

# STUDENT EXPERIENCE SURVEY - HE QILT

## 2020

<b>830V</b>	<b>2 Campuses</b>	<b>Survey Population: 1,013</b>
<b>School of Business and Management</b>		<b>Respondents: 206</b>
		<b>Response Rate: 20.3%</b>
		<b>Reliability: Good</b>

### Demographics (% of total sample size)

Commencement Year		Age		LOTE	
Pre 2016	0%	<21	82%	Yes	100%
2016	0%	21-24	16%	No	0%
2017	10%	25-34	3%	<b>Gender</b>	
2018	27%	35-44	0%		
2019	54%	45+	0%		
2020	9%				
				Male	30%
				Female	70%

Program Type		Location		Citizenship	
Bachelor	93%	Ho Chi Minh City	67%	% Australian	0%
Postgraduate (Coursework)	0%	Hanoi	33%	% Int Onshore	0%
Postgraduate (Research)	0%			% Int Offshore	100%
Other	6%			<b>Disability</b>	
				Yes	0%
				No	100%

### Snapshot Scales 2020 (Please refer to the notes on the last page)

Mean Values		Percent In Agreement	
Learner Engagement	68.5	Learner Engagement	76.2%
Teaching Quality	71.9	Teaching Quality	84.5%
Learning Resources	70.0	Learning Resources	83.4%
Student Support	67.9	Student Support	69.9%
Skills Development	75.2	Skills Development	85.3%
Overall Quality	61.1	Overall Quality	69.8%

**1. Learner Engagement****Percent In Agreement: 76.21% Based on 206 Included Responses**

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	4%	6%	16%	25%	42%	7%	206
Had a sense of belonging to RMIT	2%	8%	23%	38%	30%		200
Felt prepared for your study	2%	3%	34%	32%	29%		204
Participated in discussions online or face-to-face	1%	30%	35%	33%			206
Worked with other students as part of your study	1%	11%	39%	49%			206
Interacted with students outside study requirements	4%	28%	34%	34%			203
Interacted with students who are very different from you	10%	46%	27%	17%			204

**2. Teaching Quality****Percent In Agreement: 84.47% Based on 206 Included Responses**

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	2%	22%	51%	24%	202	
Entire education experience in your program	2%	28%	54%	16%	205	
<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%	32%	41%	21%	201
Relevant to your education as a whole	0%	4%	30%	38%	28%	201
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	0%	3%	23%	43%	31%	206
Demonstrated concern for student learning	0%	4%	27%	34%	35%	205
Provided clear explanations on coursework and assessment	1%	3%	19%	39%	37%	205
Stimulated you intellectually	1%	5%	27%	40%	27%	206
Commented on your work in ways that help you learn	0%	6%	23%	40%	30%	204
Seemed helpful and approachable	0%	4%	23%	35%	38%	206
Set assessment tasks that challenge you to learn	1%	3%	26%	40%	30%	206

**3. Learning Resources****Percent In Agreement: 83.42% Based on 199 Included Responses**

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	11%	49%	35%	3%	205
Student spaces and common areas	3%	18%	50%	27%	2%	205
Online learning materials	5%	16%	52%	26%	1%	205
Computing/IT resources	3%	13%	54%	27%	2%	205
Assigned books, notes and resources	3%	12%	52%	30%	2%	205
Laboratory or studio equipment	5%	16%	44%	25%	10%	203
Library resources and facilities	3%	9%	45%	41%	2%	205

#### 4. Student Support

Percent In Agreement: 69.90% Based on 206 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	6%	5%	20%	26%	31%	12%	206
Been offered support relevant to your circumstances	3%	7%	25%	34%	25%	5%	205
Felt induction/orientation activities were relevant and helpful	2%	6%	21%	29%	31%	10%	205
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	3%	6%	34%	33%	23%		206
To what extent have you experienced efficient enrolment and admissions processes	2%	7%	27%	36%	27%		203
	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?	1%	8%	28%	34%	27%	1%	192
Helpful?	2%	11%	26%	34%	27%	1%	194
<b>Career advisors</b>							
Available?	1%	10%	34%	30%	24%	1%	159
Helpful?	4%	7%	34%	33%	21%	1%	158
<b>Academic or learning advisors</b>							
Available?	1%	6%	35%	38%	20%	0%	174
Helpful?	2%	6%	32%	37%	21%	1%	174
<b>Support services such as counsellors, financial/legal advisors and health services</b>							
Available?	4%	10%	34%	28%	23%	1%	160
Helpful?	4%	9%	31%	27%	26%	1%	159

#### 5. Skills Development

Percent In Agreement: 85.29% Based on 204 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	4%	23%	39%	34%	205
Ability to solve complex problems	0%	5%	23%	44%	28%	204
Ability to work with others	1%	3%	14%	39%	43%	204
Confidence to learn independently	1%	4%	21%	36%	37%	203
Written communication skills	1%	4%	23%	44%	27%	205
Spoken communication skills	1%	4%	24%	40%	30%	204
Knowledge of the field(s) you are studying	0%	2%	24%	42%	32%	204
Development of work-related knowledge and skills	0%	4%	27%	38%	30%	204

## Notes

RMIT Classification: Trusted

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.