

STUDENT EXPERIENCE SURVEY - HE QILT

2020

630H		Survey Population: 968
Business	4 Campuses	Respondents: 281
		Response Rate: 29.0%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	1%
2018	4%
2019	59%
2020	35%

Completion Year Expected

2020	34%
2021 or later	66%

LOTE

Yes	83%
No	17%

Age

<21	21%
21-24	62%
25-34	16%
35-44	0%
45+	0%

Gender

Male	43%
Female	57%

Citizenship

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

Program Type

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

Study Base

One campus	67%
Two or more campus	3%
Mixed	18%
External/Distance	12%

Online Study

None	1%
About a quarter	28%
About half	40%
All or nearly all	32%

Average Grade

No results	1%
0 - 49%	1%
50 - 59%	13%
60 - 69%	45%
70 - 79%	34%
80 - 89%	6%
90 - 100%	0%

Location

China (Mainland)	2%
Hong Kong	0%
Singapore	98%
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	54.8	Learner Engagement	50.0%
Teaching Quality	63.2	Teaching Quality	66.4%
Learning Resources	63.2	Learning Resources	71.2%
Student Support	58.2	Student Support	57.5%
Skills Development	66.4	Skills Development	71.1%
Overall Quality	55.6	Overall Satisfaction	62.0%

1. Learner Engagement

Percent In Agreement: 50.00% Based on 280 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Had opportunities to interact with local students	2%	11%	22%	34%	27%	4%	278
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Had a sense of belonging to RMIT	4%	19%	45%	25%	6%		266
Felt prepared for your study	3%	14%	39%	37%	7%		276
	Never	Sometimes	Often	Very often			Respondents
Participated in discussions online or face-to-face	5%	40%	40%	15%			280
Worked with other students as part of your study	2%	28%	40%	30%			280
Interacted with students outside study requirements	19%	50%	22%	9%			280
Interacted with students who are very different from you	12%	53%	28%	8%			275

2. Teaching Quality

Percent In Agreement: 66.43% Based on 280 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	4%	31%	55%	10%		275
Entire education experience in your program	5%	33%	53%	9%		279
<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%	10%	42%	37%	9%	277
Relevant to your education as a whole	1%	6%	35%	43%	14%	278
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	8%	36%	44%	11%	280
Demonstrated concern for student learning	1%	7%	33%	44%	14%	279
Provided clear explanations on coursework and assessment	1%	6%	26%	50%	16%	280
Stimulated you intellectually	3%	9%	37%	42%	10%	280
Commented on your work in ways that help you learn	3%	12%	37%	38%	10%	279
Seemed helpful and approachable	1%	6%	35%	42%	16%	280
Set assessment tasks that challenge you to learn	0%	4%	34%	44%	17%	278

3. Learning Resources

Percent In Agreement: 71.20% Based on 250 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent	Not applicable	Respondents
Teaching spaces (e.g. lecture theatres, tutorial rooms, laboratories)	5%	15%	42%	28%	10%	279
Student spaces and common areas	8%	20%	42%	19%	10%	279
Online learning materials	5%	19%	51%	25%	0%	279
Computing/IT resources	6%	21%	45%	18%	10%	280
Assigned books, notes and resources	5%	21%	53%	18%	2%	277
Laboratory or studio equipment	6%	15%	35%	12%	31%	278
Library resources and facilities	4%	15%	51%	22%	8%	279

4. Student Support

Percent In Agreement: 57.50% Based on 280 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	11%	7%	20%	19%	11%	31%	280
Been offered support relevant to your circumstances	13%	10%	23%	18%	13%	24%	279
Felt induction/orientation activities were relevant and helpful	7%	10%	23%	28%	14%	17%	278
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	5%	11%	41%	34%	8%		280
To what extent have you experienced efficient enrolment and admissions processes	3%	7%	33%	41%	16%		275
	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%	10%	30%	31%	13%	14%	279
Helpful?	4%	8%	25%	33%	16%	14%	278
Career advisors							
Available?	5%	10%	25%	12%	4%	45%	278
Helpful?	4%	12%	22%	14%	4%	46%	278
Academic or learning advisors							
Available?	3%	9%	30%	23%	10%	26%	280
Helpful?	2%	9%	32%	21%	10%	26%	276
Support services such as counsellors, financial/legal advisors and health services							
Available?	4%	8%	20%	14%	5%	48%	279
Helpful?	4%	8%	19%	15%	6%	48%	280

5. Skills Development

Percent In Agreement: 71.07% Based on 280 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	5%	33%	47%	15%	280
Ability to solve complex problems	0%	8%	36%	45%	11%	280
Ability to work with others	1%	5%	32%	42%	21%	280
Confidence to learn independently	0%	5%	32%	49%	14%	279
Written communication skills	1%	5%	32%	47%	15%	280
Spoken communication skills	2%	10%	35%	41%	11%	280
Knowledge of the field(s) you are studying	0%	4%	35%	49%	12%	280
Development of work-related knowledge and skills	2%	6%	34%	47%	11%	280

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	24%	14%	19%	14%	9%	19%	278
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	29%	25%	30%	12%	4%		278
Financial circumstances	30%	22%	23%	17%	8%		276

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	12%	88%	280

Reasons for leaving	%
Academic exchange	9
Academic support	26
Administrative support	9
Boredom/lack of interest	12
Career prospects	21
Change of direction	9
Commuting difficulties	3
Difficulty paying fees	41
Difficulty with workload	29
Expectations not met	15
Family responsibilities	21
Financial difficulties	35
Gap year/deferral	6
Government assistance	0
Graduating	9
Health or stress	9
Institution reputation	3
Moving residence	0
Need a break	9
Need to do paid work	9
Other opportunities	3
Paid work responsibilities	9
Personal reasons	12
Quality concerns	6
Received other offer from another university/higher education institution	3
Social reasons	12
Standards too high	6
Study/life balance	29
Travel or tourism	0
Other reasons	12

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.