



Government of Western Australia
Department of Training
and Workforce Development

Student Satisfaction Survey 2017: WA State Report

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In accordance with our Quality Assurance System, this report has been reviewed and approved by:

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1. Introduction

This publication presents information about the satisfaction levels amongst students at Western Australian TAFEs and the Western Australian Academy of Performing Arts (WAAPA) during 2017. The figures are derived from the WA Student Satisfaction Survey, which is used to measure the quality of the service provided by WA's TAFEs and WAAPA, and to gain a better understanding of their customers and their needs. The results inform the development and improvement of policy, planning and resources. The survey is also a critical component of statutory reporting for State Parliament and the marketing of the training sector to prospective clients and industry.

2. Scope

The WA Student Satisfaction Survey is an annual survey amongst students who are funded under the National Agreement for Skills and Workforce Development. The following student groups have been excluded from the scope of the survey: international full fee paying students, students undergoing training through a school-based program (VET in schools), Adult community education (ACE) students, students who are in a correctional facility and students aged less than 15 years.

3. Methodology

The 2017 Student Satisfaction Survey fieldwork was conducted between Thursday 14 September and Monday 20 November 2017. A hybrid survey methodology was used to maximise responses across the diverse student population. Students were invited to complete the survey online via e-mail, SMS, through the WA Student Satisfaction Survey website, and via posters at TAFEs and WAAPA. Students were also able to complete a paper questionnaire provided by staff at each of the TAFEs and WAAPA. Finally, a subset of students was called in order to complete the survey using Computer Assisted Telephone Interviewing (CATI).

4. Changes in 2016

On 11 April 2016 the 11 former State training providers were abolished and five new TAFE colleges were created, with three in regional Western Australia and two in the Perth metropolitan area. For reporting purposes, the 2016 and 2017 data have been analysed based on the new five TAFE structure, even though for part of 2016 the 11 State training provider structure was in place. The 2016 data set includes students who completed their training prior to the introduction of the new structure.

In 2016, the response scales used in the survey were amended from 7-point agreement or satisfaction scales to 5-point scales. Prior to 2016, the survey questions used a mix of both 5 and 7 point response scales. 2016 provided the ideal opportunity to make the response scales consistent. In 2016 and 2017, 5-point response scales were used in all scale questions.

5. Terms used

Standard error and confidence intervals

When viewing survey data it must be remembered that there is a potential for sampling error; being errors that occur by chance because the data are obtained from a sample of students and not from the entire student population. This report indicates the reliability of estimates based on samples by reporting standard errors or confidence intervals; the larger the standard error or confidence interval, the less reliable the data.

All standard errors have been calculated based on 'the central limit theorem' and using the achieved satisfaction scores for 2017 in question 31 of the survey: 'Overall, how satisfied are you with your course?'

The confidence interval has been calculated at the 95% confidence level. The confidence interval provides an estimate of the variance in the reported scores that could occur due to sampling error. The size of the usable population at each of the training providers has been taken into consideration calculating the confidence intervals and standard errors. This is known as a finite population correction. This approach is consistent with that used in previous years. This inclusion addresses the concerns and difficulties of some of the smaller training providers that were required to achieve quite large sample sizes to achieve the confidence intervals required by the Office of the Auditor General.

In 2017, the confidence interval for the total sample is $\pm 0.51\%$; this means that with a 95% level of confidence, the survey results lie within -0.51% and $+0.51\%$ of the actual results amongst the total student population.

At the individual training provider level, the confidence interval at the 95% confidence level was less than $\pm 1\%$ for North Metropolitan TAFE and South Metropolitan TAFE, between $\pm 1\%$ and $\pm 2\%$ for all regional TAFEs (North Regional TAFE, Central Regional TAFE and South Regional TAFE) and less than $\pm 3\%$ for WAAPA.

Significance testing

In this report significance tests (T-tests) compare 2016 to 2017 scores. The significance tests were conducted based on a 95% confidence interval. The '+' symbol indicates a score is statistically significantly higher. The '-' symbol indicates a score is statistically significantly lower.

6. Abbreviations used

Aboriginal students: The term Aboriginal is intended to include reference to Torres Strait Islander and Indigenous Australians.

AVETMISS: Australian Vocational Education and Training Management Information Statistical Standard

CATI: Computer assisted telephone interviewing

CRT: Central Regional TAFE

EBS: Employment-based students (includes apprentices and trainees)

ESL: English as a second language

IBS: Institution-based students

N/A: Not applicable

NMT: North Metropolitan TAFE

NRT: North Regional TAFE

SMT: South Metropolitan TAFE

SPSS: Statistical Package for the Social Sciences

SRT: South Regional TAFE

STP: State Training Provider

TAFE: Technical and Further Education (college)

VET: Vocational Education and Training

WA: Western Australia

WAAPA: Western Australian Academy of Performing Arts

7. Highlights

Overall Satisfaction

- 87.3% of students were satisfied with their course, down significantly from 88.9% in 2016. The proportion of very satisfied students decreased significantly from 44.8% to 43.5%. 5.4% of students were dissatisfied with their course, up significantly from 4.6% in 2016. In general, the 2017 results show a decrease in overall satisfaction compared to 2016.
- 86.7% of institution-based students (IBS) were satisfied with their course, down significantly from 88.5% in 2016.
- 89.7% of employment-based students (EBS) were satisfied with their course, similar to 2016.
- 90.9% of Aboriginal students were satisfied with their course, similar to 2016.
- 83.9% of students with disability were satisfied with their course, similar to 2016.

Satisfaction Measures

- At 85.8%, students were most likely to be satisfied with 'the quality of lecturers', followed by 'how convenient the training provider's location is' (82.3%), 'how likely it is that the course will lead to a job / career' (81.7%) and 'the facilities available at the training provider' (81.1%). At 58.4%, students were least likely to be satisfied with 'the cost of the course'.
- 85.8% of students were satisfied with the quality of lecturers, down significantly from 88.4% in 2016.
- 82.3% of students were satisfied with how convenient the training provider's location is, down significantly from 83.5% in 2016.
- 81.7% of students were satisfied with 'how likely it is that the course will lead to a job / career', down significantly from 84.1% in 2016.
- 81.1% of students were satisfied with the facilities available at their training provider, down significantly from 84.8% in 2016.
- 78.7% of students were satisfied with the campus safety and security measures, down significantly from 83.8% in 2016.
- 75.9% of students were satisfied with the reputation of the training provider, down significantly from 84.9% in 2016.
- 75.4% of students were satisfied with the information and customer service provided by staff in student services, down significantly from 81.7% in 2016.
- 58.4% of students were satisfied with the cost of the course, up significantly from 54.7% in 2016.

Importance Measures

- At 95.8%, students were most likely to consider 'the quality of lecturers' as important at their training provider, followed by 'how likely it is that the course will lead to a job / career' (89.4%) and 'the facilities available at the training provider' (84.8%). At 71.1%, students were likely to consider 'the reputation of the training provider' as least important at their training provider.

Provider Choice

- 31.0% of students had considered doing their course somewhere else, down significantly from 32.2% in 2016. 20.7% had identified at least one other place to study, down significantly from 22.8% in 2016. 10.3% had considered but not found an alternative place to study, up significantly from 9.4% in 2016.
- 69.0% of students had not considered doing their course somewhere else, up significantly from 67.8% in 2016. This includes 24.2% who did not consider doing their course somewhere else because their employer or someone else chose the training provider, similar to 2016. 44.8% of students had not looked for other places offering the course, up significantly from 43.2% in 2016.
- The most important factor when choosing where to study was 'location of the training provider', 31.7%; up significantly from 30.2% in 2016. Other important factors when choosing where to study were 'quality of the course' (10.5%, similar to 2016), 'flexible course options' (10.3%, down significantly from 11.5% in 2016) and 'reputation of the training provider' (10.1%, similar to 2016). Compared to 2016, students in 2017 were significantly less likely to mention 'cost of the course' (from 6.8% to 5.8%) and significantly more likely to mention 'I had no choice; they were the only place offering the course' (from 12.1% to 13.1%).

Course Structure¹

- 84.0% of students indicated that the mix of practical and theoretical work in their course is about right. 13.7% of students indicated that 'there is too much theory' in their course, whereas 2.3% indicated that 'there is too much practical work' in their course.
- 80.3% of students indicated that they consider the amount of training and contact hours involved in their course 'about right'. 10.7% of students indicated that 'there are not enough' training and contact hours, whereas 9.0% indicated that the number of training and contact hours involved in their course is 'too much'.

Employment²

- 70.9% of students reported that they are employed, down significantly from 72.7% in 2015. 40.1% of students are employed on a full-time basis (down significantly from 43.5% in 2015), 13.6% work part-time and 17.2% work on a casual basis (both similar to 2015).
- 56.9% of employed students reported having a job that is related to their training course (down significantly from 59.7% in 2015). A further 13.0% indicated that their job is partly related to their training course (similar to 2015). The remaining 28.4% of employed students reported that their job is not related to their training course (up significantly from 26.2% in 2015).
- 57.7% of students who indicated that they are not employed, or that their job is not related to their training course, reported that they have been looking for a job that is related to their training course, whereas 42.3% of these students had not been looking for a job that is related to their course. These results are similar to 2015.

¹ These questions are new in the 2017 survey.

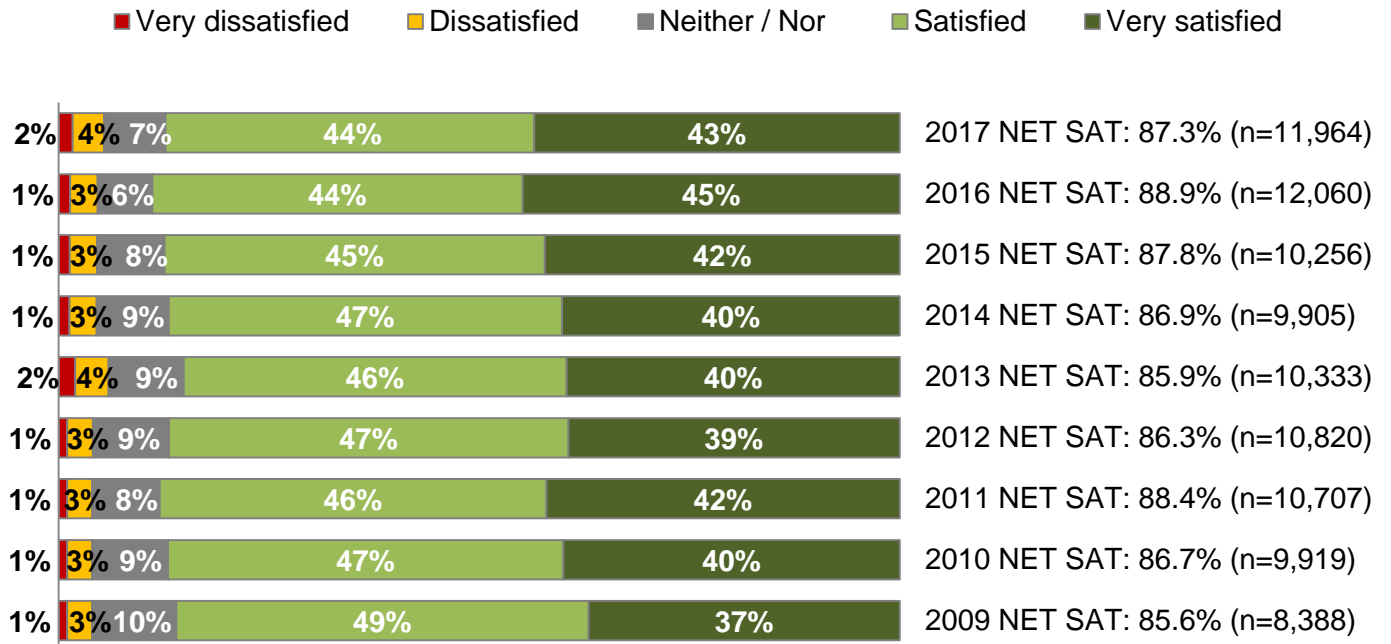
² These questions were last asked in 2015.

Support Services

- ☪ Awareness of some support services offered to students decreased significantly from 2016, those being 'flexible assessment', 'financial assistance', 'career advice and planning', 'a mentor / person to support students' and 'other counselling services'.
- ☪ Significant decreases in usage from 2016 to 2017 were seen for the following support services; 'flexible assessment' (down to 33.1% from 34.9%), 'flexible learning options' (down to 31.4% from 35.5%), 'a mentor / person to support students' (down to 17.2% from 18.6%), and 'career advice and planning' (down to 16.3% from 17.6%).

8. Satisfaction scores: chart summary

Figure 1: Overall satisfaction 2009 – 2017 – WA State average



9. Table of key findings

Table 1: Student satisfaction survey key findings¹

	State 2016	State 2017
Overall Satisfaction		
All students	88.9%+	87.3%-
Institution based students (IBS)	88.5%+	86.7%-
Employment based students (EBS)	90.2%	89.7%
Aboriginal students	91.5%	90.9%
Students with disability	83.0%	83.9%
Satisfaction Measures		
The quality of lecturers	88.4%+	85.8%-
The facilities available at your training provider	84.8%+	81.1%-
The cost of your course ²	54.7%-	58.4%+
The information and customer service provided by staff in student services	81.7%+	75.4%-
The reputation of the training provider	84.9%+	75.9%-
Campus safety and security measures	83.8%+	78.7%-
How convenient the training provider's location is	83.5%+	82.3%-
How likely it is that your course will lead to a job/career	84.1%+	81.7%-
Course and training experiences (agreement measures)		
It was easy to find out about my course	85.2%+	81.2%-
I am gaining the skills I want to learn from my course	90.0%	89.4%
I receive regular feedback throughout my course on my progress	78.9%+	77.5%-
The way I am assessed is a fair test of my skills and knowledge	86.4%+	84.8%-
I have access to the equipment necessary for my training	87.6%+	86.0%-
Quality of resources and facilities (agreement measures)		
Learning resources are up to date and relevant to my studies	82.1%+	79.9%-
The computers and software available on campus are suitable for my needs	81.5%+	77.3%-
Library services have up to date and useful resources that help me with my studies	74.4%+	69.4%-
The library services provided help me with my studies	67.6%+	63.8%-
The overall campus is a pleasant place to learn	89.1%+	86.6%-
The campus buildings are well maintained	83.0%+	78.5%-
Main intention		
To complete some subjects/units only	13.5%-	14.4%+
To complete an entire qualification	86.5%+	85.6%-
Demographics		
Aboriginal students	5.0%-	6.5%+
Students with disability	7.8%	7.9%
Apprentices/trainees	23.1%+	21.7%-
TOTAL SAMPLE	12,060	11,964

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year.

² Students who did not pay their own course fees were excluded from answering the cost of course question.

10. Table of 95% confidence intervals for key findings

Table 2: Student satisfaction survey confidence levels

	State 2016	State 2017
Overall Satisfaction		
All students	0.5%	0.5%
Institution based students (IBS)	0.5%	0.6%
Employment based students (EBS)	1.1%	1.3%
Aboriginal students	2.1%	1.9%
Students with disability	2.0%	1.9%
Satisfaction Measures		
The quality of lecturers	0.5%	0.5%
The facilities available at your training provider	0.6%	0.6%
The cost of your course ¹	0.9%	1.0%
The information and customer service provided by staff in student services	0.6%	0.7%
The reputation of the training provider	0.6%	0.7%
Campus safety and security measures	0.6%	0.7%
How convenient the training provider's location is	0.6%	0.6%
How likely it is that your course will lead to a job/career	0.6%	0.6%
Course and training experiences (agreement measures)		
It was easy to find out about my course	0.6%	0.6%
I am gaining the skills I want to learn from my course	0.5%	0.5%
I receive regular feedback throughout my course on my progress	0.6%	0.6%
The way I am assessed is a fair test of my skills and knowledge	0.5%	0.6%
I have access to the equipment necessary for my training	0.5%	0.5%
Quality of resources and facilities (agreement measures)		
Learning resources are up to date and relevant to my studies	0.6%	0.6%
The computers and software available on campus are suitable for my needs	0.7%	0.7%
Library services have up to date and useful resources that help me with my studies	0.8%	0.8%
The library services provided help me with my studies	0.9%	0.9%
The overall campus is a pleasant place to learn	0.5%	0.6%
The campus buildings are well maintained	0.6%	0.7%
Main intention		
to complete some subjects/units only	0.6%	0.5%
to complete an entire qualification	0.6%	0.5%
Demographics		
Aboriginal students	1.6%	1.6%
Students with disability	1.4%	1.4%
Apprentices/trainees	1.6%	1.8%
TOTAL SAMPLE	12,060	11,964

¹ Students who did not pay their own course fees were excluded from answering the cost of course question.

11. Detailed tables: State Level and Subgroups

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
QA. Please indicate at which one of the following training providers you studied your main course this year?¹						
South Metropolitan TAFE	41.5%+	33.9%-	29.4%-	50.1%+	19.3%-	32.7%
North Metropolitan TAFE	26.4%-	33.3%+	35.1%+	27.1%-	10.6%-	34.0%
South Regional TAFE	14.7%	14.4%	15.1%	11.7%-	7.8%-	17.4%+
Central Regional TAFE	9.8%	9.9%	10.6%	7.3%-	12.4%	10.4%
North Regional TAFE	6.9%-	7.8%+	8.9%+	3.7%-	49.2%+	4.8%-
WA Academy of Performing Arts (WAAPA)	0.6%	0.7%	0.9%	0.0%-	0.8%	0.7%
QB. Are you an apprentice or trainee?²						
Yes, an apprentice	21.5%+	20.2%-	0.0%-	92.8%+	18.6%	7.9%-
Yes, a trainee	1.5%	1.6%	0.0%-	7.2%+	3.0%+	0.6%-
Neither	76.9%-	78.3%+	100.0%+	0.0%-	78.4%	91.4%+
Q1. Is it your main intention...?²						
to complete some subjects/units only	13.5%-	14.4%+	17.6%+	2.9%-	26.0%+	17.9%+
to complete an entire qualification	86.5%+	85.6%-	82.4%-	97.1%+	74.0%-	82.1%-
Q2. Did you consider doing your course somewhere else? Please select the ONE option that best describes your situation.²						
NET: No	67.8%-	69.0%+	64.1%-	86.6%+	84.2%+	67.7%
No – I didn't choose the place, my employer or someone else chose it for me	24.6%	24.2%	12.6%-	66.2%+	49.9%+	16.1%-
No – I did not look for other places offering this course	43.2%-	44.8%+	51.5%+	20.3%-	34.3%-	51.7%+
Yes – I looked for other places offering this course and found at least one other place	22.8%+	20.7%-	23.7%+	10.0%-	10.5%-	19.1%
Yes – I looked for other places offering this course, but I didn't find any other places	9.4%-	10.3%+	12.2%+	3.4%-	5.3%-	13.1%+
NET: Yes	32.2%+	31.0%-	35.9%+	13.4%-	15.8%-	32.3%
TOTAL SAMPLE	12,060	11,964	10,313	1,651	700	1,002
Q3. Which of the following factors was the MOST important when choosing where to study.(one option only)^{2 3}						
Location of the training provider	30.2%-	31.7%+	30.6%	41.3%+	28.0%	30.0%
Quality of course	10.4%	10.5%	10.8%	7.2%-	11.7%	9.8%
Flexible course options (e.g. online learning, part-time study options)	11.5%+	10.3%-	11.2%+	1.8%-	10.0%	8.9%
Reputation of training provider	10.6%	10.1%	10.1%	10.6%	8.5%	8.3%
Good facilities and resources at the training provider	9.6%	9.2%	9.1%	10.6%	12.4%	8.6%
Quality of lecturers	6.7%	7.3%	6.7%	12.1%+	7.3%	9.2%
Cost of the course	6.8%+	5.8%-	6.2%	2.4%-	4.4%	7.1%
Access to information about the course	2.1%	2.0%	2.2%	0.5%-	2.9%	2.5%
I had no choice, they were the only place offering the course	12.1%-	13.1%+	13.0%	13.5%	14.8%	15.6%+
n =	9,562	9,780	9,211	569	385	876

¹ The data in the training provider overview reflects the actual WA State student population (based on weighting).

² The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant differences between each of the subgroups in 2017.

³ The results to question 3 exclude students who answered 'No – I didn't choose the place, my employer or someone else chose it for me' in question 2.

Summary: WA State Results 2017	The quality of lecturers	The facilities available at your training provider	The cost of your course ¹	The information and customer service provided by staff in student services
Q4-Q11 (Importance). Please rate how important each of the following factors at your training provider are to you. (Summary)				
NET: Not important (1-2)	0.7%	3.5%	4.5%	3.1%
1 - Not at all important	0.3%	1.0%	1.3%	0.6%
2	0.3%	2.6%	3.1%	2.4%
3	3.5%	11.7%	13.3%	14.4%
4	15.4%	33.9%	30.5%	34.6%
5 - Very important	80.4%	50.9%	51.7%	47.9%
NET: Important (4-5)	95.8%	84.8%	82.2%	82.5%
Mean score	4.8	4.3	4.3	4.3
n=	11,795	11,577	8,383	11,745

¹ Students who did not pay their own course fees were excluded from answering the cost of course question.

Summary: WA State Results 2017	The reputation of the training provider	Campus safety and security measures	How convenient the training provider's location is	How likely it is that your course will lead to a job/career
Q4-Q11 (Importance). Please rate how important each of the following factors at your training provider are to you. (Summary)				
NET: Not important (1-2)	6.1%	7.3%	5.5%	2.5%
1 - Not at all important	1.4%	2.2%	1.3%	0.9%
2	4.6%	5.1%	4.1%	1.6%
3	22.8%	20.4%	17.4%	8.1%
4	31.7%	30.0%	31.8%	19.4%
5 - Very important	39.4%	42.3%	45.4%	70.0%
NET: Important (4-5)	71.1%	72.3%	77.2%	89.4%
Mean score	4.0	4.1	4.2	4.6
n=	11,763	11,503	11,586	11,540

	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q4-Q11 (Importance). Please rate how important each of the following factors at your training provider are to you. (Detailed)^{1 2}					
Q4. The quality of lecturers					
NET: Not important (1-2)	0.7%	0.8%	0.4%	2.2%+	1.7%+
1 – Not at all important	0.3%	0.3%	0.3%	1.4%	1.2%
2	0.3%	0.4%	0.1%	0.8%	0.5%
3	3.5%	3.7%	3.0%	6.7%	3.5%
4	15.4%	15.3%	15.9%	16.5%	16.0%
5 - Very important	80.4%	80.3%	80.7%	74.6%	78.8%
NET: Important (4-5)	95.8%	95.5%	96.6%	91.1%-	94.8%
Mean score	4.8	4.7	4.8	4.6	4.7
n=	11,795	10,171	1,624	670	989
Q5. The facilities available at your training provider					
NET: Not important (1-2)	3.5%	4.1%+	1.4%-	2.4%	3.1%
1 – Not at all important	1.0%	1.1%	0.4%	0.9%	0.7%
2	2.6%	3.0%	1.0%	1.4%	2.4%
3	11.7%	12.8%	7.5%	13.6%	13.2%
4	33.9%	34.4%	32.3%	29.3%	31.1%
5 - Very important	50.9%	48.7%	58.8%	54.8%	52.6%
NET: Important (4-5)	84.8%	83.1%-	91.1%+	84.1%	83.7%
Mean score	4.3	4.3	4.5	4.4	4.3
n=	11,577	9,974	1,603	649	976
Q6. The cost of your course³					
NET: Not important (1-2)	4.5%	4.5%	4.3%	6.6%	5.4%
1 – Not at all important	1.3%	1.2%	2.0%	4.0%	2.5%
2	3.1%	3.3%	2.3%	2.6%	2.9%
3	13.3%	12.7%	17.0%	17.4%	11.3%
4	30.5%	31.0%	27.3%	24.5%	26.6%
5 - Very important	51.7%	51.8%	51.4%	51.6%	56.7%
NET: Important (4-5)	82.2%	82.8%	78.7%-	76.0%-	83.3%
Mean score	4.3	4.3	4.2	4.2	4.3
n=	8,383	7,671	712	308	708
Q7. The information and customer service provided by staff in student services					
NET: Not important (1-2)	3.1%	3.1%	2.9%	2.8%	3.0%
1 – Not at all important	0.6%	0.6%	0.6%	1.0%	0.7%
2	2.4%	2.5%	2.2%	1.8%	2.3%
3	14.4%	13.8%	16.4%	13.7%	14.8%
4	34.6%	34.0%	36.9%	29.9%	32.6%
5 - Very important	47.9%	49.1%	43.8%	53.6%	49.6%
NET: Important (4-5)	82.5%	83.0%	80.7%	83.6%	82.2%
Mean score	4.3	4.3	4.2	4.3	4.3
n =	11,745	10,125	1,620	656	984

¹ These questions were not asked in recent years (no comparison data is provided).

² The '+' and '-' symbols indicate the direction of statistically significant differences between the NET results of each of the subgroups and the NET results of the State 2017 average.

³ Students who did not pay their own course fees were excluded from answering the cost of course question.

	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q4-Q11 (Importance). Please rate how important each of the following factors at your training provider are to you. (Detailed)^{1 2}					
Q8. The reputation of the training provider					
NET: Not important (1-2)	6.1%	5.7%	7.6%+	4.5%	7.6%
1 – Not at all important	1.4%	1.4%	1.7%	1.3%	2.5%
2	4.6%	4.3%	5.9%	3.2%	5.1%
3	22.8%	21.5%	27.5%	17.8%	23.3%
4	31.7%	32.0%	30.6%	26.9%	30.2%
5 - Very important	39.4%	40.8%	34.3%	50.9%	38.9%
NET: Important (4-5)	71.1%	72.8%+	64.9%-	77.7%+	69.1%
Mean score	4.0	4.1	3.9	4.2	4.0
n=	11,763	10,145	1,618	666	985
Q9. Campus safety and security measures					
NET: Not important (1-2)	7.3%	7.4%	6.9%	4.3%-	7.3%
1 – Not at all important	2.2%	2.3%	1.8%	1.0%	2.2%
2	5.1%	5.1%	5.1%	3.3%	5.1%
3	20.4%	20.1%	21.6%	16.7%	20.3%
4	30.0%	29.2%	32.9%	26.7%	29.2%
5 - Very important	42.3%	43.3%	38.6%	52.2%	43.2%
NET: Important (4-5)	72.3%	72.5%	71.5%	78.9%+	72.5%
Mean score	4.1	4.1	4.0	4.3	4.1
n=	11,503	9,901	1,602	651	969
Q10. How convenient the training provider's location is					
NET: Not important (1-2)	5.5%	5.1%	6.9%+	5.0%	5.5%
1 – Not at all important	1.3%	1.3%	1.5%	1.3%	1.4%
2	4.1%	3.8%	5.4%	3.7%	4.2%
3	17.4%	15.8%	22.8%	17.9%	15.5%
4	31.8%	32.0%	31.1%	26.9%	29.2%
5 - Very important	45.4%	47.1%	39.2%	50.2%	49.8%
NET: Important (4-5)	77.2%	79.1%+	70.3%-	77.1%	79.0%
Mean score	4.2	4.2	4.0	4.2	4.2
n=	11,586	9,979	1,607	663	975
Q11. How likely it is that your course will lead to a job/career					
NET: Not important (1-2)	2.5%	3.1%+	0.5%-	2.4%	4.2%+
1 – Not at all important	0.9%	1.0%	0.2%	1.1%	1.2%
2	1.6%	2.0%	0.3%	1.3%	3.0%
3	8.1%	9.3%	4.2%	8.9%	10.4%
4	19.4%	21.2%	13.1%	20.9%	23.4%
5 - Very important	70.0%	66.5%	82.2%	67.8%	62.0%
NET: Important (4-5)	89.4%	87.7%-	95.4%+	88.7%	85.4%-
Mean score	4.6	4.5	4.8	4.5	4.4
n =	11,540	9,944	1,596	659	960

¹ These questions were not asked in recent years (no comparison data is provided).

² The '+' and '-' symbols indicate the direction of statistically significant differences between the NET results of each of the subgroups and the NET results of the State 2017 average.

Summary:**WA State Results 2017**

	The quality of lecturers	The facilities available at your training provider	The cost of your course ¹	The information and customer service provided by staff in student services
Q12-Q19 (Satisfaction). Please rate how satisfied you are with each of the following factors at your current training provider. (Summary)				
NET: Dissatisfied (1-2)	6.5%	6.1%	16.6%	7.2%
1 – Very dissatisfied	1.8%	1.4%	4.0%	2.1%
2	4.7%	4.7%	12.6%	5.1%
3	7.6%	12.7%	25.0%	17.4%
4	34.9%	46.7%	39.8%	43.5%
5 - Very satisfied	51.0%	34.4%	18.6%	31.9%
NET: Satisfied (4-5)	85.8%	81.1%	58.4%	75.4%
Mean score	4.3	4.1	3.6	4.0
n=	11,865	11,410	8,381	11,623

¹ Students who did not pay their own course fees were excluded from answering the cost of course question.

Summary:**WA State Results 2017**

	The reputation of the training provider	Campus safety and security measures	How convenient the training provider's location is	How likely it is that your course will lead to a job/career
Q12-Q19 (Satisfaction). Please rate how satisfied you are with each of the following factors at your current training provider. (Summary)				
NET: Dissatisfied (1-2)	2.8%	2.4%	4.5%	3.6%
1 – Very dissatisfied	0.8%	0.7%	1.3%	1.1%
2	2.0%	1.7%	3.2%	2.5%
3	21.4%	18.9%	13.2%	14.8%
4	44.8%	47.2%	38.9%	37.7%
5 - Very satisfied	31.1%	31.5%	43.4%	44.0%
NET: Satisfied (4-5)	75.9%	78.7%	82.3%	81.7%
Mean score	4.0	4.1	4.2	4.2
n=	11,599	11,207	11,496	11,299

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q12-Q19 (Satisfaction). Please rate how satisfied you are with each of the following factors at your current training provider. (Detailed)¹						
Q12. The quality of lecturers						
NET: Dissatisfied (1-2)	5.1%-	6.5%+	7.0%	4.9%-	4.3%-	8.6%+
1 – Very dissatisfied	1.8%	1.8%	2.0%	1.3%	1.6%	2.7%
2	3.3%	4.7%	5.0%	3.6%	2.7%	5.9%
3	6.5%	7.6%	7.6%	7.9%	7.8%	7.5%
4	34.2%	34.9%	34.1%	37.6%	32.5%	29.8%
5 - Very satisfied	54.2%	51.0%	51.4%	49.6%	55.4%	54.2%
NET: Satisfied (4-5)	88.4%+	85.8%-	85.5%	87.2%	87.9%	83.9%
Mean score	4.4	4.3	4.3	4.3	4.4	4.3
n=	11,930	11,865	10,229	1,636	692	997
Q13. The facilities available at your training provider						
NET: Dissatisfied (1-2)	5.5%	6.1%	6.1%	6.2%	3.2%-	8.2%+
1 – Very dissatisfied	1.4%	1.4%	1.4%	1.5%	1.4%	1.7%
2	4.0%	4.7%	4.7%	4.7%	1.8%	6.5%
3	9.7%	12.7%	12.7%	13.0%	11.2%	12.7%
4	44.1%	46.7%	46.3%	48.2%	44.1%	42.5%
5 - Very satisfied	40.7%	34.4%	34.9%	32.6%	41.5%	36.7%
NET: Satisfied (4-5)	84.8%+	81.1%-	81.2%	80.8%	85.6%+	79.1%
Mean score	4.2	4.1	4.1	4.1	4.2	4.1
n=	11,572	11,410	9,816	1,594	663	970
Q14. The cost of your course²						
NET: Dissatisfied (1-2)	19.5%+	16.6%-	15.7%	22.2%+	13.2%	18.0%
1 – Very dissatisfied	4.5%	4.0%	3.6%	6.5%	4.7%	5.2%
2	14.9%	12.6%	12.1%	15.7%	8.5%	12.8%
3	25.8%	25.0%	23.9%	32.0%	18.9%	22.4%
4	38.6%	39.8%	40.9%	32.8%	37.3%	37.5%
5 - Very satisfied	16.1%	18.6%	19.5%	13.1%	30.6%	22.1%
NET: Satisfied (4-5)	54.7%-	58.4%+	60.4%+	45.9%-	67.9%+	59.6%
Mean score	3.5	3.6	3.6	3.3	3.8	3.6
n=	8,726	8,381	7,679	702	305	707
Q15. The information and customer service provided by staff in student services						
NET: Dissatisfied (1-2)	5.9%-	7.2%+	7.6%	5.8%-	2.5%-	9.9%+
1 – Very dissatisfied	2.0%	2.1%	2.3%	1.2%	1.2%	4.3%
2	4.0%	5.1%	5.3%	4.6%	1.3%	5.6%
3	12.4%	17.4%	16.7%	19.9%	13.6%	17.8%
4	43.5%	43.5%	42.5%	47.1%	39.6%	37.2%
5 - Very satisfied	38.2%	31.9%	33.2%	27.2%	44.3%	35.2%
NET: Satisfied (4-5)	81.7%+	75.4%-	75.7%	74.3%	83.9%+	72.4%-
Mean score	4.1	4.0	4.0	3.9	4.2	3.9
n =	11,692	11,623	10,016	1,607	671	975

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

² Students who did not pay their own course fees were excluded from answering the cost of course question.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q12-Q19 (Satisfaction). Please rate how satisfied you are with each of the following factors at your current training provider. (Detailed)¹						
Q16. The reputation of the training provider						
NET: Dissatisfied (1-2)	3.0%	2.8%	3.1%	1.5%-	2.1%	4.4%+
1 – Very dissatisfied	1.1%	0.8%	0.9%	0.2%	0.7%	1.2%
2	1.8%	2.0%	2.2%	1.3%	1.4%	3.2%
3	12.1%	21.4%	20.4%	24.7%	15.7%	22.2%
4	44.7%	44.8%	44.0%	47.5%	42.2%	39.5%
5 - Very satisfied	40.2%	31.1%	32.5%	26.3%	40.1%	33.9%
NET: Satisfied (4-5)	84.9%+	75.9%-	76.5%	73.7%	82.2%+	73.4%
Mean score	4.2	4.0	4.0	4.0	4.2	4.0
n=	11,722	11,599	9,998	1,601	677	975
Q17. Campus safety and security measures						
NET: Dissatisfied (1-2)	3.2%+	2.4%-	2.4%	2.7%	2.2%	4.1%+
1 – Very dissatisfied	1.1%	0.7%	0.7%	0.8%	0.7%	1.4%
2	2.1%	1.7%	1.7%	1.9%	1.6%	2.7%
3	13.0%	18.9%	18.6%	19.7%	14.7%	17.5%
4	43.7%	47.2%	46.5%	49.8%	42.7%	44.4%
5 - Very satisfied	40.1%	31.5%	32.6%	27.8%	40.4%	33.9%
NET: Satisfied (4-5)	83.8%+	78.7%-	79.0%	77.6%	83.1%+	78.3%
Mean score	4.2	4.1	4.1	4.0	4.2	4.1
n=	11,040	11,207	9,631	1,576	652	955
Q18. How convenient the training provider's location is						
NET: Dissatisfied (1-2)	5.8%+	4.5%-	3.8%-	7.0%+	2.6%-	5.6%
1 – Very dissatisfied	1.8%	1.3%	1.0%	2.3%	1.1%	1.9%
2	3.9%	3.2%	2.8%	4.7%	1.6%	3.8%
3	10.8%	13.2%	12.3%	16.4%	11.1%	12.4%
4	34.5%	38.9%	38.6%	39.8%	37.3%	32.6%
5 - Very satisfied	49.0%	43.4%	45.3%	36.8%	49.0%	49.4%
NET: Satisfied (4-5)	83.5%+	82.3%-	83.9%+	76.6%-	86.3%+	82.0%
Mean score	4.2	4.2	4.2	4.0	4.3	4.2
n=	11,489	11,496	9,885	1,611	680	976
Q19. How likely it is that your course will lead to a job/career						
NET: Dissatisfied (1-2)	4.0%	3.6%	4.5%+	0.5%-	3.0%	5.3%+
1 – Very dissatisfied	1.5%	1.1%	1.4%	0.1%	1.4%	2.2%
2	2.6%	2.5%	3.1%	0.3%	1.6%	3.1%
3	11.9%	14.8%	17.3%	5.7%	12.4%	17.6%
4	33.8%	37.7%	40.1%	29.0%	31.9%	39.7%
5 - Very satisfied	50.3%	44.0%	38.1%	64.9%	52.6%	37.4%
NET: Satisfied (4-5)	84.1%+	81.7%-	78.2%-	93.9%+	84.6%+	77.1%-
Mean score	4.3	4.2	4.1	4.6	4.3	4.1
n =	11,307	11,299	9,720	1,579	665	947

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

**Summary:
WA State Results
2017**

	It was easy to find out about my course	I am gaining the skills I want to learn from my course	I receive regular feedback throughout my course on my progress	The way I am assessed is a fair test of my skills and knowledge	I have access to the equipment necessary for my training
Q20-Q24 (Agreement). The following statements are about your experiences at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Summary)					
NET: Disagree (1-2)	6.7%	3.6%	9.0%	5.5%	5.0%
1 – Strongly disagree	1.4%	1.0%	2.2%	1.5%	1.2%
2	5.3%	2.7%	6.9%	4.0%	3.8%
3	12.1%	6.9%	13.4%	9.7%	8.9%
4	53.0%	45.5%	43.1%	46.5%	46.4%
5 – Strongly agree	28.2%	44.0%	34.4%	38.3%	39.7%
NET: Agree (4-5)	81.2%	89.4%	77.5%	84.8%	86.0%
Mean score	4.0	4.3	4.0	4.2	4.2
n=	11,810	11,887	11,785	11,880	11,625

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q20-Q24 (Agreement). The following statements are about your experiences at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)¹						
Q20. It was easy to find out about my course						
NET: Disagree (1-2)	5.1%-	6.7%+	7.2%	4.6%-	4.4%-	10.1%+
1 – Strongly disagree	1.1%	1.4%	1.6%	0.7%	1.4%	3.1%
2	4.0%	5.3%	5.6%	3.9%	3.0%	7.1%
3	9.7%	12.1%	10.9%	16.7%	11.3%	13.8%
4	54.8%	53.0%	53.0%	52.9%	49.7%	46.4%
5 – Strongly agree	30.3%	28.2%	28.8%	25.8%	34.7%	29.6%
NET: Agree (4-5)	85.2%+	81.2%-	81.9%	78.7%-	84.4%+	76.1%-
Mean score	4.1	4.0	4.0	4.0	4.1	3.9
n=	11,852	11,810	10,221	1,589	679	993
Q21. I am gaining the skills I want to learn from my course						
NET: Disagree (1-2)	3.5%	3.6%	3.8%	2.9%	2.6%	5.1%+
1 – Strongly disagree	1.0%	1.0%	1.1%	0.5%	1.0%	1.4%
2	2.5%	2.7%	2.7%	2.5%	1.6%	3.8%
3	6.5%	6.9%	7.2%	6.0%	7.0%	8.2%
4	44.9%	45.5%	45.7%	44.8%	42.4%	43.1%
5 – Strongly agree	45.0%	44.0%	43.3%	46.2%	47.9%	43.6%
NET: Agree (4-5)	90.0%	89.4%	89.0%	91.0%+	90.4%	86.7%-
Mean score	4.3	4.3	4.3	4.3	4.3	4.2
n=	11,964	11,887	10,239	1,648	696	992

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q20-Q24 (Agreement). The following statements are about your experiences at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)¹						
Q22. I receive regular feedback throughout my course on my progress						
NET: Disagree (1-2)	8.4%	9.0%	9.3%	8.0%	6.9%-	11.8%+
1 – Strongly disagree	2.1%	2.2%	2.3%	1.5%	2.1%	2.5%
2	6.4%	6.9%	7.0%	6.5%	4.8%	9.3%
3	12.6%	13.4%	13.4%	13.7%	10.5%	14.4%
4	43.8%	43.1%	43.1%	43.4%	44.1%	37.5%
5 – Strongly agree	35.2%	34.4%	34.3%	34.8%	38.5%	36.4%
NET: Agree (4-5)	78.9%+	77.5%-	77.3%	78.3%	82.6%+	73.9%-
Mean score	4.0	4.0	4.0	4.0	4.1	4.0
n=	11,826	11,785	10,146	1,639	687	984
Q23. The way I am assessed is a fair test of my skills and knowledge						
NET: Disagree (1-2)	4.9%-	5.5%+	5.7%	4.8%	3.5%-	8.6%+
1 – Strongly disagree	1.4%	1.5%	1.6%	1.1%	1.2%	2.3%
2	3.6%	4.0%	4.1%	3.7%	2.3%	6.2%
3	8.6%	9.7%	9.8%	9.3%	9.1%	10.7%
4	47.1%	46.5%	46.5%	46.5%	45.0%	43.2%
5 – Strongly agree	39.3%	38.3%	38.0%	39.3%	42.4%	37.5%
NET: Agree (4-5)	86.4%+	84.8%-	84.5%	85.9%	87.4%+	80.7%-
Mean score	4.2	4.2	4.2	4.2	4.3	4.1
n=	11,946	11,880	10,232	1,648	690	991
Q24. I have access to the equipment necessary for my training						
NET: Disagree (1-2)	4.2%-	5.0%+	5.1%	4.7%	4.1%	7.2%+
1 – Strongly disagree	0.9%	1.2%	1.3%	0.8%	1.1%	1.7%
2	3.2%	3.8%	3.8%	3.9%	3.0%	5.5%
3	8.2%	8.9%	8.9%	8.8%	5.7%	10.3%
4	46.0%	46.4%	46.4%	46.4%	45.0%	42.3%
5 – Strongly agree	41.6%	39.7%	39.6%	40.1%	45.3%	40.1%
NET: Agree (4-5)	87.6%+	86.0%-	85.9%	86.4%	90.3%+	82.5%-
Mean score	4.2	4.2	4.2	4.2	4.3	4.1
n=	11,620	11,625	9,985	1,640	688	978

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

**Summary:
WA State Results 2017**

	Learning Resources are up to date and relevant to my studies	The computers and software available on campus suit my needs	Library services have up to date and useful resources that help me with my studies	The library services provided help me with my studies	The overall campus is a pleasant place to learn	The campus buildings are well maintained
Q25-Q30 (Agreement). The following statements are about the quality of resources at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Summary)						
NET: Disagree (1-2)	7.7%	7.1%	5.6%	7.4%	2.8%	7.1%
1 – Strongly disagree	1.9%	1.8%	1.6%	2.0%	0.8%	1.5%
2	5.8%	5.3%	4.0%	5.3%	2.1%	5.6%
3	12.4%	15.6%	25.1%	28.9%	10.6%	14.5%
4	49.0%	46.9%	42.4%	39.0%	49.5%	48.6%
5 – Strongly agree	30.9%	30.4%	27.0%	24.7%	37.1%	29.9%
NET: Agree (4-5)	79.9%	77.3%	69.4%	63.8%	86.6%	78.5%
Mean score	4.0	4.0	3.9	3.8	4.2	4.0
n=	11,702	10,498	9,783	9,548	11,082	11,132

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q25-Q30 (Agreement). The following statements are about the quality of resources at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)¹						
Q25. Learning resources are up to date and relevant to my studies						
NET: Disagree (1-2)	6.8%-	7.7%+	7.4%	8.7%	5.5%-	10.5%+
1 – Strongly disagree	1.5%	1.9%	1.8%	2.0%	1.5%	3.0%
2	5.4%	5.8%	5.6%	6.7%	4.0%	7.5%
3	11.1%	12.4%	12.2%	13.1%	10.9%	14.0%
4	50.5%	49.0%	48.7%	50.2%	46.6%	43.7%
5 – Strongly agree	31.6%	30.9%	31.7%	28.0%	37.1%	31.8%
NET: Agree (4-5)	82.1%+	79.9%-	80.4%	78.2%	83.6%+	75.5%-
Mean score	4.1	4.0	4.0	4.0	4.1	3.9
n=	11,750	11,702	10,074	1,628	676	977
Q26. The computers and software available on campus are suitable for my needs						
NET: Disagree (1-2)	6.1%-	7.1%+	7.8%	4.7%-	5.2%-	8.8%
1 – Strongly disagree	1.6%	1.8%	2.0%	0.9%	1.1%	2.3%
2	4.5%	5.3%	5.8%	3.8%	4.1%	6.5%
3	12.4%	15.6%	13.8%	21.8%	12.2%	13.4%
4	48.9%	46.9%	46.5%	48.3%	45.6%	44.1%
5 – Strongly agree	32.6%	30.4%	31.9%	25.1%	37.0%	33.7%
NET: Agree (4-5)	81.5%+	77.3%-	78.4%	73.5%-	82.6%+	77.8%
Mean score	4.1	4.0	4.0	3.9	4.1	4.0
n =	10,367	10,498	9,043	1,455	621	904

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q25-Q30 (Agreement). The following statements are about the quality of resources at your training provider. Please rate the extent to which you strongly agree or strongly disagree with each statement. (Detailed)¹						
Q27. Library services have up to date and useful resources that help me with my studies						
NET: Disagree (1-2)	5.2%	5.6%	6.0%	4.0%-	4.7%	7.4%
1 – Strongly disagree	1.4%	1.6%	1.8%	0.9%	1.2%	1.9%
2	3.8%	4.0%	4.2%	3.1%	3.5%	5.5%
3	20.4%	25.1%	23.8%	29.5%	21.6%	23.8%
4	45.4%	42.4%	42.3%	42.9%	42.6%	40.7%
5 – Strongly agree	29.0%	27.0%	27.9%	23.7%	31.1%	28.1%
NET: Agree (4-5)	74.4%+	69.4%-	70.2%	66.5%-	73.7%+	68.8%
Mean score	4.0	3.9	3.9	3.9	4.0	3.9
n=	9,549	9,783	8,442	1,341	560	823
Q28. The library services provided help me with my studies						
NET: Disagree (1-2)	7.0%	7.4%	7.5%	6.7%	5.7%	10.3%+
1 – Strongly disagree	1.9%	2.0%	2.0%	2.2%	1.6%	3.1%
2	5.1%	5.3%	5.5%	4.5%	4.2%	7.3%
3	25.4%	28.9%	27.5%	33.6%	25.6%	26.0%
4	40.6%	39.0%	38.7%	40.3%	40.2%	39.0%
5 – Strongly agree	27.0%	24.7%	26.2%	19.4%	28.4%	24.7%
NET: Agree (4-5)	67.6%+	63.8%-	64.9%	59.7%-	68.6%+	63.7%
Mean score	3.9	3.8	3.8	3.7	3.9	3.7
n=	9,243	9,548	8,244	1,304	544	800
Q29. The overall campus is a pleasant place to learn						
NET: Disagree (1-2)	2.4%	2.8%	3.0%	2.5%	2.7%	4.2%+
1 – Strongly disagree	0.5%	0.8%	0.8%	0.5%	0.9%	1.3%
2	1.8%	2.1%	2.1%	1.9%	1.8%	2.9%
3	8.5%	10.6%	10.6%	10.6%	8.9%	10.5%
4	48.6%	49.5%	48.2%	53.9%	43.8%	46.1%
5 – Strongly agree	40.5%	37.1%	38.3%	33.0%	44.6%	39.2%
NET: Agree (4-5)	89.1%+	86.6%-	86.5%	86.9%	88.5%	85.2%
Mean score	4.3	4.2	4.2	4.2	4.3	4.2
n=	10,995	11,082	9,512	1,570	648	948
Q30. The campus buildings are well maintained						
NET: Disagree (1-2)	5.5%-	7.1%+	7.2%	6.5%	4.6%-	10.3%+
1 – Strongly disagree	1.2%	1.5%	1.6%	1.2%	1.6%	2.4%
2	4.3%	5.6%	5.6%	5.4%	3.0%	8.0%
3	11.5%	14.5%	14.6%	13.9%	11.4%	14.7%
4	49.2%	48.6%	47.5%	52.3%	45.2%	42.5%
5 – Strongly agree	33.8%	29.9%	30.6%	27.3%	38.8%	32.5%
NET: Agree (4-5)	83.0%+	78.5%-	78.2%	79.5%	84.0%+	75.0%-
Mean score	4.1	4.0	4.0	4.0	4.2	3.9
n=	11,040	11,132	9,559	1,573	657	954

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q31 (Satisfaction). Overall, how satisfied are you with your course?¹						
NET: Dissatisfied (1-2)	4.6%-	5.4%+	5.9%	3.7%-	2.5%-	8.2%+
1 – Very Dissatisfied	1.4%	1.7%	1.9%	0.7%-	1.0%	2.9%+
2	3.3%	3.7%	3.9%	3.0%	1.5%	5.2%
3	6.5%	7.3%	7.5%	6.6%	6.6%	8.0%
4	44.0%	43.9%	42.8%	47.6%	34.5%	41.9%
5 - Very satisfied	44.8%+	43.5%-	43.9%	42.1%	56.4%+	41.9%
NET: Satisfied (4-5)	88.9%+	87.3%-	86.7%	89.7%+	90.9%+	83.9%-
Mean Score	4.3	4.2	4.2	4.3	4.4	4.1
n=	12,060	11,964	10,313	1,651	700	1,002

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET, the 'very satisfied' and the 'very dissatisfied' results of each of the subgroups and the State 2017 average.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q33a-Q42a (Awareness). Which of the following services offered by your training provider are you aware of?¹						
Flexible assessment	75.4%+	73.6%-	76.1%+	64.6%-	70.4%	74.3%
Flexible learning options	73.5%	72.4%	76.7%+	56.8%-	66.7%-	72.6%
Literacy and numeracy support	73.2%	72.2%	72.3%	71.5%	79.0%+	75.2%+
Financial assistance	68.0%+	66.8%-	66.0%	69.6%+	63.1%-	64.7%
English language assistance for ESL	66.7%	66.0%	66.9%	62.8%-	64.7%	67.1%
Customised equipment or adjustments for physical access	66.6%	65.6%	66.3%	63.3%	67.0%	69.5%+
Career advice and planning	60.7%+	57.2%-	56.9%	58.0%	62.7%+	53.9%-
A mentor or person to support me	57.6%+	55.4%-	54.5%	58.8%+	70.0%+	56.2%
Other counselling services	54.7%+	53.2%-	54.2%	49.6%-	54.2%	58.9%+
Reasonable adjustment /accommodation	49.1%	48.9%	48.3%	50.9%	51.0%	51.6%
Q33b-Q42b (Usage). Which of the following services have you used? (Rebased on total)¹						
Flexible assessment	34.9%+	33.1%-	36.4%+	21.3%-	34.0%	41.6%+
Flexible learning options	35.5%+	31.4%-	36.4%+	13.4%-	29.0%	33.4%
Financial assistance	27.8%	27.6%	29.7%+	20.1%-	26.3%	30.1%
A mentor or person to support me	18.6%+	17.2%-	17.7%	15.5%	37.6%+	23.5%+
Career advice and planning	17.6%+	16.3%-	17.4%+	12.3%-	24.9%+	18.2%
Literacy and numeracy support	13.6%	13.1%	13.8%	10.6%-	31.6%+	18.8%+
Customised equipment or adjustments for physical access	12.6%	12.1%	13.5%+	7.1%-	19.8%+	17.0%+
Other counselling services	7.6%	7.3%	8.2%+	4.0%-	12.5%+	14.9%+
English language assistance for ESL	6.2%	6.4%	7.1%+	3.7%-	12.9%+	5.9%
Reasonable adjustment /accommodation	6.6%	6.2%	6.7%	4.5%-	11.4%+	9.4%+
TOTAL SAMPLE	12,060	11,964	10,313	1,651	700	1,002

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant differences between each of the subgroups and the State 2017 average.

**Summary:
WA State Results 2017**

	Flexible learning options	Flexible assessment	Literacy and numeracy support	Financial assistance	Career advice and planning
Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied. (Summary)					
NET: Dissatisfied (1-2)	4.2%	1.9%	2.4%	3.2%	2.1%
1 – Very dissatisfied	1.6%	1.1%	1.2%	1.2%	1.1%
2	2.7%	0.8%	1.2%	2.0%	1.0%
3	7.3%	5.7%	7.3%	9.2%	7.5%
4	44.5%	44.1%	46.4%	45.1%	45.6%
5 - Very satisfied	44.0%	48.4%	43.9%	42.4%	44.8%
NET: Satisfied (4-5)	88.5%	92.4%	90.4%	87.6%	90.4%
Mean score	4.3	4.4	4.3	4.3	4.3
n=	4,064	4,120	1,530	3,470	1,961

**Summary:
WA State Results 2017**

	Other counselling services	A mentor or person to support me during my studies	English language assistance where English is not the first language	Customised equipment or adjustments for physical access	Reasonable adjustment/accommodation
Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied. (Summary)					
NET: Dissatisfied (1-2)	4.4%	1.8%	1.8%	1.9%	2.2%
1 – Very dissatisfied	2.3%	1.0%	1.1%	1.2%	1.4%
2	2.1%	0.8%	0.8%	0.7%	0.8%
3	9.7%	6.0%	6.7%	9.8%	7.9%
4	45.9%	39.8%	43.9%	49.4%	46.6%
5 - Very satisfied	40.0%	52.4%	47.6%	38.9%	43.2%
NET: Satisfied (4-5)	85.9%	92.2%	91.5%	88.3%	89.8%
Mean score	4.2	4.4	4.4	4.2	4.3
n=	880	2,019	756	1,486	703

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied. (Detailed)¹						
Q33c. Flexible learning options						
NET: Dissatisfied (1-2)	3.7%	4.2%	4.5%	1.7%-	3.1%	5.0%
1 – Very dissatisfied	1.2%	1.6%	1.7%	0.4%	0.8%	2.0%
2	2.5%	2.7%	2.8%	1.3%	2.4%	3.0%
3	6.9%	7.3%	7.3%	7.5%	6.6%	10.9%
4	45.2%	44.5%	44.3%	45.9%	46.4%	38.4%
5 - Very satisfied	44.1%	44.0%	43.9%	44.8%	43.9%	45.7%
NET: Satisfied (4-5)	89.3%	88.5%	88.2%	90.8%	90.3%	84.1%-
Mean score	4.3	4.3	4.3	4.3	4.3	4.2
n=	4,490	4,064	3,807	257	229	340
Q34c. Flexible assessment						
NET: Dissatisfied (1-2)	1.5%	1.9%	1.9%	1.6%	2.2%	3.4%
1 – Very dissatisfied	0.6%	1.1%	1.1%	1.0%	1.4%	1.6%
2	1.0%	0.8%	0.8%	0.7%	0.8%	1.8%
3	4.5%	5.7%	5.8%	5.1%	4.4%	7.0%
4	46.1%	44.1%	43.2%	49.8%	43.0%	42.1%
5 - Very satisfied	47.9%	48.4%	49.2%	43.5%	50.4%	47.5%
NET: Satisfied (4-5)	94.0%+	92.4%-	92.3%	93.3%	93.4%	89.6%
Mean score	4.4	4.4	4.4	4.3	4.4	4.3
n=	4,303	4,120	3,752	368	261	419

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied. (Detailed) ¹						
Q35c. Literacy and numeracy support						
NET: Dissatisfied (1-2)	1.7%	2.4%	2.4%	2.4%	4.0%	5.1%
1 – Very dissatisfied	0.5%	1.2%	1.1%	1.3%	2.5%	2.3%
2	1.2%	1.2%	1.2%	1.1%	1.5%	2.9%
3	6.1%	7.3%	7.7%	5.2%	6.9%	8.6%
4	53.5%	46.4%	46.4%	46.4%	39.3%	40.7%
5 - Very satisfied	38.8%	43.9%	43.5%	46.0%	49.8%	45.5%
NET: Satisfied (4-5)	92.3%	90.4%	89.9%	92.4%	89.1%	86.2%
Mean score	4.3	4.3	4.3	4.3	4.3	4.2
n=	1,586	1,530	1,351	179	223	173
Q36c. Financial assistance						
NET: Dissatisfied (1-2)	3.1%	3.2%	2.9%	4.8%	3.3%	5.1%
1 – Very dissatisfied	1.0%	1.2%	1.0%	2.0%	1.4%	1.9%
2	2.1%	2.0%	1.9%	2.7%	2.0%	3.2%
3	9.9%	9.2%	9.0%	10.7%	8.2%	9.5%
4	48.4%	45.1%	45.3%	43.9%	39.0%	37.2%
5 - Very satisfied	38.6%	42.4%	42.8%	40.7%	49.4%	48.2%
NET: Satisfied (4-5)	87.0%	87.6%	88.1%	84.6%	88.4%	85.5%
Mean score	4.2	4.3	4.3	4.2	4.3	4.3
n=	3,406	3,470	3,132	338	192	321
Q37c. Career advice and planning						
NET: Dissatisfied (1-2)	2.3%	2.1%	2.2%	1.2%	1.3%	1.8%
1 – Very dissatisfied	0.8%	1.1%	1.1%	1.2%	0.7%	0.5%
2	1.5%	1.0%	1.2%	0.0%	0.5%	1.3%
3	7.8%	7.5%	8.1%	4.7%	7.2%	9.3%
4	49.6%	45.6%	45.9%	44.1%	39.6%	43.8%
5 - Very satisfied	40.3%	44.8%	43.7%	50.0%	52.0%	45.1%
NET: Satisfied (4-5)	89.9%	90.4%	89.7%	94.1%+	91.6%	88.9%
Mean score	4.3	4.3	4.3	4.4	4.4	4.3
n=	2,073	1,961	1,755	206	177	177
Q38c. Other counselling services						
NET: Dissatisfied (1-2)	1.7%-	4.4%+	4.2%	5.5%	5.7%	6.7%
1 – Very dissatisfied	0.9%	2.3%	2.0%	4.2%	3.5%	0.0%
2	0.8%	2.1%	2.2%	1.3%	2.2%	6.7%
3	10.8%	9.7%	10.1%	7.3%	13.8%	12.2%
4	50.2%	45.9%	45.9%	46.5%	39.9%	36.6%
5 - Very satisfied	37.3%	40.0%	39.9%	40.7%	40.6%	44.5%
NET: Satisfied (4-5)	87.5%	85.9%	85.7%	87.2%	80.5%	81.1%
Mean score	4.2	4.2	4.2	4.2	4.1	4.2
n=	896	880	816	64	95	147

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q33c-Q42c (Satisfaction). Please rate how satisfied you are with each of these services at your training provider. Please rate the extent to which you are not at all satisfied or very satisfied. (Detailed) ¹						
Q39c. A mentor or person to support me during my studies						
NET: Dissatisfied (1-2)	1.0%-	1.8%+	1.8%	1.9%	1.4%	1.6%
1 – Very dissatisfied	0.7%	1.0%	1.1%	0.6%	0.8%	0.6%
2	0.4%	0.8%	0.7%	1.3%	0.7%	1.0%
3	5.5%	6.0%	6.0%	5.8%	6.0%	9.3%
4	44.6%	39.8%	40.0%	39.0%	37.8%	34.4%
5 - Very satisfied	48.9%	52.4%	52.1%	53.3%	54.8%	54.7%
NET: Satisfied (4-5)	93.5%	92.2%	92.1%	92.3%	92.6%	89.1%
Mean score	4.4	4.4	4.4	4.4	4.5	4.4
n=	2,226	2,019	1,754	265	262	219
Q40c. English language assistance for ESL						
NET: Dissatisfied (1-2)	1.7%	1.8%	1.9%	1.6%	3.6%	8.8%
1 – Very dissatisfied	0.6%	1.1%	1.0%	1.6%	1.3%	1.4%
2	1.1%	0.8%	0.9%	0.0%	2.3%	7.4%
3	6.0%	6.7%	7.4%	1.4%	9.8%	9.3%
4	54.2%	43.9%	43.0%	50.6%	35.6%	41.2%
5 - Very satisfied	38.0%	47.6%	47.7%	46.5%	50.9%	40.7%
NET: Satisfied (4-5)	92.2%	91.5%	90.8%	97.0%+	86.6%	81.9%
Mean score	4.3	4.4	4.4	4.4	4.3	4.1
n=	707	756	705	51	94	58
Q41c. Customised equipment or adjustments for physical access						
NET: Dissatisfied (1-2)	1.2%	1.9%	1.6%	3.8%	3.0%	4.1%
1 – Very dissatisfied	0.4%	1.2%	1.2%	1.3%	1.6%	1.3%
2	0.8%	0.7%	0.4%	2.5%	1.5%	2.8%
3	7.5%	9.8%	9.5%	11.5%	12.3%	10.8%
4	55.3%	49.4%	49.8%	46.8%	39.8%	39.9%
5 - Very satisfied	36.0%	38.9%	39.0%	37.9%	44.9%	45.2%
NET: Satisfied (4-5)	91.3%+	88.3%-	88.8%	84.7%	84.7%	85.1%
Mean score	4.3	4.2	4.3	4.2	4.2	4.2
n=	1,486	1,486	1,366	120	142	171
Q42c. Reasonable adjustment /accommodation						
NET: Dissatisfied (1-2)	1.7%	2.2%	2.4%	1.2%	6.1%	3.9%
1 – Very dissatisfied	0.6%	1.4%	1.5%	1.2%	2.8%	2.9%
2	1.2%	0.8%	0.9%	0.0%	3.3%	0.9%
3	7.0%	7.9%	7.7%	9.4%	8.7%	5.4%
4	53.8%	46.6%	46.3%	48.3%	34.4%	42.9%
5 - Very satisfied	37.5%	43.2%	43.6%	41.2%	50.9%	47.9%
NET: Satisfied (4-5)	91.3%	89.8%	89.9%	89.5%	85.2%	90.8%
Mean score	4.3	4.3	4.3	4.3	4.3	4.3
n=	729	703	636	67	79	90

¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the NET results of the previous year, and the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2015	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q43. On a typical day, how do you get to your training provider?^{1 2 3}						
Private motor vehicle – as driver	65.5%-	67.9%+	61.9%-	87.9%+	50.9%-	49.1%-
Train	20.5%	20.0%	23.5%+	8.1%-	9.6%-	24.7%+
Bus	20.8%	19.9%	23.6%+	7.8%-	15.5%-	28.2%+
Private motor vehicle – passenger	12.3%	12.2%	13.3%+	8.6%-	21.8%+	23.5%+
Walk	11.7%	11.1%	13.3%+	3.7%-	22.0%+	16.4%+
Bicycle	3.1%+	2.1%-	2.4%	1.3%-	2.6%	2.6%
Motorbike/scooter	0.1%	0.2%	0.2%	0.2%	0.0%	0.2%
Ferry	0.0%	0.1%	0.1%	0.0%	0.2%	0.0%
Other	0.3%	0.5%	0.6%	0.4%	4.7%+	0.6%
n=	8,564	10,664	9,142	1,522	599	940

¹ The topic of transportation was last addressed in 2015 (Q43 – Q50). This data, where available, have been provided for comparison purposes.

² This data excludes those students who don't frequently visit the campus (e.g. online studies, doing the course at work).

³ The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant differences between each of the subgroups and the State 2017 average.

	State 2015	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q44. How far do you usually travel to get to your training provider (one way)?^{1 2}						
Up to 5 kilometres	21.3%	20.7%	23.1%+	13.1%-	41.7%+	23.8%+
6-10 kilometres	18.1%	18.3%	19.7%+	13.8%-	19.4%	19.2%
11-15 kilometres	12.5%	12.9%	13.2%	12.0%	8.2%-	13.3%
16-20 kilometres	11.3%	12.1%	11.6%	13.6%	6.8%-	10.9%
21-30 kilometres	13.6%	13.7%	13.3%	15.3%	8.3%-	12.6%
31-50 kilometres	12.2%	12.4%	11.3%-	16.0%+	5.7%-	11.2%
51-100 kilometres	6.8%	6.7%	5.9%-	9.2%+	4.4%-	6.1%
100+ kilometres	4.2%+	3.2%-	2.1%-	7.0%+	5.5%+	2.8%
NET: 20 kilometres or less	63.2%	64.0%	67.6%+	52.4%-	76.1%+	67.3%+
n=	8,543	10,243	8,739	1,504	527	894

¹ This data excludes those students who don't frequently visit the campus (e.g. online studies, doing the course at work).

² The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant differences between each of the subgroups and the State 2017 average.

	State 2015	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q45. If you use parking facilities on or close to campus, how much on average do you pay per day?^{1 2}						
Nothing / free parking	69.0%	68.0%	68.5%	66.7%	73.3%	69.9%
\$ 0.01 – \$ 1.00	4.3%-	5.5%+	5.4%	5.6%	3.2%	4.7%
\$ 1.01 – \$ 2.00	5.5%+	2.7%-	3.1%	1.7%-	2.4%	3.3%
\$ 2.01 – \$ 5.00	6.7%-	9.5%+	8.2%-	12.3%+	6.7%	7.8%
\$ 5.01 – \$ 10.00	6.9%	6.2%	5.2%-	8.4%+	6.8%	5.3%
\$10.01 – \$20.00	6.0%	5.8%	7.0%+	3.0%-	3.5%	5.8%
> \$20	1.5%-	2.4%+	2.4%	2.3%	4.3%	3.3%
NET: Nothing / free parking	69.0%	68.0%	68.5%	66.7%	73.3%	69.9%
NET: \$5.00 or less	16.5%	17.7%	16.8%	19.6%	12.2%-	15.8%
NET: Over \$5.00	14.4%	14.4%	14.7%	13.7%	14.5%	14.3%
n=	4,031	4,666	3,775	891	181	339

¹ This data only includes those students who frequently use the parking facilities on or close to campus.

² The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant differences between each of the subgroups and the State 2017 average.

	State 2015	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q46. If you use public transport to get to your training provider, how much on average do you pay per day?^{1 2}						
Up to \$ 2.00	23.8%+	19.0%-	20.4%	8.5%-	9.3%-	24.3%+
\$ 2.01 – \$ 3.00	15.7%	14.0%	14.8%	7.9%-	16.4%	12.9%
\$ 3.01 – \$ 4.00	16.3%	14.7%	16.2%	3.6%-	14.1%	13.4%
\$ 4.01 – \$ 5.00	17.1%-	19.3%+	19.5%	17.7%	21.1%	17.3%
\$ 5.01 – \$ 7.50	9.5%-	13.4%+	13.7%	11.3%	12.1%	14.1%
\$ 7.51 – \$ 10.00	11.3%	10.6%	9.3%	20.7%+	12.8%	8.2%
> \$10	6.3%-	9.0%+	6.1%-	30.3%+	14.2%	9.8%
NET: \$5.00 or less	73.0%+	66.9%-	70.9%+	37.7%-	60.9%	67.9%
NET: Over \$5.00	27.0%-	33.1%+	29.1%-	62.3%+	39.1%	32.1%
n=	2,902	3,443	3,225	218	94	358

¹ This data only includes those students who frequently use public transport to get to their training provider.

² The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant differences between each of the subgroups and the State 2017 average.

Summary: WA State Results 2017	The availability of public transport to the training provider	The availability of student parking facilities on or close to campus	The cost of student parking facilities on or close to campus	The availability of a campus close to your home
Q47-Q50 (Importance). Please rate how important each of the following factors are to you. (Summary)				
NET: Not important (1-2)	23.2%	7.1%	10.1%	7.1%
1 - Not at all important	14.8%	3.8%	5.9%	2.4%
2	8.4%	3.2%	4.2%	4.8%
3	17.5%	10.9%	16.1%	20.8%
4	18.5%	23.3%	19.5%	28.5%
5 - Very important	40.8%	58.7%	54.4%	43.5%
NET: Important (4-5)	59.3%	82.0%	73.9%	72.1%
Mean score	3.6	4.3	4.1	4.1
n=	9,976	10,639	9,846	10,944

	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q47-Q50 (Importance). Please rate how important each of the following factors are to you. (Detailed)^{1 2}					
Q47. The availability of public transport to the training provider					
NET: Not important (1-2)	23.2%	21.1%-	30.5%+	23.3%	18.0%-
1 – Not at all important	14.8%	13.6%	19.2%	12.6%	9.7%
2	8.4%	7.6%	11.4%	10.7%	8.3%
3	17.5%	16.1%	22.3%	19.5%	16.9%
4	18.5%	18.3%	19.2%	18.1%	20.3%
5 - Very important	40.8%	44.5%	27.9%	39.2%	44.8%
NET: Important (4-5)	59.3%	62.8%+	47.2%-	57.3%	65.1%+
Mean score	3.6	3.7	3.3	3.6	3.8
n=	9,976	8,600	1,376	511	858
Q48. The availability of student parking facilities on or close to campus					
NET: Not important (1-2)	7.1%	8.5%+	2.3%-	11.5%+	10.1%+
1 – Not at all important	3.8%	4.6%	1.2%	6.7%	5.4%
2	3.2%	3.9%	1.1%	4.9%	4.7%
3	10.9%	11.9%	7.7%	15.8%	12.7%
4	23.3%	22.5%	26.0%	25.1%	22.4%
5 - Very important	58.7%	57.1%	64.0%	47.6%	54.9%
NET: Important (4-5)	82.0%	79.6%-	90.0%+	72.6%-	77.2%-
Mean score	4.3	4.2	4.5	4.0	4.2
n =	10,639	9,100	1,539	550	881
Q49. The cost of student parking facilities on or close to campus					
NET: Not important (1-2)	10.1%	10.8%	7.6%-	19.6%+	13.2%+
1 – Not at all important	5.9%	6.3%	4.4%	11.5%	8.2%
2	4.2%	4.5%	3.2%	8.1%	5.0%
3	16.1%	16.2%	15.6%	21.1%	16.9%
4	19.5%	19.4%	19.8%	15.8%	18.1%
5 - Very important	54.4%	53.6%	57.0%	43.5%	51.9%
NET: Important (4-5)	73.9%	73.0%	76.8%+	59.3%-	69.9%-
Mean score	4.1	4.1	4.2	3.7	4.0
n=	9,846	8,423	1,423	464	810
Q50. The availability of a campus close to your home					
NET: Not important (1-2)	7.1%	7.2%	7.0%	13.6%+	7.7%
1 – Not at all important	2.4%	2.3%	2.6%	7.1%	2.2%
2	4.8%	4.8%	4.5%	6.5%	5.4%
3	20.8%	19.3%	25.7%	20.7%	15.7%
4	28.5%	28.5%	28.7%	23.4%	26.9%
5 - Very important	43.5%	45.0%	38.5%	42.3%	49.8%
NET: Important (4-5)	72.1%	73.5%+	67.2%-	65.7%-	76.6%+
Mean score	4.1	4.1	4.0	3.9	4.2
n=	10,944	9,413	1,531	580	938

¹ These questions were asked using a different scale in 2015 (no comparison data is provided).

² The '+' and '-' symbols indicate the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

Summary: WA State Results 2017	The availability of public transport to the training provider	The availability of student parking facilities on or close to campus	The cost of student parking facilities on or close to campus	The availability of a campus close to your home
Q51-Q54 (Satisfaction). Please rate how satisfied you are with each of the following factors at your current training provider. (Summary)				
NET: Dissatisfied (1-2)	5.5%	9.8%	12.1%	8.9%
1 – Very dissatisfied	1.7%	3.9%	6.0%	3.2%
2	3.8%	5.8%	6.1%	5.7%
3	26.1%	16.8%	25.5%	22.3%
4	36.8%	35.4%	23.6%	35.7%
5 - Very satisfied	31.6%	38.0%	38.8%	33.1%
NET: Satisfied (4-5)	68.4%	73.4%	62.4%	68.8%
Mean score	3.9	4.0	3.8	3.9
n=	8,423	9,869	8,462	10,462

	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q51-Q54 (Satisfaction). Please rate how satisfied you are with each of the following factors at your current training provider. (Detailed)¹					
Q51. The availability of public transport to the training provider					
NET: Dissatisfied (1-2)	5.5%	5.8%	4.3%	7.5%	7.6%+
1 – Very dissatisfied	1.7%	1.8%	1.2%	2.8%	2.9%
2	3.8%	4.0%	3.1%	4.6%	4.7%
3	26.1%	24.3%	32.8%	26.5%	23.3%
4	36.8%	36.4%	38.3%	36.0%	33.3%
5 - Very satisfied	31.6%	33.5%	24.6%	30.0%	35.8%
NET: Satisfied (4-5)	68.4%	69.9%+	62.9%-	66.0%	69.1%
Mean score	3.9	4.0	3.8	3.9	3.9
n=	8,423	7,327	1,096	435	747
Q52. The availability of student parking facilities on or close to campus					
NET: Dissatisfied (1-2)	9.8%	11.0%+	5.7%-	8.1%	12.8%+
1 – Very dissatisfied	3.9%	4.4%	2.4%	3.2%	4.9%
2	5.8%	6.6%	3.3%	4.9%	7.9%
3	16.8%	18.8%	10.6%	19.2%	20.8%
4	35.4%	33.7%	40.5%	38.4%	33.2%
5 - Very satisfied	38.0%	36.4%	43.1%	34.2%	33.2%
NET: Satisfied (4-5)	73.4%	70.1%-	83.6%+	72.7%	66.4%-
Mean score	4.0	3.9	4.2	4.0	3.8
n =	9,869	8,381	1,488	494	810
Q53. The cost of student parking facilities on or close to campus					
NET: Dissatisfied (1-2)	12.1%	12.2%	11.8%	7.2%-	11.9%
1 – Very dissatisfied	6.0%	5.9%	6.0%	4.0%	6.2%
2	6.1%	6.2%	5.8%	3.2%	5.8%
3	25.5%	27.3%	19.9%	31.4%	31.1%
4	23.6%	22.5%	27.0%	26.8%	20.0%
5 - Very satisfied	38.8%	38.0%	41.4%	34.7%	36.9%
NET: Satisfied (4-5)	62.4%	60.5%-	68.4%+	61.4%	56.9%-
Mean score	3.8	3.8	3.9	3.8	3.8
n=	8,462	7,169	1,293	402	685

¹ These questions are new in the 2017 survey.

² The '+' and '-' symbols indicate the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q51-Q54 (Satisfaction). Please rate how satisfied you are with each of the following factors at your current training provider. (Detailed)^{1 2}					
Q54. The availability of a campus close to your home					
NET: Dissatisfied (1-2)	8.9%	8.4%	10.5%	5.5%-	12.0%+
1 – Very dissatisfied	3.2%	2.7%	4.8%	2.4%	5.0%
2	5.7%	5.7%	5.7%	3.2%	7.0%
3	22.3%	21.5%	24.9%	22.0%	19.5%
4	35.7%	35.7%	35.8%	35.5%	31.5%
5 - Very satisfied	33.1%	34.4%	28.8%	36.9%	37.0%
NET: Satisfied (4-5)	68.8%	70.1%+	64.6%-	72.5%	68.5%
Mean score	3.9	3.9	3.8	4.0	3.9
n=	10,462	8,986	1,476	538	910

¹ This question is new in the 2017 survey.

² The '+' and '-' symbols indicate the direction of statistically significant differences between the NET results of each of the subgroups and the State 2017 average.

	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q55. How do you rate the mix of practical and theoretical work in your course?^{1 2}					
There is too much theory	13.7%	13.8%	13.6%	9.6%-	15.6%
The mix is about right	84.0%	83.7%	85.1%	88.4%+	81.0%-
There is too much practical work	2.3%	2.6%	1.4%-	2.0%	3.4%
n=	11,883	10,245	1,638	672	997

¹ This question is new in the 2017 survey.

² The '+' and '-' symbols indicate the direction of statistically significant differences between the results of each of the subgroups and the State 2017 average.

	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q56. How do you rate the amount of training and contact hours involved in your course?^{1 2}					
NET: Not enough (1-2)	10.7%	10.9%	10.1%	11.2%	12.8%
1 – Not enough	3.5%	3.6%	2.8%	3.8%	4.9%
2	7.3%	7.3%	7.2%	7.4%	7.9%
3 – About right	80.3%	79.4%	83.4%+	80.3%	76.6%-
4	7.3%	7.9%	5.1%	5.2%	7.7%
5 – Far too much	1.7%	1.8%	1.5%	3.4%	2.9%
NET: Too much (4-5)	9.0%	9.7%	6.5%-	8.5%	10.6%
Mean score	3.0	3.0	3.0	3.0	3.0
n=	11,885	10,247	1,638	673	997

¹ This question is new in the 2017 survey.

² The '+' and '-' symbols indicate the direction of statistically significant differences between the NET results and 'about right' result of each of the subgroups and the State 2017 average.

	State 2015	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q57. Are you currently employed?^{1 2}						
NET: YES	72.7%+	70.9%-	63.3%-	98.2%+	70.1%	47.1%-
Yes – Full-time	43.5%+	40.1%-	25.2%-	93.6%+	43.5%	16.5%-
Yes – Part-time	12.9%	13.6%	16.6%+	2.8%-	12.2%	14.7%
Yes - Casual	16.4%	17.2%	21.5%+	1.8%-	14.3%-	15.9%
No	27.3%-	29.1%+	36.7%+	1.8%-	29.9%	52.9%+
n=	10,255	11,885	10,247	1,638	674	997
58. Is your current job related to your training course? (only if employed)^{1 2 3}						
Yes	59.7%+	56.9%-	40.4%-	95.0%+	66.6%+	41.7%-
No	26.2%-	28.4%+	40.1%+	1.3%-	20.1%-	37.7%+
Partly	13.3%	13.0%	17.1%+	3.5%-	11.0%	14.9%
I don't know yet	0.8%-	1.7%+	2.4%+	0.2%-	2.2%	5.6%+
n=	7,126	8,018	6,408	1,610	457	455
59. Have you been looking for a job that is related to your training course? (only if not in job related to course)^{1 2 4}						
Yes	56.3%	57.7%	57.7%	57.2%	59.0%	54.1%-
No	43.7%	42.3%	42.3%	42.8%	41.0%	45.9%+
n=	6,412	7,819	7,706	113	374	823

¹ The topic of employment was last addressed in 2015 (Q57 – Q59). This data, where available, have been provided for comparison purposes.

² The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2017 average.

³ This data excludes those students who are currently not employed.

⁴ This data excludes those students who are currently employed in a job related to their training course.

	State 2016	State 2017	IBS	EBS	Aboriginal students	Students with disability
Q60. Are you an Australian citizen or permanent resident of Australia?¹						
Yes, Australian citizen / permanent resident	96.7%-	97.9%+	97.6%	99.1%+	98.8%+	99.4%+
No, neither of the above	3.3%+	2.1%-	2.4%	0.9%-	1.2%-	0.6%-
Q61. Please answer the following questions with 'YES' or 'NO' (All 'Yes' responses)						
Are you of Aboriginal or Torres Strait Islander origin?	5.0%-	6.5%+	6.5%	6.5%	100.0%+	7.2%
Do you live 100 kilometres or more from your training provider?	16.5%+	13.2%-	11.9%-	18.0%+	24.9%+	12.7%
Have you lived in Australia for 5 years or less?	30.7%+	28.1%-	29.0%	24.9%-	32.7%+	22.7%-
Is English your first language?	81.3%	81.5%	78.2%-	93.3%+	86.8%+	89.7%+
Do you have a disability, impairment or long-term condition?	7.8%	7.9%	9.2%+	3.1%-	8.7%	100.0%+
Does your disability, impairment or long-term condition affect your studies? (rebased on all)	4.2%	4.6%	5.4%+	1.6%-	5.0%	57.4%+
TOTAL SAMPLE	12,060	11,964	10,313	1,651	700	1,002





¹ The '+' and '-' symbols indicate the direction of statistically significant changes from the previous year, and the direction of statistically significant changes between each of the subgroups and the State 2017 average.

12. Detailed methodology

Project approach

The 2017 Student Satisfaction Survey fieldwork was conducted between Thursday 14 September and Monday 20 November 2017.

The survey methodology used the following data collection techniques to maximise responses across the diverse student population:

-  **Email:** an email with a link to an online questionnaire was sent to all eligible students with a known and valid email address. Approximately 30,000 emails were sent on 14 September 2017 followed by several reminder emails. On 12 October 2017, a further 8,250 emails (approximately) were sent to a unique group of students who enrolled between June and September and had not received any emails before. In total approximately 38,250 emails with an invitation to participate in the WA Student Satisfaction Survey were sent to eligible students in 2017. The last reminder email was sent on 8 November 2017.
-  **Online:** the Student Satisfaction Survey website (www.wastudentsurvey.com) was created with information about the survey and a direct link to the online questionnaire (launched 14 September 2017). The link to the survey was closed on 20 November 2017.
-  **Postal:** 320 blank paper questionnaires were printed and sent to WAAPA. All other colleges were sent a PDF version of their specific questionnaires and were asked to print these locally at their campuses. This paper questionnaire campaign targeted 'hard to find' students and students who required additional support to complete the survey. The college contacts managed the process of distributing questionnaires on location, and then collated the responses to return them for processing.
-  **Computer Assisted Telephone Interviewing (CATI):** 60 hours of telephone interviews were used to achieve quotas in underrepresented student groups. The CATI fieldwork started on 13 November and finished on 18 November 2017. The CATI targeted student cohorts where the response rates were still low close to the end of the fieldwork period: students at North Regional TAFE in general, students enrolled in specific courses (ANZSIC code 28) and students undertaking a course at specific campuses (Fitzroy Crossing, Mullewa). Furthermore, students who had nearly completed their survey online, but hadn't finished it, were also targeted and were asked to answer the final questions using CATI. An additional 77 full CATI responses were generated and another approximately 30 respondents finished their online surveys by phone with the assistance of an interviewer.

Sampling

A database with a total of 44,797 unique student records was used, representing the 'usable student population' for the 2017 survey.

The 2017 sampling strategy was based on several quota requirements specified by the Department of Training and Workforce Development, as follows.

- ☞ Achieve a minimum stratified sample of 10,000 usable responses overall.
- ☞ Achieve a response rate of 20% for each TAFE and WAAPA.
- ☞ Achieve a minimum response rate of 15% of all IBS.
- ☞ Achieve a minimum response rate of 6% of all EBS.
- ☞ Achieve a minimum response rate of 6% of all Aboriginal students.

After the completion of all fieldwork 12,806 survey responses were matched back to the original 2017 student records obtained from the Australian Vocational Education and Training Management Information Statistical Standard system (AVETMISS). This matching process was conducted to gather AVETMISS respondent data and to exclude invalid, incomplete and double entries from the total survey sample. In this process, 842 invalid survey responses were removed from the sample, resulting in a net total survey sample of 11,964.

Research data

Unless otherwise specified, data included in this report are from the 2017 WA Student Satisfaction Survey.

Weighting

All data described in this report have been weighted to reflect the total student population based on a combination of student gender, age group (15-19 years, 20-29 years, 30-44 years, 45 years and above), student status (IBS, EBS) and training provider. Weight cells with a zero count for the population and survey data were removed.

Analyses in report

This report contains tables outlining the results of all questions asked in the Student Satisfaction Survey 2017. While some subgroup data are detailed in this report, not all subgroups are shown. Additional data can be accessed from the 2017 Statistical Package for the Social Sciences (SPSS) data file and from the various sets of the 2017 data tables, which are provided separately. The statistical analysis described in this report used SPSS and Q Professional.

Sample and population size

The sample size (n) for each question refers to the number of students, or the subgroup of students, who completed that specific question in the Student Satisfaction Survey in 2017. Please refer to past reports for sample and population data from previous years.

Survey response – State level

In total, 11,964 unique and valid completed surveys were collected in 2017. The total number of valid completed surveys was 12,060 in 2016.

A total of 11,593 (97%) of respondents completed the survey online. The online response rate is the same as in 2016. Online completion was via one of two ways; an email or SMS link (n= 9,750 or 82% of all respondents) or the www.wastudentsurvey.com website (n= 1,843 or 15% of all respondents). 259 students (2% of all respondents) completed the survey as a paper questionnaire distributed via their training providers. 77 students (<1% of all respondents) completed a full survey by telephone (CATI).

The total response rate in 2017 is 26.7% (i.e. n= 11,964 / N= 44,797). The response rate in 2016 was 25.6%.

The confidence interval in 2017 is $\pm 0.51\%$. This means that with a 95% level of confidence, the survey results on a total level lie within -0.51% and +0.51% of the actual results among the total student population. The standard error is 0.26%.

A brief comparison of response results between the current survey and previous surveys since 2010 is shown in the table below.

Scope	Usable Population	Usable Returns	Response Rate	Standard Error	Confidence Interval (+/-)
All State 2017	44,797	11,964	26.7%	0.26%	$\pm 0.51\%$
All State 2016	47,031	12,060	25.6%	0.25%	$\pm 0.48\%$
All State 2015	51,008	10,256	20.1%	0.29%	$\pm 0.57\%$
All State 2014	54,629	9,905	18.1%	0.31%	$\pm 0.60\%$
All State 2013	55,468	10,335	18.6%	0.31%	$\pm 0.61\%$
All State 2012	55,296	10,830	19.6%	0.30%	$\pm 0.58\%$
All State 2011	56,990	10,741	18.8%	0.28%	$\pm 0.55\%$
All State 2010	58,354	9,969	17.1%	0.32%	$\pm 0.61\%$

The standard error is calculated as $= \sqrt{[p(1-p)/n]} \sqrt{((N - n)/(N-1))}$

In which p = 87.3% representing the 2017 overall average score on overall satisfaction (Question 31), 1-p = 12.7%, n= 11,964 is the actual sample size for question 31 and N= 44,797 is the total population;

The confidence interval is calculated as = 1.96 * Standard Error.