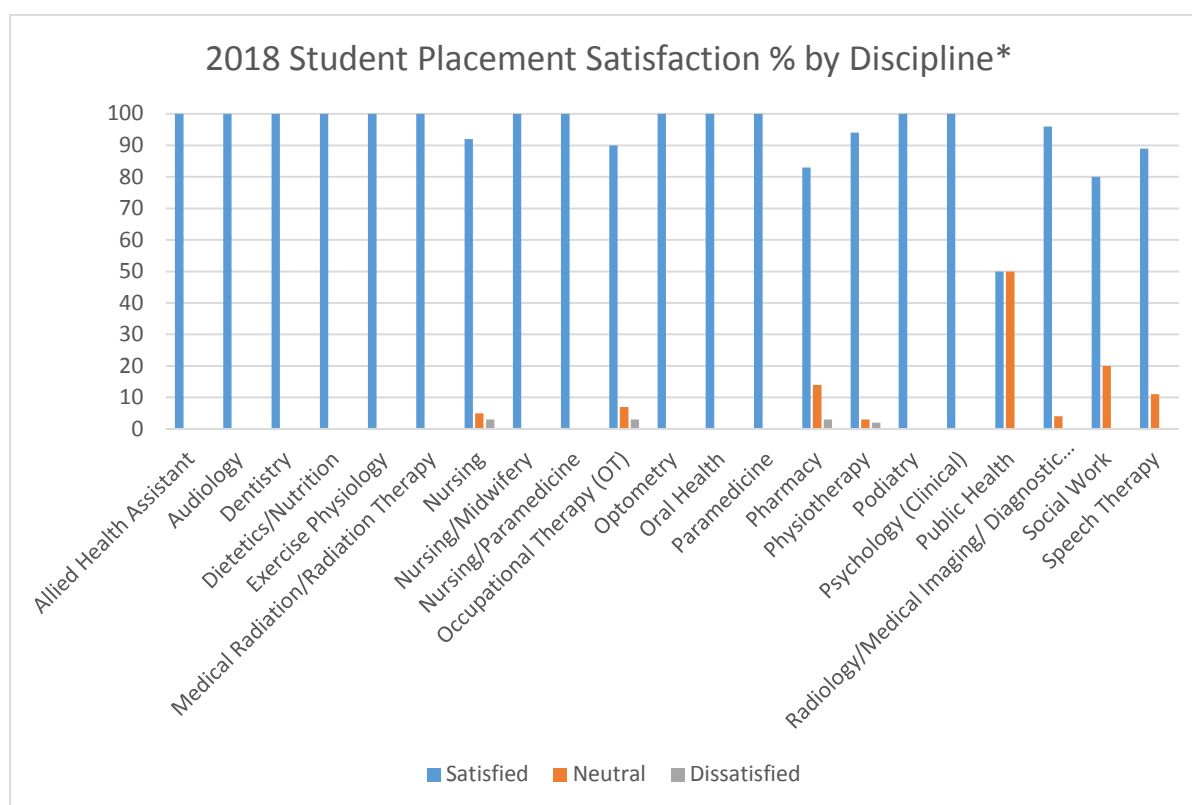


## Total Students Completing Survey

	2014	2015	2016	2017	2018
<b>Very satisfied %</b>	49	58	56	59	52
<b>Satisfied %</b>	42	33	36	29	40
<b>Neutral %</b>	7	5	6	5	6
<b>Dissatisfied %</b>	2	2	1	2	2
<b>Very dissatisfied %</b>	1	2	2	3	0
<b>Total Students (n)</b>	446	606	674	500	747

## Breakdown of satisfaction rates per discipline



\* Disciplines represented had at least 10 student responses.

Only 3 disciplines had satisfaction rates under 90% in 2018. For two of these (Public Health & Pharmacy) the main reason for being under 90% was that the students were neutral about their placement experience. Low participant numbers for Public Health also skewed percentage data.

Social work placements in 2018 had a dissatisfaction rate of 18%. This constituted 2 students out of 11 who were unhappy with their placement. One student had a mismatch between their 'Very dissatisfied' response and their positive responses to the rest of the questions. This response was in all probability an error. The second student also stated they were 'very dissatisfied' with their placement, as they felt excluded and isolated in the student accommodation. The placement itself

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may have been completely satisfactory, but having felt this for an extended period (~14 weeks) probably coloured how they felt about the entire placement.

Physiotherapy satisfaction rates suffered in 2017 due to placement co-ordinator turnover and subsequent disorganisation of placements. This was particularly an issue with rural placements, as often students were given very little notice of where they were being sent, meaning accommodation was difficult to source, information for placements was not able to be given to students in a timely manner, so students turned up unprepared for what they were about to undertake through no fault of their own. Understandably students took exception to this. When this settled down, placement satisfaction improved, and 2018 placement satisfaction was back up to 94%.

In most cases the reason for dissatisfaction rates being below 90% was that the students were neutral about the experience. For those that were not, the main reasons for dissatisfaction were internet issues, communication issues between the university and the placement site, the student being of the opinion that the placement was not going to enable them to build sufficient skills, and disorganisation of the placement. Some of this may be unrealistic expectations on the part of the student. It is well known that students think that aged care placements – abundant in rural areas – are not of the same standard or usefulness as more acute placements, which is not the case at all. Student expectations of internet access and speed – especially those students from metropolitan or large regional areas – is unrealistic for many rural areas. We should probably work more with the placement sites, universities and the students themselves to ensure they understand the issues they may face with internet access and speed. Communication issues between placement sites and universities are possibly due to placement co-ordinator workload, but may also be due to the fact that, with the implementation of VicPlace/Placeright, direct communication between the university and placement sites does not occur as often as occurred previously. This may be something to discuss with DHHS.

### **Compare Health Services (Combined Data 2014-2018)**

For the sites with more than 20 survey responses, the best performers were Cobram District Health, Mansfield District Hospital, and Northeast Health Wangaratta.

There was only 1 site with less than 80% placement satisfaction. Low response rates overall have skewed the data, as has the one year that only had 2 negative responses. Three of the 5 years had student survey responses, and only one of these had a low satisfaction rate. Both of the other years had satisfaction over 85%. Looking at the comments from 2016 & 2018 (which both had satisfaction over 85%), the site doesn't appear to have an issue at this time. Most placements that students were 'neutral' or dissatisfied' with had nothing to do with the site at all, but mentioned issues with the university, other facilities, or their unmet expectations. It appears that issues that students had with the site in 2015 have now been resolved.

### **Compare Universities (Combined Data 2014-2018)**

The most common causes of student dissatisfaction have been previously discussed. GRH could possibly raise these concerns with the universities in question.

The universities local to GRH operating centres appear to have good placement satisfaction rates. Whether this is due to GRH influence, or that fact that a lot of the students from these universities are of regional/rural origin (and so are familiar with rural areas) is a possible area of enquiry.