

STUDENT EXPERIENCE SURVEY - HE QILT

2019

| | | |
|-----------------|--------------|-------------------------------|
| 615H | | Survey Population: 668 |
| Business | SGPIM | Respondents: 229 |
| | | Response Rate: 34.3% |
| | | Reliability: Good |

Demographics (% of total sample size)

Commencement Year

| | |
|----------|-----|
| Pre 2015 | 0% |
| 2015 | 0% |
| 2016 | 2% |
| 2017 | 11% |
| 2018 | 52% |
| 2019 | 35% |

Completion Year Expected

| | |
|---------------|-----|
| 2019 | 42% |
| 2020 or later | 58% |

LOTE

| | |
|-----|-----|
| Yes | 91% |
| No | 9% |

Age

| | |
|-------|-----|
| <21 | 22% |
| 21-24 | 66% |
| 25-34 | 12% |
| 35-44 | 0% |
| 45+ | 0% |

Gender

| | |
|--------|-----|
| Male | 39% |
| Female | 61% |

Citizenship

| | |
|----------------|------|
| % Australian | 0% |
| % Int Onshore | 0% |
| % Int Offshore | 100% |

Program Type

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

Study Base

| | |
|--------------------|-----|
| One campus | 90% |
| Two or more campus | 3% |
| Mixed | 4% |
| External/Distance | 3% |

Online Study

| | |
|-------------------|-----|
| None | 14% |
| About a quarter | 35% |
| About half | 36% |
| All or nearly all | 16% |

Average Grade

| | |
|------------|-----|
| No results | 2% |
| 0 - 49% | 1% |
| 50 - 59% | 10% |
| 60 - 69% | 38% |
| 70 - 79% | 38% |
| 80 - 89% | 11% |
| 90 - 100% | 1% |

Location

| | |
|------------------|------|
| China (Mainland) | 0% |
| Hong Kong | 0% |
| Singapore | 100% |
| Indonesia | 0% |
| Sri Lanka | 0% |
| Other | 0% |

Disability

| | |
|-----|------|
| Yes | 0% |
| No | 100% |

Snapshot Scales 2019 (See notes on Page 4)

| <u>Mean</u> | | <u>Percent In Agreement</u> | |
|--------------------|------|-----------------------------|-------|
| Learner Engagement | 54.3 | Learner Engagement | 41.7% |
| Teaching Quality | 63.9 | Teaching Quality | 69.7% |
| Learning Resources | 68.7 | Learning Resources | 72.6% |
| Student Support | 59.4 | Student Support | 61.2% |
| Skills Development | 65.1 | Skills Development | 75.0% |
| Overall Quality | 58.1 | Overall Satisfaction | 66.1% |

1. Learner Engagement

Percent In Agreement: 41.67% Based on 228 Included Responses

| | Not at all | Very little | Some | Quite a bit | Very much | Not applicable | Respondents |
|--|------------|-------------|------|-------------|-----------|----------------|-------------|
| Had opportunities to interact with local students | 0% | 11% | 24% | 34% | 25% | 6% | 228 |
| Had a sense of belonging to RMIT | 4% | 17% | 50% | 24% | 5% | | 224 |
| Felt prepared for your study | 2% | 8% | 39% | 37% | 14% | | 227 |
| Participated in discussions online or face-to-face | 20% | 47% | 27% | 6% | | | 227 |
| Worked with other students as part of your study | 1% | 25% | 46% | 28% | | | 227 |
| Interacted with students outside study requirements | 13% | 54% | 24% | 9% | | | 227 |
| Interacted with students who are very different from you | 9% | 51% | 31% | 9% | | | 226 |

2. Teaching Quality

Percent In Agreement: 69.74% Based on 228 Included Responses

| <i>The quality of...</i> | Poor | Fair | Good | Excellent | Respondents | |
|--|------------|-------------|------|-------------|-------------|-------------|
| The teaching in your program | 1% | 29% | 60% | 10% | 226 | |
| Entire education experience in your program | 1% | 33% | 57% | 9% | 227 | |
| <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 | 0% | 6% | 43% | 42% | 9% | 227 |
| Relevant to your education as a whole | 0% | 4% | 39% | 44% | 13% | 227 |
| <i>Lecturers, tutors and demonstrators</i> | | | | | | |
| Engaged you actively in learning | 0% | 6% | 38% | 44% | 11% | 228 |
| Demonstrated concern for student learning | 2% | 7% | 36% | 45% | 11% | 228 |
| Provided clear explanations on coursework and assessment | 0% | 4% | 35% | 46% | 15% | 228 |
| Stimulated you intellectually | 1% | 5% | 42% | 43% | 9% | 228 |
| Commented on your work in ways that help you learn | 4% | 10% | 37% | 40% | 9% | 227 |
| Seemed helpful and approachable | 0% | 5% | 34% | 47% | 14% | 227 |
| Set assessment tasks that challenge you to learn | 1% | 4% | 35% | 47% | 14% | 228 |

3. Learning Resources

Percent In Agreement: 72.65% Based on 223 Included Responses

| <i>The quality of...</i> | Poor | Fair | Good | Excellent | Not applicable | Respondents |
|---|------|------|------|-----------|----------------|-------------|
| Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories) | 0% | 8% | 57% | 33% | 1% | 228 |
| Student spaces and common areas | 3% | 13% | 57% | 26% | 2% | 228 |
| Online learning materials | 0% | 21% | 53% | 25% | 0% | 228 |
| Computing/IT resources | 1% | 17% | 54% | 20% | 7% | 228 |
| Assigned books, notes and resources | 3% | 24% | 53% | 20% | 1% | 228 |
| Laboratory or studio equipment | 0% | 15% | 44% | 20% | 21% | 228 |
| Library resources and facilities | 0% | 15% | 54% | 26% | 4% | 227 |

4. Student Support

Percent In Agreement: 61.23% Based on 227 Included Responses

| | Not at all | Very little | Some | Quite a bit | Very Much | Not applicable | Respondents |
|---|------------|-------------|------|-------------|-----------|----------------|-------------|
| Received appropriate English language skill support | 10% | 9% | 23% | 20% | 14% | 24% | 228 |
| Been offered support relevant to your circumstances | 9% | 10% | 26% | 19% | 15% | 21% | 228 |
| Felt induction/orientation activities were relevant and helpful | 5% | 17% | 22% | 23% | 15% | 18% | 226 |
| | Not at all | Very little | Some | Quite a bit | Very Much | | Respondents |
| Received support from your institution to settle into study | 3% | 11% | 43% | 32% | 12% | | 228 |
| To what extent have you experienced efficient enrolment and admissions processes | 1% | 6% | 31% | 43% | 19% | | 228 |
| | 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% | 8% | 38% | 24% | 15% | 13% | 228 |
| Helpful? | 0% | 9% | 35% | 26% | 16% | 14% | 227 |
| Career advisors | | | | | | | |
| Available? | 1% | 9% | 40% | 10% | 7% | 33% | 227 |
| Helpful? | 2% | 8% | 37% | 13% | 5% | 35% | 226 |
| Academic or learning advisors | | | | | | | |
| Available? | 1% | 7% | 39% | 25% | 9% | 19% | 228 |
| Helpful? | 2% | 6% | 39% | 26% | 8% | 20% | 228 |
| Support services such as counsellors, financial/legal advisors and health services | | | | | | | |
| Available? | 3% | 6% | 34% | 13% | 5% | 39% | 228 |
| Helpful? | 2% | 7% | 33% | 12% | 6% | 40% | 228 |

5. Skills Development

Percent In Agreement: 75.00% Based on 228 Included Responses

| | Not at all | Very little | Some | Quite a bit | Very much | Respondents |
|--|------------|-------------|------|-------------|-----------|-------------|
| Critical thinking skills | 1% | 4% | 45% | 38% | 12% | 228 |
| Ability to solve complex problems | 2% | 4% | 43% | 40% | 11% | 228 |
| Ability to work with others | 0% | 5% | 33% | 44% | 18% | 228 |
| Confidence to learn independently | 1% | 3% | 33% | 43% | 19% | 228 |
| Written communication skills | 0% | 5% | 41% | 44% | 10% | 228 |
| Spoken communication skills | 1% | 7% | 44% | 37% | 11% | 228 |
| Knowledge of the field(s) you are studying | 1% | 3% | 39% | 44% | 13% | 228 |
| Development of work-related knowledge and skills | 2% | 5% | 40% | 42% | 11% | 228 |

Other

Study negatively affected by...

| | Not at all | Very little | Some | Quite a bit | Very much | Not applicable | Respondents |
|-------------------------|------------|-------------|------|-------------|-----------|----------------|-------------|
| Paid work commitments | 33% | 13% | 20% | 13% | 4% | 16% | 225 |
| | Not at all | Very little | Some | Quite a bit | Very much | | Respondents |
| Living arrangements | 38% | 23% | 27% | 10% | 2% | | 226 |
| Financial circumstances | 34% | 21% | 26% | 15% | 4% | | 225 |

Considering leaving RMIT in 2019

| | Yes | No | Respondents |
|------------------------------|-----|-----|-------------|
| Seriously considered leaving | 10% | 90% | 228 |

| Reasons for leaving | % |
|---|----|
| Academic exchange | 9 |
| Academic support | 26 |
| Administrative support | 4 |
| Boredom/lack of interest | 26 |
| Career prospects | 26 |
| Change of direction | 17 |
| Commuting difficulties | 0 |
| Difficulty paying fees | 22 |
| Difficulty with workload | 13 |
| Expectations not met | 9 |
| Family responsibilities | 0 |
| Financial difficulties | 13 |
| Gap year/deferral | 4 |
| Government assistance | 0 |
| Graduating | 30 |
| Health or stress | 13 |
| Institution reputation | 0 |
| Moving residence | 0 |
| Need a break | 13 |
| Need to do paid work | 0 |
| Other opportunities | 4 |
| Paid work responsibilities | 4 |
| Personal reasons | 13 |
| Quality concerns | 0 |
| Received other offer from another university/higher education institution | 0 |
| Social reasons | 13 |
| Standards too high | 0 |
| Study/life balance | 9 |
| Travel or tourism | 0 |
| Other reasons | 17 |

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.