

STUDENT EXPERIENCE SURVEY - HE QILT

2020

615H			Survey Population: 426
Business		SGPIM	Respondents: 126
			Response Rate: 29.6%
			Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	1%
2017	2%
2018	9%
2019	40%
2020	48%

Completion Year Expected

2020	36%
2021 or later	64%

LOTE

Yes	90%
No	10%

Age

<21	25%
21-24	60%
25-34	16%
35-44	0%
45+	0%

Gender

Male	41%
Female	59%

Citizenship

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

Program Type

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

Study Base

One campus	60%
Two or more campus	2%
Mixed	22%
External/Distance	17%

Online Study

None	1%
About a quarter	13%
About half	37%
All or nearly all	49%

Average Grade

No results	2%
0 - 49%	0%
50 - 59%	4%
60 - 69%	40%
70 - 79%	40%
80 - 89%	13%
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)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	59.5	Learner Engagement	55.6%
Teaching Quality	67.4	Teaching Quality	77.0%
Learning Resources	69.6	Learning Resources	80.0%
Student Support	65.5	Student Support	65.9%
Skills Development	68.9	Skills Development	72.2%
Overall Quality	63.0	Overall Satisfaction	73.8%

1. Learner Engagement

Percent In Agreement: 55.56% Based on 126 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	4%	13%	21%	26%	29%	6%	126
Had a sense of belonging to RMIT	4%	12%	36%	29%	20%		121
Felt prepared for your study	2%	13%	26%	37%	22%		125
Participated in discussions online or face-to-face	6%	36%	33%	26%			126
Worked with other students as part of your study	2%	25%	44%	30%			126
Interacted with students outside study requirements	20%	34%	33%	13%			126
Interacted with students who are very different from you	13%	42%	33%	12%			125

2. Teaching Quality

Percent In Agreement: 76.98% Based on 126 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	3%	24%	56%	17%	124	
Entire education experience in your program	4%	22%	55%	19%	126	
<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	2%	8%	27%	45%	18%	126
Relevant to your education as a whole	2%	6%	26%	44%	22%	126
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	2%	6%	33%	43%	17%	126
Demonstrated concern for student learning	2%	4%	30%	42%	22%	125
Provided clear explanations on coursework and assessment	1%	6%	27%	44%	22%	125
Stimulated you intellectually	4%	3%	34%	42%	17%	126
Commented on your work in ways that help you learn	6%	8%	33%	35%	17%	126
Seemed helpful and approachable	2%	4%	32%	36%	27%	126
Set assessment tasks that challenge you to learn	2%	2%	25%	44%	27%	126

3. Learning Resources

Percent In Agreement: 80.00% Based on 110 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	11%	46%	30%	11%	125
Student spaces and common areas	2%	15%	44%	28%	12%	126
Online learning materials	4%	19%	43%	33%	1%	126
Computing/IT resources	2%	14%	44%	27%	12%	125
Assigned books, notes and resources	4%	18%	46%	29%	4%	125
Laboratory or studio equipment	1%	15%	34%	19%	31%	126
Library resources and facilities	2%	15%	47%	28%	8%	125

4. Student Support

Percent In Agreement: 65.87% Based on 126 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	6%	9%	21%	13%	19%	33%	126
Been offered support relevant to your circumstances	7%	5%	25%	18%	20%	26%	125
Felt induction/orientation activities were relevant and helpful	4%	13%	18%	25%	26%	14%	125
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	2%	7%	34%	35%	22%		124
To what extent have you experienced efficient enrolment and admissions processes	2%	8%	18%	42%	30%		125
	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%	25%	33%	21%	10%	126
Helpful?	2%	8%	23%	33%	25%	10%	126
Career advisors							
Available?	3%	11%	27%	18%	10%	31%	126
Helpful?	2%	9%	24%	20%	12%	34%	125
Academic or learning advisors							
Available?	2%	6%	31%	27%	15%	19%	124
Helpful?	2%	5%	29%	25%	18%	21%	126
Support services such as counsellors, financial/legal advisors and health services							
Available?	2%	7%	25%	17%	14%	34%	126
Helpful?	3%	7%	22%	17%	16%	34%	126

5. Skills Development

Percent In Agreement: 72.22% Based on 126 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	3%	36%	44%	17%	126
Ability to solve complex problems	1%	6%	29%	48%	17%	126
Ability to work with others	1%	5%	27%	42%	25%	125
Confidence to learn independently	1%	5%	29%	39%	26%	126
Written communication skills	1%	5%	33%	43%	18%	126
Spoken communication skills	2%	8%	34%	38%	19%	124
Knowledge of the field(s) you are studying	2%	3%	29%	44%	22%	126
Development of work-related knowledge and skills	2%	8%	28%	42%	20%	125

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	22%	18%	16%	13%	10%	21%	126
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	28%	22%	29%	12%	9%		126
Financial circumstances	27%	28%	23%	13%	9%		126

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	10%	90%	126

Reasons for leaving

	%
Academic exchange	31
Academic support	23
Administrative support	8
Boredom/lack of interest	15
Career prospects	46
Change of direction	8
Commuting difficulties	8
Difficulty paying fees	38
Difficulty with workload	38
Expectations not met	31
Family responsibilities	23
Financial difficulties	38
Gap year/deferral	8
Government assistance	0
Graduating	23
Health or stress	15
Institution reputation	23
Moving residence	8
Need a break	31
Need to do paid work	31
Other opportunities	15
Paid work responsibilities	15
Personal reasons	15
Quality concerns	15
Received other offer from another university/higher education institution	0
Social reasons	15
Standards too high	0
Study/life balance	23
Travel or tourism	0
Other reasons	23

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.