

STUDENT EXPERIENCE SURVEY - HE

2016

999V-School Not Known

Survey Population: 708
Respondents: 109
Response Rate: 15.4%

Demographics (% of total sample size)

Commencement Year

Pre 2011	0
2011	0
2012	3
2013	5
2014	24
2015	32
2016	45

Age

20 or less	46%
21-24	49%
25-34	5%
35-44	0%
45+	1%

Gender

Male	40%
Female	60%

Program Type

Bachelor degree	66%
Postgraduate (Coursework)	0%
Other	34%

Location

Hanoi	24%
Saigon South	75%

LOTE

Yes	100%
No	0%

Credit Points Taken

24 or fewer	47%
36 or more	53%

Disability

Yes	24%
No	73%

Last 2 Semesters of Program

Yes	50%
No	49%

Main Funds Source

Employment	6%
Cadetship	0%
Youth Allow/Austudy	1%
Family	82%
AusAid/IDP	0%
Home Government	0%
Scholarship	1%
Loan	1%
Savings	6%

Industry Placement

Education placement/Internship	
Yes	22%
No	72%
Industry-based project	
Yes	30%
No	64%
Clinical/Professional placement	
Yes	20%
No	73%
Assessed as part of program	
Yes	29%
No	43%

Rural Relocatee

Yes	29%
No	70%

Employment

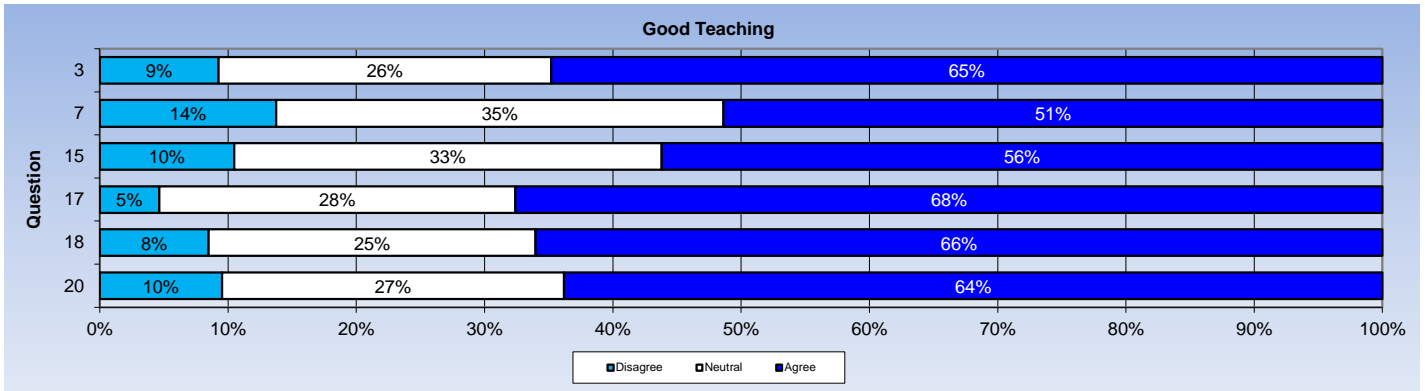
Part time (1-14 hrs)	22%
Part time (15-20 hrs)	9%
Part time (21-34 hrs)	3%
Full time (35+ hrs)	3%
Not at all	63%

Snapshot Scales 2016

Good Teaching Scale	61.6%
Generic Skills Scale	65.6%
Overall Satisfaction	65.1%

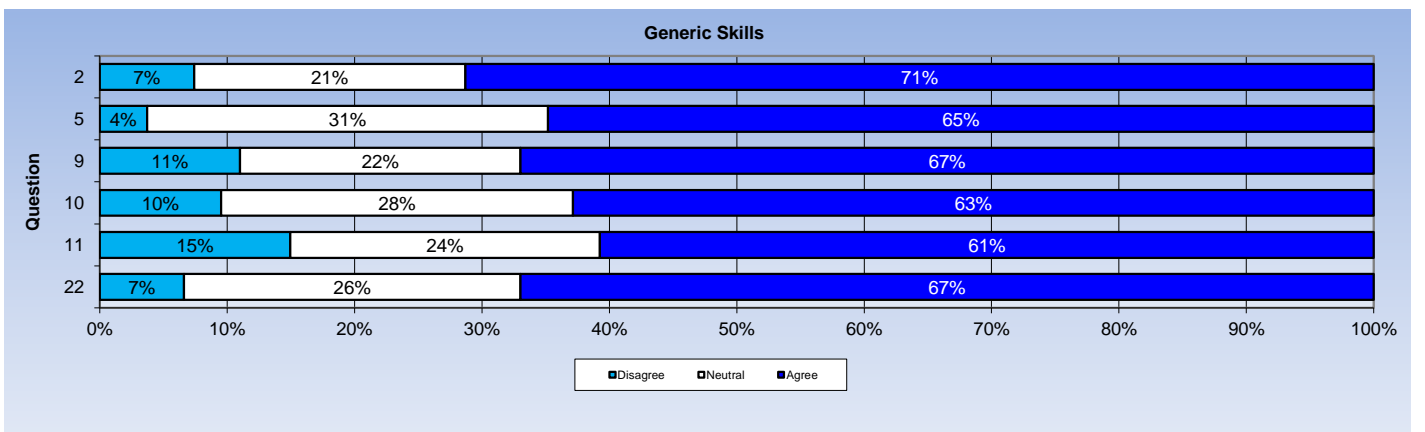
Good Teaching Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	61.6%					
3. The teaching staff of this program motivate me to do my best work	0%	9%	26%	40%	25%	108
7. The staff put a lot of time into commenting on my work	3%	11%	35%	37%	15%	109
15. The staff really tried to understand difficulties I might have with the work	1%	10%	33%	33%	23%	105
17. The teaching staff normally give me helpful feedback on how I am going	1%	4%	28%	39%	29%	108
18. My lecturers are extremely good at explaining things	2%	7%	25%	43%	23%	106
20. The teaching staff work hard to make their courses interesting	1%	9%	27%	42%	22%	105



Generic Skills Scale

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	65.6%					
2. The program develops my problem-solving skills	1%	6%	21%	53%	19%	108
5. The program sharpens my analytic skills	0%	4%	31%	45%	19%	108
9. The program helps me develop my ability to work as a team member	1%	10%	22%	38%	29%	109
10. As a result of my program, I feel confident with unfamiliar problems	3%	7%	28%	46%	17%	105
11. The program improves my skills in written communication	0%	15%	24%	39%	21%	107
22. My program helps me develop the ability to plan my own work	1%	6%	26%	44%	23%	106



Overall

	% AGREE					No. of Responses
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
	65.1%					
27. Overall, I am satisfied with the quality of this program	0%	6%	29%	41%	25%	106

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%	7%	31%	42%	18%		106
6. I usually have a clear idea of where I am going and what is expected of me in this program		3%	14%	33%	36%	14%		107
13. It was often hard to discover what is expected of me in this program (*)		5%	14%	41%	25%	15%		106
24. The staff made it clear from the start what they expect from students		3%	8%	30%	39%	21%		106

Appropriate Workload Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	26.1%							
4. The workload is too heavy (*)		2%	18%	44%	28%	8%		109
14. I was generally given enough time to understand things I have to learn		1%	8%	35%	42%	14%		106
21. There is a lot of pressure on me as a student in this program (*)		3%	14%	36%	35%	13%		104
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (*)		1%	9%	42%	32%	16%		98

Appropriate Assessment Scale

	% AGREE					Strongly Disagree	Strongly Agree	No. of Responses
	32.6%							
8. To do well in this program, all you really need is a good memory (*)		6%	15%	35%	28%	17%		108
12. The staff seem more interested in testing what I have memorised than what I have understood (*)		7%	14%	34%	34%	11%		107
16. The assessment methods employed in this program require an in-depth understanding of the program content		2%	9%	25%	45%	19%		102
19. Too many staff ask me questions just about facts (*)		4%	22%	38%	26%	10%		100

Other

						Strongly Disagree	Strongly Agree	No. of Responses
25. Teaching staff can be hard to contact		19%	30%	22%	21%	9%		102
26. It's easy for me to get the information I need about my program		1%	9%	27%	40%	23%		103

Section Two - Campus Life

999V-School Not Known

2016

Administration	Strongly Disagree				Strongly Agree	No. of Responses
1. Timetabling and room bookings are well organised	7%	21%	23%	28%	20%	108
2. I find it easy to check my enrolment status online	5%	14%	18%	38%	26%	109
3. I'd know what to do if I had a problem with my student administration	2%	15%	29%	38%	17%	103
4. RMIT effectively resolves any student administration issue I might have	3%	14%	32%	34%	17%	100
5. I could easily access information about my program options	1%	10%	27%	39%	23%	105
6. RMIT Vietnam deals fairly with complaints.	4%	11%	35%	36%	13%	97
7. If I had a complaint about RMIT Vietnam, I'd know where to go.	7%	17%	23%	32%	20%	103

Learning Support	Strongly Disagree				Strongly Agree	No. of Responses
Library - I am satisfied with...						
1. The Library's e-resources collection	3%	8%	26%	41%	23%	105
2. The Library's book collections	2%	8%	21%	41%	28%	106
3. The quality of service provided by Library staff	2%	5%	22%	40%	32%	106
4. The Library's facilities	3%	5%	17%	42%	33%	106
5. Library opening hours	4%	5%	25%	37%	30%	105

Computing Facilities - I am satisfied with...	Strongly Disagree				Strongly Agree	No. of Responses
1. Access to computers at RMIT	4%	13%	20%	36%	27%	105
2. Access to the specialist software that I require	3%	10%	27%	35%	24%	99
3. The availability of computer printers	7%	12%	26%	30%	25%	102
4. The standard of service from computing support staff	4%	7%	26%	37%	26%	103

Learning Support Services - I am satisfied with...	Strongly Disagree				Strongly Agree	No. of Responses
1. Study support	0%	6%	28%	43%	23%	100
2. Language support	1%	6%	27%	41%	24%	99

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?	43%	24%	18%	4%	9%	2%
	Strongly Disagree				Strongly Agree	No. of Responses
1. I am satisfied with my online course materials	3%	13%	23%	39%	21%	107
2. I am satisfied with my online course activities	2%	10%	32%	40%	16%	106
3. I find the online environment useful to communicate with my teachers outside of class	4%	13%	25%	38%	21%	102
4. I find the online environment useful to work with other students on group assignments outside of class	4%	11%	20%	42%	23%	103
5. I find the online environment helps me balance my studies with my work and home commitments	8%	6%	29%	39%	19%	101
6. I am satisfied with the Internet access provided by RMIT	5%	11%	23%	38%	23%	104

Communication					Strongly Agree	No. of Responses
<i>I have enough...</i>						
1. Opportunities to discuss my academic work with teaching staff	1%	14%	24%	46%	15%	105
2. Opportunities to work with other students in my program	2%	10%	22%	44%	22%	105
3. Contact with students in other programs	5%	12%	29%	37%	18%	101
Campus Life and Environment					Strongly Agree	No. of Responses
1. At RMIT there are enough activities to develop my skills outside of my program	4%	8%	20%	52%	16%	106
2. The RMIT campus is a good place to spend time outside of class	2%	8%	25%	44%	22%	106
3. RMIT is friendly to people from all backgrounds	0%	11%	20%	47%	22%	103
4. I feel personally safe on campus	1%	10%	14%	41%	34%	105
5. I am treated fairly at RMIT	3%	6%	20%	43%	29%	108
6. I can balance my studies with my work and home commitments	5%	6%	25%	43%	22%	105
Building and Facilities					Strongly Agree	No. of Responses
<i>The following areas are well maintained...</i>						
1. Classrooms	3%	9%	24%	34%	30%	107
2. Lecture theatres	3%	5%	21%	43%	29%	107
3. Laboratories	4%	7%	23%	39%	27%	104
4. Toilets	2%	7%	18%	43%	31%	108
5. Lifts	3%	9%	25%	40%	24%	106
6. Computer labs	8%	6%	25%	35%	25%	108
7. Computer student access labs	8%	7%	21%	37%	26%	107
8. Student accommodations	3%	10%	23%	39%	24%	99
9. Canteen/food service areas	6%	18%	22%	37%	18%	106
Use of Campus Services	Yes, I've used it.	Didn't need it.	Didn't know.	Couldn't find it.		
1. Learning skills unit	50%	26%	21%	4%	107	
2. Career planning and advice	43%	32%	21%	4%	107	
3. Student advisors	49%	27%	20%	5%	107	
Travel	Motor Bike	Bicycle	Car	Public Bus	Other	No. of Responses
1. I currently travel to my campus by...	68%	6%	13%	5%	9%	108
2. I prefer to travel to my campus by...	49%	9%	32%	6%	5%	107
Additional Services/ Facilities I Would Like To See...					Strongly Agree	No. of Responses
1. More food outlets	5%	4%	13%	26%	52%	106
2. Sports for females	4%	2%	23%	26%	45%	92
3. Car parking near campus	5%	0%	17%	26%	52%	95

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	2%	9%	22%	49%	17%	86
2. Orientation activities	1%	6%	29%	43%	21%	86
3. On campus medical clinic	5%	8%	24%	40%	24%	85
4. Health advice available	6%	10%	23%	40%	21%	81
5. Scholarship and financial advice	6%	8%	31%	32%	23%	78
6. Career planning and advice	1%	11%	25%	39%	24%	83
7. Housing and accommodation advice and assistance	3%	8%	30%	38%	21%	71
8. Counselling services	4%	7%	28%	35%	26%	82
9. Disability support	3%	6%	32%	38%	21%	66
10. Sport programs, sport clubs and recreation activities	2%	7%	19%	43%	28%	88
11. Visual arts, performing arts and gallery activities	4%	13%	25%	37%	22%	79
12. Representation of student interests to the University	4%	9%	32%	32%	24%	82
13. Campaigns, information and resources to improve conditions for students	2%	6%	26%	41%	25%	93
14. Social activities, bands and competitions	3%	5%	20%	46%	26%	92
15. Clubs	2%	12%	22%	40%	23%	94
16. Quality of canteen/food service	7%	11%	23%	32%	27%	100
17. Prices at canteen/food service	14%	16%	25%	33%	12%	100
18. Retail outlets (shops, stationery, office supplies)	7%	13%	31%	30%	19%	98
19. Motorbike and bicycle parking	10%	14%	23%	33%	20%	93

This service is important to me...

	Yes	No	No. of Responses
1. Student services helpdesk	84%	16%	64
2. Orientation activities	61%	39%	54
3. On campus medical clinic	78%	22%	55
4. Health advice available	78%	22%	54
5. Scholarship and financial advice	68%	32%	57
6. Career planning and advice	88%	12%	58
7. Housing and accommodation advice and assistance	55%	45%	55
8. Counselling services	72%	28%	57
9. Disability support	58%	42%	53
10. Sport programs, sport clubs and recreation activities	77%	23%	60
11. Visual arts, performing arts and gallery activities	63%	37%	54
12. Representation of student interests to the University	65%	35%	57
13. Campaigns, information and resources to improve conditions for students	82%	18%	57
14. Social activities, bands and competitions	79%	21%	57
15. Clubs	82%	18%	57
16. Quality of canteen/food service	92%	8%	61
17. Prices at canteen/food service	88%	12%	58
18. Retail outlets (shops, stationery, office supplies)	84%	16%	58
19. Motorbike and bicycle parking	82%	18%	57

Outcomes

	Strongly Disagree				Strongly Agree	No. of Responses
1. As an RMIT graduate I will be highly employable	7%	3%	37%	27%	26%	100
2. RMIT generally responds well to student feedback	6%	7%	28%	27%	31%	102
3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again	6%	7%	33%	26%	28%	100

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.