

STUDENT EXPERIENCE SURVEY - HE QILT

2019

BP252 - B Bus (Marketing)		2 Campuses	Survey Population: 859
625H			Respondents: 302
Business			Response Rate: 35.2%
			Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2015	0%
2015	0%
2016	1%
2017	13%
2018	55%
2019	30%

Completion Year Expected

2019	44%
2020 or later	56%

LOTE

Yes	90%
No	10%

Age

<21	17%
21-24	71%
25-34	13%
35-44	0%
45+	0%

Gender

Male	43%
Female	57%

Citizenship

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

Program Type

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

Study Base

One campus	88%
Two or more campus	4%
Mixed	5%
External/Distance	3%

Online Study

None	14%
About a quarter	29%
About half	34%
All or nearly all	23%

Average Grade

No results	3%
0 - 49%	1%
50 - 59%	23%
60 - 69%	43%
70 - 79%	26%
80 - 89%	3%
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	56.1	Learner Engagement	46.6%
Teaching Quality	62.6	Teaching Quality	68.8%
Learning Resources	65.0	Learning Resources	78.9%
Student Support	58.2	Student Support	55.0%
Skills Development	65.7	Skills Development	70.1%
Overall Quality	57.4	Overall Satisfaction	67.3%

1. Learner Engagement

Percent In Agreement: 46.64% Based on 298 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	2%	6%	20%	29%	36%	7%	298
Had a sense of belonging to RMIT	7%	23%	39%	26%	6%		300
Felt prepared for your study	3%	10%	42%	36%	8%		297
	Never	Sometimes	Often	Very often			Respondents
Participated in discussions online or face-to-face	18%	42%	29%	12%			301
Worked with other students as part of your study	1%	21%	40%	38%			300
Interacted with students outside study requirements	17%	46%	27%	10%			299
Interacted with students who are very different from you	8%	47%	31%	14%			299

2. Teaching Quality

Percent In Agreement: 68.79% Based on 298 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	1%	32%	60%	7%		295
Entire education experience in your program	2%	31%	60%	7%		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	0%	5%	47%	41%	7%	298
Relevant to your education as a whole	1%	5%	38%	43%	13%	298
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	0%	6%	44%	41%	9%	301
Demonstrated concern for student learning	1%	6%	44%	42%	8%	301
Provided clear explanations on coursework and assessment	0%	6%	35%	46%	12%	300
Stimulated you intellectually	1%	8%	41%	41%	9%	299
Commented on your work in ways that help you learn	2%	10%	39%	39%	9%	300
Seemed helpful and approachable	1%	7%	35%	42%	15%	301
Set assessment tasks that challenge you to learn	1%	6%	38%	45%	11%	301

3. Learning Resources

Percent In Agreement: 78.95% Based on 285 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	14%	54%	29%	1%	301
Student spaces and common areas	7%	20%	50%	22%	1%	301
Online learning materials	3%	21%	52%	23%	1%	301
Computing/IT resources	3%	22%	52%	17%	6%	301
Assigned books, notes and resources	4%	25%	53%	17%	2%	301
Laboratory or studio equipment	1%	21%	42%	16%	20%	301
Library resources and facilities	1%	18%	51%	24%	6%	301

4. Student Support

Percent In Agreement: 55.03% Based on 298 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	12%	6%	21%	19%	12%	30%	299
Been offered support relevant to your circumstances	11%	11%	23%	20%	14%	21%	300
Felt induction/orientation activities were relevant and helpful	7%	12%	27%	24%	15%	15%	297
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	5%	13%	38%	37%	7%		300
To what extent have you experienced efficient enrolment and admissions processes	2%	11%	30%	43%	14%		300
	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?	3%	7%	35%	30%	12%	12%	297
Helpful?	3%	9%	33%	30%	13%	12%	298
Career advisors							
Available?	5%	9%	26%	13%	5%	42%	298
Helpful?	5%	7%	24%	15%	5%	44%	298
Academic or learning advisors							
Available?	1%	6%	34%	25%	6%	28%	298
Helpful?	2%	5%	33%	26%	6%	28%	298
Support services such as counsellors, financial/legal advisors and health services							
Available?	2%	8%	22%	16%	5%	46%	299
Helpful?	2%	7%	21%	18%	5%	46%	298

5. Skills Development

Percent In Agreement: 70.13% Based on 298 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	5%	39%	47%	8%	300
Ability to solve complex problems	1%	5%	44%	44%	7%	298
Ability to work with others	1%	3%	27%	49%	20%	300
Confidence to learn independently	0%	4%	34%	43%	19%	300
Written communication skills	0%	5%	38%	46%	10%	300
Spoken communication skills	1%	6%	42%	41%	9%	300
Knowledge of the field(s) you are studying	0%	4%	37%	44%	15%	300
Development of work-related knowledge and skills	1%	9%	38%	41%	11%	300

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	21%	20%	27%	16%	7%	9%	300
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	44%	22%	22%	9%	3%		300
Financial circumstances	37%	19%	25%	14%	5%		300

Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	12%	88%	301

Reasons for leaving	%
Academic exchange	3
Academic support	23
Administrative support	9
Boredom/lack of interest	37
Career prospects	26
Change of direction	17
Commuting difficulties	6
Difficulty paying fees	29
Difficulty with workload	23
Expectations not met	23
Family responsibilities	9
Financial difficulties	23
Gap year/deferral	14
Government assistance	3
Graduating	9
Health or stress	23
Institution reputation	11
Moving residence	3
Need a break	20
Need to do paid work	17
Other opportunities	6
Paid work responsibilities	20
Personal reasons	23
Quality concerns	14
Received other offer from another university/higher education institution	6
Social reasons	6
Standards too high	3
Study/life balance	23
Travel or tourism	6
Other reasons	11

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.