



MEETING MINUTES
51st STUDENT ASSOCIATION COUNCIL

4th Ordinary Council Meeting of the 51st Student Association 3.00pm Wednesday 19th May 2021

PRESENT:

Emily Mulroy (President), Thomas Sherrington (Vice President), Emily Gamze (Townsville Campus Officer), Cherie Lai (International Student Officer), Aaminah Khan (Equity & Diverse Officer), Garrett Swearingen (Cairns Campus Officer), Peter Loa (Postgraduate Student Officer), Alison Edwards (General Manager), Kimberly Thornley (Staff Representative), Theresa Priddle (Council Secretary) Maree Dinan-Thompson (DVC Nominee)

IN ATTENDANCE:

Meeting opened at 3.02 pm on Wednesday 19th May 2021 by Emily Mulroy (President, Chair)

MDT joined @ 3.04pm

Acknowledgment of Country

1. Apologies and Proxies

Nil

2. Declaration of Conflicts Of Interest

Nil

3. Approval of Unstarred Items

The Chair will invite members to indicate which unstarred items they wish to star.

Thereupon, all unstarred items will be deemed to have been approved or noted as approved or noted as presented.

4. Confirmation of Minutes & Flying Minutes

- 4.1 Confirmation of Minutes of the 3rd Ordinary Meeting of the 51st Student Association Council – Wednesday 14th April 2021
- 4.2 Outcome of Flying Minute Re affiliation JCU Sunshine Edible Garden Club
- 4.3 Outcome of Flying Minute Re affiliation JCUPSA
- 4.4 Outcome of Flying Minute Clubs & Societies Grants
- 4.5 Outcome of Flying Minute Re affiliate FOCUS Cairns
- 4.6 Outcome of Flying Minute Re affiliate Insaka
- 4.7 Outcome of Flying Minute JCU Townsville Fire use of TSV Gym (Sponsorship agreement)
- 4.7.1 Signed Agreement
- 4.8 Outcome of Flying Minute Re affiliate VSA

Moved On block

Moved EM
Second TS
All in favour

5. Legal Matters

Nil

6. Reports

- 6.1 Finance Officer Report
- 6.2 President's report
- 6.3 Vice President report

Report to Council (4th Ordinary Council Meeting – 19/05/21)

POSITION: Vice President

NAME: Tom Sherrington

| EVENT / ACTIVITY | DATE | FEEDBACK / OBSERVATIONS |
|------------------|------------|-------------------------|
| Free Brunch | 10/05/2021 | Needed more burgers. |

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MEETINGS ATTENDED:

- 11/05 - Meeting with JCUMSA and RHINO regarding parking
- 5/05 – Clubs and Societies Committee Meeting
- 28/04 – Management Committee Meeting
- 14/04 – Management Committee Meeting
- 21/04 – Shortlisting Meeting for Sport and Rec Manager position
- 27/04 – Interview for Sport and Rec Manager position

COMMENTS / PLANNING

- Been hearing students complaining about parking and roads a lot now. There is a growing frustration amongst med students about their car parks being shut down for tradies to not even fill it all to build the new college and building next to it.
- We are working towards the best deal with parking. We have just met with JCUMSA and RHINO about the whole parking situation and will roll out more stuff on this within the coming weeks, hoping to force action on this by the end of this semester
- Have just finished reforming a bunch of forms for clubs and societies which now reduces the number of forms to be completed by clubs for affiliation/reaffiliation
- Will be looking into universal submission times and how the university can adapt this

6.4 Cairns Campus Officer report

Report to Council (4th Ordinary Council Meeting – 19/05/21)**POSITION:** Cairns Campus Officer **NAME:** Garrett Swearingen

| EVENT / ACTIVITY | DATE | FEEDBACK / OBSERVATIONS |
|------------------|----------|-------------------------|
| JCUSA Brunch | 14/04/21 | |
| JCUSA Brunch | 21/04/21 | |

MEETINGS ATTENDED:

- Clubs and Societies Committee meetings – various
- 07/04/21: Met with Inter Alia Vice President to discuss their risk assessment for an upcoming event.
- 07/04/21: Management Committee meeting
- 12/04/21: Met with Inter Alia Vice President to discuss their risk assessment for an upcoming event.
- 12/04/21: Discussion with JCUSA President of events during their visit to Cairns in May.
- 12/04/21: Campus officer check- in.
- 14/04/21: Intro meeting with RHINO Cairns Rep.
- 16/04/21: Discussion of Queer Collective with former Cairns JCU Pride coordinator.
- 28/04/21: Management Committee meeting

COMMENTS / PLANNING

- This month was very busy with grants at the start of the month.
- Towards the end of the month, I felt like I had the opportunity for the first time to do a bit of reflection and forward planning.
 - As such, much of my time went into this.
- A key piece of work I completed was an event approvals checklist intended as a resource for current and future campus officers. It allows campus officers to understand and track the requirements needed for them to approve events. I sent this to the Townsville Campus Officer for feedback and they said it was all pretty good.

6.5 Townsville Campus Officer report

Report to Council (4th Ordinary Council Meeting – 19th April)**POSITION:** Townsville Campus Officer **NAME:** Emily Gamze

| EVENT / ACTIVITY | DATE | FEEDBACK / OBSERVATIONS |
|------------------|------|---|
| Free Brunch | 12/5 | Free Brunch ran well with breakfast burgers. Students loved the variety of options. |
| Free Brunch | 19/4 | Free Brunch was run by SoMAG. Peter and I assisted them to set up and pack down. The club had brought along some gaming consoles which seemed to engage the students a lot. |

E. Mulroy

| | | |
|-------------|------|--|
| Free Brunch | 5/5 | Free Brunch was run by Christian Students. Aaminah and I helped set up and I helped pack down. They made bacon and eggs and said it ran smoothly. The club was super helpful, and the pack down was super quick. |
| Free Brunch | 10/5 | Emily, Aaminah and I ran free brunch. Aaminah left early, so Thomas assisted for a little bit. Students commented saying the think free brunch has really improved, they are loving the variety of food and appreciate the vegan options. This week was very busy, and we did run out of food around 11pm. |

MEETINGS ATTENDED:

- 12/4 – Campus Officer check in with Garrett
- 14/4 – 3rd Ordinary Council Meeting with Emily, Thomas, Peter, Theresa, Kimberly & Maria
- 28/4 – JCUSA Management Committee Meeting discussing O Week Sem 2, online class update on the parking campaign update and NUS update
- 29/4 – Student advisory forum with Emily, Peter and other students
- 5/5 – Clubs and Society Meeting with Thomas, Emily, Brenton, Alison & Theresa

COMMENTS / PLANNING

- I have begun creating a trimester survey that will hopefully be released soon.
- I have begun drafting up a checklist for clubs and societies to use when filling out and submitting re/affiliation.

6.6 International Student Officer report

6.7 Equity & Diversity Officer report

Report to Council (4th Ordinary Council Meeting – 19/05/2021)

POSITION:

NAME:

| EVENT / ACTIVITY | DATE | FEEDBACK / OBSERVATIONS |
|----------------------|---------------------|---|
| IDAHOBIT free brunch | 17/05 (upcoming) | Haven't yet heard back from new (still unaffiliated) LGBT club. Have heard back from Library and Equity and Wellbeing about involvement in event. Took time away at an inopportune moment – in hindsight, wish I'd followed up before leaving with potential speakers. Possible followup event during Pride month? Could be an opportunity to further LGBT activism/allyship on campus. |
| LGBT drop-in space | TBA | University is resistant to booking a permanent room, which is ridiculous, because classes book rooms permanently (at least for the semester) all the time so weekly/twice-weekly bookings are obviously possible. Meeting with Maree 13/05 to discuss how JCU can materially support LGBT students on campus. |
| Free brunches | 07/05, 10/05 | Assisted with setup for SASA free brunch on 07/05. Club reps were almost an hour late and amphitheatre had been booked for a high school student event, but was able to get brunch setup in breezeway and running on time. In future, check if club members who want to serve pancakes know how to cook pancakes? Otherwise went smoothly. Assisted with free brunch on 10/05. Ran out of beef burgers earlier than everything else, and seemed as though students were a fan of those – perhaps more of those in future? Appreciated Emily's accommodation of my illness whilst still allowing me to assist to what extent I was able. |

MEETINGS ATTENDED:

None in the last month.

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COMMENTS / PLANNING

- Hoping to bring LGBT safe space to reality for Study Period 2. Immensely grateful to Garrett and Emily for wholehearted support of furthering LGBT activism and support on both campuses.
- Planning to attend annual Mabo Lecture on 27th May (<https://events.jcu.edu.au/2021MaboLecture>). Attendance is possible from all campuses, so hopeful that other Councillors will choose to attend also!

6.8 Postgraduate Student Officer report
Report to Council (4th Ordinary Council Meeting –19th May 2021)

POSITION: Postgraduate Officer NAME: Peter Loa

| EVENT / ACTIVITY | DATE | FEEDBACK / OBSERVATIONS |
|------------------------|--------------|--|
| <i>Name of event</i> | <i>DD/MM</i> | <i>(What can be done better? What didn't work? Ideas for improvement, etc)</i> |
| Free Brunch with SOMAG | 19/4 | More advertising 5 to 7 days beforehand due to Facebook algorithm |

MEETINGS ATTENDED:

| | | |
|---------------------------------|------|---|
| GRS team meeting | 14/3 | |
| Ord meeting | 14/3 | |
| Research Education SubCommittee | 27/4 | Unlikely to have international PhD students. Need to entice local domestic students |
| Management committee | 28/4 | Late agenda |
| Student Advisory Forum | 29/4 | Good information about parking, building plans etc. |

COMMENTS / PLANNING

- There needs to be an expansion of our Facebook and multimedia followers and engagement. Very minimal

6.9 Sport and Recreation Officer report

6.10 Advocacy report

Report attached at end of document

MDT notice one of the clusters of colleges on the report is obsolete

KT based on preset on colleges in the system. Will update and delete colleges that are not relevant

7. General Business

7.1 Motion to re appoint current Auditors 20210421

Motion Passed unanimously

Moved EM
 Seconded TS
 All in Favor

7.2 JCUSA Staff Wellbeing Survey 2021

Council reviewed

All short term actions have been undertaken, working on long term actions now

7.3 POL048 Clubs & Societies Policy

Council reviewed. Undated policy to sync up with recent changes to the Regulations. Update of forms used in affiliations

Moved TS
 Seconded EG
 All in Favor

7.4 Completed 2020 Annual Information Statement for the Aus Charities & Not for Profit Commission
 Has been completed and returned as it is an annual requirement.

7.5 ME Form 098 Councilors KPIs

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Updated.

7.6 Councilors Duties

Updated KPI's reviews to twice a year instead of 4 times per year. Reviewed each semester. Changed presentation of KPI's from the 1st Ordinary Council meeting, which is held in the induction of council, to the 2nd ordinary Council meeting. EM moved for the council to accept the changes in the PD's
Motion moved unanimously

Moved EM
Seconded CL
All in Favor

7.7 POL043 Media Policy

Updated information relating to gender neutral language in all JCUSA organisation communications.

Moved TS
Seconded AK
KT abstained

7.8 Motion to amend "FAX" as option in the Regulations

To remove the word FAX from the 3.9.2 Regulations as it is obsolete. Secretary to update.

Motion passed unanimously

Moved TS
Seconded EG
All in favor

7.9 WHS Report 20210324 to 20210511

7.10 Motion re implementing strategies to improve workload for Advocacy

AE Advocacy workload is still increasing out of control

Had done a business case, that was not successful, to get SSAF for one Advocate to increase days working from 2 to 4.

The workload is now impacting on advocacy staffs health & wellbeing as shown in the results of Health & wellbeing survey sent to all JCUSA staff. Emailed DVC students in May again asking for some funding & presented a new business plan, waiting for DVC students to get back to me.

Advocacy is increasing beyond our capacity and the advocates are at a high risk for work health safety and under the EBA they are entitled to have a workload that has a healthy work/life balance and at the moment that is not occurring so it is a breach of the EBA agreement.

MDT

Wanted to hear more about the item in the meeting today before I take it back for further discussions regards SSAF funds and on how to move forward and resolve the funding issues. Can any of the requests be out sourced to other JCU departments for support?

KT We already refer the things that we can to other JCU.

MDT would like to discuss proactive ways to work together to assist in any way

MDT would like it noted that it is not a definite no regarding funding. Came today to listen to the issue and to understand more about what needs to be done and will take the information back for discussion.

Motion passed unanimously

Moved EM
Seconded TS
All in favor

7.11 Motion to approve Regulations Minutes amendment

That the JCU Student Association approve the proposed amendments to the JCUSA Regulations

Currently, at the moment, this particular regulation stipulates that it is currently optional to record the for and against of every vote in the minutes. I would like to see a change where every vote that is not unanimously agreed or disagreed has to be recorded in the meeting minutes. It would not include for instance include who voted for and against but just the numbers. It would be more reference for the council and future councils how the vote of each motion went.

Proposed JCUSA Regulations Amendment List:

1. Amend Section 4.5.5 from:

"4.5.5 The Meeting may decide that the number of votes for and against are to be recorded in the minutes"

To:

E. Mulroy

"4.5.5 The Meeting **should record in the minutes the number of votes for and against of every vote that is not unanimously agreed/disagreed upon**"

Motion passed unanimously

Moved TS
Seconded EG
All in favor

Meeting closed @ 3.44 pm

8. Question Time

Members of the Student Association may direct questions in writing to officers of the Student Association through the Secretary. Questions may be put on notice.

Theresa Priddle
Secretary to JCUSA Council

E. Mulroy

2021 Monthly Advocacy Snapshot March 2021

Number of students accessing service across all campuses

| 2020 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Townsville | 117 | 104 | 96 | 96 | 92 | 98 | 118 | 126 | 145 | 152 | 136 | 140 | 1420 |
| Cairns | 98 | 117 | 141 | 142 | 154 | 123 | 87 | 47 | 58 | 74 | 76 | 47 | 1164 |
| Brisbane | 13 | 21 | 30 | 32 | 34 | 33 | 37 | 38 | 38 | 38 | 41 | 33 | 388 |
| Singapore | 8 | 7 | 3 | 5 | 4 | 3 | 9 | 8 | 8 | 14 | 19 | 9 | 97 |
| Mackay | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 2 | 3 | 3 | 3 | 5 | 47 |
| Online | 7 | 7 | 10 | 12 | 11 | 13 | 15 | 17 | 25 | 31 | 41 | 42 | 231 |
| Campus Not Record | 13 | 13 | 16 | 18 | 22 | 27 | 43 | 43 | 44 | 50 | 41 | 30 | 360 |
| | | | | | | | | | | | | | 3707 |

Number of students accessing service across all campuses

| 2021 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Townsville | 154 | 156 | 162 | | | | | | | | | | 472 |
| Cairns | 59 | 65 | 79 | | | | | | | | | | 203 |
| Brisbane | 34 | 32 | 38 | | | | | | | | | | 104 |
| Singapore | 6 | 4 | 4 | | | | | | | | | | 14 |
| Mackay | 4 | 3 | 2 | | | | | | | | | | 9 |
| Online | 47 | 44 | 43 | | | | | | | | | | 134 |
| Campus Not Record | 31 | 26 | 26 | | | | | | | | | | 83 |
| | | | | | | | | | | | | | 1019 |

Numbers of Cases by Month (across all campuses)

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 2017 | 184 | 112 | 116 | 126 | 159 | 209 | 147 | 252 | 194 | 223 | 255 | 248 | 2225 |
| 2018 | 230 | 235 | 165 | 157 | 178 | 193 | 200 | 204 | 167 | 208 | 218 | 200 | 2355 |
| 2019 | 179 | 146 | 194 | 185 | 243 | 206 | 201 | 257 | 219 | 252 | 255 | 255 | 2592 |
| 2020 | 260 | 274 | 302 | 311 | 323 | 301 | 312 | 281 | 321 | 362 | 361 | 308 | 3716 |
| 2021 | 337 | 332 | 355 | | | | | | | | | | 1024 |
| | | | | | | | | | | | | | 11912 |

Interactions by Time (across all methods and campuses)

| | | | | | | | | | | | | | |
|-------------|------------|--------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------|
| 2017 | 75 | 77.85 | 145.1 | 111.75 | 260.6 | 231 | 138.85 | 239 | 262.9 | 327.2 | 561.5 | 265.5 | 2696 |
| 2018 | 114.5 | 138.45 | 127.35 | 153.7 | 150.9 | 134.5 | 175.6 | 74.3 | 113.9 | 269.6 | 329.1 | 185.2 | 1967 |
| 2019 | 177.85 | 267.2 | 324.1 | 211.15 | 387.6 | 267.75 | 420.85 | 534.8 | 288.2 | 269.9 | 171.9 | 163.66 | 3485 |
| 2020 | 202.23 | 192.65 | 144.4 | 101.81 | 146.06 | 246.46 | 317.55 | 216.46 | 275.46 | 273.48 | 276.12 | 214.57 | 2607 |
| 2021 | 227 | 243.5 | 269.7 | | | | | | | | | | 740.2 |
| | | | | | | | | | | | | | 11496 |

Interactions by Count (across all methods and campuses)

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 2017 | 111 | 125 | 243 | 157 | 429 | 456 | 205 | 309 | 355 | 543 | 802 | 331 | 4066 |
| 2018 | 177 | 180 | 201 | 84 | 189 | 231 | 317 | 123 | 191 | 433 | 546 | 352 | 3024 |
| 2019 | 333 | 428 | 496 | 384 | 653 | 472 | 803 | 1035 | 649 | 671 | 579 | 617 | 7120 |
| 2020 | 764 | 734 | 580 | 423 | 584 | 1220 | 1515 | 889 | 1107 | 1166 | 1227 | 1144 | 11353 |
| 2021 | 1171 | 1050 | 1112 | | | | | | | | | | 3333 |
| | | | | | | | | | | | | | 28896 |

Key Issues Students presented with across all campuses for March 2021

| | |
|--|---|
| 1. Withdraw without Financial/Academic Penalty | 6. Complaint/Formal Complaint |
| 2. Academic Advocacy | 7. Placement |
| 3. Academic Misconduct | 8. Plagiarism |
| 4. Request for Review of Final Subject Grade | 9. Request for Review/Remark of Individual Assessment |
| 5. Academic Progression | 10. Assessment |

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| Students Presenting with Welfare Concerns (across all methods and campuses) | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 2017 | 3 | 12 | 7 | 10 | 8 | 11 | 14 | 11 | 16 | 21 | 11 | 18 | 142 |
| 2018 | 21 | 29 | 14 | 10 | 17 | 20 | 10 | 13 | 23 | 20 | 14 | 17 | 208 |
| 2019 | 13 | 17 | 32 | 26 | 23 | 14 | 15 | 12 | 20 | 14 | 19 | 15 | 220 |
| 2020 | 16 | 20 | 34 | 32 | 37 | 18 | 16 | 12 | 21 | 16 | 24 | 12 | 258 |
| 2021 | 13 | 18 | 10 | | | | | | | | | | 41 |
| | | | | | | | | | | | | | 869 |

| Number of Cases from Colleges across all campuses for March 2021 | | | |
|--|--|--------|-----|
| College | | Number | % |
| 1. College of Healthcare Sciences | | 78 | 23% |
| 2. College Unknown | | 83 | 23% |
| 3. College of Business, Law & Governance | | 62 | 17% |
| 4. College of Science & Engineering | | 49 | 14% |
| 5. College of Arts, Society & Education | | 35 | 10% |
| 6. College of Medicine & Dentistry | | 27 | 8% |
| 7. College of Marine & Environmental Sciences | | 9 | 3% |
| 8. College of Public Health, Medical & Veterinary Sciences | | 12 | 3% |

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2021 Monthly Advocacy Snapshot April 2021

Number of students accessing service across all campuses

| 2020 | Jan | Feb | Mar | Apr | Mag | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Townsville | 117 | 104 | 96 | 96 | 92 | 98 | 118 | 126 | 145 | 152 | 136 | 140 | 1420 |
| Cairns | 98 | 117 | 141 | 142 | 154 | 123 | 87 | 47 | 58 | 74 | 76 | 47 | 1164 |
| Brisbane | 13 | 21 | 30 | 32 | 34 | 33 | 37 | 38 | 38 | 38 | 41 | 33 | 388 |
| Singapore | 8 | 7 | 3 | 5 | 4 | 3 | 9 | 8 | 8 | 14 | 19 | 9 | 97 |
| Mackay | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 2 | 3 | 3 | 3 | 5 | 47 |
| Online | 7 | 7 | 10 | 12 | 11 | 13 | 15 | 17 | 25 | 31 | 41 | 42 | 231 |
| Campus Not Record | 13 | 13 | 16 | 18 | 22 | 27 | 43 | 43 | 44 | 50 | 41 | 30 | 360 |
| | | | | | | | | | | | | | 3707 |

Number of students accessing service across all campuses

| 2021 | Jan | Feb | Mar | Apr | Mag | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Townsville | 154 | 156 | 162 | 184 | | | | | | | | | 656 |
| Cairns | 59 | 65 | 79 | 97 | | | | | | | | | 300 |
| Brisbane | 34 | 32 | 38 | 40 | | | | | | | | | 144 |
| Singapore | 6 | 4 | 4 | 4 | | | | | | | | | 18 |
| Mackay | 4 | 3 | 2 | 3 | | | | | | | | | 12 |
| Online | 47 | 44 | 43 | 59 | | | | | | | | | 193 |
| Campus Not Record | 31 | 26 | 26 | 24 | | | | | | | | | 107 |
| | | | | | | | | | | | | | 1430 |

Numbers of Cases by Month (across all campuses)

| | Jan | Feb | Mar | Apr | Mag | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 2017 | 184 | 112 | 116 | 126 | 159 | 209 | 147 | 252 | 194 | 223 | 255 | 248 | 2225 |
| 2018 | 230 | 235 | 165 | 157 | 178 | 193 | 200 | 204 | 167 | 208 | 218 | 200 | 2355 |
| 2019 | 179 | 146 | 194 | 185 | 243 | 206 | 201 | 257 | 219 | 252 | 255 | 255 | 2592 |
| 2020 | 260 | 274 | 302 | 311 | 323 | 301 | 312 | 281 | 321 | 362 | 361 | 308 | 3716 |
| 2021 | 337 | 332 | 355 | 412 | | | | | | | | | 1436 |
| | | | | | | | | | | | | | 12324 |

Interactions by Time (across all methods and campuses)

| | Jan | Feb | Mar | Apr | Mag | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 2017 | 75 | 77.85 | 145.1 | 111.75 | 260.6 | 231 | 138.85 | 239 | 262.9 | 327.2 | 561.5 | 265.5 | 2696 |
| 2018 | 114.5 | 138.45 | 127.35 | 153.7 | 150.9 | 134.5 | 175.6 | 74.3 | 113.9 | 269.6 | 329.1 | 185.2 | 1967 |
| 2019 | 177.85 | 267.2 | 324.1 | 211.15 | 387.6 | 267.75 | 420.85 | 534.8 | 288.2 | 269.9 | 171.9 | 163.68 | 3485 |
| 2020 | 202.23 | 192.65 | 144.4 | 101.81 | 146.06 | 246.46 | 317.55 | 216.46 | 275.46 | 273.48 | 276.12 | 214.57 | 2607 |
| 2021 | 227 | 243.5 | 269.7 | 229.6 | | | | | | | | | 969.8 |
| | | | | | | | | | | | | | 11725 |

Interactions by Count (across all methods and campuses)

| | Jan | Feb | Mar | Apr | Mag | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
|------|------|------|------|------|-----|------|------|------|------|------|------|------|-------|
| 2017 | 111 | 125 | 243 | 157 | 429 | 456 | 205 | 309 | 355 | 543 | 802 | 331 | 4066 |
| 2018 | 177 | 180 | 201 | 84 | 189 | 231 | 317 | 123 | 191 | 433 | 546 | 352 | 3024 |
| 2019 | 333 | 428 | 496 | 384 | 653 | 472 | 803 | 1035 | 649 | 671 | 579 | 617 | 7120 |
| 2020 | 764 | 734 | 580 | 423 | 584 | 1220 | 1515 | 889 | 1107 | 1166 | 1227 | 1144 | 11353 |
| 2021 | 1171 | 1050 | 1112 | 1044 | | | | | | | | | 4377 |
| | | | | | | | | | | | | | 29940 |

Key Issues Students presented with across all campuses for April 2021

| | | | | | | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| 1. Withdraw without Financial/Academic Penalty | | | | | | | | | | | | | | | |
| 2. Academic Advocacy | | | | | | | | | | | | | | | |
| 3. Academic Misconduct | | | | | | | | | | | | | | | |
| 4. Complaint/Formal Complaint | | | | | | | | | | | | | | | |
| 5. Request for Review Final Subject Result | | | | | | | | | | | | | | | |
| 6. Academic progression | | | | | | | | | | | | | | | |
| 7. Placement | | | | | | | | | | | | | | | |
| 8. Request for Review/Remark of Individual Assessment | | | | | | | | | | | | | | | |
| 9. Assessment | | | | | | | | | | | | | | | |
| 10. Enrolment | | | | | | | | | | | | | | | |

E. Mulroy

| Students Presenting with Welfare Concerns (across all methods and campuses) | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTAL |
| 2017 | 3 | 12 | 7 | 10 | 8 | 11 | 14 | 11 | 16 | 21 | 11 | 18 | 142 |
| 2018 | 21 | 29 | 14 | 10 | 17 | 20 | 10 | 13 | 23 | 20 | 14 | 17 | 208 |
| 2019 | 13 | 17 | 32 | 26 | 23 | 14 | 15 | 12 | 20 | 14 | 19 | 15 | 220 |
| 2020 | 16 | 20 | 34 | 32 | 37 | 18 | 16 | 12 | 21 | 16 | 24 | 12 | 258 |
| 2021 | 13 | 18 | 10 | 18 | | | | | | | | | 59 |
| | | | | | | | | | | | | | 887 |
| Number of Cases from Colleges across all campuses for April 2021 | | | | | | | | | | | | | |
| College | | | | | | | | | | | | Number | % |
| 1. College of Healthcare Sciences | | | | | | | | | | | | 101 | 25% |
| 2. College Unknown | | | | | | | | | | | | 83 | 20% |
| 3. College of Business, Law & Governance | | | | | | | | | | | | 70 | 17% |
| 4. College of Science & Engineering | | | | | | | | | | | | 61 | 17% |
| 5. College of Arts, Society & Education | | | | | | | | | | | | 35 | 10% |
| 6. College of Medicine & Dentistry | | | | | | | | | | | | 27 | 8% |
| 7. College of Public Health, Medical & Veterinary Sciences | | | | | | | | | | | | 9 | 3% |

E. Mulroy