

STUDENT EXPERIENCE SURVEY - HE QILT

2020

Business	5 Campuses	Survey Population: 2,928
		Respondents: 807
		Response Rate: 27.6%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	1%
2018	7%
2019	54%
2020	38%

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)	2%
Other	4%

Study Base

One campus	63%
Two or more campus	3%
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	92%
Indonesia	0%
Sri Lanka	0%
Other	1%

Disability

Yes	0%
No	100%

Snapshot Scales 2020 (See notes on Page 4)

Mean		Percent In Agreement	
Learner Engagement	55.8	Learner Engagement	50.4%
Teaching Quality	64.4	Teaching Quality	69.8%
Learning Resources	65.2	Learning Resources	73.1%
Student Support	60.8	Student Support	59.1%
Skills Development	67.2	Skills Development	71.7%
Overall Quality	57.6	Overall Satisfaction	65.6%

1. Learner Engagement

Percent In Agreement: 50.37% Based on 804 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	4%	16%	22%	28%	25%	5%	800
Had a sense of belonging to RMIT	3%	18%	41%	28%	9%		771
Felt prepared for your study	3%	13%	36%	37%	12%		792
Participated in discussions online or face-to-face	5%	39%	38%	18%			804
Worked with other students as part of your study	2%	27%	40%	31%			804
Interacted with students outside study requirements	20%	44%	25%	11%			803
Interacted with students who are very different from you	11%	50%	29%	10%			796

2. Teaching Quality

Percent In Agreement: 69.78% Based on 804 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	3%	30%	54%	13%	789	
Entire education experience in your program	5%	30%	54%	12%	803	
<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%	12%	796
Relevant to your education as a whole	1%	6%	33%	44%	17%	798
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	8%	34%	44%	13%	804
Demonstrated concern for student learning	1%	7%	33%	43%	16%	802
Provided clear explanations on coursework and assessment	1%	6%	26%	49%	18%	802
Stimulated you intellectually	2%	9%	35%	41%	12%	803
Commented on your work in ways that help you learn	3%	12%	34%	38%	12%	803
Seemed helpful and approachable	1%	6%	31%	42%	20%	802
Set assessment tasks that challenge you to learn	1%	5%	29%	46%	18%	801

3. Learning Resources

Percent In Agreement: 73.12% Based on 703 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%	802
Student spaces and common areas	5%	18%	44%	21%	12%	801
Online learning materials	4%	19%	49%	26%	1%	803
Computing/IT resources	4%	19%	47%	21%	9%	803
Assigned books, notes and resources	5%	21%	51%	21%	4%	800
Laboratory or studio equipment	4%	15%	35%	14%	31%	801
Library resources and facilities	3%	15%	47%	24%	11%	802

4. Student Support

Percent In Agreement: 59.08% Based on 804 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%	804
Been offered support relevant to your circumstances	11%	9%	24%	17%	16%	23%	802
Felt induction/orientation activities were relevant and helpful	5%	12%	21%	26%	19%	17%	798
	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%		802
To what extent have you experienced efficient enrolment and admissions processes	2%	6%	29%	42%	20%		796
	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%	16%	15%	800
Helpful?	3%	8%	27%	31%	17%	15%	798
Career advisors							
Available?	4%	9%	24%	14%	5%	43%	796
Helpful?	4%	9%	22%	15%	6%	44%	795
Academic or learning advisors							
Available?	2%	8%	30%	24%	10%	27%	800
Helpful?	2%	7%	30%	23%	11%	27%	796
Support services such as counsellors, financial/legal advisors and health services							
Available?	2%	7%	22%	15%	7%	47%	800
Helpful?	3%	7%	20%	16%	7%	47%	798

5. Skills Development

Percent In Agreement: 71.73% Based on 803 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	5%	34%	46%	15%	804
Ability to solve complex problems	1%	6%	36%	44%	13%	803
Ability to work with others	1%	5%	29%	43%	22%	803
Confidence to learn independently	1%	5%	30%	45%	19%	802
Written communication skills	1%	5%	32%	46%	15%	803
Spoken communication skills	2%	10%	35%	40%	13%	801
Knowledge of the field(s) you are studying	0%	4%	31%	47%	17%	802
Development of work-related knowledge and skills	2%	8%	32%	44%	14%	801

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%	18%	802
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	34%	21%	28%	13%	5%		800
Financial circumstances	32%	23%	23%	15%	7%		797

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	11%	89%	804

Reasons for leaving	%
Academic exchange	10
Academic support	23
Administrative support	9
Boredom/lack of interest	14
Career prospects	22
Change of direction	14
Commuting difficulties	5
Difficulty paying fees	41
Difficulty with workload	30
Expectations not met	22
Family responsibilities	15
Financial difficulties	37
Gap year/deferral	8
Government assistance	0
Graduating	10
Health or stress	16
Institution reputation	5
Moving residence	3
Need a break	18
Need to do paid work	15
Other opportunities	5
Paid work responsibilities	11
Personal reasons	18
Quality concerns	9
Received other offer from another university/higher education institution	1
Social reasons	9
Standards too high	3
Study/life balance	25
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.