

STUDENT EXPERIENCE SURVEY - HE QILT

2019

620H Business	3 Campuses	Survey Population: 553 Respondents: 163 Response Rate: 29.5% Reliability: Good
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Demographics (% of total sample size)

Commencement Year

Pre 2015	1%
2015	1%
2016	3%
2017	12%
2018	54%
2019	29%

Completion Year Expected

2019	44%
2020 or later	56%

LOTE

Yes	90%
No	10%

Age

<21	17%
21-24	63%
25-34	20%
35-44	0%
45+	1%

Gender

Male	52%
Female	48%

Citizenship

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

Program Type

Bachelor	98%
Postgraduate (Coursework)	2%
Other	0%

Study Base

One campus	92%
Two or more campus	4%
Mixed	1%
External/Distance	3%

Online Study

None	18%
About a quarter	30%
About half	28%
All or nearly all	24%

Average Grade

No results	1%
0 - 49%	1%
50 - 59%	21%
60 - 69%	46%
70 - 79%	26%
80 - 89%	4%
90 - 100%	1%

Location

China (Mainland)	6%
Hong Kong	0%
Singapore	92%
Indonesia	0%
Sri Lanka	0%
Other	2%

Disability

Yes	0%
No	100%

Snapshot Scales 2019 (See notes on Page 4)

Mean		Percent In Agreement	
Learner Engagement	54.4	Learner Engagement	52.5%
Teaching Quality	64.6	Teaching Quality	69.8%
Learning Resources	65.2	Learning Resources	79.2%
Student Support	58.2	Student Support	58.0%
Skills Development	66.9	Skills Development	68.9%
Overall Quality	59.5	Overall Satisfaction	69.2%

1. Learner Engagement**Percent In Agreement: 52.47% Based on 162 Included Responses**

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	3%	9%	27%	31%	22%	8%	160
Had a sense of belonging to RMIT	5%	19%	40%	29%	7%		157
Felt prepared for your study	3%	11%	39%	41%	6%		155
Participated in discussions online or face-to-face	21%	38%	30%	10%			159
Worked with other students as part of your study	3%	26%	41%	31%			160
Interacted with students outside study requirements	16%	49%	23%	12%			160
Interacted with students who are very different from you	12%	42%	33%	14%			160

2. Teaching Quality**Percent In Agreement: 69.75% Based on 162 Included Responses**

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	1%	31%	60%	8%	157	
Entire education experience in your program	3%	28%	57%	12%	159	
<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	3%	3%	44%	42%	9%	158
Relevant to your education as a whole	1%	3%	39%	47%	10%	159
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	0%	7%	38%	44%	12%	160
Demonstrated concern for student learning	1%	6%	40%	44%	10%	160
Provided clear explanations on coursework and assessment	1%	4%	31%	47%	18%	160
Stimulated you intellectually	0%	8%	36%	46%	10%	159
Commented on your work in ways that help you learn	2%	11%	36%	40%	12%	160
Seemed helpful and approachable	2%	5%	31%	43%	19%	160
Set assessment tasks that challenge you to learn	1%	3%	30%	46%	20%	160

3. Learning Resources**Percent In Agreement: 79.25% Based on 159 Included Responses**

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	1%	12%	56%	29%	3%	160
Student spaces and common areas	4%	20%	54%	18%	4%	160
Online learning materials	3%	19%	53%	23%	2%	159
Computing/IT resources	4%	23%	51%	18%	5%	159
Assigned books, notes and resources	3%	21%	56%	18%	3%	160
Laboratory or studio equipment	3%	16%	46%	11%	25%	159
Library resources and facilities	3%	14%	58%	19%	6%	160

4. Student Support

Percent In Agreement: 58.02% Based on 162 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	14%	4%	27%	17%	13%	24%	160
Been offered support relevant to your circumstances	13%	8%	28%	16%	12%	23%	160
Felt induction/orientation activities were relevant and helpful	6%	11%	25%	23%	15%	20%	159
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	4%	10%	42%	36%	9%		160
To what extent have you experienced efficient enrolment and admissions processes	1%	8%	33%	45%	13%		160
	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%	9%	33%	28%	14%	14%	159
Helpful?	1%	10%	31%	30%	14%	13%	158
Career advisors							
Available?	6%	7%	28%	15%	4%	41%	160
Helpful?	3%	7%	30%	14%	4%	42%	159
Academic or learning advisors							
Available?	3%	8%	29%	22%	8%	30%	160
Helpful?	2%	10%	30%	23%	7%	29%	159
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	7%	25%	12%	5%	49%	160
Helpful?	4%	6%	22%	14%	6%	48%	160

5. Skills Development

Percent In Agreement: 68.94% Based on 161 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	2%	39%	46%	12%	160
Ability to solve complex problems	1%	3%	39%	43%	14%	160
Ability to work with others	1%	3%	29%	48%	19%	160
Confidence to learn independently	1%	2%	33%	45%	19%	160
Written communication skills	1%	4%	39%	45%	12%	158
Spoken communication skills	3%	6%	43%	38%	10%	160
Knowledge of the field(s) you are studying	1%	1%	33%	50%	16%	159
Development of work-related knowledge and skills	1%	6%	39%	43%	11%	160

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	28%	16%	20%	16%	8%	13%	159
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	37%	18%	29%	11%	5%		160
Financial circumstances	33%	21%	23%	16%	7%		160

Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	14%	86%	160

Reasons for leaving	%
Academic exchange	8
Academic support	15
Administrative support	0
Boredom/lack of interest	19
Career prospects	23
Change of direction	4
Commuting difficulties	4
Difficulty paying fees	15
Difficulty with workload	8
Expectations not met	19
Family responsibilities	4
Financial difficulties	23
Gap year/deferral	8
Government assistance	0
Graduating	12
Health or stress	19
Institution reputation	8
Moving residence	0
Need a break	23
Need to do paid work	8
Other opportunities	0
Paid work responsibilities	0
Personal reasons	12
Quality concerns	4
Received other offer from another university/higher education institution	4
Social reasons	8
Standards too high	4
Study/life balance	8
Travel or tourism	0
Other reasons	27

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.