

STUDENT EXPERIENCE SURVEY - HE 2015

Centre of Communication and Design

Survey Population: 851
Respondents: 93
Response Rate: 10.9%

Demographics (% of total sample size)

Commencement Year

Pre 2010	0
2010	0
2011	0
2012	5
2013	9
2014	43
2015	36

Age

20 or less	55%
21-24	42%
25-34	2%
35-44	1%
45+	0%

Gender

Male	33%
Female	67%

Program Type

Bachelor degree	89%
Postgraduate (Coursework)	0%
Other	11%

Location

Hanoi	11%
Saigon South	88%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	44%
36 or more	56%

Disability

Yes	11%
No	88%

Last 2 Semesters of Program

Yes	40%
No	60%

Main Funds Source

Employment	2%
Cadetship	0%
Youth Allow/Austudy	0%
Family	92%
AusAid/IDP	0%
Home Government	1%
Scholarship	1%
Loan	1%
Savings	1%

Industry Placement

Education placement/Internship	
Yes	20%
No	75%
Industry-based project	
Yes	25%
No	70%
Clinical/Professional placement	
Yes	13%
No	77%
Assessed as part of program	
Yes	27%
No	40%

Rural Relocatee

Yes	19%
No	80%

Employment

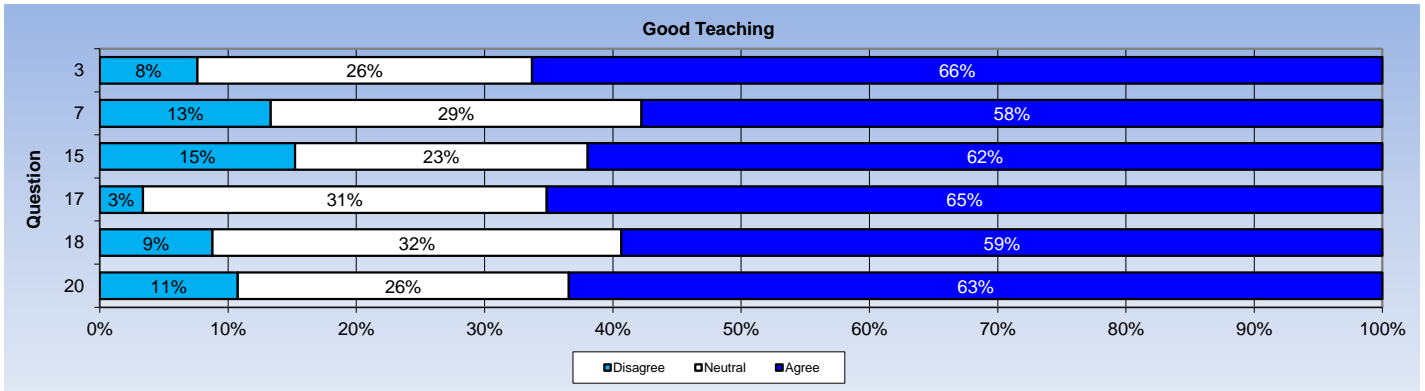
Part time (1-14 hrs)	16%
Part time (15-20 hrs)	6%
Part time (21-34 hrs)	5%
Full time (35+ hrs)	6%
Not at all	66%

Snapshot Scales 2015

Good Teaching Scale	62.3%
Generic Skills Scale	66.4%
Overall Satisfaction	59.8%

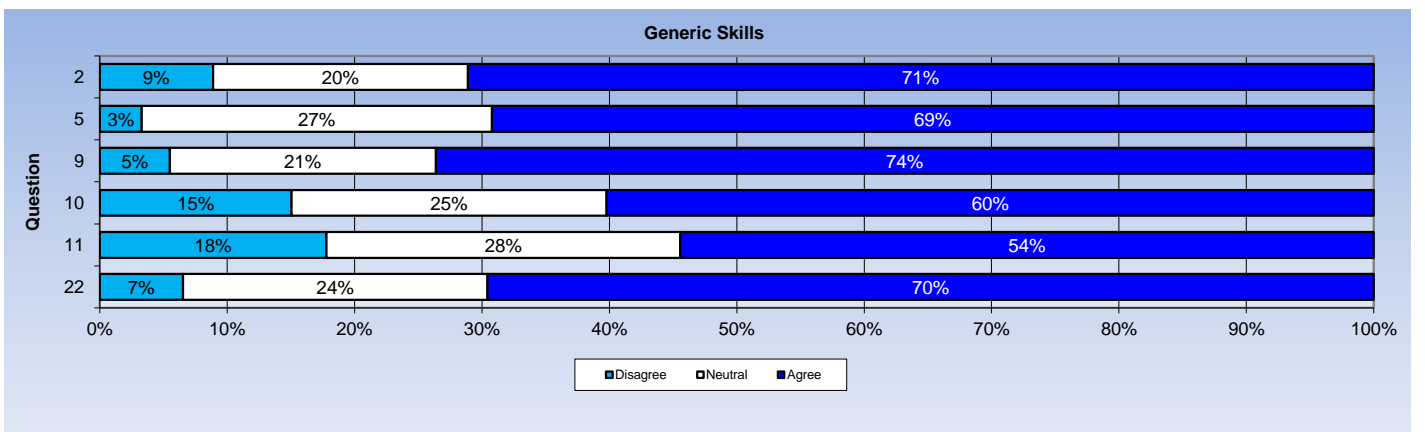
Good Teaching Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	62.3%					
3. The teaching staff of this program motivate me to do my best work	1%	7%	26%	38%	28%	92
7. The staff put a lot of time into commenting on my work	3%	10%	29%	39%	19%	90
15. The staff really tried to understand difficulties I might have with the work	3%	12%	23%	39%	23%	92
17. The teaching staff normally give me helpful feedback on how I am going	1%	2%	31%	43%	22%	89
18. My lecturers are extremely good at explaining things	1%	8%	32%	38%	21%	91
20. The teaching staff work hard to make their courses interesting	1%	10%	26%	30%	33%	93



Generic Skills Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	66.4%					
2. The program develops my problem-solving skills	1%	8%	20%	44%	27%	90
5. The program sharpens my analytic skills	0%	3%	27%	52%	18%	91
9. The program helps me develop my ability to work as a team member	4%	1%	21%	45%	29%	91
10. As a result of my program, I feel confident with unfamiliar problems	1%	14%	25%	45%	15%	93
11. The program improves my skills in written communication	2%	16%	28%	36%	19%	90
22. My program helps me develop the ability to plan my own work	2%	4%	24%	36%	34%	92



Overall

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	59.8%					
27. Overall, I am satisfied with the quality of this program	4%	3%	33%	40%	20%	92

Clear Goals and Standards Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	53.5%							
1. It was always easy to know the standard of work expected		5%	5%	28%	46%	15%	93	
6. I usually have a clear idea of where I am going and what is expected of me in this program		4%	14%	29%	45%	8%	93	
13. It was often hard to discover what is expected of me in this program (*)		12%	26%	38%	15%	8%	91	
24. The staff made it clear from the start what they expect from students		3%	6%	29%	42%	19%	93	

Appropriate Workload Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	26.3%							
4. The workload is too heavy (*)		4%	10%	43%	32%	11%	92	
14. I was generally given enough time to understand things I have to learn		8%	13%	29%	41%	10%	93	
21. There is a lot of pressure on me as a student in this program (*)		10%	15%	23%	35%	17%	92	
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		3%	11%	59%	17%	11%	76	

Appropriate Assessment Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	58.8%							
8. To do well in this program, all you really need is a good memory (*)		28%	26%	27%	13%	5%	92	
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		27%	34%	20%	11%	8%	91	
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	6%	27%	49%	18%	89	
19. Too many staff ask me questions just about facts (*)		15%	37%	34%	9%	6%	82	

Other

						Strongly Disagree	Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		23%	31%	24%	16%	5%	91	
26. It's easy for me to get the information I need about my program		2%	8%	38%	39%	13%	92	

Administration

	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	7%	17%	16%	34%	27%	89
2. I find it easy to check my enrolment status online	2%	2%	8%	33%	55%	93
3. I'd know what to do if I had a problem with my student administration	4%	8%	32%	35%	20%	93
4. RMIT effectively resolves any student administration issue I might have	6%	7%	30%	36%	22%	88
5. I could easily access information about my program options	2%	8%	20%	44%	26%	89
6. RMIT Vietnam deals fairly with complaints.	4%	15%	28%	38%	16%	80
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	13%	20%	13%	33%	22%	88

Learning Support

	Strongly Disagree				Strongly Agree	No. of Responses
Library - I am satisfied with...						
1. The Library's e-resources collection	1%	10%	10%	37%	41%	87
2. The Library's book collections	2%	5%	14%	32%	46%	91
3. The quality of service provided by Library staff	1%	1%	7%	44%	47%	90
4. The Library's facilities	1%	1%	17%	38%	43%	90
5. Library opening hours	7%	6%	16%	28%	44%	89

Computing Facilities - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	10%	9%	18%	40%	22%	89
2. Access to the specialist software that I require	8%	17%	23%	28%	23%	86
3. The availability of computer printers	14%	21%	28%	23%	14%	86
4. The standard of service from computing support staff	4%	14%	27%	35%	21%	78

Learning Support Services - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	1%	6%	37%	41%	15%	68
2. Language support	2%	9%	32%	38%	18%	65

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?	24%	25%	34%	1%	14%	1%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	1%	8%	24%	46%	22%	92
2. I am satisfied with my online course activities	4%	13%	28%	37%	18%	83
3. I find the online environment useful to communicate with my teachers outside of class	3%	7%	22%	48%	20%	86
4. I find the online environment useful to work with other students on group assignments outside of class	5%	11%	20%	44%	19%	88
5. I find the online environment helps me balance my studies with my work and home commitments	2%	10%	29%	43%	16%	89
6. I am satisfied with the Internet access provided by RMIT	12%	23%	22%	27%	15%	91

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	2%	12%	25%	42%	19%	91
2. Opportunities to work with other students in my program	2%	7%	26%	42%	23%	90
3. Contact with students in other programs	7%	18%	25%	36%	14%	87
Campus Life and Environment					Strongly Agree	No. of Responses
1. At RMIT there are enough activities to develop my skills outside of my program	8%	7%	21%	41%	23%	87
2. The RMIT campus is a good place to spend time outside of class	6%	8%	19%	47%	21%	90
3. RMIT is friendly to people from all backgrounds	6%	7%	20%	41%	27%	90
4. I feel personally safe on campus	3%	2%	10%	43%	41%	90
5. I am treated fairly at RMIT	5%	2%	18%	43%	32%	88
6. I can balance my studies with my work and home commitments	5%	7%	30%	40%	19%	91
Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	5%	4%	14%	44%	32%	93
2. Lecture theatres	6%	2%	13%	49%	30%	86
3. Laboratories	6%	3%	24%	41%	26%	78
4. Toilets	4%	9%	12%	33%	42%	93
5. Lifts	4%	8%	20%	40%	28%	92
6. Computer labs	11%	10%	11%	44%	23%	90
7. Computer student access labs	8%	13%	18%	38%	23%	87
8. Student accommodations	10%	7%	22%	36%	25%	69
9. Canteen/food service areas	9%	10%	22%	38%	21%	90
Use of Campus Services	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.		
1. Learning skills unit	33%	54%	11%	2%	89	
2. Career planning and advice	27%	57%	10%	6%	89	
3. Student advisors	30%	48%	18%	3%	89	
Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	86%	0%	7%	2%	5%	91
2. I prefer to travel to my campus by...	62%	2%	24%	4%	8%	91
Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	0%	3%	15%	29%	53%	87
2. Sports for females	1%	7%	28%	24%	40%	72
3. Car parking near campus	1%	3%	22%	17%	57%	69

Services and Programs for Students					Strongly Agree	No. of Responses
<i>I am satisfied with the service or program...</i>	Strongly Disagree					
1. Student services helpdesk	3%	11%	13%	51%	21%	70
2. Orientation activities	3%	4%	26%	48%	19%	77
3. On campus medical clinic	8%	17%	12%	45%	18%	65
4. Health advice available	11%	13%	20%	38%	20%	56
5. Scholarship and financial advice	9%	16%	23%	32%	21%	57
6. Career planning and advice	7%	7%	24%	42%	20%	59
7. Housing and accommodation advice and assistance	10%	10%	28%	36%	15%	39
8. Counselling services	4%	6%	18%	46%	26%	50
9. Disability support	11%	8%	16%	41%	24%	37
10. Sport programs, sport clubs and recreation activities	6%	6%	11%	41%	36%	70
11. Visual arts, performing arts and gallery activities	3%	13%	19%	35%	29%	68
12. Representation of student interests to the University	7%	7%	22%	46%	19%	59
13. Campaigns, information and resources to improve conditions for students	8%	9%	17%	42%	25%	65
14. Social activities, bands and competitions	3%	9%	21%	44%	24%	68
15. Clubs	7%	5%	18%	42%	28%	74
16. Quality of canteen/food service	7%	7%	21%	43%	23%	87
17. Prices at canteen/food service	13%	22%	22%	30%	13%	86
18. Retail outlets (shops, stationery, office supplies)	7%	9%	30%	38%	15%	86
19. Motorbike and bicycle parking	12%	2%	19%	46%	20%	84

<i>This service is important to me...</i>	Yes	No	No. of Responses
1. Student services helpdesk	81%	19%	74
2. Orientation activities	68%	32%	74
3. On campus medical clinic	70%	30%	71
4. Health advice available	69%	31%	68
5. Scholarship and financial advice	73%	27%	70
6. Career planning and advice	84%	16%	68
7. Housing and accommodation advice and assistance	38%	62%	65
8. Counselling services	64%	36%	66
9. Disability support	38%	62%	68
10. Sport programs, sport clubs and recreation activities	66%	34%	70
11. Visual arts, performing arts and gallery activities	84%	16%	68
12. Representation of student interests to the University	61%	39%	67
13. Campaigns, information and resources to improve conditions for students	75%	25%	68
14. Social activities, bands and competitions	73%	27%	67
15. Clubs	74%	26%	70
16. Quality of canteen/food service	97%	3%	70
17. Prices at canteen/food service	96%	4%	70
18. Retail outlets (shops, stationery, office supplies)	90%	10%	70
19. Motorbike and bicycle parking	89%	11%	73

Outcomes					Strongly Agree	No. of Responses
1. As an RMIT graduate I will be highly employable	3%	10%	27%	36%	23%	77
2. RMIT generally responds well to student feedback	9%	4%	31%	40%	17%	81
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	14%	8%	26%	28%	24%	78

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.