	2
Customer service	1
Legal services	1
International students (support)	1
Employment and placements	1
Need to benefit the whole student community	1
NMSC	1
Careers advice, events	1
Health and well being (mental/dental)	1