

# STUDENT EXPERIENCE SURVEY - HE QILT

## 2020

<b>Business</b>	<b>4 Campuses</b>	<b>Survey Population: 2,910</b>
		<b>Respondents: 803</b>
		<b>Response Rate: 27.6%</b>
		<b>Reliability: Good</b>

### Demographics (% of total sample size)

#### Commencement Year

Pre 2016	0%
2016	0%
2017	1%
2018	6%
2019	54%
2020	37%

#### Completion Year Expected

2020	34%
2021 or later	66%

#### LOTE

Yes	86%
No	14%

#### Age

<21	25%
21-24	60%
25-34	14%
35-44	1%
45+	0%

#### Gender

Male	45%
Female	55%

#### Citizenship

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

#### Program Type

Bachelor	94%
Postgraduate (Coursework)	1%
Other	4%

#### Study Base

One campus	64%
Two or more campus	2%
Mixed	20%
External/Distance	14%

#### 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%	10%
60 - 69%	40%
70 - 79%	37%
80 - 89%	10%
90 - 100%	1%

#### Location

China (Mainland)	6%
Hong Kong	1%
Singapore	93%
Indonesia	0%
Sri Lanka	0%
Other	0%

#### Disability

Yes	0%
No	100%

### Snapshot Scales 2020 (See notes on Page 4)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	55.8	Learner Engagement	50.4%
Teaching Quality	64.4	Teaching Quality	69.8%
Learning Resources	65.2	Learning Resources	73.0%
Student Support	60.7	Student Support	59.0%
Skills Development	67.1	Skills Development	71.7%
Overall Quality	57.6	Overall Satisfaction	65.7%

## 1. Learner Engagement

Percent In Agreement: 50.38% Based on 800 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	4%	15%	22%	28%	25%	5%	796
Had a sense of belonging to RMIT	3%	18%	41%	28%	9%		767
Felt prepared for your study	3%	13%	36%	37%	12%		788
Participated in discussions online or face-to-face	6%	39%	38%	18%			800
Worked with other students as part of your study	2%	27%	40%	31%			800
Interacted with students outside study requirements	20%	44%	25%	11%			799
Interacted with students who are very different from you	11%	50%	29%	10%			792

## 2. Teaching Quality

Percent In Agreement: 69.75% Based on 800 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	3%	30%	54%	13%	785	
Entire education experience in your program	5%	29%	54%	12%	799	
<i><b>Your study was delivered in a way that is...</b></i>						
	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Well structured and focused	1%	10%	38%	40%	11%	792
Relevant to your education as a whole	1%	6%	33%	44%	17%	794
<i><b>Lecturers, tutors and demonstrators</b></i>						
Engaged you actively in learning	1%	8%	34%	44%	13%	800
Demonstrated concern for student learning	1%	7%	33%	43%	15%	798
Provided clear explanations on coursework and assessment	1%	6%	26%	49%	18%	798
Stimulated you intellectually	2%	9%	35%	41%	12%	799
Commented on your work in ways that help you learn	3%	12%	34%	38%	12%	799
Seemed helpful and approachable	1%	6%	31%	42%	20%	798
Set assessment tasks that challenge you to learn	1%	5%	29%	46%	18%	797

## 3. Learning Resources

Percent In Agreement: 73.04% Based on 701 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	3%	15%	43%	27%	12%	798
Student spaces and common areas	5%	19%	44%	21%	12%	797
Online learning materials	4%	19%	49%	26%	1%	799
Computing/IT resources	5%	19%	47%	21%	9%	799
Assigned books, notes and resources	5%	21%	51%	21%	4%	796
Laboratory or studio equipment	4%	16%	35%	14%	31%	797
Library resources and facilities	3%	15%	47%	24%	11%	798

#### 4. Student Support

Percent In Agreement: 59.00% Based on 800 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	10%	7%	20%	18%	14%	31%	800
Been offered support relevant to your circumstances	11%	9%	24%	17%	16%	23%	798
Felt induction/orientation activities were relevant and helpful	5%	12%	21%	26%	19%	17%	794
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	3%	11%	38%	35%	13%		798
To what extent have you experienced efficient enrolment and admissions processes	2%	6%	29%	42%	20%		792
	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%	9%	29%	31%	15%	15%	796
Helpful?	3%	8%	27%	31%	17%	15%	794
<b>Career advisors</b>							
Available?	4%	9%	24%	14%	5%	43%	792
Helpful?	4%	9%	23%	15%	6%	44%	791
<b>Academic or learning advisors</b>							
Available?	2%	8%	30%	24%	10%	27%	796
Helpful?	2%	7%	30%	23%	11%	27%	792
<b>Support services such as counsellors, financial/legal advisors and health services</b>							
Available?	2%	7%	21%	15%	7%	47%	796
Helpful?	3%	7%	20%	16%	7%	47%	794

#### 5. Skills Development

Percent In Agreement: 71.71% Based on 799 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	5%	34%	46%	15%	800
Ability to solve complex problems	1%	6%	36%	44%	13%	799
Ability to work with others	1%	5%	29%	43%	22%	799
Confidence to learn independently	1%	5%	30%	45%	19%	798
Written communication skills	1%	5%	32%	46%	15%	799
Spoken communication skills	2%	10%	35%	41%	13%	797
Knowledge of the field(s) you are studying	1%	4%	31%	47%	17%	798
Development of work-related knowledge and skills	2%	8%	31%	44%	14%	797

#### Other

##### Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	24%	17%	20%	14%	7%	18%	798
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	34%	21%	27%	13%	5%		796
Financial circumstances	32%	23%	23%	15%	7%		793

## Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	11%	89%	800

Reasons for leaving	%
Academic exchange	10
Academic support	22
Administrative support	9
Boredom/lack of interest	14
Career prospects	21
Change of direction	14
Commuting difficulties	5
Difficulty paying fees	39
Difficulty with workload	29
Expectations not met	21
Family responsibilities	15
Financial difficulties	36
Gap year/deferral	7
Government assistance	0
Graduating	9
Health or stress	16
Institution reputation	5
Moving residence	3
Need a break	17
Need to do paid work	15
Other opportunities	5
Paid work responsibilities	11
Personal reasons	17
Quality concerns	9
Received other offer from another university/higher education institution	1
Social reasons	9
Standards too high	3
Study/life balance	24
Travel or tourism	0
Other reasons	13

### 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.