

Whole of University Experience Survey

Murdoch University

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Executive Summary

- The purpose of the survey was to collect information not elsewhere available on the overall university experience of students. Questions included were related to course issues, graduate attributes, satisfaction with university services and amenities and the campus overall.
- The population consisted of 9044 students and 4626 responses were received giving a response rate of 51 percent. Overall the sample was a good match for the population surveyed.
- The survey was conducted online and by mail. Sixty-three percent of responses (2905 students) were received online.
- Overall the students were satisfied with areas relating to their courses and university services and amenities, but somewhat less satisfied with some aspects of the general campus environment.
- 80 percent of students were satisfied with aspects relating to their courses, with undergraduates being somewhat more satisfied than postgraduates.
- Undergraduates' perceptions in relation to the universities graduate attributes varied. Students felt that they were developing research, written communication and interpersonal skills, lifelong learning, ethics and global perspectives, but were less likely to agree their numeracy skills were improving or that they were gaining knowledge and understanding beyond their own discipline area..
- 80 percent of students were satisfied with areas they indicated as important to them in relation to university services, the Teaching and Learning Centre, Student Guild and computing facilities.
- All aspects of the library were rated important or very important by students. . 92 percent of students were satisfied with the helpfulness of the library staff and the accessibility of the online catalogue. At the other end of the scale 45 percent were dissatisfied with the availability of group study rooms.
- Generally students were less satisfied with the campus environment than with aspects relating to their courses.
- Areas of high student satisfaction are the security measures (90% satisfied), the general appearance of the campus (88%) and the user friendliness for people with disabilities (84%).
- Areas of high student dissatisfaction are the banking facilities (38% dissatisfied), car park spaces (34%), the teaching rooms (26%) and the eating facilities (21%).
- The main reasons students chose to study at Murdoch were the university's good teaching reputation (51% strong to moderate influence on their decisions), the opportunity for flexible study (46%) and that the course they had chosen had the best reputation in its field (47%).
- Teaching reputation and flexible study options were more important to mature-age students than to those who had come directly from school.
- 64 percent of students (62 percent of full-time students) are engaged in paid work during the semester. Median hours of work for full-time students is 14 hours (2 full days) per week.

- Students were asked to rate various aspects of their university experience on a 7 point scale (1=poor, 7=excellent). Course study (5.47) and university overall (5.44) rated highest. The lowest score of 4.80 for student services still indicates a good level of satisfaction.
- The information from this study will provide valuable baseline data, which is not available from any other sources, to use in benchmarking when the survey is next run in 2005 and biennially thereafter.