THE UNIVERSITY OF MELBOURNE

**Evaluation Cycle 2007**

**Quality of Teaching Survey**

**Summary of the Semester 1 2007 Survey**

## 1. Background - About the Quality of Teaching Questionnaire

The Quality of Teaching (QoT) survey provides feedback from undergraduate and postgraduate students on their perceptions of the quality of teaching and their learning experience in each of their subjects. The survey has been used throughout the University since 1994 with some variation in the questions over that period. The survey is mandatory in all 'taught' subjects with exemptions allowed in certain circumstances such as subjects with low enrolments or where conducting the survey is not practical.

Common questions cover a student's understanding of what is expected of them in their subject, quality of teaching, intellectual stimulation, feedback on progress, interest of the teaching staff, the student's learning community, use of multimedia based technology and materials and overall satisfaction with the quality of their learning experience. Responses are provided on a five point scale ranging from strongly agree (5) to strongly disagree (1).

## 2. Summary of University outcomes

The Semester 1 2007 Quality of Teaching survey shows a mostly unchanged outcome from the previous semester. Undergraduate subjects had a small increase in the level of agreement for six of the nine questions, including Question 2 (well taught) and Question 9 (overall satisfaction), both of which are at their highest level. Postgraduate respondents continue to express a high level of satisfaction with their subjects, although there were minor reductions in agreement from the previous semester.

These outcomes show students to be largely satisfied with most aspects of their subjects. There remain, however, areas with poorer outcomes; namely students' perceptions of the feedback they receive, the use of information and communication technologies, subjects which are frequently rated poorly, as well as persistently low outcomes in some faculties. Some points in brief include:

- *Overall satisfaction with the quality of the learning experience in this subject (Question 9)*
  - 76.0% of respondents in undergraduate subjects agreed, up from 75.9%.
  - 81.2% of respondents in postgraduate subjects agreed, down from 81.6%.
  - The mean rating was 3.90 for undergraduate, and 4.06 for postgraduate subjects.
- *This subject was well taught (Question 2)*
  - 77.6% of respondents in undergraduate subjects agreed, up from 77.2%
  - 81.7% of respondents in postgraduate subjects agreed, down from 82.5%
  - The mean rating was 3.97 for undergraduate, and 4.11 for postgraduate subjects.
  - Both the proportion of subjects and the teaching load in undergraduate subjects rated poorly by students increased to 3.2%.
- Among undergraduate respondents:
  - 55.7% agreed they received helpful feedback in their subjects, down from 56.0% in Semester 2 2006 (Question 4);

- 68.5% agreed that they felt part of a group of students and staff committed to learning in their subjects, up from 67.5% in semester 2 2006 (Question 6);
- 57.2% agreed there was effective use of computer-based teaching materials in their subjects, up from 56.0% in Semester 2 2006 (Question 7); and
- 57.6% agreed the web-based materials in the subjects were helpful, up from 57.1% in Semester 2 2006. (Question 8).

**Areas for concern or further improvement**

- *Feedback:* Students in undergraduate subjects frequently do not perceive that they received helpful feedback on how they were going in their subjects.
  - Less than half of the respondents from Economics and Commerce (48.8%), Engineering (45.9%), and Law (49.4%) agreed they received helpful feedback.
- *Learning Community*: Students' perception that they felt part of a group of students and staff committed to learning in their subjects is comparatively low rated, but showing gradual improvement.
- *Frequently low rated subjects on Question 2 (well taught).*
  - 81 subjects (UG and PG) had a mean rating less than 3.2 in Semester 1 2007. Thirty-five were previously rated low since the 2002, including 18 subjects on a total of three or more occasions.
  - One quarter (8 of 36) of subjects with a mean rating less than 3.0 in Semester 1 2006 which were offered in Semester 1 2007 were again rated low.
- Although improving, the proportion of students who agree that the use of information and communication technologies in their subjects is low.
- Outcomes for Architecture, Building and Planning and Engineering subjects are persistently lower than the University average, and have declined from the previous semester. Half of the semester's poorly rated subjects are from these two faculties.

## 3. Overall University outcomes

### *3.1 Overall satisfaction (Question 9)*

Students' satisfaction with the quality of the learning experience in their subjects continues to be satisfactory, and shows only minor variation in agreement from the previous semester. The overall trend in agreement for students in undergraduate subjects is flat to modestly higher while the level of agreement for postgraduate subjects has reduced slightly (Figure 1)[1]. The main points for Semester 1 2007 are given below.

*Undergraduate subjects*

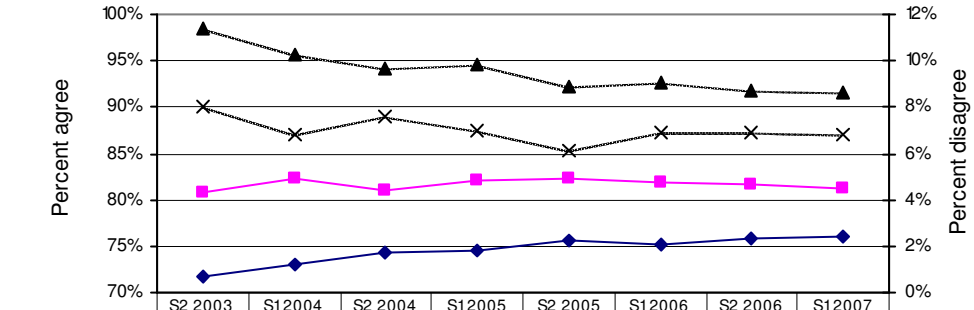
- 76.0% agreed that overall they were satisfied, up from 75.9% in Semester 2 2006;
- 8.6% disagreed, down from 8.7% in Semester 2 2006; and
- the mean rating was steady at 3.90.

*Postgraduate subjects*

- 81.2% agreed that overall they were satisfied, largely unchanged from the 81.6% in Semester 2 2006;
- 6.8% disagreed, improving only marginally over Semester 2 2006; and
- the mean rating was steady at 4.06.

[1] The marginally reducing trend in postgraduate outcomes is attributable to some degree to changes in respondent demographics. For example, the proportion of Education (Q9 above University mean) respondents has reduced from 15% of the sample to 10% of the sample from 2005 while Economics and Commerce (Q9 below University mean) has increased from 28% to 35% of the sample.

**Figure 1: Question 9 (overall satisfaction) percentage agree and disagree, Semester 2 2003 to Semester 1 2007**




| | S2 2003 | S12004 | S2 2004 | S12005 | S2 2005 | S12006 | S2 2006 | S12007 |
|---|---|---|---|---|---|---|---|---|
| UG %A | 71.7% | 73.1% | 74.3% | 74.5% | 75.6% | 75.1% | 75.9% | 76.0% |
| PG %A | 80.7% | 82.3% | 81.0% | 82.0% | 82.4% | 81.9% | 81.6% | 81.2% |
| UG%D | 11.4% | 10.3% | 9.7% | 9.8% | 8.9% | 9.1% | 8.7% | 8.6% |
| PG%D | 8.0% | 6.8% | 7.6% | 7.0% | 6.1% | 6.9% | 6.9% | 6.8% |

### 3.2 *This subject was well taught (Question 2)*

Students continue to indicate that their subjects are well taught. The Semester 1 2007 surveys shows the proportion of undergraduate respondents who agreed increased slightly and reached a new high. The proportion of students enrolled in postgraduate subjects who agreed reduced slightly, but still remains high at above eighty percent (Figure 2). The main points are given below, with faculty undergraduate outcomes charted in Figure 3.

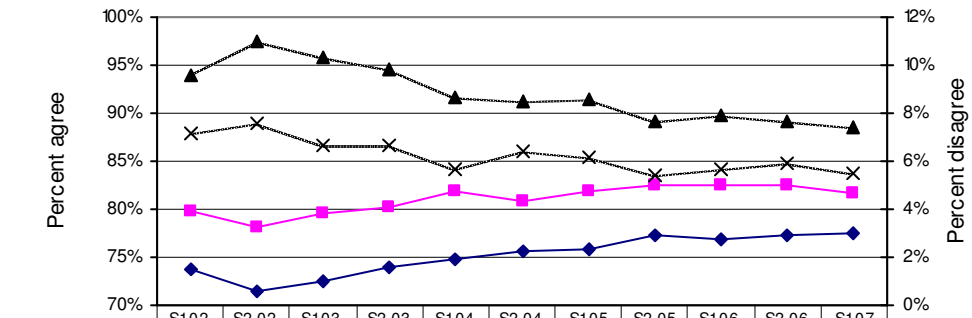
*Undergraduate subjects*

- 77.6% agreed that their subjects were well taught, up from 77.2% in Semester 2 2006.
- 7.4% disagreed, down from 7.7% in Semester 2 2005.
- The mean rating was 3.97.
- The median mean rating was steady from the previous semester at 4.16, the 25th percentile at 3.80 and the 75th percentile at 4.45.
- Faculty mean ratings ranged from 3.65 for Architecture, Building and Planning and 3.67 for Engineering to 4.23 for Arts and 4.30 for Music.

*Postgraduate subjects*

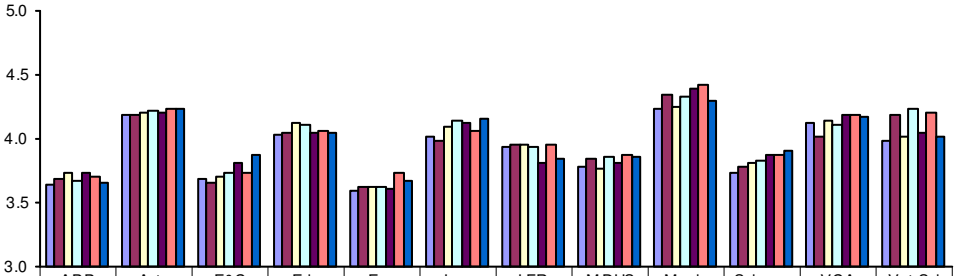
- 81.7% agreed that their subjects were well taught, down from 82.5% in Semester 2 2006.
- 5.5% disagreed, down from 5.9% in Semester 2 2006.
- The mean rating was 4.10.

**Figure 2: Question 2 (well taught) percentage agree and disagree, Semester 1 2002 to Semester 1 2007**




| | S102 | S2 02 | S103 | S2 03 | S104 | S2 04 | S105 | S2 05 | S106 | S2 06 | S107 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| UG %A | 73.7% | 71.5% | 72.4% | 73.9% | 74.7% | 75.7% | 75.9% | 77.2% | 76.8% | 77.2% | 77.6% |
| PG %A | 79.8% | 78.1% | 79.5% | 80.3% | 81.9% | 80.8% | 81.9% | 82.6% | 82.5% | 82.5% | 81.7% |
| UG%D | 9.6% | 11.0% | 10.3% | 9.8% | 8.7% | 8.5% | 8.6% | 7.7% | 7.9% | 7.7% | 7.4% |
| PG%D | 7.2% | 7.6% | 6.7% | 6.7% | 5.7% | 6.4% | 6.2% | 5.4% | 5.7% | 5.9% | 5.5% |

**Figure 3: Undergraduate Faculty outcomes – Question 2 (well taught), mean rating Semester 1 2004 to Semester 1 2007**



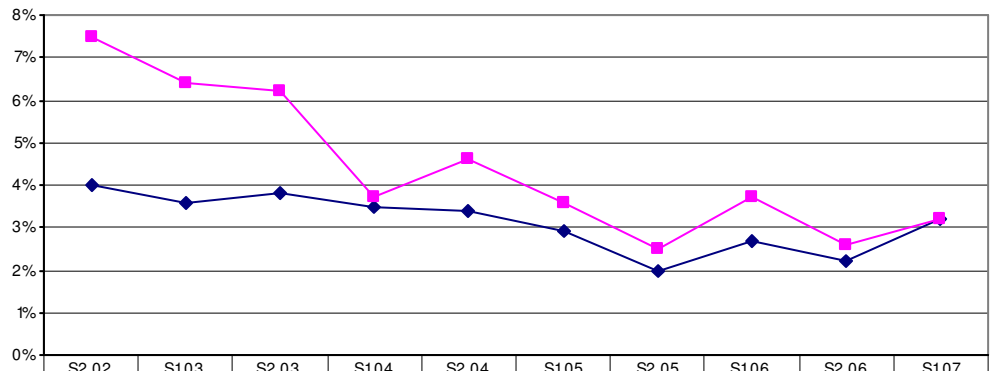

| | ABP | Arts | E&C | Edu | Eng | Law | LFR | MDHS | Music | Science | VCA | Vet Sci |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| S104 | 3.64 | 4.19 | 3.69 | 4.03 | 3.60 | 4.01 | 3.94 | 3.78 | 4.24 | 3.74 | 4.12 | 3.99 |
| S204 | 3.68 | 4.19 | 3.66 | 4.05 | 3.62 | 3.99 | 3.96 | 3.85 | 4.35 | 3.78 | 4.02 | 4.18 |
| S105 | 3.73 | 4.21 | 3.70 | 4.13 | 3.63 | 4.10 | 3.95 | 3.77 | 4.25 | 3.81 | 4.14 | 4.01 |
| S205 | 3.67 | 4.22 | 3.74 | 4.11 | 3.62 | 4.14 | 3.94 | 3.86 | 4.33 | 3.83 | 4.11 | 4.23 |
| S106 | 3.73 | 4.21 | 3.81 | 4.05 | 3.61 | 4.12 | 3.82 | 3.81 | 4.39 | 3.87 | 4.19 | 4.05 |
| S206 | 3.70 | 4.24 | 3.73 | 4.06 | 3.73 | 4.07 | 3.95 | 3.87 | 4.42 | 3.88 | 4.19 | 4.21 |
| S107 | 3.66 | 4.23 | 3.88 | 4.05 | 3.67 | 4.16 | 3.85 | 3.86 | 4.30 | 3.90 | 4.17 | 4.02 |

## Low rated subjects on Question 2 (well taught)

The proportion of undergraduate subjects where the quality of teaching was perceived to be poor and the proportion of teaching load in these subjects increased for only the second time from Semester 2 2004 (defined by subjects with a mean rating of less than 3.0 on Question 2 (well taught)) (Figure 4).

- 3.2% of undergraduate subjects were rated at less than 3.0, up from 2.2% in Semester 2 2006.
- The proportion of teaching load in poorly rated subjects increased to 3.2% from 2.6% in Semester 1 2006 (Figure 4 and Table 1).
- More than half of the low rated subjects, and 60% of the teaching load in low rated subjects were in just two faculties, Architecture, Building and Planning and Engineering.
- Following up the outcomes of poorly rated subjects in Semester 1 2006 shows (Table 2):
    - more than three-quarters of those surveyed were rated above 3.0 in Semester 1 2007, including nine subjects with a mean rating above 4.0; and
    - eight subjects were again rated at less than 3.0.

**Figure 4: Question 2 (well taught) percent of undergraduate subjects and teaching load in subjects with mean rating of less than 3.0, Semester 2 2002 to Semester 2 2007**




| | S2 02 | S103 | S2 03 | S104 | S2 04 | S105 | S2 05 | S106 | S2 06 | S107 |
|---|---|---|---|---|---|---|---|---|---|---|
| %subjects | 4.0% | 3.6% | 3.8% | 3.5% | 3.4% | 2.9% | 2.0% | 2.7% | 2.2% | 3.2% |
| %Load | 7.5% | 6.4% | 6.2% | 3.7% | 4.6% | 3.6% | 2.5% | 3.7% | 2.6% | 3.2% |

**Table 1: Faculty outcomes Question 2 (well taught) percent of teaching load in subjects with mean >= 4.5 or <3.0, Semester 1 2004 to Semester 1 2007**

| | Percent of UG load rated 4.5 or above | | | | | | | Percent of UG load rated less than 3.0 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2004 | | 2005 | | 2006 | | 2007 | 2004 | | 2005 | | 2006 | | 2007 |
| | Sem 1 | Sem 2 | Sem 1 | Sem 2 | Sem 1 | Sem 2 | Sem 1 | Sem 1 | Sem 2 | Sem 1 | Sem 2 | Sem 1 | Sem 2 | Sem 1 |
| ABP | 2.5 | 2.4 | 5.1 | 0.7 | 1.5 | 3.5 | 2.5 | 12.8 | 11.1 | 3.8 | 3.5 | 0.0 | 4.6 | 16.1 |
| Arts | 21.9 | 20.4 | 26.1 | 30.3 | 25.0 | 24.8 | 26.6 | 0.6 | 1.0 | 0.8 | 0.1 | 1.0 | 0.7 | 0.2 |
| Eco & Com | 0.9 | 0.5 | 3.2 | 1.3 | 2.0 | 3.2 | 4.7 | 2.0 | 12.7 | 2.1 | 2.2 | 8.3 | 5.2 | 1.8 |
| Education | 14.1 | 9.1 | 23.9 | 17.0 | 22.8 | 15.5 | 22.8 | 0.6 | 0.0 | 3.1 | 0.0 | 2.1 | 2.8 | 4.1 |
| Engineering | 2.1 | 1.5 | 2.4 | 2.8 | 4.2 | 2.7 | 6.9 | 12.0 | 13.6 | 12.7 | 6.4 | 13.5 | 6.0 | 10.5 |
| LFR | 13.1 | 17.7 | 10.9 | 17.1 | 10.3 | 18.8 | 11.6 | 3.2 | 2.7 | 10.5 | 5.7 | 9.9 | 6.0 | 0.7 |
| Law | 2.2 | 6.5 | 17.5 | 6.0 | 14.8 | 9.2 | 12.1 | 0.8 | 0.9 | 5.2 | 0.4 | 0.0 | 0.0 | 0.0 |
| MDHS | 0.9 | 2.5 | 2.7 | 3.1 | 2.7 | 1.4 | 2.1 | 3.6 | 0.2 | 2.0 | 4.2 | 2.0 | 0.0 | 3.0 |
| Music | 20.8 | 29.9 | 19.1 | 24.3 | 56.1 | 48.0 | 37.9 | 0.7 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.6 |
| Science | 2.4 | 3.4 | 4.3 | 5.1 | 2.6 | 6.3 | 4.2 | 4.9 | 3.4 | 4.0 | 2.8 | 1.2 | 3.4 | 1.3 |
| Vet Science | 23.0 | 8.7 | 12.6 | 8.6 | 16.8 | 16.8 | 18.7 | 3.6 | 0.0 | 3.6 | 0.0 | 0.0 | 0.0 | 3.3 |
| VCA | 21.0 | 16.0 | 22.7 | 23.7 | 29.9 | 25.0 | 25.2 | 1.3 | 1.1 | 0.2 | 4.8 | 1.4 | 3.7 | 0.6 |
| **University** | **8.2** | **8.0** | **11.2** | **10.9** | **11.2** | **10.6** | **11.9** | **3.7** | **4.6** | **3.6** | **2.5** | **3.7** | **2.6** | **3.2** |

**Table 2: Question 2 (well taught) outcomes in Semester 1 2007 for subjects rated less than 3.0 in Semester 1 or 2 2006**

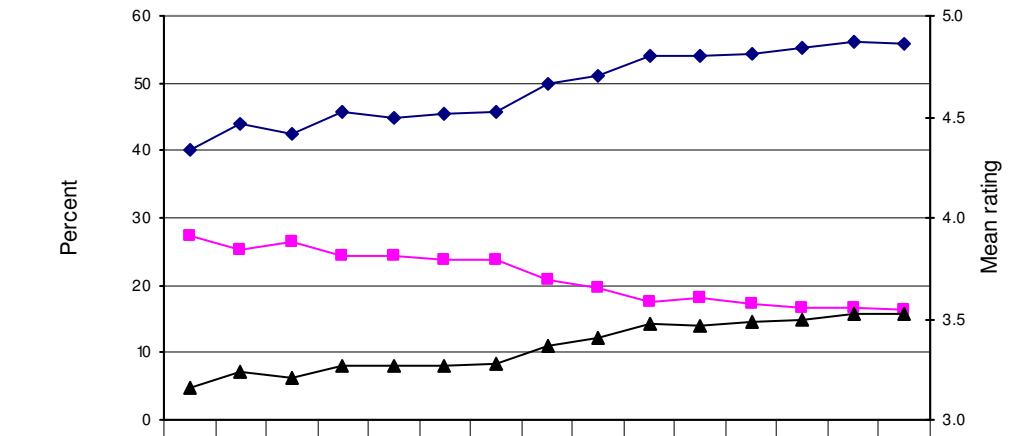
| | **Subjects rated <3.0 in S1 2006** | **Subjects rated <3.0 in Semester 2 2006** |
|---|---|---|
| *S1 2007 outcome* | | |
| <3.00 | 8 | 1 |
| >=3.0 and <3.25 | 4 | 1 |
| >=3.25 and <3.5 | 8 | 1 |
| >=3.5 and <3.75 | 4 | 1 |
| >=3.75 and <4.00 | 3 | 0 |
| >=4.00 | 9 | 3 |
| Not offered/surveyed | 12 | 34 |
| Total subjects | 48 | 41 |

### *3.3: I received helpful feedback on how I was going in my subject (Question 4)*

Students' perceptions of the feedback they receive on how they are going in their subjects continues to be poor (Figure 5). The proportion of respondents who disagreed reduced slightly somewhat countering the slight reduction in the proportion who agreed. The main points for undergraduate subjects are:

- 55.7% of respondents agreed they received helpful feedback, down from 56.0% in Semester 2 2006.
- 16.3% disagreed, down from 16.5% in Semester 2 2006.
- The mean rating was steady at 3.52.
- 9% of undergraduate subjects (120) had more than a third of respondents disagree that they received helpful feedback, the lowest level recorded.

**Figure 5: Question 4 (feedback): % agree, % disagree and mean rating for undergraduate subjects, Semester 1 2000 to Semester 1 2007**



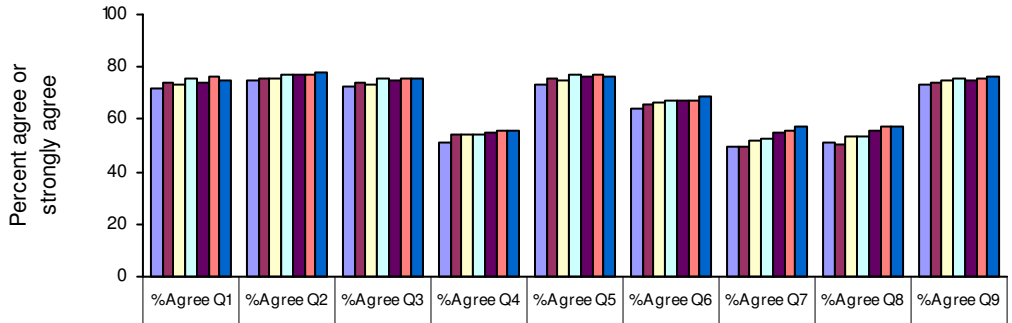

| | S100 | S200 | S101 | S201 | S102 | S202 | S103 | S203 | S104 | S204 | S105 | S205 | S106 | S206 | S107 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Agree (%) | 40.0 | 43.9 | 42.5 | 45.6 | 44.8 | 45.3 | 45.7 | 49.9 | 51.2 | 54.2 | 54.0 | 54.5 | 55.2 | 56.0 | 55.7 |
| Disagree (%) | 27.4 | 25.3 | 26.3 | 24.4 | 24.5 | 23.8 | 23.7 | 20.8 | 19.5 | 17.5 | 18.0 | 17.1 | 16.7 | 16.5 | 16.3 |
| Mean | 3.16 | 3.24 | 3.21 | 3.27 | 3.27 | 3.27 | 3.28 | 3.37 | 3.41 | 3.48 | 3.47 | 3.49 | 3.50 | 3.52 | 3.52 |

## 3.4 *Summary of University outcomes*

*Undergraduate subjects* (Figure 6)

- The percentage of respondents who agreed or strongly agreed on the key questions of Q2 (well taught) and Q9 (overall satisfaction) increased in Semester 1 2007.
- There is only minor variation (up or down) for all questions compared to the previous semester.
- A high proportion of respondents (>=75%) agreed or strongly agreed that:
  - they were clear in what was expected of them in their subjects (Q1, 75.1%);
  - their subjects were well taught (Q2, 77.6%);
  - their subjects were intellectually stimulating (Q3, 75.8%);
  - the teaching staff showed an interest in their academic needs (Q5, 76.6% ); and
  - they were satisfied overall with the quality of the learning experience in their subjects (Q9, 76.0%).
- A lower, but increasing, proportion (68.5%) agreed they felt part of a group of students and staff committed to learning in their subjects.
- A low, but improving, level of agreement was reported for feedback and the use of ICT in subjects with just over one-half of respondents agreeing that:
  - they received helpful feedback in their subjects (Q4, 55.7%);
  - there was effective use of computer-based teaching materials (Q7, 57.2%); and
  - the web-based materials for their subjects were helpful (Q8, 57.6%).

**Figure 6: Undergraduate outcomes percent agree or strongly agree, Semester 1 2004 to Semester 1 2007**

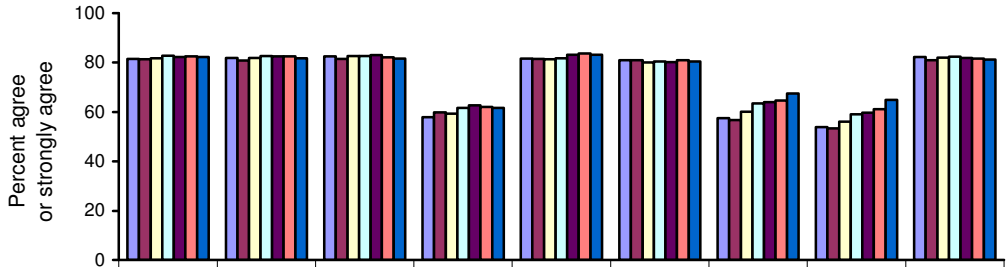



| | %Agree Q1 | %Agree Q2 | %Agree Q3 | %Agree Q4 | %Agree Q5 | %Agree Q6 | %Agree Q7 | %Agree Q8 | %Agree Q9 |
|---|---|---|---|---|---|---|---|---|---|
| S104 | 71.4 | 74.7 | 72.3 | 51.2 | 73.2 | 63.9 | 49.7 | 51.5 | 73.1 |
| S204 | 74.4 | 75.7 | 74.1 | 54.2 | 75.2 | 65.7 | 49.5 | 50.6 | 74.3 |
| S205 | 73.4 | 75.9 | 73.6 | 54.0 | 75.1 | 66.1 | 52.0 | 53.6 | 74.5 |
| S205 | 75.4 | 77.2 | 75.3 | 54.5 | 76.9 | 67.1 | 52.6 | 53.5 | 75.6 |
| S106 | 74.3 | 76.8 | 74.8 | 55.2 | 76.0 | 67.3 | 54.6 | 55.6 | 75.1 |
| S206 | 76.4 | 77.2 | 75.7 | 56.0 | 77.0 | 67.5 | 56.0 | 57.1 | 75.9 |
| S107 | 75.1 | 77.6 | 75.8 | 55.7 | 76.6 | 68.5 | 57.2 | 57.6 | 76.0 |

*Postgraduate Subjects* (Figure 7)

- The proportion of respondents who agreed or strongly agreed was very high (>=80%) for six of the nine questions, but the trend for these questions from Semester 1 2004 has been flat. Respondents agreed that:
  - they were clear in what was expected of them in their subjects (Q1, 82.2%);
  - their subjects were well taught (Q2, 81.7%);
  - their subjects were intellectually stimulating (Q3, 81.6%);
  - the teaching staff showed an interest in their academic needs (Q5, 83.2%);
  - they felt part of a group of students and staff committed to learning (Q6, 80.4%); and
  - they were overall satisfied with the quality of the learning experience in their subjects (Q9, 81.2%).
- Students' perceptions of the feedback they received and the use of ICT in their subjects is lower.
  - 61.6% agreed they received helpful feedback on how they were going in their subject (Q4).
  - 67.5% agreed that the computer-based teaching materials for the subject were effective (Q7).
  - 64.9% agreed that the web-based materials for the subject were helpful (Q8).
- A portion of the reduction in outcomes can be attributed to a change in respondent demographics, rather than lower outcomes across all faculties (see footnote page 2).

**Figure 7: Postgraduate outcomes, percent agree or strongly agree, Semester 1 2004 to Semester 1 2007**




| | % Agree Q1 | % Agree Q2 | % Agree Q3 | % Agree Q4 | % Agree Q5 | % Agree Q6 | % Agree Q7 | % Agree Q8 | % Agree Q9 |
|---|---|---|---|---|---|---|---|---|---|
| S104 | 81.5 | 81.9 | 82.5 | 57.9 | 81.6 | 80.9 | 57.5 | 53.9 | 82.3 |
| S204 | 81.4 | 80.8 | 81.5 | 59.9 | 81.5 | 80.9 | 56.8 | 53.4 | 81.0 |
| S205 | 81.8 | 81.9 | 82.7 | 59.3 | 81.3 | 80.1 | 60.1 | 56.1 | 82.0 |
| S205 | 82.8 | 82.6 | 82.6 | 61.6 | 81.7 | 80.4 | 63.5 | 59.1 | 82.4 |
| S106 | 82.2 | 82.5 | 83.0 | 62.7 | 83.2 | 80.2 | 64.0 | 59.7 | 81.9 |
| S206 | 82.5 | 82.5 | 82.1 | 62.1 | 83.7 | 80.9 | 64.6 | 61.2 | 81.6 |
| S107 | 82.2 | 81.7 | 81.6 | 61.6 | 83.2 | 80.4 | 67.5 | 64.9 | 81.2 |

### *3.5 Subjects surveyed and response rates*

The Semester 1 2007 survey saw results returned from 1288 undergraduate and 522 postgraduate subjects. Over 75,000 responses were received yielding a response rate of 65.4% for undergraduate and 78.3% for postgraduate subjects. The number of subjects unsurveyed without exemption was 38, resulting in a survey coverage of 98% of required subjects (Attachment 3).

Low response rates continue to plague some faculties, but the number of faculties with a response rate of less than 60% reduced to two - ABP (55.3%) and Law (59.3%).

**Table 3: Surveyed subjects and response rate, University S1 2004 to S2 2006**

| | Undergraduate | | | | | | | Postgraduate | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *S104* | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* | *S104* | *S204* | *S105* | *S205* | *S106* | S206 | S107 |
| Subjects | 1273 | 1354 | 1301 | 1410 | 1331 | 1381 | 1288 | 546 | 572 | 565 | 549 | 580 | 571 | 522 |
| Enrolment | 99391 | 94651 | 100885 | 95573 | 98481 | 93382 | 100172 | 11898 | 11329 | 12105 | 11604 | 12224 | 12551 | 12980 |
| Response rate (%) | 66.4 | 63.5 | 67.0 | 63.7 | 66.1 | 63.7 | 65.4 | 77.3 | 75.6 | 76.7 | 77.7 | 76.8 | 74.9 | 78.3 |

## 4. University and Faculty Profiles

The following section provides more detailed information on undergraduate and postgraduate outcomes for the University and for individual faculties. The tables cover the period from Semester 2 2004 to Semester 1 2007. Outcomes for postgraduate subjects are not reported where subject enrolments are low. Department level data is available in the subject outcomes reported in Attachment 2.

The data include four sets of information:

**Survey scope:** Reports the number of surveyed subjects, enrolments in these subjects, and the response rate.

**Outcomes:** Reports the question mean ratings (a weighted average across all subjects), the percentage of respondents who agreed or strongly agreed with each question, and the percentage of respondents who either disagreed or strongly disagreed with each question.

**Subject mean quartiles:** This table reports the 25$^{th}$ percentile, the median, and 75$^{th}$ percentile for the subject mean rating for Question 2 (well taught), Question 4 (feedback), and Question 9 (overall satisfaction). The purpose of these data is to show the distribution of subject outcomes for a faculty.

**Highly rated and poorly rated subjects**: These tables identify the number of the faculty's subjects which were rated highly or poorly by students, based on the outcome on certain questions. The tables focus on three questions: Question 2 (well taught), Question 9 (overall satisfaction) and Question 4 (feedback).

Subjects rated highly on Question 2 (well taught) and Question 9 (overall satisfaction) are those with a mean rating of 4.5 or above, and subjects rated poorly are those with a mean rating of less than 3.0. Subjects rated highly on Question 4 (feedback) are those where 90% or more of respondents agreed that they received helpful feedback on how they were going in their subject.

## University Profile

| | Undergraduate | | | | | | Postgraduate | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* | *S204* | *S105* | *S205* | *S106* | S206 | *S107* |
| Subjects | 1354 | 1301 | 1410 | 1331 | 1381 | 1288 | 572 | 565 | 549 | 580 | 571 | 522 |
| Enrolment | 94651 | 100885 | 95573 | 98481 | 93382 | 100172 | 11329 | 12105 | 11604 | 12224 | 12551 | 12980 |
| Response rate (%) | 63.5 | 67.0 | 63.7 | 66.1 | 63.7 | 65.4 | 75.6 | 76.7 | 77.7 | 76.8 | 74.9 | 78.3 |

| **Mean ratings** | *S204* | *S105* | *S205* | *S106* | S206 | *S107* | *S204* | *S105* | *S205* | *S106* | S206 | *S107* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Q1 (expected of me) | 3.81 | 3.79 | 3.84 | 3.82 | 3.86 | 3.84 | 4.00 | 4.01 | 4.03 | 4.03 | 4.02 | 4.03 |
| Q2 (well taught) | 3.91 | 3.92 | 3.95 | 3.95 | 3.96 | 3.97 | 4.08 | 4.10 | 4.12 | 4.11 | 4.10 | 4.11 |
| Q3 (intel' stimulating) | 3.89 | 3.89 | 3.94 | 3.92 | 3.95 | 3.95 | 4.12 | 4.14 | 4.15 | 4.15 | 4.13 | 4.13 |
| Q4 (feedback) | 3.48 | 3.47 | 3.49 | 3.50 | 3.52 | 3.52 | 3.66 | 3.66 | 3.70 | 3.71 | 3.71 | 3.71 |
| Q5 (staff interest) | 3.93 | 3.93 | 3.97 | 3.96 | 3.98 | 3.97 | 4.11 | 4.10 | 4.12 | 4.15 | 4.15 | 4.16 |
| Q6 (part of group) | 3.75 | 3.75 | 3.78 | 3.78 | 3.79 | 3.81 | 4.09 | 4.08 | 4.10 | 4.08 | 4.08 | 4.09 |
| Q7 (computer-based) | 3.40 | 3.46 | 3.48 | 3.52 | 3.55 | 3.57 | 3.61 | 3.68 | 3.76 | 3.76 | 3.78 | 3.83 |
| Q8 (web-based) | 3.43 | 3.50 | 3.50 | 3.54 | 3.58 | 3.59 | 3.56 | 3.62 | 3.68 | 3.70 | 3.72 | 3.79 |
| Q9 (overall satisfaction) | 3.84 | 3.85 | 3.88 | 3.87 | 3.89 | 3.90 | 4.04 | 4.05 | 4.09 | 4.06 | 4.05 | 4.06 |

| **% Agree** | *S204* | *S105* | *S205* | *S106* | S206 | *S107* | *S204* | *S105* | *S205* | *S106* | S206 | *S107* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Q1 (expected of me) | 74.4 | 73.4 | 75.4 | 74.3 | 76.4 | 75.1 | 81.4 | 81.8 | 82.8 | 82.2 | 82.5 | 82.2 |
| Q2 (well taught) | 75.7 | 75.9 | 77.2 | 76.8 | 77.2 | 77.6 | 80.8 | 81.9 | 82.6 | 82.5 | 82.5 | 81.7 |
| Q3 (intel' stimulating) | 74.1 | 73.6 | 75.3 | 74.8 | 75.7 | 75.8 | 81.5 | 82.7 | 82.6 | 83.0 | 82.1 | 81.6 |
| Q4 (feedback) | 54.2 | 54.0 | 54.5 | 55.2 | 56.0 | 55.7 | 59.9 | 59.3 | 61.6 | 62.7 | 62.1 | 61.6 |
| Q5 (staff interest) | 75.2 | 75.1 | 76.9 | 76.0 | 77.0 | 76.6 | 81.5 | 81.3 | 81.7 | 83.2 | 83.7 | 83.2 |
| Q6 (part of group) | 65.7 | 66.1 | 67.1 | 67.3 | 67.5 | 68.5 | 80.9 | 80.1 | 80.4 | 80.2 | 80.9 | 80.4 |
| Q7 (computer-based) | 49.5 | 52.0 | 52.6 | 54.6 | 56.0 | 57.2 | 56.8 | 60.1 | 63.5 | 64.0 | 64.6 | 67.5 |
| Q8 (web-based) | 50.6 | 53.6 | 53.5 | 55.6 | 57.1 | 57.6 | 53.4 | 56.1 | 59.1 | 59.7 | 61.1 | 64.9 |
| Q9 (overall satisfaction) | 74.3 | 74.5 | 75.6 | 75.1 | 75.9 | 76.0 | 81.0 | 82.0 | 82.4 | 81.9 | 81.6 | 81.2 |

| **% Disagree** | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* | *S204* | *S105* | *S205* | *S106* | S206 | *S107* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Q1 (expected of me) | 10.0 | 10.6 | 9.4 | 10.1 | 9.1 | 9.8 | 6.4 | 6.2 | 5.8 | 6.3 | 6.2 | 6.3 |
| Q2 (well taught) | 8.5 | 8.6 | 7.7 | 7.9 | 7.7 | 7.4 | 6.4 | 6.2 | 5.4 | 5.7 | 5.9 | 5.5 |
| Q3 (intel' stimulating) | 8.9 | 9.2 | 8.1 | 8.5 | 7.9 | 8.1 | 5.7 | 5.3 | 5.0 | 5.0 | 5.3 | 5.3 |
| Q4 (feedback) | 17.5 | 18.0 | 17.1 | 16.7 | 16.5 | 16.3 | 11.6 | 11.1 | 10.4 | 11.2 | 10.3 | 10.9 |
| Q5 (staff interest) | 6.7 | 6.7 | 6.0 | 6.4 | 6.1 | 6.3 | 4.7 | 5.0 | 4.6 | 4.7 | 4.5 | 4.2 |
| Q6 (part of group) | 8.9 | 8.8 | 8.2 | 8.3 | 8.4 | 8.0 | 4.4 | 4.8 | 4.4 | 4.9 | 4.3 | 4.3 |
| Q7 (computer-based) | 18.4 | 17.7 | 16.7 | 16.5 | 15.3 | 15.4 | 11.7 | 11.8 | 9.8 | 9.6 | 9.4 | 8.8 |
| Q8 (web-based) | 16.9 | 16.1 | 15.5 | 14.9 | 13.8 | 13.8 | 11.4 | 11.5 | 9.6 | 9.7 | 8.8 | 8.1 |
| Q9 (overall satisfaction) | 9.7 | 9.8 | 8.9 | 9.1 | 8.7 | 8.7 | 7.6 | 7.0 | 6.1 | 6.9 | 6.9 | 6.8 |

| **Subject mean quartiles** | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Q2 25th percentile | 3.73 | 3.81 | 3.79 | 3.80 | 3.80 | 3.80 | 3.83 | 3.90 | 3.95 | 3.92 | 3.92 | 3.92 |
| Q2 50th percentile | 4.08 | 4.14 | 4.14 | 4.13 | 4.14 | 4.16 | 4.16 | 4.22 | 4.24 | 4.24 | 4.22 | 4.24 |
| Q2 75th percentile | 4.37 | 4.43 | 4.44 | 4.44 | 4.43 | 4.45 | 4.53 | 4.55 | 4.52 | 4.53 | 4.50 | 4.53 |
| Q4 25th percentile | 3.26 | 3.28 | 3.30 | 3.31 | 3.33 | 3.33 | 3.33 | 3.36 | 3.40 | 3.42 | 3.40 | 3.33 |
| Q4 50th percentile | 3.64 | 3.67 | 3.70 | 3.67 | 3.71 | 3.70 | 3.73 | 3.79 | 3.80 | 3.85 | 3.80 | 3.79 |
| Q4 75th percentile | 4.00 | 4.00 | 4.02 | 4.00 | 4.06 | 4.03 | 4.13 | 4.14 | 4.18 | 4.18 | 4.17 | 4.15 |
| Q9 25th percentile | 3.71 | 3.74 | 3.74 | 3.76 | 3.75 | 3.75 | 3.83 | 3.91 | 3.91 | 3.89 | 3.91 | 3.86 |
| Q9 50th percentile | 4.02 | 4.07 | 4.07 | 4.07 | 4.07 | 4.09 | 4.16 | 4.20 | 4.22 | 4.20 | 4.20 | 4.21 |
| Q9 75th percentile | 4.32 | 4.35 | 4.40 | 4.36 | 4.38 | 4.38 | 4.50 | 4.50 | 4.50 | 4.50 | 4.50 | 4.50 |

| **High and low rated subjects** | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Q2 mean >=4.5 | 271 | 318 | 348 | 340 | 348 | 326 | 188 | 184 | 173 | 195 | 172 | 159 |
| Q2 mean <3.0 | 46 | 38 | 28 | 36 | 30 | 41 | 22 | 19 | 10 | 12 | 11 | 8 |
| Q9 mean >=4.5 | 226 | 220 | 297 | 238 | 281 | 246 | 163 | 170 | 170 | 180 | 164 | 147 |
| Q9 mean <3.0 | 43 | 33 | 36 | 38 | 31 | 34 | 18 | 18 | 9 | 18 | 10 | 11 |
| Q4 >90% agree | 169 | 164 | 206 | 162 | 169 | 149 | 101 | 114 | 121 | 137 | 116 | 104 |
| Q4 >=33% disagree | 144 | 137 | 154 | 149 | 144 | 120 | 59 | 44 | 44 | 45 | 42 | 36 |

| | *S103* | *S203* | *S104* | *S204* | *S105* | *S205* | *S106* | *S206* | *S107* |
|---|---|---|---|---|---|---|---|---|---|
| Unsurveyed subjects (total) | 57 | 72 | 27 | 22 | 35 | 41 | 24 | 26 | 38 |

## 5. Dissemination and use of QoT results

The QoT survey is an integral component of the University's cycle of evaluation and feedback processes. Overall results are reported to Academic Board by its Teaching and Learning Quality Assurance Committee (TALQAC) which has responsibility for monitoring the survey, reviewing policy and instruments and discussing outcomes with faculties. Heads of department are responsible for discussing subjects outcomes with their staff, and departments are responsible for ensuring that results of the survey are made available to students and in a manner which ensures students' concern about confidentiality are met. Policy also requires that lecturers inform students at the beginning of each semester of the concerns raised by the QoT the last time the subject was offered, and that this information be available on the subject's website.

In addition to providing direct feedback from students, the outcomes of the survey are also used in a variety of the University's quality assurance processes such as departmental audits, academic course reviews conducted by TALQAC, and faculty operational performance reviews. The Commonwealth Government also requires that the outcomes of subject evaluations be publicly available on the University's website as a part of Stage 1 requirements of its Learning and Teaching Performance Fund.

The policy framework for the QoT is located on the Evaluation Cycle web site:

http://www.upo.unimelb.edu.au/internal/ECycle/QoTPolicyFramework_April%202006.pdf

The Student Administration QoT website has information for department contacts and information about interpreting and using information from the QoT:

http://studentadmin-staff.acs.unimelb.edu.au/sms/qot/qot.aspx

## Further Information

The full report of each semester's results is available from Heads of Departments. Further information is available from Bill Jones (jonesw@unimelb.edu.au), or Suzanne Daroesman, Manager, Evaluation Cycle (Suzanne.daroesman@unimelb.edu.au)

## *What is the Evaluation Cycle?*

The Evaluation Cycle is part of a formal structure adopted by the University of separate cycles of planning and budgeting, reporting on outcomes and performance, and evaluation. The Evaluation cycle provides an integrated and systematic process which allows 'users' of University programs to provide feedback on the quality, relevance and availability of programs and services.

There are several components to the Cycle –

Student feedback on the quality of teaching and learning
Postgraduate research student feedback on the quality of supervision and academic support
Student feedback on the quality of administrative and support services
Graduate feedback on the quality and relevance of their University course
Employer feedback on the quality of University graduates
Staff feedback on the quality of University management and administration
International Student Survey
Graduate Destinations Survey
Course Experience Questionnaire
Postgraduate Research Experience Questionnaire
Student feedback on the quality of supervision and academic support – Students undertaking a minor thesis/research project
Survey of senior faculty staff on faculty management
Academic department staff survey
Survey of non-academic staff in central administration

The Graduate Destinations Survey, Course Experience Questionnaire and Postgraduate Research Experience Questionnaire are national surveys conducted in conjunction with the Graduate Careers Council of Australia. Each higher education institution administers the survey to its own graduates.

The Evaluation Cycle is co-ordinated by the University Planning Office.

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