

STUDENT EXPERIENCE SURVEY - HE QILT

2020

625H		Survey Population: 958
Business	SGPIM	Respondents: 259
		Response Rate: 27.0%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	3%
2018	9%
2019	51%
2020	36%

Completion Year Expected

2020	36%
2021 or later	64%

LOTE

Yes	88%
No	12%

Age

<21	18%
21-24	70%
25-34	12%
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	65%
Two or more campus	3%
Mixed	18%
External/Distance	14%

Online Study

None	1%
About a quarter	19%
About half	41%
All or nearly all	39%

Average Grade

No results	2%
0 - 49%	0%
50 - 59%	11%
60 - 69%	39%
70 - 79%	39%
80 - 89%	7%
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	53.9	Learner Engagement	44.0%
Teaching Quality	61.7	Teaching Quality	65.0%
Learning Resources	63.2	Learning Resources	68.5%
Student Support	58.4	Student Support	54.1%
Skills Development	65.3	Skills Development	68.0%
Overall Quality	55.1	Overall Satisfaction	62.6%

1. Learner Engagement**Percent In Agreement: 43.97% Based on 257 Included Responses**

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	4%	20%	25%	23%	23%	4%	256
Had a sense of belonging to RMIT	3%	23%	43%	24%	7%		247
Felt prepared for your study	3%	14%	37%	35%	11%		252
Participated in discussions online or face-to-face	6%	41%	35%	18%			257
Worked with other students as part of your study	1%	29%	41%	28%			257
Interacted with students outside study requirements	25%	45%	21%	10%			256
Interacted with students who are very different from you	13%	50%	25%	12%			256

2. Teaching Quality**Percent In Agreement: 64.98% Based on 257 Included Responses**

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	4%	35%	51%	10%	252	
Entire education experience in your program	7%	31%	53%	9%	257	
 <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%	12%	42%	35%	10%	253
Relevant to your education as a whole	0%	7%	35%	43%	15%	254
 <i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	10%	37%	42%	11%	257
Demonstrated concern for student learning	2%	12%	36%	39%	11%	257
Provided clear explanations on coursework and assessment	1%	8%	30%	47%	13%	256
Stimulated you intellectually	2%	13%	37%	39%	10%	257
Commented on your work in ways that help you learn	3%	16%	35%	36%	10%	257
Seemed helpful and approachable	0%	8%	32%	44%	16%	255
Set assessment tasks that challenge you to learn	2%	7%	32%	46%	14%	257

3. Learning Resources**Percent In Agreement: 68.47% Based on 222 Included Responses**

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	2%	19%	43%	24%	11%	257
Student spaces and common areas	4%	21%	44%	18%	13%	256
Online learning materials	5%	21%	51%	21%	2%	257
Computing/IT resources	4%	20%	51%	18%	8%	257
Assigned books, notes and resources	5%	23%	49%	18%	5%	257
Laboratory or studio equipment	4%	19%	33%	12%	31%	257
Library resources and facilities	2%	20%	42%	21%	14%	257

4. Student Support

Percent In Agreement: 54.09% Based on 257 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	7%	21%	17%	9%	34%	257
Been offered support relevant to your circumstances	12%	11%	25%	16%	12%	24%	257
Felt induction/orientation activities were relevant and helpful	4%	17%	22%	23%	14%	20%	254
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	2%	14%	39%	33%	11%		257
To what extent have you experienced efficient enrolment and admissions processes	2%	5%	31%	46%	16%		255
	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?	0%	8%	31%	29%	14%	18%	256
Helpful?	1%	7%	32%	28%	15%	17%	255
Career advisors							
Available?	5%	10%	21%	13%	3%	48%	252
Helpful?	5%	9%	21%	10%	5%	50%	252
Academic or learning advisors							
Available?	1%	7%	35%	21%	5%	31%	255
Helpful?	2%	7%	34%	23%	5%	30%	253
Support services such as counsellors, financial/legal advisors and health services							
Available?	1%	7%	20%	14%	4%	54%	254
Helpful?	1%	8%	19%	14%	4%	53%	253

5. Skills Development

Percent In Agreement: 67.97% Based on 256 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	8%	37%	40%	14%	257
Ability to solve complex problems	2%	5%	42%	38%	14%	256
Ability to work with others	0%	7%	30%	42%	21%	257
Confidence to learn independently	1%	5%	33%	41%	20%	256
Written communication skills	1%	8%	34%	44%	14%	256
Spoken communication skills	2%	12%	38%	38%	11%	256
Knowledge of the field(s) you are studying	0%	7%	32%	43%	18%	256
Development of work-related knowledge and skills	3%	11%	33%	40%	13%	255

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	25%	19%	19%	13%	5%	19%	257
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	43%	18%	21%	14%	4%		256
Financial circumstances	33%	22%	23%	15%	7%		255

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	12%	88%	257

Reasons for leaving	%
Academic exchange	3
Academic support	19
Administrative support	9
Boredom/lack of interest	19
Career prospects	9
Change of direction	13
Commuting difficulties	9
Difficulty paying fees	47
Difficulty with workload	34
Expectations not met	25
Family responsibilities	6
Financial difficulties	44
Gap year/deferral	13
Government assistance	0
Graduating	3
Health or stress	25
Institution reputation	3
Moving residence	3
Need a break	25
Need to do paid work	16
Other opportunities	6
Paid work responsibilities	13
Personal reasons	25
Quality concerns	13
Received other offer from another university/higher education institution	0
Social reasons	6
Standards too high	3
Study/life balance	25
Travel or tourism	0
Other reasons	16

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.