

STUDENT EXPERIENCE SURVEY - HE QILT

2019

Business	SGPIM	Survey Population: 3,662 Respondents: 1,227 Response Rate: 33.5% Reliability: Good
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Demographics (% of total sample size)

Commencement Year

Pre 2015	0%
2015	0%
2016	2%
2017	13%
2018	50%
2019	34%

Completion Year Expected

2019	42%
2020 or later	58%

LOTE

Yes	89%
No	11%

Age

<21	19%
21-24	67%
25-34	14%
35-44	0%
45+	0%

Gender

Male	47%
Female	53%

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	4%
Mixed	4%
External/Distance	3%

Online Study

None	14%
About a quarter	30%
About half	33%
All or nearly all	23%

Average Grade

No results	2%
0 - 49%	1%
50 - 59%	19%
60 - 69%	43%
70 - 79%	29%
80 - 89%	6%
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)

Mean		Percent In Agreement	
Learner Engagement	55.0	Learner Engagement	47.4%
Teaching Quality	63.5	Teaching Quality	68.4%
Learning Resources	66.6	Learning Resources	77.1%
Student Support	58.5	Student Support	55.8%
Skills Development	66.3	Skills Development	70.6%
Overall Quality	58.0	Overall Satisfaction	67.4%

1. Learner Engagement

Percent In Agreement: 47.38% Based on 1,220 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	2%	8%	23%	29%	31%	7%	1,213
Had a sense of belonging to RMIT	6%	19%	41%	29%	6%		1,202
Felt prepared for your study	3%	10%	40%	37%	10%		1,206
Participated in discussions online or face-to-face	19%	43%	28%	10%			1,217
Worked with other students as part of your study	2%	24%	44%	31%			1,217
Interacted with students outside study requirements	17%	48%	26%	9%			1,214
Interacted with students who are very different from you	10%	47%	32%	11%			1,214

2. Teaching Quality

Percent In Agreement: 68.44% Based on 1,220 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	1%	31%	59%	9%	1,203	
Entire education experience in your program	1%	31%	59%	8%	1,216	
<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%	6%	43%	42%	8%	1,211
Relevant to your education as a whole	1%	4%	38%	45%	12%	1,209
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	6%	38%	45%	11%	1,218
Demonstrated concern for student learning	1%	6%	39%	44%	11%	1,218
Provided clear explanations on coursework and assessment	1%	6%	33%	46%	15%	1,217
Stimulated you intellectually	1%	7%	38%	43%	10%	1,214
Commented on your work in ways that help you learn	3%	11%	38%	38%	10%	1,216
Seemed helpful and approachable	1%	6%	34%	44%	15%	1,216
Set assessment tasks that challenge you to learn	1%	4%	35%	45%	14%	1,217

3. Learning Resources

Percent In Agreement: 77.13% Based on 1,172 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	1%	13%	53%	32%	1%	1,220
Student spaces and common areas	5%	19%	50%	25%	1%	1,220
Online learning materials	2%	20%	53%	24%	1%	1,216
Computing/IT resources	2%	19%	54%	19%	5%	1,219
Assigned books, notes and resources	4%	23%	53%	19%	2%	1,219
Laboratory or studio equipment	2%	17%	43%	17%	21%	1,218
Library resources and facilities	1%	17%	53%	24%	5%	1,219

4. Student Support

Percent In Agreement: 55.78% Based on 1,219 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	8%	22%	18%	13%	27%	1,218
Been offered support relevant to your circumstances	11%	11%	25%	18%	14%	21%	1,219
Felt induction/orientation activities were relevant and helpful	6%	13%	24%	23%	15%	18%	1,210
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	4%	12%	39%	35%	10%		1,218
To what extent have you experienced efficient enrolment and admissions processes	2%	9%	30%	43%	16%		1,215
	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%	12%	1,213
Helpful?	2%	8%	34%	29%	15%	12%	1,211
Career advisors							
Available?	4%	9%	29%	14%	5%	39%	1,216
Helpful?	3%	9%	29%	14%	5%	40%	1,207
Academic or learning advisors							
Available?	2%	6%	34%	25%	7%	25%	1,217
Helpful?	2%	7%	34%	25%	7%	25%	1,211
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	7%	25%	14%	6%	45%	1,217
Helpful?	3%	7%	24%	14%	6%	46%	1,214

5. Skills Development

Percent In Agreement: 70.57% Based on 1,220 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	4%	38%	45%	12%	1,219
Ability to solve complex problems	1%	5%	40%	43%	11%	1,216
Ability to work with others	0%	4%	29%	47%	20%	1,217
Confidence to learn independently	1%	4%	31%	44%	21%	1,219
Written communication skills	1%	5%	37%	46%	12%	1,217
Spoken communication skills	2%	8%	40%	39%	11%	1,219
Knowledge of the field(s) you are studying	1%	3%	36%	47%	14%	1,217
Development of work-related knowledge and skills	2%	7%	38%	42%	12%	1,218

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	27%	18%	22%	15%	7%	12%	1,213
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	41%	22%	24%	10%	3%		1,215
Financial circumstances	35%	21%	23%	14%	6%		1,212

Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	12%	88%	1,220

Reasons for leaving	%
Academic exchange	5
Academic support	15
Administrative support	4
Boredom/lack of interest	19
Career prospects	17
Change of direction	10
Commuting difficulties	4
Difficulty paying fees	20
Difficulty with workload	14
Expectations not met	13
Family responsibilities	5
Financial difficulties	21
Gap year/deferral	7
Government assistance	0
Graduating	10
Health or stress	17
Institution reputation	9
Moving residence	1
Need a break	15
Need to do paid work	8
Other opportunities	2
Paid work responsibilities	8
Personal reasons	10
Quality concerns	8
Received other offer from another university/higher education institution	2
Social reasons	5
Standards too high	3
Study/life balance	13
Travel or tourism	1
Other reasons	9

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.