



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

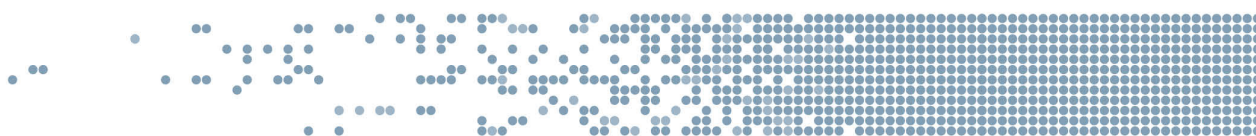
	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	7820	5634	72%
Employer satisfaction	723	62	8.4%

Trends of response statistics:

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

The Learner Questionnaire had a much higher response rate than previous years, with Business having the highest response rate and Trades the lowest.

The Employer Survey had a low response rate although higher than the previous year. We believe this reflects a reluctance by employers to engage in the survey. The survey tool would benefit from a revision to streamline and assist in increasing levels of employer engagement and the likelihood of completion by employers.



Section 2 Survey information feedback

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

Due to COVID-19 and the impact on the student experience, the response rate and also the student satisfaction rates were anticipated to be lower than previous years. However this was not the case. The 2020 survey results ranged between 82-90% satisfaction.

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

The survey feedback did not highlight any significant shifts from the previous years. The survey attracts a higher number of respondents compared to the Victorian Government RTO report survey, however both indicate an overall improvement in student experience and outcomes and employer satisfaction.

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 AQF levels, 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 EQ 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?

The satisfaction levels have been consistently above 80% and did not highlight areas requiring corrective actions in response to feedback. This correlates to a reduced number of student complaints in 2020 and positive results from internal student check-in surveys. However, Swinburne's continuous improvement approach and focus on learning transformations is prioritising quality of assessment and student communications, particularly in a blended environment with periods of remote delivery due to COVID restrictions.

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

Annual check-in surveys provide an opportunity for students to feedback at their course level which provides an opportunity for monitoring, together with direct feedback via in class Zipler surveys (280 teachers). We will continue to develop digital literacies of staff through professional development to transform their delivery and assessment, integrating tools from the Adobe Creative Suite.