

# STUDENT EXPERIENCE SURVEY - HE

## 2016

RMIT Asia Graduate Centre	Survey Population: 168 Respondents: 27 Response Rate: 16.1%
---------------------------	---

### Demographics (% of total sample size)

#### Commencement Year

Pre 2011	0
2011	0
2012	0
2013	0
2014	0
2015	6
2016	21

#### Age

20 or less	0%
21-24	37%
25-34	33%
35-44	22%
45+	7%

#### Gender

Male	56%
Female	44%

#### Program Type

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

#### Location

Hanoi	7%
Saigon South	93%

#### LOTE

Yes	100%
No	0%

#### Credit Points Taken

24 or fewer	44%
36 or more	52%

#### Disability

Yes	0%
No	96%

#### Last 2 Semesters of Program

Yes	41%
No	59%

#### Main Funds Source

Employment	19%
Cadetship	0%
Youth Allow/Austudy	0%
Family	52%
AusAid/IDP	0%
Home Government	0%
Scholarship	4%
Loan	0%
Savings	22%

#### Industry Placement

<b>Education placement/Internship</b>	
Yes	4%
No	81%
<b>Industry-based project</b>	
Yes	26%
No	59%
<b>Clinical/Professional placement</b>	
Yes	15%
No	70%
<b>Assessed as part of program</b>	
Yes	11%
No	44%

#### Rural Relocatee

Yes	7%
No	93%

#### Employment

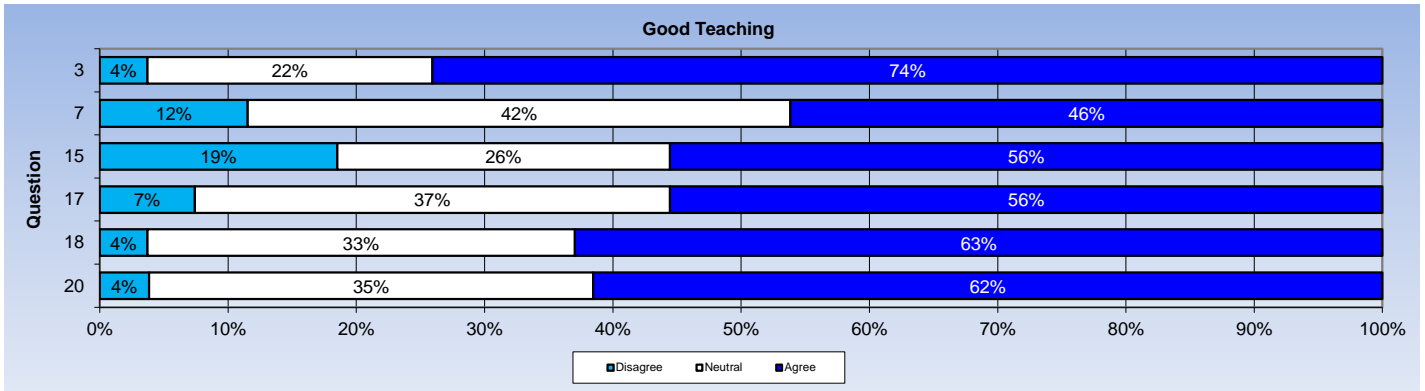
Part time (1-14 hrs)	15%
Part time (15-20 hrs)	7%
Part time (21-34 hrs)	7%
Full time (35+ hrs)	48%
Not at all	22%

#### Snapshot Scales 2016

Good Teaching Scale	59.4%
Generic Skills Scale	82.1%
Overall Satisfaction	69.2%

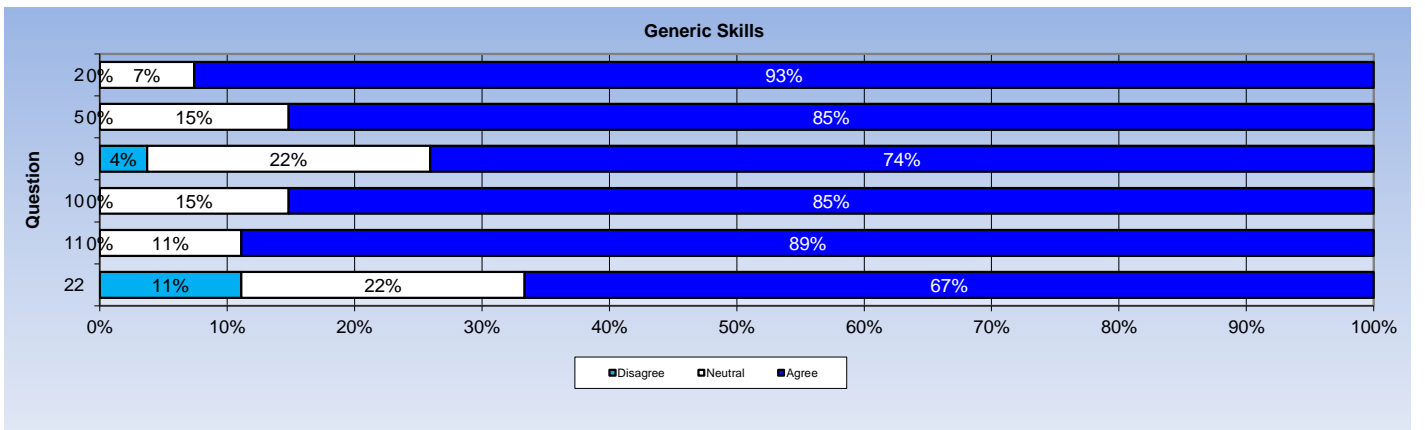
**Good Teaching Scale**

	% AGREE	Strongly Disagree				Strongly Agree	No. of Responses
	59.4%						
3. The teaching staff of this program motivate me to do my best work		0%	4%	22%	41%	33%	27
7. The staff put a lot of time into commenting on my work		0%	12%	42%	35%	12%	26
15. The staff really tried to understand difficulties I might have with the work		7%	11%	26%	41%	15%	27
17. The teaching staff normally give me helpful feedback on how I am going		7%	0%	37%	37%	19%	27
18. My lecturers are extremely good at explaining things		0%	4%	33%	41%	22%	27
20. The teaching staff work hard to make their courses interesting		0%	4%	35%	42%	19%	26



**Generic Skills Scale**

	% AGREE	Strongly Disagree				Strongly Agree	No. of Responses
	82.1%						
2. The program develops my problem-solving skills		0%	0%	7%	59%	33%	27
5. The program sharpens my analytic skills		0%	0%	15%	48%	37%	27
9. The program helps me develop my ability to work as a team member		0%	4%	22%	19%	56%	27
10. As a result of my program, I feel confident with unfamiliar problems		0%	0%	15%	63%	22%	27
11. The program improves my skills in written communication		0%	0%	11%	56%	33%	27
22. My program helps me develop the ability to plan my own work		0%	11%	22%	48%	19%	27



**Overall**

	% AGREE	Strongly Disagree				Strongly Agree	No. of Responses
	69.2%						
27. Overall, I am satisfied with the quality of this program		0%	8%	23%	50%	19%	26

**Clear Goals and Standards Scale**

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	58.9%							
1. It was always easy to know the standard of work expected		0%	11%	26%	26%	37%	27	
6. I usually have a clear idea of where I am going and what is expected of me in this program		0%	15%	11%	52%	22%	27	
13. It was often hard to discover what is expected of me in this program ( * )		11%	26%	41%	15%	7%	27	
24. The staff made it clear from the start what they expect from students		0%	12%	27%	50%	12%	26	

**Appropriate Workload Scale**

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	31.1%							
4. The workload is too heavy ( * )		7%	19%	30%	26%	19%	27	
14. I was generally given enough time to understand things I have to learn		0%	19%	23%	50%	8%	26	
21. There is a lot of pressure on me as a student in this program ( * )		7%	7%	30%	52%	4%	27	
23. The sheer volume of work to be got through in this program means that it can't all be comprehended ( * )		12%	15%	35%	31%	8%	26	

**Appropriate Assessment Scale**

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	63.8%							
8. To do well in this program, all you really need is a good memory ( * )		22%	33%	19%	15%	11%	27	
12. The staff seem more interested in testing what I have memorised than what I have understood ( * )		26%	48%	15%	7%	4%	27	
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	11%	7%	56%	26%	27	
19. Too many staff ask me questions just about facts ( * )		8%	33%	50%	8%	0%	24	

**Other**

						Strongly Disagree	Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		19%	41%	30%	4%	7%	27	
26. It's easy for me to get the information I need about my program		0%	0%	35%	58%	8%	26	

<b>Administration</b>	Strongly Disagree				Strongly Agree		No. of Responses
1. Timetabling and room bookings are well organised	15%	0%	11%	41%	33%	27	
2. I find it easy to check my enrolment status online	0%	4%	4%	52%	41%	27	
3. I'd know what to do if I had a problem with my student administration	4%	7%	19%	52%	19%	27	
4. RMIT effectively resolves any student administration issue I might have	4%	4%	15%	59%	19%	27	
5. I could easily access information about my program options	0%	7%	11%	59%	22%	27	
6. RMIT Vietnam deals fairly with complaints.	4%	12%	35%	35%	15%	26	
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	7%	11%	22%	41%	19%	27	

<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	0%	0%	19%	46%	35%	26	
2. The Library's book collections	0%	0%	24%	48%	28%	25	
3. The quality of service provided by Library staff	0%	0%	18%	45%	36%	22	
4. The Library's facilities	0%	0%	12%	52%	36%	25	
5. Library opening hours	4%	8%	20%	44%	24%	25	

<b>Computing Facilities - I am satisfied with...</b>	Strongly Disagree				Strongly Agree		No. of Responses
1. Access to computers at RMIT	0%	8%	16%	48%	28%	25	
2. Access to the specialist software that I require	0%	5%	45%	27%	23%	22	
3. The availability of computer printers	4%	8%	32%	28%	28%	25	
4. The standard of service from computing support staff	0%	0%	29%	46%	25%	24	

<b>Learning Support Services - I am satisfied with...</b>	Strongly Disagree				Strongly Agree		No. of Responses
1. Study support	0%	0%	35%	48%	17%	23	
2. Language support	0%	0%	33%	52%	14%	21	

<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?	5%	58%	21%	5%	11%	0%	
	Strongly Disagree				Strongly Agree		No. of Responses
1. I am satisfied with my online course materials	0%	4%	8%	68%	20%	25	
2. I am satisfied with my online course activities	0%	13%	13%	54%	21%	24	
3. I find the online environment useful to communicate with my teachers outside of class	0%	12%	27%	42%	19%	26	
4. I find the online environment useful to work with other students on group assignments outside of class	0%	0%	16%	52%	32%	25	
5. I find the online environment helps me balance my studies with my work and home commitments	0%	4%	16%	56%	24%	25	
6. I am satisfied with the Internet access provided by RMIT	12%	0%	15%	38%	35%	26	

<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	0%	11%	22%	48%	19%	27
2. Opportunities to work with other students in my program	0%	0%	12%	65%	23%	26
3. Contact with students in other programs	4%	19%	33%	33%	11%	27
<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	0%	9%	27%	50%	14%	22
2. The RMIT campus is a good place to spend time outside of class	0%	8%	25%	29%	38%	24
3. RMIT is friendly to people from all backgrounds	0%	0%	16%	52%	32%	25
4. I feel personally safe on campus	0%	0%	8%	46%	46%	26
5. I am treated fairly at RMIT	0%	0%	12%	46%	42%	26
6. I can balance my studies with my work and home commitments	0%	4%	32%	44%	20%	25
<b>Building and Facilities</b>					Strongly Agree	No. of Responses
<b><i>The following areas are well maintained...</i></b>						
1. Classrooms	0%	0%	4%	42%	54%	26
2. Lecture theatres	0%	0%	9%	39%	52%	23
3. Laboratories	0%	0%	10%	40%	50%	20
4. Toilets	4%	0%	8%	38%	50%	26
5. Lifts	0%	0%	15%	46%	38%	26
6. Computer labs	0%	9%	14%	45%	32%	22
7. Computer student access labs	0%	10%	10%	48%	33%	21
8. Student accommodations	0%	0%	24%	53%	24%	17
9. Canteen/food service areas	0%	4%	32%	32%	32%	25
<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	35%	42%	19%	4%	26	
2. Career planning and advice	27%	42%	27%	4%	26	
3. Student advisors	19%	50%	27%	4%	26	
<b>Travel</b>	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	58%	0%	31%	0%	12%	26
2. I prefer to travel to my campus by...	50%	0%	35%	4%	12%	26
<b>Additional Services/ Facilities I Would Like To See...</b>					Strongly Agree	No. of Responses
1. More food outlets	5%	5%	0%	38%	52%	21
2. Sports for females	0%	0%	8%	50%	42%	12
3. Car parking near campus	0%	0%	7%	7%	87%	15

## Services and Programs for Students

	Strongly Disagree				Strongly Agree		No. of Responses
<b><i>I am satisfied with the service or program...</i></b>							
1. Student services helpdesk	0%	0%	25%	50%	25%		20
2. Orientation activities	0%	0%	16%	58%	26%		19
3. On campus medical clinic	0%	13%	13%	33%	40%		15
4. Health advice available	0%	0%	27%	45%	27%		11
5. Scholarship and financial advice	0%	7%	7%	47%	40%		15
6. Career planning and advice	7%	0%	14%	50%	29%		14
7. Housing and accommodation advice and assistance	0%	11%	44%	22%	22%		9
8. Counselling services	0%	0%	23%	46%	31%		13
9. Disability support	0%	0%	38%	38%	25%		8
10. Sport programs, sport clubs and recreation activities	0%	0%	20%	53%	27%		15
11. Visual arts, performing arts and gallery activities	0%	0%	20%	70%	10%		10
12. Representation of student interests to the University	0%	8%	15%	62%	15%		13
13. Campaigns, information and resources to improve conditions for students	0%	11%	5%	58%	26%		19
14. Social activities, bands and competitions	0%	0%	18%	64%	18%		11
15. Clubs	0%	0%	25%	50%	25%		12
16. Quality of canteen/food service	4%	4%	29%	38%	25%		24
17. Prices at canteen/food service	0%	14%	24%	38%	24%		21
18. Retail outlets (shops, stationery, office supplies)	0%	10%	29%	29%	33%		21
19. Motorbike and bicycle parking	0%	5%	5%	58%	32%		19

## ***This service is important to me...***

	Yes	No	No. of Responses	
1. Student services helpdesk	60%	40%	20	
2. Orientation activities	67%	33%	18	
3. On campus medical clinic	67%	33%	18	
4. Health advice available	53%	47%	17	
5. Scholarship and financial advice	56%	44%	18	
6. Career planning and advice	61%	39%	18	
7. Housing and accommodation advice and assistance	12%	88%	17	
8. Counselling services	61%	39%	18	
9. Disability support	18%	82%	17	
10. Sport programs, sport clubs and recreation activities	39%	61%	18	
11. Visual arts, performing arts and gallery activities	35%	65%	17	
12. Representation of student interests to the University	42%	58%	19	
13. Campaigns, information and resources to improve conditions for students	79%	21%	19	
14. Social activities, bands and competitions	29%	71%	17	
15. Clubs	41%	59%	17	
16. Quality of canteen/food service	95%	5%	20	
17. Prices at canteen/food service	83%	17%	18	
18. Retail outlets (shops, stationery, office supplies)	72%	28%	18	
19. Motorbike and bicycle parking	83%	17%	18	

## Outcomes

	Strongly Disagree				Strongly Agree		No. of Responses
1. As an RMIT graduate I will be highly employable	0%	4%	38%	46%	13%		24
2. RMIT generally responds well to student feedback	0%	4%	25%	50%	21%		24
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	0%	4%	17%	46%	33%		24

## 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.