

STUDENT EXPERIENCE SURVEY - HE QILT

2018

620H		Survey Population: 422
Business	3 Campuses	Respondents: 114
		Response Rate: 27.0%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2014	0%
2014	0%
2015	0%
2016	8%
2017	51%
2018	41%

Completion Year Expected

2018	32%
2019 or later	68%

LOTE

Yes	93%
No	7%

Age

<21	18%
21-24	67%
25-34	16%
35-44	0%
45+	0%

Gender

Male	57%
Female	43%

Citizenship

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

Program Type

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

Study Base

One campus	95%
Two or more campus	2%
Mixed	0%
External/Distance	4%

Online Study

None	19%
About a quarter	34%
About half	33%
All or nearly all	14%

Average Grade

No results	0%
0 - 49%	2%
50 - 59%	15%
60 - 69%	51%
70 - 79%	29%
80 - 89%	3%
90 - 100%	0%

Location

China (Mainland)	4%
Hong Kong	0%
Singapore	96%
Indonesia	0%
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	57.0	Learner Engagement	51.2%
Teaching Quality	60.1	Teaching Quality	66.7%
Learning Resources	64.7	Learning Resources	73.8%
Student Support	56.5	Student Support	57.2%
Skills Development	64.2	Skills Development	70.0%
Overall Quality	52.2	Overall Satisfaction	54.9%

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	4%	12%	13%	35%	31%	5%	113
Had a sense of belonging to RMIT	3%	21%	51%	21%	5%		112
Felt prepared for your study	2%	8%	42%	27%	21%		113
Participated in discussions online or face-to-face	21%	40%	25%	14%			113
Worked with other students as part of your study	0%	27%	42%	31%			113
Interacted with students outside study requirements	10%	42%	39%	9%			113
Interacted with students who are very different from you	7%	42%	34%	17%			113

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	4%	40%	46%	10%	112	
Entire education experience in your program	4%	42%	50%	5%	113	
<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%	10%	50%	33%	6%	109
Relevant to your education as a whole	1%	5%	45%	41%	7%	110
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	12%	40%	36%	11%	113
Demonstrated concern for student learning	3%	11%	41%	33%	13%	113
Provided clear explanations on coursework and assessment	2%	6%	39%	40%	13%	113
Stimulated you intellectually	2%	13%	45%	29%	12%	112
Commented on your work in ways that help you learn	0%	18%	38%	35%	9%	113
Seemed helpful and approachable	2%	10%	38%	40%	11%	111
Set assessment tasks that challenge you to learn	1%	4%	34%	44%	17%	113

3. Learning Resources**Percent In Agreement: 73.81% Based on 905 Included Responses**

The quality of...	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	16%	53%	29%	0%	113
Student spaces and common areas	4%	19%	56%	20%	0%	113
Online learning materials	2%	21%	61%	16%	0%	113
Computing/IT resources	1%	24%	54%	19%	2%	113
Assigned books, notes and resources	2%	26%	53%	18%	2%	112
Laboratory or studio equipment	4%	19%	43%	18%	17%	113
Library resources and facilities	3%	22%	53%	20%	3%	112

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	8%	10%	36%	16%	12%	18%	111
Been offered support relevant to your circumstances	13%	13%	31%	18%	13%	13%	112
Felt induction/orientation activities were relevant and helpful	8%	16%	30%	22%	15%	9%	113
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	2%	5%	42%	32%	19%		112
To what extent have you experienced efficient enrolment and admissions processes	1%	6%	30%	35%	27%		113
	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?	1%	15%	38%	26%	8%	12%	112
Helpful?	1%	12%	42%	24%	10%	12%	113
Career advisors							
Available?	4%	17%	31%	21%	2%	25%	112
Helpful?	3%	15%	35%	19%	3%	27%	113
Academic or learning advisors							
Available?	1%	18%	39%	18%	7%	17%	112
Helpful?	1%	14%	45%	14%	8%	19%	111
Support services such as counsellors, financial/legal advisors and health services							
Available?	2%	14%	33%	12%	5%	34%	112
Helpful?	3%	15%	29%	12%	6%	35%	112

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%	4%	46%	41%	9%	113
Ability to solve complex problems	1%	5%	51%	36%	6%	113
Ability to work with others	0%	2%	38%	34%	27%	113
Confidence to learn independently	0%	6%	39%	35%	19%	113
Written communication skills	0%	9%	40%	41%	11%	113
Spoken communication skills	0%	9%	50%	33%	9%	113
Knowledge of the field(s) you are studying	1%	3%	40%	40%	16%	112
Development of work-related knowledge and skills	1%	8%	47%	33%	11%	112

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	21%	17%	32%	15%	7%	8%	113
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	25%	24%	33%	17%	2%		113
Financial circumstances	27%	21%	36%	12%	4%		113

Considering leaving RMIT in 2015

	Yes	No	Respondents
Seriously considered leaving	13%	87%	113

Reasons for leaving	%
Academic exchange	0
Academic support	36
Administrative support	7
Boredom/lack of interest	29
Career prospects	29
Change of direction	7
Commuting difficulties	29
Difficulty paying fees	43
Difficulty with workload	29
Expectations not met	14
Family responsibilities	21
Financial difficulties	43
Gap year/deferral	0
Government assistance	0
Graduating	0
Health or stress	36
Institution reputation	0
Moving residence	0
Need a break	21
Need to do paid work	50
Other opportunities	21
Paid work responsibilities	21
Personal reasons	36
Quality concerns	0
Received other offer from another university/higher education institution	7
Social reasons	29
Standards too high	21
Study/life balance	29
Travel or tourism	0
Other reasons	7

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.