

STUDENT EXPERIENCE SURVEY - HE QILT

2018

615H		Survey Population: 535
Business	2 Campuses	Respondents: 152
		Response Rate: 28.4%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2014	0%
2014	0%
2015	0%
2016	5%
2017	52%
2018	43%

Completion Year Expected

2018	34%
2019 or later	66%

LOTE

Yes	91%
No	9%

Age

<21	21%
21-24	60%
25-34	19%
35-44	0%
45+	0%

Gender

Male	41%
Female	59%

Citizenship

% Australian	0%
% Int Onshore	0%
% Int Offshore	100%

Program Type

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

Study Base

One campus	91%
Two or more campus	2%
Mixed	3%
External/Distance	4%

Online Study

None	7%
About a quarter	40%
About half	38%
All or nearly all	15%

Average Grade

No results	0%
0 - 49%	1%
50 - 59%	17%
60 - 69%	39%
70 - 79%	36%
80 - 89%	7%
90 - 100%	0%

Location

China (Mainland)	0%
Hong Kong	0%
Singapore	99%
Indonesia	1%
Sri Lanka	0%
Other	0%

Disability

Yes	0%
No	100%

Snapshot Scales 2018 (See notes on Page 4)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	53.6	Learner Engagement	51.2%
Teaching Quality	63.3	Teaching Quality	66.7%
Learning Resources	65.6	Learning Resources	73.8%
Student Support	59.8	Student Support	57.2%
Skills Development	65.5	Skills Development	70.0%
Overall Quality	56.1	Overall Satisfaction	61.8%

1. Learner Engagement

Percent In Agreement: 51.24% Based on 927 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	1%	14%	26%	25%	27%	7%	150
Had a sense of belonging to RMIT	6%	16%	45%	28%	5%		148
Felt prepared for your study	1%	11%	27%	43%	17%		150
Participated in discussions online or face-to-face	26%	45%	19%	11%			152
Worked with other students as part of your study	1%	26%	44%	29%			152
Interacted with students outside study requirements	11%	56%	27%	6%			152
Interacted with students who are very different from you	11%	56%	26%	7%			151

2. Teaching Quality

Percent In Agreement: 66.74% Based on 926 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	3%	33%	52%	12%	152	
Entire education experience in your program	3%	36%	53%	9%	152	
<i>Your study was delivered in a way that is...</i>	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Well structured and focused	1%	7%	43%	39%	10%	149
Relevant to your education as a whole	1%	5%	38%	42%	15%	151
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	10%	34%	40%	15%	152
Demonstrated concern for student learning	1%	8%	37%	39%	15%	152
Provided clear explanations on coursework and assessment	1%	6%	36%	42%	16%	152
Stimulated you intellectually	1%	9%	43%	34%	13%	152
Commented on your work in ways that help you learn	3%	13%	47%	24%	13%	152
Seemed helpful and approachable	0%	5%	34%	41%	20%	152
Set assessment tasks that challenge you to learn	0%	5%	37%	38%	20%	152

3. Learning Resources

Percent In Agreement: 73.81% Based on 905 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	1%	15%	54%	29%	1%	152
Student spaces and common areas	3%	20%	52%	23%	1%	152
Online learning materials	5%	20%	55%	20%	0%	152
Computing/IT resources	1%	25%	48%	20%	6%	152
Assigned books, notes and resources	5%	24%	50%	19%	2%	151
Laboratory or studio equipment	1%	16%	48%	16%	20%	152
Library resources and facilities	1%	18%	53%	23%	4%	150

4. Student Support

Percent In Agreement: 57.17% Based on 927 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	7%	28%	17%	14%	24%	152
Been offered support relevant to your circumstances	9%	10%	28%	22%	13%	20%	152
Felt induction/orientation activities were relevant and helpful	6%	13%	23%	30%	14%	15%	151
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	4%	9%	30%	35%	23%		141
To what extent have you experienced efficient enrolment and admissions processes	1%	5%	27%	29%	38%		149
	Not at all	Very little	Some	Quite a bit	Very Much	Had No Contact	Respondents
Administrative staff or systems (eg. Online administrative services, frontline staff, enrolment systems)							
Available?	3%	9%	34%	27%	18%	9%	151
Helpful?	2%	11%	34%	25%	20%	9%	151
Career advisors							
Available?	5%	8%	35%	15%	8%	29%	152
Helpful?	9%	7%	32%	17%	7%	28%	151
Academic or learning advisors							
Available?	3%	9%	38%	27%	7%	16%	152
Helpful?	2%	5%	41%	27%	9%	16%	152
Support services such as counsellors, financial/legal advisors and health services							
Available?	7%	9%	28%	13%	6%	37%	152
Helpful?	6%	7%	28%	15%	6%	38%	151

5. Skills Development

Percent In Agreement: 70.01% Based on 927 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	5%	43%	41%	11%	152
Ability to solve complex problems	0%	5%	48%	37%	11%	152
Ability to work with others	0%	2%	36%	45%	18%	152
Confidence to learn independently	1%	5%	34%	41%	20%	151
Written communication skills	0%	5%	43%	40%	12%	152
Spoken communication skills	1%	11%	46%	34%	9%	152
Knowledge of the field(s) you are studying	0%	4%	36%	42%	18%	152
Development of work-related knowledge and skills	0%	9%	38%	42%	12%	152

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	24%	17%	22%	13%	8%	16%	152
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	40%	24%	23%	9%	4%		151
Financial circumstances	36%	21%	26%	9%	7%		151

Considering leaving RMIT in 2015

	Yes	No	Respondents
Seriously considered leaving	11%	89%	152

Reasons for leaving	%
Academic exchange	0
Academic support	27
Administrative support	0
Boredom/lack of interest	7
Career prospects	40
Change of direction	13
Commuting difficulties	0
Difficulty paying fees	33
Difficulty with workload	13
Expectations not met	27
Family responsibilities	20
Financial difficulties	40
Gap year/deferral	0
Government assistance	7
Graduating	20
Health or stress	27
Institution reputation	13
Moving residence	0
Need a break	13
Need to do paid work	20
Other opportunities	7
Paid work responsibilities	7
Personal reasons	27
Quality concerns	13
Received other offer from another university/higher education institution	0
Social reasons	13
Standards too high	0
Study/life balance	20
Travel or tourism	7
Other reasons	13

Notes

To calculate Mean Scores and Percent In Agreement values, responses given by students are converted to a score between 0 and 100.

e.g., Not at all=0, Very little=25, Some=50, Quite a bit=75, Very much=100, for 5 point scales

e.g., Never=0, Sometimes=33.33, Often=66.67, Very often=100, for 4 point scales

Mean values for a scale are determined by calculating the weighted average of these scores

e.g., the mean for a set of questions with responses of Never, Sometimes, Often and Very often is calculated as follows:

The number of "Never" responses multiplied by 0 plus the number of "Sometimes" responses multiplied by 33.33 plus the number of "Often" responses multiplied by 66.67 plus the number of "Very often" responses multiplied by 100. This is then divided by the total number of responses.

The result can be thought of as representing the position of the average response within the range of possible responses.

Percent in Agreement is calculated as follows. First, students who did not answer a significant proportion of the questions in a set are excluded from the calculations for that set, e.g., for the Learner Engagement scale, students who answer fewer than 5 of the 7 questions in this set are excluded.

The average score is then calculated for remaining students; those with an average score equal to or above 55 are regarded as being "In Agreement" while those with an average score below 55 are regarded as being "Not in agreement" with this set of questions.

The Percent in Agreement value is then the number of students found to be "In Agreement" divided by the number of students that were included.

The number of responses is shown for each question and the number of students included in the calculation for each set is also shown.

Overall Quality is based on the question: "Overall how would you rate the quality of your entire educational experience this year?"

Some values may appear as 101 % due to rounding.

Valid responses exclude N/A and blank responses.