



Quality Indicator annual summary report 2016

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
4687	Box Hill Institute

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	5,440	698	12.8
Employer satisfaction	240	15	5.8

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 in both categories (Students and Employers) were representative of the populations to which surveys were issued.

While the Student response rate of 12.8 % was a slight improvement on 2015 (11.2%), the response rate from employers fell from 8.3% in 2015 to 5.8% this year..

2. Survey information feedback

What were the expected or unexpected findings from the survey feedback?

Student feedback fell when compared with previous years, in 6 of the Scale measures, remained stable in Learning Stimulation and Effective Support, and rose in Competency Development, and Active Learning subscales. While most differences were small, and were not unexpected as in addition to the sector wide difficulties, BHIG experienced teething troubles with the implementation of a new Student Record System. This led to our implementing a monthly measure of student satisfaction using a Net promoter Score (NPS) question combined with qualitative questions. This approach led to immediate responses addressing issues of concern, and showed a steady improvement in Student Satisfaction over Semester 2.

While Overall Employer Satisfaction, and feedback on their assessment of our training Resources

improved over the previous year, and Employers continued to express their satisfaction with Training Quality, their views of Training Relevance, Competency Development and Effective Support all fell in 2016

What does the survey feedback tell you about your organisation's performance?

The NQI Student results reflect the issues identified during the year, and indicate that the measures introduced to respond were effective. The poor return rate for the Employer Survey, makes it difficult to rely on the data. We expect that the efforts to reach out more effectively to employers in 2017 will see an improvement both in return rates, and in those measures (Competency Development and Effective Support), which fell below our targets.

Satisfaction ratings	Learner engagement		Employer satisfaction	
	2015	2016	2015	2016
Training Quality	88%	87%	90%	90%
Overall Satisfaction	85%	79%	82%	86%
Effective Assessment	82%	79%	84%	85%
Clear Expectations	89%	82%		
Learning Simulation	84%	84%		
Training Relevance	86%	82%	86%	81%
Competency Development	81%	87%	80%	73%
Training Resources	86%	78%	83%	93%
Effective Support	83%	83%	80%	48%
Active Learning	86%	90%		

3. Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

In order to keep a closer eye on the sentiments of our students we have introduced a Net Promoter Score measure on a monthly basis of a random sample of students, together with qualitative questions regarding what was "best", and "most in need of improvement". This together with the establishment of a Customer Relationship Management System and tasking a Senior Manager to improve our outreach to, and integration with stakeholders, including and especially with employers, will be closely monitored in order to address issues as they arise.

How will/do you monitor the effectiveness of these actions?

We have developed Course wellness monitoring, including input from a wide range of measures including the above, to quickly identify issues of concern at the granular level, in order to take remedial action, quickly and decisively.