

STUDENT EXPERIENCE SURVEY - HE

2016

660H-Graduate School of Business and Law

Survey Population: 116
 Respondents: 22
 Response Rate: 19.0%

Demographics (% of total sample size)

Commencement Year

Pre 2011	0
2011	0
2012	0
2013	0
2014	0
2015	6
2016	16

Age

20 or less	0%
21-24	27%
25-34	36%
35-44	27%
45+	9%

Gender

Male	59%
Female	41%

Program Type

Bachelor degree	0%
Postgraduate (Coursework)	91%
Other	0%

Location

Hanoi	0%
Saigon South	100%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	45%
36 or more	50%

Disability

Yes	0%
No	95%

Last 2 Semesters of Program

Yes	41%
No	59%

Main Funds Source

Employment	23%
Cadetship	0%
Youth Allow/Austudy	0%
Family	45%
AusAid/IDP	0%
Home Government	0%
Scholarship	5%
Loan	0%
Savings	23%

Industry Placement

Education placement/Internship	
Yes	5%
No	82%
Industry-based project	
Yes	18%
No	68%
Clinical/Professional placement	
Yes	14%
No	73%
Assessed as part of program	
Yes	5%
No	50%

Rural Relocatee

Yes	9%
No	91%

Employment

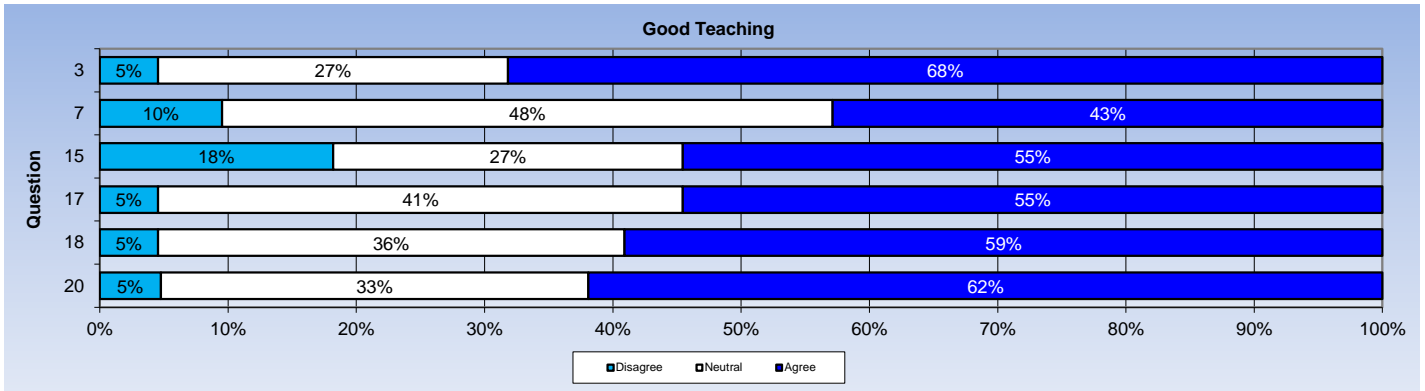
Part time (1-14 hrs)	18%
Part time (15-20 hrs)	5%
Part time (21-34 hrs)	9%
Full time (35+ hrs)	50%
Not at all	18%

Snapshot Scales 2016

Good Teaching Scale	56.9%
Generic Skills Scale	78.8%
Overall Satisfaction	61.9%

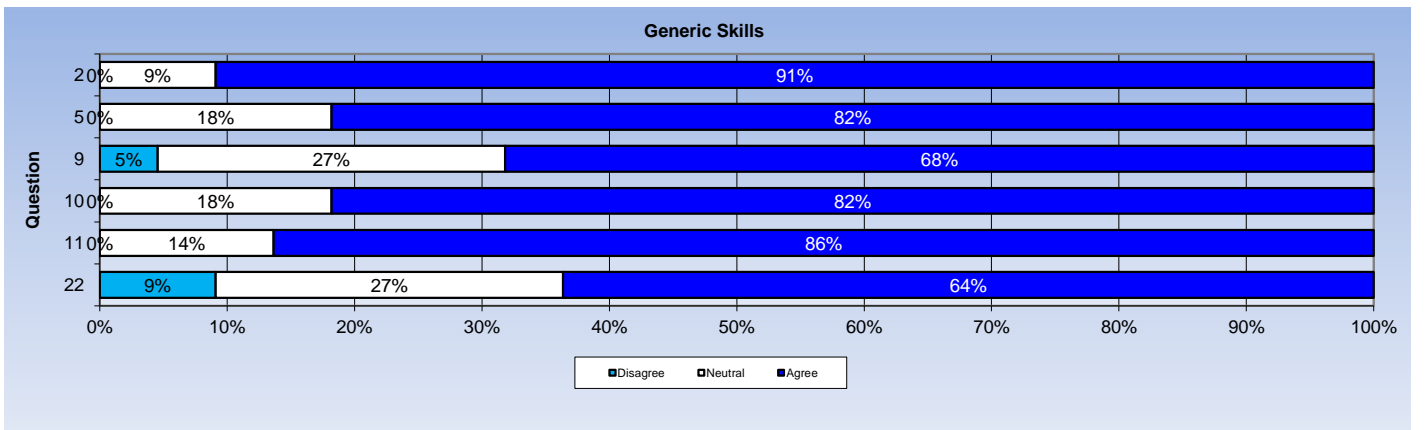
Good Teaching Scale

	% AGREE				Strongly Disagree	Strongly Agree	No. of Responses
	56.9%						
3. The teaching staff of this program motivate me to do my best work	0%	5%	27%	32%	36%	22	
7. The staff put a lot of time into commenting on my work	0%	10%	48%	33%	10%	21	
15. The staff really tried to understand difficulties I might have with the work	9%	9%	27%	36%	18%	22	
17. The teaching staff normally give me helpful feedback on how I am going	5%	0%	41%	36%	18%	22	
18. My lecturers are extremely good at explaining things	0%	5%	36%	41%	18%	22	
20. The teaching staff work hard to make their courses interesting	0%	5%	33%	43%	19%	21	



Generic Skills Scale

	% AGREE				Strongly Disagree	Strongly Agree	No. of Responses
	78.8%						
2. The program develops my problem-solving skills	0%	0%	9%	68%	23%	22	
5. The program sharpens my analytic skills	0%	0%	18%	45%	36%	22	
9. The program helps me develop my ability to work as a team member	0%	5%	27%	18%	50%	22	
10. As a result of my program, I feel confident with unfamiliar problems	0%	0%	18%	64%	18%	22	
11. The program improves my skills in written communication	0%	0%	14%	55%	32%	22	
22. My program helps me develop the ability to plan my own work	0%	9%	27%	50%	14%	22	



Overall

	% AGREE				Strongly Disagree	Strongly Agree	No. of Responses
	61.9%						
27. Overall, I am satisfied with the quality of this program	0%	10%	29%	48%	14%	21	

Clear Goals and Standards Scale

	% AGREE					No. of	
	50.6%	Strongly Disagree				Strongly Agree Responses	
1. It was always easy to know the standard of work expected		0%	14%	32%	23%	32%	22
6. I usually have a clear idea of where I am going and what is expected of me in this program		0%	18%	14%	55%	14%	22
13. It was often hard to discover what is expected of me in this program (*)		9%	18%	50%	18%	5%	22
24. The staff made it clear from the start what they expect from students		0%	14%	33%	43%	10%	21

Appropriate Workload Scale

	% AGREE					No. of	
	31.0%	Strongly Disagree				Strongly Agree Responses	
4. The workload is too heavy (*)		9%	18%	32%	23%	18%	22
14. I was generally given enough time to understand things I have to learn		0%	18%	27%	50%	5%	22
21. There is a lot of pressure on me as a student in this program (*)		9%	9%	32%	45%	5%	22
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		10%	14%	38%	33%	5%	21

Appropriate Assessment Scale

	% AGREE					No. of	
	62.4%	Strongly Disagree				Strongly Agree Responses	
8. To do well in this program, all you really need is a good memory (*)		23%	27%	23%	18%	9%	22
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		23%	50%	14%	9%	5%	22
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	5%	9%	64%	23%	22
19. Too many staff ask me questions just about facts (*)		5%	32%	53%	11%	0%	19

Other

						No. of	
		Strongly Disagree				Strongly Agree Responses	
25. Teaching staff can be hard to contact		23%	36%	32%	0%	9%	22
26. It's easy for me to get the information I need about my program		0%	0%	43%	52%	5%	21

Administration	Strongly Disagree				Strongly Agree		No. of Responses
1. Timetabling and room bookings are well organised	18%	0%	9%	45%	27%	22	
2. I find it easy to check my enrolment status online	0%	5%	5%	50%	41%	22	
3. I'd know what to do if I had a problem with my student administration	5%	9%	23%	45%	18%	22	
4. RMIT effectively resolves any student administration issue I might have	5%	5%	18%	55%	18%	22	
5. I could easily access information about my program options	0%	9%	14%	59%	18%	22	
6. RMIT Vietnam deals fairly with complaints.	5%	14%	38%	29%	14%	21	
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	9%	14%	23%	36%	18%	22	

Learning Support	Strongly Disagree				Strongly Agree		No. of Responses
Library - I am satisfied with...							
1. The Library's e-resources collection	0%	0%	24%	48%	29%	21	
2. The Library's book collections	0%	0%	25%	45%	30%	20	
3. The quality of service provided by Library staff	0%	0%	18%	41%	41%	17	
4. The Library's facilities	0%	0%	15%	50%	35%	20	
5. Library opening hours	5%	5%	25%	40%	25%	20	

Computing Facilities - I am satisfied with...	Strongly Disagree				Strongly Agree		No. of Responses
1. Access to computers at RMIT	0%	10%	15%	45%	30%	20	
2. Access to the specialist software that I require	0%	0%	44%	33%	22%	18	
3. The availability of computer printers	5%	5%	30%	30%	30%	20	
4. The standard of service from computing support staff	0%	0%	37%	42%	21%	19	

Learning Support Services - I am satisfied with...	Strongly Disagree				Strongly Agree		No. of Responses
1. Study support	0%	0%	44%	39%	17%	18	
2. Language support	0%	0%	44%	44%	13%	16	

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?	0%	57%	21%	7%	14%	0%	
	Strongly Disagree				Strongly Agree		No. of Responses
1. I am satisfied with my online course materials	0%	5%	10%	65%	20%	20	
2. I am satisfied with my online course activities	0%	11%	16%	53%	21%	19	
3. I find the online environment useful to communicate with my teachers outside of class	0%	14%	29%	43%	14%	21	
4. I find the online environment useful to work with other students on group assignments outside of class	0%	0%	20%	50%	30%	20	
5. I find the online environment helps me balance my studies with my work and home commitments	0%	5%	20%	55%	20%	20	
6. I am satisfied with the Internet access provided by RMIT	14%	0%	14%	38%	33%	21	

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	0%	14%	27%	36%	23%	22
2. Opportunities to work with other students in my program	0%	0%	14%	62%	24%	21
3. Contact with students in other programs	5%	23%	32%	32%	9%	22
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%	6%	35%	47%	12%	17
2. The RMIT campus is a good place to spend time outside of class	0%	5%	21%	37%	37%	19
3. RMIT is friendly to people from all backgrounds	0%	0%	15%	55%	30%	20
4. I feel personally safe on campus	0%	0%	10%	48%	43%	21
5. I am treated fairly at RMIT	0%	0%	14%	52%	33%	21
6. I can balance my studies with my work and home commitments	0%	5%	35%	40%	20%	20
Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	0%	0%	5%	43%	52%	21
2. Lecture theatres	0%	0%	11%	39%	50%	18
3. Laboratories	0%	0%	13%	40%	47%	15
4. Toilets	5%	0%	5%	43%	48%	21
5. Lifts	0%	0%	14%	48%	38%	21
6. Computer labs	0%	12%	12%	47%	29%	17
7. Computer student access labs	0%	13%	6%	50%	31%	16
8. Student accommodations	0%	0%	21%	57%	21%	14
9. Canteen/food service areas	0%	0%	29%	38%	33%	21
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%	43%	19%	5%	21	
2. Career planning and advice	24%	43%	29%	5%	21	
3. Student advisors	14%	48%	33%	5%	21	
Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	62%	0%	24%	0%	14%	21
2. I prefer to travel to my campus by...	52%	0%	29%	5%	14%	21
Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	6%	6%	0%	35%	53%	17
2. Sports for females	0%	0%	11%	33%	56%	9
3. Car parking near campus	0%	0%	9%	9%	82%	11

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	0%	0%	25%	50%	25%		16
2. Orientation activities	0%	0%	20%	60%	20%		15
3. On campus medical clinic	0%	17%	17%	42%	25%		12
4. Health advice available	0%	0%	33%	44%	22%		9
5. Scholarship and financial advice	0%	8%	8%	58%	25%		12
6. Career planning and advice	9%	0%	18%	45%	27%		11
7. Housing and accommodation advice and assistance	0%	0%	50%	33%	17%		6
8. Counselling services	0%	0%	30%	50%	20%		10
9. Disability support	0%	0%	33%	33%	33%		6
10. Sport programs, sport clubs and recreation activities	0%	0%	23%	46%	31%		13
11. Visual arts, performing arts and gallery activities	0%	0%	13%	75%	13%		8
12. Representation of student interests to the University	0%	0%	20%	60%	20%		10
13. Campaigns, information and resources to improve conditions for students	0%	13%	0%	67%	20%		15
14. Social activities, bands and competitions	0%	0%	22%	67%	11%		9
15. Clubs	0%	0%	30%	50%	20%		10
16. Quality of canteen/food service	0%	5%	32%	37%	26%		19
17. Prices at canteen/food service	0%	18%	24%	41%	18%		17
18. Retail outlets (shops, stationery, office supplies)	0%	13%	31%	25%	31%		16
19. Motorbike and bicycle parking	0%	7%	7%	53%	33%		15

This service is important to me...

	Yes	No	No. of Responses	
1. Student services helpdesk	56%	44%	16	
2. Orientation activities	67%	33%	15	
3. On campus medical clinic	64%	36%	14	
4. Health advice available	57%	43%	14	
5. Scholarship and financial advice	53%	47%	15	
6. Career planning and advice	60%	40%	15	
7. Housing and accommodation advice and assistance	8%	92%	13	
8. Counselling services	60%	40%	15	
9. Disability support	21%	79%	14	
10. Sport programs, sport clubs and recreation activities	47%	53%	15	
11. Visual arts, performing arts and gallery activities	43%	57%	14	
12. Representation of student interests to the University	33%	67%	15	
13. Campaigns, information and resources to improve conditions for students	80%	20%	15	
14. Social activities, bands and competitions	36%	64%	14	
15. Clubs	50%	50%	14	
16. Quality of canteen/food service	94%	6%	16	
17. Prices at canteen/food service	93%	7%	15	
18. Retail outlets (shops, stationery, office supplies)	80%	20%	15	
19. Motorbike and bicycle parking	87%	13%	15	

Outcomes

	Strongly Disagree				Strongly Agree		No. of Responses
1. As an RMIT graduate I will be highly employable	0%	5%	47%	37%	11%		19
2. RMIT generally responds well to student feedback	0%	5%	32%	47%	16%		19
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	0%	5%	20%	45%	30%		20

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.