

## 2021 KEY FINDINGS STUDENT EXPERIENCE SURVEY

A study of current higher education students in Australia focusing on aspects of the student experience that are measurable and linked with learning and development outcomes

**139**

participating higher education institutions, including 42 universities



**264,660**

valid online survey responses (student level)

**41.1%**

overall response rate achieved

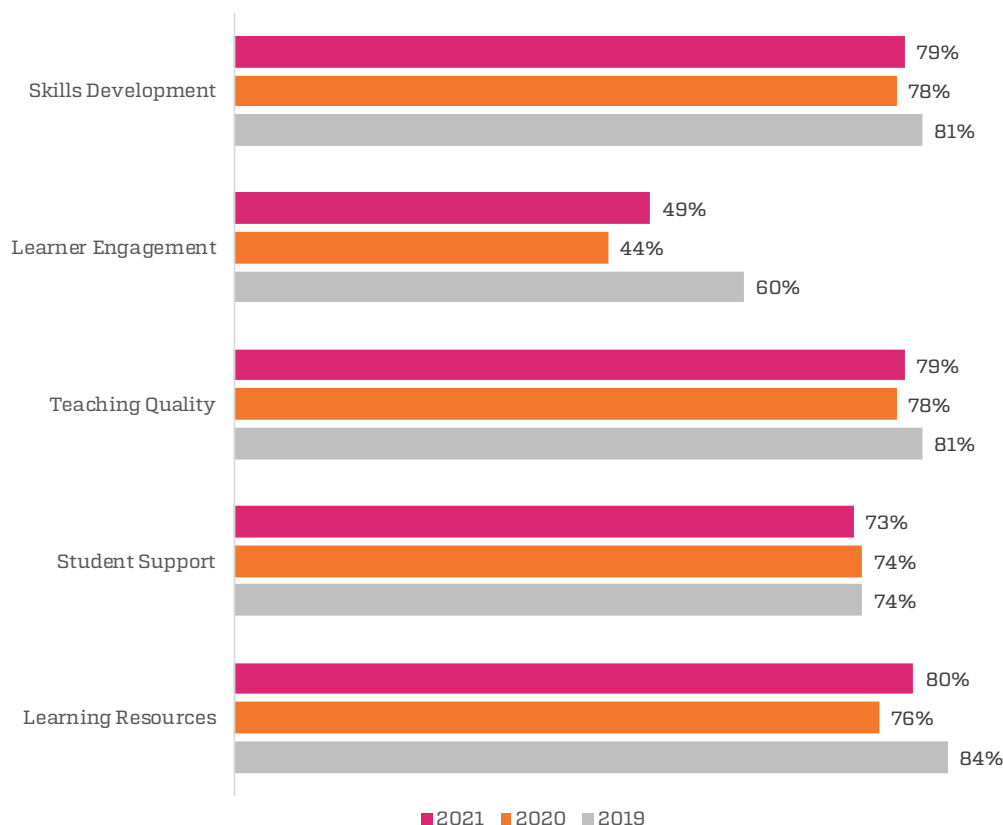
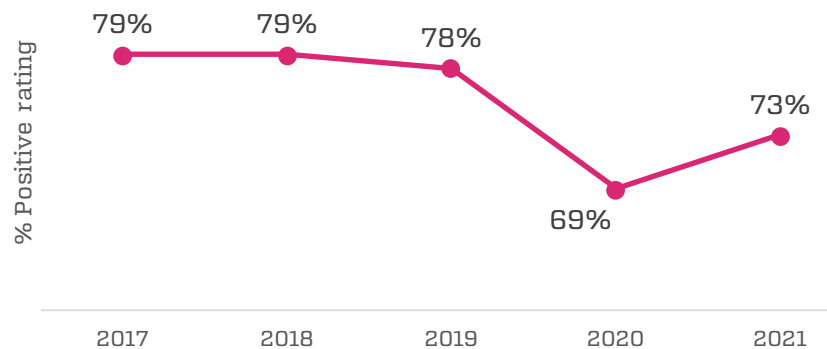
## UNDERGRADUATE RESULTS

### The student experience

There was a sharp reduction in positive student ratings of the Quality of entire educational experience in 2020.

However, in 2021, student ratings have improved somewhat as institutions and students have had time to adapt to the changing teaching and learning environment.

Quality of entire educational experience (2017 - 2021)



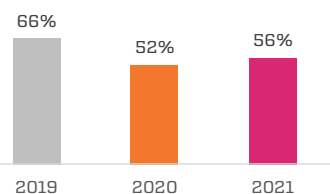
Skills Development, Teaching Quality and Student Support have experienced very little variation in student ratings from 2019 to 2021.

On the other hand, ratings of Learner Engagement and Learning Resources both declined substantially in 2020, and although they have increased in 2021, they have not made a full recovery to the levels seen prior to 2020.

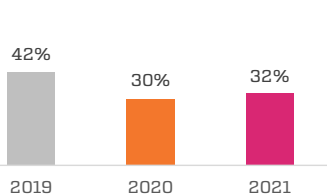
## Learner Engagement

Learner Engagement has been the focus area most negatively impacted by the shift to online learning as a result of COVID-19 restrictions. While ratings student participation in online or face-to-face discussion has increased slightly since 2019, their sense of belonging to the institution, working with other students as part of their study and interacting with students outside their study requirements, are still 10 percentage points lower than 2019.

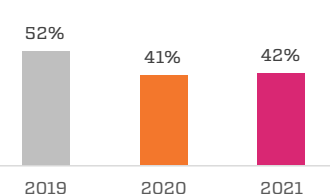
**Worked with other students as part of your study**



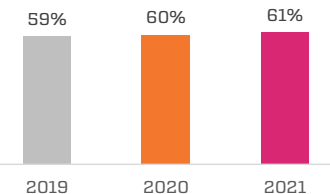
**Interacted with students outside study requirements**



**Had a sense of belonging to your institution**



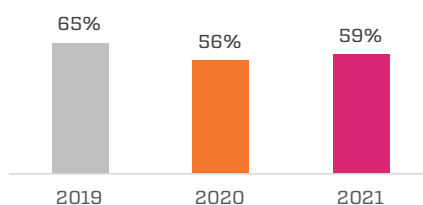
**Participated in discussions online or face-to-face**



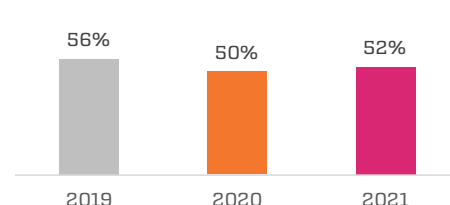
## Skills Development

While there has been little change in most aspects of Skills Development, ratings of 'Developed ability to work effectively with others' and 'Developed spoken communication skills' have dropped since 2019.

**Developed ability to work effectively with others**



**Developed spoken communication skills**

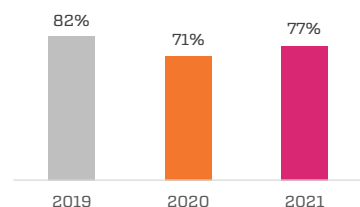


## Learning Resources

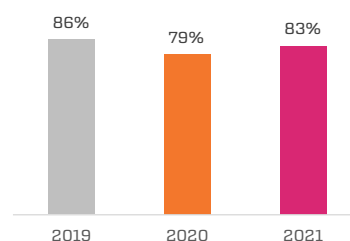
Positive ratings of many aspects of Learning Resources declined in 2020 likely as a result of campus shutdowns in response to the COVID-19 pandemic and have not returned to pre-2020 levels.

The 'Quality of laboratory or studio equipment', followed by the 'Quality of computing / IT resources', have experienced the largest declines in student ratings since 2019. Other areas that declined included the 'Quality of the teaching spaces', 'Quality of student spaces and common areas' and 'Quality of library resources and facilities'. In 2021, ratings for all of these items increased between 2 to 4 percentage points.

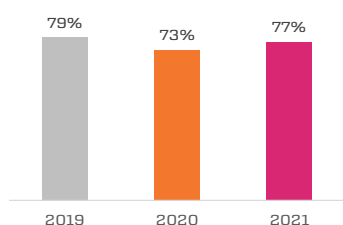
**Quality of laboratory or studio equipment**



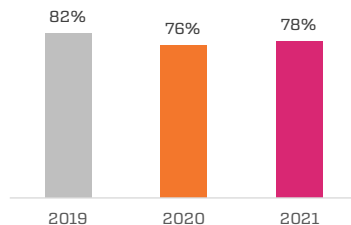
**Quality of the teaching spaces**



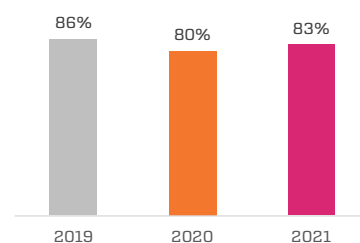
**Quality of student spaces and common areas**



**Quality of computing / IT resources**



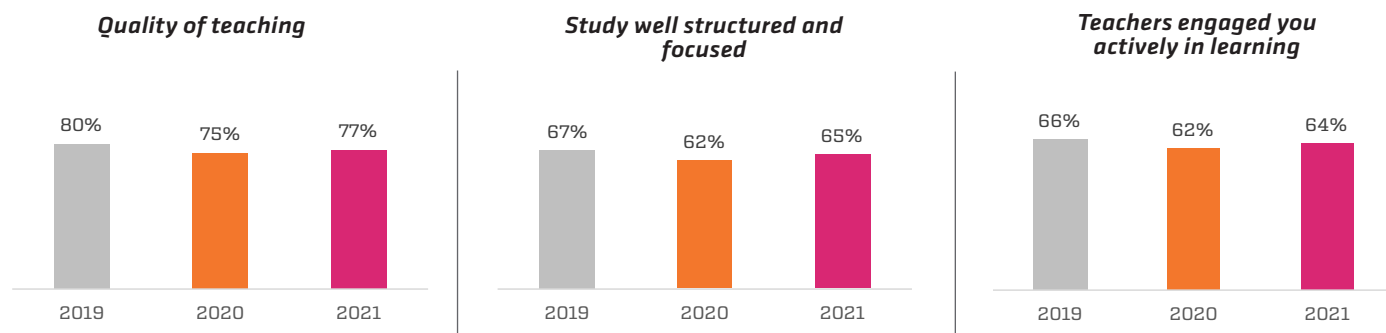
**Quality of library resources and facilities**



\* Please note these are only selected items - please refer to Appendix 6 in the 2021 SES National Report for full details

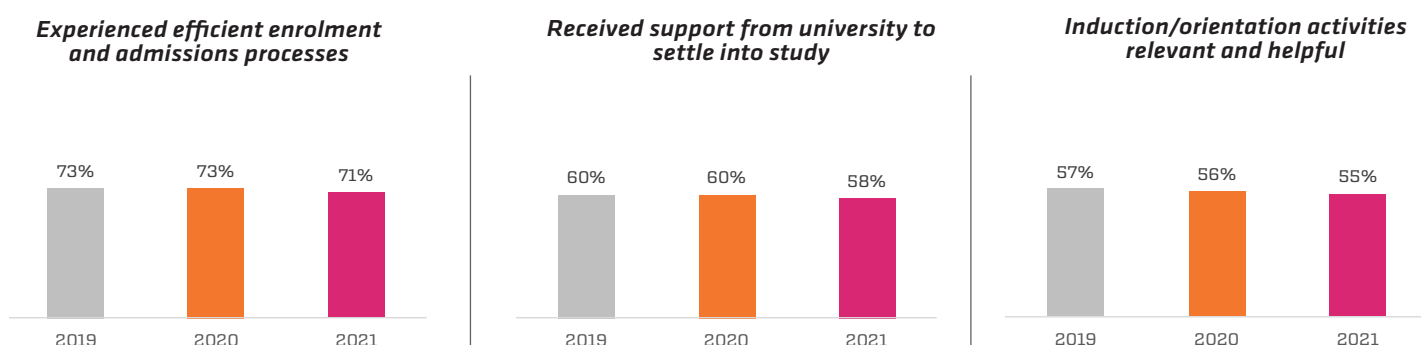
## Teaching Quality

Although Teaching Quality declined marginally in 2020 and partially recovered in 2021, 'Quality of teaching', 'Study well structured and focused' and 'Teachers engaged you actively in learning' have not returned to 2019 levels.



## Student Support

While Student Support did not see the same decline as other focus areas in 2020, it is the only focus area that declined from 2020 to 2021.

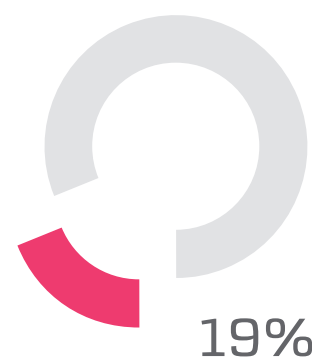


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## Considered leaving

Overall, 19 per cent of undergraduate students indicated that they had considered leaving their institution in 2021.

Students who considered leaving their institution were asked to indicate why they had considered doing so. The top three reasons cited were 'Health and stress', 'Study / life balance' and 'Workload difficulties'.



### Top reasons why students had considered leaving their institution, 2021

Health or stress  
50%



Study / life balance  
30%



Work load difficulties  
27%



\* Students who considered leaving their institution could select as many reasons as applied from a list of 30 possible reasons