



Government of Western Australia  
Department of Training  
and Workforce Development

# Student Satisfaction Survey 2014: WA State Report

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In accordance with our Quality Assurance System, this report has been reviewed and approved by:

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Date: 27-01-2015

Document Version: FINAL REPORT

## 1. Introduction

This publication presents information about the satisfaction levels amongst students at Western Australian State Training Providers (WA STPs) during 2014. The figures are derived from the WA Student Satisfaction Survey which is used to measure the quality of the service provided by WA's STPs, and to gain a better understanding of their customers and their needs. The results inform the development and improvement of policy, planning and resources. The survey is also a critical component of statutory reporting for State Parliament and the marketing of the training sector to prospective clients and industry.

## 2. Scope

The WA Student Satisfaction Survey is an annual survey amongst students who are funded under the National Agreement for Skills and Workforce Development funding agreement. The following student groups have been excluded from the scope of the survey; international full fee paying students, students undergoing training through a school-based program (VET in schools), students who are in a correctional facility and students aged less than 15 years.

## 3. Methodology

The 2014 Student Satisfaction Survey fieldwork was conducted between 3 September 2014 and 5 November 2014. The research used a hybrid survey methodology to maximise responses across the diverse student population. Students were invited to complete the survey online via e-mail, SMS, through the WA Student Satisfaction Survey website, and via posters at STPs. Students were also able to complete a hard copy questionnaire provided by staff at each of the STPs. Finally, a subset of students was called in order to complete the survey using Computer Assisted Telephone Interviewing (CATI).

## 4. Terms used

### Standard error and confidence intervals

When viewing survey data it must be remembered that there is a potential for sampling error; being errors that occur by chance because the data are obtained from a sample of students and from not the entire student population. This report indicates the reliability of estimates based on samples by reporting standard errors or confidence intervals; the larger the standard error or confidence interval, the less reliable the data.

All standard errors have been calculated based on 'the central limit theorem' and using the achieved satisfaction scores for 2014 in question 31 of the survey 'Overall, how satisfied are you with your course?'

The confidence interval has been calculated at the 95% confidence level. The confidence interval provides an estimate of the variance in the reported scores that could occur due to sampling error. The size of the usable population at each of the training providers has been taken into consideration calculating the confidence

intervals and standard errors. This is known as a finite population correction. This approach is consistent with that used in previous years. This inclusion addresses the concerns and difficulties of some of the smaller training providers that were required to achieve quite large sample sizes to achieve the confidence intervals required by the Office of the Auditor General.

In 2014, the confidence interval for the total sample is  $\pm 0.60\%$ ; this means that with a 95% level of confidence, the survey results lie within  $-0.60\%$  and  $+0.60\%$  of the actual results amongst the total student population.

At the individual training provider level, the confidence interval at the 95% confidence level was less than  $\pm 3\%$  for all metropolitan training providers except WAAPA and less than  $\pm 5\%$  for all regional training providers and WAAPA.

### Significance testing

Significance tests (T-tests) between the 2013 and 2014 scores were conducted based on a 95% confidence interval.

In this report significance tests compare 2013 to 2014 scores. The '+' symbol indicates a score is statistically significantly higher. The '-' symbol indicates a score is statistically significantly lower. In scale questions, such as those asking about the level of satisfaction or the level of agreement, significance testing has been conducted for net scores only (i.e. 5, 6 and 7 scores combined).

## 5. Abbreviations used

**Aboriginal students:** The term Aboriginal is intended to include reference to Torres Strait Islander and Indigenous Australians.

**AVETMISS:** Australian Vocational Education and Training Management Information Statistical Standard

**CATI:** Computer assisted telephone interviewing

**EBS:** Employment-based students (includes apprentices and trainees)

**ESL:** English as a second language

**IBS:** Institution-based students

**ISO:** Indigenous support officers

**N/A:** Not applicable

**SPSS:** Statistical Package for Social Sciences

**STP:** State Training Provider

**VET:** Vocational Education and Training

**WA:** Western Australia

**WAAPA:** Western Australian Academy of Performing Arts

## 6. Highlights

### Overall Satisfaction

- 86.9% of students were satisfied with their course, up significantly from 85.9% in 2013. 4.5% of students were dissatisfied with their course, down significantly from 5.2% in 2013.
- 86.3% of institution based students (IBS) were satisfied with their course, similar to 2013.
- 89.0% of employment based students (EBS) were satisfied with their course, significantly higher than 86.4% in 2013.
- 93.7% of Aboriginal students were satisfied with their course, similar to 2013.
- 82.5% of students with disability were satisfied with their course, similar to 2013.

### Satisfaction Measures

- 85.8% of students were satisfied with the likelihood that the course will lead to a job/career, up significantly from 83.0% in 2012.<sup>1</sup>
- 85.4% of students were satisfied with the quality of lecturers, up significantly from 83.5% in 2013.
- 83.3% of students were satisfied with the facilities available at their training provider, up significantly from 80.5% in 2013.
- 79.6% of students were satisfied with the information and customer service provided by staff in student services, up significantly from 77.3% in 2013.
- 63.4% of students were satisfied with the cost of the course, down significantly from 70.3% in 2013.

### Importance Measures

- 83.2% of students rated the reputation of the training provider as important, up significantly from 80.8% in 2013.
- 80.8% of students rated the cost of their course as important, up significantly from 77.1% in 2013.
- 79.0% of students rated the information and customer service provided by staff in student services as important, up significantly from 77.2% in 2013.
- 67.8% of students rated campus safety and security measures as important, up significantly from 63.8% in 2013.
- 88.4% of students rated how likely it is that your course will lead to a job/career as important, up significantly from 84.8% in 2011.<sup>2</sup>

<sup>1</sup> These questions were not asked in 2013. 2012 data have been used for comparison purposes.

<sup>2</sup> This question was not asked in 2013 or 2012. 2011 data have been used for comparison purposes.

## Provider Choice

- 32.7% of students had considered doing their course somewhere else; 22.9% had identified at least one other place to study, while 9.8% had considered but not found an alternative place to study.
- 67.3% of students had not considered doing their course somewhere else. This includes 26.8% who did not consider doing their course somewhere else because their employer or someone else chose the training provider.
- The three most important factors when choosing where to study were location, 31.3%; flexible course options, 15.6%; and quality of the course, 10.6%.

## Fees

- 53.6% of students paid the course fees themselves, down significantly from 61.1% in 2012.<sup>1</sup>
- 8.2% of students paid their fees with VET FEE-HELP.
- 47.7% of students knew what the total fees for their course would be before they enrolled, similar to 2012.<sup>1</sup>
- 18.9% of students found it difficult to access information about the fees for their course, up significantly from 12.7% in 2012.<sup>1</sup> 66.9% of students found it easy to access information about the fees for their course, down significantly from 72.0% in 2012.<sup>1</sup>
- 62.8% of students were aware of the financial assistance services offered by training providers, up significantly from 53.2% in 2013.
- 25.1% of students used the financial assistance services offered by training providers, up significantly from 15.5% in 2013.

## Recognition of Prior Learning

- 62.9% of students indicated that their training provider informed them about RPL, down significantly from 67.5% in 2012.<sup>1</sup>
- 21.2% of students applied for RPL, similar to 2012.<sup>1</sup>
- 81.6% of those students who applied, received RPL for their course, down significantly from 84.6% in 2012.<sup>1</sup>

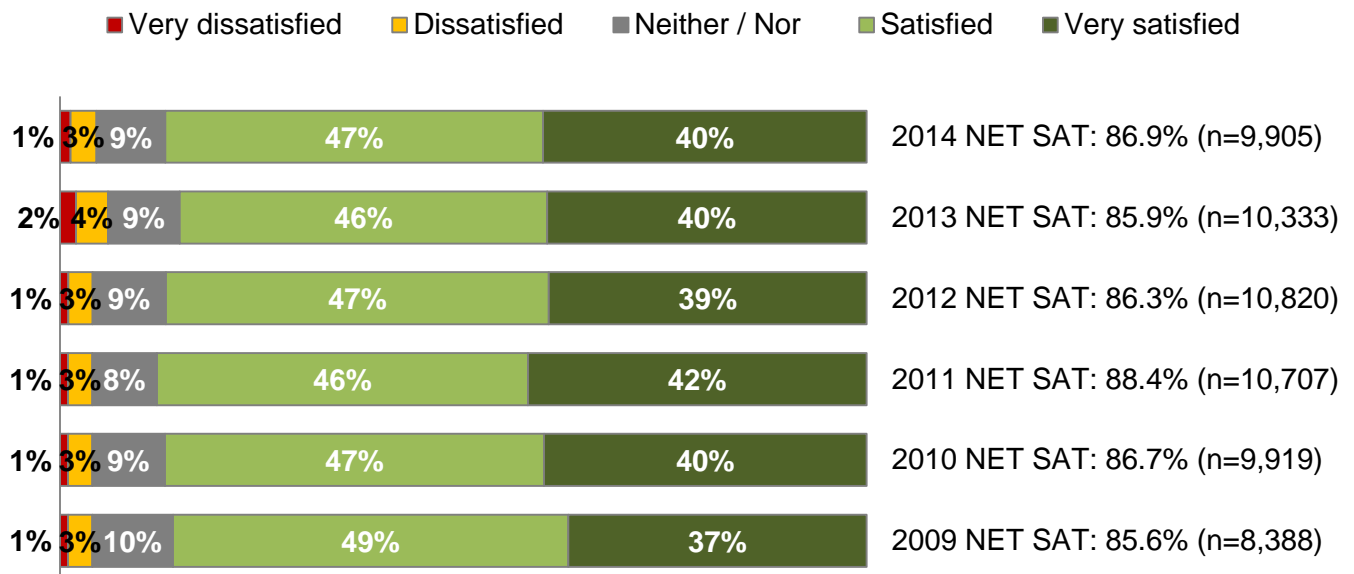
## Online Learning

- 20.6% of students indicated that more than half of their course consists of online learning, up significantly from 16.9% in 2012.<sup>1</sup>
- 36.4% of students indicated that there was no online learning in their course, down significantly from 38.5% in 2012.<sup>1</sup>
- Of those students who have an online learning component in their course:
  - 62.9% agreed that online learning suits their needs, down significantly from 70.9% in 2012;<sup>1</sup>
  - 68.0% agreed that they receive adequate support to help them with online learning;<sup>3</sup>
  - 46.0% agreed they would like to see more online learning in their course.<sup>3</sup>

<sup>3</sup> This question is new in 2014.

## 7. Satisfaction scores: chart summaries

Figure 1: Overall satisfaction 2009 – 2014 – WA State average



## 8. Table of key findings

**Table 1: Student satisfaction survey key findings<sup>1</sup>**

	State 2013	State 2014
<b>Overall Satisfaction</b>		
All students	85.9%-	86.9%+
Institution based students (IBS)	85.8%	86.3%
Employment based students (EBS)	86.4%-	89.0%+
Aboriginal students	91.4%	93.7%
Students with disability	81.2%	82.5%
<b>Satisfaction Measures</b>		
The quality of lecturers	83.5%-	85.4%+
The facilities available at your training provider	80.5%-	83.3%+
The cost of your course <sup>2</sup>	70.3%+	63.4%-
The information and customer service provided by staff in student services	77.3%-	79.6%+
The reputation of the training provider	83.7%	84.8%
Campus safety and security measures	81.0%	82.2%
How convenient the training provider's location is	81.5%	82.6%
How likely it is that your course will lead to a job/career <sup>3</sup>	83.0%-	85.8%+
<b>Course and training experiences (agreement measures)</b>		
It was easy to find out about my course	80.4%-	81.6%+
I am gaining the skills I want to learn from my course	86.6%-	87.8%+
I receive regular feedback throughout my course on my progress	75.9%	77.1%
The way I am assessed is a fair test of my skills and knowledge	84.6%-	85.8%+
I have access to the equipment necessary for my training	84.8%	85.0%
<b>Quality of resources and facilities (agreement measures)</b>		
Learning resources are up to date and relevant to my studies	81.1%	81.6%
The computers and software available on campus are suitable for my needs	81.2%	81.4%
The library has up to date and useful resources that help me with my studies	76.6%	77.5%
The library provides good services that help me with my studies	78.1%	78.1%
The overall campus is a pleasant place to learn	86.8%	87.7%
Campus buildings are well maintained	81.2%-	83.3%+
<b>Main intention</b>		
to complete some subjects/units only	12.7%	13.0%
to complete an entire qualification	87.3%	87.0%
<b>Demographics</b>		
Aboriginal students	4.8%	5.1%
Students with disability	7.4%	7.5%
Apprentices/trainees	22.4%	23.6%
TOTAL SAMPLE	10,335	9,905

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year.

<sup>2</sup> Students who didn't pay for the course themselves were excluded from answering the cost of course question.

<sup>3</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.



## 9. Table of 95% confidence intervals for key findings

**Table 2: Student satisfaction survey confidence levels**

	State 2013	State 2014
<b>Overall Satisfaction</b>		
All students	0.6%	0.6%
Institution based students (IBS)	0.7%	0.7%
Employment based students (EBS)	1.5%	1.5%
Aboriginal students	2.3%	2.0%
Students with disability	2.4%	2.4%
<b>Satisfaction Measures</b>		
The quality of lecturers	0.6%	0.6%
The facilities available at your training provider	0.7%	0.7%
The cost of your course <sup>1</sup>	0.9%	1.0%
The information and customer service provided by staff in student services	0.8%	0.7%
The reputation of the training provider	0.7%	0.6%
Campus safety and security measures	0.7%	0.7%
How convenient the training provider's location is	0.7%	0.7%
How likely it is that your course will lead to a job/career <sup>2</sup>	0.7%	0.6%
<b>Course and training experiences (agreement measures)</b>		
It was easy to find out about my course	0.7%	0.7%
I am gaining the skills I want to learn from my course	0.6%	0.6%
I receive regular feedback throughout my course on my progress	0.8%	0.8%
The way I am assessed is a fair test of my skills and knowledge	0.6%	0.6%
I have access to the equipment necessary for my training	0.6%	0.7%
<b>Quality of resources and facilities (agreement measures)</b>		
Learning resources are up to date and relevant to my studies	0.7%	0.7%
The computers and software available on campus are suitable for my needs	0.8%	0.8%
The library has up to date and useful resources that help me with my studies	0.9%	0.9%
The library provides good services that help me with my studies	0.9%	0.9%
The overall campus is a pleasant place to learn	0.6%	0.6%
Campus buildings are well maintained	0.7%	0.7%
<b>Main intention</b>		
to complete some subjects/units only	0.6%	0.6%
to complete an entire qualification	0.6%	0.6%
<b>Demographics</b>		
Aboriginal students	1.7%	1.8%
Students with disability	1.5%	1.6%
Apprentices/trainees	1.9%	2.0%
<b>TOTAL SAMPLE</b>	<b>10,335</b>	<b>9,905</b>

<sup>1</sup> Students who didn't pay for the course themselves were excluded from answering the cost of course question.

<sup>2</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

## 10. Detailed tables: State level

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>QA. Please indicate at which one of the following training providers you studied your main course this year?<sup>1</sup></b>						
Polytechnic West	27.3%	28.0%	20.0%-	54.0%+	15.6%-	19.5%-
Central Institute of Technology	24.6%+	19.6%-	25.1%+	1.7%-	6.6%-	21.7%
Challenger Institute of Technology	14.6%	14.5%	13.5%-	17.7%+	9.9%-	14.5%
South West Institute of Technology	6.7%	6.7%	6.3%-	8.0%+	3.1%-	7.4%
West Coast Institute of Training	6.9%	6.5%	7.3%+	3.8%-	2.0%-	7.4%
Great Southern Institute of Technology	4.6%-	6.1%+	7.2%+	2.5%-	10.6%+	9.8%+
Durack Institute of Technology	3.9%-	5.4%+	6.0%+	3.5%-	10.4%+	6.1%
Kimberley Training Institute	3.0%-	3.8%+	4.6%+	1.0%-	24.3%+	5.1%
Pilbara Institute	3.0%	3.2%	3.3%	2.9%	9.2%+	1.9%-
CY O'Connor Institute	2.5%	3.0%	3.4%+	1.7%-	3.4%	4.1%
Goldfields Institute of Technology	2.1%-	2.7%+	2.5%-	3.3%	3.4%	1.8%
WA Academy of Performing Arts (WAAPA)	0.8%	0.7%	0.9%+	0.0%-	1.3%+	0.7%
<b>QB. Are you an apprentice or trainee?<sup>2</sup></b>						
Yes, an apprentice	19.9%-	21.6%+	0.0%-	91.5%+	18.8%	10.3%-
Yes, a trainee	2.5%+	2.0%-	0.0%-	8.5%+	3.3%+	1.0%
Neither	77.6%	76.4%	100.0%+	0.0%-	77.9%	88.7%+
<b>Q1. Is it your main intention...?<sup>2</sup></b>						
to complete some subjects/units only	12.7%	13.0%	16.1%+	2.9%-	17.3%+	18.4%+
to complete an entire qualification	87.3%	87.0%	83.9%-	97.1%+	82.7%-	81.6%-
<b>Q2. Did you consider doing your course somewhere else? Please select the ONE option that best describes your situation<sup>2</sup></b>						
NET: No	66.4%	67.3%	61.2%-	86.9%+	84.3%+	63.5%-
No – I didn't choose the place, my employer or someone else chose it for me	25.1%-	26.8%+	13.0%-	71.5%+	43.0%+	17.9%-
No – I did not look for other places offering this course	41.3%	40.5%	48.2%+	15.4%-	41.3%	45.7%+
Yes – I looked for other places offering this course and found at least one other place	23.2%	22.9%	27.0%+	9.9%-	9.2%-	21.8%
Yes – I looked for other places offering this course, but I didn't find any other places	10.4%	9.8%	11.8%+	3.2%-	6.5%-	14.7%+
NET: Yes	33.6%	32.7%	38.8%+	13.1%-	15.7%-	36.5%+
TOTAL SAMPLE	10,335	9,905	8,375	1,530	469	767
<b>Q3. Which of the following factors was the MOST important when choosing where to study (one option only)<sup>2 3</sup></b>						
Location of the college	32.2%	31.3%	30.6%-	38.5%+	31.3%	32.5%
Flexible course options (e.g. online learning, part-time study options)	16.0%	15.6%	16.7%+	5.2%-	15.1%	12.1%-
Quality of course	11.1%	10.6%	11.0%+	6.8%-	9.8%	10.1%
Good facilities and resources at the college	6.3%-	7.4%+	6.5%-	15.7%+	5.9%	8.2%
Reputation of college	6.1%	6.9%	6.9%	6.2%	3.7%	6.0%
Cost of the course	8.9%+	6.7%-	7.2%+	2.1%-	4.3%	6.2%
Quality of lecturers	6.0%	6.7%	6.3%-	10.2%+	6.3%	7.6%
Access to information about the course	2.1%	2.4%	2.6%	1.1%	2.1%	3.2%
I had no choice, they were the only place offering the course	11.3%	12.4%	12.2%	14.2%	21.4%+	14.0%
n =	8,239	7,845	7,426	419	289	653

<sup>1</sup> No significant differences are shown in the training provider overview; the data is weighted to reflect the actual student population.

<sup>2</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

<sup>3</sup> The results to question 3 exclude students who answered 'No – I didn't choose the place, my employer or someone else chose it for me' in question 2.

**Summary:  
WA State Results 2014**

	The quality of lecturers	The facilities available at your training provider	The cost of your course <sup>1</sup>	The information and customer service provided by staff in student services
<b>Q4-Q11. Please rate how important each of the following factors were in your choice to enrol at your current training provider (Summary)</b>				
NET: Not important (1-3)	3.7%	7.4%	9.6%	9.4%
1 - Not at all important	1.2%	2.5%	3.5%	2.2%
2	0.8%	1.5%	2.2%	2.3%
3	1.7%	3.4%	3.9%	4.9%
4	5.1%	8.3%	9.6%	11.5%
5	10.6%	16.5%	17.0%	19.9%
6	22.7%	26.2%	19.9%	24.1%
7 – Very important	57.9%	41.6%	43.9%	35.0%
NET: Important (5-7)	91.2%	84.4%	80.8%	79.0%
n=	9,619	9,467	7,201	9,582

<sup>1</sup> The results for 'cost of your course' are exclusive of students who didn't pay for their course themselves.

**Summary:  
WA State Results 2014**

	The reputation of the training provider	Campus safety and security measures	How convenient the training provider's location is	How likely it is that your course will lead to a job/career
<b>Q4-Q11. Please rate how important each of the following factors were in your choice to enrol at your current training provider (Summary)</b>				
NET: Not important (1-3)	7.1%	18.6%	10.1%	5.7%
1 - Not at all important	2.4%	6.7%	3.4%	2.2%
2	1.4%	4.5%	2.2%	1.3%
3	3.3%	7.4%	4.5%	2.2%
4	9.7%	13.6%	9.6%	5.9%
5	19.5%	18.9%	16.7%	10.0%
6	26.3%	18.5%	21.5%	17.2%
7 – Very important	37.4%	30.4%	42.1%	61.2%
NET: Important (5-7)	83.2%	67.8%	80.3%	88.4%
n=	9,622	9,213	9,481	9,505

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q4-Q11. Please rate how important each of the following factors were in your choice to enrol at your current training provider. (Detailed)<sup>1</sup></b>						
<b>Q4. The quality of lecturers</b>						
NET: Not important (1-3)	4.2%	3.7%	3.8%	3.3%	5.7%	3.9%
1 - Not at all important	1.8%	1.2%	1.2%	1.0%	1.8%	1.2%
2	0.6%	0.8%	0.8%	0.9%	1.0%	0.9%
3	1.8%	1.7%	1.8%	1.5%	2.9%	1.8%
4	5.3%	5.1%	5.1%	4.9%	6.0%	4.9%
5	11.5%	10.6%	10.5%	10.7%	14.3%	9.4%
6	18.4%	22.7%	22.7%	22.8%	17.1%	22.2%
7 - Very Important	60.6%	57.9%	57.8%	58.3%	56.9%	59.6%
NET: Important (5-7)	90.5%	91.2%	91.1%	91.8%	88.3%	91.2%
n=	9,886	9,619	8,175	1,444	452	747
<b>Q5. The facilities available at your training provider</b>						
NET: Not important (1-3)	7.5%	7.4%	8.0%+	5.2%-	5.8%	8.3%
1 - Not at all important	2.9%	2.5%	2.7%	1.8%	2.4%	2.5%
2	1.4%	1.5%	1.7%	0.6%	1.0%	1.7%
3	3.2%	3.4%	3.7%	2.7%	2.4%	4.1%
4	9.2%	8.3%	8.5%	7.6%	7.8%	9.2%
5	17.4%	16.5%	17.2%	14.3%	16.5%	14.8%
6	22.0%	26.2%	26.6%	24.9%	25.2%	26.2%
7 - Very important	43.9%	41.6%	39.6%-	48.0%	44.7%	41.6%
NET: Important (5-7)	83.3%	84.4%	83.5%-	87.3%+	86.4%	82.5%
n=	9,690	9,467	8,030	1,437	442	735
<b>Q6. The cost of your course<sup>2</sup></b>						
NET: Not important (1-3)	11.1%+	9.6%-	8.5%-	16.5%+	10.5%	9.1%
1 - Not at all important	4.3%	3.5%	2.8%	7.6%	4.6%	3.6%
2	2.3%	2.2%	2.1%	2.8%	0.0%	2.1%
3	4.5%	3.9%	3.6%	6.1%	5.9%	3.3%
4	11.8%	9.6%	9.4%	11.4%	11.1%	8.4%
5	16.4%	17.0%	17.1%	16.4%	21.0%	16.6%
6	17.4%	19.9%	20.5%	16.5%	18.6%	17.1%
7 - Very important	43.3%	43.9%	44.7%	39.1%	38.8%	48.8%
NET: Important (5-7)	77.1%-	80.8%+	82.2%+	72.1%-	78.4%	82.6%
n=	8,261	7,201	6,632	569	206	585
<b>Q7. The information and customer service provided by staff in student services</b>						
NET: Not important (1-3)	10.4%	9.4%	9.4%	9.6%	8.5%	9.9%
1 - Not at all important	3.0%	2.2%	2.3%	2.1%	2.3%	2.4%
2	2.6%	2.3%	2.3%	2.1%	1.4%	2.2%
3	4.7%	4.9%	4.8%	5.4%	4.8%	5.3%
4	12.4%	11.5%	11.0%	13.2%	10.9%	10.4%
5	20.1%	19.9%	19.3%	22.0%	18.5%	19.8%
6	21.1%	24.1%	24.1%	24.0%	20.2%	23.7%
7 - Very important	36.1%	35.0%	36.2%	31.2%-	41.9%	36.2%
NET: Important (5-7)	77.2%-	79.0%+	79.6%	77.2%	80.5%	79.7%
n=	9,840	9,582	8,152	1,430	450	743

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

<sup>2</sup> The results for 'cost of your course' are exclusive of students who didn't pay for their course themselves.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with Disability
<b>Q4-Q11. Please rate how important each of the following factors were in your choice to enrol at your current training provider. (Detailed)<sup>1</sup></b>						
<b>Q8. The reputation of the training provider</b>						
NET: Not important (1-3)	8.2%+	7.1%-	6.8%	8.2%	8.0%	5.7%
1 - Not at all important	3.0%	2.4%	2.2%	3.0%	3.5%	2.9%
2	1.6%	1.4%	1.4%	1.4%	1.2%	0.7%
3	3.6%	3.3%	3.2%	3.9%	3.4%	2.2%
4	11.0%	9.7%	9.4%	10.8%	6.8%	10.9%
5	19.1%	19.5%	18.9%	21.6%	20.3%	19.1%
6	20.7%	26.3%	26.5%	25.6%	22.8%	26.5%
7 - Very important	41.0%	37.4%	38.5%	33.8%	42.0%	37.7%
NET: Important (5-7)	80.8%-	83.2%+	83.8%	80.9%	85.1%	83.4%
n=	9,915	9,622	8,180	1,442	451	747
<b>Q9. Campus safety and security measures</b>						
NET: Not important (1-3)	21.3%+	18.6%-	19.6%+	15.2%-	12.5%-	18.7%
1 - Not at all important	8.5%	6.7%	7.4%	4.5%	3.8%	6.4%
2	5.1%	4.5%	4.7%	3.8%	2.0%	4.2%
3	7.7%	7.4%	7.6%	6.9%	6.7%	8.1%
4	14.9%	13.6%	13.6%	13.6%	9.8%	15.0%
5	18.0%	18.9%	17.9%	22.3%	16.6%	15.7%
6	15.7%	18.5%	18.4%	18.6%	20.4%	16.8%
7 - Very important	30.0%	30.4%	30.4%	30.3%	40.6%	33.8%
NET: Important (5-7)	63.8%-	67.8%+	66.7%-	71.2%+	77.6%+	66.3%
n=	9,403	9,213	7,820	1,393	440	724
<b>Q10. How convenient the training provider's location is</b>						
NET: Not important (1-3)	10.7%	10.1%	9.3%-	13.0%+	7.7%	9.5%
1 - Not at all important	4.9%	3.4%	3.3%	3.9%	2.8%	3.1%
2	1.9%	2.2%	1.9%	3.3%	1.0%	2.8%
3	3.9%	4.5%	4.0%	5.9%	3.8%	3.6%
4	8.8%	9.6%	8.5%	12.9%	8.6%	8.1%
5	17.4%	16.7%	16.3%	17.9%	16.0%	15.9%
6	19.6%	21.5%	22.3%	18.9%	20.6%	18.6%
7 - Very important	43.5%	42.1%	43.6%	37.3%	47.0%	47.8%
NET: Important (5-7)	80.5%	80.3%	82.2%+	74.1%-	83.7%	82.4%
n=	9,279	9,481	8,042	1,439	445	737
<b>Q11. How likely it is that your course will lead to a job/career<sup>2</sup></b>						
NET: Not important (1-3)	7.5%+	5.7%-	6.9%+	1.8%-	3.8%	8.5%+
1 - Not at all important	3.0%	2.2%	2.6%	0.9%	2.5%	3.8%
2	1.8%	1.3%	1.6%	0.4%	0.4%	2.1%
3	2.7%	2.2%	2.7%	0.5%	0.9%	2.6%
4	7.7%	5.9%	6.9%	2.3%	3.0%	5.9%
5	11.2%	10.0%	11.5%	5.0%	12.2%	13.8%
6	20.8%	17.2%	18.3%	13.6%	17.2%	19.1%
7 - Very important	52.8%	61.2%	56.4%	77.3%	63.8%	52.7%
NET: Important (5-7)	84.8%-	88.4%+	86.2%-	95.8%+	93.3%+	85.6%-
n=	10,311	9,505	8,073	1,432	446	737

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

<sup>2</sup> This question was not asked in 2013 or 2012. 2011 data have been provided for comparison purposes.

**Summary:  
WA State Results 2014**

	The quality of lecturers	The facilities available at your training provider	The cost of your course <sup>1</sup>	The information and customer service provided by staff in student services
<b>Q12-Q19. Please rate how satisfied you are with each of the following factors at your current training provider. (Summary)</b>				
NET: Not satisfied (1-3)	7.6%	7.4%	21.5%	9.5%
1 - Not at all satisfied	1.8%	1.3%	6.5%	2.1%
2	2.1%	2.0%	5.8%	2.6%
3	3.7%	4.0%	9.1%	4.8%
4	7.0%	9.4%	15.2%	10.9%
5	15.7%	20.7%	21.6%	21.8%
6	26.7%	29.6%	19.1%	27.5%
7 - Very satisfied	43.0%	32.9%	22.7%	30.2%
NET: Satisfied (5-7)	85.4%	83.3%	63.4%	79.6%
n=	9,750	9,345	7,191	9,579

<sup>1</sup> The results for 'cost of your course' are exclusive of students who didn't pay for their course themselves.

**Summary:  
WA State Results 2014**

	The reputation of the training provider	Campus safety and security measures	How convenient the training provider's location is	How likely it is that your course will lead to a job/career
<b>Q12-Q19. Please rate how satisfied you are with each of the following factors at your current training provider. (Summary)</b>				
NET: Not satisfied (1-3)	5.2%	6.2%	8.7%	5.9%
1 - Not at all satisfied	1.1%	1.0%	2.2%	1.5%
2	1.3%	1.6%	2.4%	1.5%
3	2.8%	3.5%	4.1%	2.9%
4	10.0%	11.7%	8.7%	8.4%
5	20.1%	21.6%	15.9%	16.1%
6	29.9%	29.0%	23.9%	24.0%
7 - Very satisfied	34.8%	31.6%	42.8%	45.6%
NET: Satisfied (5-7)	84.8%	82.2%	82.6%	85.8%
n=	9,630	8,954	9,409	9,401

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q12-Q19. Please rate how satisfied you are with each of the following factors at your current training provider. (Detailed)<sup>1</sup></b>						
<b>Q12. The quality of lecturers</b>						
NET: Not satisfied (1-3)	8.6%+	7.6%-	7.5%	7.8%	6.2%	9.4%
1 - Not at all satisfied	2.1%	1.8%	1.9%	1.4%	1.5%	2.9%
2	2.3%	2.1%	2.2%	1.9%	2.4%	3.4%
3	4.1%	3.7%	3.4%	4.5%	2.2%	3.1%
4	7.9%	7.0%	6.8%	7.7%	5.3%	6.7%
5	16.7%	15.7%	15.2%	17.3%	17.0%	12.2%
6	24.1%	26.7%	26.7%	26.6%	21.2%	26.8%
7 - Very satisfied	42.7%	43.0%	43.7%	40.6%	50.3%	45.0%
NET: Satisfied (5-7)	83.5%-	85.4%+	85.7%	84.5%	88.6%	83.9%
n=	10,131	9,750	8,250	1,500	461	757
<b>Q13. The facilities available at your training provider</b>						
NET: Not satisfied (1-3)	8.0%	7.4%	6.8%-	9.3%+	4.7%	8.0%
1 - Not at all satisfied	1.4%	1.3%	1.2%	1.6%	0.8%	1.7%
2	1.9%	2.0%	1.9%	2.6%	1.4%	2.4%
3	4.6%	4.0%	3.7%	5.1%	2.5%	3.9%
4	11.5%	9.4%	9.3%	9.5%	7.8%	10.1%
5	21.5%	20.7%	20.5%	21.4%	17.2%	17.7%
6	26.2%	29.6%	30.0%	28.4%	27.1%	32.5%
7 - Very satisfied	32.9%	32.9%	33.4%	31.4%	43.2%	31.7%
NET: Satisfied (5-7)	80.5%-	83.3%+	83.9%	81.2%	87.5%	81.9%
n=	9,649	9,345	7,873	1,472	445	730
<b>Q14. The cost of your course<sup>2</sup></b>						
NET: Not satisfied (1-3)	13.8%-	21.5%+	20.8%-	25.7%+	12.7%-	23.7%
1 - Not at all satisfied	2.9%	6.5%	6.2%	8.3%	3.4%	7.1%
2	3.5%	5.8%	5.8%	5.8%	3.8%	7.8%
3	7.4%	9.1%	8.7%	11.6%	5.5%	8.8%
4	15.9%	15.2%	14.7%	18.2%	12.9%	13.3%
5	22.5%	21.6%	21.6%	21.4%	26.2%	20.6%
6	19.8%	19.1%	19.6%	15.7%	22.6%	18.4%
7 - Very satisfied	28.0%	22.7%	23.3%	19.0%	25.5%	24.0%
NET: Satisfied (5-7)	70.3%+	63.4%-	64.5%+	56.1%-	74.4%+	63.0%
n=	8,129	7,191	6,632	559	212	593
<b>Q15. The information and customer service provide provided by staff in student services</b>						
NET: Not satisfied (1-3)	9.7%	9.5%	9.1%	10.8%	4.5%-	10.6%
1 - Not at all satisfied	2.1%	2.1%	2.0%	2.2%	0.3%	4.0%
2	2.9%	2.6%	2.5%	2.9%	2.0%	3.0%
3	4.7%	4.8%	4.5%	5.7%	2.1%	3.6%
4	13.0%	10.9%	10.8%	11.1%	10.8%	10.7%
5	22.3%	21.8%	20.8%	25.1%	20.3%	19.1%
6	24.3%	27.5%	27.5%	27.7%	22.6%	27.8%
7 - Very satisfied	30.8%	30.2%	31.8%	25.3%	41.8%	31.8%
NET: Satisfied (5-7)	77.3%-	79.6%+	80.1%	78.1%	84.7%	78.7%
n =	9,909	9,579	8,104	1,475	450	748

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

<sup>2</sup> Students who didn't pay for the course themselves were excluded from answering in 2014.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q12-Q19. Please rate how satisfied you are with each of the following factors at your current training provider. (Detailed)<sup>1</sup></b>						
<b>Q16. The reputation of the training provider</b>						
NET: Not satisfied (1-3)	5.3%	5.2%	4.7%-	6.8%+	3.6%	6.6%
1 - Not at all satisfied	1.0%	1.1%	1.0%	1.2%	0.7%	1.9%
2	1.3%	1.3%	1.1%	2.2%	1.3%	1.4%
3	3.1%	2.8%	2.6%	3.4%	1.7%	3.3%
4	10.9%	10.0%	9.4%	11.8%	9.2%	11.4%
5	21.8%	20.1%	19.6%	21.8%	19.4%	18.9%
6	26.4%	29.9%	30.2%	28.9%	24.3%	26.3%
7 - Very satisfied	35.6%	34.8%	36.1%	30.7%	43.6%	36.9%
NET: Satisfied (5-7)	83.7%	84.8%	85.9%+	81.5%-	87.2%	82.0%-
n=	9,998	9,630	8,137	1,493	458	745
<b>Q17. Campus safety and security measures</b>						
NET: Not satisfied (1-3)	6.6%	6.2%	5.8%	7.2%	4.8%	8.5%+
1 - Not at all satisfied	1.3%	1.0%	0.9%	1.4%	0.4%	2.4%
2	1.6%	1.6%	1.5%	1.9%	0.9%	2.2%
3	3.7%	3.5%	3.4%	3.9%	3.6%	3.9%
4	12.4%	11.7%	11.1%	13.6%	10.5%	10.4%
5	22.5%	21.6%	21.3%	22.6%	23.6%	19.5%
6	25.5%	29.0%	29.3%	28.0%	22.2%	29.4%
7 - Very satisfied	33.1%	31.6%	32.6%	28.6%	38.9%	32.1%
NET: Satisfied (5-7)	81.0%	82.2%	83.1%+	79.3%-	84.7%	81.1%
n=	9,113	8,954	7,530	1,424	437	706
<b>Q18. How convenient the training provider's location is</b>						
NET: Not satisfied (1-3)	8.3%	8.7%	6.6%-	15.1%+	4.2%-	9.7%
1 - Not at all satisfied	2.2%	2.2%	1.5%	4.1%	1.3%	2.7%
2	2.1%	2.4%	1.8%	4.3%	0.8%	3.7%
3	3.9%	4.1%	3.3%	6.7%	2.0%	3.2%
4	10.2%	8.7%	7.8%	11.6%	8.9%	9.3%
5	17.8%	15.9%	15.1%	18.1%	18.3%	14.0%
6	20.3%	23.9%	25.2%	20.0%	22.4%	22.1%
7 - Very satisfied	43.5%	42.8%	45.2%	35.1%	46.2%	45.0%
NET: Satisfied (5-7)	81.5%	82.6%	85.6%+	73.2%-	87.0%+	81.1%
n=	9,227	9,409	7,920	1,489	448	737
<b>Q19. How likely it is that your course will lead to a job/career<sup>2</sup></b>						
NET: Not satisfied (1-3)	7.4%+	5.9%-	7.2%+	1.6%-	3.5%-	11.2%+
1 - Not at all satisfied	1.5%	1.5%	1.8%	0.4%	1.3%	3.7%
2	2.0%	1.5%	1.8%	0.5%	0.8%	2.3%
3	3.9%	2.9%	3.6%	0.6%	1.4%	5.2%
4	9.6%	8.4%	10.1%	2.6%	3.5%	10.8%
5	14.6%	16.1%	18.3%	8.9%	14.6%	17.6%
6	26.5%	24.0%	25.2%	20.3%	20.8%	25.6%
7 - Very satisfied	41.9%	45.6%	39.1%	66.5%	57.6%	34.8%
NET: Satisfied (5-7)	83.0%-	85.8%+	82.7%-	95.8%+	93.0%+	78.0%-
n =	10,176	9,401	7,956	1,445	442	725

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

<sup>2</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.



**Summary:  
WA State Results  
2014**

	It was easy to find out about my course	I am gaining the skills I want to learn from my course	I receive regular feedback throughout my course on my progress	The way I am assessed is a fair test of my skills and knowledge	I have access to the equipment necessary for my training
<b>Q20-Q24. The following statements are about your experiences at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Summary)</b>					
NET: Disagree (1-3)	8.6%	5.6%	12.4%	6.2%	7.0%
1 – Strongly disagree	1.5%	1.1%	2.8%	1.5%	1.2%
2	2.3%	1.8%	3.9%	1.9%	2.1%
3	4.8%	2.8%	5.8%	2.8%	3.7%
4	9.8%	6.6%	10.6%	8.0%	7.9%
5	20.7%	16.1%	17.6%	17.1%	16.2%
6	27.5%	28.4%	25.2%	29.2%	28.3%
7 – Strongly agree	33.5%	43.2%	34.2%	39.5%	40.6%
NET: Agree (5-7)	81.6%	87.8%	77.1%	85.8%	85.0%
n=	9,735	9,833	9,758	9,810	9,504

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q20-Q24. The following statements are about your experiences at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)<sup>1</sup></b>						
<b>Q20. It was easy to find out about my course</b>						
NET: Disagree (1-3)	8.4%	8.6%	8.5%	8.9%	5.5%-	10.1%
1 – Strongly disagree	1.6%	1.5%	1.5%	1.3%	0.6%	3.0%
2	2.1%	2.3%	2.3%	2.3%	1.6%	3.6%
3	4.7%	4.8%	4.7%	5.3%	3.3%	3.5%
4	11.2%	9.8%	9.1%-	12.2%	7.2%	9.8%
5	20.3%	20.7%	20.1%	22.6%	18.2%	18.6%
6	24.6%	27.5%	28.2%	24.9%	23.7%	24.6%
7 – Strongly agree	35.5%	33.5%	34.1%	31.4%	45.5%	36.8%
NET: Agree (5-7)	80.4%-	81.6%+	82.4%+	78.9%-	87.4%+	80.1%
n=	10,111	9,735	8,276	1,459	455	762
<b>Q21. I am gaining the skills I want to learn from my course</b>						
NET: Disagree (1-3)	6.0%	5.6%	5.6%	5.9%	2.6%-	8.5%+
1 – Strongly disagree	1.2%	1.1%	1.1%	1.3%	0.3%	1.7%
2	1.6%	1.8%	1.8%	1.7%	0.8%	3.6%
3	3.2%	2.8%	2.7%	2.8%	1.5%	3.2%
4	7.3%	6.6%	6.6%	6.5%	3.6%	5.5%
5	15.9%	16.1%	15.7%	17.3%	14.7%	13.2%
6	25.7%	28.4%	29.0%	26.7%	22.5%	27.8%
7 – Strongly agree	45.0%	43.2%	43.1%	43.6%	56.7%	45.0%
NET: Agree (5-7)	86.6%-	87.8%+	87.9%	87.6%	93.9%+	86.0%
n=	10,262	9,833	8,307	1,526	463	762

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q20-Q24. The following statements are about your experiences at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)<sup>1</sup></b>						
<b>Q22. I receive regular feedback throughout my course on my progress</b>						
NET: Disagree (1-3)	13.0%	12.4%	11.9%	13.9%	9.3%	13.2%
1 – Strongly disagree	3.0%	2.8%	2.6%	3.2%	2.3%	4.4%
2	3.7%	3.9%	3.7%	4.5%	2.3%	3.8%
3	6.3%	5.8%	5.6%	6.1%	4.7%	4.9%
4	11.1%	10.6%	10.0%	12.2%	10.4%	10.7%
5	18.4%	17.6%	17.7%	17.3%	16.2%	14.8%
6	21.7%	25.2%	25.4%	24.8%	18.6%	26.9%
7 – Strongly agree	35.8%	34.2%	34.9%	31.9%	45.4%	34.5%
NET: Agree (5-7)	75.9%	77.1%	78.0%+	74.0%-	80.2%	76.1%
n=	10,166	9,758	8,235	1,523	461	758
<b>Q23. The way I am assessed is a fair test of my skills and knowledge</b>						
NET: Disagree (1-3)	7.0%+	6.2%-	6.2%	6.0%	3.3%	9.4%+
1 – Strongly disagree	1.7%	1.5%	1.5%	1.4%	1.2%	2.6%
2	1.8%	1.9%	1.8%	2.0%	0.6%	2.2%
3	3.4%	2.8%	2.9%	2.6%	1.5%	4.6%
4	8.5%	8.0%	7.7%	9.1%	7.8%	7.5%
5	17.7%	17.1%	16.7%	18.1%	15.4%	14.6%
6	26.4%	29.2%	29.4%	28.5%	26.9%	26.9%
7 – Strongly agree	40.5%	39.5%	39.9%	38.2%	46.6%	41.6%
NET: Agree (5-7)	84.6%-	85.8%+	86.1%	84.9%	89.0%	83.1%
n=	10,211	9,810	8,287	1,523	463	756
<b>Q24. I have access to the equipment necessary for my training</b>						
NET: Disagree (1-3)	6.5%	7.0%	6.6%-	8.3%+	6.4%	8.3%
1 – Strongly disagree	1.4%	1.2%	1.1%	1.5%	0.0%	1.8%
2	1.7%	2.1%	2.1%	2.3%	2.4%	2.5%
3	3.4%	3.7%	3.5%	4.5%	4.0%	4.0%
4	8.7%	7.9%	7.9%	8.1%	5.0%	8.9%
5	17.6%	16.2%	16.0%	16.8%	13.2%	15.7%
6	26.4%	28.3%	28.7%	26.8%	21.4%	24.2%
7 – Strongly agree	40.8%	40.6%	40.7%	40.0%	53.9%	43.0%
NET: Agree (5-7)	84.8%	85.0%	85.5%	83.6%	88.5%	82.8%
n=	9,770	9,504	7,994	1,510	453	735

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

**Summary:  
WA State Results 2014**

	Learning Resources are up to date and relevant to my studies	Computer and Software available on campus suit my needs	The library has up to date and useful resources that help me with my studies	The library provides good services which help my studies	The overall campus is a pleasant place to learn	The campus buildings are well maintained
<b>Q25-Q30. The following statements are about the quality of resources at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Summary)</b>						
NET: Disagree (1-3)	9.0%	9.2%	9.8%	8.9%	4.4%	6.6%
1 – Strongly disagree	2.0%	2.0%	2.6%	2.4%	0.8%	1.1%
2	2.4%	2.4%	2.4%	2.3%	1.0%	1.8%
3	4.6%	4.8%	4.8%	4.3%	2.6%	3.7%
4	9.4%	9.4%	12.8%	13.0%	7.9%	10.1%
5	19.6%	17.9%	21.1%	20.1%	18.5%	20.3%
6	29.4%	28.2%	27.2%	26.7%	30.2%	30.6%
7 – Strongly agree	32.7%	35.3%	29.1%	31.3%	39.0%	32.4%
NET: Agree (5-7)	81.6%	81.4%	77.5%	78.1%	87.7%	83.3%
n=	9,354	8,127	7,335	7,405	8,781	8,813

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q25-Q30. The following statements are about the quality of resources at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)<sup>1</sup></b>						
<b>Q25. Learning resources are up to date and relevant to my studies</b>						
NET: Disagree (1-3)	8.1%	9.0%	8.3%-	11.1%+	5.5%-	11.5%+
1 – Strongly disagree	1.8%	2.0%	1.9%	2.1%	0.9%	3.1%
2	2.1%	2.4%	2.2%	3.1%	1.4%	2.8%
3	4.2%	4.6%	4.2%	5.9%	3.2%	5.5%
4	10.7%	9.4%	8.7%	11.7%	6.5%	9.0%
5	20.5%	19.6%	18.7%	22.5%	17.4%	16.5%
6	26.9%	29.4%	29.9%	27.6%	24.5%	26.3%
7 – Strongly agree	33.7%	32.7%	34.5%	27.0%	46.2%	36.8%
NET: Agree (5-7)	81.1%	81.6%	83.1%+	77.1%-	88.1%+	79.6%
n=	9,655	9,354	7,893	1,461	441	725
<b>Q26. The computers and software available on campus are suitable for my needs</b>						
NET: Disagree (1-3)	8.1%-	9.2%+	8.2%-	12.4%+	6.0%-	11.8%+
1 – Strongly disagree	1.7%	2.0%	1.8%	2.7%	1.1%	4.0%
2	2.0%	2.4%	2.2%	3.1%	0.5%	1.9%
3	4.4%	4.8%	4.2%	6.6%	4.4%	5.9%
4	10.7%	9.4%	8.6%	12.1%	6.6%	8.6%
5	19.1%	17.9%	16.9%	21.2%	17.3%	18.1%
6	25.8%	28.2%	28.2%	27.9%	21.6%	25.9%
7 – Strongly agree	36.4%	35.3%	38.2%	26.4%	48.6%	35.6%
NET: Agree (5-7)	81.2%	81.4%	83.2%+	75.5%-	87.5%+	79.6%
n =	8,270	8,127	6,858	1,269	398	665

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q25-Q30. The following statements are about the quality of resources at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)<sup>1</sup></b>						
<b>Q27. The library has up to date and useful resources that help me with my studies</b>						
NET: Disagree (1-3)	9.3%	9.8%	9.1%-	12.1%+	6.0%-	12.8%+
1 – Strongly disagree	2.4%	2.6%	2.5%	3.1%	1.6%	4.6%
2	2.2%	2.4%	2.3%	2.7%	1.0%	2.8%
3	4.7%	4.8%	4.3%	6.3%	3.3%	5.4%
4	14.1%	12.8%	11.9%	15.5%	10.3%	12.8%
5	21.2%	21.1%	20.7%	22.4%	15.7%	18.7%
6	24.8%	27.2%	27.3%	26.9%	25.3%	21.6%
7 – Strongly agree	30.5%	29.1%	31.0%	23.1%	42.7%	34.2%
NET: Agree (5-7)	76.6%	77.5%	79.0%+	72.5%-	83.7%+	74.4%
n=	7,490	7,335	6,237	1,098	349	600
<b>Q28. The library provides good services which help my studies</b>						
NET: Disagree (1-3)	8.9%	8.9%	8.2%-	11.4%+	7.6%	10.7%
1 – Strongly disagree	2.2%	2.4%	2.1%	3.0%	2.5%	3.5%
2	2.4%	2.3%	2.2%	2.7%	1.1%	3.0%
3	4.3%	4.3%	3.8%	5.7%	4.0%	4.2%
4	13.0%	13.0%	12.0%	16.1%	10.6%	12.2%
5	20.1%	20.1%	18.7%	24.5%	20.5%	15.0%
6	24.5%	26.7%	27.3%	24.7%	23.3%	24.2%
7 – Strongly agree	33.5%	31.3%	33.8%	23.3%	38.0%	37.9%
NET: Agree (5-7)	78.1%	78.1%	79.8%+	72.6%-	81.8%	77.1%
n=	7,553	7,405	6,293	1,112	343	598
<b>Q29. The overall campus is a pleasant place to learn</b>						
NET: Disagree (1-3)	5.0%	4.4%	3.9%-	5.8%+	2.8%	5.7%
1 – Strongly disagree	0.8%	0.8%	0.7%	1.1%	1.3%	1.7%
2	1.4%	1.0%	1.0%	1.2%	0.2%	1.2%
3	2.8%	2.6%	2.3%	3.5%	1.3%	2.8%
4	8.1%	7.9%	7.2%	10.3%	4.8%	7.4%
5	19.3%	18.5%	17.3%	22.2%	14.9%	19.1%
6	29.3%	30.2%	29.9%	30.9%	23.3%	22.8%
7 – Strongly agree	38.3%	39.0%	41.7%	30.8%	54.3%	45.1%
NET: Agree (5-7)	86.8%	87.7%	88.9%+	83.9%-	92.4%+	87.0%
n=	9,065	8,781	7,362	1,419	422	703
<b>Q30. The campus buildings are well maintained</b>						
NET: Disagree	7.3%	6.6%	6.4%	7.3%	3.2%-	9.0%+
1 – Strongly disagree	1.3%	1.1%	1.2%	1.1%	0.9%	1.7%
2	1.7%	1.8%	1.8%	2.0%	1.1%	2.1%
3	4.3%	3.7%	3.5%	4.2%	1.1%	5.2%
4	11.5%	10.1%	9.1%	12.9%	6.4%	8.3%
5	21.4%	20.3%	19.8%	21.8%	18.5%	17.6%
6	27.3%	30.6%	30.8%	29.8%	23.2%	29.4%
7 – Strongly agree	32.5%	32.4%	33.9%	28.1%	48.7%	35.7%
NET: Agree	81.2%-	83.3%+	84.5%+	79.8%-	90.5%+	82.7%
n=	9,097	8,813	7,392	1,421	422	704

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q31. Overall, how satisfied are you with your course? <sup>1</sup></b>						
NET: Satisfied	85.9%-	86.9%+	86.3%-	89.0%+	93.7%+	82.5%-
5 – Very satisfied (4-5)	39.9%	40.1%	41.1%	37.0%	53.5%	42.4%
4	46.0%	46.8%	45.2%	52.0%	40.1%	40.0%
3	8.9%	8.5%	8.9%	7.4%	5.5%	11.4%
2	3.5%	3.2%	3.4%	2.6%	0.4%	4.3%
1 – Very dissatisfied (4-5)	1.7%	1.3%	1.4%	1.0%	0.4%	1.9%
NET: Dissatisfied	5.2%+	4.5%-	4.8%+	3.5%-	0.8%-	6.2%+
n=	10,333	9,905	8,375	1,530	469	767

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q33a-Q42a (Awareness). Which of the following services offered by your training provider are you aware of?<sup>1</sup></b>						
Flexible learning options	68.3%-	72.1%+	77.5%+	54.9%-	69.6%	74.9%
Flexible assessment	71.6%-	73.7%+	76.7%+	64.0%-	74.7%	75.7%
Literacy and numeracy support	62.6%-	68.4%+	68.6%	67.4%	77.5%+	68.8%
Financial assistance	53.2%-	62.8%+	63.5%	60.7%	65.7%	64.8%
Career advice and planning	56.8%	58.2%	58.6%	57.1%	66.1%+	58.8%
Other counselling services	48.7%	49.7%	51.1%+	45.1%-	52.9%	55.8%+
A mentor/ person to support me	50.9%-	53.4%+	52.5%-	56.1%+	64.1%+	54.2%
English language assistance for ESL	57.5%-	62.8%+	64.0%+	59.2%-	62.5%	65.3%
Customised equipment /adjustments for physical access	61.9%-	63.9%+	64.0%	63.4%	71.3%+	66.5%
Reasonable adjustment /accommodation	39.4%-	44.8%+	44.8%	44.6%	52.7%+	50.8%+
<b>Q33b-Q42b (Usage) Which of the following services have you used? (Rebased on total)<sup>1</sup></b>						
Flexible learning options	35.5%	36.9%	43.0%+	17.0%-	33.4%	39.7%
Flexible assessment	33.1%-	35.3%+	39.5%+	21.6%-	41.0%+	43.2%+
Literacy and numeracy support	10.9%-	13.0%+	13.7%+	10.9%-	25.3%+	19.1%+
Financial assistance	15.5%-	25.1%+	27.6%+	17.1%-	30.2%+	31.5%+
Career advice and planning	16.4%	17.2%	18.1%+	14.3%-	24.3%+	18.3%
Other counselling services	6.9%	6.7%	7.6%+	3.7%-	10.8%+	14.5%+
A mentor/ person to support me	17.1%-	18.5%+	19.1%+	16.4%-	32.1%+	26.6%+
English language assistance for ESL	5.5%	5.9%	6.7%+	3.4%-	10.0%+	6.4%
Customised equipment /adjustments for physical access	8.2%-	12.0%+	12.8%+	9.3%-	18.6%+	16.8%+
Reasonable adjustment /accommodation	4.8%-	5.7%+	6.1%+	4.3%-	7.7%	11.3%+
TOTAL SAMPLE	10,335	9,905	8,375	1,530	469	767

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

Summary: WA State Results 2014	Flexible learning options	Flexible assessment	Literacy and numeracy support	Financial assistance	Career advice and planning
<b>Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied (Summary)</b>					
NET: Not satisfied (1-3)	4.3%	1.7%	3.0%	4.6%	3.1%
1 - Not at all satisfied	1.1%	0.2%	0.5%	0.8%	0.5%
2	1.4%	0.4%	1.1%	1.0%	0.6%
3	1.8%	1.0%	1.4%	2.8%	2.0%
4	6.3%	4.9%	6.6%	8.0%	5.7%
5	14.3%	13.5%	16.6%	16.9%	18.0%
6	26.4%	26.4%	28.2%	25.3%	27.2%
7 - Very satisfied	48.7%	53.5%	45.6%	45.1%	46.0%
NET: Satisfied (5-7)	89.4%	93.4%	90.4%	87.4%	91.1%
n=	3,956	3,631	1,270	2,555	1,674

Summary: WA State Results 2014	Other counselling services	A mentor or person to support me during my studies	English language assistance where English is not the first language	Customised equipment or adjustments for physical access	Reasonable adjustment/accommodation
<b>Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied (Summary)</b>					
NET: Not satisfied (1-3)	4.5%	1.4%	2.4%	1.8%	2.1%
1 - Not at all satisfied	0.9%	0.3%	0.3%	0.1%	0.1%
2	1.0%	0.5%	0.8%	0.8%	0.7%
3	2.6%	0.6%	1.3%	0.9%	1.2%
4	5.9%	5.1%	5.4%	5.0%	6.3%
5	17.4%	11.2%	13.9%	18.4%	12.8%
6	24.7%	24.0%	21.3%	26.3%	25.7%
7 - Very satisfied	47.4%	58.4%	57.0%	48.5%	53.1%
NET: Satisfied (5-7)	89.5%	93.6%	92.2%	93.2%	91.6%
n=	666	1,824	563	1,142	504

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied (Detailed)<sup>1</sup></b>						
<b>Q33c. Flexible learning options</b>						
NET: Not satisfied (1-3)	4.9%	4.3%	4.5%	3.1%	1.0%-	4.1%
1 - Not at all satisfied	1.4%	1.1%	1.2%	0.4%	0.5%	0.8%
2	1.5%	1.4%	1.6%	0.5%	0.0%	1.4%
3	2.0%	1.8%	1.7%	2.2%	0.4%	1.9%
4	7.2%	6.3%	6.2%	6.9%	1.5%	5.6%
5	15.2%	14.3%	14.1%	15.8%	18.4%	17.1%
6	22.8%	26.4%	26.2%	28.2%	19.1%	26.0%
7 - Very satisfied	49.9%	48.7%	49.0%	46.0%	60.0%	47.2%
NET: Satisfied (5-7)	87.9%	89.4%	89.3%	90.0%	97.5%+	90.3%
n=	3,943	3,956	3,660	296	184	317
<b>Q34c. Flexible assessment</b>						
NET: Not satisfied (1-3)	2.2%	1.7%	1.7%	1.7%	0.0%	2.3%
1 - Not at all satisfied	0.3%	0.2%	0.3%	0.0%	0.0%	0.4%
2	0.6%	0.4%	0.4%	0.9%	0.0%	0.5%
3	1.3%	1.0%	1.0%	0.8%	0.0%	1.5%
4	5.9%	4.9%	4.4%	8.2%	9.1%	5.5%
5	14.4%	13.5%	13.2%	15.1%	14.2%	11.1%
6	23.3%	26.4%	27.1%	22.5%	23.9%	27.8%
7 - Very satisfied	54.2%	53.5%	53.6%	52.6%	52.8%	53.3%
NET: Satisfied (5-7)	92.0%-	93.4%+	94.0%+	90.1%-	90.9%	92.2%
n=	3,532	3,631	3,274	357	203	326
<b>Q35c. Literacy and numeracy support</b>						
NET: Not satisfied (1-3)	3.1%	3.0%	2.8%	4.2%	0.6%	4.4%
1 - Not at all satisfied	0.9%	0.5%	0.3%	1.6%	0.0%	0.0%
2	0.7%	1.1%	1.0%	1.8%	0.0%	1.5%
3	1.5%	1.4%	1.5%	0.9%	0.6%	2.8%
4	7.1%	6.6%	6.2%	8.1%	4.2%	4.9%
5	17.9%	16.6%	16.8%	15.8%	15.5%	12.0%
6	22.6%	28.2%	28.4%	27.3%	24.8%	28.9%
7 - Very satisfied	49.3%	45.6%	45.9%	44.5%	54.9%	49.8%
NET: Satisfied (5-7)	89.8%	90.4%	91.1%	87.7%	95.1%	90.7%
n=	1,091	1,270	1,107	163	123	138
<b>Q36c. Financial assistance</b>						
NET: Not satisfied (1-3)	4.9%	4.6%	4.5%	4.8%	1.9%	3.9%
1 - Not at all satisfied	0.8%	0.8%	0.7%	1.0%	0.3%	0.9%
2	0.9%	1.0%	1.1%	0.3%	0.4%	1.1%
3	3.2%	2.8%	2.7%	3.5%	1.2%	1.9%
4	8.8%	8.0%	7.8%	8.9%	9.2%	4.6%
5	19.0%	16.9%	15.8%	22.8%	20.2%	16.3%
6	20.5%	25.3%	26.2%	21.1%	18.5%	25.1%
7 - Very satisfied	46.8%	45.1%	45.7%	42.4%	50.2%	50.0%
NET: Satisfied (5-7)	86.3%	87.4%	87.6%	86.3%	88.8%	91.5%
n=	1,587	2,555	2,306	249	152	238

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied (Detailed)<sup>1</sup></b>						
<b>Q37c. Career advice and planning</b>						
NET: Not satisfied (1-3)	4.0%	3.1%	3.3%	2.5%	1.1%	2.0%
1 - Not at all satisfied	1.0%	0.5%	0.6%	0.0%	0.6%	0.5%
2	0.8%	0.6%	0.6%	0.7%	0.0%	0.0%
3	2.1%	2.0%	2.1%	1.8%	0.6%	1.5%
4	6.7%	5.7%	5.6%	6.3%	5.8%	4.9%
5	18.9%	18.0%	18.1%	17.5%	15.2%	18.2%
6	23.8%	27.2%	26.5%	30.0%	24.3%	23.5%
7 - Very satisfied	46.7%	46.0%	46.5%	43.7%	53.6%	51.5%
NET: Satisfied (5-7)	89.4%	91.1%	91.1%	91.2%	93.1%	93.2%
n=	1,639	1,674	1,467	207	123	134
<b>Q38c. Other counselling services</b>						
NET: Not satisfied (1-3)	4.3%	4.5%	5.0%	1.5%	0.0%	5.6%
1 - Not at all satisfied	1.3%	0.9%	1.0%	0.0%	0.0%	0.5%
2	0.2%	1.0%	1.1%	0.0%	0.0%	0.7%
3	2.7%	2.6%	2.8%	1.5%	0.0%	4.5%
4	6.5%	5.9%	4.9%	12.7%	9.0%	2.5%
5	20.3%	17.4%	17.1%	19.3%	33.6%	11.4%
6	19.9%	24.7%	25.1%	22.1%	19.9%	28.9%
7 - Very satisfied	49.1%	47.4%	47.9%	44.4%	37.4%	51.6%
NET: Satisfied (5-7)	89.3%	89.5%	90.1%	85.8%	91.0%	91.9%
n=	684	666	617	49	53	108
<b>Q39c. A mentor/ person to support me during my studies</b>						
NET: Not satisfied (1-3)	2.4%+	1.4%-	1.2%	2.0%	0.4%	2.9%+
1 - Not at all satisfied	0.7%	0.3%	0.4%	0.0%	0.0%	0.0%
2	0.2%	0.5%	0.4%	0.8%	0.0%	1.1%
3	1.5%	0.6%	0.5%	1.2%	0.4%	1.8%
4	5.1%	5.1%	4.6%	6.6%	4.4%	2.6%
5	13.4%	11.2%	11.6%	9.7%	10.1%	8.6%
6	20.8%	24.0%	24.3%	23.1%	19.7%	24.3%
7 - Very satisfied	58.4%	58.4%	58.3%	58.6%	65.4%	61.7%
NET: Satisfied (5-7)	92.5%	93.6%	94.1%	91.4%	95.2%	94.6%
n=	1,738	1,824	1,548	276	168	189
<b>Q40c. English language assistance for ESL</b>						
NET: Not satisfied (1-3)	3.8%	2.4%	2.8%	0.0%	2.1%	0.0%
1 - Not at all satisfied	1.4%	0.3%	0.4%	0.0%	0.0%	0.0%
2	0.8%	0.8%	0.9%	0.0%	0.0%	0.0%
3	1.6%	1.3%	1.5%	0.0%	2.1%	0.0%
4	5.5%	5.4%	4.2%	13.4%	3.1%	1.9%
5	18.3%	13.9%	14.2%	11.9%	19.4%	18.1%
6	19.3%	21.3%	21.0%	23.2%	18.7%	13.0%
7 - Very satisfied	53.1%	57.0%	57.9%	51.6%	56.8%	67.0%
NET: Satisfied (5-7)	90.7%	92.2%	93.0%	86.6%	94.9%	98.1%
n=	528	563	514	49	53	40

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.



	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied (Detailed)<sup>1</sup></b>						
<b>Q41c. Customised equipment /adjustments for physical access</b>						
NET: Not satisfied (1-3)	3.2%	1.8%	1.8%	1.6%	0.0%	1.7%
1 - Not at all satisfied	0.4%	0.1%	0.2%	0.0%	0.0%	0.0%
2	0.8%	0.8%	0.8%	0.6%	0.0%	1.7%
3	2.0%	0.9%	0.8%	1.1%	0.0%	0.0%
4	7.7%	5.0%	5.0%	4.9%	4.5%	8.8%
5	17.9%	18.4%	17.1%	24.2%	25.6%	19.1%
6	22.7%	26.3%	26.1%	27.0%	12.1%	24.6%
7 - Very satisfied	48.4%	48.5%	49.9%	42.3%	57.8%	45.8%
NET: Satisfied (5-7)	89.1%-	93.2%+	93.1%	93.5%	95.5%	89.5%
n=	798	1,142	1,011	131	90	123
<b>Q42c. Reasonable adjustment /accommodation</b>						
NET: Not satisfied (1-3)	5.3%+	2.1%-	1.7%	3.9%	0.0%	1.0%
1 - Not at all satisfied	0.7%	0.1%	0.2%	0.0%	0.0%	0.0%
2	1.7%	0.7%	0.0%	3.9%	0.0%	1.0%
3	2.9%	1.2%	1.5%	0.0%	0.0%	0.0%
4	8.7%	6.3%	5.6%	9.4%	5.8%	5.6%
5	18.0%	12.8%	12.8%	12.6%	24.4%	17.1%
6	19.7%	25.7%	23.9%	33.8%	20.0%	21.5%
7 - Very satisfied	48.3%	53.1%	56.0%	40.3%	49.8%	54.9%
NET: Satisfied (5-7)	86.0%-	91.6%+	92.7%	86.7%	94.2%	93.4%
n=	436	504	444	60	40	70

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q43. Which of the following types of assistive technology to access material for your course do you use?<sup>1</sup></b>						
Screen reader	n/a	14.7%	16.2%+	7.9%-	13.3%	11.1%
Modified input device	n/a	7.9%	8.5%	5.1%	8.8%	5.4%
Text-to-speech (TTS)	n/a	7.2%	7.7%	4.9%	1.9%-	9.5%
Screen magnifier	n/a	6.7%	7.4%	3.7%	5.6%	7.6%
Speech synthesizer	n/a	5.0%	5.5%	2.6%	1.9%	3.4%
Other	n/a	4.3%	4.9%+	1.4%-	3.4%	8.3%+
None of the above	n/a	74.9%	72.2%-	86.6%+	76.9%	71.9%
n=	n/a	1,299	1,149	150	99	161

<sup>1</sup> Question asked for first time in 2014.

	State 2012	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q44. How much online-learning is in your course?<sup>1</sup></b>						
NET: More than half (All + Most)	16.9%-	20.6%+	24.8%+	6.9%-	18.2%	21.8%
(Nearly) All (90% to 100%)	9.8%-	12.3%+	15.1%+	3.1%-	10.2%	12.3%
Most (about 75%)	7.1%-	8.3%+	9.7%+	3.8%-	7.9%	9.5%
Half (about 50%)	12.1%	12.9%	14.0%+	9.0%-	12.6%	14.1%
Some (about 25%)	32.5%+	30.2%-	29.3%-	33.1%+	30.4%	32.7%
None (0%)	38.5%+	36.4%-	31.9%-	51.0%+	38.8%	31.4%-
NET: Less than half (Some + None)	71.0%+	66.6%-	61.2%-	84.1%+	69.2%	64.1%
n=	10,830	9,905	8,375	1,530	469	767

<sup>1</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

**Summary:**  
**WA State Results 2014**

Online learning suits  
my needs

I receive adequate support to  
help me with online learning

I would like to see more online  
learning in my course

**Q45-Q47. Please rate the extent to which you strongly disagree or strongly agree with each statement with regards to the online learning you receive. (Summary)**

NET: Disagree (1-3)	20.1%	16.1%	33.3%
1 – Strongly disagree	5.2%	4.0%	11.0%
2	6.2%	4.5%	10.4%
3	8.7%	7.6%	11.9%
4	17.0%	15.9%	20.8%
5	18.6%	21.9%	17.6%
6	17.0%	20.3%	11.8%
7 – Strongly agree	27.3%	25.8%	16.7%
NET: Agree (5-7)	62.9%	68.0%	46.0%
n=	6,200	6,076	5,841

State 2012

State 2014

IBS

EBS

Aboriginal  
students

Students with  
disability

**Q45-Q47 (Agreement). Please rate the extent to which you strongly disagree or strongly agree with each statement with regards to the online learning you receive. (Detailed)**

	State 2012	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q45. Online learning suits my needs<sup>1</sup></b>						
NET: Disagree (1-3)	14.8%-	20.1%+	18.4%-	28.0%+	20.3%	22.9%
1 – Strongly disagree	3.4%	5.2%	5.2%	5.2%	4.8%	7.2%
2	4.6%	6.2%	5.4%	9.7%	8.1%	6.7%
3	6.9%	8.7%	7.8%	13.1%	7.5%	9.0%
4	14.3%	17.0%	15.6%	23.4%	15.7%	17.6%
5	18.4%	18.6%	18.2%	20.5%	21.5%	19.9%
6	22.3%	17.0%	17.9%	13.1%	12.4%	17.7%
7 – Strongly Agree	30.2%	27.3%	29.9%	15.0%	30.1%	22.0%
NET: Agree (5-7)	70.9%+	62.9%-	66.0%+	48.7%-	64.0%	59.5%
n=	6,459	6,200	5,488	712	283	487
<b>Q46. I receive adequate support to help me with online learning<sup>2</sup></b>						
NET: Disagree (1-3)	n/a	16.1%	15.4%-	19.4%+	13.6%	20.0%+
1 – Strongly disagree	n/a	4.0%	4.0%	4.2%	3.5%	5.5%
2	n/a	4.5%	4.4%	5.1%	2.2%	5.3%
3	n/a	7.6%	7.0%	10.1%	7.8%	9.3%
4	n/a	15.9%	15.0%	20.1%	14.9%	14.5%
5	n/a	21.9%	21.3%	24.4%	19.3%	19.2%
6	n/a	20.3%	21.1%	17.0%	17.6%	21.9%
7 – Strongly agree	n/a	25.8%	27.3%	19.1%	34.5%	24.4%
NET: Agree (5-7)	n/a	68.0%	69.6%+	60.5%-	71.5%	65.5%
n=	n/a	6,076	5,377	699	284	470
<b>Q47. I would like to see more online learning in my course<sup>2</sup></b>						
NET: Disagree (1-3)	n/a	33.3%	31.9%-	38.9%+	25.5%-	35.6%
1 – Strongly disagree	n/a	11.0%	10.6%	12.7%	11.6%	11.3%
2	n/a	10.4%	10.1%	11.6%	8.1%	9.6%
3	n/a	11.9%	11.2%	14.6%	5.8%	14.6%
4	n/a	20.8%	20.2%	23.1%	21.3%	19.7%
5	n/a	17.6%	17.9%	16.0%	21.1%	16.7%
6	n/a	11.8%	12.3%	9.5%	12.2%	12.0%
7 – Strongly agree	n/a	16.7%	17.6%	12.5%	19.9%	16.1%
NET: Agree (5-7)	n/a	46.0%	47.9%+	38.0%-	53.2%+	44.7%
n=	n/a	5,841	5,133	708	272	465

<sup>1</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

<sup>2</sup> Question asked for first time in 2014.

	State 2012	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q48. Did your training provider tell you about Recognition of Prior Learning (RPL)?<sup>1</sup></b>						
Yes	67.5%+	62.9%-	62.1%-	65.5%+	63.5%	61.4%
No	32.5%-	37.1%+	37.9%+	34.5%-	36.5%	38.6%
n=	10,804	9,900	8,370	1,530	469	766
<b>Q49. Did you apply for RPL for your current course?<sup>1</sup></b>						
Yes	21.6%	21.2%	20.3%-	24.4%+	16.2%-	22.3%
No	78.4%	78.8%	79.7%+	75.6%-	83.8%+	77.7%
n=	10,815	9,900	8,370	1,530	469	766
<b>Q50. Did you receive any RPL for your current course?<sup>1 2</sup></b>						
Yes	84.6%+	81.6%-	82.0%	80.8%	85.1%	76.2%
No	15.4%-	18.4%+	18.0%	19.2%	14.9%	23.8%
n=	2,338	2,063	1,670	393	78	165

<sup>1</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

<sup>2</sup> The results to question 50 exclude students who answered 'No' in question 49.

	State 2012	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q51. How would you rate the application process when you applied to get RPL? Please rate the extent to which the application process was very difficult or very easy. (Detailed)<sup>1 2</sup></b>						
NET: Difficult (1-3)	13.4%-	15.8%+	15.3%	17.3%	12.6%	25.3%+
1 – Very difficult	4.4%	4.8%	4.9%	4.8%	4.1%	8.5%
2	3.6%	4.2%	3.7%	5.9%	2.0%	8.6%
3	5.3%	6.8%	6.8%	6.6%	6.5%	8.3%
4	15.0%	13.4%	13.5%	13.0%	12.8%	10.0%
5	18.0%	15.8%	15.4%	16.8%	15.8%	11.7%
6	19.6%	20.1%	21.0%	17.3%	9.3%	23.0%
7 – Very Easy	34.0%	35.0%	34.7%	35.6%	49.5%	29.9%
NET: Easy (5-7)	71.6%	70.8%	71.2%	69.8%	74.6%	64.7%
n=	2,224	1,960	1,595	365	72	156

<sup>1</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

<sup>2</sup> The results to question 51 exclude students who answered 'No' in question 49.

	State 2012	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q52. Who paid for your course fees?<sup>1</sup></b>						
I did	61.1%+	53.6%-	58.8%+	36.5%-	24.4%-	56.1%
My employer	20.0%-	24.3%+	12.5%-	62.6%+	35.7%+	11.1%-
Parent/partner/family/friends	19.5%+	15.4%-	18.7%+	4.8%-	10.6%-	20.2%+
VET FEE-HELP	n/a	8.2%	10.7%+	0.3%-	5.0%-	10.1%
Centrelink	3.0%-	4.0%+	5.1%+	0.5%-	6.7%+	9.9%+
Employment agency/Career Advisory Service	2.4%	2.8%	3.3%+	1.3%-	13.5%+	6.9%+
Government	2.0%-	2.4%+	2.9%+	0.7%-	3.4%	4.0%+
School teacher/school counsellors	0.4%-	0.8%+	0.9%+	0.1%-	0.9%	0.7%
Training provider advisor	0.6%	0.8%	0.9%	0.4%	7.8%+	1.7%+
Other (various mentions)	1.3%-	0.7%+	0.8%+	0.2%-	1.8%+	1.2%
No fees were charged (e.g. scholarship)	0.7%	0.9%	1.0%+	0.4%-	2.7%+	2.0%+
n=	10,800	9,905	8,375	1,530	469	767

<sup>1</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

	State 2012	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q53. Before you enrolled did you know what the total fees of your course would be?</b> <sup>1</sup>						
Yes	47.4%	47.7%	55.8%+	21.5%-	34.2%-	51.8%+
No	42.9%+	37.8%-	36.0%-	43.7%+	37.7%	39.9%
N/A (Did not pay fees/ fees not charged)	9.7%-	14.5%+	8.2%-	34.8%+	28.1%+	8.4%-
n=	10,827	9,902	8,372	1,530	469	766

<sup>1</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

	State 2012	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q54. How easy or difficult was it to access information about the fees for your courses? (Detailed)</b> <sup>1</sup>						
NET: Difficult (1-3)	12.7%-	18.9%+	18.7%	19.7%	10.7%-	22.0%+
1 – Very difficult	2.6%	4.9%	4.9%	5.0%	4.3%	6.9%
2	3.5%	5.5%	5.5%	5.7%	3.7%	6.1%
3	6.6%	8.4%	8.3%	9.0%	2.7%	9.0%
4	15.2%	14.2%	13.6%	17.2%	13.4%	13.8%
5	19.5%	16.9%	16.2%	20.1%	19.1%	16.0%
6	20.9%	18.8%	19.1%	17.1%	20.4%	16.4%
7 – Very Easy	31.7%	31.2%	32.4%	25.9%	36.4%	31.7%
NET: Easy (5-7)	72.0%+	66.9%-	67.7%+	63.1%-	75.9%+	64.2%
n=	9,688	8,539	7,586	953	346	690

<sup>1</sup> This question was not asked in 2013. 2012 data have been provided for comparison purposes.

	State 2013	State 2014	IBS	EBS	Aboriginal students	Students with disability
<b>Q55. Are you an Australian citizen or permanent resident of Australia?</b> <sup>1</sup>						
Yes, Australian citizen / permanent resident	97.1%	97.2%	96.6%-	99.5%+	99.7%+	99.0%+
No, neither of the above	2.9%	2.8%	3.4%+	0.5%-	0.3%-	1.0%-
<b>Q56. Please answer the following questions with 'YES' or 'NO' (All 'Yes' responses)</b>						
Are you of Aboriginal or Torres Strait Islander origin?	4.8%	5.1%	5.2%	4.7%	100.0%+	6.0%
Do you live 100 kilometres or more from your training provider?	16.5%	17.5%	16.8%-	19.8%+	23.2%+	16.0%
Have you lived in Australia for 5 years or less?	26.6%	26.9%	28.1%+	23.0%-	34.4%+	26.6%
Is English your first language?	82.9%	82.8%	79.4%-	93.7%+	92.4%+	88.9%+
Do you have a disability, impairment or long-term condition?	7.4%	7.5%	8.8%+	3.6%-	8.9%	100.0%+
Does your disability, impairment or long-term condition affect your studies? (rebased on all)	3.8%	3.8%	4.5%+	1.5%-	3.6%	50.6%+
TOTAL SAMPLE	10,335	9,905	8,375	1,530	469	767

<sup>1</sup> The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2014 average.

## 11. Detailed methodology

### Project approach

The 2014 WA Student Satisfaction Survey fieldwork was conducted between 3 September 2014 and 5 November.

The survey methodology used the following data collection techniques to maximise responses across the diverse student population:

- ☛ **Email:** an email with a link to an online questionnaire was sent to all eligible students with a known and valid email address. Approximately 29,950 emails were sent on 3 September 2014 and several reminder emails were sent after. On 14 October 2014, a further approximately 9,350 emails were sent to a unique group of 'late enrolments students' who hadn't received any emails before. In total approximately 39,300 emails with an invitation to participate in the WA Student Satisfaction Survey were sent to eligible students in 2014. The last reminder email was sent on 27 October 2014.
- ☛ **Online:** the Student Satisfaction Survey website ([www.wastudentsurvey.com](http://www.wastudentsurvey.com)) was created with information about the survey and a direct link to the online questionnaire (launched 3 September 2014). The link to the survey was closed on Friday 31 October 2014.
- ☛ **Postal:** approximately 2,000 blank hard-copy questionnaires were printed and sent to dedicated contacts at each training provider. This mail-out targeted 'hard to find' students and students who required additional support to complete the survey (the mail out started in the week of 8 September 2014). The dedicated contacts managed the process of distributing questionnaires on location, and then collated the responses to return them for processing.
- ☛ **Computer Assisted Telephone Interviewing (CATI):** telephone interviews were used to achieve quotas in underrepresented student groups. The fieldwork started on 20 October 2014 and finished on 5 November. This year the CATI follow-up interviews targeted respondents who had not fully completed their surveys online; they were asked to finish the survey by telephone. Also, West Coast Institute of Training was specifically targeted as at the start of the CATI follow-up interviews, they were the only training providers for which a 15% 'gross' completion rate had not been achieved yet via other methodologies. An additional 92 responses were generated through CATI interviewing.

### Sampling

A database with a total of **54,629** unique student records was used, representing the 'usable student population' for the 2014 survey.

The 2014 sampling strategy was based on several quota requirements specified by the Department of Training and Workforce Development, as follows.

- ☛ Achieve a minimum stratified sample of 8,000 usable responses overall.
- ☛ Achieve a response rate of 15% for each STP (soft quota).
- ☛ Achieve a maximum sampling error of +/-3% (at the 95% confidence level) for each metropolitan STP, except WAAPA.

- ☛ Achieve a maximum sampling error of +/-5% (at the 95% confidence level) for each regional STP and WAAPA.
- ☛ Achieve a minimum response rate of 15% of all IBS.
- ☛ Achieve a minimum response rate of 6% of all EBS.
- ☛ Achieve a minimum response rate of 6% of all Aboriginal students.
- ☛ At several stages in the fieldwork process, unique sample frames were created based on target responses for different quota cells.
- ☛ After the completion of all fieldwork 11,023 survey responses were matched back to the original 2014 student records obtained from the Australian Vocational Education and Training Management Information Statistical Standard system (AVETMISS). This matching process was conducted to gather AVETMISS respondent data and to exclude invalid, incomplete and double entries from the total survey sample. In this process, 1,118 invalid survey responses were removed from the sample, resulting in a net total survey sample of 9,905.

## Research data

Unless otherwise specified, data included in this report are from the 2014 WA Student Satisfaction Survey.

## Weighting

All data described in this report have been weighted to reflect the total student population based on a combination of student gender (male/female), age group (15-19, 20-29, 30-44, 45+), student status (IBS, EBS) and training provider. Weight cells with a zero count for the population and survey data were removed.

## Analyses in report

This report contains tables outlining the results of all questions asked in the Student Satisfaction Survey 2014. While some subgroup data are detailed in this report, not all sub-groups are shown. Additional data can be accessed from the 2014 Statistical Package for the Social Sciences (SPSS) data file and from the various sets of the 2014 data tables, which are provided separately. The statistical analysis described in this report used SPSS and Q Professional.

## Sample and population size

The sample size (n) for each question refers to the number of students, or the subgroup of students, who completed that specific question in the Student Satisfaction Survey in 2014. Please refer to past reports for sample and population data from previous years.

## Survey response – State level

In total, 9,905 unique and valid completed surveys were collected in 2014. The total number of valid completed surveys was 10,335 in 2013.

9,326 (94%) of respondents completed the survey online. This is comparable to 95% in 2013, but up from 88% in 2012. Online completion was via one of three ways; an email link (n= 5,840, 56%), the [www.wastudentsurvey.com](http://www.wastudentsurvey.com) website (n= 2,971, 31%) or a link in an SMS-text sent to students' mobiles (n= 515, 7%).

487 eligible students (5%) completed the survey as a blank paper questionnaire mailed distributed via their training providers. 92 students (1%) completed the survey by telephone (CATI).

In 2014, the total response rate is 18.1% (i.e. n= 9,905 / N=54,629). The response rates in 2012 and 2013 were 19.6% and 18.6%, respectively.

The confidence interval in 2014 is  $\pm 0.60\%$ . This means that with a 95% level of confidence, the survey results on a total level lie within -0.60% and + 0.60% of the actual results among the total student population. The standard error is 0.31%.

A brief comparison of response results between the current survey and previous surveys since 2010 is shown in the table below.

Scope	Usable Population	Usable Returns	Response Rate	Standard Error*	Confidence Interval (+/-) **
All State 2014	54,629	9,905	18.1%	0.31%	$\pm 0.60\%$
All State 2013	55,468	10,335	18.6%	0.31%	$\pm 0.61\%$
All State 2012	55,296	10,830	19.6%	0.30%	$\pm 0.58\%$
All State 2011	56,990	10,741	18.8%	0.28%	$\pm 0.55\%$
All State 2010	58,354	9,969	17.1%	0.32%	$\pm 0.61\%$

\* The standard error is calculated as  $= \sqrt{([p*(1-p)/n])} * \sqrt{((N - n) / (N-1))}$

In which p = 86.9% representing the 2014 overall average score on overall satisfaction (Question 31), 1-p = 13.1%, n= 9,905 is the actual sample size for question 31 and N = 54,630 is the total population;

\*\* The confidence interval is calculated as = 1.96 \* Standard Error.