

STUDENT EXPERIENCE SURVEY - HE QILT

2019

BP217 - B Bus (Management)		Survey Population: 974
630H	2 Campuses	Respondents: 301
Business		Response Rate: 30.9%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2015	0%
2015	0%
2016	4%
2017	15%
2018	48%
2019	33%

Completion Year Expected

2019	43%
2020 or later	57%

LOTE

Yes	86%
No	14%

Age

<21	19%
21-24	63%
25-34	17%
35-44	0%
45+	0%

Gender

Male	42%
Female	58%

Citizenship

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

Program Type

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

Study Base

One campus	89%
Two or more campus	4%
Mixed	4%
External/Distance	2%

Online Study

None	9%
About a quarter	27%
About half	35%
All or nearly all	29%

Average Grade

No results	3%
0 - 49%	1%
50 - 59%	20%
60 - 69%	49%
70 - 79%	24%
80 - 89%	3%
90 - 100%	0%

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	57.8	Learner Engagement	47.5%
Teaching Quality	64.8	Teaching Quality	63.8%
Learning Resources	68.4	Learning Resources	77.7%
Student Support	59.4	Student Support	52.5%
Skills Development	69.4	Skills Development	67.8%
Overall Quality	58.4	Overall Satisfaction	69.0%

1. Learner Engagement

Percent In Agreement: 47.51% Based on 301 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	2%	7%	16%	25%	40%	9%	297
Had a sense of belonging to RMIT	6%	16%	35%	35%	8%		292
Felt prepared for your study	3%	6%	41%	38%	11%		298
Participated in discussions online or face-to-face	14%	42%	32%	13%			300
Worked with other students as part of your study	2%	20%	43%	35%			300
Interacted with students outside study requirements	18%	41%	29%	11%			299
Interacted with students who are very different from you	7%	45%	36%	12%			299

2. Teaching Quality

Percent In Agreement: 63.79% Based on 301 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	1%	31%	57%	11%	295	
Entire education experience in your program	1%	30%	61%	8%	300	
<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%	38%	48%	8%	297
Relevant to your education as a whole	1%	4%	35%	47%	13%	294
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	3%	34%	49%	12%	299
Demonstrated concern for student learning	1%	5%	35%	43%	16%	299
Provided clear explanations on coursework and assessment	1%	4%	32%	44%	18%	299
Stimulated you intellectually	2%	6%	35%	43%	13%	299
Commented on your work in ways that help you learn	2%	10%	39%	37%	12%	300
Seemed helpful and approachable	1%	3%	34%	45%	16%	299
Set assessment tasks that challenge you to learn	1%	4%	33%	46%	16%	298

3. Learning Resources

Percent In Agreement: 77.70% Based on 287 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%	51%	33%	2%	299
Student spaces and common areas	4%	20%	47%	27%	1%	299
Online learning materials	1%	17%	57%	24%	1%	296
Computing/IT resources	1%	14%	58%	21%	5%	299
Assigned books, notes and resources	3%	19%	54%	21%	2%	298
Laboratory or studio equipment	2%	12%	44%	19%	23%	298
Library resources and facilities	2%	14%	53%	26%	6%	299

4. Student Support

Percent In Agreement: 52.49% Based on 301 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	9%	19%	20%	12%	30%	299
Been offered support relevant to your circumstances	11%	10%	22%	20%	14%	21%	299
Felt induction/orientation activities were relevant and helpful	6%	12%	20%	22%	16%	23%	299
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	5%	10%	41%	34%	10%		299
To what extent have you experienced efficient enrolment and admissions processes	3%	8%	29%	44%	16%		299
	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%	10%	32%	34%	14%	8%	299
Helpful?	3%	8%	34%	32%	15%	8%	297
Career advisors							
Available?	4%	10%	28%	15%	5%	37%	299
Helpful?	3%	10%	30%	15%	5%	37%	293
Academic or learning advisors							
Available?	3%	3%	32%	28%	9%	25%	299
Helpful?	3%	3%	34%	25%	10%	25%	298
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	7%	24%	12%	6%	47%	299
Helpful?	3%	7%	24%	12%	7%	47%	299

5. Skills Development

Percent In Agreement: 67.77% Based on 301 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	3%	29%	50%	17%	299
Ability to solve complex problems	1%	4%	31%	48%	15%	298
Ability to work with others	0%	4%	22%	49%	26%	298
Confidence to learn independently	1%	4%	23%	48%	24%	299
Written communication skills	1%	4%	28%	49%	18%	299
Spoken communication skills	2%	6%	34%	42%	15%	299
Knowledge of the field(s) you are studying	1%	2%	32%	51%	14%	299
Development of work-related knowledge and skills	2%	6%	33%	45%	15%	298

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	27%	19%	21%	15%	9%	10%	299
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	43%	24%	20%	11%	3%		299
Financial circumstances	34%	26%	20%	14%	5%		296

Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	13%	87%	300

Reasons for leaving	%
Academic exchange	2
Academic support	14
Administrative support	2
Boredom/lack of interest	26
Career prospects	21
Change of direction	14
Commuting difficulties	7
Difficulty paying fees	33
Difficulty with workload	24
Expectations not met	19
Family responsibilities	7
Financial difficulties	40
Gap year/deferral	5
Government assistance	0
Graduating	7
Health or stress	33
Institution reputation	17
Moving residence	0
Need a break	26
Need to do paid work	14
Other opportunities	0
Paid work responsibilities	10
Personal reasons	14
Quality concerns	14
Received other offer from another university/higher education institution	2
Social reasons	7
Standards too high	10
Study/life balance	31
Travel or tourism	2
Other reasons	0

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.