Australian Government
Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3752	Deakin University

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	259	94	37%
Employer satisfaction	10	4	40%

Trends of response statistics:

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

Response rates have lowered in 2014

The highest survey response rates were from programs where the survey completion was integrated as part of the face to face training and the lowest response rates came from student cohorts participating in online training or training via correspondence. Most responses were from Financial Services industry clients.

The response rate reduced from 55.54% to the previous year to 37% this year and we believe this is due to a improvement to the internal feedback that DeakinPrime and employers are using to monitor training outcomes in addition to this survey.

Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?
Expected findings It is evident that employer and students have found DeakinPrime to provide a high level of support and training and assessment throughout their learning experience. There was a lot of great feedback around the trainers and assessors DeakinPrime has engaged for the training. It was clear from findings that DeakinPrime students built on their existing work skills learnt throughout their qualification and found their learning to be valuable to their role. Unexpected findings Most of the negative findings in the survey feedback related to resources needing improveent in ease of use. We believe that this is a result of technical issues experienced by students in their online learning environment. Overall, the survey tells us that the students are enjoying their experience with DeakinPrime and their feedback is reflective of DeakinPrime's quality vision, with room for imporovement in the technical side of online delivery.

What does the survey feedback tell you about your organisation's performance?
Overall, the survey has indicated that both employers and students are satisfied with the performance of DeakinPrime. While the response rates were lower for 2014, the negative feedback rate was also lower overall which indicates an improvement on past quality indicators.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?
The survey data indicated that DeakinPrime could still improve our systems for communicating to students via online portals. This is a technical hurdle and we have implemented better communication tools as a result of this feedback.

How will/do you monitor the effectiveness of these actions?
These actions will be monitored via our continuous improvement policy as well as continued monitoring of feedback from students and employers alike. These actions will also be discussed at staff meetings, executive meetings and via our improvement plan accessible to all staff.