

STUDENT EXPERIENCE SURVEY - HE QILT

2020

RMIT University	SGPIM	Survey Population: 2,815 Respondents: 870 Response Rate: 30.9% Reliability: Good
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Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	1%
2018	9%
2019	49%
2020	41%

Completion Year Expected

2020	31%
2021 or later	69%

LOTE

Yes	86%
No	14%

Age

<21	20%
21-24	61%
25-34	17%
35-44	1%
45+	0%

Gender

Male	46%
Female	54%

Citizenship

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

Program Type

Bachelor	100%
Postgraduate (Coursework)	0%
Other	0%

Study Base

One campus	64%
Two or more campus	3%
Mixed	19%
External/Distance	14%

Online Study

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

Average Grade

No results	1%
0 - 49%	1%
50 - 59%	10%
60 - 69%	41%
70 - 79%	39%
80 - 89%	9%
90 - 100%	1%

Location

China (Mainland)	0%
Hong Kong	0%
Singapore	100%
Indonesia	0%
Sri Lanka	0%
Other	0%

Disability

Yes	2%
No	98%

Snapshot Scales 2020 (See notes on Page 4)

Mean		Percent In Agreement	
Learner Engagement	56.0	Learner Engagement	50.5%
Teaching Quality	63.9	Teaching Quality	68.8%
Learning Resources	64.6	Learning Resources	71.4%
Student Support	59.9	Student Support	58.5%
Skills Development	67.4	Skills Development	72.1%
Overall Quality	56.8	Overall Satisfaction	64.7%

1. Learner Engagement

Percent In Agreement: 50.52% Based on 865 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	3%	14%	23%	28%	26%	5%	862
Had a sense of belonging to RMIT	4%	19%	40%	28%	9%		828
Felt prepared for your study	3%	13%	35%	38%	11%		855
Participated in discussions online or face-to-face	5%	38%	37%	20%			865
Worked with other students as part of your study	2%	28%	40%	31%			865
Interacted with students outside study requirements	21%	44%	23%	11%			864
Interacted with students who are very different from you	12%	48%	29%	11%			858

2. Teaching Quality

Percent In Agreement: 68.79% Based on 865 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	4%	30%	54%	12%	850	
Entire education experience in your program	6%	30%	53%	11%	864	
<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%	10%	38%	40%	11%	855
Relevant to your education as a whole	1%	6%	33%	44%	17%	858
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	8%	35%	45%	12%	865
Demonstrated concern for student learning	1%	8%	34%	43%	14%	863
Provided clear explanations on coursework and assessment	1%	7%	28%	49%	16%	863
Stimulated you intellectually	2%	9%	36%	41%	12%	864
Commented on your work in ways that help you learn	3%	13%	34%	38%	12%	863
Seemed helpful and approachable	1%	6%	31%	43%	19%	863
Set assessment tasks that challenge you to learn	1%	5%	30%	46%	18%	862

3. Learning Resources

Percent In Agreement: 71.41% Based on 752 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	3%	17%	42%	27%	12%	863
Student spaces and common areas	5%	20%	43%	20%	12%	861
Online learning materials	4%	20%	48%	26%	1%	864
Computing/IT resources	4%	20%	46%	19%	10%	863
Assigned books, notes and resources	5%	21%	50%	21%	4%	860
Laboratory or studio equipment	4%	16%	34%	13%	32%	862
Library resources and facilities	3%	17%	46%	23%	11%	863

4. Student Support

Percent In Agreement: 58.50% Based on 865 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	10%	8%	19%	17%	12%	33%	865
Been offered support relevant to your circumstances	11%	10%	23%	17%	15%	25%	862
Felt induction/orientation activities were relevant and helpful	6%	13%	21%	24%	18%	18%	859
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	4%	12%	38%	35%	12%		863
To what extent have you experienced efficient enrolment and admissions processes	2%	7%	29%	44%	18%		857
	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%	29%	30%	16%	14%	861
Helpful?	3%	8%	27%	30%	18%	14%	860
Career advisors							
Available?	4%	9%	24%	14%	5%	44%	857
Helpful?	4%	9%	23%	13%	6%	45%	855
Academic or learning advisors							
Available?	2%	8%	31%	24%	9%	27%	859
Helpful?	2%	7%	31%	23%	10%	27%	857
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	7%	22%	14%	6%	48%	860
Helpful?	3%	7%	21%	14%	7%	48%	858

5. Skills Development

Percent In Agreement: 72.11% Based on 864 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	5%	34%	46%	15%	865
Ability to solve complex problems	1%	6%	35%	45%	13%	864
Ability to work with others	1%	5%	29%	44%	22%	864
Confidence to learn independently	1%	5%	29%	45%	20%	863
Written communication skills	1%	5%	32%	46%	16%	864
Spoken communication skills	2%	9%	34%	41%	13%	862
Knowledge of the field(s) you are studying	1%	4%	30%	48%	17%	863
Development of work-related knowledge and skills	2%	8%	32%	45%	14%	862

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	23%	16%	21%	15%	8%	17%	860
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	35%	22%	26%	12%	5%		859
Financial circumstances	30%	23%	23%	16%	8%		857

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	11%	89%	865

Reasons for leaving	%
Academic exchange	2
Academic support	5
Administrative support	2
Boredom/lack of interest	3
Career prospects	4
Change of direction	3
Commuting difficulties	1
Difficulty paying fees	9
Difficulty with workload	6
Expectations not met	5
Family responsibilities	3
Financial difficulties	9
Gap year/deferral	2
Government assistance	0
Graduating	2
Health or stress	3
Institution reputation	1
Moving residence	1
Need a break	4
Need to do paid work	3
Other opportunities	1
Paid work responsibilities	3
Personal reasons	4
Quality concerns	2
Received other offer from another university/higher education institution	0
Social reasons	2
Standards too high	1
Study/life balance	5
Travel or tourism	0
Other reasons	3

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.