

2023 Key Findings Student Experience Survey

A study of current higher education students in Australia focusing on aspects of the student experience that are measurable and linked with learning and development outcomes.

142 Participating higher education institutions, including 42 universities

253,588
Valid online survey responses

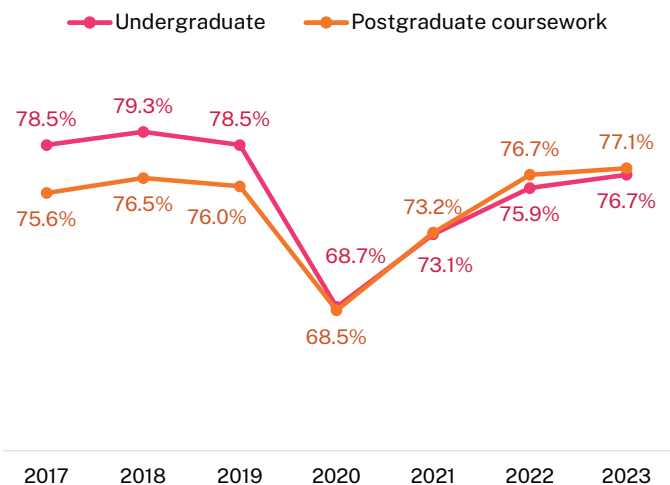
37.5% Response rate achieved

The Student Experience

Undergraduate student ratings of the Quality of entire educational experience increased marginally in 2023 to 76.7 per cent but have not fully recovered to the 78 to 80 per cent range observed prior to 2020. Postgraduate coursework ratings also increased slightly year on year and for the second consecutive year were higher than ratings prior to the pandemic.

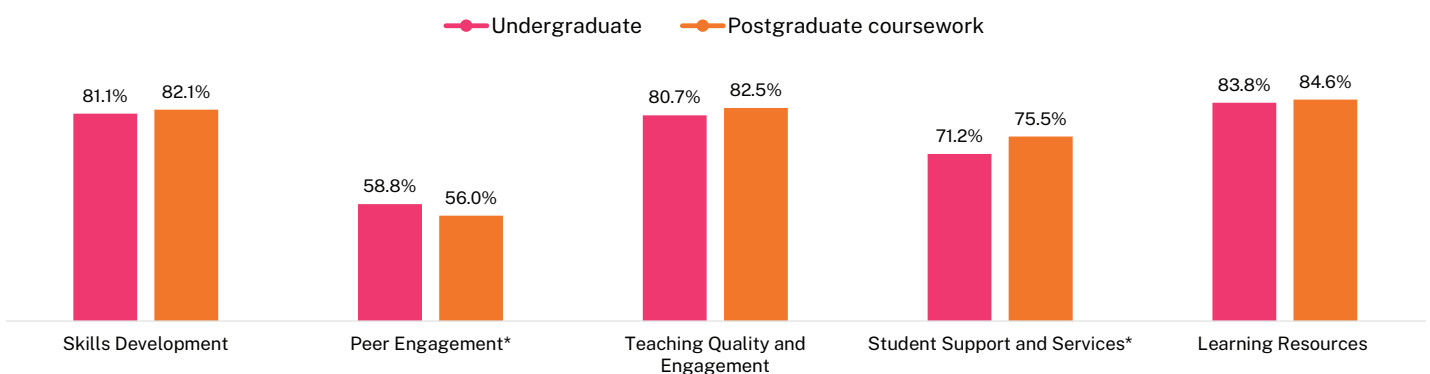
This difference in ratings changes at the undergraduate and postgraduate coursework levels is being influenced by the populations of domestic and international students in each. In general, international student ratings are the highest they have been at both course levels but given their size of the postgraduate coursework population, are influencing the overall results to a greater degree than at the undergraduate level.

Quality of entire educational experience, (% positive rating)



Postgraduate coursework student ratings were higher than undergraduate ratings in 2023 for most focus areas except Peer Engagement. The largest variation was in the area of Student Support and Services.

Focus area results, 2023 (% positive rating)

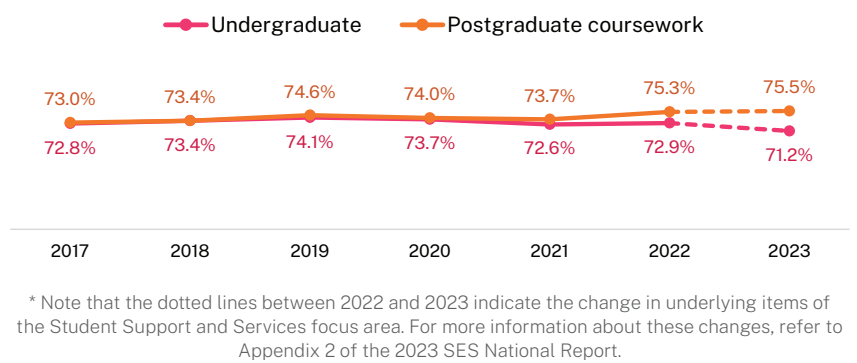


* Note that in 2023 a review was conducted on the SES instrument and revisions were made to the Peer Engagement (formally Learner Engagement) and Student Support and Services focus areas. For more information about these changes, refer to Appendix 2 of the 2023 SES National Report.

Student Support and Services Focus Area

Undergraduate student ratings of the Student Support and Services focus area declined in 2023. This appears to be influenced by domestic students whose ratings declined at the undergraduate and postgraduate coursework levels, while international student ratings increased. However, international students represent a much larger proportion of the postgraduate coursework population leading to a greater positive influence on ratings.

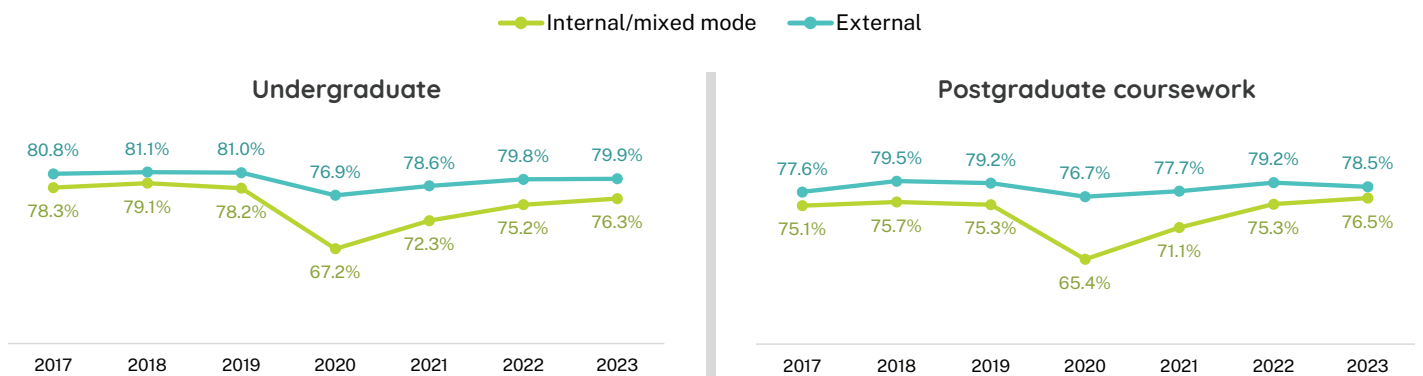
Student Support and Services (% positive rating)



Study Mode

Students studying externally (i.e. online) continued rating their overall educational experience more positively than students studying internally (i.e. on-campus) or a mix of on-campus and online; however, ratings from internal/mixed mode students continued to improve in 2023.

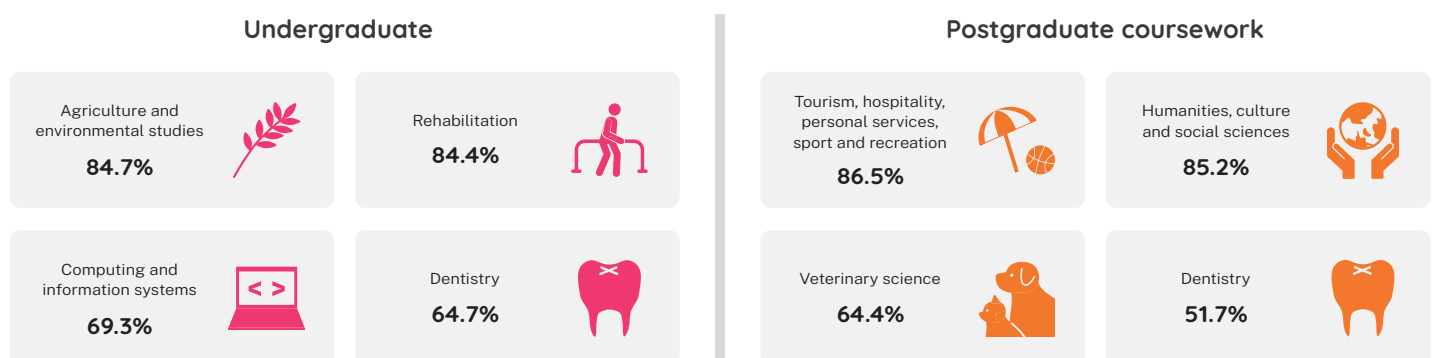
Quality of entire educational experience by study mode (% positive rating)



Study Area

Ratings of educational experience also varied across the study areas with undergraduates in Agriculture and environmental studies and Rehabilitation rating their experience most positively but Dentistry and Computing and information systems rating their courses the least positively. For postgraduate coursework students, the highest rated study areas were Tourism, hospitality, personal services, sport and recreation and Humanities, culture and social sciences with students from Dentistry and Veterinary science with the least positive ratings.

Quality of entire educational experience by study area, 2023 (% positive rating)



Considered Leaving

Overall, 18.7 per cent of undergraduate students and 16.8 per cent of postgraduate students indicated that they had considered leaving their institution in 2023.

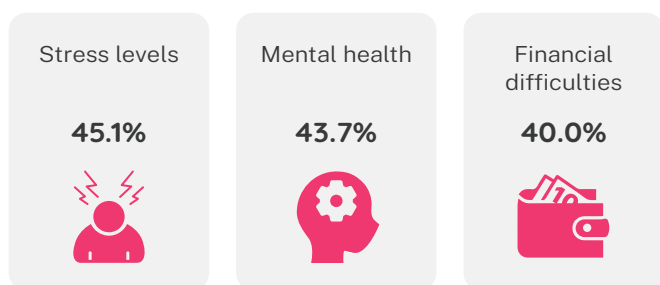
'Stress levels' and 'Financial difficulties' were in the top three reasons reported by students at both levels of study. However, undergraduates also reported 'Mental health' in their top three highest reasons and postgraduate coursework students reported 'Difficulty with study workload' as a top three reason for considering leaving the institution.

Proportion of students who considered leaving their institution in 2023

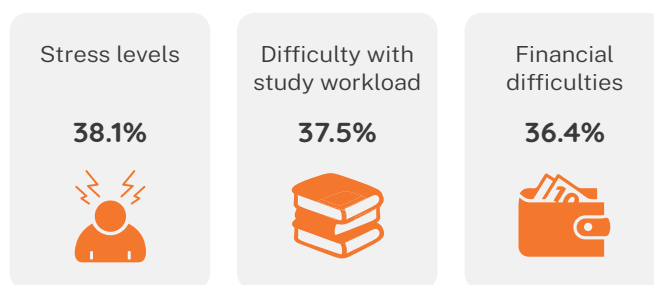


Top reasons why students had considered leaving their institution, 2023

Undergraduate



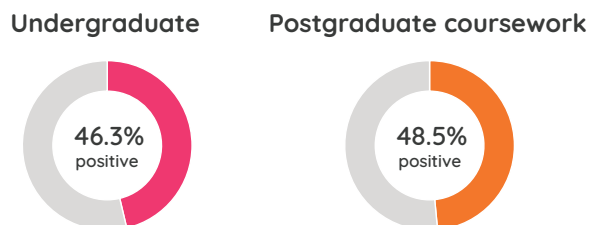
Postgraduate coursework



Sense of Belonging

Students have historically rated their sense of belonging to their institution relatively low at both the undergraduate and postgraduate coursework level. In 2023, 46.3 per cent of undergraduates and 48.5 per cent of postgraduate coursework rated their sense of belonging positively. These ratings have yet to return to the ratings seen prior to the pandemic which averaged around 51 to 53 per cent positive.

Sense of belonging to institution, 2023 (% positive rating)



Students enrolled at non-university higher education institutions (NUHEIs) rated their sense of belonging much higher than those at universities. Other large differences existed between international and domestic students, as well as students studying internally (on-campus)/mixed mode compared to those studying externally (i.e. online).

Undergraduate student ratings of sense of belong to institution by sub-group, 2023 (% positive rating)

