

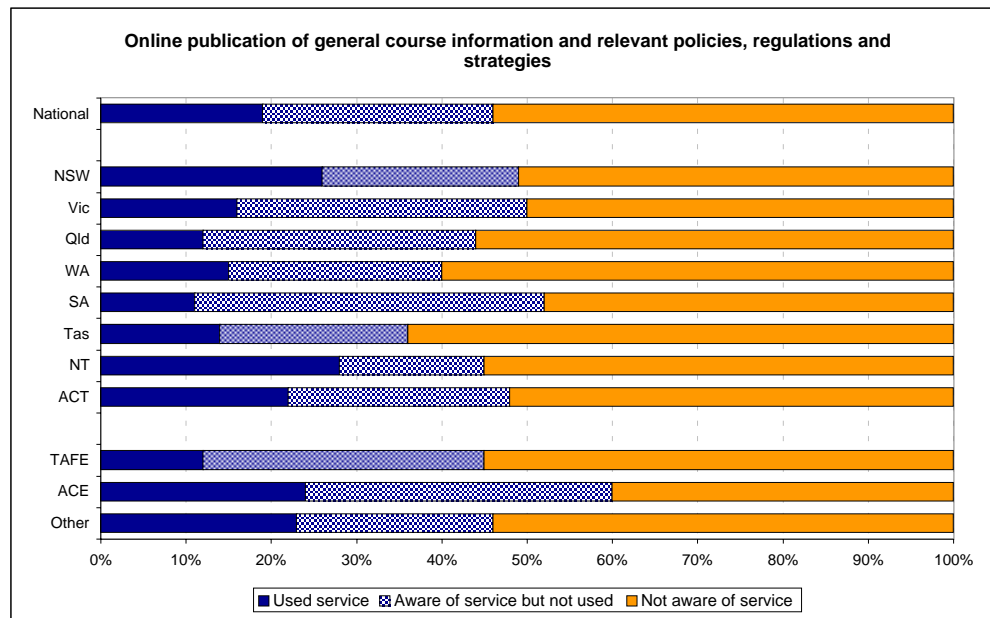
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E-learning Benchmarking Project
Employer Survey

Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

a) Online publication of general course information and relevant policies, regulations and strategies

		Used service	Aware of service but not used	Not aware of service	Total	
Provider type	Other	23%	23%	54%	100%	
	ACE	24%	36%	40%	100%	
	TAFE	12%	33%	55%	100%	
State/Territory	ACT	22%	26%	52%	100%	
	NT	28%	17%	55%	100%	
	Tas	14%	22%	64%	100%	
	SA	11%	41%	48%	100%	
	WA	15%	25%	60%	100%	
	Qld	12%	32%	56%	100%	
	Vic	16%	34%	50%	100%	
	NSW	26%	23%	51%	100%	
	National		19%	27%	54%	100%



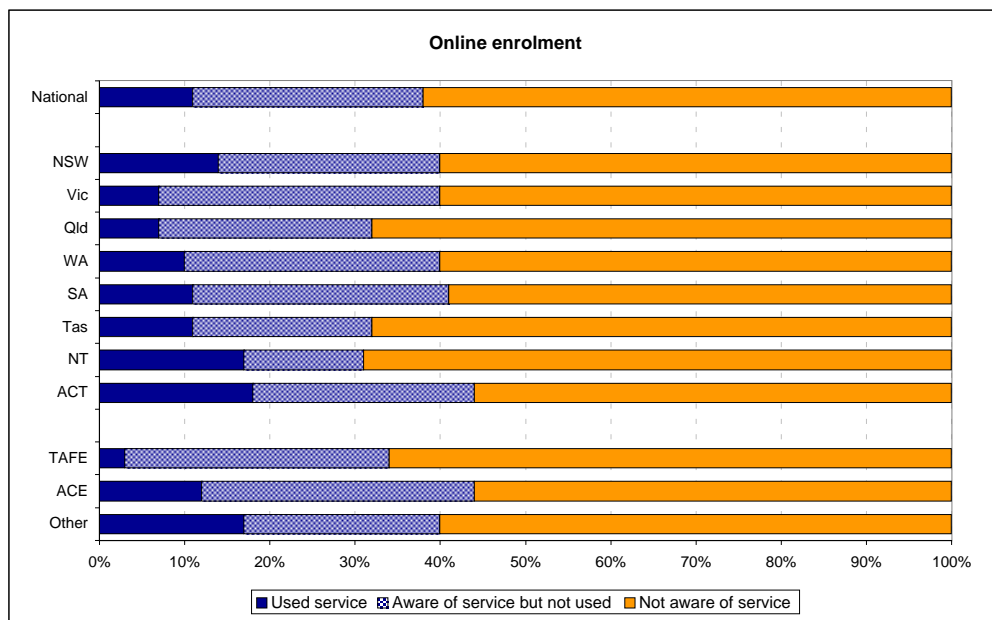
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Employer Survey

Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

b) Online enrolment

		Used service	Aware of service but not used	Not aware of service	Total	
Provider type	Other	17%	23%	60%	100%	
	ACE	12%	32%	56%	100%	
	TAFE	3%	31%	66%	100%	
State/Territory	ACT	18%	26%	56%	100%	
	NT	17%	14%	69%	100%	
	Tas	11%	21%	68%	100%	
	SA	11%	30%	59%	100%	
	WA	10%	30%	60%	100%	
	Qld	7%	25%	68%	100%	
	Vic	7%	33%	60%	100%	
	NSW	14%	26%	60%	100%	
	National		11%	27%	62%	100%



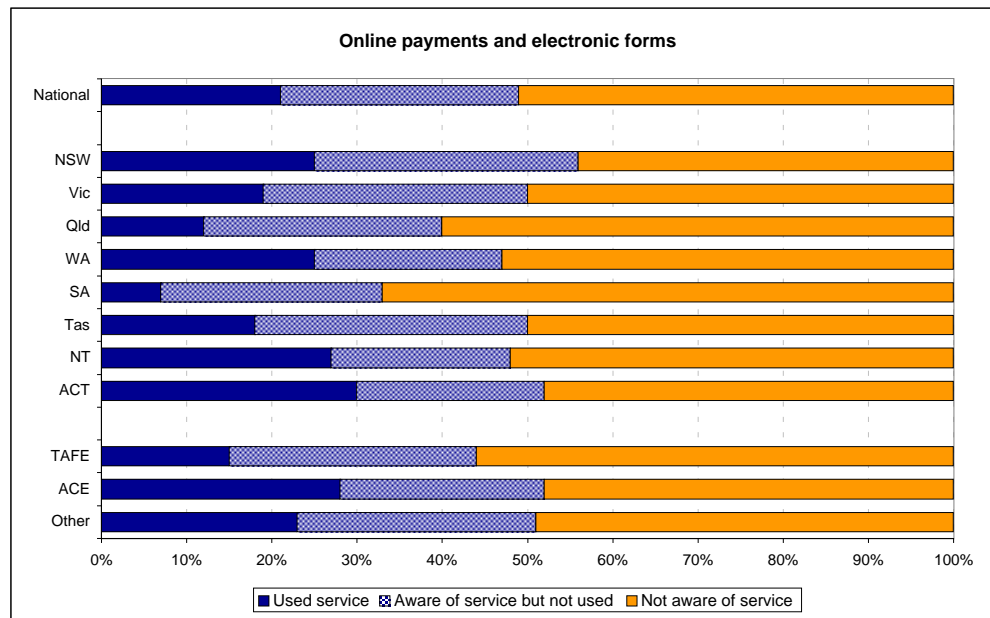
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Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

c) Online payments and electronic forms

		Used service	Aware of service but not used	Not aware of service	Total
Provider type	Other	23%	28%	49%	100%
	ACE	28%	24%	48%	100%
	TAFE	15%	29%	56%	100%
State/Territory	ACT	30%	22%	48%	100%
	NT	27%	21%	52%	100%
	Tas	18%	32%	50%	100%
	SA	7%	26%	67%	100%
	WA	25%	22%	53%	100%
	Qld	12%	28%	60%	100%
	Vic	19%	31%	50%	100%
	NSW	25%	31%	44%	100%
	National	21%	28%	51%	100%



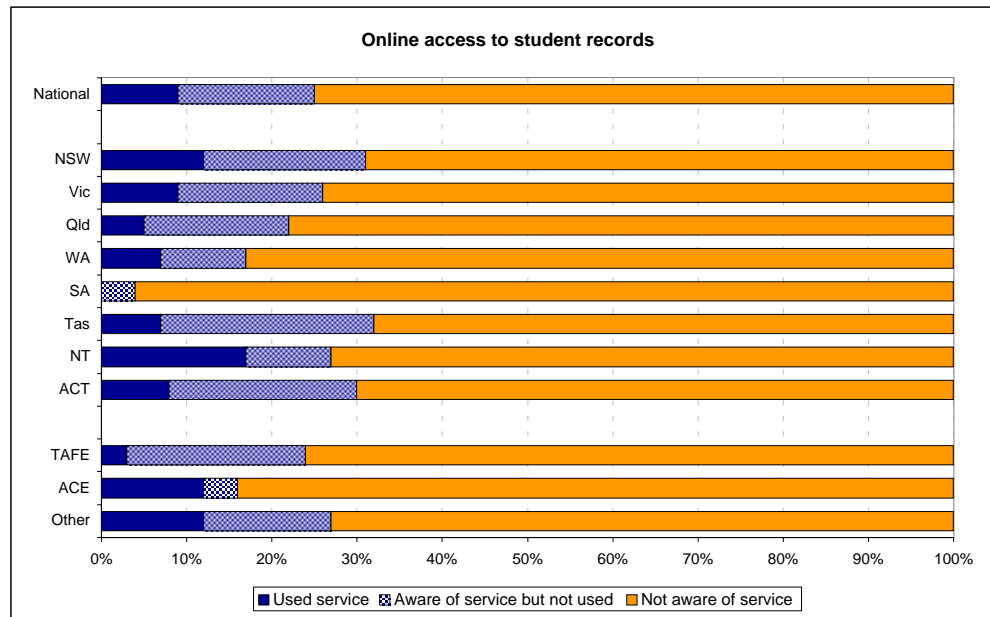
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Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

d) Online access to student records

		Used service	Aware of service but not used	Not aware of service	Total	
Provider type	Other	12%	15%	73%	100%	
	ACE	12%	4%	84%	100%	
	TAFE	3%	21%	76%	100%	
State/Territory	ACT	8%	22%	70%	100%	
	NT	17%	10%	73%	100%	
	Tas	7%	25%	68%	100%	
	SA	0%	4%	96%	100%	
	WA	7%	10%	83%	100%	
	Qld	5%	17%	78%	100%	
	Vic	9%	17%	74%	100%	
	NSW	12%	19%	69%	100%	
	National		9%	16%	75%	100%



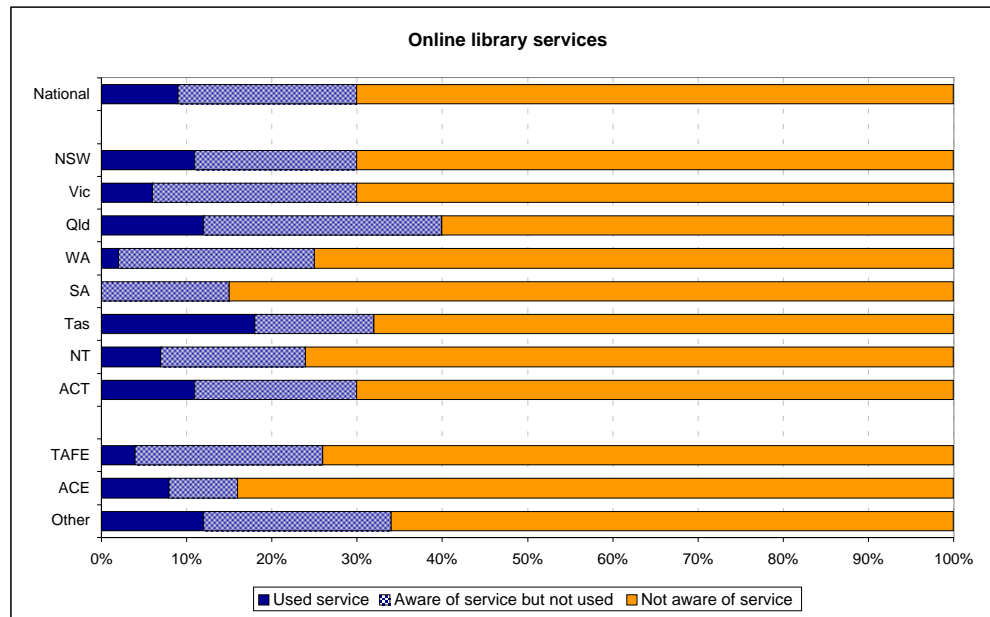
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Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

e) Online library services

		Used service	Aware of service but not used	Not aware of service	Total	
Provider type	Other	12%	22%	66%	100%	
	ACE	8%	8%	84%	100%	
	TAFE	4%	22%	74%	100%	
State/Territory	ACT	11%	19%	70%	100%	
	NT	7%	17%	76%	100%	
	Tas	18%	14%	68%	100%	
	SA	0%	15%	85%	100%	
	WA	2%	23%	75%	100%	
	Qld	12%	28%	60%	100%	
	Vic	6%	24%	70%	100%	
	NSW	11%	19%	70%	100%	
	National		9%	21%	70%	100%



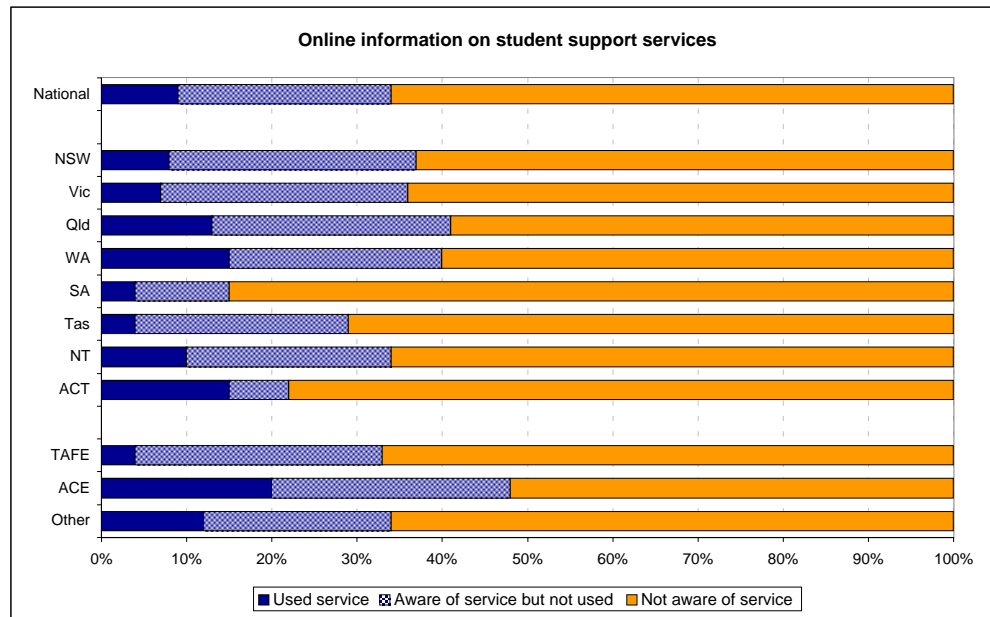
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Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

f) Online information on student support services

		Used service	Aware of service but not used	Not aware of service	Total
Provider type	Other	12%	22%	66%	100%
	ACE	20%	28%	52%	100%
	TAFE	4%	29%	67%	100%
State/Territory	ACT	15%	7%	78%	100%
	NT	10%	24%	66%	100%
	Tas	4%	25%	71%	100%
	SA	4%	11%	85%	100%
	WA	15%	25%	60%	100%
	Qld	13%	28%	59%	100%
	Vic	7%	29%	64%	100%
	NSW	8%	29%	63%	100%
	National	9%	25%	66%	100%



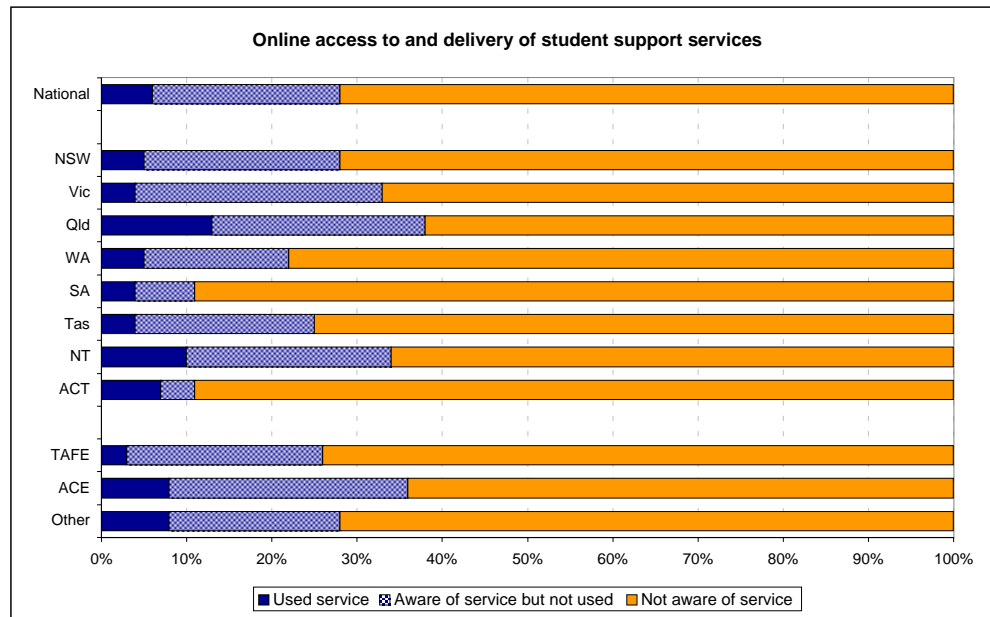
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Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

g) Online access to and delivery of student support services

		Used service	Aware of service but not used	Not aware of service	Total	
Provider type	Other	8%	20%	72%	100%	
	ACE	8%	28%	64%	100%	
	TAFE	3%	23%	74%	100%	
State/Territory	ACT	7%	4%	89%	100%	
	NT	10%	24%	66%	100%	
	Tas	4%	21%	75%	100%	
	SA	4%	7%	89%	100%	
	WA	5%	17%	78%	100%	
	Qld	13%	25%	62%	100%	
	Vic	4%	29%	67%	100%	
	NSW	5%	23%	72%	100%	
	National		6%	22%	72%	100%



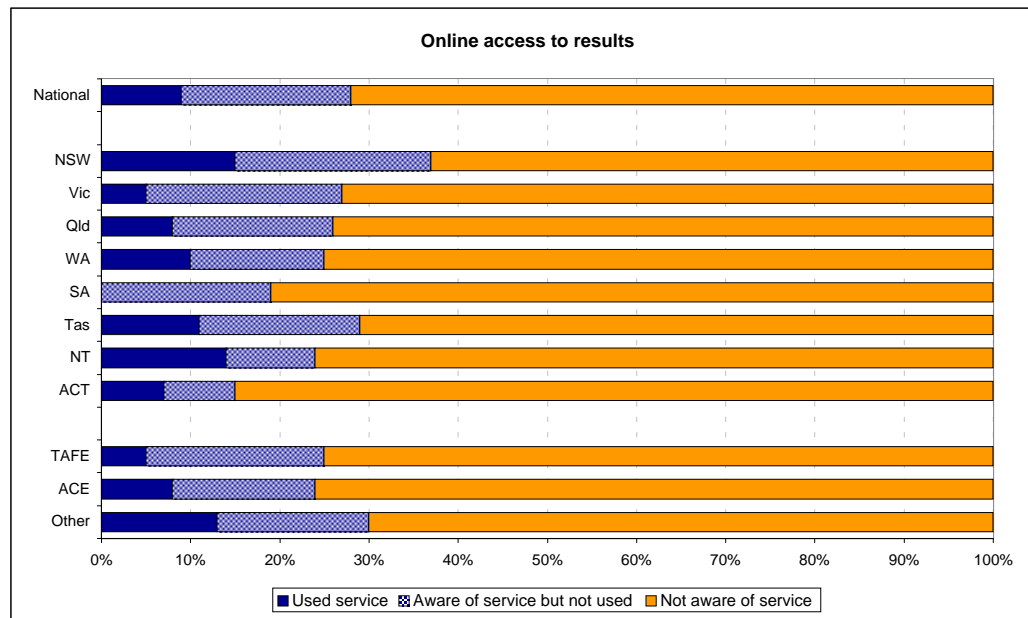
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Question 2

In the last 12 months have you used, or been aware of, any of the following e-business services offered by your training organisation?

h) Online access to results

		Used service	Aware of service but not used	Not aware of service	Total	
Provider type	Other	13%	17%	70%	100%	
	ACE	8%	16%	76%	100%	
	TAFE	5%	20%	75%	100%	
State/Territory	ACT	7%	8%	85%	100%	
	NT	14%	10%	76%	100%	
	Tas	11%	18%	71%	100%	
	SA	0%	19%	81%	100%	
	WA	10%	15%	75%	100%	
	Qld	8%	18%	74%	100%	
	Vic	5%	22%	73%	100%	
	NSW	15%	22%	63%	100%	
	National		9%	19%	72%	100%

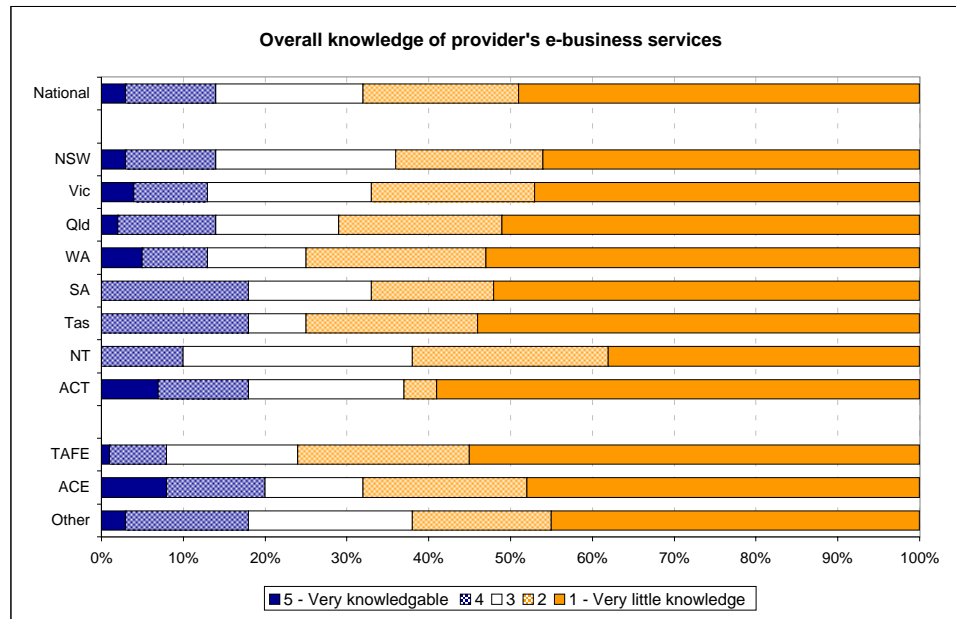


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Question 3

Using a 1-5 scale where 5 is very knowledgeable and 1 is very little knowledge, overall how knowledgeable would you say you are about e-business services offered by your training provider?

		5 - Very knowledgeable	4	3	2	1 - Very little knowledge	Total
Provider type	Other	3%	15%	20%	17%	45%	100%
	ACE	8%	12%	12%	20%	48%	100%
	TAFE	1%	7%	16%	21%	55%	100%
State/Territory	ACT	7%	11%	19%	4%	59%	100%
	NT	0%	10%	28%	24%	38%	100%
	Tas	0%	18%	7%	21%	54%	100%
	SA	0%	18%	15%	15%	52%	100%
	WA	5%	8%	12%	22%	53%	100%
	Qld	2%	12%	15%	20%	51%	100%
	Vic	4%	9%	20%	20%	47%	100%
	NSW	3%	11%	22%	18%	46%	100%
	National	3%	11%	18%	19%	49%	100%



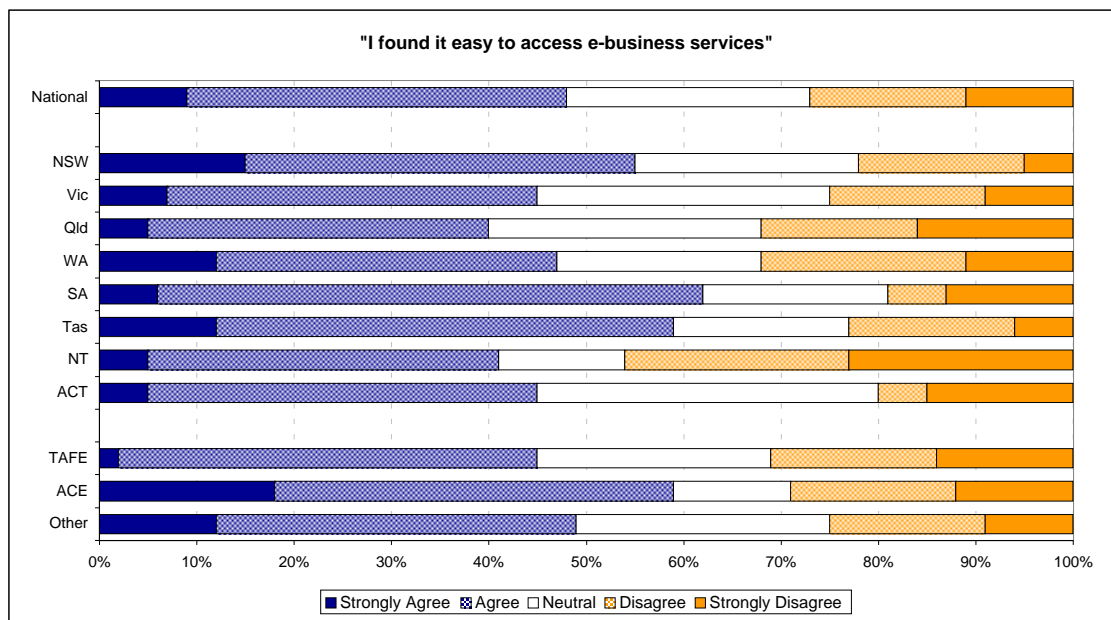
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Question 4

Indicate the extent to which you agree or disagree with the following statement.

a) I found it easy to access e-business services.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Provider type	Other	12%	37%	26%	16%	9%	100%
	ACE	18%	41%	12%	17%	12%	100%
	TAFE	2%	43%	24%	17%	14%	100%
State/Territory	ACT	5%	40%	35%	5%	15%	100%
	NT	5%	36%	13%	23%	23%	100%
	Tas	12%	47%	18%	17%	6%	100%
	SA	6%	56%	19%	6%	13%	100%
	WA	12%	35%	21%	21%	11%	100%
	Qld	5%	35%	28%	16%	16%	100%
	Vic	7%	38%	30%	16%	9%	100%
	NSW	15%	40%	23%	17%	5%	100%
	National	9%	39%	25%	16%	11%	100%



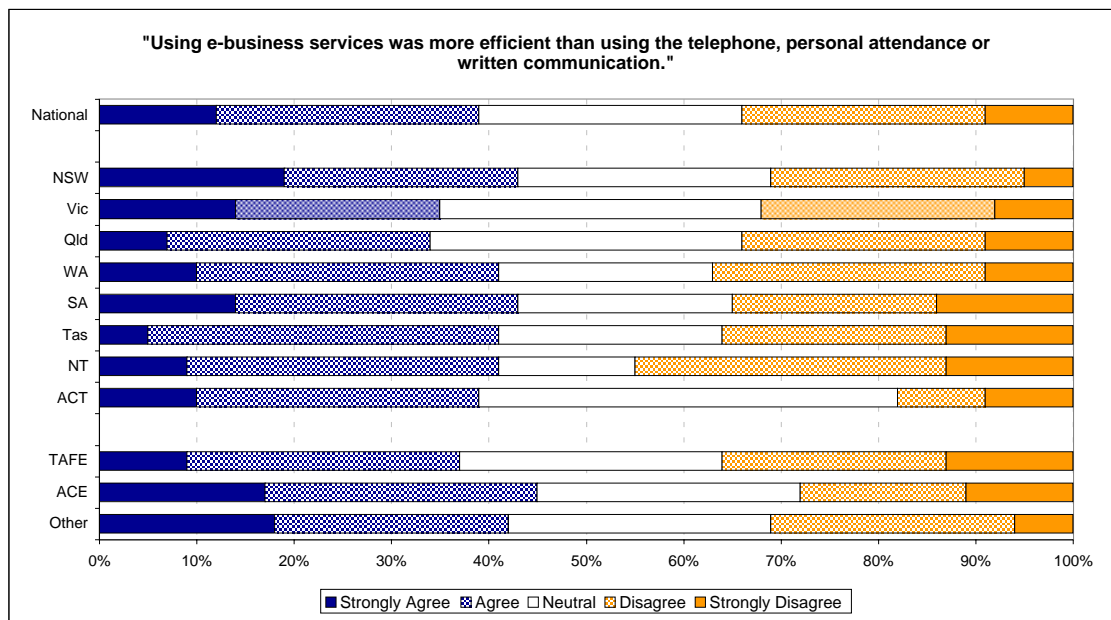
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Question 4

Indicate the extent to which you agree or disagree with the following statement.

b) Using e-business services was more efficient than using the telephone, personal attendance or written communication.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	
Provider type	Other	18%	24%	27%	25%	6%	100%	
	ACE	17%	28%	27%	17%	11%	100%	
	TAFE	9%	28%	27%	23%	13%	100%	
State/Territory	ACT	10%	29%	43%	9%	9%	100%	
	NT	9%	32%	14%	32%	13%	100%	
	Tas	5%	36%	23%	23%	13%	100%	
	SA	14%	29%	22%	21%	14%	100%	
	WA	10%	31%	22%	28%	9%	100%	
	Qld	7%	27%	32%	25%	9%	100%	
	Vic	14%	21%	33%	24%	8%	100%	
	NSW	19%	24%	26%	26%	5%	100%	
	National		12%	27%	27%	25%	9%	100%



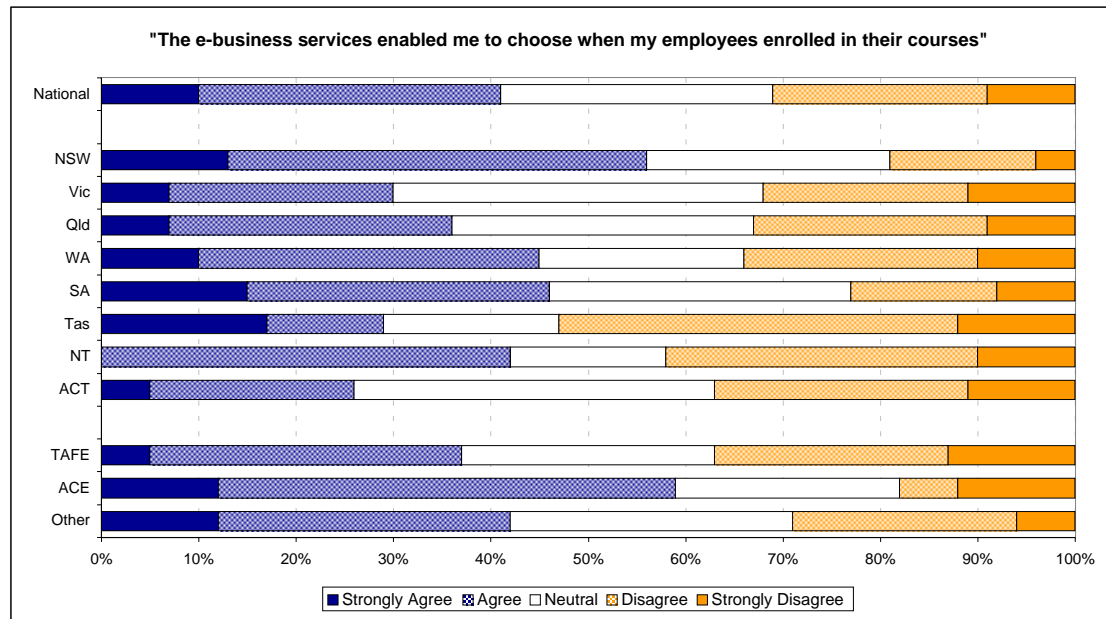
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Question 4

Indicate the extent to which you agree or disagree with the following statement.

c) The e-business services enabled me to choose when my employees enrolled in their courses

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Provider type	Other	12%	30%	29%	23%	6%	100%
	ACE	12%	47%	23%	6%	12%	100%
	TAFE	5%	32%	26%	24%	13%	100%
State/Territory	ACT	5%	21%	37%	26%	11%	100%
	NT	0%	42%	16%	32%	10%	100%
	Tas	17%	12%	18%	41%	12%	100%
	SA	15%	31%	31%	15%	8%	100%
	WA	10%	35%	21%	24%	10%	100%
	Qld	7%	29%	31%	24%	9%	100%
	Vic	7%	23%	38%	21%	11%	100%
	NSW	13%	43%	25%	15%	4%	100%
	National	10%	31%	28%	22%	9%	100%



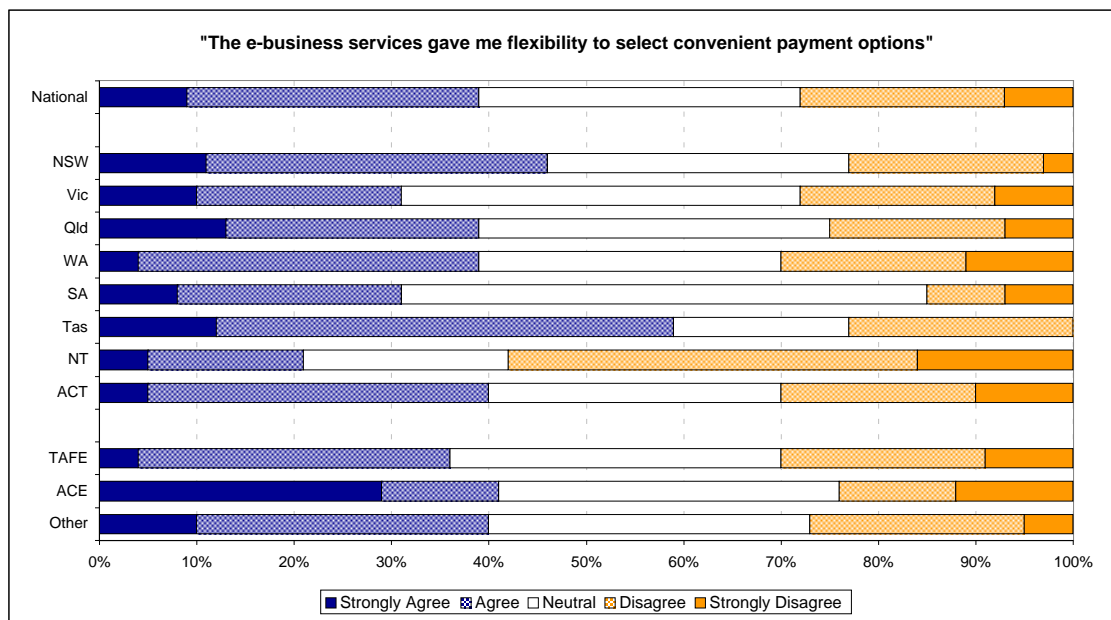
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Question 4

Indicate the extent to which you agree or disagree with the following statement.

d) The e-business services gave me flexibility to select convenient payment options

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Provider type	Other	10%	30%	33%	22%	5%	100%
	ACE	29%	12%	35%	12%	12%	100%
	TAFE	4%	32%	34%	21%	9%	100%
State/Territory	ACT	5%	35%	30%	20%	10%	100%
	NT	5%	16%	21%	42%	16%	100%
	Tas	12%	47%	18%	23%	0%	100%
	SA	8%	23%	54%	8%	7%	100%
	WA	4%	35%	31%	19%	11%	100%
	Qld	13%	26%	36%	18%	7%	100%
	Vic	10%	21%	41%	20%	8%	100%
	NSW	11%	35%	31%	20%	3%	100%
	National	9%	30%	33%	21%	7%	100%



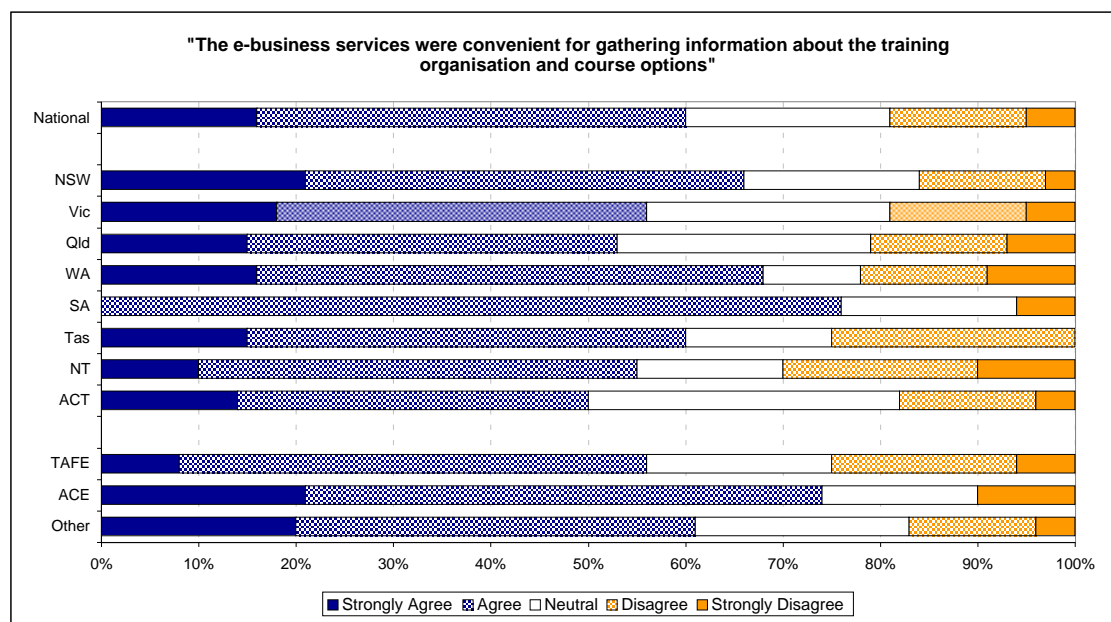
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Question 4

Indicate the extent to which you agree or disagree with the following statement.

e) The e-business services were convenient for gathering information about the training organisation and course options

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	
Provider type	Other	20%	41%	22%	13%	4%	100%	
	ACE	21%	53%	16%	0%	10%	100%	
	TAFE	8%	48%	19%	19%	6%	100%	
State/Territory	ACT	14%	36%	32%	14%	4%	100%	
	NT	10%	45%	15%	20%	10%	100%	
	Tas	15%	45%	15%	25%	0%	100%	
	SA	0%	76%	18%	0%	6%	100%	
	WA	16%	52%	10%	13%	9%	100%	
	Qld	15%	38%	26%	14%	7%	100%	
	Vic	18%	38%	25%	14%	5%	100%	
	NSW	21%	45%	18%	13%	3%	100%	
	National		16%	44%	21%	14%	5%	100%



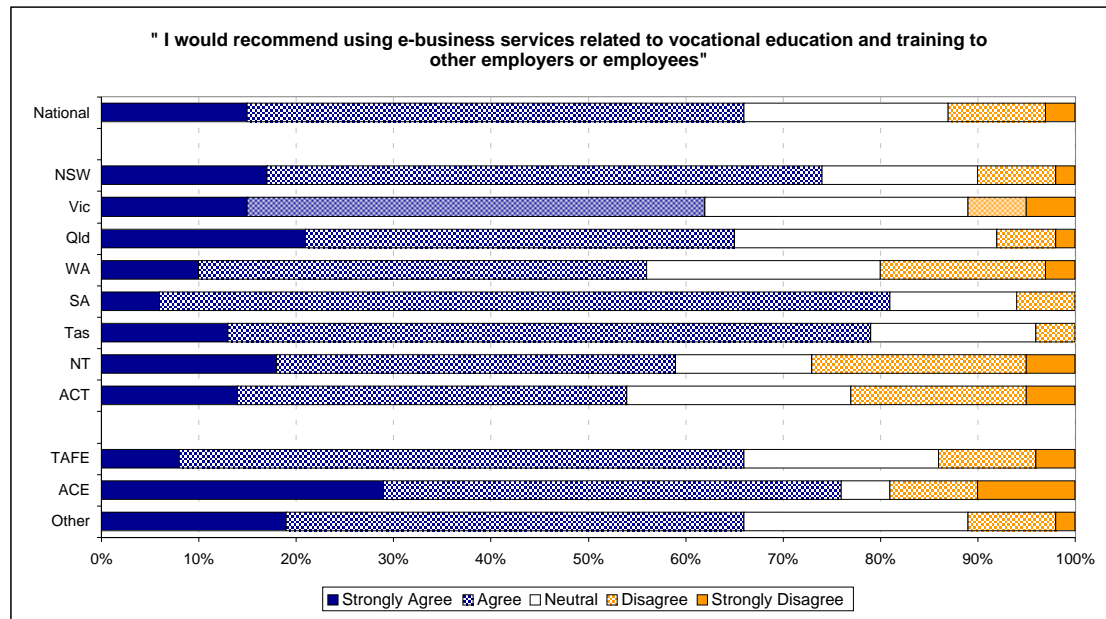
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Question 4

Indicate the extent to which you agree or disagree with the following statement.

f) I would recommend using e-business services related to vocational education and training to other employers or employees

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Provider type	Other	19%	47%	23%	9%	2%	100%
	ACE	29%	47%	5%	9%	10%	100%
	TAFE	8%	58%	20%	10%	4%	100%
State/Territory	ACT	14%	40%	23%	18%	5%	100%
	NT	18%	41%	14%	22%	5%	100%
	Tas	13%	66%	17%	4%	0%	100%
	SA	6%	75%	13%	6%	0%	100%
	WA	10%	46%	24%	17%	3%	100%
	Qld	21%	44%	27%	6%	2%	100%
	Vic	15%	47%	27%	6%	5%	100%
	NSW	17%	57%	16%	8%	2%	100%
	National	15%	51%	21%	10%	3%	100%



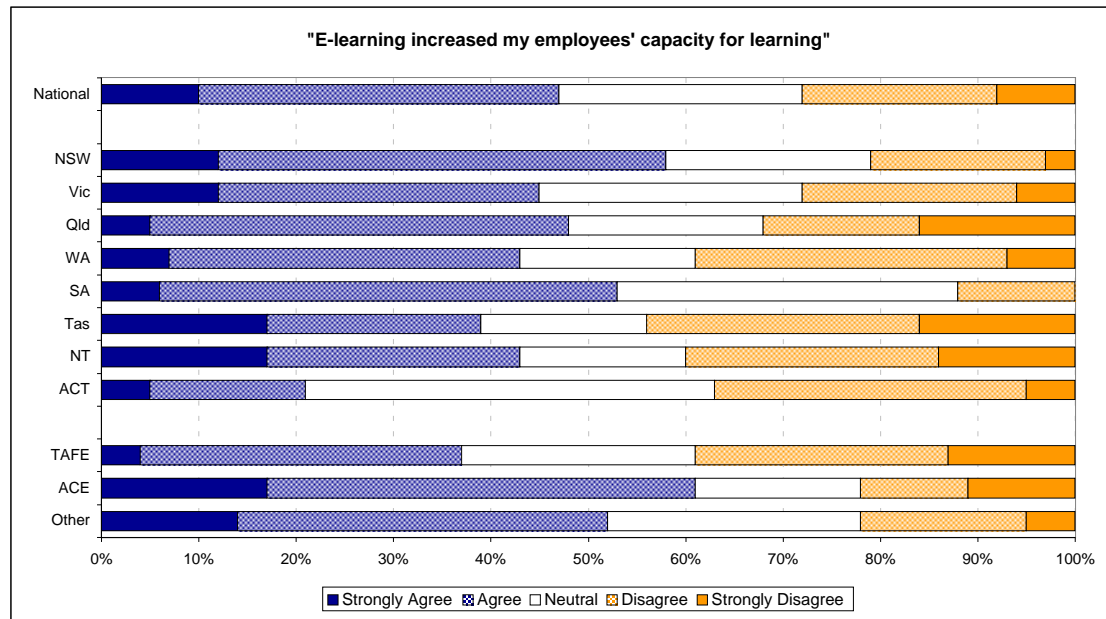
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Question 5

Indicate the extent to which you agree or disagree with the following statement.

a) E-learning increased by employees' capacity for learning.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	
Provider type	Other	14%	38%	26%	17%	5%	100%	
	ACE	17%	44%	17%	11%	11%	100%	
	TAFE	4%	33%	24%	26%	13%	100%	
State/Territory	ACT	5%	16%	42%	32%	5%	100%	
	NT	17%	26%	17%	26%	14%	100%	
	Tas	17%	22%	17%	28%	16%	100%	
	SA	6%	47%	35%	12%	0%	100%	
	WA	7%	36%	18%	32%	7%	100%	
	Qld	5%	43%	20%	16%	16%	100%	
	Vic	12%	33%	27%	22%	6%	100%	
	NSW	12%	46%	21%	18%	3%	100%	
	National		10%	37%	25%	20%	8%	100%



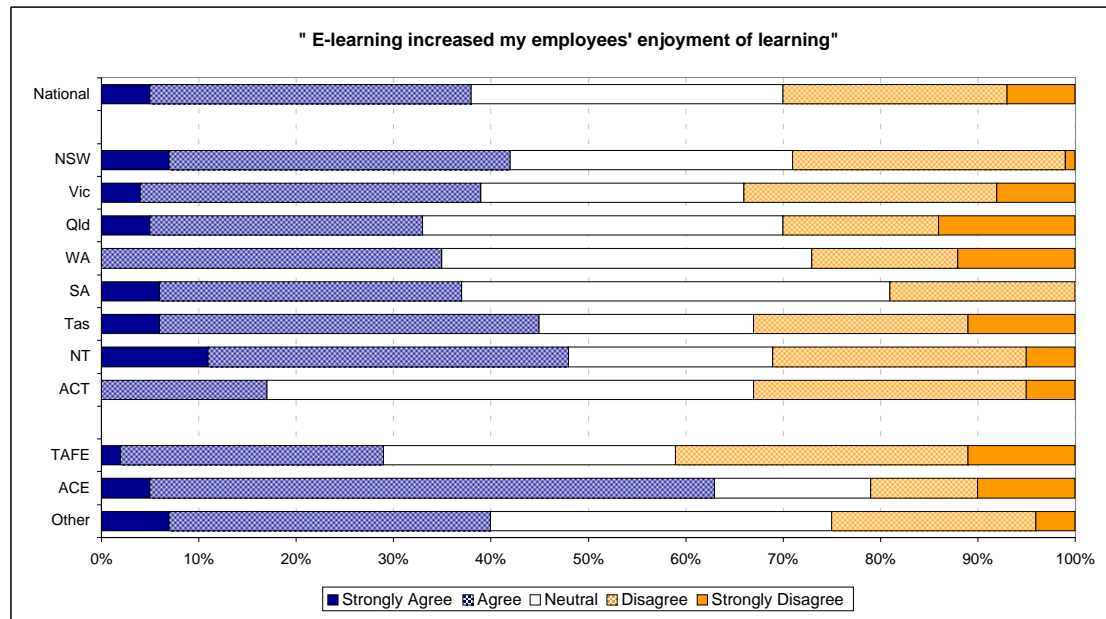
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Question 5

Indicate the extent to which you agree or disagree with the following statement.

b) E-learning increased my employees' enjoyment of learning

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Provider type	Other	7%	33%	35%	21%	4%	100%
	ACE	5%	58%	16%	11%	10%	100%
	TAFE	2%	27%	30%	30%	11%	100%
State/Territory	ACT	0%	17%	50%	28%	5%	100%
	NT	11%	37%	21%	26%	5%	100%
	Tas	6%	39%	22%	22%	11%	100%
	SA	6%	31%	44%	19%	0%	100%
	WA	0%	35%	38%	15%	12%	100%
	Qld	5%	28%	37%	16%	14%	100%
	Vic	4%	35%	27%	26%	8%	100%
	NSW	7%	35%	29%	28%	1%	100%
	National	5%	33%	32%	23%	7%	100%



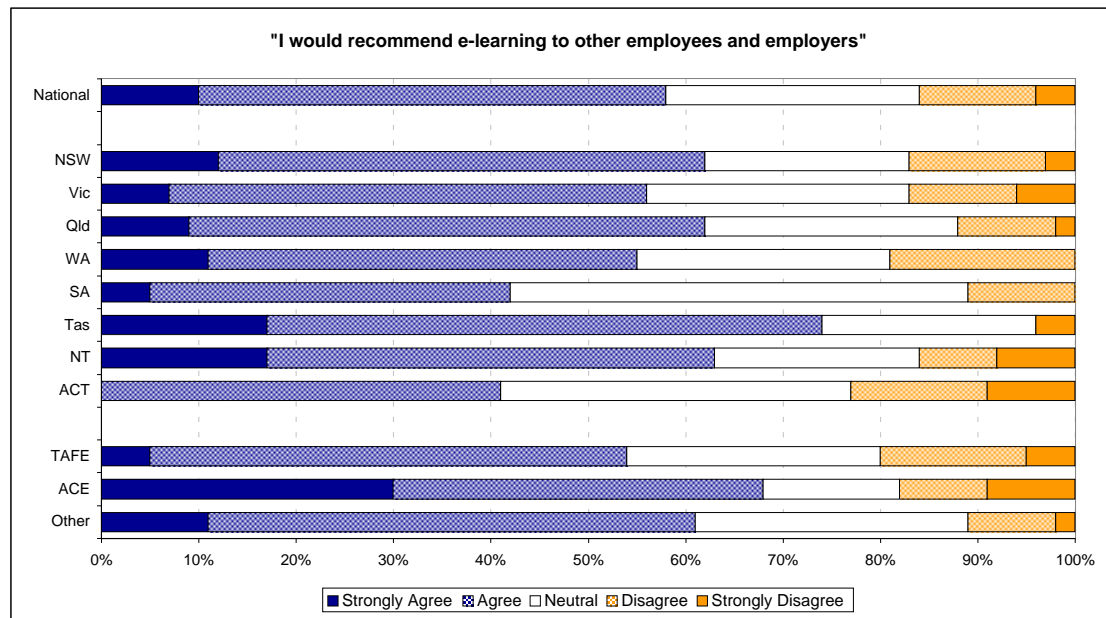
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Question 5

Indicate the extent to which you agree or disagree with the following statement.

c) I would recommend e-learning to other employees and employers

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Provider type	Other	11%	50%	28%	9%	2%	100%
	ACE	30%	38%	14%	9%	9%	100%
	TAFE	5%	49%	26%	15%	5%	100%
State/Territory	ACT	0%	41%	36%	14%	9%	100%
	NT	17%	46%	21%	8%	8%	100%
	Tas	17%	57%	22%	0%	4%	100%
	SA	5%	37%	47%	11%	0%	100%
	WA	11%	44%	26%	19%	0%	100%
	Qld	9%	53%	26%	10%	2%	100%
	Vic	7%	49%	27%	11%	6%	100%
	NSW	12%	50%	21%	14%	3%	100%
	National	10%	48%	26%	12%	4%	100%



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Question 6

Using a 1-5 scale where 5 is very knowledgeable and 1 is very little knowledge, overall how knowledgeable would you say you are about e-learning services offered by your training provider?

		5 - Very knowledgeable	4	3	2	1 - Very little knowledge	Total
Provider type	Other	5%	13%	15%	15%	52%	100%
	ACE	8%	12%	12%	20%	48%	100%
	TAFE	3%	5%	14%	20%	58%	100%
State/Territory	ACT	0%	11%	19%	4%	66%	100%
	NT	3%	17%	14%	24%	42%	100%
	Tas	7%	7%	4%	21%	61%	100%
	SA	0%	4%	7%	15%	74%	100%
	WA	2%	5%	20%	28%	45%	100%
	Qld	3%	12%	12%	17%	56%	100%
	Vic	1%	14%	18%	16%	51%	100%
	NSW	8%	9%	17%	16%	50%	100%
	National	4%	10%	15%	17%	54%	100%

