

STUDENT EXPERIENCE SURVEY - HE QILT

2020

630H		Survey Population: 882
Business	SGPIM	Respondents: 276
		Response Rate: 31.3%
		Reliability: Good

Demographics (% of total sample size)

Commencement Year

Pre 2016	0%
2016	0%
2017	1%
2018	4%
2019	59%
2020	36%

Completion Year Expected

2020	33%
2021 or later	67%

LOTE

Yes	82%
No	18%

Age

<21	20%
21-24	63%
25-34	17%
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	68%
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	31%

Average Grade

No results	1%
0 - 49%	1%
50 - 59%	14%
60 - 69%	45%
70 - 79%	33%
80 - 89%	5%
90 - 100%	0%

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)

<u>Mean</u>		<u>Percent In Agreement</u>	
Learner Engagement	54.5	Learner Engagement	49.1%
Teaching Quality	62.9	Teaching Quality	65.8%
Learning Resources	62.9	Learning Resources	70.6%
Student Support	57.7	Student Support	57.1%
Skills Development	66.4	Skills Development	70.9%
Overall Quality	55.2	Overall Satisfaction	61.3%

1. Learner Engagement

Percent In Agreement: 49.09% Based on 275 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%	273
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Had a sense of belonging to RMIT	4%	20%	46%	25%	5%		261
Felt prepared for your study	3%	14%	40%	37%	6%		271
	Never	Sometimes	Often	Very often			Respondents
Participated in discussions online or face-to-face	5%	41%	40%	15%			275
Worked with other students as part of your study	2%	28%	41%	29%			275
Interacted with students outside study requirements	19%	49%	22%	9%			275
Interacted with students who are very different from you	12%	53%	28%	7%			270

2. Teaching Quality

Percent In Agreement: 65.82% Based on 275 Included Responses

<i>The quality of...</i>	Poor	Fair	Good	Excellent		Respondents
The teaching in your program	4%	31%	54%	10%		270
Entire education experience in your program	5%	34%	52%	9%		274
<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%	11%	42%	37%	10%	272
Relevant to your education as a whole	1%	7%	35%	43%	14%	273
<i>Lecturers, tutors and demonstrators</i>						
Engaged you actively in learning	1%	8%	37%	44%	10%	275
Demonstrated concern for student learning	1%	7%	34%	45%	14%	274
Provided clear explanations on coursework and assessment	1%	6%	27%	51%	16%	275
Stimulated you intellectually	3%	9%	38%	41%	9%	275
Commented on your work in ways that help you learn	3%	12%	37%	38%	9%	274
Seemed helpful and approachable	1%	6%	35%	42%	16%	275
Set assessment tasks that challenge you to learn	0%	4%	35%	44%	16%	273

3. Learning Resources

Percent In Agreement: 70.61% Based on 245 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%	27%	11%	274
Student spaces and common areas	8%	20%	42%	19%	11%	274
Online learning materials	5%	20%	51%	24%	0%	274
Computing/IT resources	7%	21%	44%	18%	10%	275
Assigned books, notes and resources	6%	22%	53%	18%	2%	272
Laboratory or studio equipment	7%	15%	34%	12%	32%	273
Library resources and facilities	4%	15%	50%	22%	8%	274

4. Student Support

Percent In Agreement: 57.09% Based on 275 Included Responses

	Not at all	Very little	Some	Quite a bit	Very Much	Not applicable	Respondents
Received appropriate English language skill support	12%	7%	20%	19%	11%	32%	275
Been offered support relevant to your circumstances	13%	10%	23%	17%	12%	25%	274
Felt induction/orientation activities were relevant and helpful	7%	11%	23%	28%	13%	18%	273
	Not at all	Very little	Some	Quite a bit	Very Much		Respondents
Received support from your institution to settle into study	5%	12%	42%	34%	7%		275
To what extent have you experienced efficient enrolment and admissions processes	3%	7%	33%	41%	15%		270
	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%	9%	30%	31%	13%	14%	274
Helpful?	4%	7%	25%	33%	16%	14%	273
Career advisors							
Available?	5%	10%	25%	11%	3%	46%	273
Helpful?	4%	11%	22%	13%	3%	47%	273
Academic or learning advisors							
Available?	3%	9%	30%	22%	9%	27%	275
Helpful?	2%	10%	31%	21%	10%	27%	271
Support services such as counsellors, financial/legal advisors and health services							
Available?	4%	8%	20%	14%	5%	49%	274
Helpful?	4%	8%	18%	15%	6%	49%	275

5. Skills Development

Percent In Agreement: 70.91% Based on 275 Included Responses

	Not at all	Very little	Some	Quite a bit	Very much	Respondents
Critical thinking skills	0%	5%	33%	46%	15%	275
Ability to solve complex problems	0%	8%	36%	45%	11%	275
Ability to work with others	1%	5%	32%	41%	21%	275
Confidence to learn independently	0%	5%	31%	49%	14%	274
Written communication skills	1%	5%	32%	47%	15%	275
Spoken communication skills	2%	10%	36%	41%	12%	275
Knowledge of the field(s) you are studying	0%	4%	35%	49%	12%	275
Development of work-related knowledge and skills	2%	7%	35%	46%	11%	275

Other

Study negatively affected by...

	Not at all	Very little	Some	Quite a bit	Very much	Not applicable	Respondents
Paid work commitments	25%	14%	20%	14%	9%	19%	273
	Not at all	Very little	Some	Quite a bit	Very much		Respondents
Living arrangements	29%	25%	30%	12%	4%		273
Financial circumstances	31%	22%	23%	17%	8%		271

Considering leaving RMIT in 2020

	Yes	No	Respondents
Seriously considered leaving	12%	88%	275

Reasons for leaving	%
Academic exchange	8
Academic support	21
Administrative support	8
Boredom/lack of interest	11
Career prospects	18
Change of direction	8
Commuting difficulties	3
Difficulty paying fees	37
Difficulty with workload	26
Expectations not met	13
Family responsibilities	18
Financial difficulties	32
Gap year/deferral	5
Government assistance	0
Graduating	5
Health or stress	8
Institution reputation	3
Moving residence	0
Need a break	8
Need to do paid work	8
Other opportunities	3
Paid work responsibilities	8
Personal reasons	11
Quality concerns	5
Received other offer from another university/higher education institution	3
Social reasons	11
Standards too high	5
Study/life balance	26
Travel or tourism	0
Other reasons	11

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.