



## SEN Annual Service Fee

### Frequently Asked Questions

**How can I or my team get more involved in SEN?** Great question. SEN is more than just your buying co-operative, and there are many ways to get involved in SEN and we are always on the lookout for more members to participate.

How about joining one of our regular project groups or nominating for the [SEN Board?](#)

If you prefer to ease in, think about participating in our online discussions through our regular member community forums or their respective closed Facebook groups

- [Management](#)
- [Student Outcomes](#)
- [Commercial Development](#)
- [Sport & Recreation](#)

You can also add value by contributing to our surveys and benchmarking or attending specialised workshop or our flagship event [SENCON \(formerly CampusLink\)](#).

**What's the difference between the SEN membership fee and Service Fee?** Your SEN membership is separate and ongoing, and based upon the once only purchase of shares by your organisation when first joining SEN. The Annual Service Fee gives you access to a wide array of additional benefits and services.

**Is this a SEN membership fee?** No, this is an annual Service Fee, which gives members access to a wide array of additional benefits and services.

### What is included in the Service Fee?

- Access to SEN-negotiated discounts, rebates and support on goods and services. This comes with being part of an aggregated \$30M of group contracts and agreements. SEN is currently worth more than \$5M of financial benefits to its members each year.
- Significantly subsidised registration for any number of your staff to our annual flagship national student services conference and trade fair, [SENCON \(formerly CampusLink\)](#)
- Access to our [online student director and governance modules](#), a great resource for members with student Boards or Committees
- Access to our [custom-built training resources for your clubs and societies officers](#).
- Access to our [professional development program for your clubs and societies managers](#).

- Access to the [SEN Mentor Program](#), where members help each other in their professional and personal growth.
- Free registration to SEN member events throughout the year. Including:
  - [SEN CAMP](#) (Committee and Management Planning)
  - Member online forums and webinars
  - Facilitated campus visits
- Subsidised registration to SEN partner productivity workshops for your staff and students.
- Access to SEN member [benchmarking and survey results](#).
- Access to SEN's [online resource library](#) including policy templates and position descriptions .
- Discounted SEN [business consultation and review services](#).
- Opportunities for your students to enter SEN National Campus Competitions:
  - [National Campus Music Competition](#)
  - [National Campus Photo and Video Competition](#)
  - [National Writing Competition](#)
- Access to training and professional development opportunities and discounts through recognised industry specialists.
- Amplified marketing positioning, such as [free media kit advertising](#) on the SEN website.
- New and valuable resources and support programs as they are developed and introduced.
- Discounted [SEN professional consulting services](#).
- Eligibility to nominate for the [SEN Board](#) and [SEN project groups](#)

Check our website for more details [studentexperiencenetwork.com.au](http://studentexperiencenetwork.com.au)

**How can I justify the payment of the Annual Service Fee to my board/manager?** The SEN Service Fee gives members access to a vast array of opportunities and resources designed to assist in providing our members students with an enhanced student life.

If a straight calculation helps consider this: if you were to take 4 staff members to our sector's flagship conference, CampusLink, that would automatically equate to \$4,685 of value, if you were to take 7 people that equates to \$7,665 of value and that is before you factor in access to the aggregated buying power of the group, the online Board Induction Program, Clubs Manager Development Program, Clubs Resources Toolkit, Mentor Program, national competitions, special interest meetings and workshops, and online resource libraries. Your Member Benefit Statement that accompanied your invoice provides deeper detail to the level of benefits your organisation has received in the previous year as a SEN member.

**How is the Service Fee calculated?** The Service Fee is calculated on two variables; the number of domestic enrolments at your institution and the amount of commercial benefits your organisation has enjoyed from SEN in the previous year. Your fee may change from year to year relative to changes in those variables.

**Why are there two variables in the calculation?** SEN has a diverse membership. The two variables ensure a fair calculation. Members on large campuses who do not greatly benefit from SEN's commercial activity are not penalised. Conversely, members on smaller campuses who may benefit greatly from SEN's commercial activity pay a Service Fee that fairly reflects this.

**Does the Service Fee affect my membership?** Yes, under a Special Resolution passed by Members at the 2021 AGM, the payment of the Annual Service Fee is now an Active Membership Provision. Non-payment of the Annual Service Fee renders you inactive, and ineligible for membership of SEN.

**I think the amount of my Service Fee may be wrong.** If you think the amount shown on your invoice is wrong, get in touch with us at [info@studentexperiencenetwork.com.au](mailto:info@studentexperiencenetwork.com.au).

**What about SENCON?** All members who pay the service fee will receive significantly subsidised registration of only \$200 per delegate to SENCON for any number of their staff. Non-members will still be able to access SENCON, but for the full fee. This year that full fee will be \$1295 per delegate.

**Will I be able to access SEN services if I don't pay the Service Fee?** No, these services are only available to Service Fee paying members.

**If I don't pay the Annual Service Fee, am I still eligible to participate in SEN Contracts?** No, these contracts are only available to Service Fee paying members. You won't be able to share in the aggregated buying power of the group, as well as the many valuable extra benefits that the Service Fee accesses.