### Program Information

<table>
<thead>
<tr>
<th>Program Code</th>
<th>C2202</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Name</td>
<td>Cert II in Japanese</td>
</tr>
<tr>
<td>College</td>
<td>DSC</td>
</tr>
<tr>
<td>Respondents</td>
<td>1</td>
</tr>
<tr>
<td>School</td>
<td>Global Studies, Soc Sci &amp; Planning</td>
</tr>
</tbody>
</table>

### Demographics (% of total sample size)

#### Commencement Year

- **Pre 2006**: 0 students<br>- **2006**: 0 students<br>- **2007**: 0 students<br>- **2008**: 0 students<br>- **2009**: 0 students<br>- **2010**: 0 students<br>- **2011**: 1 student

<table>
<thead>
<tr>
<th>Age</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;20</td>
<td>100%</td>
</tr>
<tr>
<td>21-24</td>
<td>0%</td>
</tr>
<tr>
<td>25-34</td>
<td>0%</td>
</tr>
<tr>
<td>35-44</td>
<td>0%</td>
</tr>
<tr>
<td>45+</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### Location

- Brunswick: 0%
- Bundoora East: 0%
- Bundoora West: 0%
- City: 0%
- City-Tivoli: 0%
- Distance: 0%
- Workplace: 0%
- Other: 100%

#### Program Type

- **TAFE Certificate**: 100%
- **TAFE Diploma**: 0%
- **Other**: 0%

#### Citizenship

- % Australian: 100%
- % International: 0%

#### LOTE

- **Yes**: 0%
- **No**: 100%

#### Attendance Type

- **Full Time**: 100%
- **Part Time**: 0%

#### Gender

- **Male**: 100%
- **Female**: 0%

#### Disability

- **Yes**: 0%
- **No**: 100%

#### Final Year of Program

- **Yes**: 100%
- **No**: 0%

#### Employment

- **Part Time (1-14 hrs)**: 0%
- **Part Time (15-20 hrs)**: 0%
- **Part Time (21-34 hrs)**: 0%
- **Full Time (35+ hrs)**: 0%
- **Not at all**: 100%

- **Family**: 100%
- **AusAid/IDP**: 0%
- **Home Government**: 0%
- **Loan**: 0%
- **Savings**: 0%

#### Main Funds Source

- **Employment**: 0%
- **Cadetship**: 0%
- **Youth Allow/Austudy**: 0%
- **Scholarship**: 0%
- **Loan**: 0%

#### Rural Relocate

- **Yes**: 0%
- **No**: 100%

#### Are You Studying for an Apprenticeship or Traineeship?

- **Yes**: 0%
- **No**: 100%

### Snapshot Scales 2011

- **Good Teaching Scale**: 100.0%
- **Generic Skills Scale**: #N/A
- **Overall**: 100.0%
Section One - Student Experience

Program Code: C2202

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>1. My instructors have a thorough knowledge of the course content</td>
<td>100.0%</td>
<td>0% 0% 0% 0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>2. My instructors provide opportunities to ask questions</td>
<td>100.0%</td>
<td>0% 0% 0% 0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>3. My instructors treat me with respect</td>
<td>100.0%</td>
<td>0% 0% 0% 0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>4. My instructors understand my learning needs</td>
<td>100.0%</td>
<td>0% 0% 0% 0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>5. My instructors communicate the course content effectively</td>
<td>100.0%</td>
<td>0% 0% 0% 0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>6. My instructors make the course as interesting as possible</td>
<td>100.0%</td>
<td>0% 0% 0% 0%</td>
<td>100%</td>
<td>1</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>12. My training develops my problem solving skills</td>
<td>#N/A</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>13. My training sharpens my analytic skills</td>
<td>#N/A</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>14. My training helps me develop my ability to work as a team member</td>
<td>#N/A</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>15. My training improves my skills in written communication</td>
<td>0% 0% 100%</td>
<td>0% 0%</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>16. My training helps me to develop the ability to plan my own work</td>
<td>0% 0% 100%</td>
<td>0% 0%</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>17. As a result of my training, I feel more confident about tackling unfamiliar problems</td>
<td>0% 0% 100%</td>
<td>0% 0%</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
### 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>100.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. I know how I am going to be assessed
8. The way I am assessed is a fair test of my skills
9. I am assessed at appropriate intervals
10. I receive useful feedback on my assessment
11. The assessment is a good test of what I was taught

### Learning Experience 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>75.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. My training makes me more confident about my ability to learn
19. I gain the skills I want to learn from my training
20. As a result of my training, I am more positive about achieving my goals
21. My training helps me think about new opportunities in life

### 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>100.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

22. Overall, I am satisfied with the quality of this training
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 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?

- Every day
- Every 2-3 days
- Weekly
- Fortnightly
- Several times
- Never

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

Prepared by Survey Services Centre
TAFE - Student Experience Survey

Contact: Lifen Sudirjo
Lifen.Sudirjo@rmit.edu.au
## 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>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>0%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>0%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>0%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>0%</td>
<td>0%</td>
<td>1</td>
</tr>
</tbody>
</table>

1. At RMIT there are enough activities to develop my skills outside of my program
2. The RMIT campus is a good place to spend time outside classes
3. RMIT is friendly to people from all backgrounds
4. I feel personally safe on campus
5. I am treated fairly at RMIT
6. I can balance my studies with my work and home commitments

## 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>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>0%</td>
<td>100%</td>
<td>1</td>
</tr>
</tbody>
</table>

1. Classrooms
2. Lecture theatres
3. Laboratories
4. General access computer labs
5. Lounge spaces
6. Toilets
7. Lifts

## Administration

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>0%</td>
<td>100%</td>
<td>1</td>
</tr>
</tbody>
</table>

1. Timetabling and room booking are well organised
2. I find it easy to check my enrolment status and invoices online
3. I find it easy to check my results online
4. I’d know what to do if I had a problem with my student administration
5. RMIT effectively resolves any student administration issues I might have
6. I could easily access information about my program options

Prepared by Survey Services Centre
TAFE - Student Experience Survey

Contact: Lifen Sudirjo
Lifen.Sudirjo@rmit.edu.au
## Services and Programs for Students

### I am satisfied with the service or program...

<table>
<thead>
<tr>
<th>Service</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Hub</td>
<td>0% 0% 0% 100% 0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>2. Orientation</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>3. Student Telephone Helpline</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>4. Health promotion</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>5. Scholarship and financial advice</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>6. Career planning and advice</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>7. Housing advice and assistance</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>8. International student advisory services</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>9. Legal advice</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>10. Counselling services</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>11. Disability support</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>12. Student leadership programs</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>13. Religious/spiritual services</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></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. The Hub</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>2. Orientation</td>
<td>100%</td>
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<td>1</td>
</tr>
<tr>
<td>3. Student Telephone Helpline</td>
<td>0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>4. Health promotion</td>
<td>0%</td>
<td>100%</td>
<td>1</td>
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<tr>
<td>5. Scholarship and financial advice</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
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<tr>
<td>6. Career planning and advice</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>7. Housing advice and assistance</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>8. International student advisory services</td>
<td>0%</td>
<td>100%</td>
<td>1</td>
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<td>9. Legal advice</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
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<tr>
<td>10. Counselling services</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
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<td>0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>12. Student leadership programs</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>13. Religious/spiritual services</td>
<td>0%</td>
<td>100%</td>
<td>1</td>
</tr>
</tbody>
</table>

## RMIT Link

### I am satisfied with the service or program...

<table>
<thead>
<tr>
<th>Service</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sport programs, sport clubs and recreation activities</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>2. Visual arts, performing arts and gallery activities</td>
<td>#N/A #N/A #N/A #N/A</td>
<td>0</td>
<td></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. Sport programs, sport clubs and recreation activities</td>
<td>0%</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>2. Visual arts, performing arts and gallery activities</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
</tbody>
</table>
### Student union

**I am satisfied with the service or program…**

<table>
<thead>
<tr>
<th>Service</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Representation of student interests to the University</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>2. Campaigns, information and resources to improve condition for students</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>3. Advice and support if I had a problem with the University</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>4. Social activities, bands and competitions</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>5. Clubs and collectives</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>6. Student media, such as Catalyst and RMITV</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</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>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>2. Campaigns, information and resources to improve condition for students</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>3. Advice and support if I had a problem with the University</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>4. Social activities, bands and competitions</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>5. Clubs and collectives</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
<tr>
<td>6. Student media, such as Catalyst and RMITV</td>
<td>100%</td>
<td>0%</td>
<td>1</td>
</tr>
</tbody>
</table>

### Outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>#N/A</th>
<th>No. of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. As an RMIT graduate I will be highly employable</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>2. RMIT generally responds well to student feedback</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>#N/A</td>
<td>0</td>
</tr>
<tr>
<td>3. If I have the opportunity to undertake further studies in the future, I would like to study again at RMIT</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
<td>0%</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%. Values may rounded to 101%.