

STUDENT EXPERIENCE SURVEY - HE

2016

630H-Management

Survey Population: 536
 Respondents: 120
 Response Rate: 22.4%

Demographics (% of total sample size)

Commencement Year

| | |
|----------|----|
| Pre 2011 | 0 |
| 2011 | 0 |
| 2012 | 0 |
| 2013 | 0 |
| 2014 | 14 |
| 2015 | 61 |
| 2016 | 45 |

Age

| | |
|------------|-----|
| 20 or less | 63% |
| 21-24 | 33% |
| 25-34 | 4% |
| 35-44 | 0% |
| 45+ | 0% |

Gender

| | |
|--------|-----|
| Male | 31% |
| Female | 69% |

Program Type

| | |
|---------------------------|-----|
| Bachelor degree | 96% |
| Postgraduate (Coursework) | 4% |
| Other | 0% |

Location

| | |
|--------------|-----|
| Hanoi | 22% |
| Saigon South | 76% |

LOTE

| | |
|-----|------|
| Yes | 100% |
| No | 0% |

Credit Points Taken

| | |
|-------------|-----|
| 24 or fewer | 28% |
| 36 or more | 73% |

Disability

| | |
|-----|-----|
| Yes | 8% |
| No | 90% |

Last 2 Semesters of Program

| | |
|-----|-----|
| Yes | 29% |
| No | 70% |

Main Funds Source

| | |
|---------------------|-----|
| Employment | 3% |
| Cadetship | 0% |
| Youth Allow/Austudy | 1% |
| Family | 88% |
| AusAid/IDP | 0% |
| Home Government | 0% |
| Scholarship | 1% |
| Loan | 0% |
| Savings | 4% |

Industry Placement

| | |
|--|-----|
| Education placement/Internship | |
| Yes | 16% |
| No | 80% |
| Industry-based project | |
| Yes | 28% |
| No | 68% |
| Clinical/Professional placement | |
| Yes | 11% |
| No | 82% |
| Assessed as part of program | |
| Yes | 21% |
| No | 47% |

Rural Relocatee

| | |
|-----|-----|
| Yes | 18% |
| No | 80% |

Employment

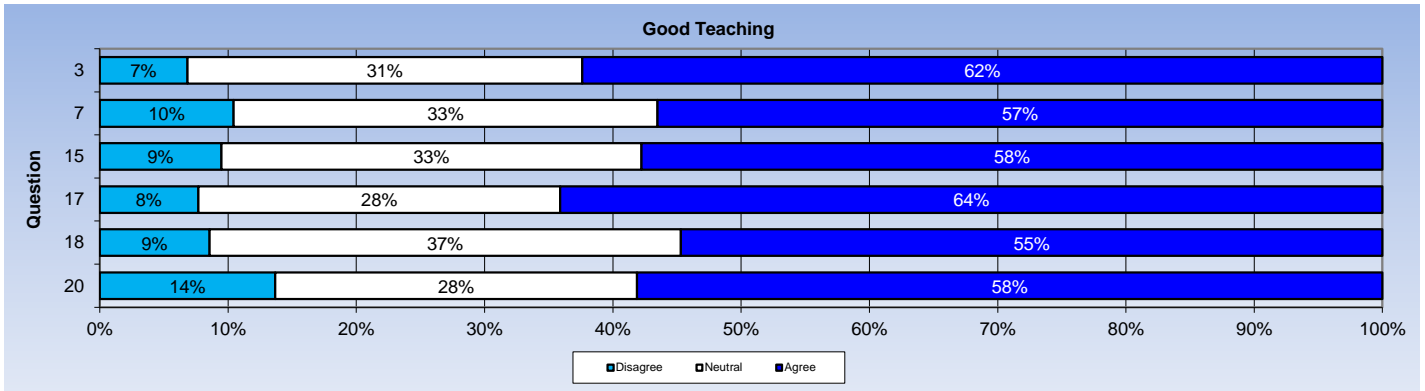
| | |
|-----------------------|-----|
| Part time (1-14 hrs) | 23% |
| Part time (15-20 hrs) | 8% |
| Part time (21-34 hrs) | 2% |
| Full time (35+ hrs) | 5% |
| Not at all | 63% |

Snapshot Scales 2016

| | |
|----------------------|-------|
| Good Teaching Scale | 58.9% |
| Generic Skills Scale | 67.0% |
| Overall Satisfaction | 63.0% |

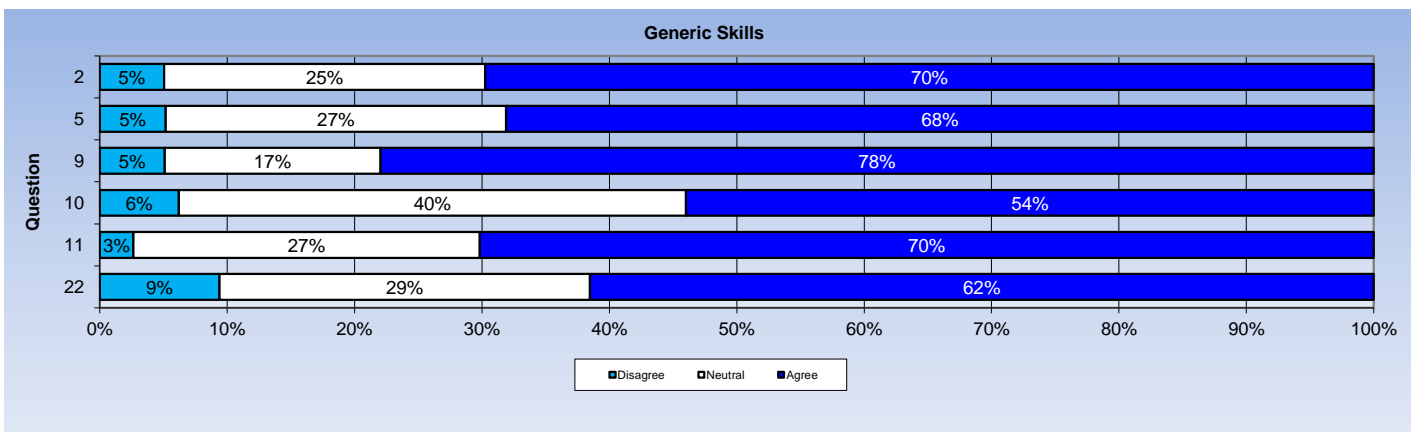
Good Teaching Scale

| | % AGREE | | | | | No. of Responses |
|--|-------------------|----------|---------|-------|----------------|------------------|
| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | |
| | 58.9% | | | | | |
| 3. The teaching staff of this program motivate me to do my best work | 0% | 7% | 31% | 45% | 17% | 117 |
| 7. The staff put a lot of time into commenting on my work | 1% | 10% | 33% | 43% | 13% | 115 |
| 15. The staff really tried to understand difficulties I might have with the work | 3% | 7% | 33% | 44% | 14% | 116 |
| 17. The teaching staff normally give me helpful feedback on how I am going | 2% | 6% | 28% | 46% | 18% | 117 |
| 18. My lecturers are extremely good at explaining things | 0% | 9% | 37% | 43% | 12% | 117 |
| 20. The teaching staff work hard to make their courses interesting | 1% | 13% | 28% | 44% | 15% | 117 |



Generic Skills Scale

| | % AGREE | | | | | No. of Responses |
|--|-------------------|----------|---------|-------|----------------|------------------|
| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | |
| | 67.0% | | | | | |
| 2. The program develops my problem-solving skills | 2% | 3% | 25% | 56% | 13% | 119 |
| 5. The program sharpens my analytic skills | 1% | 4% | 27% | 56% | 12% | 116 |
| 9. The program helps me develop my ability to work as a team member | 0% | 5% | 17% | 47% | 31% | 118 |
| 10. As a result of my program, I feel confident with unfamiliar problems | 1% | 5% | 40% | 43% | 11% | 113 |
| 11. The program improves my skills in written communication | 0% | 3% | 27% | 55% | 15% | 114 |
| 22. My program helps me develop the ability to plan my own work | 1% | 9% | 29% | 43% | 19% | 117 |



Overall

| | % AGREE | | | | | No. of Responses |
|--|-------------------|----------|---------|-------|----------------|------------------|
| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | |
| | 63.0% | | | | | |
| 27. Overall, I am satisfied with the quality of this program | 2% | 9% | 26% | 47% | 16% | 119 |

Clear Goals and Standards Scale

| | % AGREE 44.4% | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|---|------------------|----------------------|-----|-----|-----|-------------------|---------------------|
| 1. It was always easy to know the standard of work expected | | 3% | 11% | 38% | 37% | 12% | 119 |
| 6. I usually have a clear idea of where I am going and what is expected of me in this program | | 3% | 14% | 36% | 39% | 9% | 116 |
| 13. It was often hard to discover what is expected of me in this program (*) | | 5% | 21% | 38% | 22% | 13% | 112 |
| 24. The staff made it clear from the start what they expect from students | | 3% | 9% | 34% | 40% | 15% | 117 |

Appropriate Workload Scale

| | % AGREE 25.9% | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|--|------------------|----------------------|-----|-----|-----|-------------------|---------------------|
| 4. The workload is too heavy (*) | | 0% | 14% | 50% | 30% | 6% | 115 |
| 14. I was generally given enough time to understand things I have to learn | | 0% | 10% | 36% | 43% | 11% | 113 |
| 21. There is a lot of pressure on me as a student in this program (*) | | 0% | 17% | 32% | 39% | 12% | 113 |
| 23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*) | | 2% | 17% | 51% | 19% | 11% | 103 |

Appropriate Assessment Scale

| | % AGREE 43.0% | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|--|------------------|----------------------|-----|-----|-----|-------------------|---------------------|
| 8. To do well in this program, all you really need is a good memory (*) | | 9% | 26% | 30% | 27% | 9% | 115 |
| 12. The staff seem more interested in testing what I have memorised than what I have understood (*) | | 10% | 26% | 43% | 16% | 5% | 112 |
| 16. The assessment methods employed in this program require an in-depth understanding of the program content | | 1% | 5% | 29% | 46% | 19% | 115 |
| 19. Too many staff ask me questions just about facts (*) | | 6% | 30% | 41% | 18% | 6% | 107 |

Other

| | | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|---|--|----------------------|-----|-----|-----|-------------------|---------------------|
| 25. Teaching staff can be hard to contact | | 16% | 37% | 24% | 18% | 5% | 115 |
| 26. It's easy for me to get the information I need about my program | | 3% | 9% | 27% | 48% | 13% | 116 |

Section Two - Campus Life

630H-Management

2016

| Administration | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|--|-------------------|-----|-----|-----|----------------|------------------|
| 1. Timetabling and room bookings are well organised | 5% | 16% | 25% | 34% | 20% | 116 |
| 2. I find it easy to check my enrolment status online | 1% | 10% | 20% | 32% | 37% | 117 |
| 3. I'd know what to do if I had a problem with my student administration | 2% | 13% | 28% | 44% | 14% | 116 |
| 4. RMIT effectively resolves any student administration issue I might have | 3% | 10% | 27% | 45% | 14% | 106 |
| 5. I could easily access information about my program options | 3% | 3% | 22% | 50% | 22% | 116 |
| 6. RMIT Vietnam deals fairly with complaints. | 2% | 14% | 39% | 36% | 8% | 107 |
| 7. If I had a complaint about RMIT Vietnam, I'd know where to go. | 6% | 13% | 30% | 36% | 15% | 112 |

| Learning Support | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|---|-------------------|----|-----|-----|----------------|------------------|
| Library - I am satisfied with... | | | | | | |
| 1. The Library's e-resources collection | 1% | 4% | 24% | 46% | 26% | 113 |
| 2. The Library's book collections | 1% | 1% | 28% | 48% | 23% | 111 |
| 3. The quality of service provided by Library staff | 0% | 2% | 20% | 46% | 32% | 115 |
| 4. The Library's facilities | 1% | 5% | 15% | 46% | 32% | 114 |
| 5. Library opening hours | 0% | 8% | 15% | 48% | 29% | 113 |

| Computing Facilities - I am satisfied with... | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|---|-------------------|-----|-----|-----|----------------|------------------|
| 1. Access to computers at RMIT | 4% | 8% | 30% | 38% | 20% | 113 |
| 2. Access to the specialist software that I require | 2% | 6% | 45% | 36% | 11% | 98 |
| 3. The availability of computer printers | 4% | 21% | 30% | 32% | 12% | 112 |
| 4. The standard of service from computing support staff | 0% | 3% | 37% | 46% | 15% | 112 |

| Learning Support Services - I am satisfied with... | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|---|-------------------|----|-----|-----|----------------|------------------|
| 1. Study support | 1% | 2% | 30% | 53% | 14% | 100 |
| 2. Language support | 1% | 2% | 41% | 41% | 15% | 93 |

| 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? | 34% | 32% | 29% | 0% | 5% | 0% |
| | Strongly Disagree | | | | Strongly Agree | No. of Responses |
| 1. I am satisfied with my online course materials | 0% | 8% | 37% | 45% | 11% | 120 |
| 2. I am satisfied with my online course activities | 1% | 13% | 32% | 43% | 11% | 118 |
| 3. I find the online environment useful to communicate with my teachers outside of class | 1% | 8% | 36% | 43% | 11% | 118 |
| 4. I find the online environment useful to work with other students on group assignments outside of class | 2% | 7% | 33% | 42% | 16% | 117 |
| 5. I find the online environment helps me balance my studies with my work and home commitments | 1% | 10% | 36% | 36% | 17% | 111 |
| 6. I am satisfied with the Internet access provided by RMIT | 1% | 13% | 32% | 35% | 19% | 117 |

| Communication | | | | | Strongly Agree | No. of Responses |
|---|--------------------|-----------------|--------------|-------------------|----------------|------------------|
| <i>I have enough...</i> | | | | | | |
| 1. Opportunities to discuss my academic work with teaching staff | 1% | 7% | 33% | 50% | 9% | 118 |
| 2. Opportunities to work with other students in my program | 1% | 6% | 31% | 47% | 15% | 117 |
| 3. Contact with students in other programs | 4% | 11% | 32% | 40% | 14% | 114 |
| Campus Life and Environment | | | | | Strongly Agree | No. of Responses |
| 1. At RMIT there are enough activities to develop my skills outside of my program | 1% | 10% | 34% | 42% | 14% | 115 |
| 2. The RMIT campus is a good place to spend time outside of class | 3% | 9% | 28% | 43% | 18% | 117 |
| 3. RMIT is friendly to people from all backgrounds | 2% | 3% | 30% | 45% | 21% | 115 |
| 4. I feel personally safe on campus | 1% | 4% | 21% | 42% | 32% | 115 |
| 5. I am treated fairly at RMIT | 1% | 4% | 20% | 43% | 32% | 113 |
| 6. I can balance my studies with my work and home commitments | 3% | 8% | 35% | 40% | 15% | 113 |
| Building and Facilities | | | | | Strongly Agree | No. of Responses |
| <i>The following areas are well maintained...</i> | | | | | | |
| 1. Classrooms | 0% | 6% | 23% | 47% | 24% | 119 |
| 2. Lecture theatres | 0% | 4% | 24% | 44% | 28% | 118 |
| 3. Laboratories | 1% | 6% | 27% | 46% | 20% | 109 |
| 4. Toilets | 0% | 5% | 20% | 42% | 32% | 118 |
| 5. Lifts | 2% | 6% | 38% | 37% | 17% | 115 |
| 6. Computer labs | 4% | 13% | 32% | 32% | 19% | 114 |
| 7. Computer student access labs | 3% | 16% | 32% | 31% | 18% | 112 |
| 8. Student accommodations | 1% | 14% | 30% | 35% | 20% | 88 |
| 9. Canteen/food service areas | 10% | 13% | 34% | 30% | 13% | 112 |
| Use of Campus Services | Yes, I've used it. | Didn't need it. | Didn't know. | Couldn't find it. | | |
| 1. Learning skills unit | 37% | 34% | 25% | 4% | 114 | |
| 2. Career planning and advice | 33% | 46% | 17% | 4% | 114 | |
| 3. Student advisors | 32% | 47% | 16% | 5% | 114 | |
| Travel | Motor Bike | Bicycle | Car | Public Bus | Other | No. of Responses |
| 1. I currently travel to my campus by... | 83% | 1% | 7% | 3% | 7% | 117 |
| 2. I prefer to travel to my campus by... | 75% | 1% | 16% | 5% | 3% | 116 |
| Additional Services/ Facilities I Would Like To See... | | | | | Strongly Agree | No. of Responses |
| 1. More food outlets | 5% | 4% | 12% | 25% | 55% | 110 |
| 2. Sports for females | 4% | 3% | 22% | 23% | 48% | 96 |
| 3. Car parking near campus | 7% | 5% | 14% | 23% | 51% | 84 |

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 | 1% | 0% | 38% | 44% | 17% | 93 |
| 2. Orientation activities | 0% | 1% | 34% | 49% | 16% | 98 |
| 3. On campus medical clinic | 2% | 8% | 34% | 31% | 25% | 85 |
| 4. Health advice available | 3% | 5% | 39% | 37% | 16% | 76 |
| 5. Scholarship and financial advice | 2% | 5% | 52% | 23% | 20% | 66 |
| 6. Career planning and advice | 0% | 9% | 30% | 37% | 24% | 82 |
| 7. Housing and accommodation advice and assistance | 2% | 7% | 46% | 28% | 18% | 61 |
| 8. Counselling services | 0% | 7% | 43% | 30% | 19% | 69 |
| 9. Disability support | 0% | 4% | 45% | 34% | 18% | 56 |
| 10. Sport programs, sport clubs and recreation activities | 1% | 5% | 31% | 41% | 22% | 98 |
| 11. Visual arts, performing arts and gallery activities | 3% | 7% | 43% | 32% | 16% | 76 |
| 12. Representation of student interests to the University | 2% | 6% | 42% | 37% | 13% | 86 |
| 13. Campaigns, information and resources to improve conditions for students | 1% | 8% | 29% | 38% | 24% | 102 |
| 14. Social activities, bands and competitions | 0% | 6% | 34% | 38% | 22% | 96 |
| 15. Clubs | 1% | 5% | 29% | 37% | 28% | 103 |
| 16. Quality of canteen/food service | 9% | 14% | 32% | 26% | 19% | 111 |
| 17. Prices at canteen/food service | 14% | 21% | 36% | 13% | 16% | 107 |
| 18. Retail outlets (shops, stationery, office supplies) | 2% | 3% | 38% | 36% | 22% | 101 |
| 19. Motorbike and bicycle parking | 1% | 12% | 27% | 38% | 22% | 110 |

This service is important to me...

| | Yes | No | No. of Responses |
|---|-----|-----|------------------|
| 1. Student services helpdesk | 79% | 21% | 76 |
| 2. Orientation activities | 73% | 27% | 75 |
| 3. On campus medical clinic | 78% | 22% | 79 |
| 4. Health advice available | 67% | 33% | 75 |
| 5. Scholarship and financial advice | 67% | 33% | 72 |
| 6. Career planning and advice | 87% | 13% | 76 |
| 7. Housing and accommodation advice and assistance | 38% | 62% | 74 |
| 8. Counselling services | 61% | 39% | 70 |
| 9. Disability support | 46% | 54% | 72 |
| 10. Sport programs, sport clubs and recreation activities | 73% | 27% | 78 |
| 11. Visual arts, performing arts and gallery activities | 51% | 49% | 70 |
| 12. Representation of student interests to the University | 66% | 34% | 74 |
| 13. Campaigns, information and resources to improve conditions for students | 81% | 19% | 79 |
| 14. Social activities, bands and competitions | 69% | 31% | 80 |
| 15. Clubs | 78% | 22% | 79 |
| 16. Quality of canteen/food service | 91% | 9% | 82 |
| 17. Prices at canteen/food service | 81% | 19% | 83 |
| 18. Retail outlets (shops, stationery, office supplies) | 80% | 20% | 79 |
| 19. Motorbike and bicycle parking | 88% | 13% | 80 |

Outcomes

| | Strongly Disagree | | | | Strongly Agree | No. of Responses |
|--|-------------------|----|-----|-----|----------------|------------------|
| 1. As an RMIT graduate I will be highly employable | 3% | 6% | 29% | 41% | 21% | 108 |
| 2. RMIT generally responds well to student feedback | 3% | 8% | 26% | 48% | 15% | 111 |
| 3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again | 4% | 3% | 27% | 43% | 23% | 113 |

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.