

STUDENT EXPERIENCE SURVEY - HE QILT

2019

Design and Social Context	5 Campuses	Survey Population: 11,465 Respondents: 4,317 Response Rate: 37.7% Reliability: Good
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Demographics (% of total sample size)

Commencement Year

Pre 2015	1%
2015	3%
2016	8%
2017	17%
2018	18%
2019	54%

Completion Year Expected

2019	39%
2020 or later	61%

LOTE

Yes	42%
No	58%

Age

<21	48%
21-24	28%
25-34	16%
35-44	5%
45+	4%

Gender

Male	30%
Female	70%

Citizenship

% Australian	72%
% Int Onshore	28%
% Int Offshore	0%

Program Type

Bachelor	61%
Postgraduate (Coursework)	30%
Other	9%

Study Base

One campus	89%
Two or more campus	4%
Mixed	3%
External/Distance	4%

Online Study

None	29%
About a quarter	31%
About half	25%
All or nearly all	15%

Average Grade

No results	2%
0 - 49%	0%
50 - 59%	3%
60 - 69%	15%
70 - 79%	42%
80 - 89%	33%
90 - 100%	4%

Location

City	82%
Bundoora	7%
Brunswick	11%
Point Cook	0%
Online (RMIT Online)	0.8%
Online (OUA)	0%
Other	0%

Disability

Yes	10%
No	90%

Snapshot Scales 2019 (See notes on Page 4)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	63.4	Learner Engagement	67.3%
Teaching Quality	71.8	Teaching Quality	82.2%
Learning Resources	71.0	Learning Resources	82.2%
Student Support	64.9	Student Support	70.1%
Skills Development	72.2	Skills Development	83.9%
Overall Quality	68.6	Overall Satisfaction	80.3%

1. Learner Engagement

Percent In Agreement: 67.29% Based on 4,314 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	2%	12%	25%	28%	29%	3%	4,277
Had a sense of belonging to RMIT	3%	11%	34%	34%	18%		4,305
Felt prepared for your study	1%	6%	23%	42%	29%		4,310
	Never	Sometimes	Often	Very often			Respondents
Participated in discussions online or face-to-face	5%	26%	37%	33%			4,312
Worked with other students as part of your study	3%	26%	35%	36%			4,314
Interacted with students outside study requirements	15%	41%	27%	17%			4,312
Interacted with students who are very different from you	6%	39%	35%	20%			4,314

2. Teaching Quality

Percent In Agreement: 82.22% Based on 4,219 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	3%	17%	49%	31%		4,252
Entire education experience in your program	3%	16%	51%	29%		4,316
<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%	5%	26%	48%	19%	4,104
Relevant to your education as a whole	1%	4%	22%	43%	30%	4,123
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	5%	24%	43%	27%	4,216
Demonstrated concern for student learning	2%	7%	28%	39%	24%	4,216
Provided clear explanations on coursework and assessment	1%	6%	27%	41%	24%	4,219
Stimulated you intellectually	1%	5%	25%	41%	28%	4,213
Commented on your work in ways that help you learn	1%	7%	28%	38%	26%	4,217
Seemed helpful and approachable	1%	4%	22%	39%	35%	4,214
Set assessment tasks that challenge you to learn	1%	3%	18%	45%	34%	4,218

3. Learning Resources

Percent In Agreement: 82.20% Based on 3,888 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	5%	13%	42%	35%	5%	4,158
Student spaces and common areas	7%	17%	40%	30%	6%	4,159
Online learning materials	3%	12%	47%	36%	2%	4,161
Computing/IT resources	4%	15%	43%	31%	8%	4,161
Assigned books, notes and resources	3%	15%	47%	29%	6%	4,161
Laboratory or studio equipment	4%	12%	31%	27%	27%	4,160
Library resources and facilities	2%	10%	40%	43%	5%	4,155

4. Student Support

Percent In Agreement: 70.12% Based on 3,410 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	10%	4%	10%	9%	10%	57%	4,003
Been offered support relevant to your circumstances	10%	8%	18%	15%	19%	29%	3,998
Felt induction/orientation activities were relevant and helpful	3%	10%	26%	27%	25%	10%	4,311
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	3%	10%	27%	31%	28%		4,309
To what extent have you experienced efficient enrolment and admissions processes	2%	7%	21%	31%	38%		4,309
	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%	9%	31%	33%	17%	8%	3,627
Helpful?	3%	9%	28%	34%	18%	8%	3,613
Career advisors							
Available?	4%	14%	33%	25%	13%	12%	2,341
Helpful?	5%	11%	32%	25%	14%	12%	2,283
Academic or learning advisors							
Available?	2%	7%	28%	35%	20%	9%	3,459
Helpful?	2%	5%	26%	35%	23%	9%	3,444
Support services such as counsellors, financial/legal advisors and health services							
Available?	6%	11%	29%	24%	15%	16%	2,008
Helpful?	6%	9%	28%	23%	18%	16%	1,931

5. Skills Development

Percent In Agreement: 83.87% Based on 4,080 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	4%	22%	42%	31%	4,080
Ability to solve complex problems	1%	6%	30%	42%	21%	4,077
Ability to work with others	1%	6%	26%	40%	27%	4,078
Confidence to learn independently	1%	4%	20%	42%	33%	4,075
Written communication skills	1%	6%	29%	39%	25%	4,075
Spoken communication skills	2%	7%	30%	37%	23%	4,075
Knowledge of the field(s) you are studying	1%	3%	18%	42%	36%	4,078
Development of work-related knowledge and skills	1%	6%	26%	40%	27%	4,078

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	19%	17%	25%	17%	13%	10%	3,912
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	34%	22%	21%	13%	11%		3,901
Financial circumstances	29%	19%	24%	14%	14%		3,905

Considering leaving RMIT in 2019

	Yes	No	Respondents
Seriously considered leaving	18%	82%	3,899

Reasons for leaving	%
Academic exchange	2
Academic support	3
Administrative support	2
Boredom/lack of interest	3
Career prospects	3
Change of direction	3
Commuting difficulties	1
Difficulty paying fees	2
Difficulty with workload	4
Expectations not met	4
Family responsibilities	2
Financial difficulties	4
Gap year/deferral	2
Government assistance	0
Graduating	1
Health or stress	9
Institution reputation	1
Moving residence	1
Need a break	4
Need to do paid work	5
Other opportunities	1
Paid work responsibilities	3
Personal reasons	4
Quality concerns	3
Received other offer from another university/higher education institution	1
Social reasons	1
Standards too high	1
Study/life balance	5
Travel or tourism	1
Other reasons	2

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.