

STUDENT EXPERIENCE SURVEY - HE QILT

2020

625H		Survey Population: 967
Business	3 Campuses	Respondents: 261
		Response Rate: 27.0%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	3%
2018	10%
2019	51%
2020	36%

Completion Year Expected

2020	37%
2021 or later	63%

LOTE

Yes	88%
No	12%

Age

<21	19%
21-24	69%
25-34	11%
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	40%
All or nearly all	40%

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	99%
Indonesia	0%
Sri Lanka	0%
Other	1%

Disability

Yes	0%
No	100%

Snapshot Scales 2020 (See notes on Page 4)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	53.9	Learner Engagement	44.0%
Teaching Quality	61.9	Teaching Quality	65.3%
Learning Resources	63.3	Learning Resources	68.8%
Student Support	58.5	Student Support	54.4%
Skills Development	65.4	Skills Development	68.2%
Overall Quality	55.2	Overall Satisfaction	62.5%

1. Learner Engagement

Percent In Agreement: 44.02% Based on 259 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%	26%	24%	23%	4%	258
Had a sense of belonging to RMIT	3%	23%	42%	25%	7%		249
Felt prepared for your study	3%	14%	37%	35%	11%		254
Participated in discussions online or face-to-face	6%	41%	35%	18%			259
Worked with other students as part of your study	1%	29%	41%	29%			259
Interacted with students outside study requirements	24%	45%	21%	10%			258
Interacted with students who are very different from you	13%	51%	24%	12%			258

2. Teaching Quality

Percent In Agreement: 65.25% Based on 259 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Respondents	
The teaching in your program	4%	35%	52%	10%	254	
Entire education experience in your program	7%	31%	53%	10%	259	
<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%	255
Relevant to your education as a whole	0%	7%	35%	42%	16%	256
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	10%	37%	42%	10%	259
Demonstrated concern for student learning	2%	12%	36%	39%	12%	259
Provided clear explanations on coursework and assessment	1%	8%	30%	47%	14%	258
Stimulated you intellectually	2%	13%	37%	39%	10%	259
Commented on your work in ways that help you learn	3%	16%	34%	36%	10%	259
Seemed helpful and approachable	0%	8%	32%	44%	16%	257
Set assessment tasks that challenge you to learn	2%	7%	32%	46%	14%	259

3. Learning Resources

Percent In Agreement: 68.75% Based on 224 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%	44%	24%	11%	259
Student spaces and common areas	4%	21%	44%	19%	12%	258
Online learning materials	5%	21%	51%	21%	2%	259
Computing/IT resources	3%	20%	51%	17%	8%	259
Assigned books, notes and resources	5%	23%	50%	17%	5%	259
Laboratory or studio equipment	4%	19%	33%	12%	31%	259
Library resources and facilities	2%	20%	43%	21%	14%	259

4. Student Support

Percent In Agreement: 54.44% Based on 259 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%	259
Been offered support relevant to your circumstances	12%	10%	25%	16%	13%	24%	259
Felt induction/orientation activities were relevant and helpful	4%	16%	22%	23%	14%	20%	256
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	2%	14%	39%	34%	11%		259
To what extent have you experienced efficient enrolment and admissions processes	2%	5%	31%	46%	17%		257
	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%	28%	15%	17%	258
Helpful?	1%	7%	32%	28%	15%	17%	257
Career advisors							
Available?	5%	10%	20%	13%	3%	49%	254
Helpful?	5%	9%	21%	10%	5%	50%	254
Academic or learning advisors							
Available?	1%	7%	35%	21%	5%	31%	257
Helpful?	2%	7%	34%	23%	5%	30%	255
Support services such as counsellors, financial/legal advisors and health services							
Available?	1%	7%	20%	14%	4%	54%	256
Helpful?	1%	8%	20%	14%	4%	53%	255

5. Skills Development

Percent In Agreement: 68.22% Based on 258 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	1%	8%	37%	41%	14%	259
Ability to solve complex problems	2%	5%	41%	38%	14%	258
Ability to work with others	0%	7%	30%	42%	22%	259
Confidence to learn independently	1%	5%	33%	41%	20%	258
Written communication skills	1%	8%	33%	44%	14%	258
Spoken communication skills	2%	12%	38%	37%	11%	258
Knowledge of the field(s) you are studying	0%	7%	31%	43%	19%	258
Development of work-related knowledge and skills	3%	11%	33%	40%	13%	257

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%	259
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	43%	18%	21%	14%	4%		258
Financial circumstances	33%	22%	23%	15%	7%		257

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	12%	88%	259

Reasons for leaving

	%
Academic exchange	3
Academic support	19
Administrative support	10
Boredom/lack of interest	19
Career prospects	10
Change of direction	13
Commuting difficulties	10
Difficulty paying fees	48
Difficulty with workload	35
Expectations not met	26
Family responsibilities	6
Financial difficulties	45
Gap year/deferral	13
Government assistance	0
Graduating	6
Health or stress	26
Institution reputation	3
Moving residence	3
Need a break	26
Need to do paid work	16
Other opportunities	6
Paid work responsibilities	13
Personal reasons	26
Quality concerns	13
Received other offer from another university/higher education institution	0
Social reasons	6
Standards too high	3
Study/life balance	26
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.