RMIT UNIVERSITY

HE Onshore + Offshore

STUDENT EXPERIENCE SURVEY - HE QILT
2020

620H **Business**	**4 Campuses**	**Survey Population: 359** **Respondents: 95** **Response Rate: 26.5%** **Reliability: Good**

Demographics (% of total sample size)

Commencement Year		Completion Year Expected		LOTE	
Pre 2016	**1%**	2020	**33%**	Yes	**88%**
2016	**0%**	2021 or later	**67%**	No	**12%**
2017	**0%**				
2018	**5%**				
2019	**52%**				
2020	**42%**				

Age		Gender		Citizenship	
<21	**28%**	Male	**60%**	% Australian	**0%**
21-24	**56%**	Female	**40%**	% Int Onshore	**0%**
25-34	**15%**			% Int Offshore	**100%**
35-44	**1%**				
45+	**0%**				

Program Type		Study Base		Online Study	
Bachelor	**96%**	One campus	**64%**	None	**0%**
Postgraduate (Coursework)	**4%**	Two or more campus	**1%**	About a quarter	**17%**
Other	**0%**	Mixed	**20%**	About half	**46%**
		External/Distance	**15%**	All or nearly all	**37%**

Average Grade		Location		Disability	
No results	**0%**	China (Mainland)	**7%**	Yes	**0%**
0 - 49%	**2%**	Hong Kong	**0%**	No	**100%**
50 - 59%	**8%**	Singapore	**88%**		
60 - 69%	**42%**	Indonesia	**0%**		
70 - 79%	**35%**	Sri Lanka	**0%**		
80 -89%	**13%**	Other	**4%**		
90 -100%	**0%**				

Snapshot Scales 2020 (See notes on Page 4)

Mean		Percent In Agreement	
Learner Engagement	**55.7**	Learner Engagement	**52.6%**
Teaching Quality	**65.8**	Teaching Quality	**71.6%**
Learning Resources	**65.3**	Learning Resources	**75.3%**
Student Support	**60.6**	Student Support	**55.8%**
Skills Development	**68.1**	Skills Development	**74.7%**
Overall Quality	**55.1**	Overall Satisfaction	**60.0%**

1. Learner Engagement   Percent In Agreement: 52.63% Based on 95 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	4%	17%	21%	28%	24%	5%	94

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Had a sense of belonging to RMIT	1%	17%	42%	34%	5%	92
Felt prepared for your study	4%	9%	43%	33%	12%	94

	Never	Sometimes	Often	Very often	Respondents
Participated in discussions online or face-to-face	8%	37%	39%	16%	95
Worked with other students as part of your study	4%	23%	38%	35%	95
Interacted with students outside study requirements	18%	49%	24%	8%	95
Interacted with students who are very different from you	6%	53%	31%	11%	95

2. Teaching Quality   Percent In Agreement: 71.58% Based on 95 Included Responses

The quality of…	Poor	Fair	Good	Excellent	Respondents
The teaching in your program	1%	32%	54%	13%	93
Entire education experience in your program	4%	36%	51%	9%	95

Your study was delivered in a way that is…	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Well structured and focused	0%	11%	33%	47%	10%	94
Relevant to your education as a whole	0%	3%	37%	43%	17%	94

Lecturers, tutors and demonstrators

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Engaged you actively in learning	1%	6%	31%	52%	11%	95
Demonstrated concern for student learning	0%	4%	39%	40%	17%	95
Provided clear explanations on coursework and assessment	1%	6%	23%	51%	19%	95
Stimulated you intellectually	1%	6%	35%	41%	16%	94
Commented on your work in ways that help you learn	0%	9%	36%	41%	14%	95
Seemed helpful and approachable	0%	4%	26%	45%	24%	95
Set assessment tasks that challenge you to learn	0%	6%	26%	50%	18%	94

3. Learning Resources   Percent In Agreement: 75.29% Based on 85 Included Responses

The quality of…	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	17%	43%	26%	12%	95
Student spaces and common areas	6%	18%	50%	15%	11%	94
Online learning materials	2%	22%	49%	26%	0%	95
Computing/IT resources	5%	18%	46%	21%	9%	95
Assigned books, notes and resources	3%	20%	56%	19%	2%	95
Laboratory or studio equipment	4%	12%	41%	13%	30%	94
Library resources and facilities	3%	9%	54%	22%	12%	95

4. Student Support | Percent In Agreement: 55.79% Based on 95 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	8%	18%	22%	13%	28%	95
Been offered support relevant to your circumstances	8%	12%	23%	16%	20%	21%	95
Felt induction/orientation activities were relevant and helpful	6%	12%	20%	20%	25%	17%	95

	Not at all	Very little	Some	Quite a bit	Very Much	Respondents
Received support from your institution to settle into study	3%	14%	36%	34%	14%	95
To what extent have you experienced efficient enrolment and admissions processes	2%	9%	33%	35%	21%	95

	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%	10%	28%	26%	18%	18%	94
Helpful?	3%	11%	23%	26%	19%	18%	93
Career advisors							
Available?	3%	7%	27%	14%	4%	45%	94
Helpful?	4%	6%	26%	16%	3%	45%	94
Academic or learning advisors							
Available?	2%	11%	23%	24%	11%	29%	95
Helpful?	2%	6%	26%	23%	13%	29%	95
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	6%	22%	14%	5%	49%	95
Helpful?	3%	5%	22%	14%	6%	49%	93

5. Skills Development | Percent In Agreement: 74.74% Based on 95 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	2%	33%	56%	8%	95
Ability to solve complex problems	1%	3%	32%	57%	7%	95
Ability to work with others	1%	2%	27%	52%	18%	95
Confidence to learn independently	1%	6%	24%	48%	20%	95
Written communication skills	2%	4%	32%	52%	11%	95
Spoken communication skills	2%	5%	31%	48%	14%	95
Knowledge of the field(s) you are studying	0%	3%	29%	53%	15%	94
Development of work-related knowledge and skills	1%	6%	27%	51%	15%	95

Other

Study negatively affected by…	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	24%	17%	26%	15%	5%	13%	95

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Living arrangements	35%	16%	34%	12%	3%	94
Financial circumstances	30%	23%	27%	17%	3%	94

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	11%	89%	95

Reasons for leaving

	%
Academic exchange	0
Academic support	10
Administrative support	0
Boredom/lack of interest	10
Career prospects	20
Change of direction	40
Commuting difficulties	0
Difficulty paying fees	30
Difficulty with workload	10
Expectations not met	30
Family responsibilities	10
Financial difficulties	30
Gap year/deferral	0
Government assistance	0
Graduating	10
Health or stress	20
Institution reputation	0
Moving residence	10
Need a break	10
Need to do paid work	20
Other opportunities	0
Paid work responsibilities	0
Personal reasons	10
Quality concerns	0
Received other offer from another university/higher education institution	0
Social reasons	0
Standards too high	0
Study/life balance	10
Travel or tourism	0
Other reasons	0

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 regared 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.