Australian Government

Australian Skills Quality Authority

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
88021	The Academy of Interactive Entertainment Limited

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	671	510	76%
Employer satisfaction	N/A	N/A	N/A

Trends of response statistics:

- **which student/employer cohorts provided high/low response rates**
- **how did response rates compare with previous years (if applicable)**

- Highest survey response rates were from Advanced Diploma students.
- Lowest survey response rates were from Certificate III Course students.
- Survey response rates were lower than last year's surveys. This was attributed to the fact that Certificate students were emailed their surveys and response rates were not as good as delivering all surveys in class.

2. Survey information feedback

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

Expected findings:

- The AIE's internet infrastructure requires further improvement.
- A re-occurring compliment in the 'best aspects' of the course was that students found the course both challenging and fun.
- Although over 90% of students agreed or strongly agreed that they learned to work with people, there were divided opinions amongst students with regard to group work. Some students saw group work as a positive and helpful learning experience; others viewed it as less advantageous.

- Online availability of tutorials and self-learning resources could be better structured.

Unexpected findings:

- Even though good teacher support was a re-occurring compliment in the 'best aspects of the course', improvement feedback suggests that some teachers may need to be more aware of students who learn at a slower pace than their peers.

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

- 97.21% of students Agree or Strongly Agree that their trainers had an excellent knowledge of the subject content.

- 94.66% of students Agree or Strongly Agree that they would recommend AIE to others and this is a clear reflection of the overall quality of education that AIE is delivering.

- Some teachers may need to be more supportive of students who learn at a slower pace than their peers.

- It is critical that the AIE invest in a significant upgrade of their internet infrastructure which they are currently in the process of upgrading after an in-depth campus wide analysis.

3. Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?
- AIE Heads of School and Heads of Department personally coached their teachers in better catering towards students who do not learn as quickly as other students in their class.   - A course maintenance list was implemented as a project management tool to maintain the quality and expansion of online teaching resources.   - The AIE is upgrading all of their internet services to 40MB services to cope with current usage demand and allow for future user growth.

How will/do you monitor the effectiveness of these actions?
- The AIE has implemented a routine survey schedule (in addition to the AQTF surveys) to monitor more specific course related feedback. This enables Heads of School to provide more regular feedback to their teachers regarding how their students are feeling.   - The course maintenance list is regularly reviewed by Heads of Department to ensure continual improvement to teaching resources.