

UBSS Quality Indicators in Learning and Teaching 2020

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The QILT **Student Experience Survey** (SES) is the largest **survey** of Australian higher education students and is run on behalf of the Australian Government by the Social Research Centre. The SES aims to give students the opportunity to talk about their **experience** of the institution they are enrolled in. (<https://www.qilt.edu.au/qilt-surveys>)

In 2020, the scope of the QILT was extended to include all higher education institutions. All 41 Australian universities participated in the 2020 QILT as well as 92 NUHEIs, for a total of 133 institutions compared with 118 institutions in 2019. The main online fieldwork period ran from 28 July to 30 August 2020. From a final in-scope sample of 636,095, responses were received from a total of 280,301 students.

The QILT results are presented as a score out of 100. The 2020 results are significant as the national survey was taken during July and August of 2020, just 4-5 months after the COVID19 lock down and move to online delivery.

UBSS performed exceptionally well in the Undergraduate programs and very well in the Post Graduate MBA. The Bachelor of Business and Bachelor of Accounting programs received a score of 81.2, which is well above the national average for all providers and all programs and above the Non-University Higher Education Institutions (NUHEI) of 74.9

The MBA scored 76.3 which is well above the national average of 72 and university average of 71.1.

	UG	PG
UBSS	81.2	76.3
All National Average	73.5	72
All NUHEI Average	74.9	79.2
All University Average	73.4	71.1

The highest individual question score for both levels was Teaching Quality with 84.7 for the Undergraduate programs and 81.2 for the MBA.

For the undergrad programs UBSS achieved the following across the various individual measures of learning and teaching quality –

Institution Name	Education Experience	Teaching Quality	Learner Engagement	Learning Resources	Student Support	Skills Develop
Undergraduate						
UBSS	81.2	84.7	70.2	76.7	79.8	82.9
National Average	73.5	79.5	52.2	80.3	73.9	79.7
University Average	73.4	79.3	51.5	81.0	73.4	79.5
NUHEI Average	74.9	81.3	59.1	74.4	78.0	80.6

UBSS undergrad performed well above the universities and NUHEIs. Even though Learner Engagement was the lowest score, this is where we excelled by almost 20 points over the universities. This is where all providers went down in 2020. This is a major achievement for UBSS given the impact of COVID and quick transition to online learning.

For Learning Resources UBSS increased dramatically. In the past UBSS was well below the national and university average. For this QILT 2020 survey, as students were evaluating the learning experience based on online resources, UBSS closed the gap dramatically, moving above the NUHEI average.

The other important factor to point out is the consistency across all areas surveyed. All were above averages, except Learning Resources, but this gap closed on the more resourced universities. The stand out was Teaching Quality at 84.7.

For the MBA Program:

Institution Name	Education Experience	Teaching Quality	Learner Engagement	Learning Resources	Student Support	Skills Develop
UBSS	76.3	81.2	61.1	68.9	76.1	80.7
National Average	72.0	79.2	47.7	77.7	74.3	79.5
University Average	71.1	78.7	47.0	78.1	73.5	79.2
NUHEI Average	79.2	82.7	52.6	74.5	79.9	81.7

Once again it is in Learner Engagement that the MBA excelled, being 14.1 points above the university average and 8.5 above the NUHEI average. Similar to the under grad, it is Teaching Quality that is the highest level.

In the area of Learning Resources, the MBA was able to close the gap on the national average due to the move to online delivery.

Further analysis has been undertaken to compare the UBSS performance against others in the higher education sector based various provider types and be location. The following tables show where UBSS achieved 1st, Top 5 and Top 10 results in the 2020 QILT. This table shows UBSS performance against all NUHEIs, also called Independent Higher Education Providers

Provider Type	Location	Overall Quality	Teaching quality	Learner engagement	Student support
NUHEI	AU	24	31	17	36
NUHEI	NSW	13	15	9	17
NUHEI	Sydney	13	15	9	17
NUHEI	Sydney CBD	4	3	1	3

Top 1	
Top 5	
Top 10	

Learner Engagement is in the top 10 for NSW, Sydney and 1st for Sydney CBD. All 4 categories are in the top 5 against NUHEIs in Sydney CBD.

The following table shows UBSS performance against all business schools.

Provider Type	Location	Overall Quality	Teaching quality	Learner engagement	Student support
Business Schools	AU	8	10	5	15
Business Schools	NSW	6	6	4	9
Business Schools	Sydney	5	6	4	8
Business Schools	Sydney CBD	2	1	1	3

Top 1	
Top 5	
Top 10	

UBSS has performed extraordinarily well against all other business schools, with 2 top positions in Sydney CBD Business Schools, our closest competitors for Teaching Quality and Learner Engagement. Learner Engagement is the best performing measure.

The following table shows UBSS performance against NUHEI Business Schools.

Provider Type	Location	Overall Quality	Teaching quality	Learner engagement	Student support
NUHEI Business Schools	AU	5	8	3	11
NUHEI Business Schools	NSW	4	5	3	6
NUHEI Business Schools	Sydney	4	5	3	6
NUHEI Business Schools	Sydney CBD	2	1	1	2

Top 1	
Top 5	
Top 10	

This table shows our results against other like providers. UBSS performs exceptionally well across Overall Quality, Teaching Quality, Learner Engagement and Student Support all with Top 5 places. There are two Number 1 places for our best measures Teaching Quality and Learner Engagement.

Based on this analysis, UBSS has used these results to produce social media graphics, brochures and website pages. An example is below:



Here is the text that was part of this social media post:

“Thank you to our valued students and stakeholders for your support. According to the Quality Indicators for Learning and Teaching (QILT) survey results released in 2021 - UBSS achieved excellent ranking results as the #1 Business School in Sydney CBD in “Teaching Quality” (Undergraduate) and #1 Education Provider in Sydney CBD in “Learner Engagement” (Undergraduate).

“UBSS also achieved top four and five rankings out of all education providers in the Sydney CBD in “Student Support” (Postgraduate) and “Overall Positive Experience” (Postgraduate).

“At UBSS, we ensure that our students are supported by a world-class team of mostly PhD specialised academics and student support staffs as well as technologies that enhance student learning engagement such as state-of-the-art online education facilities, e-libraries, e-learning platform (Moodle), the UBSS Mobile App and Interactive whiteboards.

“We look forward to welcoming you and supporting your career success.”

Not only did UBSS do well in the 2020 QILT results, but also the independent higher education provider (IHEP) sector overall. UBSS is a member of the peak industry group IHEA, representing the IHEPs.

The following is from IHEAs analysis of the 2020 QILT results.

IHEA Members continue to improve their rankings, with 21 of the top 25 places for overall student experience in 2020, up from 17 in 2019. This increase was reflected across all QILT categories, the most notable being in Learning Resources where the number of IHEA Members in the top 25 jumped from 10 to 20.

2020 QILT students survey results rank IHEA member institutions:

21 of the top 25 for **Overall Quality**

21 of the top 25 for **Teaching Quality**

21 of the top 25 for **Student Support**

20 of the top 25 for **Learning Resources**

19 of the top 25 for **Skills Development**

19 of the top 25 for **Learner Engagement**

“We congratulate all Australian higher education institutions for continuing to work hard to support students during these very difficult circumstances.”

The QILT shows the quality of student experience is of a higher level at IHEPs than universities.

***Professor Andrew West** is currently the Dean, UBSS.