

# STUDENT EXPERIENCE SURVEY - HE QILT

## 2019

<b>Business</b>	<b>AUSCY</b>	<b>Survey Population: 8,729</b> <b>Respondents: 2,207</b> <b>Response Rate: 25.3%</b> <b>Reliability: Good</b>
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### Demographics (% of total sample size)

#### Commencement Year

Pre 2015	1%
2015	2%
2016	6%
2017	14%
2018	28%
2019	50%

#### Completion Year Expected

2019	38%
2020 or later	62%

#### LOTE

Yes	63%
No	37%

#### Age

<21	53%
21-24	30%
25-34	12%
35-44	3%
45+	1%

#### Gender

Male	46%
Female	54%

#### Citizenship

% Australian	54%
% Int Onshore	46%
% Int Offshore	0%

#### Program Type

Bachelor	58%
Postgraduate (Coursework)	31%
Other	11%

#### Study Base

One campus	89%
Two or more campus	6%
Mixed	4%
External/Distance	1%

#### Online Study

None	20%
About a quarter	27%
About half	34%
All or nearly all	19%

#### Average Grade

No results	2%
0 - 49%	1%
50 - 59%	8%
60 - 69%	29%
70 - 79%	41%
80 - 89%	18%
90 - 100%	2%

#### Location

City	100%
Bundoora	0%
Brunswick	0%
Point Cook	0%
Online (RMIT Online)	0%
Online (OUA)	0%
Other	0%

#### Disability

Yes	5%
No	95%

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

<b>Mean</b>		<b>Percent In Agreement</b>	
Learner Engagement	62.3	Learner Engagement	66.0%
Teaching Quality	67.8	Teaching Quality	77.5%
Learning Resources	73.8	Learning Resources	85.7%
Student Support	65.2	Student Support	69.0%
Skills Development	70.6	Skills Development	79.3%
Overall Quality	65.1	Overall Satisfaction	78.2%

## 1. Learner Engagement

Percent In Agreement: 66.05% Based on 2,206 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	5%	14%	27%	28%	24%	2%	2,183
Had a sense of belonging to RMIT	4%	11%	33%	34%	19%		2,202
Felt prepared for your study	2%	5%	22%	39%	32%		2,203
Participated in discussions online or face-to-face	6%	31%	39%	24%			2,204
Worked with other students as part of your study	2%	18%	37%	43%			2,206
Interacted with students outside study requirements	15%	44%	27%	13%			2,206
Interacted with students who are very different from you	6%	40%	35%	18%			2,206

## 2. Teaching Quality

Percent In Agreement: 77.48% Based on 2,145 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	3%	21%	55%	20%	2,162	
Entire education experience in your program	3%	19%	58%	20%	2,206	
<i><b>Your study was delivered in a way that is...</b></i>						
	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Well structured and focused	1%	5%	32%	46%	17%	2,068
Relevant to your education as a whole	1%	4%	28%	42%	25%	2,068
<i><b>Lecturers, tutors and demonstrators</b></i>						
Engaged you actively in learning	1%	7%	29%	42%	20%	2,141
Demonstrated concern for student learning	2%	9%	32%	37%	20%	2,142
Provided clear explanations on coursework and assessment	1%	6%	28%	41%	24%	2,143
Stimulated you intellectually	2%	7%	34%	39%	18%	2,142
Commented on your work in ways that help you learn	3%	11%	32%	36%	18%	2,143
Seemed helpful and approachable	1%	5%	26%	40%	27%	2,142
Set assessment tasks that challenge you to learn	1%	4%	25%	43%	26%	2,144

## 3. Learning Resources

Percent In Agreement: 85.68% Based on 2,032 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%	40%	46%	2%	2,096
Student spaces and common areas	6%	15%	40%	37%	3%	2,098
Online learning materials	2%	9%	44%	44%	1%	2,100
Computing/IT resources	2%	12%	43%	37%	7%	2,097
Assigned books, notes and resources	3%	16%	48%	32%	1%	2,096
Laboratory or studio equipment	3%	12%	33%	23%	29%	2,096
Library resources and facilities	2%	9%	39%	46%	4%	2,097

#### 4. Student Support

Percent In Agreement: 69.03% Based on 1,763 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	5%	14%	15%	16%	40%	1,998
Been offered support relevant to your circumstances	10%	9%	19%	18%	21%	24%	2,000
Felt induction/orientation activities were relevant and helpful	4%	10%	26%	28%	23%	8%	2,204
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	4%	10%	29%	30%	28%		2,199
To what extent have you experienced efficient enrolment and admissions processes	3%	6%	20%	30%	42%		2,201
	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%	28%	33%	19%	10%	1,940
Helpful?	3%	7%	28%	31%	21%	10%	1,935
<b>Career advisors</b>							
Available?	3%	11%	34%	27%	13%	11%	1,497
Helpful?	4%	9%	34%	26%	14%	12%	1,475
<b>Academic or learning advisors</b>							
Available?	1%	7%	29%	34%	19%	10%	1,832
Helpful?	2%	6%	28%	34%	20%	10%	1,827
<b>Support services such as counsellors, financial/legal advisors and health services</b>							
Available?	4%	10%	29%	26%	15%	16%	1,263
Helpful?	4%	9%	29%	25%	16%	17%	1,244

#### 5. Skills Development

Percent In Agreement: 79.35% Based on 2,053 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	5%	29%	43%	23%	2,052
Ability to solve complex problems	2%	7%	31%	42%	18%	2,052
Ability to work with others	1%	5%	23%	39%	32%	2,053
Confidence to learn independently	1%	5%	23%	41%	30%	2,051
Written communication skills	1%	7%	27%	40%	25%	2,052
Spoken communication skills	2%	8%	30%	38%	22%	2,052
Knowledge of the field(s) you are studying	1%	4%	24%	44%	27%	2,052
Development of work-related knowledge and skills	2%	7%	29%	40%	22%	2,052

#### Other

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

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	23%	17%	21%	17%	12%	10%	1,935
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	37%	21%	23%	11%	8%		1,929
Financial circumstances	36%	21%	21%	13%	10%		1,929

## Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	17%	83%	1,915

Reasons for leaving	%
Academic exchange	2
Academic support	3
Administrative support	1
Boredom/lack of interest	3
Career prospects	2
Change of direction	2
Commuting difficulties	1
Difficulty paying fees	1
Difficulty with workload	2
Expectations not met	3
Family responsibilities	2
Financial difficulties	2
Gap year/deferral	1
Government assistance	0
Graduating	2
Health or stress	5
Institution reputation	1
Moving residence	0
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	3
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.