**STUDENT EXPERIENCE SURVEY - HE**

**Sem 1/2010**

<table>
<thead>
<tr>
<th>Program Code</th>
<th>College</th>
<th>Program Name</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>BP253</td>
<td>BUS</td>
<td>B Bus (International Bus) (3 yrs)</td>
<td>21</td>
</tr>
</tbody>
</table>

**Demographics (% of total sample size)**

<table>
<thead>
<tr>
<th>Commencement Year</th>
<th>Age</th>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre 2005</td>
<td>&lt;20</td>
<td>Brunswick</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>21-24</td>
<td>Bundoora East</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>25-34</td>
<td>Bundoora West</td>
<td>0%</td>
</tr>
<tr>
<td>2006</td>
<td>35-44</td>
<td>City</td>
<td>52%</td>
</tr>
<tr>
<td></td>
<td>45+</td>
<td>City-Tivoli</td>
<td>38%</td>
</tr>
<tr>
<td>2007</td>
<td></td>
<td>Distance</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workplace</td>
<td>0%</td>
</tr>
<tr>
<td>2008</td>
<td></td>
<td>Other</td>
<td>0%</td>
</tr>
<tr>
<td>2009</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Citizenship</th>
<th>LOTE</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor Degree</td>
<td>% Australian</td>
<td>Yes</td>
<td>43%</td>
</tr>
<tr>
<td>Postgraduate (Coursework)</td>
<td>% International</td>
<td>No</td>
<td>57%</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attendance Type</th>
<th>Gender</th>
<th>Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time</td>
<td>Male</td>
<td>Yes</td>
</tr>
<tr>
<td>Part Time</td>
<td>Female</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Final Year of Program</th>
<th>Main Funds Source</th>
<th>Rural Relocate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Employment</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>Cadetship</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Youth Allow/Austudy</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Family</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AusAid/IDP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Home Government</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scholarship</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Loan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Savings</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment</th>
<th>Main Funds Source</th>
<th>Rural Relocate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part Time (1-14 hrs)</td>
<td>Employment</td>
<td>Yes</td>
</tr>
<tr>
<td>Part Time (15-20 hrs)</td>
<td>Cadetship</td>
<td>No</td>
</tr>
<tr>
<td>Part Time (21-34 hrs)</td>
<td>Scholarship</td>
<td></td>
</tr>
<tr>
<td>Full Time (35+ hrs)</td>
<td>Loan</td>
<td></td>
</tr>
<tr>
<td>Not at all</td>
<td>Savings</td>
<td></td>
</tr>
</tbody>
</table>

**Snapshot Scales S1 2010**

<table>
<thead>
<tr>
<th>Scale</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Teaching Scale</td>
<td>64.8%</td>
</tr>
<tr>
<td>Generic Skills Scale</td>
<td>67.2%</td>
</tr>
<tr>
<td>Overall</td>
<td>81.0%</td>
</tr>
</tbody>
</table>
### Good Teaching Scale

<table>
<thead>
<tr>
<th>Question</th>
<th>% AGREE</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. The teaching staff of this program motivate me to do my best work</td>
<td>64.8%</td>
<td>0%</td>
<td>19%</td>
<td>10% 67% 5% 21</td>
</tr>
<tr>
<td>7. The staff put a lot of time into commenting on my work</td>
<td></td>
<td>5%</td>
<td>5%</td>
<td>35% 35% 20% 20</td>
</tr>
<tr>
<td>15. The staff really tried to understand difficulties I might have with the work</td>
<td></td>
<td>0%</td>
<td>19%</td>
<td>29% 38% 14% 21</td>
</tr>
<tr>
<td>17. The teaching staff normally give me helpful feedback on how I am going</td>
<td></td>
<td>5%</td>
<td>10%</td>
<td>24% 57% 5% 21</td>
</tr>
<tr>
<td>18. My lecturers are extremely good at explaining things</td>
<td></td>
<td>0%</td>
<td>19%</td>
<td>14% 52% 14% 21</td>
</tr>
<tr>
<td>20. The teaching staff work hard to make their courses interesting</td>
<td></td>
<td>5%</td>
<td>5%</td>
<td>10% 71% 10% 21</td>
</tr>
</tbody>
</table>

### Generic Skills Scale

<table>
<thead>
<tr>
<th>Question</th>
<th>% AGREE</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. The program develops my problem-solving skills</td>
<td>67.2%</td>
<td>5%</td>
<td>10%</td>
<td>20% 50% 15% 20</td>
</tr>
<tr>
<td>5. The program sharpens my analytic skills</td>
<td></td>
<td>10%</td>
<td>14%</td>
<td>10% 67% 0% 21</td>
</tr>
<tr>
<td>9. The program helps me develop my ability to work as a team member</td>
<td></td>
<td>5%</td>
<td>10%</td>
<td>14% 52% 19% 21</td>
</tr>
<tr>
<td>10. As a result of my program, I feel confident with unfamiliar problems</td>
<td></td>
<td>10%</td>
<td>10%</td>
<td>24% 43% 14% 21</td>
</tr>
<tr>
<td>11. The program improves my skills in written communication</td>
<td></td>
<td>10%</td>
<td>10%</td>
<td>10% 57% 14% 21</td>
</tr>
<tr>
<td>22. My program helps me develop the ability to plan my own work</td>
<td></td>
<td>10%</td>
<td>14%</td>
<td>5% 62% 10% 21</td>
</tr>
</tbody>
</table>

### Overall

<table>
<thead>
<tr>
<th>% AGREE</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>81.0%</td>
<td>5%</td>
<td>0%</td>
<td>14% 71% 10% 21</td>
</tr>
</tbody>
</table>
### Clear Goals and Standards Scale

<table>
<thead>
<tr>
<th>%AGREE</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>57.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. It was always easy to know the standard of work expected
6. I usually have a clear idea of where I am going and what is expected of me in this program
13. It was often hard to discover what is expected of me in this program (* *)
24. The staff made it clear from the start what they expect from students

### Appropriate Workload Scale

<table>
<thead>
<tr>
<th>%AGREE</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. The workload is too heavy (* *)
14. I was generally given enough time to understand things I have to learn
21. There is a lot of pressure on me as a student in this program (* *)
23. The sheer volume of work to be got through in this program means that it can't all be comprehended (* *)

### Appropriate Assessment Scale

<table>
<thead>
<tr>
<th>%AGREE</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>52.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. To do well in this program, all you really need is a good memory (* *)
12. The staff seem more interested in testing what I have memorised than what I have understood (* *)
19. Too many staff ask me questions just about facts (* *)
16. The assessment methods employed in this program require an in-depth understanding of the program content

### Other

| | Strongly Disagree | Strongly Agree | No. of Students |
|-------------------|-------------------|----------------|
| 25. Teaching staff can be hard to contact | 5% 30% 15% 30% 20% 20 |
| 26. It's easy for me to get the information I need about my program | 5% 10% 14% 57% 14% 21 |
Section Two - Campus Life

Learning Support

Library - I am satisfied with...
1. The Library's e-resources collection
2. The Library's book collections
3. The quality of service provided by Library staff
4. The Library's facilities
5. Library opening hours

Computing Facilities - I am satisfied with...
1. Access to computer facilities at RMIT
2. Access to the specialist software that I require
3. The availability of computer printing facilities
4. The standard of service from computing support staff

Learning Support Services - I am satisfied with...
1. Study support
2. Language support

Online Services

During semester how often do you access online activities or materials provided by your program?

Communication

I have enough...
1. Opportunities to discuss my academic work with teaching staff
2. Opportunities to work with other students in my program
3. Contact with students in other programs
## Campus Life and Environment

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. At RMIT there are enough activities to develop my skills outside of my program</td>
<td>10% 25% 30% 35% 0% 20</td>
<td></td>
</tr>
<tr>
<td>2. The RMIT campus is a good place to spend time outside of class</td>
<td>10% 20% 10% 50% 10% 20</td>
<td></td>
</tr>
<tr>
<td>3. RMIT is friendly to people from all backgrounds</td>
<td>5% 5% 20% 50% 20% 20</td>
<td></td>
</tr>
<tr>
<td>4. I feel personally safe on campus</td>
<td>5% 0% 15% 55% 25% 20</td>
<td></td>
</tr>
<tr>
<td>5. I am treated fairly at RMIT</td>
<td>10% 0% 10% 55% 25% 20</td>
<td></td>
</tr>
<tr>
<td>6. I can balance my studies with my work and home commitments</td>
<td>5% 5% 30% 55% 5% 20</td>
<td></td>
</tr>
</tbody>
</table>

## Building and Facilities

### The following areas are well maintained...

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Classrooms</td>
<td>5% 10% 10% 57% 19% 21</td>
<td></td>
</tr>
<tr>
<td>2. Lecture theatres</td>
<td>5% 0% 5% 71% 19% 21</td>
<td></td>
</tr>
<tr>
<td>3. Laboratories</td>
<td>6% 0% 6% 65% 24% 17</td>
<td></td>
</tr>
<tr>
<td>4. General access computer labs</td>
<td>20% 10% 20% 35% 15% 20</td>
<td></td>
</tr>
<tr>
<td>5. Lounge spaces</td>
<td>19% 14% 10% 48% 10% 21</td>
<td></td>
</tr>
<tr>
<td>6. Toilets</td>
<td>19% 10% 19% 43% 10% 21</td>
<td></td>
</tr>
<tr>
<td>7. Lifts</td>
<td>29% 14% 19% 29% 10% 21</td>
<td></td>
</tr>
</tbody>
</table>

## Administration

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Timetabling and room bookings are well organised</td>
<td>5% 19% 19% 38% 19% 21</td>
<td></td>
</tr>
<tr>
<td>2. I find it easy to check my enrolment status and invoices online</td>
<td>5% 5% 10% 52% 29% 21</td>
<td></td>
</tr>
<tr>
<td>3. I find it easy to check my results online</td>
<td>5% 14% 0% 57% 24% 21</td>
<td></td>
</tr>
<tr>
<td>4. I’d know what to do if I had a problem with my student administration</td>
<td>14% 29% 19% 29% 10% 21</td>
<td></td>
</tr>
<tr>
<td>5. RMIT effectively resolves any student administration issue I might have</td>
<td>5% 14% 19% 57% 5% 21</td>
<td></td>
</tr>
<tr>
<td>6. I could easily access information about my program options</td>
<td>5% 10% 14% 52% 19% 21</td>
<td></td>
</tr>
</tbody>
</table>
## Services and Programs for Students

<table>
<thead>
<tr>
<th>I am satisfied with the service or program…</th>
<th>Strongly Disagree</th>
<th>Strongly Disagree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Hub</td>
<td>6%</td>
<td>17%</td>
<td>6% 18</td>
</tr>
<tr>
<td>2. Orientation</td>
<td>15%</td>
<td>23%</td>
<td>0% 13</td>
</tr>
<tr>
<td>3. Student Telephone Helpline</td>
<td>0%</td>
<td>45%</td>
<td>18% 11</td>
</tr>
<tr>
<td>4. Health advice and treatment</td>
<td>10%</td>
<td>10%</td>
<td>0% 10</td>
</tr>
<tr>
<td>5. Scholarship and financial advice</td>
<td>8%</td>
<td>42%</td>
<td>0% 0% 12</td>
</tr>
<tr>
<td>6. Career planning and advice</td>
<td>0%</td>
<td>30%</td>
<td>0% 10</td>
</tr>
<tr>
<td>7. Housing advice and assistance</td>
<td>11%</td>
<td>33%</td>
<td>0% 0% 9</td>
</tr>
<tr>
<td>8. International student advisory services</td>
<td>0%</td>
<td>10%</td>
<td>0% 10</td>
</tr>
<tr>
<td>9. Legal Advice</td>
<td>0%</td>
<td>25%</td>
<td>0% 8</td>
</tr>
<tr>
<td>10. Counselling services</td>
<td>11%</td>
<td>33%</td>
<td>0% 9</td>
</tr>
<tr>
<td>11. Disability support</td>
<td>0%</td>
<td>29%</td>
<td>0% 7</td>
</tr>
<tr>
<td>12. RMIT LEAD (student leadership program)</td>
<td>0%</td>
<td>25%</td>
<td>0% 8</td>
</tr>
<tr>
<td>13. Chaplaincy/religious/spiritual services</td>
<td>0%</td>
<td>50%</td>
<td>0% 6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This service is important to me…</th>
<th>Yes</th>
<th>No</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Hub</td>
<td>93%</td>
<td>7%</td>
<td>15</td>
</tr>
<tr>
<td>2. Orientation</td>
<td>57%</td>
<td>43%</td>
<td>14</td>
</tr>
<tr>
<td>3. Student Telephone Helpline</td>
<td>21%</td>
<td>79%</td>
<td>14</td>
</tr>
<tr>
<td>4. Health advice and treatment</td>
<td>67%</td>
<td>33%</td>
<td>15</td>
</tr>
<tr>
<td>5. Scholarship and financial advice</td>
<td>43%</td>
<td>57%</td>
<td>14</td>
</tr>
<tr>
<td>6. Career planning and advice</td>
<td>65%</td>
<td>35%</td>
<td>17</td>
</tr>
<tr>
<td>7. Housing advice and assistance</td>
<td>40%</td>
<td>60%</td>
<td>15</td>
</tr>
<tr>
<td>8. International student advisory services</td>
<td>63%</td>
<td>38%</td>
<td>16</td>
</tr>
<tr>
<td>9. Legal Advice</td>
<td>40%</td>
<td>60%</td>
<td>15</td>
</tr>
<tr>
<td>10. Counselling services</td>
<td>23%</td>
<td>77%</td>
<td>13</td>
</tr>
<tr>
<td>11. Disability support</td>
<td>8%</td>
<td>92%</td>
<td>13</td>
</tr>
<tr>
<td>12. RMIT LEAD (student leadership program)</td>
<td>29%</td>
<td>71%</td>
<td>14</td>
</tr>
<tr>
<td>13. Chaplaincy/religious/spiritual services</td>
<td>17%</td>
<td>83%</td>
<td>12</td>
</tr>
</tbody>
</table>

## RMIT Union

<table>
<thead>
<tr>
<th>I am satisfied with the service or program…</th>
<th>Strongly Disagree</th>
<th>Strongly Disagree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sport programs, sport clubs and recreation activities</td>
<td>11%</td>
<td>44%</td>
<td>11% 9</td>
</tr>
<tr>
<td>2. Visual arts, performing arts and gallery activities</td>
<td>22%</td>
<td>56%</td>
<td>0% 0% 9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This service is important to me…</th>
<th>Yes</th>
<th>No</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sport programs, sport clubs and recreation activities</td>
<td>40%</td>
<td>60%</td>
<td>10</td>
</tr>
<tr>
<td>2. Visual arts, performing arts and gallery activities</td>
<td>20%</td>
<td>80%</td>
<td>10</td>
</tr>
</tbody>
</table>
### Student Union

<table>
<thead>
<tr>
<th>Service</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Representation of student interests to the University</td>
<td>22%</td>
<td>11%</td>
<td>22%</td>
<td>33%</td>
<td>11%</td>
</tr>
<tr>
<td>2. Campaigns, information and resources to improve conditions for students</td>
<td>11%</td>
<td>11%</td>
<td>33%</td>
<td>33%</td>
<td>11%</td>
</tr>
<tr>
<td>3. Advice and support if I had a problem with the University</td>
<td>22%</td>
<td>0%</td>
<td>33%</td>
<td>33%</td>
<td>11%</td>
</tr>
<tr>
<td>4. Social activities, bands and competitions</td>
<td>38%</td>
<td>25%</td>
<td>25%</td>
<td>13%</td>
<td>0%</td>
</tr>
<tr>
<td>5. Clubs and collectives</td>
<td>13%</td>
<td>13%</td>
<td>38%</td>
<td>38%</td>
<td>0%</td>
</tr>
<tr>
<td>6. Student media, such as Catalyst and RMITV</td>
<td>13%</td>
<td>25%</td>
<td>50%</td>
<td>13%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### This service is important to me...

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Representation of student interests to the University</td>
<td>20%</td>
<td>80%</td>
<td>10</td>
</tr>
<tr>
<td>2. Campaigns, information and resources to improve conditions for students</td>
<td>33%</td>
<td>67%</td>
<td>9</td>
</tr>
<tr>
<td>3. Advice and support if I had a problem with the University</td>
<td>30%</td>
<td>70%</td>
<td>10</td>
</tr>
<tr>
<td>4. Social activities, bands and competitions</td>
<td>10%</td>
<td>90%</td>
<td>10</td>
</tr>
<tr>
<td>5. Clubs and collectives</td>
<td>40%</td>
<td>60%</td>
<td>10</td>
</tr>
<tr>
<td>6. Student media, such as Catalyst and RMITV</td>
<td>10%</td>
<td>90%</td>
<td>10</td>
</tr>
</tbody>
</table>

### Outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. As an RMIT graduate I will be highly employable</td>
<td>0%</td>
<td>11%</td>
<td>26%</td>
<td>42%</td>
</tr>
<tr>
<td>2. RMIT generally responds well to student feedback</td>
<td>5%</td>
<td>15%</td>
<td>35%</td>
<td>40%</td>
</tr>
<tr>
<td>3. If I have the opportunity to undertake further studies in the future, I would like to study at RMIT again</td>
<td>6%</td>
<td>11%</td>
<td>11%</td>
<td>39%</td>
</tr>
</tbody>
</table>

### Notes

The scale % AGREE is calculated by adding up all the items scored Agree/Strongly Agree across all respondents. This is divided by the total number of items answered across all respondents. Blanks, doubles or N/A's are excluded. Percentages represent the %age of the total valid responses per question, with the exception of the demographics section which represent the %age of total responses. Charts are rescaled on valid responses to total 100%. An asterisk (*) indicates a negatively worded question recoded to calculate % AGREE. Values may rounded to 101 %.