

Complete the STUDENT EXPERIENCE SURVEY 2021

The Student Experience Survey (SES) is an annual national survey, conducted by the Australian Government, of first-year and later-year undergraduate and postgraduate students to improve their course experience and outcomes.

In 2020, universities in Australia were required to quickly adapt their teaching and learning arrangements in response to government mandated restrictions to address the pandemic. As a result, student satisfaction rates in the 2020 SES declined significantly across the sector due to the online learning platform, social seclusion and disruption to student lives. The 2020 SES provides an opportunity to understand the perspective of students and their lived experience of these changes.

During this time Macquarie University had enhanced its online teaching and learning arrangements and established services to support students' needs including online learning skills and support, financial support, emotional wellbeing, and regular communications



8,909

Macquarie undergraduate and postgraduate students who responded to the **2020 SES** told us about their **experience**



69%

thought the overall **quality of their educational experience** at Macquarie was 'good' or 'excellent', as against 68% nationally



1st

Macquarie was **1st in the Sydney basin** for Overall Satisfaction and Teaching Quality



3 out of 4

students expressed **satisfaction** with **teaching quality, learning resources and skills development**

Note: 78% for teaching quality and learning resources and 76% for skills development.



70%

expressed **satisfaction** with the **student support services** during the online learning in 2020



85%

of students rated Macquarie University's **communication** during 2020 as "excellent" or "good"



78%

of students rated Macquarie University's overall **response** to the **COVID-19 pandemic** as "excellent" or "good"



58%

students agreed that Macquarie University **provided information** and **support** to develop **online learning skills** during the **COVID-19 pandemic**

We listened to your feedback and responded with the following initiatives:



Provided more jobs for students through **MQ Student Employment**



Additional **learning skills** staff hired to help students develop their skills and run more workshops to support students



Provided more **teaching resources** for staff to develop their skills on online learning as a result of COVID-19 pandemic



Implemented the **Student Success Support Package** offering financial support to students in need



Created more on-demand learning content to **support your online learning**



Worked with students to redevelop the **student website** to help you find the information that you need



Implemented the **MQ Wellbeing** app to equip students with wellbeing strategies



Distributed 5000 food hampers and **enhanced support offered to international students**



Offered more **online career and employment workshops**, tools and resources to support employability skills and job readiness



Implemented a new **ePortfolio tool** for students to collate their achievements during their studies and for their future careers



Pivoted key **programs online** including GLP and PACE to ensure students could still complete these activities

Your confidential feedback helps us to better understand how we are contributing to your university experience and to identify our areas of strength and areas of improvement.

Check your emails during August for an invitation to complete the 2021 SES.

By completing the survey, you will be entered into a weekly prize draw for the chance to win a \$1000 prepaid Visa gift card, from a total prize pool of \$26,000*.

*More information about the SES can be found [here](#).