

STUDENT EXPERIENCE SURVEY - HE

2016

345H-Media and Communication

Survey Population: 714
 Respondents: 155
 Response Rate: 21.7%

Demographics (% of total sample size)

Commencement Year

Pre 2011	0
2011	0
2012	0
2013	2
2014	46
2015	65
2016	42

Age

20 or less	52%
21-24	42%
25-34	6%
35-44	0%
45+	0%

Gender

Male	25%
Female	75%

Program Type

Bachelor degree	97%
Postgraduate (Coursework)	0%
Other	3%

Location

Hanoi	23%
Saigon South	75%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	48%
36 or more	51%

Disability

Yes	10%
No	88%

Last 2 Semesters of Program

Yes	32%
No	67%

Main Funds Source

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

Industry Placement

Education placement/Internship	
Yes	23%
No	72%
Industry-based project	
Yes	32%
No	61%
Clinical/Professional placement	
Yes	14%
No	75%
Assessed as part of program	
Yes	27%
No	34%

Rural Relocatee

Yes	10%
No	87%

Employment

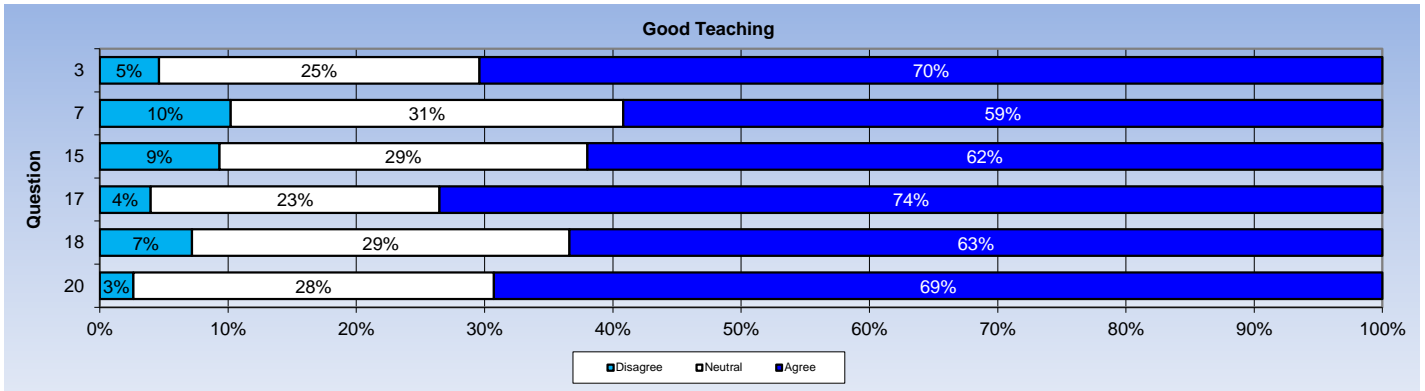
Part time (1-14 hrs)	20%
Part time (15-20 hrs)	10%
Part time (21-34 hrs)	10%
Full time (35+ hrs)	8%
Not at all	51%

Snapshot Scales 2016

Good Teaching Scale	66.3%
Generic Skills Scale	67.9%
Overall Satisfaction	72.5%

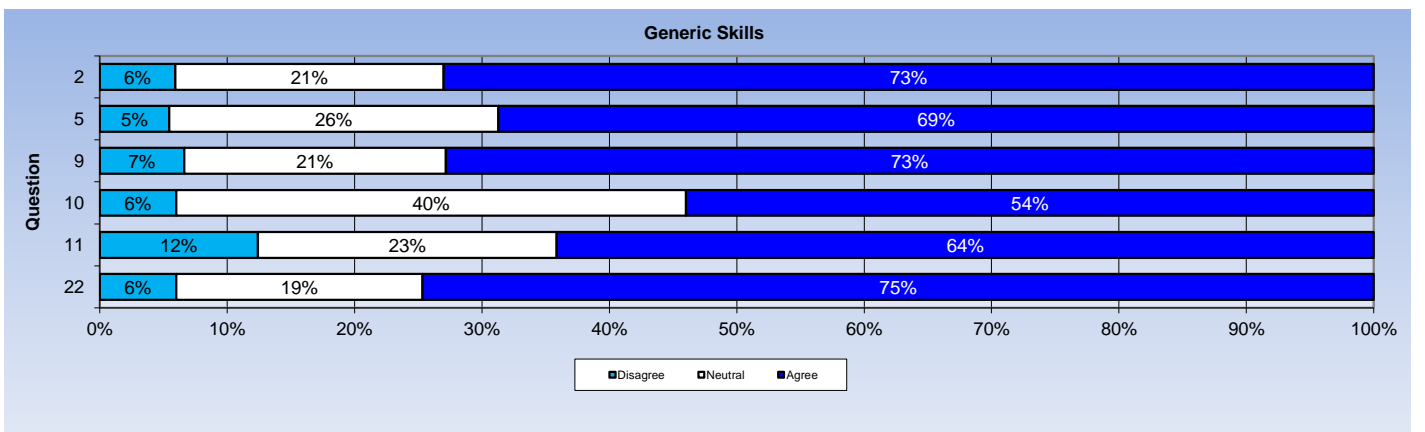
Good Teaching Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	66.3%					
3. The teaching staff of this program motivate me to do my best work	0%	5%	25%	45%	26%	152
7. The staff put a lot of time into commenting on my work	2%	8%	31%	40%	19%	147
15. The staff really tried to understand difficulties I might have with the work	1%	9%	29%	42%	20%	150
17. The teaching staff normally give me helpful feedback on how I am going	0%	4%	23%	50%	24%	151
18. My lecturers are extremely good at explaining things	0%	7%	29%	44%	20%	153
20. The teaching staff work hard to make their courses interesting	0%	3%	28%	43%	26%	153



Generic Skills Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	67.9%					
2. The program develops my problem-solving skills	0%	6%	21%	55%	18%	152
5. The program sharpens my analytic skills	0%	5%	26%	52%	17%	147
9. The program helps me develop my ability to work as a team member	1%	6%	21%	43%	30%	151
10. As a result of my program, I feel confident with unfamiliar problems	0%	6%	40%	43%	11%	150
11. The program improves my skills in written communication	1%	11%	23%	41%	23%	145
22. My program helps me develop the ability to plan my own work	0%	6%	19%	49%	26%	150



Overall

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	72.5%					
27. Overall, I am satisfied with the quality of this program	2%	5%	20%	56%	16%	149

Clear Goals and Standards Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	52.5%							
1. It was always easy to know the standard of work expected		1%	8%	27%	50%	14%	153	
6. I usually have a clear idea of where I am going and what is expected of me in this program		1%	17%	31%	39%	12%	153	
13. It was often hard to discover what is expected of me in this program (*)		7%	32%	33%	21%	7%	151	
24. The staff made it clear from the start what they expect from students		1%	9%	32%	42%	15%	154	

Appropriate Workload Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	25.2%							
4. The workload is too heavy (*)		1%	15%	41%	27%	16%	150	
14. I was generally given enough time to understand things I have to learn		2%	9%	38%	43%	7%	148	
21. There is a lot of pressure on me as a student in this program (*)		3%	14%	27%	39%	17%	150	
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		4%	11%	51%	27%	7%	127	

Appropriate Assessment Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	53.2%							
8. To do well in this program, all you really need is a good memory (*)		24%	30%	21%	17%	7%	151	
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		26%	25%	25%	20%	4%	153	
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	8%	31%	40%	21%	149	
19. Too many staff ask me questions just about facts (*)		12%	34%	36%	14%	4%	137	

Other

						Strongly Disagree	Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		27%	29%	24%	16%	4%	147	
26. It's easy for me to get the information I need about my program		0%	10%	27%	44%	20%	147	

Administration

	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	6%	10%	31%	36%	18%	145
2. I find it easy to check my enrolment status online	1%	3%	23%	43%	30%	152
3. I'd know what to do if I had a problem with my student administration	2%	11%	27%	37%	23%	146
4. RMIT effectively resolves any student administration issue I might have	1%	12%	38%	37%	12%	143
5. I could easily access information about my program options	0%	6%	26%	46%	22%	150
6. RMIT Vietnam deals fairly with complaints.	4%	13%	37%	35%	12%	128
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	8%	15%	22%	34%	21%	143

Learning Support

	Strongly Disagree				Strongly Agree	No. of Responses
Library - I am satisfied with...						
1. The Library's e-resources collection	1%	5%	27%	39%	27%	146
2. The Library's book collections	1%	4%	27%	39%	29%	149
3. The quality of service provided by Library staff	1%	3%	18%	43%	35%	148
4. The Library's facilities	1%	6%	17%	47%	29%	147
5. Library opening hours	2%	8%	22%	43%	24%	145

Computing Facilities - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	4%	12%	28%	36%	20%	149
2. Access to the specialist software that I require	1%	13%	25%	35%	25%	142
3. The availability of computer printers	7%	20%	22%	33%	19%	138
4. The standard of service from computing support staff	1%	9%	30%	37%	22%	138

Learning Support Services - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	2%	4%	38%	37%	19%	118
2. Language support	2%	5%	34%	41%	19%	110

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?	29%	24%	29%	3%	12%	2%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	1%	7%	34%	45%	13%	149
2. I am satisfied with my online course activities	1%	6%	41%	41%	10%	145
3. I find the online environment useful to communicate with my teachers outside of class	2%	11%	34%	37%	16%	144
4. I find the online environment useful to work with other students on group assignments outside of class	2%	10%	33%	39%	15%	142
5. I find the online environment helps me balance my studies with my work and home commitments	2%	9%	41%	33%	15%	144
6. I am satisfied with the Internet access provided by RMIT	4%	15%	27%	38%	16%	149

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	1%	5%	37%	40%	16%	146
2. Opportunities to work with other students in my program	2%	5%	28%	45%	20%	151
3. Contact with students in other programs	9%	17%	36%	27%	11%	137
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%	6%	37%	38%	18%	147
2. The RMIT campus is a good place to spend time outside of class	3%	10%	26%	44%	17%	149
3. RMIT is friendly to people from all backgrounds	1%	5%	24%	41%	29%	147
4. I feel personally safe on campus	0%	4%	22%	45%	29%	148
5. I am treated fairly at RMIT	0%	3%	22%	44%	31%	147
6. I can balance my studies with my work and home commitments	2%	8%	39%	40%	12%	146
Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	1%	3%	24%	48%	24%	152
2. Lecture theatres	1%	4%	21%	50%	24%	147
3. Laboratories	2%	6%	23%	48%	19%	124
4. Toilets	2%	7%	16%	48%	27%	153
5. Lifts	1%	9%	24%	41%	25%	150
6. Computer labs	3%	14%	27%	36%	20%	150
7. Computer student access labs	3%	16%	24%	36%	20%	148
8. Student accommodations	3%	12%	28%	39%	18%	115
9. Canteen/food service areas	8%	14%	27%	40%	12%	146
Use of Campus Services	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.		
1. Learning skills unit	29%	45%	21%	5%	149	
2. Career planning and advice	34%	48%	13%	5%	150	
3. Student advisors	36%	46%	13%	5%	150	
Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	79%	2%	6%	6%	7%	150
2. I prefer to travel to my campus by...	58%	7%	18%	9%	7%	149
Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	1%	1%	9%	27%	61%	140
2. Sports for females	1%	4%	27%	28%	39%	117
3. Car parking near campus	4%	10%	15%	22%	49%	104

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%	3%	32%	45%	20%	114
2. Orientation activities	1%	3%	32%	48%	16%	115
3. On campus medical clinic	2%	8%	27%	43%	19%	99
4. Health advice available	2%	10%	27%	43%	18%	89
5. Scholarship and financial advice	1%	11%	31%	38%	19%	84
6. Career planning and advice	0%	8%	30%	39%	23%	97
7. Housing and accommodation advice and assistance	5%	9%	47%	31%	8%	64
8. Counselling services	1%	3%	39%	40%	17%	93
9. Disability support	1%	4%	44%	35%	15%	68
10. Sport programs, sport clubs and recreation activities	1%	8%	26%	43%	22%	103
11. Visual arts, performing arts and gallery activities	4%	8%	27%	42%	19%	103
12. Representation of student interests to the University	2%	8%	26%	45%	19%	93
13. Campaigns, information and resources to improve conditions for students	1%	6%	34%	40%	19%	111
14. Social activities, bands and competitions	1%	8%	28%	43%	21%	105
15. Clubs	3%	8%	22%	40%	27%	131
16. Quality of canteen/food service	10%	12%	28%	36%	14%	137
17. Prices at canteen/food service	11%	20%	36%	24%	9%	138
18. Retail outlets (shops, stationery, office supplies)	5%	14%	31%	38%	12%	126
19. Motorbike and bicycle parking	4%	10%	16%	39%	30%	134

This service is important to me...

	Yes	No	No. of Responses
1. Student services helpdesk	84%	16%	102
2. Orientation activities	77%	23%	97
3. On campus medical clinic	88%	12%	98
4. Health advice available	81%	19%	96
5. Scholarship and financial advice	74%	26%	94
6. Career planning and advice	87%	13%	93
7. Housing and accommodation advice and assistance	38%	62%	89
8. Counselling services	70%	30%	94
9. Disability support	51%	49%	86
10. Sport programs, sport clubs and recreation activities	66%	34%	99
11. Visual arts, performing arts and gallery activities	71%	29%	96
12. Representation of student interests to the University	60%	40%	91
13. Campaigns, information and resources to improve conditions for students	84%	16%	97
14. Social activities, bands and competitions	76%	24%	98
15. Clubs	73%	27%	99
16. Quality of canteen/food service	92%	8%	101
17. Prices at canteen/food service	93%	7%	102
18. Retail outlets (shops, stationery, office supplies)	87%	13%	98
19. Motorbike and bicycle parking	88%	12%	101

Outcomes

	Strongly Disagree				Strongly Agree	No. of Responses
1. As an RMIT graduate I will be highly employable	1%	5%	38%	30%	26%	129
2. RMIT generally responds well to student feedback	0%	10%	29%	43%	18%	134
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	3%	8%	27%	37%	25%	131

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.