

STUDENT EXPERIENCE SURVEY - HE QILT

2020

620H		Survey Population: 355
Business	3 Campuses	Respondents: 93
		Response Rate: 26.2%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2016	1%
2016	0%
2017	0%
2018	5%
2019	53%
2020	41%

Completion Year Expected

2020	33%
2021 or later	67%

LOTE

Yes	88%
No	12%

Age

<21	29%
21-24	55%
25-34	15%
35-44	1%
45+	0%

Gender

Male	61%
Female	39%

Citizenship

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

Program Type

Bachelor	98%
Postgraduate (Coursework)	2%
Other	0%

Study Base

One campus	65%
Two or more campus	1%
Mixed	20%
External/Distance	14%

Online Study

None	0%
About a quarter	17%
About half	47%
All or nearly all	36%

Average Grade

No results	0%
0 - 49%	2%
50 - 59%	9%
60 - 69%	42%
70 - 79%	35%
80 - 89%	12%
90 - 100%	0%

Location

China (Mainland)	8%
Hong Kong	0%
Singapore	90%
Indonesia	0%
Sri Lanka	0%
Other	2%

Disability

Yes	0%
No	100%

Snapshot Scales 2020 (See notes on Page 4)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	55.9	Learner Engagement	52.7%
Teaching Quality	65.8	Teaching Quality	72.0%
Learning Resources	65.4	Learning Resources	75.3%
Student Support	60.6	Student Support	55.9%
Skills Development	68.2	Skills Development	75.3%
Overall Quality	55.2	Overall Satisfaction	60.2%

1. Learner Engagement

Percent In Agreement: 52.69% Based on 93 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	3%	16%	22%	28%	25%	5%	92
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Had a sense of belonging to RMIT	1%	18%	41%	34%	6%		90
Felt prepared for your study	4%	9%	41%	34%	12%		92
	Never	Sometimes	Often	Very often			Respondents
Participated in discussions online or face-to-face	9%	37%	39%	16%			93
Worked with other students as part of your study	4%	24%	37%	35%			93
Interacted with students outside study requirements	18%	49%	24%	9%			93
Interacted with students who are very different from you	6%	53%	30%	11%			93

2. Teaching Quality

Percent In Agreement: 72.04% Based on 93 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	1%	32%	54%	13%		91
Entire education experience in your program	4%	35%	51%	10%		93
<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	0%	11%	33%	47%	10%	92
Relevant to your education as a whole	0%	3%	37%	42%	17%	92
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	6%	30%	52%	11%	93
Demonstrated concern for student learning	0%	4%	39%	41%	16%	93
Provided clear explanations on coursework and assessment	1%	6%	24%	49%	19%	93
Stimulated you intellectually	1%	7%	35%	41%	16%	92
Commented on your work in ways that help you learn	0%	10%	37%	41%	13%	93
Seemed helpful and approachable	0%	4%	26%	46%	24%	93
Set assessment tasks that challenge you to learn	0%	7%	25%	50%	18%	92

3. Learning Resources

Percent In Agreement: 75.29% Based on 85 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	16%	44%	27%	11%	93
Student spaces and common areas	7%	18%	51%	15%	9%	92
Online learning materials	2%	22%	49%	27%	0%	93
Computing/IT resources	5%	18%	47%	22%	8%	93
Assigned books, notes and resources	3%	20%	55%	19%	2%	93
Laboratory or studio equipment	4%	12%	42%	13%	28%	92
Library resources and facilities	3%	10%	55%	23%	10%	93

4. Student Support

Percent In Agreement: 55.91% Based on 93 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	9%	17%	23%	13%	28%	93
Been offered support relevant to your circumstances	9%	12%	23%	16%	20%	20%	93
Felt induction/orientation activities were relevant and helpful	6%	12%	19%	20%	26%	16%	93
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	3%	14%	35%	33%	14%		93
To what extent have you experienced efficient enrolment and admissions processes	2%	10%	32%	35%	20%		93
	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%	27%	26%	18%	17%	92
Helpful?	3%	11%	22%	26%	20%	18%	91
Career advisors							
Available?	3%	8%	27%	14%	4%	43%	92
Helpful?	4%	7%	26%	16%	3%	43%	92
Academic or learning advisors							
Available?	2%	11%	23%	24%	11%	30%	93
Helpful?	2%	6%	26%	23%	13%	30%	93
Support services such as counsellors, financial/legal advisors and health services							
Available?	3%	6%	23%	14%	5%	48%	93
Helpful?	3%	5%	22%	14%	7%	48%	91

5. Skills Development

Percent In Agreement: 75.27% Based on 93 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	2%	32%	56%	9%	93
Ability to solve complex problems	1%	3%	31%	57%	8%	93
Ability to work with others	1%	2%	27%	52%	18%	93
Confidence to learn independently	1%	6%	24%	48%	20%	93
Written communication skills	2%	4%	31%	52%	11%	93
Spoken communication skills	2%	5%	30%	48%	14%	93
Knowledge of the field(s) you are studying	0%	3%	28%	53%	15%	92
Development of work-related knowledge and skills	1%	6%	27%	51%	15%	93

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	25%	17%	26%	15%	5%	12%	93
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	36%	16%	33%	12%	3%		92
Financial circumstances	30%	24%	25%	17%	3%		92

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	11%	89%	93

Reasons for leaving	%
Academic exchange	0
Academic support	8
Administrative support	0
Boredom/lack of interest	8
Career prospects	17
Change of direction	33
Commuting difficulties	0
Difficulty paying fees	25
Difficulty with workload	8
Expectations not met	25
Family responsibilities	8
Financial difficulties	25
Gap year/deferral	0
Government assistance	0
Graduating	8
Health or stress	17
Institution reputation	0
Moving residence	8
Need a break	8
Need to do paid work	17
Other opportunities	0
Paid work responsibilities	0
Personal reasons	8
Quality concerns	0
Received other offer from another university/higher education institution	0
Social reasons	0
Standards too high	0
Study/life balance	8
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 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.