

# STUDENT EXPERIENCE SURVEY - HE

## 2015

620H-Business IT and Logistics

Survey Population: 90  
Respondents: 11  
Response Rate: 12.2%

### Demographics (% of total sample size)

#### Commencement Year

Pre 2010	0
2010	0
2011	0
2012	1
2013	4
2014	3
2015	3

#### Age

20 or less	45%
21-24	45%
25-34	9%
35-44	0%
45+	0%

#### Gender

Male	91%
Female	9%

#### Program Type

Bachelor degree	100%
Postgraduate (Coursework)	0%
Other	0%

#### Location

Hanoi	0%
Saigon South	100%

#### LOTE

Yes	100%
No	0%

#### Credit Points Taken

24 or fewer	45%
36 or more	55%

#### Disability

Yes	0%
No	100%

#### Last 2 Semesters of Program

Yes	36%
No	64%

#### Main Funds Source

Employment	0%
Cadetship	0%
Youth Allow/Austudy	0%
Family	100%
AusAid/IDP	0%
Home Government	0%
Scholarship	0%
Loan	0%
Savings	0%

#### Industry Placement

<b>Education placement/Internship</b>	
Yes	36%
No	55%
<b>Industry-based project</b>	
Yes	27%
No	55%
<b>Clinical/Professional placement</b>	
Yes	27%
No	55%
<b>Assessed as part of program</b>	
Yes	18%
No	55%

#### Rural Relocatee

Yes	45%
No	55%

#### Employment

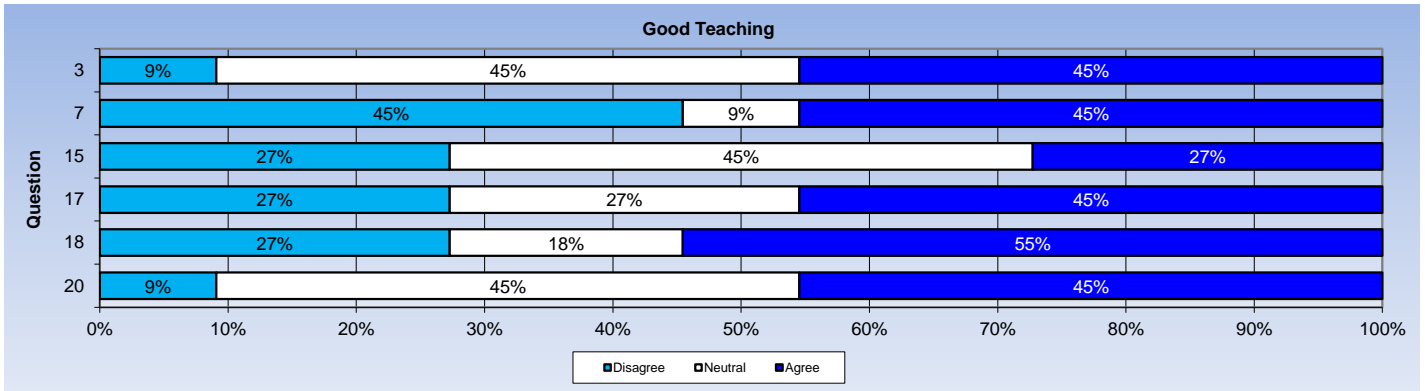
Part time (1-14 hrs)	9%
Part time (15-20 hrs)	9%
Part time (21-34 hrs)	0%
Full time (35+ hrs)	18%
Not at all	64%

#### Snapshot Scales 2015

Good Teaching Scale	43.9%
Generic Skills Scale	59.1%
Overall Satisfaction	54.5%

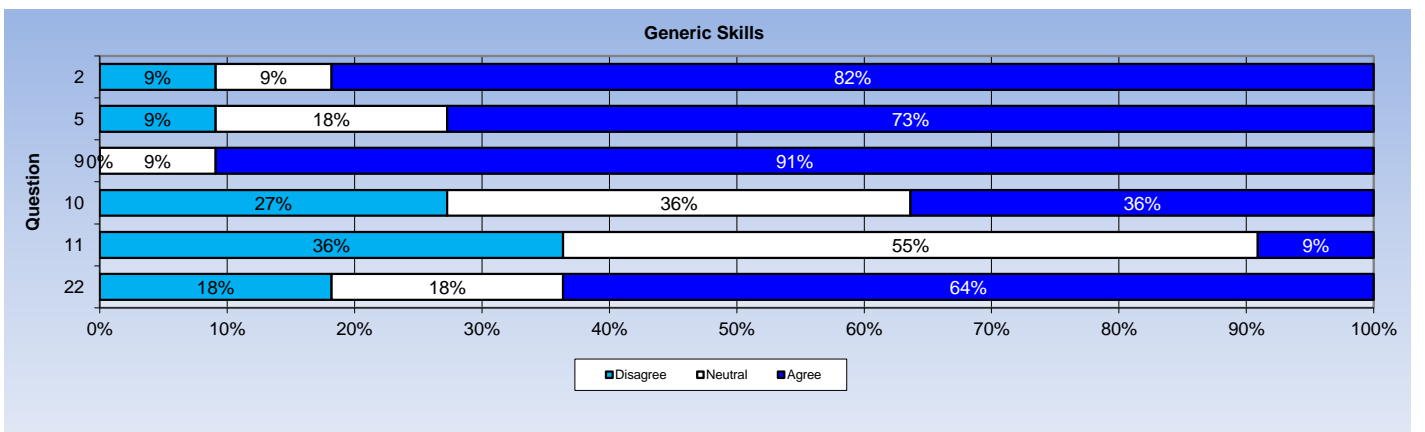
**Good Teaching Scale**

	% AGREE	Strongly Disagree				Strongly Agree	No. of Responses
	43.9%						
3. The teaching staff of this program motivate me to do my best work		9%	0%	45%	36%	9%	11
7. The staff put a lot of time into commenting on my work		0%	45%	9%	27%	18%	11
15. The staff really tried to understand difficulties I might have with the work		9%	18%	45%	27%	0%	11
17. The teaching staff normally give me helpful feedback on how I am going		9%	18%	27%	45%	0%	11
18. My lecturers are extremely good at explaining things		0%	27%	18%	45%	9%	11
20. The teaching staff work hard to make their courses interesting		0%	9%	45%	36%	9%	11



**Generic Skills Scale**

	% AGREE	Strongly Disagree				Strongly Agree	No. of Responses
	59.1%						
2. The program develops my problem-solving skills		0%	9%	9%	55%	27%	11
5. The program sharpens my analytic skills		0%	9%	18%	45%	27%	11
9. The program helps me develop my ability to work as a team member		0%	0%	9%	55%	36%	11
10. As a result of my program, I feel confident with unfamiliar problems		0%	27%	36%	36%	0%	11
11. The program improves my skills in written communication		9%	27%	55%	9%	0%	11
22. My program helps me develop the ability to plan my own work		0%	18%	18%	45%	18%	11



**Overall**

	% AGREE	Strongly Disagree				Strongly Agree	No. of Responses
	54.5%						
27. Overall, I am satisfied with the quality of this program		0%	36%	9%	45%	9%	11

**Clear Goals and Standards Scale**

	% AGREE					No. of	
	45.5%	Strongly Disagree			Strongly Agree	Responses	
1. It was always easy to know the standard of work expected		0%	36%	9%	55%	0%	11
6. I usually have a clear idea of where I am going and what is expected of me in this program		0%	27%	36%	27%	9%	11
13. It was often hard to discover what is expected of me in this program ( * )		0%	36%	18%	27%	18%	11
24. The staff made it clear from the start what they expect from students		0%	18%	27%	55%	0%	11

**Appropriate Workload Scale**

	% AGREE					No. of	
	15.9%	Strongly Disagree			Strongly Agree	Responses	
4. The workload is too heavy ( * )		0%	0%	45%	27%	27%	11
14. I was generally given enough time to understand things I have to learn		9%	9%	45%	36%	0%	11
21. There is a lot of pressure on me as a student in this program ( * )		0%	9%	18%	36%	36%	11
23. The sheer volume of work to be got through in this program means that it can't all be comprehended ( * )		0%	18%	36%	45%	0%	11

**Appropriate Assessment Scale**

	% AGREE					No. of	
	45.2%	Strongly Disagree			Strongly Agree	Responses	
8. To do well in this program, all you really need is a good memory ( * )		0%	55%	27%	9%	9%	11
12. The staff seem more interested in testing what I have memorised than what I have understood ( * )		9%	27%	36%	27%	0%	11
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	9%	36%	27%	27%	11
19. Too many staff ask me questions just about facts ( * )		22%	11%	56%	11%	0%	9

**Other**

						No. of	
		Strongly Disagree			Strongly Agree	Responses	
25. Teaching staff can be hard to contact		27%	9%	27%	27%	9%	11
26. It's easy for me to get the information I need about my program		0%	36%	9%	45%	9%	11

**Administration**

	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	0%	9%	18%	64%	9%	11
2. I find it easy to check my enrolment status online	0%	0%	18%	64%	18%	11
3. I'd know what to do if I had a problem with my student administration	9%	9%	18%	55%	9%	11
4. RMIT effectively resolves any student administration issue I might have	9%	27%	27%	27%	9%	11
5. I could easily access information about my program options	0%	18%	27%	36%	18%	11
6. RMIT Vietnam deals fairly with complaints.	22%	44%	11%	22%	0%	9
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	9%	18%	18%	36%	18%	11

**Learning Support**

	Strongly Disagree				Strongly Agree	No. of Responses
<b>Library - I am satisfied with...</b>						
1. The Library's e-resources collection	0%	9%	36%	36%	18%	11
2. The Library's book collections	0%	9%	27%	36%	27%	11
3. The quality of service provided by Library staff	0%	0%	30%	40%	30%	10
4. The Library's facilities	0%	9%	27%	36%	27%	11
5. Library opening hours	0%	30%	20%	40%	10%	10

**Computing Facilities - I am satisfied with...**

	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	18%	9%	36%	27%	9%	11
2. Access to the specialist software that I require	0%	40%	20%	30%	10%	10
3. The availability of computer printers	30%	30%	30%	10%	0%	10
4. The standard of service from computing support staff	22%	56%	0%	22%	0%	9

**Learning Support Services - I am satisfied with...**

	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	20%	10%	30%	30%	10%	10
2. Language support	22%	0%	44%	33%	0%	9

**Online Services**

	Every day	Every 2-3 days	Weekly	Fort-nightly	Several times	Never
During semester how often do you access online activities or materials provided by your program?	25%	50%	25%	0%	0%	0%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	0%	27%	27%	45%	0%	11
2. I am satisfied with my online course activities	0%	22%	33%	44%	0%	9
3. I find the online environment useful to communicate with my teachers outside of class	9%	9%	73%	9%	0%	11
4. I find the online environment useful to work with other students on group assignments outside of class	9%	0%	45%	36%	9%	11
5. I find the online environment helps me balance my studies with my work and home commitments	10%	10%	40%	30%	10%	10
6. I am satisfied with the Internet access provided by RMIT	55%	9%	27%	9%	0%	11

<b>Communication</b>					Strongly Agree	No. of Responses
<b><i>I have enough...</i></b>						
1. Opportunities to discuss my academic work with teaching staff	9%	9%	36%	45%	0%	11
2. Opportunities to work with other students in my program	0%	20%	20%	60%	0%	10
3. Contact with students in other programs	9%	18%	36%	36%	0%	11
<b>Campus Life and Environment</b>					Strongly Agree	No. of Responses
1. At RMIT there are enough activities to develop my skills outside of my program	10%	20%	20%	40%	10%	10
2. The RMIT campus is a good place to spend time outside of class	10%	10%	40%	40%	0%	10
3. RMIT is friendly to people from all backgrounds	0%	30%	20%	40%	10%	10
4. I feel personally safe on campus	0%	10%	40%	30%	20%	10
5. I am treated fairly at RMIT	10%	0%	30%	40%	20%	10
6. I can balance my studies with my work and home commitments	10%	10%	20%	40%	20%	10
<b>Building and Facilities</b>					Strongly Agree	No. of Responses
<b><i>The following areas are well maintained...</i></b>						
1. Classrooms	0%	0%	18%	55%	27%	11
2. Lecture theatres	10%	10%	10%	40%	30%	10
3. Laboratories	0%	22%	22%	33%	22%	9
4. Toilets	18%	0%	18%	55%	9%	11
5. Lifts	0%	9%	27%	45%	18%	11
6. Computer labs	10%	0%	30%	50%	10%	10
7. Computer student access labs	9%	9%	18%	55%	9%	11
8. Student accommodations	13%	13%	25%	38%	13%	8
9. Canteen/food service areas	20%	20%	20%	30%	10%	10
<b>Use of Campus Services</b>	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.		
1. Learning skills unit	18%	73%	0%	9%	11	
2. Career planning and advice	55%	18%	9%	18%	11	
3. Student advisors	27%	36%	9%	27%	11	
<b>Travel</b>	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	100%	0%	0%	0%	0%	11
2. I prefer to travel to my campus by...	64%	0%	27%	9%	0%	11
<b>Additional Services/ Facilities I Would Like To See...</b>					Strongly Agree	No. of Responses
1. More food outlets	0%	10%	0%	50%	40%	10
2. Sports for females	0%	25%	50%	0%	25%	4
3. Car parking near campus	20%	0%	0%	20%	60%	5

<b>Services and Programs for Students</b>	Strongly Disagree				Strongly Agree		No. of Responses
<b><i>I am satisfied with the service or program...</i></b>							
1. Student services helpdesk	14%	0%	43%	29%	14%		7
2. Orientation activities	13%	25%	25%	13%	25%		8
3. On campus medical clinic	50%	10%	10%	10%	20%		10
4. Health advice available	57%	0%	14%	14%	14%		7
5. Scholarship and financial advice	29%	14%	43%	14%	0%		7
6. Career planning and advice	11%	33%	22%	22%	11%		9
7. Housing and accommodation advice and assistance	25%	50%	25%	0%	0%		4
8. Counselling services	17%	33%	17%	17%	17%		6
9. Disability support	25%	50%	25%	0%	0%		4
10. Sport programs, sport clubs and recreation activities	10%	0%	30%	40%	20%		10
11. Visual arts, performing arts and gallery activities	20%	20%	40%	20%	0%		5
12. Representation of student interests to the University	14%	0%	29%	57%	0%		7
13. Campaigns, information and resources to improve conditions for students	11%	0%	56%	22%	11%		9
14. Social activities, bands and competitions	0%	10%	40%	40%	10%		10
15. Clubs	0%	20%	20%	30%	30%		10
16. Quality of canteen/food service	27%	18%	18%	36%	0%		11
17. Prices at canteen/food service	55%	18%	18%	9%	0%		11
18. Retail outlets (shops, stationery, office supplies)	0%	36%	36%	18%	9%		11
19. Motorbike and bicycle parking	9%	9%	18%	45%	18%		11

<b><i>This service is important to me...</i></b>	Yes	No	No. of Responses	
1. Student services helpdesk	83%	17%	6	
2. Orientation activities	57%	43%	7	
3. On campus medical clinic	67%	33%	9	
4. Health advice available	56%	44%	9	
5. Scholarship and financial advice	29%	71%	7	
6. Career planning and advice	100%	0%	8	
7. Housing and accommodation advice and assistance	29%	71%	7	
8. Counselling services	67%	33%	6	
9. Disability support	29%	71%	7	
10. Sport programs, sport clubs and recreation activities	57%	43%	7	
11. Visual arts, performing arts and gallery activities	33%	67%	6	
12. Representation of student interests to the University	43%	57%	7	
13. Campaigns, information and resources to improve conditions for students	86%	14%	7	
14. Social activities, bands and competitions	75%	25%	8	
15. Clubs	88%	13%	8	
16. Quality of canteen/food service	88%	13%	8	
17. Prices at canteen/food service	88%	13%	8	
18. Retail outlets (shops, stationery, office supplies)	75%	25%	8	
19. Motorbike and bicycle parking	100%	0%	8	

<b>Outcomes</b>	Strongly Disagree				Strongly Agree		No. of Responses
1. As an RMIT graduate I will be highly employable	0%	18%	45%	18%	18%		11
2. RMIT generally responds well to student feedback	18%	27%	27%	27%	0%		11
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	27%	27%	9%	18%	18%		11

**Notes**

The % AGREE value is calculated by adding up all the items given Agree/Strongly Agree across all respondents. This is divided by the total number of items answered across all respondents. Blanks or N/As are excluded

Percentages represent the percentage of total valid responses per question, with the exception of the demographics section which represent the percentage of total responses.

Charts are rescaled on valid responses to total 100%.

An asterisk (\*) indicates a negatively worded question recoded to calculate % AGREE.

The sum of the percentages may be 99% or 101% in some cases due to rounding.

Valid responses exclude N/A and blank responses.