

STUDENT EXPERIENCE SURVEY - HE QILT

2019

Business	4 Campuses	Survey Population: 4,005
		Respondents: 1,276
		Response Rate: 31.9%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2015	0%
2015	0%
2016	2%
2017	13%
2018	52%
2019	33%

Completion Year Expected

2019	42%
2020 or later	58%

LOTE

Yes	89%
No	11%

Age

<21	21%
21-24	65%
25-34	14%
35-44	0%
45+	0%

Gender

Male	46%
Female	54%

Citizenship

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

Program Type

Bachelor	99%
Postgraduate (Coursework)	1%
Other	1%

Study Base

One campus	89%
Two or more campus	4%
Mixed	4%
External/Distance	3%

Online Study

None	14%
About a quarter	30%
About half	34%
All or nearly all	23%

Average Grade

No results	2%
0 - 49%	1%
50 - 59%	18%
60 - 69%	43%
70 - 79%	29%
80 - 89%	6%
90 - 100%	1%

Location

China (Mainland)	3%
Hong Kong	0%
Singapore	96%
Indonesia	0%
Sri Lanka	0%
Other	1%

Disability

Yes	0%
No	100%

Snapshot Scales 2019 (See notes on Page 4)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	55.3	Learner Engagement	47.0%
Teaching Quality	63.8	Teaching Quality	67.8%
Learning Resources	66.9	Learning Resources	76.6%
Student Support	59.0	Student Support	55.6%
Skills Development	66.4	Skills Development	70.5%
Overall Quality	58.2	Overall Satisfaction	67.6%

1. Learner Engagement

Percent In Agreement: 47.04% Based on 1,269 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	2%	9%	23%	29%	31%	7%	1,261
Had a sense of belonging to RMIT	6%	18%	41%	29%	7%		1,249
Felt prepared for your study	3%	10%	40%	37%	11%		1,253
Participated in discussions online or face-to-face	18%	43%	28%	10%			1,265
Worked with other students as part of your study	2%	24%	43%	32%			1,265
Interacted with students outside study requirements	16%	47%	26%	10%			1,262
Interacted with students who are very different from you	9%	47%	32%	12%			1,262

2. Teaching Quality

Percent In Agreement: 67.85% Based on 1,269 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	1%	30%	59%	9%	1,249	
Entire education experience in your program	2%	31%	59%	9%	1,264	
<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%	5%	43%	43%	8%	1,257
Relevant to your education as a whole	1%	4%	38%	45%	12%	1,255
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	5%	38%	45%	11%	1,266
Demonstrated concern for student learning	1%	6%	39%	44%	11%	1,266
Provided clear explanations on coursework and assessment	1%	5%	33%	46%	15%	1,265
Stimulated you intellectually	1%	7%	38%	43%	11%	1,262
Commented on your work in ways that help you learn	3%	10%	38%	39%	10%	1,264
Seemed helpful and approachable	1%	5%	34%	44%	16%	1,264
Set assessment tasks that challenge you to learn	1%	4%	35%	45%	14%	1,265

3. Learning Resources

Percent In Agreement: 76.56% Based on 1,220 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%	53%	32%	2%	1,267
Student spaces and common areas	5%	18%	51%	25%	2%	1,266
Online learning materials	2%	19%	53%	25%	1%	1,262
Computing/IT resources	2%	19%	53%	20%	6%	1,266
Assigned books, notes and resources	3%	22%	53%	20%	2%	1,265
Laboratory or studio equipment	2%	17%	43%	18%	21%	1,265
Library resources and facilities	1%	16%	52%	25%	5%	1,266

4. Student Support

Percent In Agreement: 55.60% Based on 1,268 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	8%	23%	19%	14%	26%	1,265
Been offered support relevant to your circumstances	11%	10%	25%	19%	15%	20%	1,266
Felt induction/orientation activities were relevant and helpful	6%	13%	24%	23%	16%	18%	1,258
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	4%	11%	39%	35%	11%		1,266
To what extent have you experienced efficient enrolment and admissions processes	2%	9%	29%	43%	17%		1,263
	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?	2%	9%	34%	30%	14%	11%	1,260
Helpful?	2%	8%	34%	30%	15%	11%	1,258
Career advisors							
Available?	4%	9%	30%	14%	6%	38%	1,263
Helpful?	3%	9%	29%	15%	5%	39%	1,254
Academic or learning advisors							
Available?	2%	6%	34%	26%	8%	24%	1,264
Helpful?	2%	6%	34%	25%	8%	24%	1,258
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	7%	26%	14%	6%	44%	1,264
Helpful?	3%	7%	24%	15%	6%	45%	1,261

5. Skills Development

Percent In Agreement: 70.50% Based on 1,268 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	4%	38%	45%	12%	1,266
Ability to solve complex problems	1%	5%	40%	43%	11%	1,263
Ability to work with others	0%	4%	29%	47%	20%	1,264
Confidence to learn independently	1%	4%	30%	44%	21%	1,266
Written communication skills	1%	5%	36%	46%	13%	1,264
Spoken communication skills	2%	8%	40%	39%	11%	1,266
Knowledge of the field(s) you are studying	1%	3%	35%	47%	15%	1,264
Development of work-related knowledge and skills	2%	7%	37%	42%	12%	1,265

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	26%	18%	22%	15%	7%	12%	1,260
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	40%	23%	24%	10%	3%		1,263
Financial circumstances	35%	22%	24%	14%	6%		1,260

Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	12%	88%	1,268

Reasons for leaving	%
Academic exchange	7
Academic support	20
Administrative support	6
Boredom/lack of interest	25
Career prospects	23
Change of direction	13
Commuting difficulties	5
Difficulty paying fees	27
Difficulty with workload	18
Expectations not met	18
Family responsibilities	6
Financial difficulties	27
Gap year/deferral	10
Government assistance	1
Graduating	13
Health or stress	22
Institution reputation	11
Moving residence	1
Need a break	19
Need to do paid work	11
Other opportunities	3
Paid work responsibilities	11
Personal reasons	13
Quality concerns	11
Received other offer from another university/higher education institution	3
Social reasons	7
Standards too high	4
Study/life balance	18
Travel or tourism	3
Other reasons	12

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.