

# STUDENT EXPERIENCE SURVEY - HE QILT

## 2019

<b>Business</b>	<b>4 Campuses</b>	<b>Survey Population: 9,385</b> <b>Respondents: 2,423</b> <b>Response Rate: 25.8%</b> <b>Reliability: Good</b>
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### Demographics (% of total sample size)

#### Commencement Year

Pre 2015	1%
2015	1%
2016	6%
2017	13%
2018	27%
2019	52%

#### Completion Year Expected

2019	40%
2020 or later	60%

#### LOTE

Yes	59%
No	41%

#### Age

<21	48%
21-24	28%
25-34	15%
35-44	6%
45+	2%

#### Gender

Male	46%
Female	54%

#### Citizenship

% Australian	58%
% Int Onshore	42%
% Int Offshore	0%

#### Program Type

Bachelor	53%
Postgraduate (Coursework)	37%
Other	10%

#### Study Base

One campus	80%
Two or more campus	5%
Mixed	4%
External/Distance	10%

#### Online Study

None	18%
About a quarter	24%
About half	31%
All or nearly all	26%

#### Average Grade

No results	2%
0 - 49%	1%
50 - 59%	8%
60 - 69%	27%
70 - 79%	42%
80 - 89%	20%
90 - 100%	2%

#### Location

City	91%
Bundoora	0%
Brunswick	0.0%
Point Cook	0%
Online (RMIT Online)	9%
Online (OUA)	0.2%
Other	0.1%

#### Disability

Yes	5%
No	95%

### Snapshot Scales 2019 (See notes on Page 4)

<b>Mean</b>		<b>Percent In Agreement</b>	
Learner Engagement	61.0	Learner Engagement	62.7%
Teaching Quality	68.4	Teaching Quality	78.1%
Learning Resources	74.0	Learning Resources	85.6%
Student Support	65.9	Student Support	70.7%
Skills Development	70.6	Skills Development	79.4%
Overall Quality	65.7	Overall Satisfaction	78.9%

## 1. Learner Engagement

Percent In Agreement: 62.68% Based on 2,422 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	6%	15%	28%	27%	23%	2%	2,397
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Had a sense of belonging to RMIT	4%	11%	33%	33%	19%		2,418
Felt prepared for your study	2%	5%	22%	39%	32%		2,419
	Never	Sometimes	Often	Very often			Respondents
Participated in discussions online or face-to-face	6%	31%	39%	24%			2,419
Worked with other students as part of your study	4%	21%	36%	40%			2,422
Interacted with students outside study requirements	19%	43%	26%	12%			2,422
Interacted with students who are very different from you	8%	41%	34%	17%			2,422

## 2. Teaching Quality

Percent In Agreement: 78.07% Based on 2,358 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	3%	20%	55%	21%		2,376
Entire education experience in your program	3%	18%	58%	21%		2,422
<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%	4%	31%	46%	18%	2,278
Relevant to your education as a whole	1%	4%	27%	42%	27%	2,278
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	7%	29%	42%	21%	2,354
Demonstrated concern for student learning	2%	9%	31%	37%	21%	2,355
Provided clear explanations on coursework and assessment	1%	6%	27%	41%	24%	2,356
Stimulated you intellectually	2%	6%	33%	40%	19%	2,355
Commented on your work in ways that help you learn	3%	11%	31%	37%	19%	2,355
Seemed helpful and approachable	1%	5%	25%	40%	28%	2,355
Set assessment tasks that challenge you to learn	1%	4%	24%	43%	28%	2,357

## 3. Learning Resources

Percent In Agreement: 85.56% Based on 2,077 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	10%	37%	42%	10%	2,307
Student spaces and common areas	5%	14%	36%	34%	10%	2,307
Online learning materials	2%	9%	43%	44%	1%	2,311
Computing/IT resources	2%	11%	42%	36%	9%	2,308
Assigned books, notes and resources	3%	16%	47%	32%	2%	2,306
Laboratory or studio equipment	3%	11%	31%	21%	34%	2,307
Library resources and facilities	2%	9%	38%	46%	5%	2,307

#### 4. Student Support

Percent In Agreement: 70.66% Based on 1,963 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	5%	13%	13%	15%	43%	2,203
Been offered support relevant to your circumstances	10%	9%	18%	17%	21%	25%	2,205
Felt induction/orientation activities were relevant and helpful	4%	10%	26%	29%	24%	7%	2,420
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	3%	9%	28%	30%	30%		2,415
To what extent have you experienced efficient enrolment and admissions processes	2%	6%	19%	29%	44%		2,417
	Not at all	Very little	Some	Quite a bit	Very Much	Had No Contact	Respondents
<b>Administrative staff or systems (eg. Online administrative services, frontline staff, enrolment systems)</b>							
Available?	3%	8%	27%	33%	19%	9%	2,135
Helpful?	3%	7%	27%	31%	22%	10%	2,129
<b>Career advisors</b>							
Available?	3%	10%	33%	28%	14%	11%	1,658
Helpful?	4%	9%	33%	27%	16%	12%	1,630
<b>Academic or learning advisors</b>							
Available?	1%	7%	28%	34%	20%	10%	2,042
Helpful?	2%	6%	28%	33%	21%	10%	2,036
<b>Support services such as counsellors, financial/legal advisors and health services</b>							
Available?	4%	10%	29%	25%	16%	16%	1,320
Helpful?	4%	9%	29%	25%	16%	17%	1,300

#### 5. Skills Development

Percent In Agreement: 79.39% Based on 2,261 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	5%	28%	43%	24%	2,259
Ability to solve complex problems	1%	7%	31%	42%	19%	2,260
Ability to work with others	2%	7%	23%	38%	30%	2,261
Confidence to learn independently	1%	4%	22%	40%	32%	2,259
Written communication skills	1%	6%	27%	40%	26%	2,260
Spoken communication skills	3%	9%	30%	37%	21%	2,259
Knowledge of the field(s) you are studying	1%	4%	23%	44%	28%	2,260
Development of work-related knowledge and skills	2%	7%	28%	40%	23%	2,260

#### Other

##### Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	22%	17%	21%	17%	14%	9%	2,136
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	37%	21%	23%	11%	8%		2,129
Financial circumstances	38%	20%	20%	12%	10%		2,129

## Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	18%	82%	2,116

### Reasons for leaving

	%
Academic exchange	2
Academic support	3
Administrative support	2
Boredom/lack of interest	3
Career prospects	2
Change of direction	2
Commuting difficulties	1
Difficulty paying fees	1
Difficulty with workload	3
Expectations not met	4
Family responsibilities	2
Financial difficulties	2
Gap year/deferral	1
Government assistance	0
Graduating	2
Health or stress	6
Institution reputation	2
Moving residence	1
Need a break	3
Need to do paid work	2
Other opportunities	1
Paid work responsibilities	2
Personal reasons	3
Quality concerns	2
Received other offer from another university/higher education institution	1
Social reasons	1
Standards too high	1
Study/life balance	4
Travel or tourism	1
Other reasons	1

### 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.