

STUDENT EXPERIENCE SURVEY - HE QILT

2020

School of Communication and Design	2 Campuses	Survey Population: 1,237 Respondents: 308 Response Rate: 24.9% Reliability: Good
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Demographics (% of total sample size)

Commencement Year		Age		LOTE	
Pre 2016	1%	<21	80%	Yes	100%
2016	3%	21-24	17%	No	0%
2017	12%	25-34	3%		
2018	25%	35-44	0%	Gender	
2019	49%	45+	0%	Male	30%
2020	10%			Female	70%

Program Type		Location		Citizenship	
Bachelor	95%	Ho Chi Minh City	84%	% Australian	0%
Postgraduate (Coursework)	0%	Hanoi	16%	% Int Onshore	0%
Postgraduate (Research)	0%			% Int Offshore	100%
Other	4%				
				Disability	
				Yes	1%
				No	99%

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

Mean Values		Percent In Agreement	
Learner Engagement	65.3	Learner Engagement	72.2%
Teaching Quality	72.8	Teaching Quality	84.9%
Learning Resources	70.2	Learning Resources	84.2%
Student Support	68.4	Student Support	75.2%
Skills Development	73.6	Skills Development	83.9%
Overall Quality	60.5	Overall Quality	69.7%

1. Learner Engagement

Percent In Agreement: 72.22% Based on 306 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	4%	8%	16%	25%	38%	9%	306
Had a sense of belonging to RMIT	1%	7%	24%	42%	26%		296
Felt prepared for your study	2%	9%	23%	40%	26%		304
Participated in discussions online or face-to-face	4%	29%	41%	26%			307
Worked with other students as part of your study	4%	18%	36%	42%			305
Interacted with students outside study requirements	5%	32%	35%	28%			305
Interacted with students who are very different from you	17%	42%	26%	15%			303

2. Teaching Quality

Percent In Agreement: 84.92% Based on 305 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	3%	19%	56%	22%	300	
Entire education experience in your program	4%	27%	54%	15%	307	
<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%	6%	33%	39%	22%	301
Relevant to your education as a whole	1%	3%	27%	40%	29%	301
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	0%	4%	20%	44%	31%	305
Demonstrated concern for student learning	0%	5%	27%	38%	29%	306
Provided clear explanations on coursework and assessment	1%	7%	17%	39%	36%	305
Stimulated you intellectually	1%	4%	26%	41%	28%	304
Commented on your work in ways that help you learn	0%	4%	20%	36%	41%	305
Seemed helpful and approachable	1%	4%	17%	33%	45%	305
Set assessment tasks that challenge you to learn	0%	4%	18%	42%	36%	305

3. Learning Resources

Percent In Agreement: 84.18% Based on 297 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	12%	47%	37%	2%	305
Student spaces and common areas	4%	16%	46%	33%	1%	307
Online learning materials	3%	20%	51%	23%	4%	307
Computing/IT resources	3%	19%	46%	27%	5%	307
Assigned books, notes and resources	1%	15%	49%	31%	5%	306
Laboratory or studio equipment	3%	18%	40%	29%	9%	306
Library resources and facilities	2%	11%	44%	41%	3%	307

4. Student Support

Percent In Agreement: 75.24% Based on 307 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	6%	4%	19%	27%	28%	17%	305
Been offered support relevant to your circumstances	6%	5%	21%	33%	26%	8%	305
Felt induction/orientation activities were relevant and helpful	4%	6%	21%	30%	28%	11%	305
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	2%	7%	28%	38%	25%		307
To what extent have you experienced efficient enrolment and admissions processes	2%	4%	23%	39%	32%		307
	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%	7%	27%	40%	23%	1%	271
Helpful?	2%	7%	32%	35%	22%	1%	271
Career advisors							
Available?	3%	13%	33%	32%	18%	1%	211
Helpful?	2%	8%	42%	29%	18%	1%	203
Academic or learning advisors							
Available?	2%	6%	33%	32%	26%	1%	236
Helpful?	3%	6%	34%	31%	23%	4%	235
Support services such as counsellors, financial/legal advisors and health services							
Available?	2%	9%	31%	35%	22%	1%	207
Helpful?	1%	7%	32%	36%	22%	1%	206

5. Skills Development

Percent In Agreement: 83.93% Based on 305 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	4%	24%	40%	32%	305
Ability to solve complex problems	0%	6%	27%	40%	27%	305
Ability to work with others	1%	5%	22%	35%	36%	303
Confidence to learn independently	1%	3%	22%	44%	31%	305
Written communication skills	1%	7%	27%	44%	21%	304
Spoken communication skills	1%	8%	30%	38%	25%	305
Knowledge of the field(s) you are studying	1%	2%	21%	39%	37%	304
Development of work-related knowledge and skills	1%	3%	26%	39%	32%	304

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.