

STUDENT EXPERIENCE SURVEY - HE

2016

Student Services

Survey Population: 20
Respondents: 5
Response Rate: 25.0%

Demographics (% of total sample size)

Commencement Year

Pre 2011	0
2011	0
2012	0
2013	0
2014	0
2015	0
2016	5

Age

20 or less	40%
21-24	40%
25-34	0%
35-44	0%
45+	20%

Gender

Male	40%
Female	60%

Program Type

Bachelor degree	0%
Postgraduate (Coursework)	0%
Other	100%

Location

Hanoi	80%
Saigon South	20%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	20%
36 or more	80%

Disability

Yes	0%
No	100%

Last 2 Semesters of Program

Yes	40%
No	60%

Main Funds Source

Employment	0%
Cadetship	0%
Youth Allow/Austudy	20%
Family	80%
AusAid/IDP	0%
Home Government	0%
Scholarship	0%
Loan	0%
Savings	0%

Industry Placement

Education placement/Internship	
Yes	0%
No	100%
Industry-based project	
Yes	20%
No	80%
Clinical/Professional placement	
Yes	20%
No	80%
Assessed as part of program	
Yes	20%
No	40%

Rural Relocatee

Yes	0%
No	100%

Employment

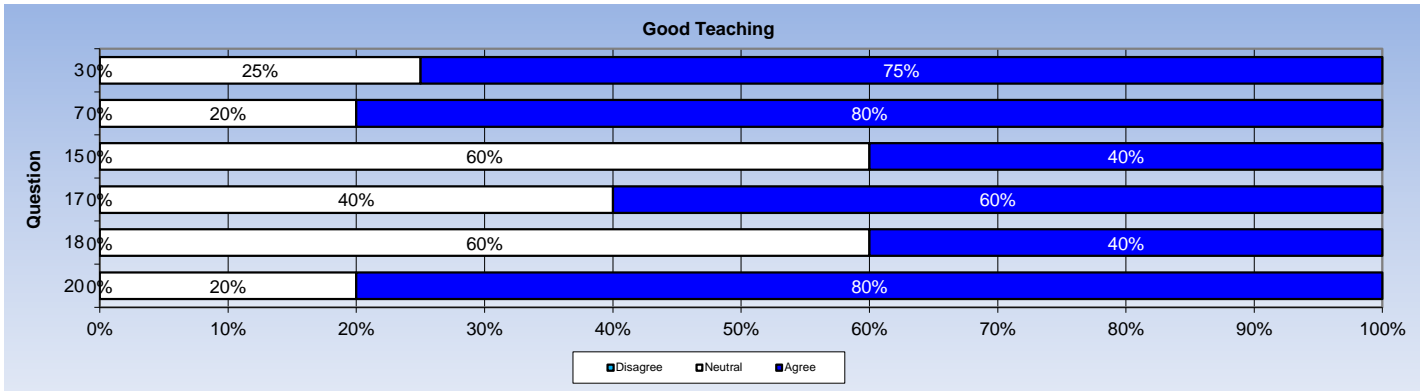
Part time (1-14 hrs)	60%
Part time (15-20 hrs)	0%
Part time (21-34 hrs)	0%
Full time (35+ hrs)	0%
Not at all	40%

Snapshot Scales 2016

Good Teaching Scale	62.1%
Generic Skills Scale	80.0%
Overall Satisfaction	60.0%

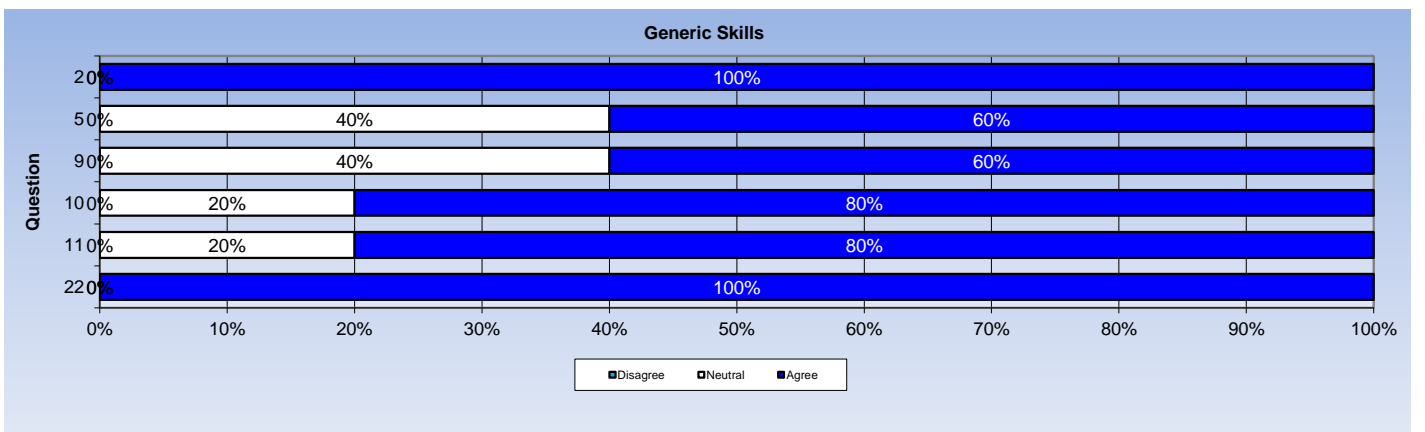
Good Teaching Scale

	% AGREE	Strongly Disagree				Strongly Agree		No. of Responses
	62.1%							
3. The teaching staff of this program motivate me to do my best work		0%	0%	25%	75%	0%		4
7. The staff put a lot of time into commenting on my work		0%	0%	20%	60%	20%		5
15. The staff really tried to understand difficulties I might have with the work		0%	0%	60%	20%	20%		5
17. The teaching staff normally give me helpful feedback on how I am going		0%	0%	40%	40%	20%		5
18. My lecturers are extremely good at explaining things		0%	0%	60%	20%	20%		5
20. The teaching staff work hard to make their courses interesting		0%	0%	20%	40%	40%		5



Generic Skills Scale

	% AGREE	Strongly Disagree				Strongly Agree		No. of Responses
	80.0%							
2. The program develops my problem-solving skills		0%	0%	0%	80%	20%		5
5. The program sharpens my analytic skills		0%	0%	40%	40%	20%		5
9. The program helps me develop my ability to work as a team member		0%	0%	40%	40%	20%		5
10. As a result of my program, I feel confident with unfamiliar problems		0%	0%	20%	40%	40%		5
11. The program improves my skills in written communication		0%	0%	20%	60%	20%		5
22. My program helps me develop the ability to plan my own work		0%	0%	0%	80%	20%		5



Overall

	% AGREE	Strongly Disagree				Strongly Agree		No. of Responses
	60.0%							
27. Overall, I am satisfied with the quality of this program		0%	0%	40%	20%	40%		5

Clear Goals and Standards Scale

	% AGREE					No. of	
	68.4%	Strongly Disagree		Strongly Agree		Responses	
1. It was always easy to know the standard of work expected		0%	0%	0%	60%	40%	5
6. I usually have a clear idea of where I am going and what is expected of me in this program		0%	0%	60%	20%	20%	5
13. It was often hard to discover what is expected of me in this program (*)		0%	50%	50%	0%	0%	4
24. The staff made it clear from the start what they expect from students		0%	0%	20%	40%	40%	5

Appropriate Workload Scale

	% AGREE					No. of	
	47.4%	Strongly Disagree		Strongly Agree		Responses	
4. The workload is too heavy (*)		20%	40%	20%	20%	0%	5
14. I was generally given enough time to understand things I have to learn		0%	0%	20%	60%	20%	5
21. There is a lot of pressure on me as a student in this program (*)		20%	0%	40%	40%	0%	5
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		25%	0%	25%	50%	0%	4

Appropriate Assessment Scale

	% AGREE					No. of	
	35.0%	Strongly Disagree		Strongly Agree		Responses	
8. To do well in this program, all you really need is a good memory (*)		0%	40%	40%	20%	0%	5
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		0%	0%	40%	60%	0%	5
16. The assessment methods employed in this program require an in-depth understanding of the program content		0%	0%	20%	60%	20%	5
19. Too many staff ask me questions just about facts (*)		0%	20%	40%	40%	0%	5

Other

						No. of	
		Strongly Disagree		Strongly Agree		Responses	
25. Teaching staff can be hard to contact		60%	0%	0%	40%	0%	5
26. It's easy for me to get the information I need about my program		0%	0%	40%	40%	20%	5

Section Two - Campus Life

Student Services

2016

Administration

	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	0%	0%	20%	40%	40%	5
2. I find it easy to check my enrolment status online	0%	20%	0%	40%	40%	5
3. I'd know what to do if I had a problem with my student administration	0%	0%	25%	25%	50%	4
4. RMIT effectively resolves any student administration issue I might have	0%	0%	0%	50%	50%	4
5. I could easily access information about my program options	0%	20%	0%	40%	40%	5
6. RMIT Vietnam deals fairly with complaints.	0%	0%	25%	50%	25%	4
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	20%	0%	0%	60%	20%	5

Learning Support

	Strongly Disagree				Strongly Agree	No. of Responses
Library - I am satisfied with...						
1. The Library's e-resources collection	0%	0%	20%	40%	40%	5
2. The Library's book collections	0%	0%	20%	60%	20%	5
3. The quality of service provided by Library staff	0%	0%	20%	40%	40%	5
4. The Library's facilities	0%	0%	20%	20%	60%	5
5. Library opening hours	0%	0%	0%	60%	40%	5

Computing Facilities - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	0%	0%	0%	60%	40%	5
2. Access to the specialist software that I require	0%	0%	0%	60%	40%	5
3. The availability of computer printers	0%	0%	0%	60%	40%	5
4. The standard of service from computing support staff	0%	0%	0%	60%	40%	5

Learning Support Services - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	0%	0%	0%	60%	40%	5
2. Language support	0%	0%	0%	60%	40%	5

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?	25%	25%	0%	0%	50%	0%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	0%	0%	0%	60%	40%	5
2. I am satisfied with my online course activities	0%	0%	20%	60%	20%	5
3. I find the online environment useful to communicate with my teachers outside of class	0%	0%	0%	75%	25%	4
4. I find the online environment useful to work with other students on group assignments outside of class	0%	0%	0%	50%	50%	4
5. I find the online environment helps me balance my studies with my work and home commitments	0%	0%	0%	80%	20%	5
6. I am satisfied with the Internet access provided by RMIT	0%	0%	0%	40%	60%	5

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	0%	0%	20%	60%	20%	5
2. Opportunities to work with other students in my program	0%	20%	0%	60%	20%	5
3. Contact with students in other programs	0%	20%	20%	20%	40%	5

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%	0%	40%	40%	20%	5
2. The RMIT campus is a good place to spend time outside of class	0%	0%	40%	20%	40%	5
3. RMIT is friendly to people from all backgrounds	0%	0%	40%	20%	40%	5
4. I feel personally safe on campus	0%	0%	20%	20%	60%	5
5. I am treated fairly at RMIT	0%	0%	20%	20%	60%	5
6. I can balance my studies with my work and home commitments	0%	0%	20%	20%	60%	5

Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	0%	20%	20%	20%	40%	5
2. Lecture theatres	0%	0%	20%	40%	40%	5
3. Laboratories	0%	0%	0%	40%	60%	5
4. Toilets	0%	20%	0%	40%	40%	5
5. Lifts	0%	0%	40%	20%	40%	5
6. Computer labs	0%	0%	20%	40%	40%	5
7. Computer student access labs	0%	0%	40%	20%	40%	5
8. Student accommodations	0%	0%	0%	75%	25%	4
9. Canteen/food service areas	20%	0%	20%	60%	0%	5

Use of Campus Services	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.	No. of Responses
1. Learning skills unit	80%	0%	20%	0%	5
2. Career planning and advice	80%	20%	0%	0%	5
3. Student advisors	100%	0%	0%	0%	5

Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	80%	20%	0%	0%	0%	5
2. I prefer to travel to my campus by...	60%	40%	0%	0%	0%	5

Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	0%	0%	0%	20%	80%	5
2. Sports for females	0%	0%	0%	25%	75%	4
3. Car parking near campus	0%	0%	0%	25%	75%	4

Services and Programs for Students					Strongly Agree	No. of Responses
<i>I am satisfied with the service or program...</i>						
1. Student services helpdesk	0%	0%	25%	50%	25%	4
2. Orientation activities	0%	0%	25%	50%	25%	4
3. On campus medical clinic	0%	0%	25%	25%	50%	4
4. Health advice available	0%	0%	0%	33%	67%	3
5. Scholarship and financial advice	0%	0%	50%	50%	0%	2
6. Career planning and advice	0%	0%	25%	25%	50%	4
7. Housing and accommodation advice and assistance	0%	0%	33%	33%	33%	3
8. Counselling services	0%	0%	25%	25%	50%	4
9. Disability support	0%	0%	0%	50%	50%	2
10. Sport programs, sport clubs and recreation activities	0%	0%	0%	33%	67%	3
11. Visual arts, performing arts and gallery activities	0%	0%	0%	50%	50%	2
12. Representation of student interests to the University	0%	0%	0%	67%	33%	3
13. Campaigns, information and resources to improve conditions for students	0%	0%	0%	50%	50%	2
14. Social activities, bands and competitions	0%	0%	0%	33%	67%	3
15. Clubs	0%	0%	25%	25%	50%	4
16. Quality of canteen/food service	25%	0%	0%	25%	50%	4
17. Prices at canteen/food service	40%	20%	0%	40%	0%	5
18. Retail outlets (shops, stationery, office supplies)	0%	25%	25%	50%	0%	4
19. Motorbike and bicycle parking	0%	20%	20%	40%	20%	5

<i>This service is important to me...</i>	Yes	No	No. of Responses
1. Student services helpdesk	75%	25%	4
2. Orientation activities	100%	0%	2
3. On campus medical clinic	100%	0%	2
4. Health advice available	100%	0%	3
5. Scholarship and financial advice	33%	67%	3
6. Career planning and advice	75%	25%	4
7. Housing and accommodation advice and assistance	67%	33%	3
8. Counselling services	100%	0%	4
9. Disability support	100%	0%	2
10. Sport programs, sport clubs and recreation activities	100%	0%	3
11. Visual arts, performing arts and gallery activities	100%	0%	2
12. Representation of student interests to the University	100%	0%	2
13. Campaigns, information and resources to improve conditions for students	100%	0%	2
14. Social activities, bands and competitions	100%	0%	2
15. Clubs	100%	0%	4
16. Quality of canteen/food service	67%	33%	3
17. Prices at canteen/food service	67%	33%	3
18. Retail outlets (shops, stationery, office supplies)	67%	33%	3
19. Motorbike and bicycle parking	100%	0%	3

Outcomes					Strongly Agree	No. of Responses
1. As an RMIT graduate I will be highly employable	0%	0%	20%	20%	60%	5
2. RMIT generally responds well to student feedback	0%	0%	0%	20%	80%	5
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	0%	0%	20%	20%	60%	5

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.