

STUDENT EXPERIENCE SURVEY - HE QILT

2019

BP252 - B Bus (Marketing) 625H Business		SGPIM	Survey Population: 858 Respondents: 301 Response Rate: 35.1% Reliability: Good
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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	70%
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%	42%
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	46.8%
Teaching Quality	62.6	Teaching Quality	69.0%
Learning Resources	65.0	Learning Resources	78.9%
Student Support	58.1	Student Support	55.2%
Skills Development	65.7	Skills Development	70.4%
Overall Quality	57.4	Overall Satisfaction	67.2%

1. Learner Engagement

Percent In Agreement: 46.80% Based on 297 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%	21%	29%	36%	7%	297
Had a sense of belonging to RMIT	7%	23%	39%	26%	5%		299
Felt prepared for your study	3%	10%	43%	36%	8%		296
	Never	Sometimes	Often	Very often			Respondents
Participated in discussions online or face-to-face	18%	42%	29%	12%			300
Worked with other students as part of your study	1%	21%	40%	38%			299
Interacted with students outside study requirements	17%	46%	27%	10%			298
Interacted with students who are very different from you	8%	47%	32%	14%			298

2. Teaching Quality

Percent In Agreement: 69.02% Based on 297 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	1%	32%	60%	7%		294
Entire education experience in your program	2%	31%	60%	7%		299
<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%	46%	41%	7%	297
Relevant to your education as a whole	1%	5%	38%	43%	13%	297
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	0%	6%	44%	41%	9%	300
Demonstrated concern for student learning	1%	6%	44%	42%	8%	300
Provided clear explanations on coursework and assessment	0%	6%	35%	46%	12%	299
Stimulated you intellectually	1%	8%	41%	41%	9%	298
Commented on your work in ways that help you learn	2%	10%	39%	39%	9%	299
Seemed helpful and approachable	1%	7%	35%	42%	15%	300
Set assessment tasks that challenge you to learn	1%	6%	38%	45%	11%	300

3. Learning Resources

Percent In Agreement: 78.87% Based on 284 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%	300
Student spaces and common areas	7%	20%	50%	22%	1%	300
Online learning materials	3%	21%	52%	23%	1%	300
Computing/IT resources	3%	22%	52%	17%	6%	300
Assigned books, notes and resources	4%	25%	53%	17%	2%	300
Laboratory or studio equipment	1%	21%	42%	16%	20%	300
Library resources and facilities	1%	18%	51%	24%	6%	300

4. Student Support

Percent In Agreement: 55.22% Based on 297 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%	298
Been offered support relevant to your circumstances	11%	11%	22%	20%	14%	21%	299
Felt induction/orientation activities were relevant and helpful	7%	13%	26%	24%	15%	15%	296
	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%		299
To what extent have you experienced efficient enrolment and admissions processes	2%	11%	30%	42%	14%		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?	3%	7%	35%	30%	13%	12%	296
Helpful?	3%	9%	33%	30%	13%	12%	297
Career advisors							
Available?	5%	9%	26%	13%	5%	42%	297
Helpful?	5%	7%	24%	15%	5%	43%	297
Academic or learning advisors							
Available?	1%	6%	34%	25%	6%	28%	297
Helpful?	2%	5%	33%	26%	6%	28%	297
Support services such as counsellors, financial/legal advisors and health services							
Available?	2%	8%	22%	16%	5%	46%	298
Helpful?	2%	7%	22%	18%	5%	46%	297

5. Skills Development

Percent In Agreement: 70.37% Based on 297 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	5%	39%	47%	8%	299
Ability to solve complex problems	1%	5%	44%	43%	7%	297
Ability to work with others	1%	3%	27%	49%	20%	299
Confidence to learn independently	0%	4%	34%	42%	19%	299
Written communication skills	0%	5%	38%	46%	10%	299
Spoken communication skills	1%	6%	42%	41%	9%	299
Knowledge of the field(s) you are studying	0%	4%	37%	44%	15%	299
Development of work-related knowledge and skills	1%	9%	38%	41%	11%	299

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%	299
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	44%	22%	22%	9%	3%		299
Financial circumstances	36%	19%	25%	14%	5%		299

Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	12%	88%	300

Reasons for leaving	%
Academic exchange	3
Academic support	22
Administrative support	8
Boredom/lack of interest	36
Career prospects	25
Change of direction	17
Commuting difficulties	6
Difficulty paying fees	28
Difficulty with workload	22
Expectations not met	22
Family responsibilities	8
Financial difficulties	22
Gap year/deferral	14
Government assistance	3
Graduating	8
Health or stress	22
Institution reputation	11
Moving residence	3
Need a break	19
Need to do paid work	17
Other opportunities	6
Paid work responsibilities	19
Personal reasons	22
Quality concerns	14
Received other offer from another university/higher education institution	6
Social reasons	6
Standards too high	3
Study/life balance	22
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.