

STUDENT EXPERIENCE SURVEY - HE QILT

2020

RMIT University	10 Campuses	Survey Population: 4,365 Respondents: 1,250 Response Rate: 28.6% Reliability: Good
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Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	2%
2018	16%
2019	49%
2020	32%

Completion Year Expected

2020	31%
2021 or later	69%

LOTE

Yes	87%
No	13%

Age

<21	19%
21-24	56%
25-34	21%
35-44	3%
45+	1%

Gender

Male	55%
Female	45%

Citizenship

% Australian	0%
% Int Onshore	0%
% Int Offshore	100%

Program Type

Bachelor	96%
Postgraduate (Coursework)	1%
Other	3%

Study Base

One campus	61%
Two or more campus	3%
Mixed	19%
External/Distance	18%

Online Study

None	1%
About a quarter	21%
About half	41%
All or nearly all	37%

Average Grade

No results	2%
0 - 49%	1%
50 - 59%	11%
60 - 69%	39%
70 - 79%	37%
80 - 89%	11%
90 - 100%	1%

Location

China (Mainland)	4%
Hong Kong	21%
Singapore	72%
Indonesia	0%
Sri Lanka	2%
Other	1%

Disability

Yes	1%
No	99%

Snapshot Scales 2020 (See notes on Page 4)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	56.6	Learner Engagement	52.5%
Teaching Quality	65.1	Teaching Quality	70.6%
Learning Resources	65.5	Learning Resources	73.6%
Student Support	61.2	Student Support	60.5%
Skills Development	67.4	Skills Development	72.7%
Overall Quality	58.7	Overall Satisfaction	68.2%

1. Learner Engagement

Percent In Agreement: 52.54% Based on 1,241 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%	24%	27%	24%	6%	1,237
Had a sense of belonging to RMIT	3%	17%	39%	30%	11%		1,195
Felt prepared for your study	2%	12%	34%	39%	13%		1,226
Participated in discussions online or face-to-face	4%	37%	39%	20%			1,240
Worked with other students as part of your study	2%	28%	41%	28%			1,240
Interacted with students outside study requirements	17%	44%	28%	11%			1,240
Interacted with students who are very different from you	11%	48%	30%	10%			1,232

2. Teaching Quality

Percent In Agreement: 70.59% Based on 1,241 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	3%	28%	56%	13%		1,215
Entire education experience in your program	5%	27%	56%	13%		1,239
<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%	9%	39%	40%	11%	1,228
Relevant to your education as a whole	0%	5%	34%	43%	17%	1,230
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	7%	34%	45%	14%	1,240
Demonstrated concern for student learning	1%	7%	33%	44%	15%	1,238
Provided clear explanations on coursework and assessment	1%	7%	27%	49%	17%	1,238
Stimulated you intellectually	2%	8%	35%	42%	13%	1,240
Commented on your work in ways that help you learn	3%	11%	34%	39%	14%	1,237
Seemed helpful and approachable	1%	6%	31%	43%	20%	1,239
Set assessment tasks that challenge you to learn	1%	5%	30%	46%	19%	1,236

3. Learning Resources

Percent In Agreement: 73.63% Based on 1,073 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	3%	16%	43%	26%	12%	1,236
Student spaces and common areas	5%	18%	44%	20%	13%	1,237
Online learning materials	4%	19%	48%	28%	1%	1,240
Computing/IT resources	5%	19%	45%	21%	10%	1,238
Assigned books, notes and resources	4%	20%	51%	22%	4%	1,234
Laboratory or studio equipment	4%	16%	36%	15%	29%	1,237
Library resources and facilities	3%	15%	47%	23%	12%	1,239

4. Student Support

Percent In Agreement: 60.52% Based on 1,241 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	8%	8%	22%	21%	15%	26%	1,241
Been offered support relevant to your circumstances	9%	9%	24%	20%	18%	20%	1,237
Felt induction/orientation activities were relevant and helpful	4%	10%	21%	27%	21%	16%	1,233
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	3%	11%	36%	37%	14%		1,238
To what extent have you experienced efficient enrolment and admissions processes	2%	6%	30%	43%	19%		1,232
	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%	32%	30%	14%	13%	1,234
Helpful?	3%	8%	30%	30%	16%	12%	1,235
Career advisors							
Available?	4%	10%	28%	16%	5%	37%	1,232
Helpful?	3%	9%	27%	16%	6%	38%	1,230
Academic or learning advisors							
Available?	2%	8%	32%	26%	10%	22%	1,234
Helpful?	2%	6%	34%	25%	11%	22%	1,229
Support services such as counsellors, financial/legal advisors and health services							
Available?	2%	7%	26%	17%	7%	41%	1,235
Helpful?	3%	8%	25%	17%	7%	41%	1,232

5. Skills Development

Percent In Agreement: 72.66% Based on 1,240 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	5%	33%	46%	15%	1,241
Ability to solve complex problems	1%	5%	35%	45%	14%	1,240
Ability to work with others	1%	5%	30%	43%	21%	1,239
Confidence to learn independently	1%	5%	30%	46%	19%	1,239
Written communication skills	1%	6%	34%	44%	16%	1,240
Spoken communication skills	2%	10%	36%	40%	13%	1,238
Knowledge of the field(s) you are studying	0%	4%	30%	48%	17%	1,238
Development of work-related knowledge and skills	2%	7%	32%	44%	15%	1,236

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	19%	16%	23%	16%	11%	15%	1,235
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	29%	20%	30%	16%	5%		1,232
Financial circumstances	26%	22%	27%	18%	7%		1,232

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	13%	87%	1,241

Reasons for leaving	%
Academic exchange	9
Academic support	20
Administrative support	8
Boredom/lack of interest	11
Career prospects	23
Change of direction	10
Commuting difficulties	5
Difficulty paying fees	38
Difficulty with workload	29
Expectations not met	21
Family responsibilities	13
Financial difficulties	39
Gap year/deferral	7
Government assistance	1
Graduating	12
Health or stress	14
Institution reputation	4
Moving residence	2
Need a break	16
Need to do paid work	16
Other opportunities	5
Paid work responsibilities	12
Personal reasons	14
Quality concerns	8
Received other offer from another university/higher education institution	1
Social reasons	8
Standards too high	5
Study/life balance	25
Travel or tourism	3
Other reasons	12

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.