

First Impressions Student Survey - Summary of Key Findings and Opportunities for Improvement or Further Investigation.

Thank you for participating in **First Impressions Student Survey** that was conducted NMIT-wide for the first time this year.

The survey was conducted after the first four weeks and within the first six weeks of programmes (of 40 credits or greater) start.

The First Impressions Survey is designed to measure how satisfied students new to a programme at NMIT are with:

- The enrolment process;
- The teaching experienced to date;
- Student Support Services;
- The Library Learning Centre; and
- Learning Support Services.

As part of NMITs commitment to improving student experience, key findings and messages have been listed below. Areas for improvement or further investigation that have been identified are recorded in the table below with assigned actions for NMIT improve the reported student's experience.

1. First Impressions are Good Impressions
 - Fully 87.7% of the respondents to this survey rated their learning experience at NMIT as meeting or exceeding their expectations.
2. Enrolment was a Positive Experience
 - The majority of students were 'more than satisfied' with the enrolment process and the materials provided by NMIT.
 - Students were most satisfied with the step-by-step guide to enrolment, and that the enrolment materials explained what they could expect from their programme of study.
 - NMIT staff were the main source of information before and during enrolment (academic and support staff). Those students that talked to NMIT staff were highly satisfied with the advice and assistance they received (81.6% 'more than satisfied').
3. Orientation was a Positive Experience
 - Over half of the participants in this survey had attended an orientation or induction. These students were generally very satisfied with their experiences, with 63.1% of participants being 'more than satisfied' with the experience.
4. Tutors and Teaching Materials are Highly Rated
 - The students in this survey scored NMIT's tutors very highly in terms of approachability. 95.5% of the respondents said their tutors were approachable.
 - The students in this survey rated their course materials highly, with 73.3% saying they were more than satisfied with these materials.

5. Programmes Match Expectations

- The majority of students (73.3%) said their programme was about as difficult as they expected. 81.4% of respondents said their workload was manageable.

6. Learning Coaches and Plans Not Widespread

- Few of the students in this survey had been allocated a Learning Coach by the time the survey was complete (6.6%).
- Similarly, few students had an Individual Learning Plan in place (14.2%) by the time the survey was completed.

7. Learning Support Not Yet Widespread

- Levels of engagement with the library, NMIT online, or the computing facilities were low when this survey was completed.
- 48.5% of the students in this survey were 'more than satisfied' with the library, its resources and services; 46.7% were 'more than satisfied' with NMIT Online; 43% were 'more than satisfied' with NMIT's computing facilities.
- Similarly, few students in this survey felt able to comment on the adequacy of NMIT's seminars, workshops, and small group sessions; one on one training; online resources; or personal tutors.

8. Use of Other Support Services Very Low

- Students were asked to rate other services they may have used. Overall, apart from the Information and Enrolment Centre, few had used any of the other services.

It must be noted that the results from the First Impression survey reported here will be constrained by the 'self-selection' bias inherent in self-completed surveys (as a result, the survey results may not provide an accurate representation of the population's attitudes because only those motivated to participate completed the survey questionnaire). However, the results do provide us with both some insights to celebrate as well as some opportunities for improvement.

Opportunities for Improvement or Further Investigation

	Action Recommended	Responsibility	Timeline
<p>Participation in Survey</p> <p>1. Survey reported are constrained by the 'self-selection' bias inherent in self-completed surveys. As a result, the survey results may not provide an accurate representation of the population's attitudes because only those motivated to participate completed the survey questionnaire. In addition, sample size was not large enough to enable analysis by school or campus.</p>	<ul style="list-style-type: none"> Investigate ways to increase participation and to be able to breakdown results by school and campus. 	Head of Curriculum and Quality	July 2010
<p>Enrolment Experience</p> <p>2. While the majority of students who participated in the survey reported that they were more than satisfied with the enrolment materials around a quarter of the students thought it could be improved in some way.</p> <p>3. 26.5 % found the services provided by the Information and Enrolment Centre less than 'good'. Another 28.5% either didn't know or didn't use.</p>	<ul style="list-style-type: none"> Review the enrolment processes and include input from NMIT schools, Finance, Academic and campus teams as well as student feedback through findings from the First Impressions Survey with objective to improve experience for 2011 enrolling students. 	Information and Enrolment Centre Manager	August 2010

<p>Support and Guidance</p> <p>4. 43.6% of students had not received or were unsure of they had received feedback on their progress to date.</p> <p>5. Orientation/induction participation rate is very low with 44.7% students not attending.</p> <p>6. 36.9% of students rated orientation/induction as less than 'good'</p> <p>7. Just 6.6% of participants had been allocated a Learning Coach at 4 – 6 weeks after programme start.</p> <p>8. Just 14.2% of participants knew they had agreed to an Individual Learning Plan at 4 – 6 weeks after programme start.</p>	<ul style="list-style-type: none"> • Investigate further the reasons why students have identified opportunities for improvement and make recommendations for actions to improve the reported student's experience. • Report findings and action plan to Directorate for publication. 	<p>Learner Journey Manager</p>	<p>August 2010</p>
<p>The Library, Online and Computing Facilities</p> <p>9. 16% thought the Library Services Resources and Staff were less than 'good' and 35.5% didn't know/hadn't used.</p> <p>10. 26.9 % thought the Resources and Services of NMIT Online were less than 'good' and 26.6% didn't know/hadn't used.</p> <p>11. 25.6% rated Equipment and Services of NMIT Computing Facilities as less than 'good' and 31.1% didn't know/hadn't used.</p>	<ul style="list-style-type: none"> • Investigate further the reasons why students have identified opportunities for improvement and make recommendations for actions to improve the reported student's experience. • Report findings and action plan to Directorate for publication. • Investigate further specific comments relating to equipment and technical support difficulties experienced with Video Links. 	<p>Library Learning Centre Manager</p> <p>Flexible Learning Team Leader</p> <p>ITS Services Manager</p> <p>Marlborough Campus Operations Manager.</p>	<p>August 2010</p> <p>August 2010</p> <p>August 2010</p> <p>July 2010</p>

