

STUDENT EXPERIENCE SURVEY - HE QILT

2020

Business	SGPIM	Survey Population: 2,542 Respondents: 745 Response Rate: 29.3% Reliability: Good
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Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	2%
2018	7%
2019	52%
2020	39%

Completion Year Expected

2020	35%
2021 or later	65%

LOTE

Yes	86%
No	14%

Age

<21	21%
21-24	64%
25-34	15%
35-44	0%
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	66%
Two or more campus	2%
Mixed	19%
External/Distance	13%

Online Study

None	1%
About a quarter	21%
About half	40%
All or nearly all	38%

Average Grade

No results	1%
0 - 49%	1%
50 - 59%	11%
60 - 69%	42%
70 - 79%	36%
80 - 89%	8%
90 - 100%	1%

Location

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

Disability

Yes	0%
No	100%

Snapshot Scales 2020 (See notes on Page 4)

Mean		Percent In Agreement	
Learner Engagement	55.2	Learner Engagement	48.5%
Teaching Quality	63.5	Teaching Quality	67.9%
Learning Resources	64.3	Learning Resources	71.8%
Student Support	59.5	Student Support	57.1%
Skills Development	66.6	Skills Development	70.6%
Overall Quality	56.3	Overall Satisfaction	63.4%

1. Learner Engagement

Percent In Agreement: 48.52% Based on 742 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	3%	15%	23%	28%	26%	5%	739
Had a sense of belonging to RMIT	3%	19%	42%	26%	9%		710
Felt prepared for your study	3%	14%	37%	36%	11%		732
Participated in discussions online or face-to-face	6%	40%	36%	18%			742
Worked with other students as part of your study	2%	28%	41%	30%			742
Interacted with students outside study requirements	21%	46%	23%	10%			741
Interacted with students who are very different from you	12%	51%	28%	10%			735

2. Teaching Quality

Percent In Agreement: 67.92% Based on 742 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	4%	31%	53%	12%	728	
Entire education experience in your program	5%	31%	53%	11%	741	
<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%	11%	38%	39%	11%	734
Relevant to your education as a whole	1%	6%	33%	43%	16%	736
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	8%	36%	44%	11%	742
Demonstrated concern for student learning	1%	8%	34%	42%	14%	740
Provided clear explanations on coursework and assessment	1%	7%	28%	48%	16%	740
Stimulated you intellectually	2%	9%	37%	41%	11%	741
Commented on your work in ways that help you learn	3%	13%	36%	37%	11%	741
Seemed helpful and approachable	1%	6%	32%	42%	19%	740
Set assessment tasks that challenge you to learn	1%	5%	31%	45%	18%	739

3. Learning Resources

Percent In Agreement: 71.82% Based on 653 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%	11%	740
Student spaces and common areas	6%	20%	44%	20%	11%	739
Online learning materials	4%	21%	49%	25%	1%	741
Computing/IT resources	5%	19%	47%	20%	9%	741
Assigned books, notes and resources	5%	22%	50%	20%	3%	738
Laboratory or studio equipment	4%	16%	35%	13%	31%	739
Library resources and facilities	3%	16%	47%	23%	11%	740

4. Student Support

Percent In Agreement: 57.14% Based on 742 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	8%	20%	18%	12%	33%	742
Been offered support relevant to your circumstances	11%	10%	24%	17%	14%	24%	740
Felt induction/orientation activities were relevant and helpful	6%	13%	22%	25%	17%	18%	736
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	4%	12%	39%	34%	11%		740
To what extent have you experienced efficient enrolment and admissions processes	2%	7%	30%	42%	19%		734
	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?	1%	9%	29%	30%	15%	15%	740
Helpful?	3%	8%	27%	30%	17%	15%	737
Career advisors							
Available?	4%	10%	24%	13%	4%	44%	735
Helpful?	4%	10%	23%	13%	5%	46%	734
Academic or learning advisors							
Available?	2%	8%	31%	23%	9%	28%	738
Helpful?	2%	7%	31%	23%	10%	28%	734
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	7%	21%	14%	6%	49%	738
Helpful?	3%	7%	20%	15%	7%	48%	736

5. Skills Development

Percent In Agreement: 70.58% Based on 741 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	6%	35%	45%	14%	742
Ability to solve complex problems	1%	6%	36%	44%	13%	741
Ability to work with others	1%	5%	30%	43%	21%	741
Confidence to learn independently	1%	5%	31%	45%	19%	740
Written communication skills	1%	6%	33%	46%	14%	741
Spoken communication skills	2%	10%	35%	40%	12%	739
Knowledge of the field(s) you are studying	1%	5%	32%	46%	16%	740
Development of work-related knowledge and skills	2%	8%	32%	44%	13%	739

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%	13%	7%	19%	740
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	35%	21%	27%	12%	5%		738
Financial circumstances	31%	23%	23%	16%	7%		735

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	12%	88%	742

Reasons for leaving	%
Academic exchange	5
Academic support	12
Administrative support	5
Boredom/lack of interest	9
Career prospects	12
Change of direction	7
Commuting difficulties	3
Difficulty paying fees	25
Difficulty with workload	18
Expectations not met	14
Family responsibilities	9
Financial difficulties	23
Gap year/deferral	5
Government assistance	0
Graduating	5
Health or stress	10
Institution reputation	3
Moving residence	2
Need a break	11
Need to do paid work	10
Other opportunities	3
Paid work responsibilities	6
Personal reasons	10
Quality concerns	5
Received other offer from another university/higher education institution	1
Social reasons	5
Standards too high	2
Study/life balance	15
Travel or tourism	0
Other reasons	8

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.