

STUDENT EXPERIENCE SURVEY - HE

2015

630H-Management

Survey Population: 250
Respondents: 21
Response Rate: 8.4%

Demographics (% of total sample size)

Commencement Year

Pre 2010	0
2010	0
2011	0
2012	0
2013	0
2014	5
2015	16

Age

20 or less	76%
21-24	24%
25-34	0%
35-44	0%
45+	0%

Gender

Male	29%
Female	71%

Program Type

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

Location

Hanoi	24%
Saigon South	76%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	19%
36 or more	81%

Disability

Yes	5%
No	95%

Last 2 Semesters of Program

Yes	5%
No	95%

Main Funds Source

Employment	0%
Cadetship	0%
Youth Allow/Austudy	0%
Family	95%
AusAid/IDP	0%
Home Government	0%
Scholarship	0%
Loan	0%
Savings	5%

Industry Placement

Education placement/Internship	
Yes	10%
No	90%
Industry-based project	
Yes	24%
No	76%
Clinical/Professional placement	
Yes	14%
No	86%

Rural Relocatee

Yes	19%
No	81%

Employment

Part time (1-14 hrs)	19%
Part time (15-20 hrs)	14%
Part time (21-34 hrs)	5%
Full time (35+ hrs)	0%
Not at all	62%

Assessed as part of program

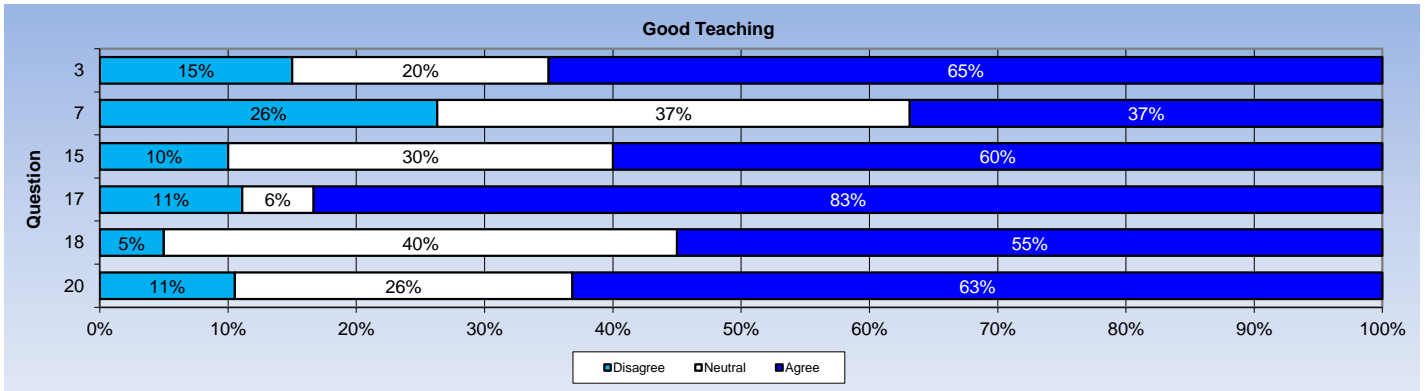
Yes	14%
No	48%

Snapshot Scales 2015

Good Teaching Scale	60.3%
Generic Skills Scale	54.2%
Overall Satisfaction	31.6%

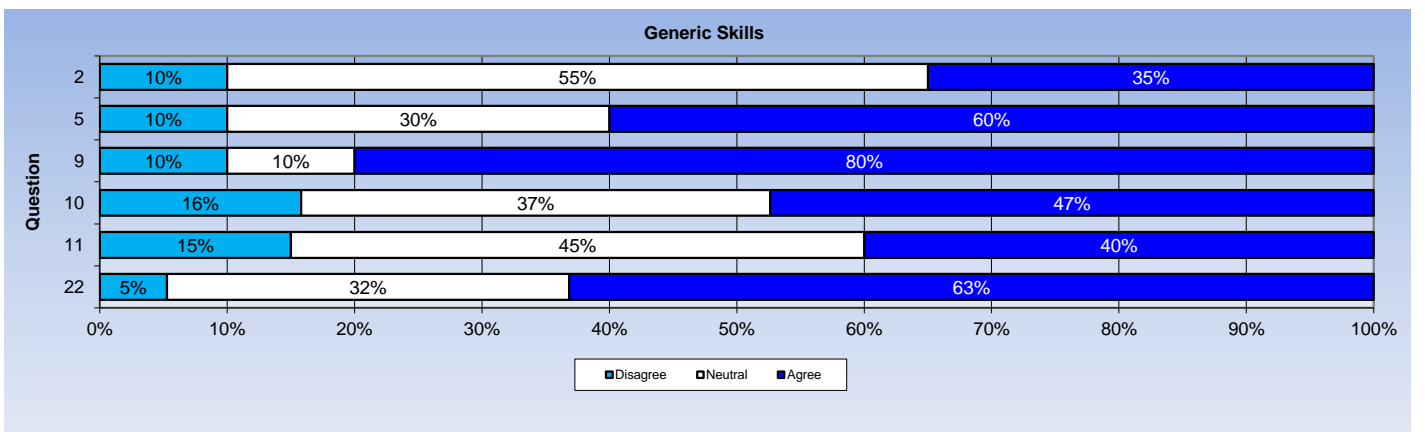
Good Teaching Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	60.3%					
3. The teaching staff of this program motivate me to do my best work	5%	10%	20%	40%	25%	20
7. The staff put a lot of time into commenting on my work	5%	21%	37%	21%	16%	19
15. The staff really tried to understand difficulties I might have with the work	5%	5%	30%	35%	25%	20
17. The teaching staff normally give me helpful feedback on how I am going	0%	11%	6%	78%	6%	18
18. My lecturers are extremely good at explaining things	0%	5%	40%	40%	15%	20
20. The teaching staff work hard to make their courses interesting	11%	0%	26%	42%	21%	19



Generic Skills Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	54.2%					
2. The program develops my problem-solving skills	0%	10%	55%	30%	5%	20
5. The program sharpens my analytic skills	0%	10%	30%	55%	5%	20
9. The program helps me develop my ability to work as a team member	5%	5%	10%	40%	40%	20
10. As a result of my program, I feel confident with unfamiliar problems	11%	5%	37%	42%	5%	19
11. The program improves my skills in written communication	5%	10%	45%	30%	10%	20
22. My program helps me develop the ability to plan my own work	5%	0%	32%	47%	16%	19



Overall

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	31.6%					
27. Overall, I am satisfied with the quality of this program	0%	5%	63%	21%	11%	19

Clear Goals and Standards Scale

	% AGREE					No. of	
	43.0%	Strongly Disagree				Strongly Agree Responses	
1. It was always easy to know the standard of work expected		0%	15%	45%	40%	0%	20
6. I usually have a clear idea of where I am going and what is expected of me in this program		5%	20%	40%	35%	0%	20
13. It was often hard to discover what is expected of me in this program (*)		11%	26%	37%	16%	11%	19
24. The staff made it clear from the start what they expect from students		0%	20%	20%	45%	15%	20

Appropriate Workload Scale

	% AGREE					No. of	
	22.2%	Strongly Disagree				Strongly Agree Responses	
4. The workload is too heavy (*)		5%	5%	48%	19%	24%	21
14. I was generally given enough time to understand things I have to learn		5%	5%	45%	40%	5%	20
21. There is a lot of pressure on me as a student in this program (*)		0%	20%	40%	25%	15%	20
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		0%	15%	50%	35%	0%	20

Appropriate Assessment Scale

	% AGREE					No. of	
	45.9%	Strongly Disagree				Strongly Agree Responses	
8. To do well in this program, all you really need is a good memory (*)		22%	17%	33%	17%	11%	18
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		16%	47%	11%	16%	11%	19
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	6%	50%	6%	39%	18
19. Too many staff ask me questions just about facts (*)		11%	26%	47%	16%	0%	19

Other

						No. of	
		Strongly Disagree				Strongly Agree Responses	
25. Teaching staff can be hard to contact		40%	30%	25%	0%	5%	20
26. It's easy for me to get the information I need about my program		0%	10%	15%	55%	20%	20

Section Two - Campus Life

630H-Management

2015

Administration

	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	14%	24%	29%	19%	14%	21
2. I find it easy to check my enrolment status online	0%	5%	19%	43%	33%	21
3. I'd know what to do if I had a problem with my student administration	0%	14%	33%	29%	24%	21
4. RMIT effectively resolves any student administration issue I might have	0%	5%	45%	35%	15%	20
5. I could easily access information about my program options	0%	0%	33%	38%	29%	21
6. RMIT Vietnam deals fairly with complaints.	10%	5%	55%	25%	5%	20
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	0%	33%	19%	33%	14%	21

Learning Support

	Strongly Disagree				Strongly Agree	No. of Responses
Library - I am satisfied with...						
1. The Library's e-resources collection	0%	16%	32%	26%	26%	19
2. The Library's book collections	0%	5%	37%	37%	21%	19
3. The quality of service provided by Library staff	0%	0%	26%	47%	26%	19
4. The Library's facilities	0%	5%	20%	50%	25%	20
5. Library opening hours	5%	0%	21%	42%	32%	19

Computing Facilities - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	11%	32%	21%	26%	11%	19
2. Access to the specialist software that I require	5%	5%	37%	37%	16%	19
3. The availability of computer printers	15%	25%	15%	35%	10%	20
4. The standard of service from computing support staff	6%	11%	28%	39%	17%	18

Learning Support Services - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	0%	12%	29%	53%	6%	17
2. Language support	0%	6%	41%	53%	0%	17

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?	44%	31%	13%	6%	6%	0%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	5%	5%	35%	35%	20%	20
2. I am satisfied with my online course activities	11%	11%	37%	32%	11%	19
3. I find the online environment useful to communicate with my teachers outside of class	0%	11%	37%	42%	11%	19
4. I find the online environment useful to work with other students on group assignments outside of class	0%	5%	25%	45%	25%	20
5. I find the online environment helps me balance my studies with my work and home commitments	0%	11%	28%	56%	6%	18
6. I am satisfied with the Internet access provided by RMIT	20%	5%	35%	35%	5%	20

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	0%	11%	37%	42%	11%	19
2. Opportunities to work with other students in my program	0%	0%	22%	67%	11%	18
3. Contact with students in other programs	6%	6%	33%	33%	22%	18

Campus Life and Environment					Strongly Agree	No. of Responses
1. At RMIT there are enough activities to develop my skills outside of my program	0%	5%	30%	55%	10%	20
2. The RMIT campus is a good place to spend time outside of class	0%	5%	30%	50%	15%	20
3. RMIT is friendly to people from all backgrounds	0%	10%	25%	50%	15%	20
4. I feel personally safe on campus	0%	15%	10%	40%	35%	20
5. I am treated fairly at RMIT	5%	0%	20%	45%	30%	20
6. I can balance my studies with my work and home commitments	10%	0%	45%	40%	5%	20

Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	0%	5%	20%	50%	25%	20
2. Lecture theatres	0%	0%	16%	58%	26%	19
3. Laboratories	0%	13%	13%	60%	13%	15
4. Toilets	10%	0%	20%	40%	30%	20
5. Lifts	5%	0%	30%	50%	15%	20
6. Computer labs	0%	15%	25%	50%	10%	20
7. Computer student access labs	0%	11%	33%	44%	11%	18
8. Student accommodations	6%	6%	35%	41%	12%	17
9. Canteen/food service areas	11%	11%	39%	39%	0%	18

Use of Campus Services	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.	No. of Responses
1. Learning skills unit	60%	30%	0%	10%	20
2. Career planning and advice	30%	50%	15%	5%	20
3. Student advisors	40%	40%	15%	5%	20

Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	90%	5%	0%	5%	0%	21
2. I prefer to travel to my campus by...	76%	0%	10%	10%	5%	21

Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	0%	0%	14%	33%	52%	21
2. Sports for females	0%	6%	22%	33%	39%	18
3. Car parking near campus	6%	12%	6%	35%	41%	17

Services and Programs for Students

	Strongly Disagree				Strongly Agree		No. of Responses
I am satisfied with the service or program...							
1. Student services helpdesk	0%	0%	27%	67%	7%		15
2. Orientation activities	0%	6%	31%	63%	0%		16
3. On campus medical clinic	7%	7%	21%	29%	36%		14
4. Health advice available	8%	8%	33%	17%	33%		12
5. Scholarship and financial advice	0%	20%	30%	30%	20%		10
6. Career planning and advice	0%	11%	22%	44%	22%		9
7. Housing and accommodation advice and assistance	0%	14%	14%	43%	29%		7
8. Counselling services	0%	13%	25%	38%	25%		8
9. Disability support	0%	0%	40%	20%	40%		5
10. Sport programs, sport clubs and recreation activities	0%	0%	27%	40%	33%		15
11. Visual arts, performing arts and gallery activities	0%	0%	33%	58%	8%		12
12. Representation of student interests to the University	18%	0%	27%	55%	0%		11
13. Campaigns, information and resources to improve conditions for students	6%	12%	41%	35%	6%		17
14. Social activities, bands and competitions	14%	0%	29%	36%	21%		14
15. Clubs	5%	0%	21%	42%	32%		19
16. Quality of canteen/food service	17%	6%	22%	50%	6%		18
17. Prices at canteen/food service	16%	37%	26%	16%	5%		19
18. Retail outlets (shops, stationery, office supplies)	5%	16%	32%	37%	11%		19
19. Motorbike and bicycle parking	11%	21%	32%	32%	5%		19

This service is important to me...

	Yes	No	No. of Responses	
1. Student services helpdesk	88%	13%	16	
2. Orientation activities	57%	43%	14	
3. On campus medical clinic	69%	31%	13	
4. Health advice available	67%	33%	12	
5. Scholarship and financial advice	69%	31%	13	
6. Career planning and advice	93%	7%	14	
7. Housing and accommodation advice and assistance	33%	67%	12	
8. Counselling services	58%	42%	12	
9. Disability support	25%	75%	12	
10. Sport programs, sport clubs and recreation activities	77%	23%	13	
11. Visual arts, performing arts and gallery activities	38%	62%	13	
12. Representation of student interests to the University	38%	62%	13	
13. Campaigns, information and resources to improve conditions for students	85%	15%	13	
14. Social activities, bands and competitions	73%	27%	11	
15. Clubs	85%	15%	13	
16. Quality of canteen/food service	88%	13%	16	
17. Prices at canteen/food service	88%	13%	16	
18. Retail outlets (shops, stationery, office supplies)	93%	7%	15	
19. Motorbike and bicycle parking	82%	18%	17	

Outcomes

	Strongly Disagree				Strongly Agree		No. of Responses
1. As an RMIT graduate I will be highly employable	5%	11%	26%	37%	21%		19
2. RMIT generally responds well to student feedback	15%	5%	35%	40%	5%		20
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	0%	22%	44%	28%	6%		18

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.