



# Methodology

## Most Satisfied Students

### 2021

In addition to our Consumer Satisfaction Ratings, Canstar Blue publishes Student Satisfaction ratings, upon which our Most Satisfied Students awards are based. These ratings follow a similar methodology to our Consumer Satisfaction Ratings, by which students who have attended an Australian university within the past 10 years rate their satisfaction with the university they attended cross eight satisfaction variables:

- Overall satisfaction with the university
- Quality of education received
- Teaching staff
- Learning resources
- Career prospects after graduation
- Student support available
- Social aspects
- Campus amenities.

A score for each variable is given on a zero to 10 scale, where zero is extremely dissatisfied and 10 is extremely satisfied. As with our Customer Satisfaction Ratings, the university that wins a Most Satisfied Students award in a state or nationally is the university that receives the highest *overall student satisfaction* rating, once the scores from all students to the overall satisfaction question are combined and averaged. *Overall student satisfaction* is an individual rating and not a combined total of all ratings.

*Please see our methodology for Most Satisfied Customers for more information on how winners are determined through overall satisfaction scores.*

In cases where a variable was not relevant to a student, they were not asked to rate the university on that variable. For example, if a student studied their degree online, they were not asked to provide a score for the 'campus amenities' variable. For our most recent (2021) Student Satisfaction Ratings, we surveyed a sample size of 1,889 students. For a university to qualify for participation in our ratings, it must be subject to responses from 30 survey respondents.

### Most Satisfied Students – National Award

The national award for Most Satisfied Students is awarded to the university that receives the highest overall satisfaction score of all universities that qualified, regardless of location. If a university has campuses in multiple states or territories, or operates mainly online, it is included in the national award but not in the state awards.

### Most Satisfied Students – State Awards

To determine the state awards for Most Satisfied Students, the data were split by state, based on the university's base state, before the overall satisfaction scores were calculated in order to determine the winner in each state.

*Note: In this instance, universities in less populous states and territories either did not receive sufficiently large sample size for any particular university to receive 30 respondents' responses so as to qualify for rating, or only one university received 30 respondents' responses. In the latter case, such winners by default were not included in this round of state awards.*

For further information on our Most Satisfied Student awards, please email [enquiries@canstarblue.com.au](mailto:enquiries@canstarblue.com.au).



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