

SSAF 2020: HOW UQU USED YOUR MONEY!

Service	You told us:	Ways UQU have responded to your requests
Providing food or drinks.	<p>Food options should have more variety (e.g. vegetarian, vegan, halal, culturally diverse), be healthier, be cheaper or more affordable, and free more often</p> <p>Gatton food options were mentioned by many respondents as needing improvement</p>	<ul style="list-style-type: none"> • 12 + national cuisines catered for: halal-friendly and vegan options available. • Acai Flow introduced at Main Course in February: healthier alternative to traditional yoghurts and ice creams and is dairy free, vegan and gluten free. • New Redroom menu introduced in February, which features 10 vegetarian or vegan options (38% of the menu). • Gluten free options available at Main Course, Redroom, Darwin's. • Singaporean snack range, Golden Duck Co. introduced at Lolly Shop - one of the first stockists in Brisbane. • Pizza Caffè menu increased variety from 13 pizzas to 21 pizzas in January. The menu features a Meat Free range, which includes 6 vegetarian pizzas. Regular cheap specials (e.g. ½ price). • Redroom Happy Hour special for ½ price burgers. • New menu at Bam Boo Haus featuring a wide selection of Asian inspired meals. • Range of vegan chocolates introduced at Lolly Shop. <p>When students are on campus, UQU Student Rights (Community) provides free food and drinks 3 days a week as part of Morning Marmalade, plus 2 nights of free food as part of Kampus Kitchen. Everything offered is halal, and 6 - 8 of the 18 trays of food we normally serve for dinner are vegetarian.</p> <p>UQU currently does not have outlets at Gatton: the main eatery is contracted out. Should the opportunity become available we would be interested in helping to improve the offerings out there.</p>

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Supporting the administration of clubs and societies.	<ul style="list-style-type: none"> Better funding so that joining is cheaper or free for students and so that smaller clubs have sufficient funds to operate properly 	<p>We now require clubs to charge a minimum of \$2. Charging more than that is at the discretion of the club. Will do - inform clubs of this feedback, or write in a "suggested amount" in the setting up a club / induction.</p> <p>We are also piloting an incentive program for 2021. Most clubs automatically would meet the Bronze level.</p>
	<ul style="list-style-type: none"> Better support needed for External, Gatton and Herston clubs and societies 	<p>Increased presence at Gatton; customized guides and support for officers</p>
	<ul style="list-style-type: none"> Clubs and societies may need firmer rules around communications (web and email) with students so that students know how to sign-up and receive responses to their enquiries 	<p>Improvements achieved so far include</p> <ul style="list-style-type: none"> new website which makes it easy to identify which clubs exist more obvious instructions and resources or how to set up a club, or join a club. Manuals and sign up information have been developed - perhaps needs to be located to a more "obvious" location. Responses to enquiries: we have a 72 hour response and have set up an out of office indicating that. Will ensure that occurs.
Providing legal services.	<ul style="list-style-type: none"> Valuable service, but long wait times could be improved 	<p>Wait times now 3 - 8 days</p>
	<ul style="list-style-type: none"> Improve information about the availability of the service to students 	<p>Working on it with Marketing and student networks!</p>
Helping students obtain employment or advice on careers.	<ul style="list-style-type: none"> Provide more information about employment opportunities for current students; Hold more job/career events 	<p>UQU provides both individual and group (online and face to face) opportunities for supporting students:</p> <ul style="list-style-type: none"> preparing job applications and presenting at interviews, understanding their rights at work, and access to a range of employers and recruitment agencies.

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Helping students with their financial affairs.	<ul style="list-style-type: none"> • Provide more financial support services (e.g. information, scholarships, bursaries) for international students 	<p>UQ Union can't provide scholarships, but we do offer short term emergency financial assistance (e.g. to pay bills). We offer one-on-one financial planning services, as well as help accessing types of help both at UQ and in the community. We also are the point of contact for Centrelink information, access and advice.</p>
Supporting students' artistic activities.	<ul style="list-style-type: none"> • Have more arts and craft activities/exhibitions 	<p>In addition to regular online and face-to-face events, UQU originated a student art competition and associated artistic events in S2, 2020. Students earned over \$2000 from sale of their artwork. The success of this event has resulted in it becoming an annual celebration of student art.</p>
Supporting students to create and share media (print, audio, or video content).	<ul style="list-style-type: none"> • Printing services should be cheaper or free for students • Support for Semper Floreat should continue 	<p>UQU knows how important this is to students, and we are doing our best to identify options while continuing to raise this with the University.</p> <p>Continuing as requested</p>
Helping students to understand the University's rules and policies.	<ul style="list-style-type: none"> • University should make the information about policies and procedures clearer and easier for students to understand. 	<p>While communicating policies and procedures to students is the University's responsibility, the UQU SAS professionals run workshops on key policy issues and changes, including show cause, removal of financial liability, withdrawal without academic penalty, assessment extensions, and so on. One-one-ones are also free and available.</p> <p>The SAS international advocates and visa agents also conduct webinars specifically for International students</p>
Supporting student debating groups.	<ul style="list-style-type: none"> • More funding for UQ Debating Society 	<p>UQU funds the debating society as well as it can, and helps students petition the University for additional funds.</p>

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<p>Advocating for and championing students' interests on matters related to the University's rules and policies.</p>	<ul style="list-style-type: none"> Greater advocacy regarding topical socio-political issues (e.g. Schonell Theatre, Ramsay Centre, Hong Kong) that affect students when implemented by the University 	<p>Given the enormous upheaval in both the higher education sector and the broader economy, UQU has consistently raised with the University that disproportionate disadvantage to the student community in particular.</p> <p>Campaigns run this in 2020 included online invigilated exams, assessment submission times, international student fees, as well as changes to higher education funding and Commonwealth student support.</p>
<p>Helping to meet the specific needs of overseas students relating to their welfare, accommodation and employment.</p>	<ul style="list-style-type: none"> Improve information about services (medical, language, accommodation, employment) and activities available for international students More cultural immersion programs and language support so that international students don't rely on domestic students for this support 	<p>UQU SAS team provides welfare support (one on one); as well as workshops, webinars; legal and visa services</p> <p>UQU has developed and published international student resources to assist in cultural integration (supermarkets; phones; car licences and purchasing, medical services etc...)</p> <p>Regular webinars for international students have attracted and provided individual advice to over 800 attendees.</p>