

STUDENT EXPERIENCE SURVEY - HE

2015

RMIT Vietnam	Survey Population: 3,448 Respondents: 304 Response Rate: 8.8%
--------------	---

Demographics (% of total sample size)

Commencement Year

Pre 2010	0
2010	0
2011	3
2012	12
2013	51
2014	115
2015	123

Age

20 or less	48%
21-24	44%
25-34	7%
35-44	1%
45+	0%

Gender

Male	45%
Female	55%

Program Type

Bachelor degree	78%
Postgraduate (Coursework)	4%
Other	17%

Location

Hanoi	13%
Saigon South	86%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	43%
36 or more	57%

Disability

Yes	8%
No	90%

Last 2 Semesters of Program

Yes	42%
No	57%

Main Funds Source

Employment	4%
Cadetship	0%
Youth Allow/Austudy	0%
Family	90%
AusAid/IDP	0%
Home Government	0%
Scholarship	1%
Loan	1%
Savings	2%

Industry Placement

Education placement/Internship	
Yes	19%
No	78%
Industry-based project	
Yes	22%
No	72%
Clinical/Professional placement	
Yes	11%
No	81%
Assessed as part of program	
Yes	21%
No	41%

Rural Relocatee

Yes	24%
No	74%

Employment

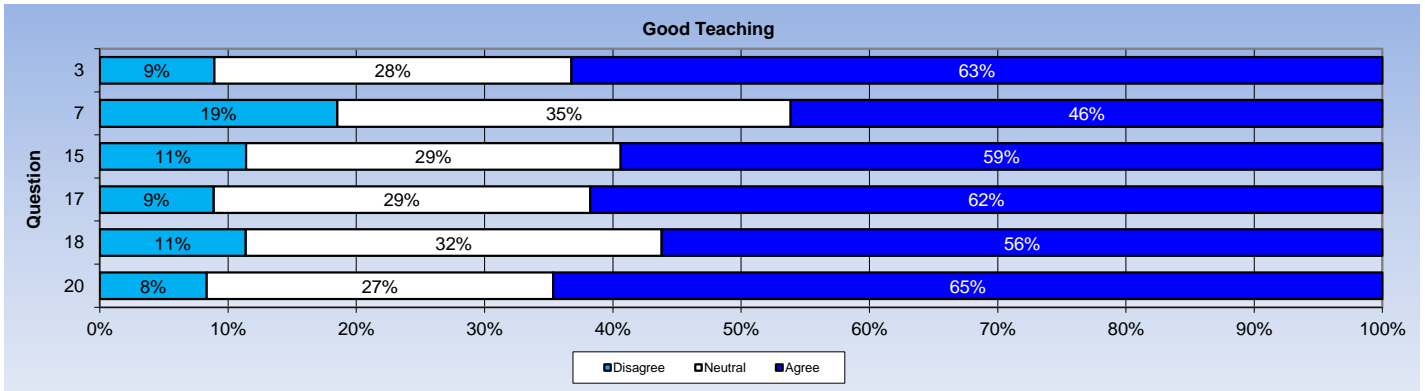
Part time (1-14 hrs)	15%
Part time (15-20 hrs)	8%
Part time (21-34 hrs)	5%
Full time (35+ hrs)	8%
Not at all	64%

Snapshot Scales 2015

Good Teaching Scale	58.6%
Generic Skills Scale	63.0%
Overall Satisfaction	59.4%

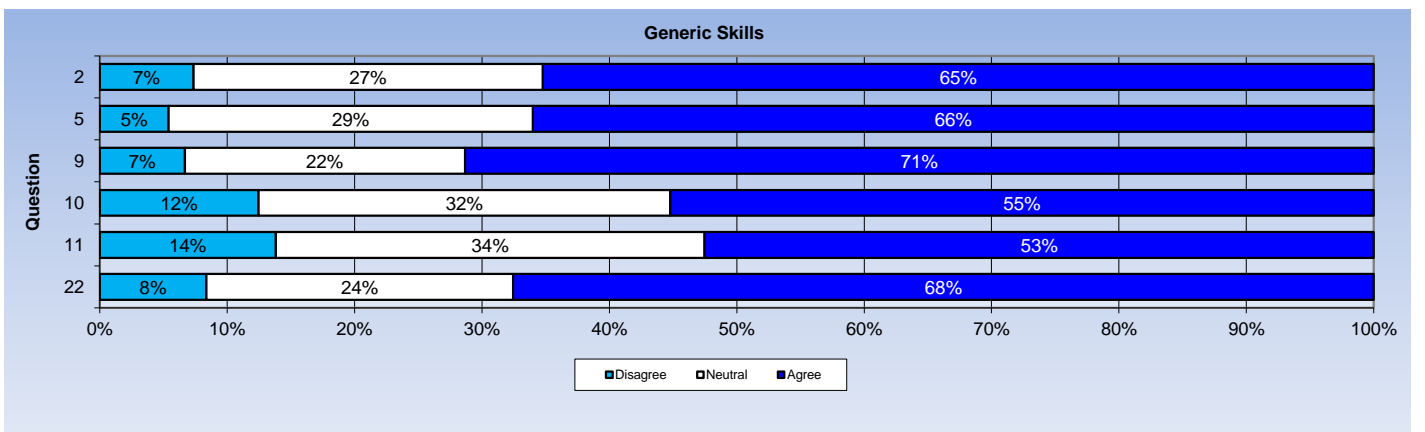
Good Teaching Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	58.6%					
3. The teaching staff of this program motivate me to do my best work	3%	6%	28%	43%	20%	302
7. The staff put a lot of time into commenting on my work	4%	14%	35%	32%	14%	297
15. The staff really tried to understand difficulties I might have with the work	4%	8%	29%	43%	16%	298
17. The teaching staff normally give me helpful feedback on how I am going	2%	7%	29%	46%	16%	293
18. My lecturers are extremely good at explaining things	1%	10%	32%	38%	18%	299
20. The teaching staff work hard to make their courses interesting	2%	6%	27%	39%	25%	300



Generic Skills Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	63.0%					
2. The program develops my problem-solving skills	1%	7%	27%	43%	22%	299
5. The program sharpens my analytic skills	0%	5%	29%	50%	16%	297
9. The program helps me develop my ability to work as a team member	2%	4%	22%	42%	29%	300
10. As a result of my program, I feel confident with unfamiliar problems	2%	11%	32%	44%	11%	297
11. The program improves my skills in written communication	2%	12%	34%	36%	17%	297
22. My program helps me develop the ability to plan my own work	2%	6%	24%	45%	23%	299



Overall

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	59.4%					
27. Overall, I am satisfied with the quality of this program	3%	7%	30%	45%	15%	298

Clear Goals and Standards Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	50.9%							
1. It was always easy to know the standard of work expected		3%	9%	31%	45%	12%	301	
6. I usually have a clear idea of where I am going and what is expected of me in this program		3%	14%	32%	44%	9%	301	
13. It was often hard to discover what is expected of me in this program (*)		7%	27%	35%	23%	7%	295	
24. The staff made it clear from the start what they expect from students		1%	9%	30%	44%	16%	301	

Appropriate Workload Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	26.6%							
4. The workload is too heavy (*)		4%	11%	42%	28%	15%	299	
14. I was generally given enough time to understand things I have to learn		5%	10%	29%	46%	10%	298	
21. There is a lot of pressure on me as a student in this program (*)		6%	14%	28%	33%	19%	298	
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		3%	11%	48%	28%	9%	273	

Appropriate Assessment Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	47.8%							
8. To do well in this program, all you really need is a good memory (*)		17%	24%	27%	23%	9%	297	
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		18%	31%	25%	19%	7%	295	
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	4%	32%	45%	18%	290	
19. Too many staff ask me questions just about facts (*)		13%	26%	40%	16%	5%	280	

Other

						Strongly Disagree	Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		19%	35%	24%	15%	7%	294	
26. It's easy for me to get the information I need about my program		1%	8%	31%	44%	15%	296	

Section Two - Campus Life

RMIT Vietnam

2015

Administration

	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	5%	13%	24%	34%	24%	285
2. I find it easy to check my enrolment status online	1%	2%	13%	43%	41%	298
3. I'd know what to do if I had a problem with my student administration	3%	8%	29%	40%	20%	295
4. RMIT effectively resolves any student administration issue I might have	4%	9%	32%	38%	17%	278
5. I could easily access information about my program options	1%	5%	24%	45%	26%	292
6. RMIT Vietnam deals fairly with complaints.	4%	16%	35%	32%	12%	257
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	8%	18%	23%	35%	17%	284

Learning Support

	Strongly Disagree				Strongly Agree	No. of Responses
Library - I am satisfied with...						
1. The Library's e-resources collection	1%	6%	19%	39%	34%	278
2. The Library's book collections	1%	5%	19%	40%	35%	288
3. The quality of service provided by Library staff	0%	2%	15%	46%	36%	285
4. The Library's facilities	1%	2%	18%	41%	39%	288
5. Library opening hours	3%	6%	17%	40%	34%	289

Computing Facilities - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	7%	12%	21%	38%	22%	289
2. Access to the specialist software that I require	4%	11%	29%	33%	22%	275
3. The availability of computer printers	11%	19%	27%	30%	14%	283
4. The standard of service from computing support staff	3%	12%	28%	36%	20%	266

Learning Support Services - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	3%	7%	30%	43%	18%	244
2. Language support	3%	6%	34%	38%	19%	234

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?	43%	26%	21%	2%	7%	0%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	1%	5%	26%	45%	22%	293
2. I am satisfied with my online course activities	3%	9%	32%	40%	17%	278
3. I find the online environment useful to communicate with my teachers outside of class	3%	9%	30%	40%	18%	282
4. I find the online environment useful to work with other students on group assignments outside of class	3%	11%	23%	43%	20%	287
5. I find the online environment helps me balance my studies with my work and home commitments	2%	10%	30%	41%	17%	280
6. I am satisfied with the Internet access provided by RMIT	16%	16%	24%	31%	14%	293

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	3%	9%	29%	45%	15%	289
2. Opportunities to work with other students in my program	1%	5%	22%	53%	19%	287
3. Contact with students in other programs	6%	14%	29%	38%	13%	282
Campus Life and Environment					Strongly Agree	No. of Responses
1. At RMIT there are enough activities to develop my skills outside of my program	4%	7%	23%	46%	20%	279
2. The RMIT campus is a good place to spend time outside of class	4%	7%	22%	47%	21%	287
3. RMIT is friendly to people from all backgrounds	2%	5%	23%	47%	23%	289
4. I feel personally safe on campus	1%	4%	16%	45%	35%	292
5. I am treated fairly at RMIT	3%	2%	20%	48%	26%	288
6. I can balance my studies with my work and home commitments	4%	5%	31%	44%	17%	287
Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	3%	3%	16%	49%	30%	294
2. Lecture theatres	4%	2%	16%	50%	28%	281
3. Laboratories	3%	3%	28%	43%	23%	257
4. Toilets	5%	10%	15%	37%	32%	294
5. Lifts	4%	9%	21%	42%	23%	289
6. Computer labs	6%	8%	20%	45%	21%	289
7. Computer student access labs	6%	9%	23%	40%	22%	279
8. Student accommodations	7%	9%	24%	38%	22%	221
9. Canteen/food service areas	7%	9%	22%	41%	19%	285
Use of Campus Services	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.		
1. Learning skills unit	47%	45%	7%	2%	291	
2. Career planning and advice	32%	49%	15%	4%	291	
3. Student advisors	38%	42%	16%	3%	291	
Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	82%	1%	6%	4%	7%	294
2. I prefer to travel to my campus by...	61%	3%	22%	9%	6%	294
Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	2%	5%	14%	29%	51%	279
2. Sports for females	2%	5%	29%	28%	36%	217
3. Car parking near campus	5%	5%	19%	21%	50%	221

Services and Programs for Students

	Strongly Disagree				Strongly Agree		No. of Responses
<i>I am satisfied with the service or program...</i>							
1. Student services helpdesk	2%	6%	21%	55%	16%		239
2. Orientation activities	3%	6%	30%	43%	18%		237
3. On campus medical clinic	12%	12%	20%	37%	19%		204
4. Health advice available	13%	11%	24%	35%	18%		178
5. Scholarship and financial advice	7%	11%	33%	31%	18%		174
6. Career planning and advice	4%	7%	24%	43%	22%		193
7. Housing and accommodation advice and assistance	5%	11%	34%	34%	18%		131
8. Counselling services	2%	7%	26%	39%	26%		164
9. Disability support	5%	6%	39%	31%	20%		121
10. Sport programs, sport clubs and recreation activities	4%	4%	20%	43%	30%		220
11. Visual arts, performing arts and gallery activities	2%	8%	29%	37%	25%		175
12. Representation of student interests to the University	5%	6%	28%	43%	19%		181
13. Campaigns, information and resources to improve conditions for students	4%	7%	26%	44%	19%		216
14. Social activities, bands and competitions	3%	5%	24%	45%	23%		206
15. Clubs	3%	4%	23%	42%	28%		243
16. Quality of canteen/food service	8%	8%	26%	40%	18%		274
17. Prices at canteen/food service	13%	22%	28%	24%	13%		275
18. Retail outlets (shops, stationery, office supplies)	5%	11%	30%	38%	16%		264
19. Motorbike and bicycle parking	7%	7%	21%	42%	22%		269

This service is important to me...

	Yes	No	No. of Responses
1. Student services helpdesk	81%	19%	213
2. Orientation activities	61%	39%	203
3. On campus medical clinic	72%	28%	202
4. Health advice available	68%	32%	197
5. Scholarship and financial advice	69%	31%	196
6. Career planning and advice	82%	18%	198
7. Housing and accommodation advice and assistance	36%	64%	184
8. Counselling services	63%	37%	191
9. Disability support	39%	61%	189
10. Sport programs, sport clubs and recreation activities	70%	30%	195
11. Visual arts, performing arts and gallery activities	56%	44%	192
12. Representation of student interests to the University	58%	42%	194
13. Campaigns, information and resources to improve conditions for students	79%	21%	196
14. Social activities, bands and competitions	69%	31%	191
15. Clubs	75%	25%	200
16. Quality of canteen/food service	91%	9%	204
17. Prices at canteen/food service	91%	9%	204
18. Retail outlets (shops, stationery, office supplies)	83%	17%	202
19. Motorbike and bicycle parking	84%	16%	207

Outcomes

	Strongly Disagree				Strongly Agree		No. of Responses
1. As an RMIT graduate I will be highly employable	3%	9%	33%	35%	20%		261
2. RMIT generally responds well to student feedback	8%	10%	31%	37%	14%		264
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	8%	11%	33%	30%	18%		257

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.