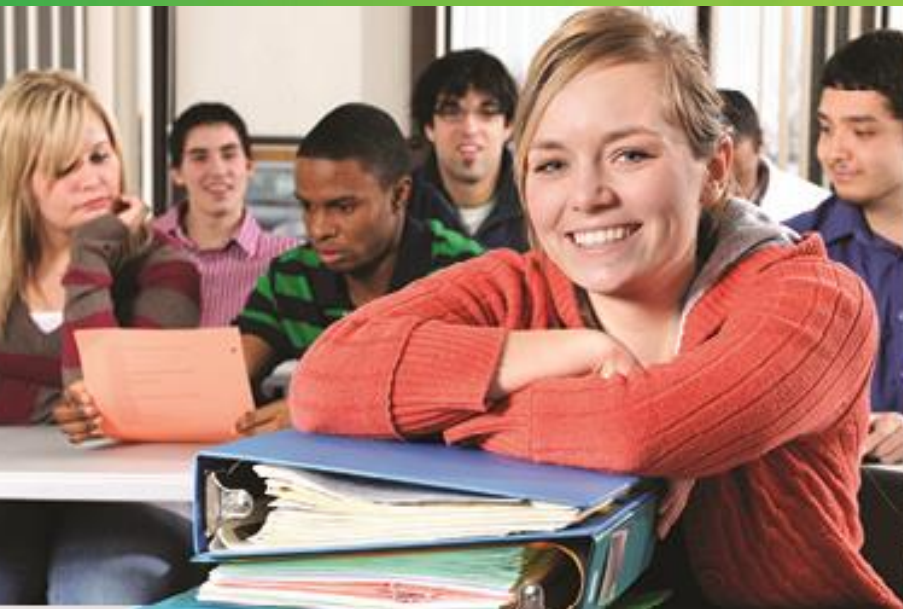


Institutional response to student feedback by Usha Rao



Introduction

Every year students across all programs are asked to undertake a number of surveys to enable us to gauge the College's performance in terms of student expectations.

Surveys

i-Graduate	A world-wide survey conducted independently for Navitas
Student Services	-Pre-departure -Student Satisfaction
FSDP	Subject Evaluation Teacher Evaluation
ELICOS	Subject Evaluation Teacher Evaluation
Navitas General	Overall

All surveys are anonymous

Surveyed 9,500 international students and 2,700 domestic students.

Core questionnaire covered a wide range of areas.

Semi-standardised online questionnaire format, adapted and customised for each partner institution.

Students are invited to give feedback.

3,081 international students and 888 domestic students at 13 Australia & New Zealand Navitas Colleges participated in 2015.

Reporting is confidential and customised to each institution.

Internal and external benchmarking is available once all regions have participated. US & Canadian colleges start Student Barometer process in September.

- **Overall recommendation of Navitas Colleges**
- **Overall satisfaction of LTM**
- **Agent satisfaction**
- **Application process**
- **Arrival process**
- **All aspects of teaching & learning.**

Student Services

Comment

- **Waiting time to be attended at reception is long.**
- **Key times - at start and end of terms and trimesters as well as at fee payment times.**
- **Response- -Increased reception staff --Reduced average at busy times. If more than 10 tickets are waiting, a coordinator speaks to students in the waiting area. Drop-in session in Room 309 on Mon, Wed and Fri.**

Comment

- **Health Insurance – need for more access to Health Insurance Provider**
- **Response – Increased presence of Allianz staff to 4 days a week in Sylvia Walton Building.**

Student Services

Comment

- **How to get a job**
- **Response- Careers sessions are now conducted within the college by LTU Careers Counsellor as well as externally sourced speakers.**

Navitas General

Low rating:

Academic opportunities and information for graduate students

- **Response - Regular Transition to University sessions are organised/ drop in sessions each week**

Low rating:

- **Information for graduate students**
- **Response- Careers advice sessions held twice a year**

Low rating:

- **Welfare support**
- **Response – Increased presence of LTM Student Counsellor and referrals to LTU Counselling Services**

Navitas General

Low rating:

Textbooks are very expensive

Response- Second-hand bookshop organises buy and sell in Sylvia Walton Building

Low rating

Availability of tourist information

Response – Tourist information is now posted on the student portal

ELICOS

Twice a year, we survey students in every ELICOS class and level. Every student response (785 responses) is read and an action point is established. The student course evaluations also are considered along with the teacher course evaluations. Surveys are anonymous and every comment is valued as a means of incorporating continuous improvements into the ELICOS programs.

Comment

Classroom tasks were useful to improve English skills. But sometimes lacking of exercise about speaking skills is a problem that needs to improve

Response:

In levels 5 & 6 peer speaking practice and assessments has been introduced to provide more opportunities for speaking. Also university students are employed to provide informal speaking opportunities for ELICOS students at sessions every lunch time.

ELICOS

Comment:

I feel some topics which they have taught us are a little bit make us feel boring and not excited to learn. Because maybe to someone this is the first time they have studied in Australia, so they need more practical topics such as Australia's traditional culture, job opportunities in Australia, the best interesting things you should know about Australia, etc. Those topics will make us feel attracted to study and through those ones we can improve our English skills and adapt with this new country quickly.

Response:

Learner support sessions are now provided on finding a job in Australia. Lecture series now includes topics on Australia's history and culture.

How the courses were rated by students

Each question in the survey had a scale of five, with five being strongly agree and one being strongly disagree. The following are the average scores for the subject surveys in each course.

Student opinion on the content of the course, average of 785 responses	3.65
Student opinion on the textbooks, average of 785 responses	3.76

FSDP

Subject and Teacher Evaluation Examples of comments and responses

Accounting and Finance for Business

Comment

There are many calculations in this subject. I need help with this. I engaged a tutor at \$50 an hour.

Response

This trimester we have introduced a maths diagnostic test. Any student who fails this test is asked to see the Maths Help teacher on at least two occasions for additional support in accounting-type calculations. Times and location for Maths support are on the home page of the portal.

Business Foundations

Comment

I want to improve my writing.

Response- The Academic Skills Advisor is here for exactly this reason. Make an appointment by emailing him colin.thomson@latrobemelbourne.edu.au

Learning in Health Sciences

Comment

It would be good to have resources on Moodle

Response- This subject has now had a Moodle re-vamp and makes good use of the platform with clear weekly set ups and videos to complement the learning experience.

How the courses are rated

Each question in the survey had a scale of five, with five being strongly agree and one being strongly disagree. The following are the average scores for the subject surveys in each course.

Diploma of Bioscience	3.94
Diploma of Business	3.95
Diploma of Health Science	3.81
Diploma of Information Technology	3.78
Diploma of Mass Media and Communications	4.11
Foundation Studies	3.89

Analysis

- **Discussion in team meetings**
- **Recommendations to management**
- **Included in strategic plan**

Institutional response

- **If a comment is “serious” or recurring, then action is warranted.**
- **Discussion at management level**
- **Budgeted**
- **Trial**
- **Evaluated**
- **Put into practice as needed.**

Feedback to students

- **Once a year**
- **All students are invited**
- **Catering provided**
- **Very few attend**

Conclusion

- **Normal human behaviour**
- **Students will be students**
- **Not interested**
- **Moved on**
- **Present cohort has different needs**
- **Better catering expected**

Recommendations

- **Alternative strategies utilised**
- **Any ideas/suggestions for continuous improvement?**