Australian Government
Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3059	Swinburne University of Technology

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	8827	4003	45.3
Employer satisfaction	1299	64	4.9

Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The response rates for 2019 are comparable to previous years. The response rate from employers continues to be low, we believe primarily because the questionnaire isn't relevant to the employers of apprentices.

Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

The survey data largely aligns with internal survey data, as well as external data such as the Victorian Government's RTO Performance Summary Report and the NCVER Student Outcomes Survey.

What does the survey feedback tell you about your organisation's performance?

These survey results, and triangulation with other internal and external data, suggest that overall our students are satisfied with their studies. We note that this satisfaction varies between courses and areas, with some having higher levels of satisfaction than others.

It is difficult to assess the organisation's performance without external benchmarking data which is unavailable for the LQ and EQ. However, benchmarking available in other surveys (e.g. RTO Performance Summary and NCVER reports) indicates overall student satisfaction similar to or higher than relevant benchmarks in most areas.

The low response rate for the Employer Questionnaire makes it difficult to draw any conclusions about employer satisfaction.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

Swinburne is continuing to implement its Transforming Learning initiative, which includes undertaking comprehensive reviews of all courses to ensure they continue to develop future ready learners and meet the needs of all stakeholders. This initiative includes a focus on quality assessments which is expected to impact positively on many of the scales in the LQ.

At a local level, directors, managers and teaching teams have analysed all feedback relevant to their area and developed strategies to address any issues raised. This includes sharing best practices where these have been identified. This information is also incorporated into course and unit reviews.

As part of our continuous improvement processes, targeted and supported strategies are being implemented to improve satisfaction in those areas with the lowest student satisfaction levels.

Although the response rate from employers was low, we are already implementing a strategy to improve the effectiveness of our communication with employers of apprentices.

How will/do you monitor the effectiveness of these actions?

Continue to actively survey internally, and encourage participation in external satisfaction surveys. As results of each survey are received, data is analysed for trends and triangulated with other internal and external survey data and strategies developed to address any issues raised and to further enhance areas of good practice.