TEQSA Stakeholder Survey 2016
Report of overall findings

December 2016

Final

Table of contents

Executive summary

In July 2016 TEQSA undertook a sector wide survey for 2015-16. The primary purpose of the survey was to assess TEQSA's performance for 2015-16 against the key indicators outlined in TEQSA's Regulator Performance Framework (2015-16). Additionally, the survey was intended to increase TEQSA's accountability, better understand its impact on higher education providers, and improve its performance. The survey consisted of:

- Two provider specific versions (a brief survey for the operational head and a more detailed one for the principal contact) for all Higher Education providers (those registered as well as those who had submitted initial registration applications)
- A brief survey for the operational head of selected peak/professional/student bodies.

TEQSA engaged Australian Survey Research (ASR) to deploy and analyse a web survey of 194 principal contacts (PC), 194 VC/CEOs (VC/CEO) and 24 peak, professional and student bodies (PPSB).

The content of the surveys focused on TEQSA's key performance indicators from its Regulator Performance Framework (2015-16). In addition, principal contacts were asked about various recent interactions with TEQSA including applications, case managers and roundtables. All respondents in all surveys were asked to rate TEQSA's overall performance as a regulator.

Response

There were sufficient numbers of principal contact responses and a well-constructed sample to state that the PC survey was representative of the population at the 95% confidence interval and ±5% confidence level. The VC/CEO survey had a slightly higher confidence interval (±6%) while the PPSB survey had a ±14% confidence interval meaning that results from that particular survey can at best be interpreted as indicative only.

Key findings

Results were analysed to produce top 2 scores (the proportion of respondents selecting the two most positive rating points--*excellent* and *good*. *Don't know / not applicable* and *no answer* responses have excluded from all top 2 score calculations. Top 2 scores around 80% and above are considered are good result in customer satisfaction research.

Principal contact survey highs and lows

Within the PC survey there were a considerable number of items at or above the 80% top 2 score level. Refer to the table below. Roundtables were well-regarded and this sentiment was reinforced in comments offered by both PCs and CEOs. Providers appreciate the opportunity to hear from and interact with TEQSA and they would like more of this type of interaction, including webinars and You Tube videos. CRICOS applications scored highly as did KPI 2 items which related to TEQSA's communication with providers.

It should also be pleasing to TEQSA that one of the top scoring items in the survey was its overall performance as a regulator. This is an excellent result for this type of survey, but there is still some room for improvement.

TOP SCORING ITEMS	TOP 2 SCORES (%)	BASE (n)
Roundtables: Relevance of content covered	97.2	108
Roundtables: Timely conduct	96.3	107
Roundtables: Opportunity to interact / ask questions	93.5	107
Roundtables: Appropriate materials	89.6	106

TOP SCORING ITEMS	TOP 2 SCORES (%)	BASE (n)
KPI 2: Relevance of information	86.8	129
CRICOS application: Helpfulness of portal information	86.8	68
CRICOS application: Any follow up assistance that was required	84.8	66
CRICOS application: Clarity of the online form	84.1	69
Roundtables: Presentation skills	84.0	106
Overall: TEQSA's performance over the last 12 months as the regulator assuring the quality of Australian higher education	82.3	102
KPI 2: Completeness of information	81.0	116
KPI 2: Quality of information on regulatory policies / processes	80.8	130
KPI 2: Reasonable opportunity to address matters	80.7	114
KPI 2: Clarity of information	80.5	118
KPI 5: Quality of information on National Register	80.5	118
Application: Any follow up assistance that was required	80.0	85

The lower scoring items (below 70% top 2 score) in the PC survey are displayed in the table immediately below. These issues were all reflected in respondent comments, including information about how to prepare an application. First-timers (prospective providers) find the process somewhat daunting and there is not a single or simple package to assist. A number of providers believed that TEQSA's actions were not proportionate to the risks involved and this was particularly the case for providers with high to moderate or not yet available risk ratings.

The key areas requiring improvements are the **availability of information** and **consultation**. The information required ranges from alerting providers about changes, making decisions faster and more transparent and providing more information in the National Register.

While TEQSA had undertaken a number of recent consultative activities, providers want evidence that TEQSA has listened. Some providers see few actions or changes resulting from their discussions. Some would also like peak bodies to be involved earlier on in consultations.

LOWER SCORING ITEMS	TOP 2 SCORES (%)	BASE (n)
KPI 6: Making process improvements	69.9	113
KPI 6: Variety of media	68.8	125
Application: Helpfulness of information about how to prepare an application	66.3	89
KPI 3: Actions proportionate to risks	65.0	100
KPI 5: Availability of information	61.2	121
KPI 3: Consultative approach	56.6	99

Attribute differences

Provider responses obtained from the principal contact survey were analysed by various attributes to understand where there were similarities and differences between respondent groupings. This helps identify issues with particular segments and to tailor initiatives to these particular groups.

Provider size showed no differences—an unusual result for this type of survey and a good result for TEQSA. It means that TEQSA does not treat providers differently on the items surveyed. State (location), category (university / HEP / prospective HEP), RTO or not and CRICOS or not had a small number of differences in results. There were considerable differences in the following categories:

- Self-accrediting authority or not
- High / moderate risks as assessed by TEQSA to financial position
- High / moderate risks as assessed by TEQSA to students
- Market groupings.

However, an interesting result is that TEQSA's overall rating as a regulator was statistically significantly different for only one attribute, namely provider's risk to financial position.

This result shows that providers that have had more and/or more negative interactions with TEQSA are not so pleased with TEQSA.

Score comparisons

For this piece of analysis, a simple average of the top 2 scores for each item within a topic (KPI) of the principal contact survey was calculated. These six average top 2 scores were then compared with the top 2 scores of the same KPIs within the VC/CEO and PPSB surveys, along with the top 2 scores of TEQSA's overall rating as a regulator (the same overall regulator performance question was asked in all three surveys). The comparative results are displayed in the chart below.

Comparison of results between the three surveys shows that PPSBs were more positive about TEQSA's performance on all KPIs except one, which was KPI 4 (streamlined and co-ordinated approach). PCs and VC/CEOs had fairly similar views except for KPI 3 (regulatory actions proportionate to risk) and KPI 5 (open, transparent and consistent) where VC/CEOs were considerably more positive. However, both PCs and VC/CEOs had very similar views about TEQSA's overall performance as a regulator, as evident from the top 2 scores in the table below (82.3% and 81.1%). It is probably indicative of the amount of interaction that a respondent has with TEQSA and the work / re-work that they have to do as a result of this interaction. The more hands/on or operational respondents have a greater appreciation of the next order consequences of some of TEQSA's requirements. PPSBs probably hear the most complaints from providers about TEQSA's alleged lack of coordination and the amount of duplication in regulatory processes.

KPI / ITEM and TOP 2 SCORES FOR EACH SURVEY	PRINCIPAL CONTACT n=131	VC/CEO n=114	PEAK/PROF /STUDENT BODY n=16
KPI 1 - Regulation does not impede efficient operation	74.2	70.0	93.3
KPI 2 - TEQSA's communication with your organisation	80.8	78.2	73.3
KPI 3 - Regulatory actions are proportionate to risks	60.8	71.2	84.6
KPI 4 - TEQSA has a streamlined and co-ordinated approach	73.1	76.9	71.4
KPI 5 - TEQSA is open, transparent and consistent in its dealings	72.5	81.7	87.5
KPI 6 - TEQSA continues to improve its regulatory framework	72.5	73.1	100.0
Overall TEQSA's performance as a regulator over the last 12 months	82.3	81.1	100.0

Conclusions

For a first-time survey of stakeholders overall this was a good result. It indicated where stakeholders thought TEQSA was doing well and could improve and it should give TEQSA clear guidelines on where to focus any service initiatives. Importantly, overall TEQSA was well-regarded as a regulator assuring the quality of Australia's higher education.

Roundtables, streamlining and case management are all viewed positively, but some providers have identified stability issues and some competence issues with case managers. Many providers believe that TEQSA understands their situation and appropriately informs them about requirements and decisions.

There is some room for improvement in transparency around decisions, including the models and assumptions used to make risk assessments, acting on consultative feedback as well as TEQSA's speed of response / process.

Some providers want TEQSA to focus more on quality assurance and want TEQSA to be a louder voice in the higher education sector.

Introduction

In July 2016 TEQSA undertook a sector wide survey for 2015-16. The primary purpose of the survey was to assess TEQSA's performance for 2015-16 against the key indicators outlined in TEQSA's Regulator Performance Framework (2015-16). Additionally, the survey was also intended to increase TEQSA's accountability, better understand its impact on higher education providers, and improve its performance. The survey consisted of:

- Two provider specific versions (a brief survey for the operational head and a more detailed one for the principal contact) for all Higher Education providers (those registered as well as those who had submitted initial registration applications)
- A brief survey for the operational head of selected peak/professional/student bodies.

TEQSA engaged Australian Survey Research (ASR) to help design, test, deploy, analyse and report on the surveys.

This report outlines the methodology used to conduct and analyse the web surveys as well as key findings from each survey including provider attribute differences.

Methodology

This section outlines how the three surveys were developed; how survey participants were identified; how the survey was administered and analysed; and the composition of the response sample.

Questionnaire development

Together, TEQSA and ASR developed a series of questions based around TEQSA's Regulator Performance Framework (2015-16) which encompasses six key performance indicators (KPIs). The Framework also incorporates the key strategies and metrics within the TEQSA Corporate Plan 2015-19.

The questionnaire developed for TEQSA's principal contacts (PC) had an operational focus and included questions around recent interactions between themselves and TEQSA. The Vice-Chancellor / CEO survey (VC/CEO) and the peak and professional body (PPSB) surveys were very short and focused on TEQSA's overall KPI achievement.

The principal contact and VC/CEO surveys were pilot tested with a small group of participants who were willing to be involved in the pilot phase. The pilot test resulted in a number of changes to the questionnaires.

Data collection

The three web questionnaires were loaded into ASR's proprietary web surveying tool, SurveyManager and hosted on ASR's internet servers located at a high security data centre in Melbourne's CBD.

TEQSA provided ASR with a full listing of all current and selected pending higher education providers (n=194) that it regulates or is likely to regulate across Australia and the lists included contact details of each provider's senior operational officer (the VC or CEO) and TEQSA's principal contact within the provider. The listing included provider attributes such as state, size, self-accrediting authority, etc. These attributes were used to analyse responses. Results of this analysis are discussed later in the report. Further to the higher education provider list, TEQSA provided ASR with a list of peak and professional bodies names and contact details (n=24).

Prior to going live with the full survey, TEQSA's Chief Commissioner, Professor Nick Saunders AO, and its CEO, Mr Anthony McClaran, emailed a joint letter to the CEOs of all potential participants advising them of the survey and requesting their participation. Soon after, ASR sent invitation emails to the principal contact within each provider, the VC/CEO of each provider and each PPSB. The email invitation contained a unique hyperlink to access a recipient's questionnaire.

ASR monitored response rates and sent three targeted reminder emails to all non-responders in each survey. TEQSA sent one global reminder. The survey was in field from 11 July to 31 July 2016.

Data analysis

Results were analysed to produce top 2 scores (the proportion of respondents selecting the two most positive rating points) and frequency distributions. Chi-square was used to determine any statistical differences between demographic sub-groups which included self-accrediting authority, 2016 risk to financial position, 2016 risk to students, category, state, provider size, RTO activity, CRICOS registration and market groupings. All tests are reported at the $p<0.05$ level (95% confidence level). See the box below for further explanation of confidence levels and intervals.

Top 2 scores were calculated using only the number of respondents who chose a rating point answer. In other words *don't know, not applicable* and *no answers* (blank) were excluded from statistical calculations. A top 2% score of 100% means that all respondents who answered a particular question indicated that TEQSA was performing at a *good or excellent* level on a particular item.

In some tables the total may not always equal 100.0%. This is due to rounding and is not an error.

Response and sample profile

A total of 194 principal contacts were invited to participate in their survey. A total of 131 principal contacts responded to the survey, yielding a **response rate of 68%**. The sample is statistically representative of the principal contacts population at the 95% confidence level and a ±4.9% confidence interval. This is an acceptable scientific research confidence interval while ±10% is an acceptable confidence interval for market research.

A total of 194 VC/CEOs were invited to participate in their survey and two declined so they were removed from the population base. A total of 114 VC/CEOs answered the survey achieving a **response rate of 59%.** The sample is statistically representative of the VC/CEO population at the 95% confidence level and a ±5.9% confidence interval.

A total of 24 representatives from peak, professional and student bodies were invited to participate in their survey and one declined so this organisation was removed from the population base. A total of 16 representatives from peak and professional bodies answered the survey achieving a **response rate of 70%.** The results for this survey have a confidence interval of ±13.8% and therefore should be treated with caution and, at best, as indicative only.

Representativeness of a sample is often assessed at a 95% confidence level (accuracy) and a ±5% confidence interval (precision).

The **confidence interval** (also called margin of error) is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 43% (47-4) and 51% (47+4) would have picked that answer.

The **confidence level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%. The wider the confidence interval you are willing to accept, the more certain you can be that the whole population answers would be within that range.

For example, if you asked a sample of 1000 people in a city which TV channel they preferred watching, and 60% said Channel A, you can be very certain that between 40% and 80% of all the people in the city actually do prefer that channel, but you cannot be so sure that between 59% and 61% of the people in the city prefer the channel. *Reference: www.surveysystem.com/sscalc.htm*

Population / sample comparison

The profiles of the provider population and the survey sample were compared by state and category to identify any over/under-represented in the principal contact response set. Both profiles had very similar proportions (see tables immediately below) meaning that the response set showed no non-response bias, that is, the sample closely reflected the population on each attribute. As a result, the response sample was considered representative of the population and **no weighting** was applied to the principal contact survey response set.

STATE	PRINCIPAL CONTACTS POPULATION		RESPONSE SAMPLE	
	Freq	*%*	*Freq*	*%*
NSW	77	39.7	54	41.2
VIC	51	26.3	30	22.9
QLD	21	10.8	15	11.5
WA	18	9.3	14	10.7
SA	19	9.8	13	9.9
ACT	4	2.1	2	1.5
NT	2	1.0	1	0.8
TAS	2	1.0	2	1.5
Total	**194**	**100.0**	**131**	**100.0**

CATEGORY	PRINCIPAL CONTACTS POPULATION		RESPONSE SAMPLE	
	Freq	*%*	*Freq*	*%*
Australian university	40	20.6	32	24.4
Australian university of specialisation	1	0.5	1	0.8
Overseas university	2	1.0	2	1.5
Higher Education Provider (HEP)	126	64.9	84	64.1
Prospective Higher Education Provider (HEP)	25	12.9	12	9.2
Total	**194**	**100.0**	**131**	**100.0**

VC/CEO response

For the VC/CEO survey, ASR is aware that a considerable, but unknown, number of VC/CEOs delegated their survey response to someone else. As a result we are unsure how much the survey responses for that survey represent a VC/CEO's personal view of TEQSA. Most likely answers represent organisational views, but possibly are indicative only of personal views.

Data file

ASR has supplied a de-identified raw data file to TEQSA. The file contains all de-identified verbatim comments for TEQSA's further investigation.

Principal contact survey key findings

This section outlines the key findings from the principal contact (PC) survey. Respondents were asked to rate TEQSA's performance on a number of items. Results are presented by topic, in the same order as presented to respondents in the questionnaire. For most items, top 2 scores are presented along with a charted frequency distribution.

In order to fit tables and charts across a page, item names have been abbreviated. Refer to appendix A for a table of abbreviations.

Important notes about scores and charts: A top 2 score is the total proportion of respondents selecting the two most positive rating points in their answer to a question. When calculating the proportion of respondents in this answer category, any respondents who answered with don't know, not applicable or no answer / have been excluded from the base of the calculation.

As a result the percentage of green (dark and light green) in the following charts may not always be equivalent to the top 2 score as presented in tables. The table figures will usually be slightly higher. This is because the chart percentages include don't know, not applicable, and no answer proportions.

The charts have been sorted by the proportion of positive responses and is presented in descending order.

When reading the charts, it is useful to look at the proportion of green (positive) and the proportion of orange/red (negative) responses. Where there is more green than other colours it means that positive ratings outweigh negative ratings. A lot of orange and red indicates considerable room for improvement.

Key performance indicators

PC KPI 1: Regulation by TEQSA does not unnecessarily impede the efficient operation of your organisation

Over 70% of respondents rated TEQSA's performance as either *good* or *excellent* for both items under KPI 1. Refer to the table below.

PC: KPI 1 n=131	TOP 2 SCORES (%)
Opportunity to give feedback	77.0
Streamlining to reduce burden	71.4

Excludes don't know / not applicable / no answer responses

The following chart shows the frequency distribution of answers (proportion of respondents choosing a particular answer) for KPI 1 items.

PC: KPI 1
% of respondents choosing a rating point; n=131
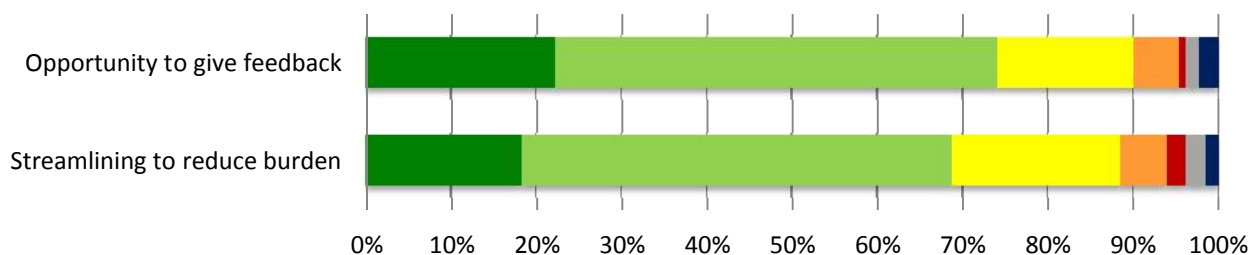
	Streamlining to reduce burden	Opportunity to give feedback
■ Excellent	18.3	22.1
■ Good	50.4	51.9
■ Fair	19.8	16.0
■ Poor	5.3	5.3
■ Very poor	2.3	0.8
■ Don't know / No answer	2.3	1.5
■ Not applicable	1.5	2.3

PC KPI 2: TEQSA's communication with your organisation is clear, targeted and effective

The majority of respondents who rated TEQSA's performance for KPI 2 rated it as either *good* or *excellent* which is a strong result. All items scored above 75%. TESQA's performance was rated highest for this KPI compared with all other KPIs. *Relevance of information* was the highest scoring item with a top 2 score of 87%.

PC: KPI 2 n=131	TOP 2 SCORES (%)
Relevance of information	86.8
Completeness of information	81.0
Quality of information on regulatory policies / processes	80.8
Reasonable opportunity to address matters	80.7
Clarity of information	80.5
Communicating streamlining initiatives	78.9
Timeliness of information after making a decision	76.5

*Excludes don't know / not applicable / no answer responses

In the chart below, note the relatively high proportion of *don't know / not applicable / no answers* for some items relating to TEQSA's communication. This suggests that not all respondents had the experience or information to provide a rating response for these items.

PC: KPI 2
% of respondents choosing a rating point; n=131
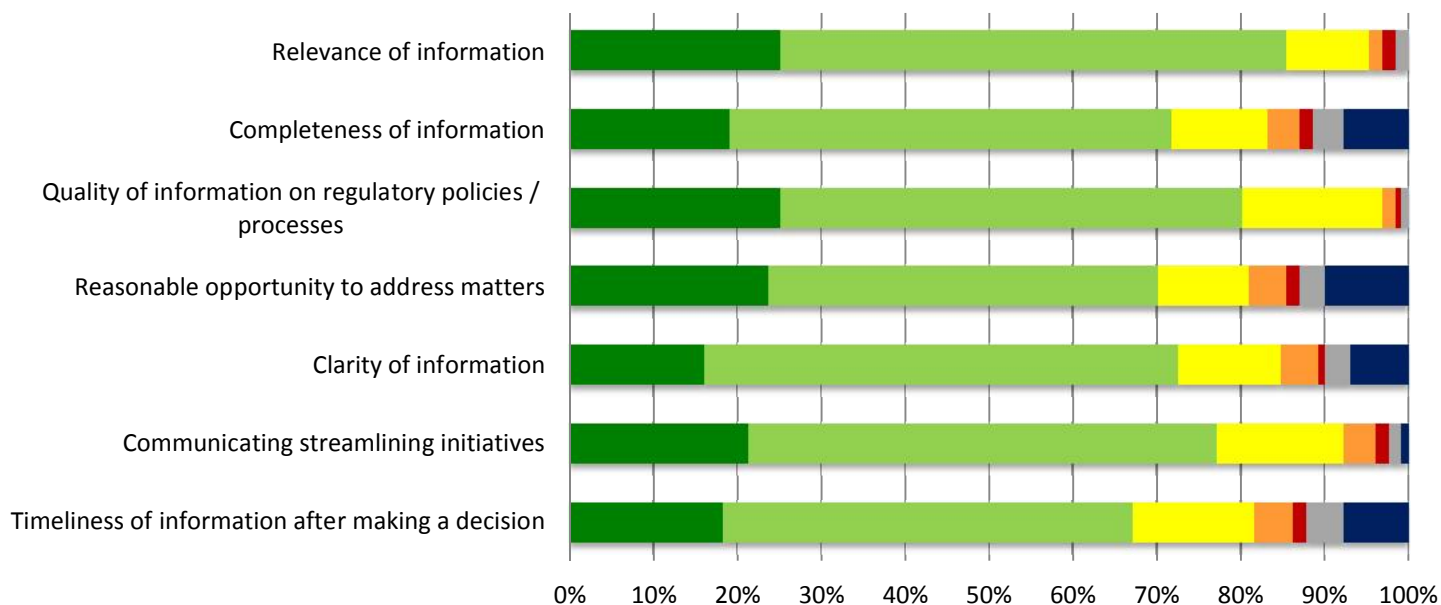
	Timeliness of information after making a decision	Communicating streamlining initiatives	Clarity of information	Reasonable opportunity to address matters	Quality of information on regulatory policies / processes	Completeness of information	Relevance of information
■ Excellent	18.3	21.4	16.0	23.7	25.2	19.1	25.2
■ Good	48.9	55.7	56.5	46.6	55.0	52.7	60.3
■ Fair	14.5	15.3	12.2	10.7	16.8	11.5	9.9
■ Poor	4.6	3.8	4.6	4.6	1.5	3.8	1.5
■ Very poor	1.5	1.5	0.8	1.5	0.8	1.5	1.5
■ Don't know / No answer	4.6	1.5	3.1	3.1	0.8	3.8	1.5
■ Not applicable	7.6	0.8	6.9	9.9	0.0	7.6	0.0

PC: KPI 3 - Regulatory actions undertaken by TEQSA for your organisation are proportionate to the risks being managed

Compared with all other KPIs, top 2 scores were considerably lower for KPI 3 with scores of 65% and 57% for the two items. In particular, the *consultative approach* item has considerable room for improvement. This was the lowest scoring item in the PC survey. However, note the relatively high proportion of don't know / not applicable / no answer responses for both items, suggesting not all PCs had the experience or information to provide a rating response. Refer to table and chart below.

PC: KPI 3 n=131	TOP 2 SCORES (%)
Actions proportionate to risks	65.0
Consultative approach	56.6

Excludes don't know / not applicable / no answer responses

PC: KPI 3
% of respondents choosing a rating point; n=131

	Consultative approach	Actions proportionate to risks
■ Excellent	9.9	19.8
■ Good	32.8	29.8
■ Fair	19.8	19.8
■ Poor	9.2	4.6
■ Very poor	3.8	2.3
■ Don't know / No answer	9.9	6.1
■ Not applicable	14.5	17.6
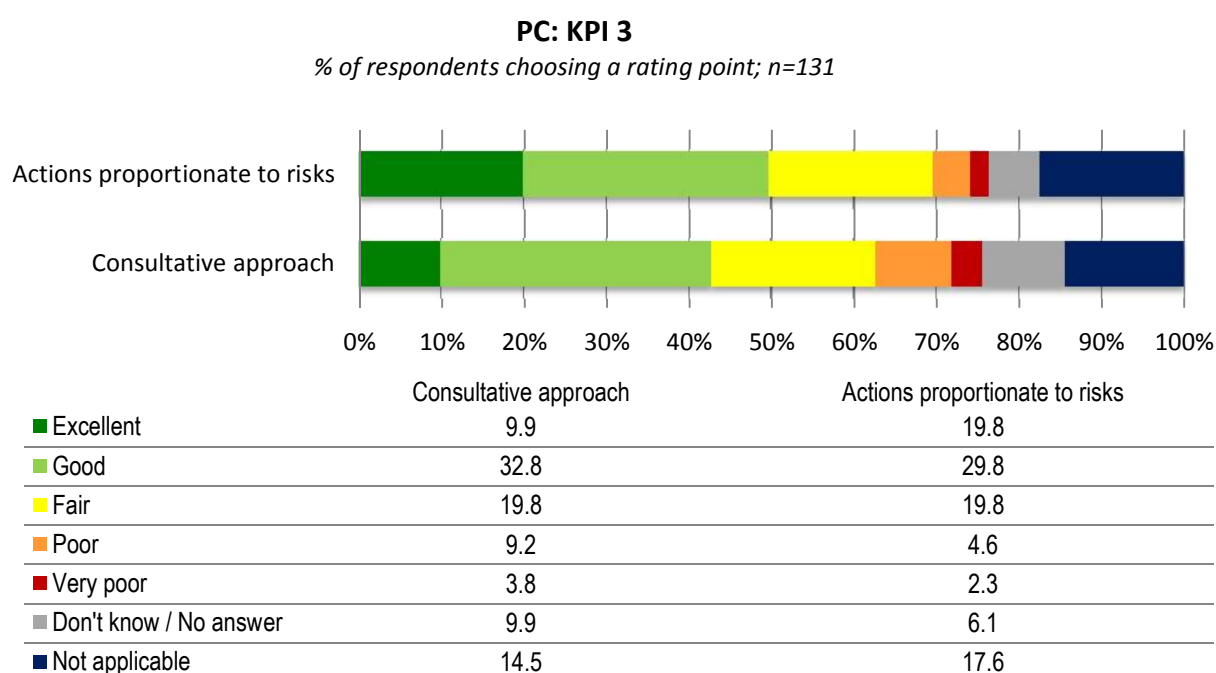
PC KPI 4: TEQSA has a streamlined and coordinated approach to compliance and monitoring for your organisation

Of the respondents who rated the items for KPI 4, over 70% rated TEQSA's performance as *good* or *excellent*. Not all respondents were able to rate the items, with the proportion of *don't know / not applicable / no answers* is particularly high for *timely coordination of visits* (53%). It is likely these respondents had not experienced a TEQSA staff visit in the last 12 months and were therefore not able to provide a rating.

PC: KPI 4 n=131	TOP 2 SCORES (%)
Timely coordination of visits	75.4
Reuse of material	70.8

Excludes don't know / not applicable / no answer responses

PC: KPI 4

% of respondents choosing a rating point; n=131
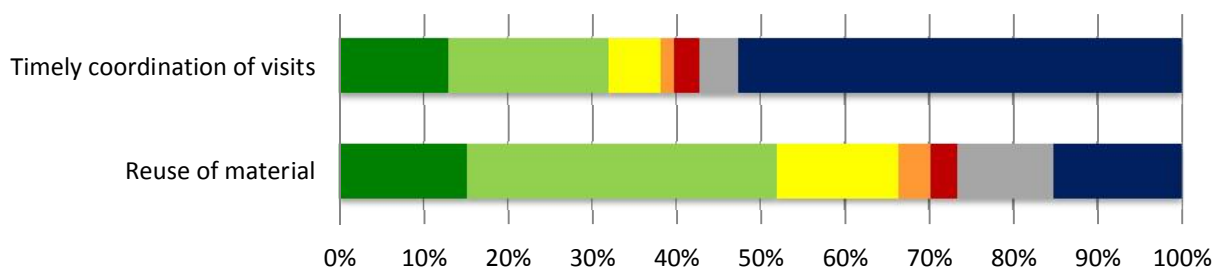
	Reuse of material	Timely coordination of visits
■ Excellent	15.3	13.0
■ Good	36.6	19.1
■ Fair	14.5	6.1
■ Poor	3.8	1.5
■ Very poor	3.1	3.1
■ Don't know / No answer	11.5	4.6
■ Not applicable	15.3	52.7

PC KPI 5: TEQSA is open, transparent and consistent in its dealings with your organisation

TEQSA's performance on KPI 5 was rated fairly positively, with all but one item rated *good* or *excellent* by more than 70% of respondents. *Availability of information* was the lowest scoring item for this KPI (61%) leaving some room for improvement. This item received a relatively high proportion of *fair* ratings.

PC: KPI 5 n=131	TOP 2 SCORES (%)
Quality of information on National Register	80.5
Consistency of information	74.8
Consistency of decisions	73.7
Availability of information	61.2

Excludes don't know / not applicable / no answer responses

PC: KPI 5

% of respondents choosing a rating point; n=131
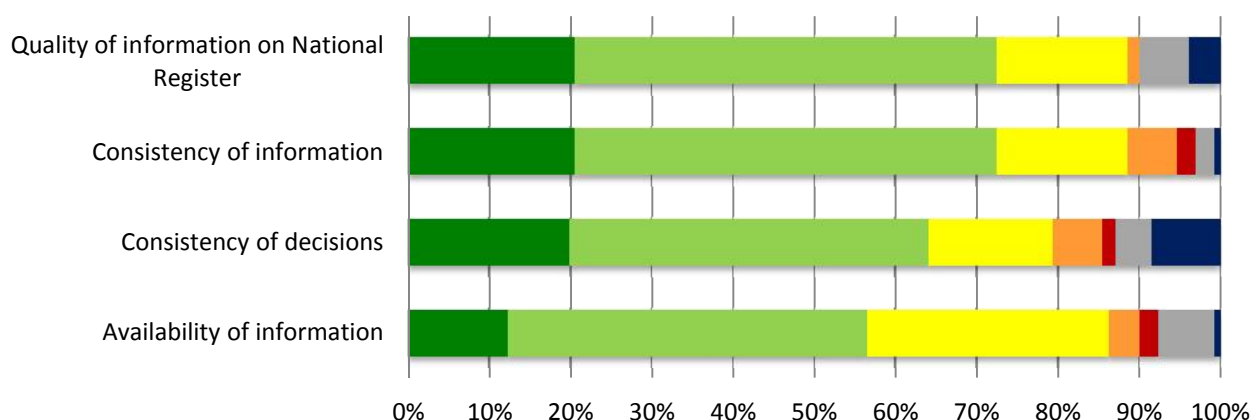
	Availability of information	Consistency of decisions	Consistency of information	Quality of information on National Register
■ Excellent	12.2	19.8	20.6	20.6
■ Good	44.3	44.3	51.9	51.9
■ Fair	29.8	15.3	16.0	16.0
■ Poor	3.8	6.1	6.1	1.5
■ Very poor	2.3	1.5	2.3	0.0
■ Don't know / No answer	6.9	4.6	2.3	6.1
■ Not applicable	0.8	8.4	0.8	3.8

PC KPI 6 - TEQSA continues to improve its regulatory framework in consultation with your organisation

Direct engagement with organisation through briefings and roundtables was the best scoring item for KPI 6 with a top 2 score of 79%. There is some room for improvement when making process improvements and using more media channels.

PC: KPI 6 n=131	TOP 2 SCORES (%)
Engagement	78.9
Making process improvements	69.9
Variety of media	68.8

Excludes don't know / not applicable / no answer responses

PC: KPI 6

% of respondents choosing a rating point; n=131
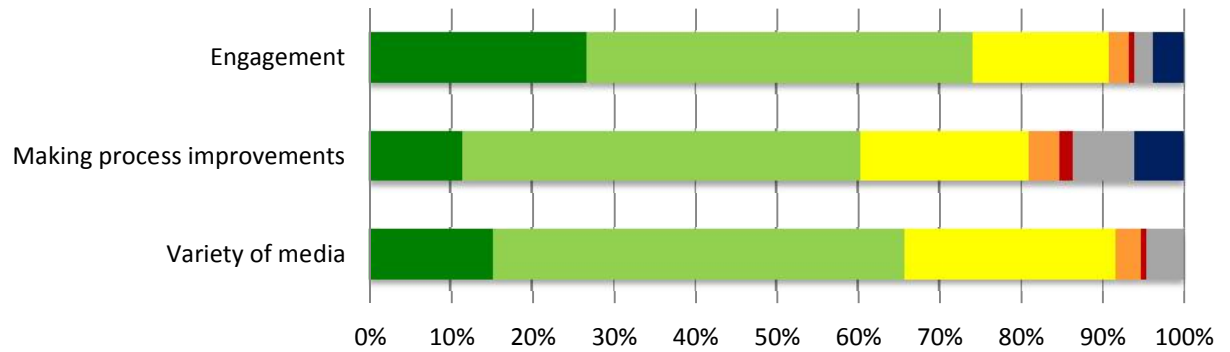
	Variety of media	Making process improvements	Engagement
■ Excellent	15.3	11.5	26.7
■ Good	50.4	48.9	47.3
■ Fair	26.0	20.6	16.8
■ Poor	3.1	3.8	2.3
■ Very poor	0.8	1.5	0.8
■ Don't know / No answer	4.6	7.6	2.3
■ Not applicable	0.0	6.1	3.8

PC: Interactions with TEQSA

Providers were asked to indicate the types of interactions they had with TEQSA in the last 12 months. The most common interactions were with case managers (more than 92%) and the TEQSA website and through roundtable briefings. Not surprisingly, few providers chose applying for a self-accrediting authority (5.3%).

Other types of interactions in the chart below included material change meetings, applications to become a provider and visits to TEQSA. Refer to the chart below.

PC: Types of interactions with TEQSA in last 12 months

% of respondents choosing a rating point; n=131, Multiple answers allowed so total may be >100%

Interaction type	%
Interaction with your case manager	92.4
Use of TEQSA's website	92.4
Participation in one or more roundtable briefings	88.5
Use of the TEQSA's National Register of Higher Education Providers	70.2
Application for course accreditation / renewal of accreditation	59.5
Application for TEQSA registration / renewal of TEQSA registration	45.8
CRICOS other application	35.9
Application for CRICOS registration / renewal of CRICOS registration	32.1
Other	12.2
Application for self-accrediting authority	5.3

PC: Applications

This section outlines providers' views of the interactions they had with TEQSA while making registration and accreditation applications, including CRICOS as well as applications for self-accrediting authority (SAA). So table and chart results within this section are based on a sub-set of the PC survey sample.

The following series of tables and charts display the top 2 scores and frequency distributions of answers about aspects of these interactions.

PC: Registration, accreditation and SAA application processes

TEQSA's follow up assistance during the application process was a key strength, as was the clarity of the online form. The item *helpfulness of information about how to prepare an application* scored relatively lower at 66% and so there is considerable room for improvement in this area.

PC: REGISTRATION, ACCREDITATION AND SAA APPLICATION PROCESSES n=95	TOP 2 SCORES (%)
Any follow up assistance that was required	80.0
Clarity of the online form	79.3
Clarity of the application guide	76.9
Helpfulness of portal information	73.0
Clarity of the assessment scope and evidence requirements	71.1
Helpfulness of information about how to prepare an application	66.3

*Includes only respondents who were involved with aspects of registration, accreditation or SAA.
Excludes don't know / not applicable / no answer responses*

PC: Registration, accreditation & SAA application processes

% of respondents choosing a rating point; n=95
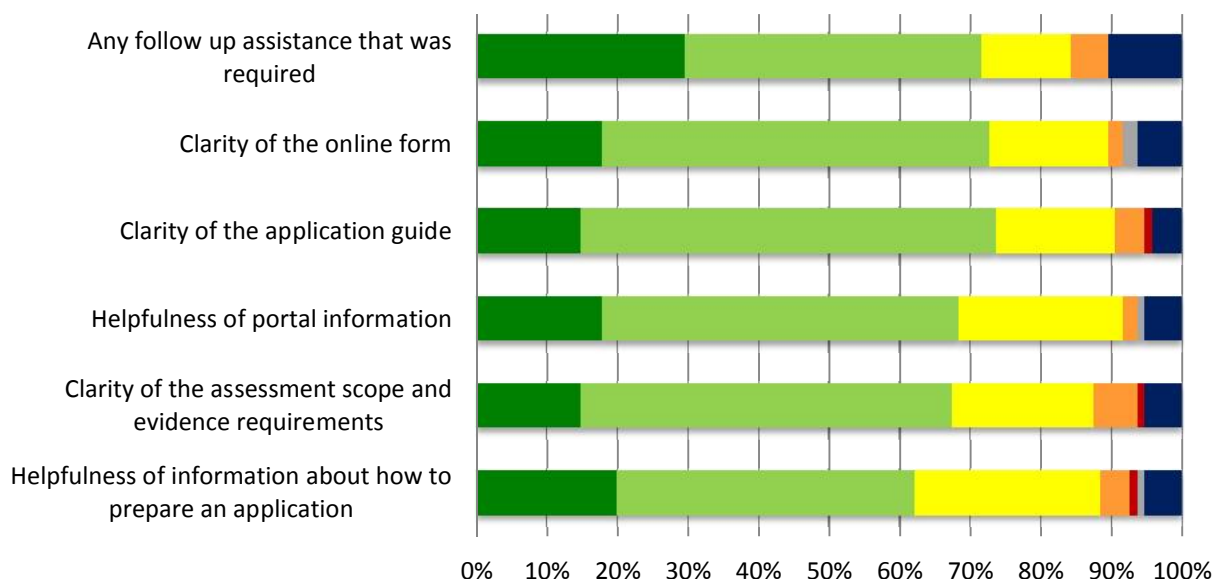
	Helpfulness of information about how to prepare an application	Clarity of the assessment scope and evidence requirements	Helpfulness of portal information	Clarity of the application guide	Clarity of the online form	Any follow up assistance that was required
Excellent	20.0	14.7	17.9	14.7	17.9	29.5
Good	42.1	52.6	50.5	58.9	54.7	42.1
Fair	26.3	20.0	23.2	16.8	16.8	12.6
Poor	4.2	6.3	2.1	4.2	2.1	5.3
Very poor	1.1	1.1	0.0	1.1	0.0	0.0
Don't know / No answer	1.1	0.0	1.1	0.0	2.1	0.0
Not applicable	5.3	5.3	5.3	4.2	6.3	10.5

PC: CRICOS application process

The providers who indicated that they had interacted with TEQSA about CRICOS registration or any other aspect of a CRICOS application in the last 12 months were asked about aspects of their interactions. So these questions were presented to a sub-set only of the PC response sample.

TEQSA performed well on items relating to this process, with top 2 scores ranging between 87% and 70%. *Helpfulness of portal information* was the highest rated item (87%), followed by *any follow up assistance that was required* (85%) and *clarity of the online form (84%)*.

PC: CRICOS APPLICATION PROCESS n=75	TOP 2 SCORES (%)
Helpfulness of portal information	86.8
Any follow up assistance that was required	84.8
Clarity of the online form	84.1
Clarity of the application guide	76.1
Clarity of the assessment scope and evidence requirements	73.2
Helpfulness of info about how to prepare an application	70.4

Includes only respondents who were involved with CRICOS registration or other CRICOS applications. Excludes don't know / not applicable / no answer responses

PC: CRICOS Application process

% of respondents choosing a rating point; n=75
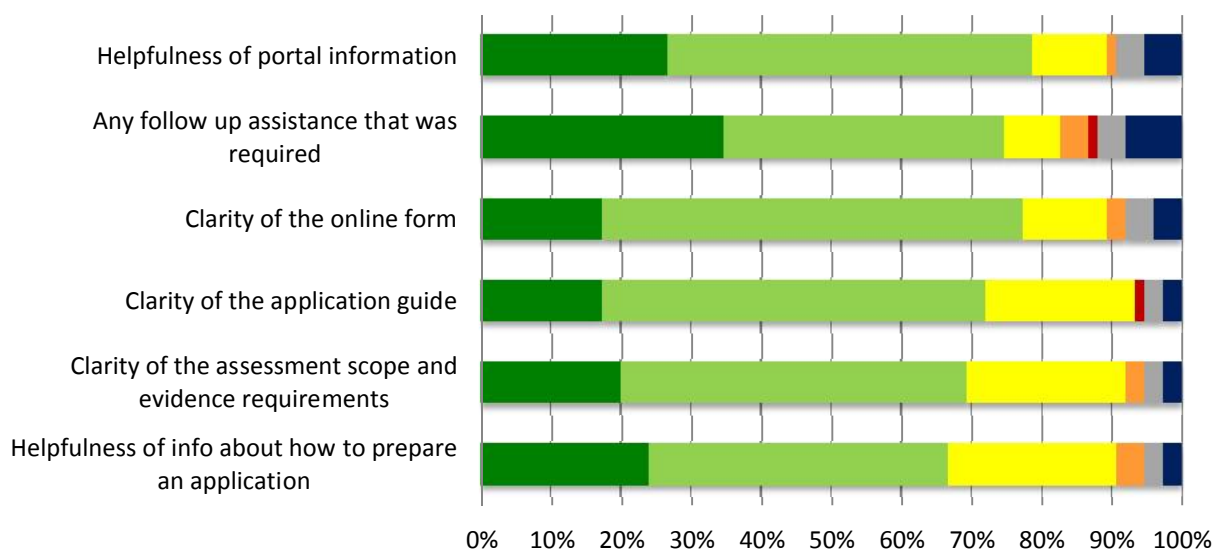
|	Helpfulness of info about how to prepare an application	Clarity of the assessment scope and evidence requirements	Clarity of the application guide	Clarity of the online form	Any follow up assistance that was required	Helpfulness of portal information
■ Excellent	24.0	20.0	17.3	17.3	34.7	26.7
■ Good	42.7	49.3	54.7	60.0	40.0	52.0
■ Fair	24.0	22.7	21.3	12.0	8.0	10.7
■ Poor	4.0	2.7	0.0	2.7	4.0	1.3
■ Very poor	0.0	0.0	1.3	0.0	1.3	0.0
■ Don't know / No answer	2.7	2.7	2.7	4.0	4.0	4.0
■ Not applicable	2.7	2.7	2.7	4.0	8.0	5.3

PC: TEQSA's case management approach

The vast majority of respondents (86%) indicated TEQSA's case management approach was very important to their organisation. Interestingly, around 8% of providers did not have a view on this question which may indicate that these respondents had had little personal and/or recent interaction with a TEQSA case manager. This is also reflected in the 8% of respondents who indicated that they had not interacted with a case manager in the last 12 months.

A provider's relationship with their case manager appears to be critical to a provider's view of TEQSA. Many providers appear to want a strong and frequent relationship with their case manager. Downsizing in this area has concerned some providers as some want considerably more personal attention, particularly more site visits, so that TEQSA can understand a provider's context and particular characteristics.

PC: Importance of TEQSA's case management approach
% of respondents choosing a rating point; n=131

Legend: ■ Very important ■ Somewhat important ■ Not important at all ■ Don't know / No answer
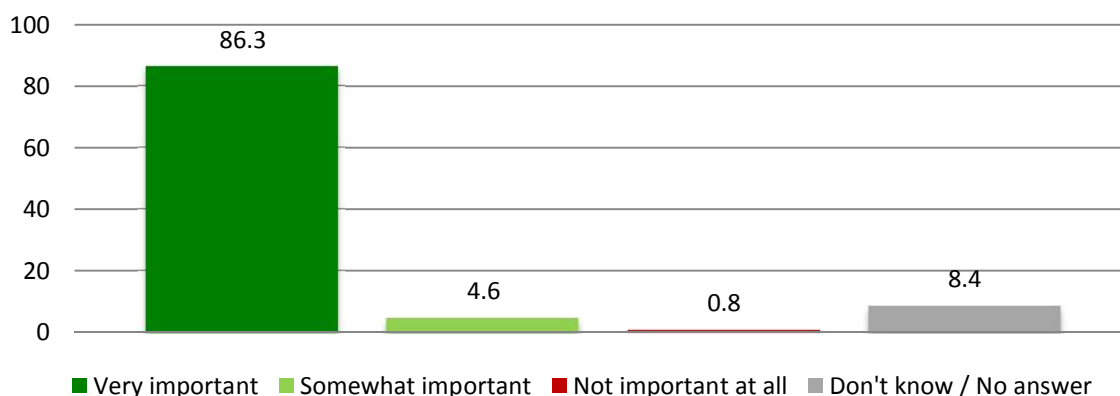
PC: TEQSA's case management approach

Those providers who had interacted with a TEQSA case manager in the last 12 months were asked about different aspects of TEQSA's case management approach, TEQSA performed fairly well, with top 2 scores above 70%. The highest scoring item was *responsiveness*, with 78% rating this as *good* or *excellent*.

PC: CASE MANAGEMENT APPROACH n=129	TOP 2 SCORES (%)
Responsiveness	78.3
Knowledge of your organisation	71.1
Consideration of your needs	70.9

Includes only respondents who interacted with case managers in the last 12 months.
Excludes don't know / not applicable / no answer responses

PC: Case management approach

% of respondents choosing a rating point; n=129
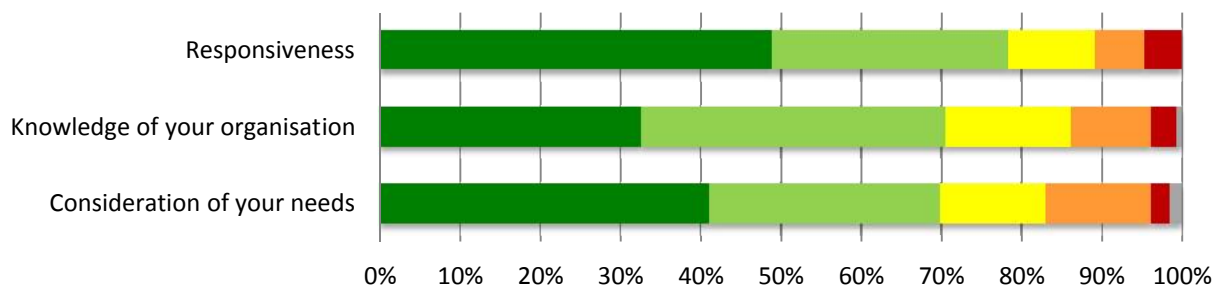
	Consideration of your needs	Knowledge of your organisation	Responsiveness
■ Excellent	41.1	32.6	48.8
■ Good	28.7	38.0	29.5
■ Fair	13.2	15.5	10.9
■ Poor	13.2	10.1	6.2
■ Very poor	2.3	3.1	4.7
■ Don't know / No answer	1.6	0.8	0.0

PC: Roundtable briefing sessions

TEQSA conducted a new provider orientation in late 2015, and two sets of country wide briefings for all providers in late 2015 and in early 2016. The following items relate to these briefings.

Respondents who had attended roundtable briefings rated them highly: all items had a top 2 score of 84% or above. *Relevance of content covered* and *timely conduct* were strengths for TEQSA.

PC: ROUNDTABLE BRIEFING n=116	TOP 2 SCORES (%)
Relevance of content covered	97.2
Timely conduct	96.3
Opportunity to interact / ask questions	93.5
Appropriate materials	89.6
Presentation skills	84.0

*Includes only respondents who attended roundtable briefings in the last 12 months.
Excludes don't know / not applicable / no answer responses

PC: Roundtable briefing sessions
% of respondents choosing a rating point; n=116
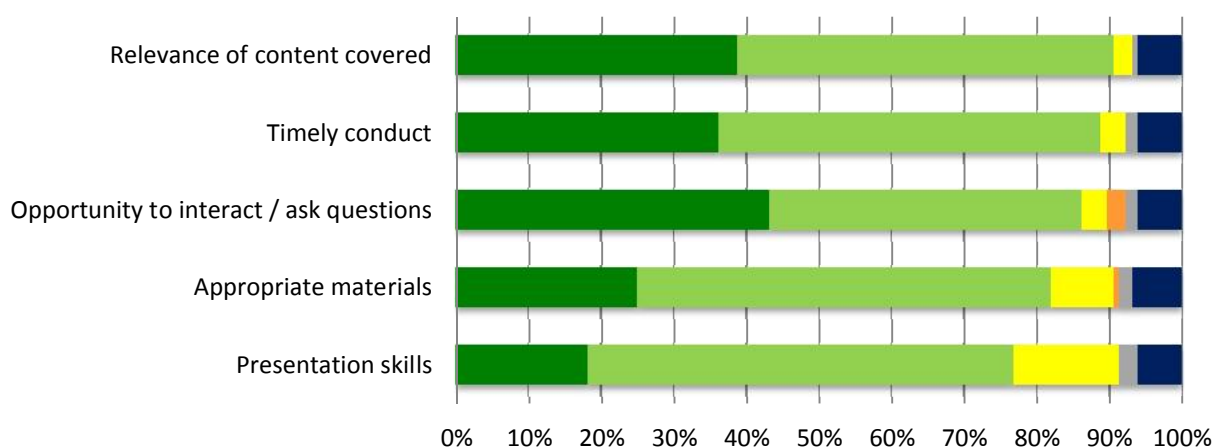
	Presentation skills	Appropriate materials	Opportunity to interact / ask questions	Timely conduct	Relevance of content covered
■ Excellent	18.1	25.0	43.1	36.2	38.8
■ Good	58.6	56.9	43.1	52.6	51.7
■ Fair	14.7	8.6	3.4	3.4	2.6
■ Poor	0.0	0.9	2.6	0.0	0.0
■ Very poor	0.0	0.0	0.0	0.0	0.0
■ Don't know / No answer	2.6	1.7	1.7	1.7	0.9
■ Not applicable	6.0	6.9	6.0	6.0	6.0

PC: TEQSA overall

All providers were asked to rate TEQSA as a regulator. Eighty-two percent of respondents who answered the question rated TEQSA's performance over the last 12 months as the regulator assuring the quality of Australian higher education as either *good* or *excellent* which an excellent result for any regulator.

Note that the total of the excellent and good proportions in the chart below is slightly less than 82%. This is because the chart includes a proportion of don't know / no answer respondents who have been excluded from the top 2 calculation.

PC: TEQSA as a regulator
% of respondents choosing a rating point; n=131

Legend: ■ Excellent ■ Good ■ Fair ■ Poor ■ Very poor ■ Don't know / No answer

Values: Excellent 20.6, Good 57.3, Fair 13.7, Poor 2.3, Very poor 0.8, Don't know / No answer 5.3
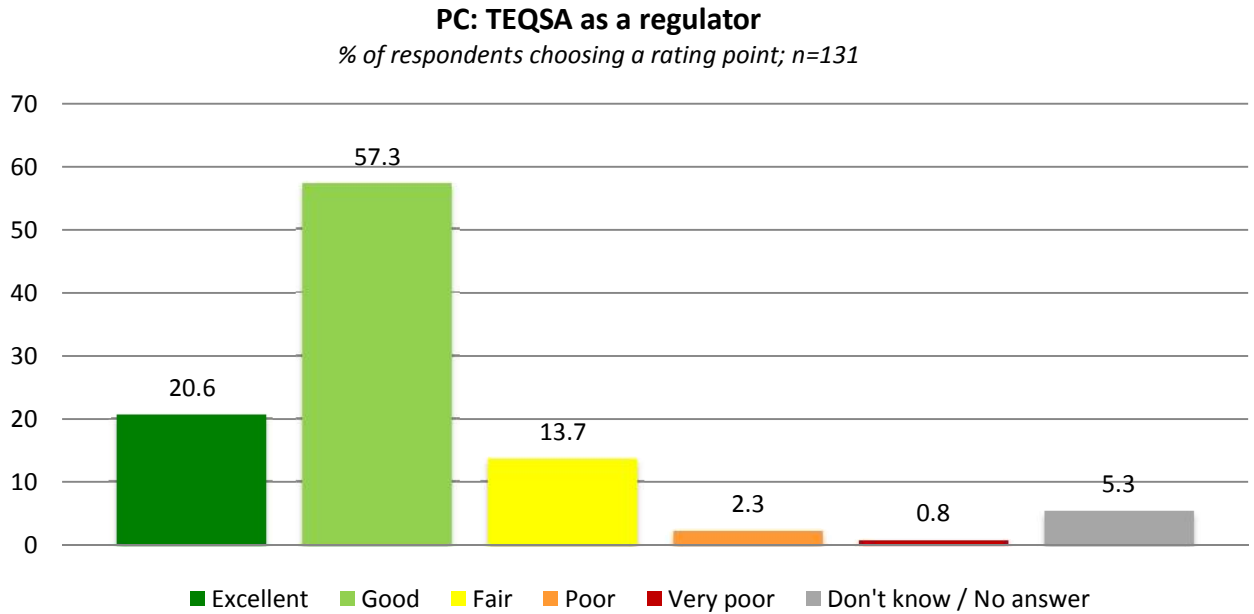
Provider attribute analysis

Attribute analysis is conducted to identify where there are similarities and differences between providers. It provides insight that overall or aggregated analysis cannot. It helps answer the questions "Do some groups perceive that they are treated differently?" and "Do sub-groups have similar views?" Essentially this analysis is used to work out whether or not TEQSA has a homogenous or heterogeneous population or interaction with that population.

The following section presents the results of principal contact responses using nine provider attributes: self-accrediting authority, 2016 risk to financial position, 2016 risk to students, category, provider size, state, Registered Training Organisation (RTO) activity, CRICOS registration and market groupings. The table below shows the sub-sets used in the analysis of each attribute.

ATTRIBUTE	SUB-GROUPS	n	% of RESPONSE SAMPLE
Self-accrediting authority	No	90	68.7
	Yes / Part yes	41	31.3
2016 Risk to financial position	High / moderate	28	21.4
	Low	74	56.5
	Other	29	22.1
2016 Risk to students	High / Moderate	44	33.6
	Low	58	44.3
	Other	29	22.1
Category	University*	35	26.7
	Higher Education Provider (HEP)	84	64.1
	Prospective HEP	12	9.2
Provider size	<100	27	25.2
	100 - 499	22	20.6
	500 - 4,999	27	25.2
	5,000 - 19,999	12	11.2
	≥ 20,000	19	17.8
State	NSW	54	41.2
	VIC	30	22.9
	QLD	15	11.5
	WA	14	10.7
	SA	13	9.9
	Other	5	3.8
Active RTO	No	66	50.4
	Yes	65	49.6
CRICOS# registered	No	34	26.0
	Yes	97	74.0
Market groupings	Faith based	16	12.2
	Miscellaneous^	16	12.2
	For profit	29	22.1
	University	35	26.7
	Other (not for profit, non-faith based)	11	8.4
	N/A as prospective HESPs	12	9.2
	No value available	12	9.2

*University includes Australian university, Australian university of specialisation and overseas university
^Includes Government Agencies, Pathways, Professional Bodies and TAFEs
#stands for Commonwealth Register of Institutions and Courses for Overseas Students

Only items which were statistically significantly different at the 95% confidence level have been included in the report. These differences are presented using top 2 (% positive) scores only and were analysed using a chi-square test.

Top 2 scores were calculated using only the number of respondents who chose a rating point answer. In other words *don't know, not applicable* and *no answers* (blank) were excluded from statistical calculations. A top 2 score of 100% means that all respondents who answered a question rated the item as *good* or *excellent.*

Important note: there were NO significant differences identified for **provider size** and only one significant difference was found between **states**. This single item for state analysis was *consistency of information provided to your organisation* which rated significantly lower in Western Australia only. So size and state attributes are not covered in the following discussion.

This lack of difference around these attributes is important as it indicates that TEQSA behaves similarly towards and/or is perceived similarly by providers irrespective of providers' sizes and locations. This is an unusual and positive result for a regulator.

PC: Self-accrediting authority

For all items in the table below, PCs who self-accredited some or all of their higher education courses of study rated significantly higher compared with those who did not have this authority. This should not be a surprise to TEQSA as higher quality providers are likely to have this authority and also have a more positive view of TEQSA as a result of being granted the authority. They also probably have fewer interactions with TEQSA.

There were a considerable number of differences for this attribute, but TEQSA's overall performance was not one of them.

SIGNIFICANTLY DIFFERENT ITEMS		SELF-ACCREDITING AUTHORITY TOP 2 SCORES (%)	
TOPIC / ITEM	Total n for item*	No max n=90	Yes / Part yes max n=41
KPI 1: Streamlining to reduce burden	126	62.4	90.2
KPI 2: Reasonable opportunity to address matters	114	76.2	93.3
KPI 3: Actions proportionate to risks	100	55.1	87.1
KPI 4: Reuse of material	96	63.1	87.1
KPI 5: Consistency of decisions	114	63.8	97.1
KPI 6: Making process improvements	113	63.6	83.3
Application process: Helpfulness of portal information	89	66.2	100.0
Application process: Clarity of the online form	87	74.6	100.0
CRICOS Application process: Any follow up assistance that was required	66	77.5	96.2
Case mgt approach: Responsiveness	129	71.6	92.7
Case mgt approach: Knowledge of your organisation	128	64.4	85.4
Case mgt approach: Consideration of your needs	127	60.9	92.5

Total n varies by item because not all respondents were eligible to answer all questions. This variability will also affect the n for an item within a sub-group.

PC: 2016 Risk to financial position

The providers that TEQSA rated as having a low risk to financial position in 2016 rated TEQSA's performance highest on all items in the below table. There were a considerable number of differences for this attribute, but those relating to TEQSA's case management were not amongst them.

Significantly different cells highlighted in <mark>yellow</mark>.

SIGNIFICANTLY DIFFERENT ITEMS TOPIC / ITEM	Total n*	2016 RISK TO FINANCIAL POSITION TOP 2 SCORES (%)		
		High / moderate max n=28	Low max n=74 Top 2 score	Other max n=29
KPI 1: Streamlining to reduce burden	100	59.3	80.8	57.7
KPI 2: Quality of regulatory information	101	57.1	89.0	82.8
KPI 2: Relevance of information	100	67.9	93.1	89.7
KPI 3: Actions proportionate to risks	83	50.0	76.3	47.1
KPI 4: Reuse of material	81	54.5	81.4	53.3
KPI 4: Timely coordination of visits	42	57.1	89.3	64.3
KPI 5: Quality of information on National Register	92	65.4	84.8	84.6
KPI 5: Consistency of information	99	48.1	84.7	75.0
KPI 6: Making process improvements	91	51.9	81.3	59.1
Application process: Helpfulness of information about how to prepare an application	64	80.0	81.8	52.0
Application process: Clarity of the online form	62	73.7	90.7	64.0
Roundtable briefing: Timely conduct	90	86.4	100.0	94.1
Overall performance	97	66.7	90.0	77.8

Total n varies by item because not all respondents were eligible to answer all questions. This variability will also affect the n for an item within a sub-group.

PC: 2016 Risk to students

Providers that TEQSA rated as having a low risk to students in 2016 also rated TEQSA's performance highest on all but one item in the below table. There were a considerable number of differences for this attribute, but the one relating to TEQSA's overall rating was not amongst them.

Significantly different cells highlighted in <mark>yellow</mark>.

SIGNIFICANTLY DIFFERENT ITEMS TOPIC / ITEM	Total n*	2016 RISK TO STUDENTS TOP 2 SCORES (%)		
		High / moderate max n=44	Low max n=58	Other max n=29
KPI 1: Streamlining to reduce burden	100	60.5	86.0	57.7
KPI 1: Opportunity to give feedback	99	64.3	87.7	74.1
KPI 2: Reasonable opportunity to address matters	87	63.4	97.8	77.8
KPI 2: Quality of regulatory information	101	69.8	89.7	79.3
KPI 2: Relevance of information	100	74.4	94.7	89.7
KPI 3: Actions proportionate to risks	82	44.4	87.0	50.0
KPI 4: Reuse of material	79	58.3	86.0	58.8
KPI 5: Quality of information on National Register	91	68.3	88.0	85.2
KPI 5: Consistency of decisions	88	61.5	91.8	57.7
Application process: Helpfulness of portal information	63	72.7	93.3	50.0
Application process: Clarity of the online form	61	78.8	92.9	65.4
Application process: Helpfulness of information about how to prepare an application	62	51.7	81.8	88.9
Case mgt approach: Consideration of your needs	100	56.8	83.9	66.7
Roundtable briefing: Relevance of content covered	91	100.0	98.1	88.2

*Total n varies by item because not all respondents were eligible to answer all questions. This variability will also affect the n for an item within a sub-group.

PC: Category

Where there were differences, universities provided significantly higher ratings compared with HEP and prospective HEP groups, as displayed in the table below. There were fewer differences for this attribute compared with many others and TEQSA's overall rating as a regulator was not one of the differences.

Significantly different cells highlighted in <mark>yellow</mark>.

SIGNIFICANTLY DIFFERENT ITEMS TOPIC / ITEM	Total n*	CATEGORY - TOP 2 SCORES (%)		
		University^ max n=35	HEP max n=84	Prospective HEP max n=12
KPI 1: Streamlining to reduce burden	126	88.6	64.2	70.0
KPI 5: Consistency of decisions	114	96.4	67.5	55.6
Application process: Helpfulness of portal information	89	100.0	69.8	58.3
Case mgt approach: Consideration of your needs	127	91.2	63.4	63.6

*Total n varies by item because not all respondents were eligible to answer all questions. This variability will also affect the n for an item within a sub-group.
^ includes Australian university, Australian university of specialisation and overseas university
HEP: Higher Education Provider

PC: RTO

Providers that were active RTOs rated the four items in the table below significantly lower than providers that were not RTOs. There were only a few differences and these were around information, consistency and CRICOS follow up. Case management and overall performance along with KPI 1, 3, 4 and 6 items were not different

SIGNIFICANTLY DIFFERENT ITEMS TOPIC / ITEM	Total n*	RTO- TOP 2 SCORES (%)	
		Active RTO max n=65	Not active RTO max n=66
KPI 2: Quality of regulatory information	130	73.8	87.7
KPI 5: Consistency of information	127	64.6	85.5
KPI 5: Consistency of decisions	114	63.3	85.2
CRICOS Application process: Any follow up assistance that was required	66	76.9	96.3

*Total n varies by item because not all respondents were eligible to answer all questions. This variability will also affect the n for an item within a sub-group.

PC: CRICOS registration

CRICOS registered organisations rated the three items in the table below lower than organisations that were not CRICOS registered. Note that the two application process items in the table were not CRICOS-related but rather registration, accreditation or SAA related.

SIGNIFICANTLY DIFFERENT ITEMS TOPIC / ITEM	CRICOS - TOP 2 SCORES (%)		
	Total n*	CRICOS registered max n=97	Not CRICOS registered max n=34
KPI 5: Availability of information	121	56.4	77.8
Application process: Helpfulness of portal information	89	82.3	51.9
Application process: Clarity of the online form	87	85.5	64.0

Total n varies by item because not all respondents were eligible to answer all questions. This variability will also affect the n for an item within a sub-group.

PC: Market groupings

Private organisations scored significantly lower than most other market groups on the majority of items in the table below. There were considerable differences between sub-groups for this attribute. Despite these differences (listed below), all market groupings provided a similar response to the overall assessment of TEQSA's performance.

Significantly different cells highlighted in yellow.

SIGNIFICANTLY DIFFERENT ITEMS TOPIC / ITEM	Total n*	MARKET GROUPINGS^ - TOP 2 SCORES (%)						
		Faith based max n=16	For profit max n=29	University max n=35	Miscellaneous # max n=16	Other+ max n=11	N/A as prospective HESP n=12	No value available n=12
KPI 1: Streamlining to reduce burden	126	75.0	51.9	88.6	75.0	81.8	70.0	45.5
KPI 2: Quality of regulatory information	130	81.3	57.1	88.6	87.5	100.0	75.0	91.7
KPI 2: Relevance of information	129	93.8	64.3	94.1	87.5	100.0	91.7	91.7
KPI 3: Actions proportionate to risks	100	92.9	40.0	84.0	72.7	63.6	60.0	33.3
KPI 4: Timely coordination of visits	56	100.0	46.7	85.7	100.0	87.5	80.0	50.0
KPI 5: Availability of information	121	56.3	42.3	51.4	78.6	90.0	100.0	60.0
KPI 5: Quality of information on National Register	118	100.0	57.7	80.0	93.3	90.0	100.0	63.6
KPI 5: Consistency of information	127	81.3	50.0	82.9	87.5	81.8	90.9	58.3
KPI 5: Consistency of decisions	114	87.5	54.2	96.4	66.7	80.0	55.6	58.3
KPI 6: Variety of media	125	86.7	53.8	71.4	75.0	72.7	90.0	41.7
KPI 6: Making process improvements	113	80.0	52.0	80.0	81.3	80.0	83.3	36.4
Application process: Helpfulness of information about how to prepare an application	89	69.2	71.4	100.0	90.9	71.4	58.3	45.5
Case mgt approach: Responsiveness	129	75.0	58.6	91.4	85.7	90.9	83.3	66.7

Total n varies by item because not all respondents were eligible to answer all questions. This variability will also affect the n for an item within a sub-group.

^Some cell numbers (n counts) are very small so results should be interpreted with extreme caution.*

#Includes Government Agencies, Pathways, Professional Bodies and TAFEs*

+Includes not for profit and non-faith based*

VC/CEO survey key findings

This section outlines the key findings from TEQSA's VC/CEO survey. For all items, top 2 scores are presented along with charted frequency distributions. Results are presented by topic, in the same order as presented to respondents in the questionnaire.

As outlined in the methodology section, ASR knows that not all VC/CEOs personally answered this survey. In a number of known cases it was delegated to someone within a provider organisation. So these results may not reflect a personal view but rather an organisational one.

VC/CEO: Interaction with TEQSA

VC/CEOs' most common type of interaction with TEQSA in the last 12 months was through direct first-hand experience (88%). Just over half of VC/CEOs had dealt with TEQSA through indirect feedback (52%). Refer to the chart below. However, these figures are not mutually exclusive as multiple answers were allowed for this question. *Other* types of interactions included feedback from other providers, TEQSA and University Australia meetings.

VC/CEO: Types of interactions with TEQSA in last 12 months

% of respondents choosing a rating point; n=114, Multiple answers allowed so total may be >100%
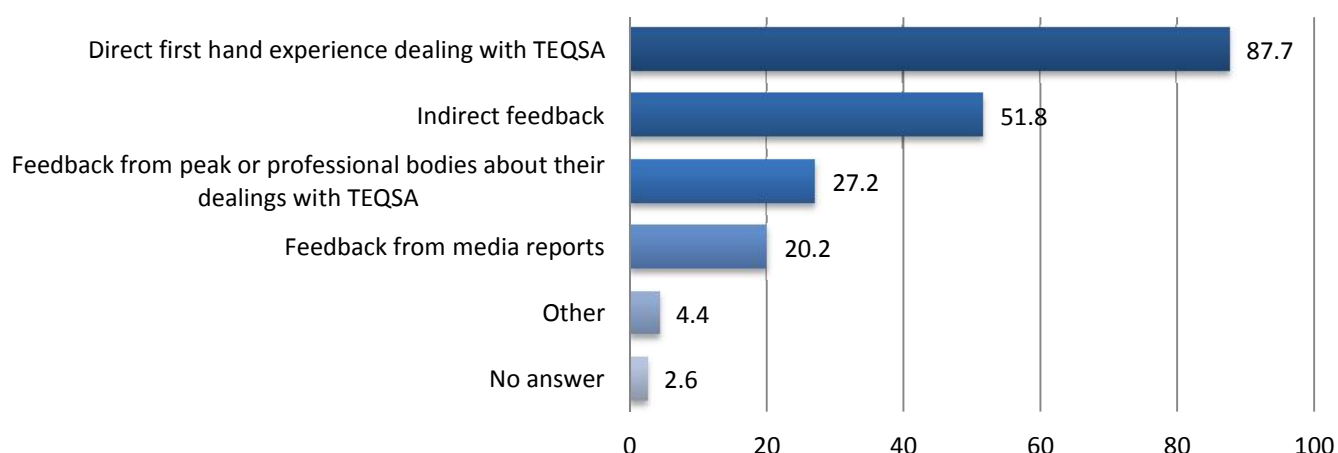
VC/CEO: Scores for all questions

VC/CEOs were asked to rate TEQSA on six KPIs and overall as a regulator. Results are displayed in the table and chart below. Top 2 scores for the KPIs ranged between 70% and 82%. Eighty-one percent rated TEQSA's performance overall as a regulator positively. KPIs 1, 3 and 6 had a considerable proportion of respondents rating TEQSA as only fair, so this could point to some areas for improvement from a provider VC/CEO perspective.

VC/CEO: KPIs n=114		TOP 2 SCORES (%)
KPI 1 Impact	Regulation by TEQSA does not unnecessarily impede the efficient operation of your organisation	70.0
KPI 2 Communication	TEQSA's communication with your organisation is clear, targeted and effective	78.2
KPI 3 Risk approach	Regulatory actions undertaken by TEQSA for your organisation are proportionate to the risks being managed	71.2
KPI 4 Compliance / monitoring	TEQSA has a streamlined and co-ordinated approach to compliance and monitoring for your organisation	76.9
KPI 5 Approach	TEQSA is open, transparent and consistent in its dealings with your organisation	81.7
KPI 6 Continuous improvement	TEQSA continues to improve its regulatory framework in consultation with your organisation	73.1
Overall	TEQSA performance over the last 12 months as a regulator	81.1

Excludes don't know / not applicable / no answer responses

VC/CEO: TEQSA ratings

% of respondents choosing a rating point; n=114
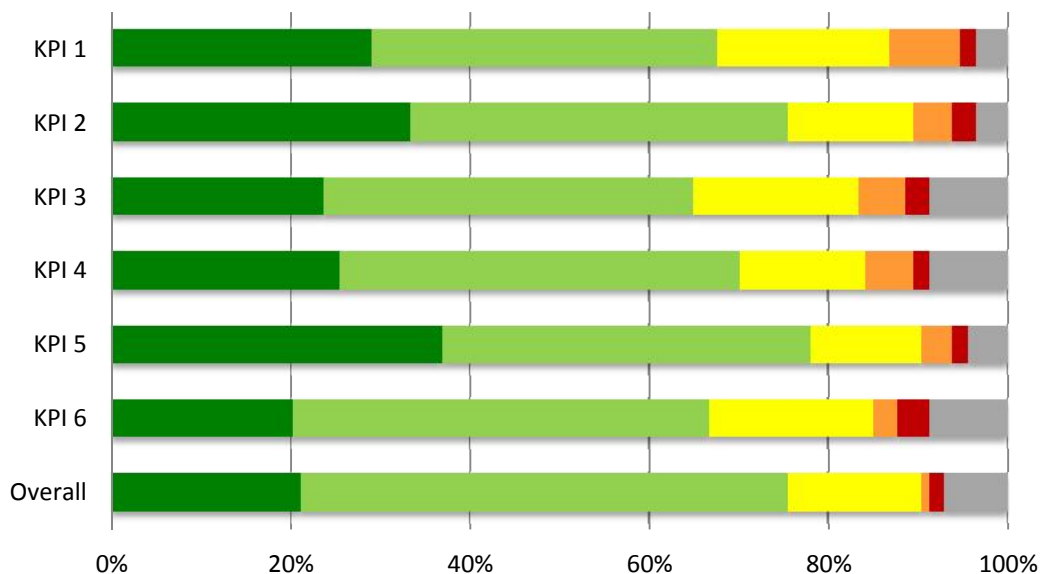
	Overall	KPI 6	KPI 5	KPI 4	KPI 3	KPI 2	KPI 1
■ Excellent	21.1	20.2	36.8	25.4	23.7	33.3	28.9
■ Good	54.4	46.5	41.2	44.7	41.2	42.1	38.6
■ Fair	14.9	18.4	12.3	14.0	18.4	14.0	19.3
■ Poor	0.9	2.6	3.5	5.3	5.3	4.4	7.9
■ Very poor	1.8	3.5	1.8	1.8	2.6	2.6	1.8
■ Don't know / No answer	7.0	8.8	4.4	8.8	8.8	3.5	3.5

Peak/professional/student bodies survey key findings

This section outlines the key findings from TEQSA's peak, professional and student bodies' survey. For all items, top 2 scores are presented along with a frequency distribution. Results are presented by topic, in the same order as presented to respondents in the questionnaire.

Note: Due to the relatively small number of respondents for this section--a total of 16 peak / professional/student bodies answered the survey--these results should be treated with considerable caution and only indicative at best.

In this section, the term peak, professional and student bodies has been abbreviated to PPSB.

PPSB: Interaction with TEQSA

The chart below displays the types of direct or indirect interactions PPSBs had with TEQSA in 2015/2016. The most common type of interaction with TEQSA was *direct first-hand experience* (81%). Sixty-three percent of PPSBs had indirectly dealt with TEQSA through feedback from members.

PPSB: Interactions with TEQSA in last 12 months

% of respondents choosing a rating point; n=16, Multiple answers allowed so total may be >100%
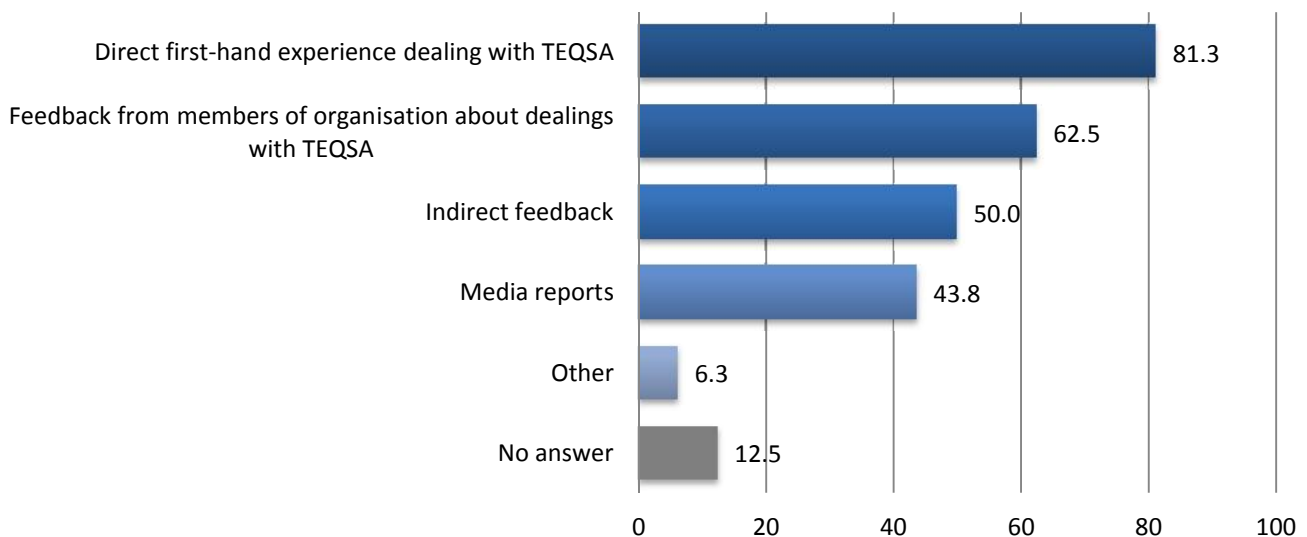
PPSB: Scores for all questions

From a PPSB perspective, TEQSA performed well on all KPIs. Refer to the table and chart below. The KPIs around *impact* and *continuous improvement* and were key strengths for TEQSA. TEQSA's performance over the last 12 months as a regulator was rated positively by all PPSBs who provided a rating. Overall this is an excellent result for TEQSA, but it also highlights quite clearly where PPSBs believe TEQSA could improve: streamlining and coordinating its approach to compliance and having clearer, more targeted and effective communication.

PPSB: KPIs n=16		TOP 2 SCORES (%)
KPI 1 Impact	Regulation by TEQSA does not unnecessarily impede the efficient operation of your organisation	93.3
KPI 2 Communication	TEQSA's communication with your organisation is clear, targeted and effective	73.3
KPI 3 Risk approach	Regulatory actions undertaken by TEQSA for your organisation are proportionate to the risks being managed	84.6
KPI 4 Compliance / monitoring	TEQSA has a streamlined and co-ordinated approach to compliance and monitoring for your organisation	71.4
KPI 5 Approach	TEQSA is open, transparent and consistent in its dealings with your organisation	87.5
KPI 6 Continuous improvement	TEQSA continues to improve its regulatory framework in consultation with your organisation	100.0
Overall	TEQSA performance over the last 12 months as a regulator	100.0

PPSB: ratings for all questions

% of respondents choosing a rating point; n=16
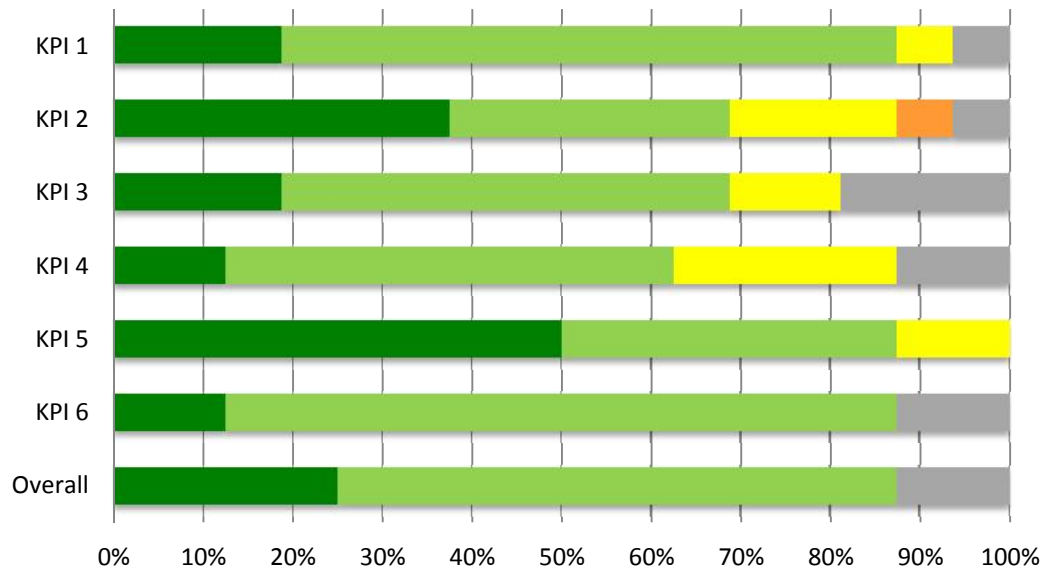
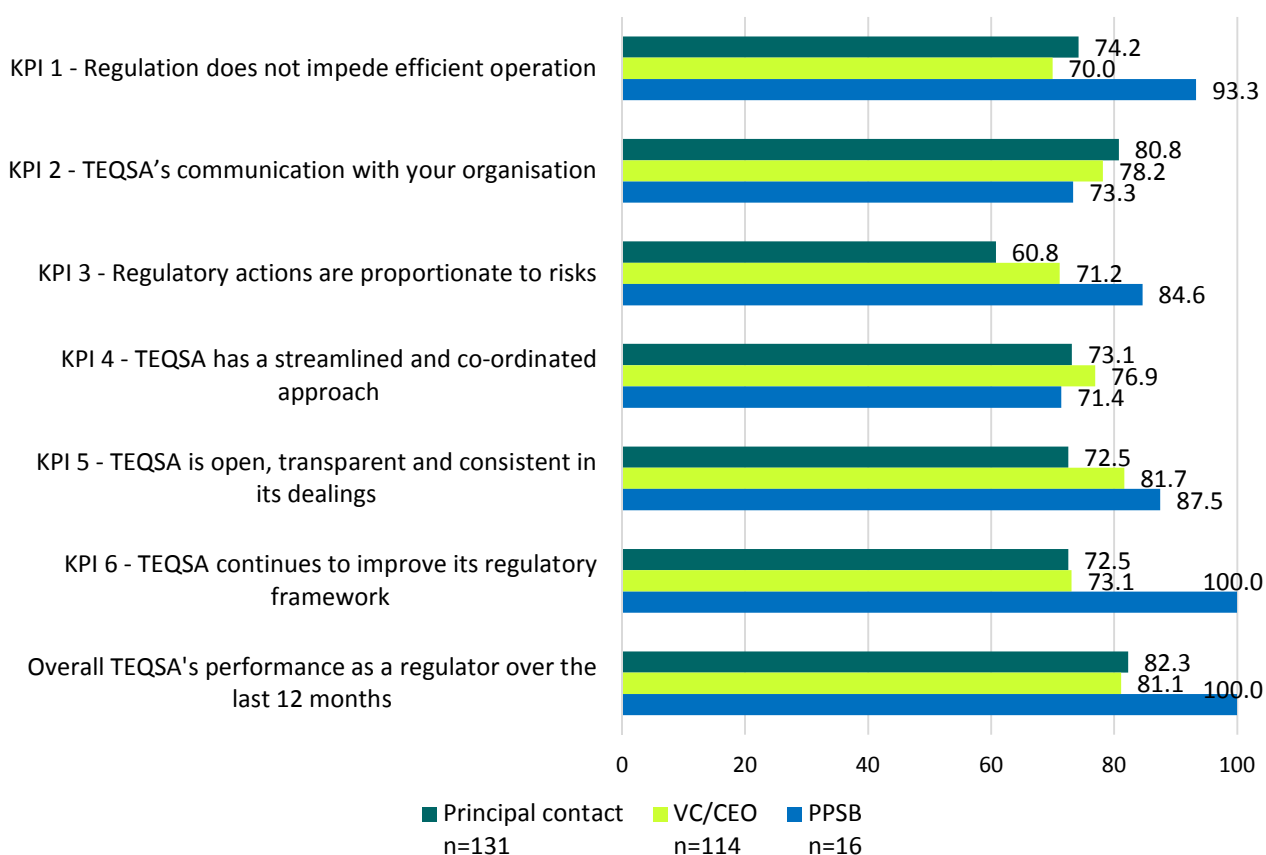|	Overall	KPI 6	KPI 5	KPI 4	KPI 3	KPI 2	KPI 1
■ Excellent	25.0	12.5	50.0	12.5	18.8	37.5	18.8
■ Good	62.5	75.0	37.5	50.0	50.0	31.3	68.8
■ Fair	0.0	0.0	12.5	25.0	12.5	18.8	6.3
■ Poor	0.0	0.0	0.0	0.0	0.0	6.3	0.0
■ Very poor	0.0	0.0	0.0	0.0	0.0	0.0	0.0
■ Don't know / No answer	12.5	12.5	0.0	12.5	18.8	6.3	6.3

Survey comparisons

For this piece of analysis, a simple average of the top 2 scores for each item within a topic (KPI) of the principal contact survey was calculated. These six average top 2 scores were then compared with the top 2 scores of the same KPIs within the VC/CEO and PPSB surveys, along with the top 2 scores of TEQSA's overall rating as a regulator (the same overall regulator performance question was asked in all three surveys). The comparative results are displayed in the chart below.

It shows that PPSBs were more positive about TEQSA's performance on all KPIs except one which was KPI 4 (streamlined and co-ordinated approach). PCs and VC/CEOs had fairly similar views except for KPI 3 (regulatory actions proportionate to risk) and KPI 5 (open, transparent and consistent) where VC/CEOs were considerably more positive. However, both PCs and VC/CEOs had very similar views about TEQSA's overall performance as a regulator.

KPI and overall comparison across three survey groups

Top 2 scores (%) for each topic (averaged for PCs)

KPI	Principal contact	VC/CEO	PPSB
KPI 1 - Regulation does not impede efficient operation	74.2	70.0	93.3
KPI 2 - TEQSA's communication with your organisation	80.8	78.2	73.3
KPI 3 - Regulatory actions are proportionate to risks	60.8	71.2	84.6
KPI 4 - TEQSA has a streamlined and co-ordinated approach	73.1	76.9	71.4
KPI 5 - TEQSA is open, transparent and consistent in its dealings	72.5	81.7	87.5
KPI 6 - TEQSA continues to improve its regulatory framework	72.5	73.1	100.0
Overall TEQSA's performance as a regulator over the last 12 months	82.3	81.1	100.0

Principal contact n=131   VC/CEO n=114   PPSB n=16

Conclusions

For a first-time survey of stakeholders overall this was a good result. It indicated where stakeholders thought TEQSA was doing well and could improve, and it should give TEQSA clear guidelines on where to focus any service initiatives. Importantly, overall TEQSA was well-regarded as a regulator assessing the quality of Australia's higher education.

Appendix A: Table of item abbreviations

TOPIC	ITEM FULL NAME	ABBREVIATED NAME
KPI 1	Streamlining its regulatory processes and practices to reduce (or positively affect) administrative burden for your organisation	*Streamlining to reduce burden*
	Providing your organisation with the opportunity to give feedback on proposed changes to TEQSA's practices (including streamlining initiatives)	*Opportunity to give feedback*
KPI 2	Communicating its streamlining initiatives to your organisation	*Communicating streamlining initiatives*
	Providing a reasonable opportunity to address matters relevant to a regulatory decision, prior to a final decision being made	*Reasonable opportunity to address matters*
	Timeliness of information provided by TEQSA after TEQSA makes a regulatory decision	*Timeliness of information after making a decision*
	Clarity of information about TEQSA's regulatory decisions	*Clarity of information*
	Completeness of information about TEQSA's regulatory decision	*Completeness of information*
	Quality of information on TEQSA's regulatory policies and processes provided through TEQSA's website and newsletters	*Quality of regulatory information*
	Relevance of information on TEQSA's regulatory policies and processes provided through TEQSA's website and newsletters	*Relevance of information*
KPI 3	The consultative approach taken to confirm the annual risk assessment results with your organisation	*Consultative approach*
	Regulatory actions undertaken by TEQSA for your organisation are proportionate to the risks being managed	*Actions proportionate to risks*
KPI 4	TEQSA's reuse of material provided by your organisation for a range of regulatory matters	*Reuse of material*
	Timely coordination of TEQSA staff visits to your organisation	*Timely coordination of visits*
KPI 5	Availability of information on trends and observations on sector performance	*Availability of information*
	Quality of information provided on the National Register (showing the results of the regulatory decisions)	*Quality of information on National Register*
	Consistency of information provided to your organisation	*Consistency of information*
	Consistency of TEQSA's decisions about your organisation	*Consistency of decisions*
KPI 6	Using a variety of media and channels to communicate sector wide updates	*Variety of media*
	Direct engagement with your organisation through briefings and roundtables	*Engagement*
	Making improvements to its processes and policies in areas that impact your organisation	*Making process improvements*
Application process	Clarity of the application guide (easy to understand)	*Clarity of the application guide*
	Clarity of the assessment scope and evidence requirements	*Clarity of the assessment scope and evidence requirements*

TOPIC	ITEM FULL NAME	ABBREVIATED NAME
	Helpfulness of information about how to prepare an application	*Helpfulness of information about how to prepare an application*
	Helpfulness of information on how to use the provider portal (for preparing and submitting applications online)	*Helpfulness of portal information*
	Clarity of the online form	*Clarity of the online form*
	Any follow up assistance that was required	*Any follow up assistance that was required*
CRICOS application process	Clarity of the application guide (easy to understand)	*Clarity of the application guide*
	Clarity of the assessment scope and evidence requirements	*Clarity of the assessment scope and evidence requirements*
	Helpfulness of information about how to prepare an application	*Helpfulness of information about how to prepare an application*
	Helpfulness of information on how to use the provider portal (for preparing and submitting applications online)	*Helpfulness of portal information*
	Clarity of the online form	*Clarity of the online form*
	Any follow up assistance that was required	*Any follow up assistance that was required*
Case management approach	Responsiveness to the needs of your organisation	*Responsiveness*
	Knowledge of your organisation's specific needs / issues / environment	*Knowledge of your organisation*
	Consideration of your organisation's specific needs / issues / environment for tailoring the application process	*Consideration of your needs*
Roundtable briefing	Relevance of content covered	*Relevance of content covered*
	Timely conduct (held at the right time during the process)	*Timely conduct*
	Presentation skills	*Presentation skills*
	Appropriate materials made available during / immediately after presentation	*Appropriate materials*
	Opportunity to interact / ask questions	*Opportunity to interact / ask questions*
Overall	Overall: TEQSA's performance over the last 12 months as the regulator assuring the quality of Australian higher education	*Overall performance*