

# STUDENT EXPERIENCE SURVEY - HE

## 2016

RMIT Vietnam	Survey Population: 3,242 Respondents: 670 Response Rate: 20.7%
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### Demographics (% of total sample size)

#### Commencement Year

Pre 2011	1
2011	1
2012	5
2013	23
2014	141
2015	276
2016	223

#### Age

20 or less	53%
21-24	40%
25-34	6%
35-44	1%
45+	0%

#### Gender

Male	37%
Female	63%

#### Program Type

Bachelor degree	90%
Postgraduate (Coursework)	4%
Other	6%

#### Location

Hanoi	20%
Saigon South	78%

#### LOTE

Yes	100%
No	0%

#### Credit Points Taken

24 or fewer	39%
36 or more	61%

#### Disability

Yes	12%
No	87%

#### Last 2 Semesters of Program

Yes	35%
No	63%

#### Main Funds Source

Employment	5%
Cadetship	0%
Youth Allow/Austudy	1%
Family	85%
AusAid/IDP	0%
Home Government	0%
Scholarship	2%
Loan	0%
Savings	4%

#### Industry Placement

<b>Education placement/Internship</b>	
Yes	21%
No	74%
<b>Industry-based project</b>	
Yes	29%
No	66%
<b>Clinical/Professional placement</b>	
Yes	14%
No	79%
<b>Assessed as part of program</b>	
Yes	24%
No	43%

#### Rural Relocatee

Yes	19%
No	80%

#### Employment

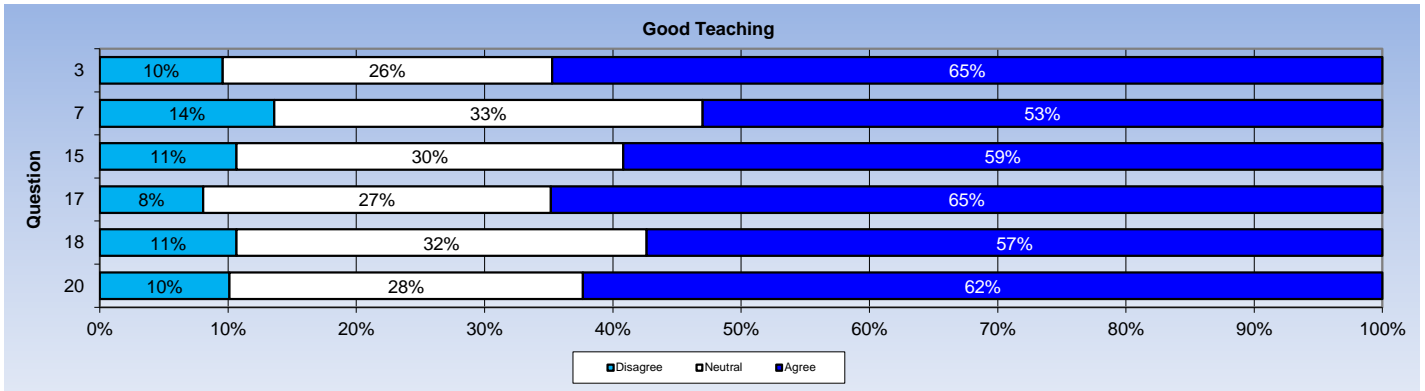
Part time (1-14 hrs)	20%
Part time (15-20 hrs)	8%
Part time (21-34 hrs)	5%
Full time (35+ hrs)	7%
Not at all	60%

#### Snapshot Scales 2016

Good Teaching Scale	60.3%
Generic Skills Scale	65.6%
Overall Satisfaction	64.6%

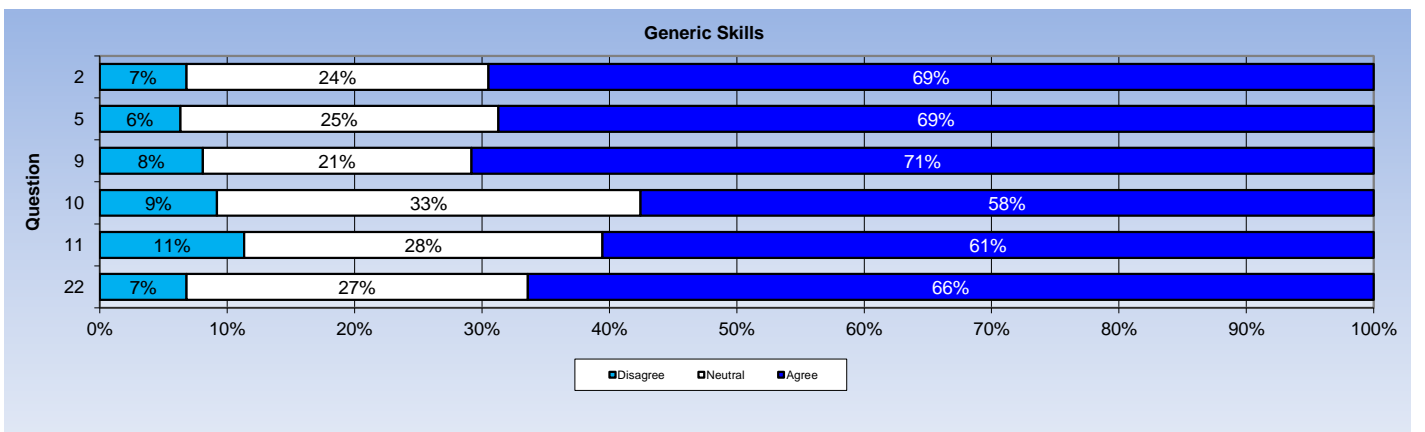
**Good Teaching Scale**

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	<b>60.3%</b>					
3. The teaching staff of this program motivate me to do my best work	0%	9%	26%	43%	22%	658
7. The staff put a lot of time into commenting on my work	2%	11%	33%	40%	13%	647
15. The staff really tried to understand difficulties I might have with the work	3%	8%	30%	40%	19%	647
17. The teaching staff normally give me helpful feedback on how I am going	2%	6%	27%	44%	21%	657
18. My lecturers are extremely good at explaining things	3%	8%	32%	40%	18%	657
20. The teaching staff work hard to make their courses interesting	1%	9%	28%	40%	22%	653



**Generic Skills Scale**

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	<b>65.6%</b>					
2. The program develops my problem-solving skills	1%	6%	24%	51%	18%	662
5. The program sharpens my analytic skills	0%	6%	25%	51%	17%	649
9. The program helps me develop my ability to work as a team member	2%	6%	21%	42%	29%	655
10. As a result of my program, I feel confident with unfamiliar problems	1%	8%	33%	44%	13%	641
11. The program improves my skills in written communication	1%	10%	28%	42%	19%	644
22. My program helps me develop the ability to plan my own work	1%	6%	27%	45%	21%	646



**Overall**

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	<b>64.6%</b>					
27. Overall, I am satisfied with the quality of this program	2%	7%	26%	48%	16%	655

**Clear Goals and Standards Scale**

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	47.3%							
1. It was always easy to know the standard of work expected		2%	10%	33%	41%	14%	657	
6. I usually have a clear idea of where I am going and what is expected of me in this program		2%	15%	33%	38%	11%	652	
13. It was often hard to discover what is expected of me in this program ( * )		5%	24%	37%	24%	11%	647	
24. The staff made it clear from the start what they expect from students		3%	10%	31%	39%	17%	653	

**Appropriate Workload Scale**

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	25.5%							
4. The workload is too heavy ( * )		2%	16%	44%	27%	12%	654	
14. I was generally given enough time to understand things I have to learn		2%	12%	35%	42%	10%	646	
21. There is a lot of pressure on me as a student in this program ( * )		3%	14%	33%	35%	15%	639	
23. The sheer volume of work to be got through in this program means that it can't all be comprehended ( * )		3%	12%	49%	27%	9%	575	

**Appropriate Assessment Scale**

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	45.3%							
8. To do well in this program, all you really need is a good memory ( * )		15%	24%	28%	20%	12%	650	
12. The staff seem more interested in testing what I have memorised than what I have understood ( * )		15%	25%	32%	20%	8%	645	
16. The assessment methods employed in this program require an in-depth understanding of the program content		1%	7%	27%	44%	21%	643	
19. Too many staff ask me questions just about facts ( * )		9%	27%	40%	18%	6%	600	

**Other**

						Strongly Disagree	Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		20%	31%	26%	16%	7%	635	
26. It's easy for me to get the information I need about my program		2%	9%	30%	44%	16%	645	

## Section Two - Campus Life

RMIT Vietnam

2016

### Administration

	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	8%	15%	26%	31%	20%	642
2. I find it easy to check my enrolment status online	2%	8%	19%	40%	31%	658
3. I'd know what to do if I had a problem with my student administration	2%	12%	28%	40%	18%	639
4. RMIT effectively resolves any student administration issue I might have	2%	10%	31%	41%	16%	610
5. I could easily access information about my program options	1%	8%	23%	46%	21%	643
6. RMIT Vietnam deals fairly with complaints.	4%	13%	37%	34%	13%	572
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	8%	14%	23%	35%	19%	619

### Learning Support

	Strongly Disagree				Strongly Agree	No. of Responses
<b>Library - I am satisfied with...</b>						
1. The Library's e-resources collection	1%	6%	25%	42%	25%	621
2. The Library's book collections	2%	5%	25%	41%	27%	629
3. The quality of service provided by Library staff	1%	4%	19%	41%	35%	636
4. The Library's facilities	2%	5%	18%	42%	33%	640
5. Library opening hours	3%	7%	21%	39%	29%	631

### Computing Facilities - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	5%	11%	26%	36%	23%	641
2. Access to the specialist software that I require	3%	11%	32%	35%	19%	587
3. The availability of computer printers	7%	18%	27%	31%	17%	625
4. The standard of service from computing support staff	2%	8%	30%	39%	20%	606

### Learning Support Services - I am satisfied with...

	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	2%	5%	33%	41%	19%	551
2. Language support	2%	6%	33%	39%	20%	518

### 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?	35%	29%	24%	3%	8%	2%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	3%	8%	29%	43%	16%	652
2. I am satisfied with my online course activities	3%	10%	34%	41%	13%	638
3. I find the online environment useful to communicate with my teachers outside of class	3%	11%	32%	38%	15%	629
4. I find the online environment useful to work with other students on group assignments outside of class	4%	9%	30%	40%	18%	632
5. I find the online environment helps me balance my studies with my work and home commitments	4%	8%	35%	36%	16%	614
6. I am satisfied with the Internet access provided by RMIT	6%	12%	26%	36%	19%	641

<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	2%	9%	30%	43%	16%	643
2. Opportunities to work with other students in my program	1%	7%	25%	46%	20%	646
3. Contact with students in other programs	6%	15%	32%	33%	14%	626
<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	2%	9%	29%	41%	18%	633
2. The RMIT campus is a good place to spend time outside of class	3%	9%	24%	41%	23%	640
3. RMIT is friendly to people from all backgrounds	2%	7%	23%	43%	25%	636
4. I feel personally safe on campus	1%	6%	18%	42%	32%	641
5. I am treated fairly at RMIT	2%	4%	20%	43%	32%	640
6. I can balance my studies with my work and home commitments	3%	7%	31%	41%	17%	635
<b>Building and Facilities</b>					Strongly Agree	No. of Responses
<b><i>The following areas are well maintained...</i></b>						
1. Classrooms	2%	6%	22%	44%	26%	658
2. Lecture theatres	2%	4%	22%	45%	28%	646
3. Laboratories	3%	7%	23%	45%	23%	582
4. Toilets	2%	6%	18%	43%	32%	654
5. Lifts	2%	9%	25%	40%	23%	644
6. Computer labs	5%	12%	26%	35%	21%	643
7. Computer student access labs	5%	13%	25%	35%	22%	630
8. Student accommodations	3%	11%	29%	37%	20%	504
9. Canteen/food service areas	8%	12%	28%	37%	15%	634
<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%	37%	24%	3%	646	
2. Career planning and advice	34%	42%	19%	5%	646	
3. Student advisors	36%	42%	18%	4%	646	
<b>Travel</b>	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	78%	2%	8%	4%	7%	656
2. I prefer to travel to my campus by...	61%	5%	21%	7%	5%	653
<b>Additional Services/ Facilities I Would Like To See...</b>					Strongly Agree	No. of Responses
1. More food outlets	4%	4%	13%	25%	55%	624
2. Sports for females	4%	4%	24%	24%	43%	515
3. Car parking near campus	6%	5%	16%	21%	51%	494

## 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	2%	5%	29%	43%	22%		519
2. Orientation activities	0%	6%	31%	45%	18%		524
3. On campus medical clinic	5%	9%	26%	39%	22%		479
4. Health advice available	5%	10%	28%	38%	19%		420
5. Scholarship and financial advice	3%	10%	33%	33%	21%		403
6. Career planning and advice	2%	10%	27%	36%	25%		458
7. Housing and accommodation advice and assistance	4%	8%	41%	31%	17%		323
8. Counselling services	1%	7%	34%	37%	21%		406
9. Disability support	2%	6%	40%	33%	18%		308
10. Sport programs, sport clubs and recreation activities	2%	6%	25%	41%	27%		505
11. Visual arts, performing arts and gallery activities	3%	10%	30%	37%	19%		421
12. Representation of student interests to the University	3%	6%	31%	39%	21%		443
13. Campaigns, information and resources to improve conditions for students	2%	7%	29%	40%	22%		521
14. Social activities, bands and competitions	1%	6%	27%	42%	24%		508
15. Clubs	2%	8%	24%	37%	28%		562
16. Quality of canteen/food service	7%	12%	28%	35%	18%		610
17. Prices at canteen/food service	12%	22%	34%	22%	12%		605
18. Retail outlets (shops, stationery, office supplies)	4%	12%	32%	34%	18%		575
19. Motorbike and bicycle parking	5%	12%	22%	36%	24%		581

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

	Yes	No	No. of Responses
1. Student services helpdesk	79%	21%	432
2. Orientation activities	68%	32%	411
3. On campus medical clinic	78%	22%	421
4. Health advice available	71%	29%	401
5. Scholarship and financial advice	71%	29%	403
6. Career planning and advice	86%	14%	406
7. Housing and accommodation advice and assistance	40%	60%	384
8. Counselling services	66%	34%	394
9. Disability support	44%	56%	377
10. Sport programs, sport clubs and recreation activities	72%	28%	419
11. Visual arts, performing arts and gallery activities	57%	43%	391
12. Representation of student interests to the University	61%	39%	391
13. Campaigns, information and resources to improve conditions for students	79%	21%	410
14. Social activities, bands and competitions	72%	28%	413
15. Clubs	76%	24%	421
16. Quality of canteen/food service	91%	9%	437
17. Prices at canteen/food service	88%	12%	437
18. Retail outlets (shops, stationery, office supplies)	83%	17%	423
19. Motorbike and bicycle parking	87%	13%	428

## Outcomes

	Strongly Disagree				Strongly Agree		No. of Responses
1. As an RMIT graduate I will be highly employable	3%	7%	35%	32%	23%		591
2. RMIT generally responds well to student feedback	3%	9%	32%	36%	21%		603
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	5%	8%	30%	35%	23%		591

## 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.