

# STUDENT EXPERIENCE SURVEY - HE

## 2016

Centre of Commerce and Management

Survey Population: 2,046

Respondents: 434

Response Rate: 21.2%

### Demographics (% of total sample size)

#### Commencement Year

Pre 2011	0
2011	1
2012	4
2013	19
2014	80
2015	184
2016	146

#### Age

20 or less	57%
21-24	38%
25-34	5%
35-44	0%
45+	0%

#### Gender

Male	38%
Female	62%

#### Program Type

Bachelor degree	93%
Postgraduate (Coursework)	0%
Other	7%

#### Location

Hanoi	21%
Saigon South	77%

#### LOTE

Yes	100%
No	0%

#### Credit Points Taken

24 or fewer	35%
36 or more	65%

#### Disability

Yes	13%
No	85%

#### Last 2 Semesters of Program

Yes	36%
No	62%

#### Main Funds Source

Employment	5%
Cadetship	0%
Youth Allow/Austudy	0%
Family	87%
AusAid/IDP	0%
Home Government	0%
Scholarship	1%
Loan	0%
Savings	3%

#### Industry Placement

<b>Education placement/Internship</b>	
Yes	20%
No	76%
<b>Industry-based project</b>	
Yes	27%
No	68%
<b>Clinical/Professional placement</b>	
Yes	14%
No	79%
<b>Assessed as part of program</b>	
Yes	23%
No	46%

#### Rural Relocatee

Yes	23%
No	76%

#### Employment

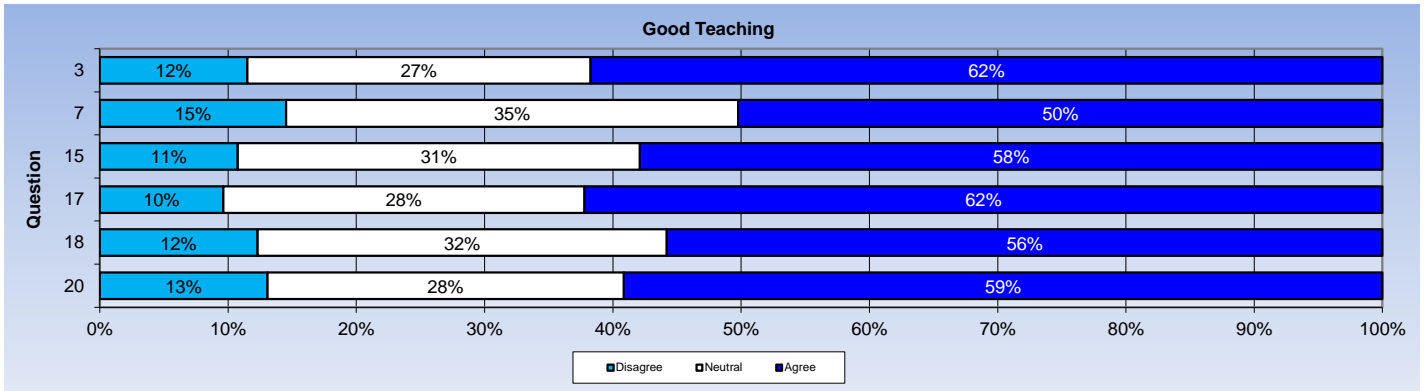
Part time (1-14 hrs)	20%
Part time (15-20 hrs)	7%
Part time (21-34 hrs)	3%
Full time (35+ hrs)	4%
Not at all	66%

#### Snapshot Scales 2016

Good Teaching Scale	57.9%
Generic Skills Scale	63.6%
Overall Satisfaction	62.0%

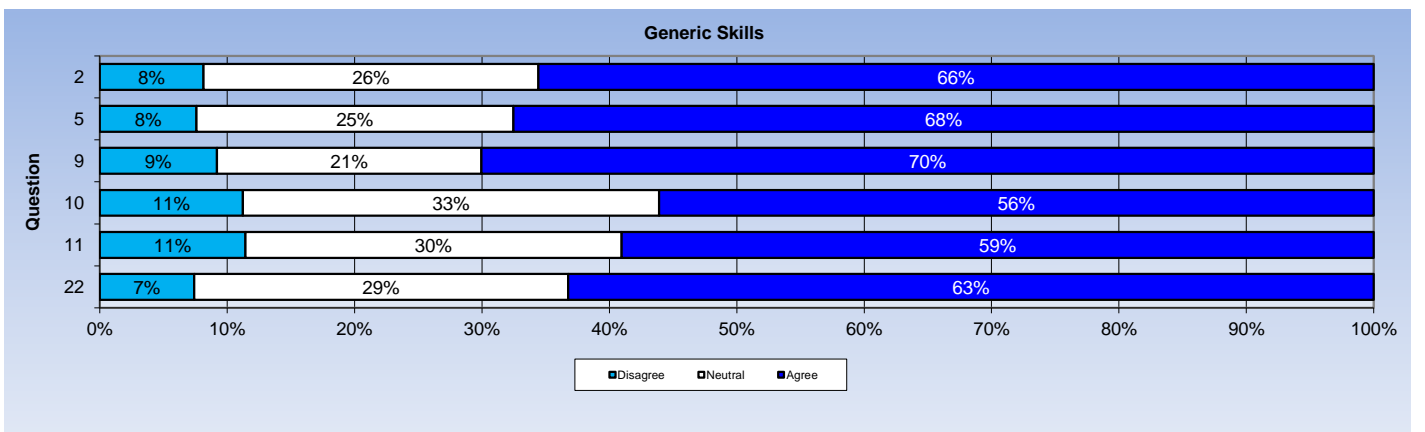
**Good Teaching Scale**

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	<b>57.9%</b>					
3. The teaching staff of this program motivate me to do my best work	1%	11%	27%	42%	20%	426
7. The staff put a lot of time into commenting on my work	3%	12%	35%	38%	12%	420
15. The staff really tried to understand difficulties I might have with the work	3%	8%	31%	39%	19%	418
17. The teaching staff normally give me helpful feedback on how I am going	2%	8%	28%	41%	21%	426
18. My lecturers are extremely good at explaining things	4%	8%	32%	39%	17%	423
20. The teaching staff work hard to make their courses interesting	2%	11%	28%	39%	20%	421



**Generic Skills Scale**

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	<b>63.6%</b>					
2. The program develops my problem-solving skills	2%	7%	26%	48%	17%	430
5. The program sharpens my analytic skills	0%	7%	25%	50%	17%	422
9. The program helps me develop my ability to work as a team member	2%	7%	21%	42%	28%	424
10. As a result of my program, I feel confident with unfamiliar problems	2%	9%	33%	43%	13%	410
11. The program improves my skills in written communication	1%	10%	30%	41%	18%	420
22. My program helps me develop the ability to plan my own work	1%	6%	29%	44%	20%	419



**Overall**

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	<b>62.0%</b>					
27. Overall, I am satisfied with the quality of this program	2%	8%	28%	46%	16%	426

**Clear Goals and Standards Scale**

	% AGREE 44.5%	Strongly Disagree				Strongly Agree	No. of Responses
1. It was always easy to know the standard of work expected		2%	11%	36%	40%	12%	423
6. I usually have a clear idea of where I am going and what is expected of me in this program		3%	15%	34%	38%	10%	418
13. It was often hard to discover what is expected of me in this program ( * )		4%	20%	38%	25%	13%	418
24. The staff made it clear from the start what they expect from students		4%	10%	32%	37%	17%	421

**Appropriate Workload Scale**

	% AGREE 24.1%	Strongly Disagree				Strongly Agree	No. of Responses
4. The workload is too heavy ( * )		1%	14%	47%	28%	10%	423
14. I was generally given enough time to understand things I have to learn		2%	11%	36%	41%	10%	418
21. There is a lot of pressure on me as a student in this program ( * )		2%	15%	34%	32%	16%	410
23. The sheer volume of work to be got through in this program means that it can't all be comprehended ( * )		2%	10%	50%	27%	11%	374

**Appropriate Assessment Scale**

	% AGREE 39.9%	Strongly Disagree				Strongly Agree	No. of Responses
8. To do well in this program, all you really need is a good memory ( * )		8%	22%	32%	22%	15%	419
12. The staff seem more interested in testing what I have memorised than what I have understood ( * )		8%	24%	37%	21%	10%	411
16. The assessment methods employed in this program require an in-depth understanding of the program content		2%	7%	26%	45%	21%	415
19. Too many staff ask me questions just about facts ( * )		7%	24%	41%	21%	7%	388

**Other**

		Strongly Disagree				Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		16%	32%	27%	16%	8%	407
26. It's easy for me to get the information I need about my program		3%	10%	29%	44%	15%	420

<b>Administration</b>	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	7%	17%	26%	30%	20%	422
2. I find it easy to check my enrolment status online	2%	10%	20%	36%	32%	425
3. I'd know what to do if I had a problem with my student administration	2%	12%	29%	39%	16%	414
4. RMIT effectively resolves any student administration issue I might have	2%	10%	29%	42%	17%	393
5. I could easily access information about my program options	2%	8%	23%	46%	22%	413
6. RMIT Vietnam deals fairly with complaints.	3%	13%	37%	33%	14%	375
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	8%	14%	24%	35%	19%	396

<b>Learning Support</b>	Strongly Disagree				Strongly Agree	No. of Responses
<b>Library - I am satisfied with...</b>						
1. The Library's e-resources collection	2%	7%	24%	43%	24%	406
2. The Library's book collections	2%	6%	24%	42%	26%	409
3. The quality of service provided by Library staff	1%	5%	19%	41%	35%	417
4. The Library's facilities	2%	6%	17%	41%	34%	419
5. Library opening hours	3%	8%	21%	37%	31%	412

<b>Computing Facilities - I am satisfied with...</b>	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	6%	10%	27%	34%	23%	415
2. Access to the specialist software that I require	4%	10%	33%	35%	17%	372
3. The availability of computer printers	8%	17%	29%	31%	15%	411
4. The standard of service from computing support staff	3%	8%	30%	41%	19%	395

<b>Learning Support Services - I am satisfied with...</b>	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	2%	5%	31%	42%	19%	372
2. Language support	3%	6%	33%	38%	20%	350

<b>Online Services</b>	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?	38%	29%	23%	2%	6%	2%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	4%	9%	29%	41%	17%	429
2. I am satisfied with my online course activities	3%	12%	32%	39%	14%	422
3. I find the online environment useful to communicate with my teachers outside of class	4%	12%	33%	37%	14%	411
4. I find the online environment useful to work with other students on group assignments outside of class	4%	9%	30%	39%	17%	416
5. I find the online environment helps me balance my studies with my work and home commitments	5%	9%	34%	36%	17%	394
6. I am satisfied with the Internet access provided by RMIT	6%	12%	27%	37%	18%	414

<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	2%	11%	29%	42%	16%	418
2. Opportunities to work with other students in my program	1%	8%	26%	44%	20%	418
3. Contact with students in other programs	5%	13%	31%	36%	15%	409
<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	2%	10%	26%	43%	18%	413
2. The RMIT campus is a good place to spend time outside of class	3%	9%	22%	42%	24%	418
3. RMIT is friendly to people from all backgrounds	2%	9%	22%	45%	23%	412
4. I feel personally safe on campus	2%	7%	18%	41%	32%	416
5. I am treated fairly at RMIT	2%	5%	19%	43%	30%	415
6. I can balance my studies with my work and home commitments	4%	8%	29%	41%	18%	412
<b>Building and Facilities</b>					Strongly Agree	No. of Responses
<b><i>The following areas are well maintained...</i></b>						
1. Classrooms	2%	7%	23%	42%	25%	427
2. Lecture theatres	2%	4%	23%	43%	27%	424
3. Laboratories	3%	8%	25%	43%	22%	389
4. Toilets	2%	6%	19%	41%	32%	422
5. Lifts	3%	10%	27%	38%	22%	415
6. Computer labs	7%	11%	27%	35%	21%	418
7. Computer student access labs	6%	13%	26%	34%	21%	409
8. Student accommodations	4%	12%	29%	35%	20%	338
9. Canteen/food service areas	9%	13%	29%	34%	15%	411
<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	40%	32%	26%	3%	419	
2. Career planning and advice	36%	39%	20%	5%	417	
3. Student advisors	38%	40%	18%	5%	417	
<b>Travel</b>	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	78%	2%	8%	4%	7%	427
2. I prefer to travel to my campus by...	63%	4%	23%	7%	4%	425
<b>Additional Services/ Facilities I Would Like To See...</b>					Strongly Agree	No. of Responses
1. More food outlets	5%	4%	14%	23%	54%	414
2. Sports for females	5%	4%	24%	22%	45%	353
3. Car parking near campus	7%	5%	16%	21%	51%	339

<b>Services and Programs for Students</b>					Strongly Agree	No. of Responses
<b><i>I am satisfied with the service or program...</i></b>	Strongly Disagree					
1. Student services helpdesk	2%	6%	28%	41%	23%	348
2. Orientation activities	0%	6%	33%	42%	19%	351
3. On campus medical clinic	6%	9%	26%	36%	22%	329
4. Health advice available	6%	10%	28%	36%	19%	294
5. Scholarship and financial advice	4%	10%	35%	30%	20%	274
6. Career planning and advice	2%	10%	27%	35%	26%	311
7. Housing and accommodation advice and assistance	4%	8%	40%	30%	18%	228
8. Counselling services	2%	8%	33%	36%	21%	272
9. Disability support	2%	8%	39%	33%	19%	215
10. Sport programs, sport clubs and recreation activities	3%	6%	25%	41%	26%	349
11. Visual arts, performing arts and gallery activities	3%	12%	32%	35%	19%	277
12. Representation of student interests to the University	4%	6%	33%	36%	21%	309
13. Campaigns, information and resources to improve conditions for students	2%	8%	28%	40%	22%	358
14. Social activities, bands and competitions	1%	7%	26%	41%	24%	358
15. Clubs	2%	9%	24%	37%	28%	376
16. Quality of canteen/food service	7%	12%	29%	33%	19%	398
17. Prices at canteen/food service	12%	22%	34%	19%	12%	394
18. Retail outlets (shops, stationery, office supplies)	4%	10%	34%	33%	20%	379
19. Motorbike and bicycle parking	5%	14%	26%	35%	21%	382

<b><i>This service is important to me...</i></b>	Yes	No	No. of Responses
1. Student services helpdesk	79%	21%	275
2. Orientation activities	65%	35%	262
3. On campus medical clinic	77%	23%	269
4. Health advice available	68%	32%	253
5. Scholarship and financial advice	72%	28%	257
6. Career planning and advice	88%	12%	258
7. Housing and accommodation advice and assistance	44%	56%	247
8. Counselling services	65%	35%	249
9. Disability support	42%	58%	244
10. Sport programs, sport clubs and recreation activities	77%	23%	266
11. Visual arts, performing arts and gallery activities	54%	46%	244
12. Representation of student interests to the University	64%	36%	247
13. Campaigns, information and resources to improve conditions for students	80%	20%	261
14. Social activities, bands and competitions	75%	25%	265
15. Clubs	81%	19%	269
16. Quality of canteen/food service	91%	9%	281
17. Prices at canteen/food service	87%	13%	281
18. Retail outlets (shops, stationery, office supplies)	83%	17%	271
19. Motorbike and bicycle parking	88%	12%	274

<b>Outcomes</b>					Strongly Agree	No. of Responses
1. As an RMIT graduate I will be highly employable	4%	8%	33%	32%	23%	392
2. RMIT generally responds well to student feedback	4%	9%	33%	33%	22%	395
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	6%	8%	30%	34%	22%	388

**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.