Overall, postgraduate students and the staff who support them are dissatisfied with the student experience and believe that universities should improve services and supports.

Postgraduates’ depiction of what the student experience is like for them:
- Challenging
- Stress
- Network
- Isolating
- Uncertainty
- Fun
- Hardwork
- Independence
- Support
- Discovery
- Interesting
- Learning
- Supervision
- Campus environment
- Library services and resources
- Knowledge

Key factors postgraduates believe universities should improve:
- Financial support
- Student supports
- Academic staff
- Supervision
- Campus environment
- Library services and resources
- Employment

Challenging
Stress
Network
Isolating
Uncertainty
Fun
Hardwork
Independence
Support
Discovery
Interesting
Learning
Supervision
Campus environment
Library services and resources
Knowledge

Overall postgraduate students and the staff who support them are dissatisfied with the student experience and believe that universities should improve services and supports.

Postgraduates and staff rating
Overall students rated their satisfaction with their experience at 3.5 out of 5 and staff rated their provision of student experience as 3.3 out of 5.

The overall design concept of the postgraduate student experience (particularly of coursework students) is largely ignored by universities.

Postgraduates are highly diverse and the resulting complexity / multiplicity of student experiences are not sufficiently accommodated in universities.

Postgraduate students do not receive adequate support for their transition to postgraduate modes of study.

There is a pervasive assumption that postgraduates do not need career and employability supports and partially as a result (alongside a tough economic context) graduate career outcomes are unsatisfactory.

Bond University have included whole-of-institution transitional supports for the progression from PhD to academia into their strategic plan.

Bond University have made faculty-level (Health Sciences & Medicine) revision of employability support for HDR students.

As a result, Australian non-partner institutions: re-oriented student support services to meet the needs of postgraduate students, created dedicated postgraduate spaces on campus, enhanced career development and employability supports, and improved communication channels for ongoing postgraduate student feedback.

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