



nmit

Nelson Marlborough Institute of Technology (NMIT): Semester Two 'First Impressions' Survey Report

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Research First

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1 Project Overview

1.1 Project Context

As part of its commitment to students (and its reporting requirements to TEC), NMIT regularly surveys its students and graduates to gather information on their perceptions of course offerings, and of graduate employment patterns. This suite of surveys comprises:

1. The First Impressions Survey;
2. The Learner Journey Survey;
3. The Learner Experience Survey; and
4. The Graduate Destination Survey.

In 2010 Research First Ltd will complete seven student surveys for NMIT. This will comprise two each of the First Impressions, Learner Journey, and Learner Experience surveys (i.e., one of each survey per semester), and one Graduate Destination Survey.

This document reports the results from the Second Semester First Impressions Survey. The key messages from this survey are outlined on page six of this report, and the results are outlined in depth starting on page eight. The information in this report is accurate to the best of the knowledge and belief of Research First¹.

1.2 The Objectives for the 'First Impressions' Survey

The First Impressions Survey is designed to be 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.

The First Impression Survey is conducted NMIT-wide after the first four weeks and within the first six weeks of programmes (of 40 credits or greater). The Second Semester First Impressions Survey collected data in late August 2010.

¹ While Research First Ltd has exercised all reasonable skill and care in the preparation of the information in this report, Research First accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

As part of its commitment to providing an excellent student experience, NMIT conducts a number of surveys with its students and graduates each year

2 Research Design

2.1 Choice of Method

In 2010 NMIT chose to conduct its student surveys using an online surveying design. Online surveys can be seen as offering a useful compromise between the speed of interviewer-administered surveys (such as with telephone surveys) and the complexity possible in self-completed questionnaires (such as conventional mail surveys).

2.2 Achieved Sample

For this Second Semester First Impressions Survey, Research First e-mailed 845 survey invitations. From this first cycle of invitations, 96 surveys were completed. A reminder e-mail was sent nine days later, and from this a further 56 completions were received. This sums to a total of 152 completions from 845 valid invites, for a response rate of 18.0%. This response rate compares favourably with the surveys previously completed in 2010 by Research First for NMIT, namely:

- First Semester Learning Journey Survey (14.3%);
- First Semester Learning Experience Survey (17.5%);
- First Semester First Impressions Survey (17.4%); and
- 2010 Graduate Destination Survey (21.8%).

2.3 Caveats and Limitations

If the sample was selected randomly, an achieved sample of 152 from a population of 845 would provide NMIT with survey results accurate to +/-7.2%. **However**, the nature of online surveys means the sample is not randomly selected and, consequently, no sampling errors for these survey results can be calculated. This means that the results from the Second Semester 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. Researchers call errors like self-selection bias 'systematic' because they are a product of how the research is designed.

In 2010 NMIT chose to conduct its student surveys using an online surveying design

The Second Semester First Impressions Survey was sent to 845 students, and achieved 152 completions. This equates to a response rate of 18.0%

3 Key Findings and Messages

3.1 First Impressions are Good Impressions

- Fully 90.8% of the respondents to this survey rated their learning experience at NMIT as meeting or exceeding their expectations.

3.2 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 that the enrolment materials explained what they could expect from their programme of study, and with the step-by-step guide to enrolment.
- 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 (89.2% 'more than satisfied').

3.3 Orientation was a Positive Experience

- Just under half of the participants in this survey had attended an orientation or induction. These students were generally very satisfied with their experiences, with 75.4% of participants being 'more than satisfied' with the experience.

3.4 Tutors and Teaching Materials are Highly Rated

- The students in this survey scored NMIT's tutors very highly in terms of approachability. 85.3% of the respondents said their tutors were approachable.
- The students in this survey rated their course materials highly, with 77.4% saying they were more than satisfied with these materials.

3.5 Programmes Match Expectations

- The majority of students (69.1%) said their programme was about as difficult as they expected. 84.2% of respondents said their workload was manageable.

3.6 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 (15.9%).
- Similarly, few students had an Individual Learning Plan in place (18.7%) by the time the survey was completed.

The Second Semester First Impressions Survey shows that NMIT students have very high levels of satisfaction with their overall learning experience to date

3.7 Learning Support Not Yet Widespread

- 45.3% of the students in this survey were 'more than satisfied' with the library, its resources and services; 55.8% were 'more than satisfied' with NMIT Online; and 44.4% were 'more than satisfied' with NMIT's computing facilities.
- 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.

3.8 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.

3.9 Comparing the First and Second Semester Surveys

- The results of the Second Semester First Impressions Survey are similar to those for the First Semester First Impressions Survey. That is, both surveys show that NMIT students are very satisfied with the service they have received early on in their courses of study.
- This is an interesting result given that the two student populations do have some notable differences. For instance, for students in the Second Semester population, this was much more likely to be their first year of study (83% in the Second Semester population compared to 49% in the First Semester population). The Second Semester students were also more likely to say they chose NMIT because it was the only institution offering their desired course of study; that they found out about NMIT through their employer (and much less likely to say they found out about through an NMIT brochure); and that they had a Learning Coach allocated by NMIT.
- While satisfaction levels across most measures are similar for the two survey populations, those in the Second Semester survey were less likely to describe their tutors as 'approachable' (85% in the Second Semester First Impressions survey compared with 96% in the First Semester survey) and more likely to rate their induction/orientation experience as 'outstanding'.

The second semester First Impressions Survey also shows that engagement with learning support services and other support services were low at the point the survey was completed

4 Enrolment Experience

4.1 Year of Study

The first question in this survey asked students whether 2010 was their first year of their programme of study. In this Second Semester First Impression Survey, this was the first year of study for 82.8% of participants (Table 4.1).

This is higher than the first semester where this was the first year for around half.

Table 4.1: Is 2010 the First Year Your Programme of Study?

	First semester	Second semester
Yes	48.5%	82.8%
No	50.0%	16.1%
Don't know	1.5%	1.1%
Base:	336	180

4.2 Reasons for Choosing NMIT

The second question asked students about their **main** reasons for enrolling with NMIT instead of another institution. In the second semester survey, over a third those that answered this question (36.4%) said they enrolled at NMIT because their course of choice was only available at NMIT, 13.6% because it is local, 10.6% because it was a recognised qualification, and 9.9% because NMIT was recommended to them (Table 4.2).

The proportion in the second semester survey that chose NMIT because the programme was only available at NMIT was considerably higher than in the first semester survey, and those that chose because it was close to home was lower.

Table 4.2: Main Reason(s) for Enrolling with NMIT

Reason	First semester	Second semester
My programme or courses were only available at NMIT	14.6%	36.4%
It was close to home	24.2%	13.6%
I wanted a recognised qualification	8.9%	10.6%
NMIT was recommended to me	8.3%	9.9%
I was able to study at times available to me	11.5%	5.3%
NMIT has a good reputation	6.4%	5.0%
I was able to start learning at a time that suited me	3.8%	3.8%

In the second semester survey, the main reasons these students chose NMIT was because (i) the programme they wanted to study was only available at NMIT; (ii) it was local; and (iii) because the qualification was recognised

Table 4.2: Main Reason(s) for Enrolling with NMIT (cont.)

The flexibility of the timetable suited me	2.5%	3.0%
My employer required it	1.9%	3.0%
NMIT's fees were cheaper	1.9%	2.3%
STAR course provided a clear pathway from college	0.6%	0.0%
Other	15.3%	9.9%
Base:	157	132

4.3 Sources of Information

The survey participants were asked what sources of information they had used to find out about NMIT. In the second semester survey the most common sources of information were the internet (40.3%), friends and family (28.4%), an NMIT student (26.9%), and an NMIT brochure or prospectus (21.6%) (Table 4.3).

Results are similar between the two surveys, although use of an NMIT publication was lower in the second semester survey.

Table 4.3: Sources of Information about NMIT

Source	First semester	Second semester
Internet	38.5%	40.3%
Friends/family	32.3%	28.4%
NMIT student (previous or current)	20.5%	26.9%
NMIT publication (brochure or prospectus)	39.8%	21.6%
Employer	5.0%	14.9%
NMIT Agent	6.8%	11.2%
Career consultants (i.e. Career Services)	6.8%	6.7%
Newspaper	9.3%	6.0%
Industry Training Organisation (ITO)	1.2%	6.0%
Careers Expo or NMIT Information Day	12.4%	4.5%
High school / college teacher	9.3%	4.5%
Other tertiary education provider	1.6%	4.5%
Magazine	0.6%	2.2%
Radio	2.5%	0.0%
Other	5.0%	14.2%
Base:	161	134

The most common sources of information about NMIT were the internet, friends/family, an NMIT student or an NMIT brochure or prospectus

4.4 Rating NMIT's Enrolment Materials

When asked how they rated the enrolment materials they received before enrolling, the majority of students were more than satisfied with these materials. A simple Likert Scale was used for all of these statement questions, with the following options:

1	2	3	4	5
Outstanding	Good	Satisfactory	Inadequate	Don't know

By combining those respondents who scored the enrolment materials a '1' or '2' out of five, a composite 'more than satisfied' (MTS) score can be calculated for each measure. This composite scoring shows that in the second semester survey:

- Students are most satisfied that the enrolment materials explain what they can expect from their programme of study (80.2% MTS); and
- Highly satisfied with the step-by-step guide to enrolment (76.4% MTS), the explanation for whom the programme is suitable (75.2% MTS), and provision of information to compare with other programmes (71.6% MTS).

Overall, MTS scores for each aspect in the second semester survey were marginally higher than in the first semester survey.

These levels of satisfaction can be seen most clearly in Chart 4.1, and the detail of the scoring is set out in Table 4.4 (overleaf)

Students in the second semester survey were highly satisfied with the all the enrolment materials

Chart 4.1: Rating of Materials Provided Pre-enrolment

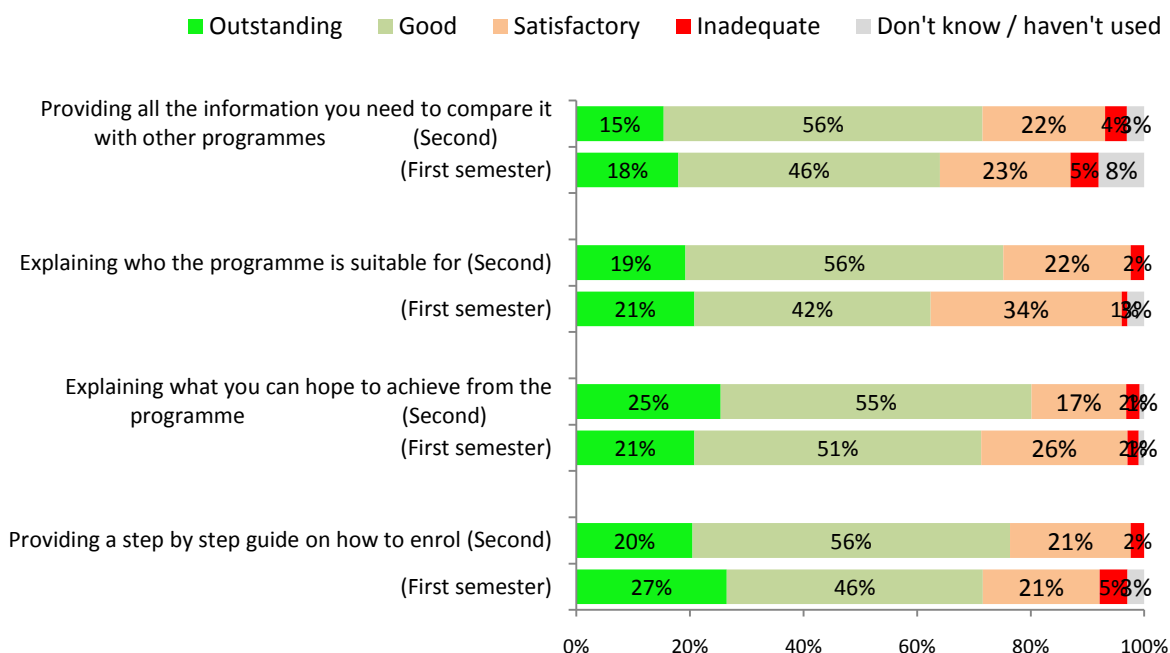


Table 4.4: Rating of Materials Provided Pre-enrolment

Providing the information needed to compare with other programmes		
	First semester	Second semester
Outstanding	17.8%	15.4%
Good	45.9%	56.2%
Satisfactory	22.9%	21.5%
Inadequate	5.1%	3.9%
Don't know	8.3%	3.1%
Explaining who the programme is suitable for		
Outstanding	20.6%	19.2%
Good	41.9%	56.0%
Satisfactory	33.5%	22.4%
Inadequate	1.3%	2.4%
Don't know	2.6%	0.0%
Explaining what you can hope to achieve from the programme		
Outstanding	20.6%	25.4%
Good	51.0%	54.8%
Satisfactory	25.8%	16.7%
Inadequate	1.9%	2.4%
Don't know	0.6%	0.8%
Providing a step by step guide on how to enrol		
Outstanding	26.5%	20.5%
Good	45.8%	55.9%
Satisfactory	20.6%	21.3%
Inadequate	4.5%	2.4%
Don't know	2.6%	0.0%

4.5 Sources of Advice about Enrolment

Students were asked who they had talked to while making their enrolment decision. Those who said they had talked to NMIT staff were then asked to rate the advice and assistance they received. In the second semester survey:

- The most common sources of advice about enrolment were information and enrolment staff (34.9%) and academic staff members (20.5%);
- 12.9% of the students who responded to this question in the survey said they only used the internet and 9.9% said they did not speak to anyone (Table 4.5); and
- Of those students that did speak to NMIT staff, nearly all were satisfied with the advice and assistance they received (89.2% MTS) (Table 4.6).

Results are similar across the first and second semester surveys in terms of information sources, although fewer in the second semester survey talked to an academic staff member. The overall MTS score for the advice and assistance received was higher in the second semester than the first (MTS 89.2% compared with 81.6%).

Those students that talked to NMIT staff while making their enrolment decision were satisfied with the advice and assistance they received

Table 4.5: Sources of Information and Advice about Enrolment

	First semester	Second semester
Information and enrolment staff	33.1%	34.9%
Academic Staff member	34.4%	20.5%
No one, I only used the internet	11.5%	12.9%
I did not speak to anyone	13.4%	9.9%
Learning support staff	1.3%	5.3%
Other	6.4%	16.7%
Base:	157	132

Table 4.6: Rating of Advice and Assistance Received from NMIT Staff

	First semester	Second semester
Outstanding	36.0%	34.7%
Good	45.6%	54.5%
Satisfactory	16.8%	8.9%
Inadequate	1.6%	2.0%
Base:	125	101

Students were asked for their comments on the enrolment experience (Q7). The verbatim comments are reproduced in Appendix One. In general students were satisfied with the process, commenting on the ease and speed of enrolment, and the helpfulness and friendliness of the staff. However there were a few issues with being supplied incorrect or incomprehensive information, the length of time taken to respond to a query, or not being kept up to date on progress.

5 Experience of Teaching

5.1 Feedback Received

The second part of the First Impressions survey focused on the students' experience of teaching (in the first four to six weeks of their programme). The first question asked if the students had received any feedback to date on their progress. In the second semester survey under half said they had received some feedback (Table 5.1). Note that almost 10% of students said they were 'unsure' if they had received feedback.

Fewer in the second semester survey had received feedback to date, although a higher proportion felt this was 'not applicable' to them.

Table 5.1: If Feedback on Progress has been Received

	First semester	Second semester
Yes	52.6%	42.1%
No	33.3%	36.8%
Unsure	10.3%	9.2%
Not applicable	3.8%	11.8%
Base:	312	152

5.2 The Difficulty of the Programme

The students were then asked how they rated the difficulty of the programme compared to their expectations. In the second semester survey the majority (69.1%) said the programme was about as difficult as they expected. 19.1% said the programme was more difficult than their expectations, and 11.8% said the programme was easier than they expected (Table 5.2).

Results are similar between the first and second semester surveys.

Table 5.2: Rating of Difficulty of Programme

	First semester	Second semester
Harder than I expected	18.0%	19.1%
About what I expected	73.3%	69.1%
Easier than I expected	8.7%	11.8%
Base:	311	152

The majority of students said the difficulty of their programmes matched their expectations

5.3 The Manageability of the Workload

The students were then asked if their workload was 'manageable'. 84.2% of respondents in the second semester survey said their workload was manageable (Table 5.3).

In both the first and second semester surveys the majority felt their workload was manageable.

The majority of students in this survey felt their workload was manageable

Table 5.3: Manageability of Workload

	First semester	Second semester
Yes	81.4%	84.2%
No	7.7%	4.6%
Unsure	10.0%	9.2%
Don't know	1.0%	2.0%
Base:	309	152

5.4 Approachability of Tutors

The students in the second semester survey scored NMIT's tutors very highly in terms of approachability. 85.3% of the respondents said their tutors were approachable (with just five of the 150 students answering this question rating their tutors as 'unapproachable') (Table 5.4).

The proportion that rated their tutors approachable was slightly higher in the first semester survey.

The students in this survey scored NMIT's tutors very highly for approachability

Table 5.4: Approachability of Tutors

	First semester	Second semester
Yes	95.5%	85.3%
No	0.6%	3.3%
Unsure	2.3%	5.3%
Don't know	1.6%	6.0%
Base	311	150

5.5 Rating of Course Materials

The students in the second semester survey rated their course materials highly, with 77.4% saying they were more than satisfied with these materials (Table 5.5). This compares with 73.3% being more than satisfied in the first semester.

Table 5.5: Rating of Course Materials Received

	First semester	Second semester
Outstanding	21.2%	20.7%
Good	52.1%	56.7%
Satisfactory	19.6%	20.0%
Inadequate	5.5%	2.0%
Don't know	1.6%	0.7%
<i>Base:</i>	<i>311</i>	<i>150</i>

The majority of students in this survey rated their course materials very highly

6 Support and Guidance

The third part of the First Impressions' survey focused on the support and guidance provided to the students.

6.1 Rating Orientation

Students were asked if they had completed a NMIT induction or orientation. Those that had were then asked to rate their satisfaction with that induction or orientation.

In the second semester survey just under half of the participants in this survey had attended an orientation or induction, whereas in the first semester survey just over half had attended (Table 6.1). These students were generally very satisfied with their experiences, with 75.4% of participants in the second semester survey being more than satisfied with their induction / orientation (Table 6.2).

The MTS score in the first semester survey for induction / orientation survey was slightly lower at 63.1%.

Table 6.1: Attended Induction/ Orientation

	First semester	Second semester
Did not attend / Don't know	44.7%	54.0%
Attended	55.3%	46.0%
Base:	304	150

Table 6.2: Rating of Induction/ Orientation

Rating	First semester	Second semester
Outstanding	13.7%	20.3%
Good	49.4%	55.1%
Satisfactory	28.0%	23.2%
Inadequate	8.9%	1.4%
Base: Those Attended	168	69

These students were generally very satisfied with their orientation and induction experiences, with 75.4% of participants in the second semester survey being more than satisfied with this experience

6.2 Learning Coaches

15.9% of the students in the second semester survey had been allocated a Learning Coach by the time the survey was complete. Just over 40% said they did not know if a Learning Coach had been appointed, and just over 40% did not know or thought a Learning Coach was not applicable to their programme of study (Table 6.3).

The proportion having been allocated a Learning Coach was higher in the second semester survey.

Table 6.3: Allocated a Learning Coach

	First semester	Second semester
Yes	6.6%	15.9%
No	53.0%	41.1%
Don't know/ not applicable	40.4%	43.1%
Base:	302	151

Few students had a Learning Coach or Individual Learning Plan in place by the time of this survey, and so couldn't comment on the quality of these

6.3 Individual Learning Plans

18.7% of the students in the second semester survey had agreed to an Individual Learning Plan by the time the survey was complete. Over half of the survey respondents (52.7%) said they did not know if they had agreed to an Individual Learning Plan, or that an Individual Learning Plan was not applicable to their programme of study (Table 6.4).

In the second semester survey, fewer said they had **not** discussed and agreed to an individual learning plan.

Table 6.4: Agreement to Individual Learning Plan

	First semester	Second semester
Yes	14.2%	18.7%
No	37.3%	28.7%
Don't know/ not applicable	48.5%	52.7%
Base:	303	150

7 The Library, Online, and Computing Facilities

7.1 Rating the Library, Online, and Computing Services

Students were asked to rate the NMIT library resources and services, the resources and services of NMIT Online, and the equipment and services of NMIT's computing facilities. These questions used the same Likert Scale as earlier questions, with the following options:

1	2	3	4	5
Outstanding	Good	Satisfactory	Inadequate	Don't know

By combining those respondents who scored the enrolment materials a '1' or '2' out of five, a composite 'more than satisfied' (MTS) score can be calculated for each measure. This composite scoring shows that in the second semester survey:

- The MTS scores for these resources are lower than for other NMIT services outlined above because far more students than elsewhere had not yet engaged with the library, NMIT online, or the computing facilities when this survey was completed;
- The library, its resources and services, had a MTS of 45.3%, but exactly the same proportion (45.3%) of students saying they didn't know enough to comment or had not used the services yet;
- NMIT Online had a MTS of 55.8% but with 27.9% of students saying they didn't know enough to comment or had not used it yet; and
- NMIT's computing facilities had a MTS of 44.4% but with 39.7% of students saying they didn't know enough to comment or had not used the facilities yet.

In the first semester survey a slightly higher proportion of students rated these services 'inadequate' than did in the second semester.

These levels of satisfaction can be seen most clearly in Chart 7.1 and the detail of the scoring is set out in Table 7.1 (both overleaf)

The students that had engaged with the Library, NMIT Online, and NMIT's computer facilities were generally satisfied with these services. However, a significant minority of students had not yet engaged with these services.

Chart 7.1: Rating of Library, NMIT Online and Computing Facilities

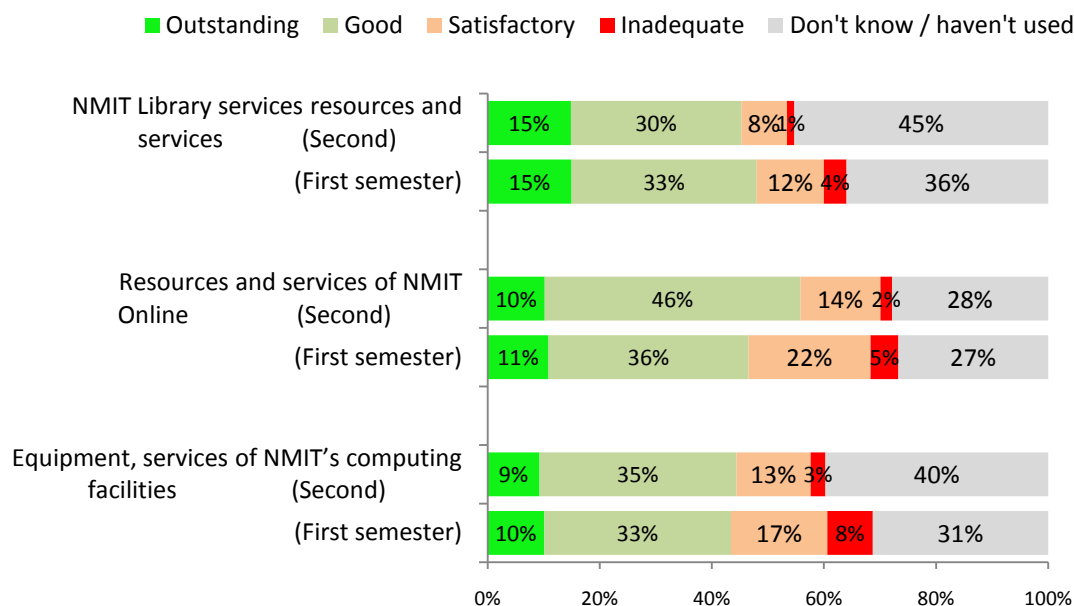


Table 7.1: Rating of Library, NMIT Online and Computing Facilities

Rating of NMIT Library Services Resources and Staff		
	First semester	Second semester
Outstanding	15.1%	14.9%
Good	33.4%	30.4%
Satisfactory	11.7%	8.1%
Inadequate	4.3%	1.4%
Don't know/ haven't used	35.5%	45.3%
Rating of Resources and Services of NMIT Online		
Outstanding	10.6%	10.2%
Good	35.9%	45.6%
Satisfactory	21.6%	14.3%
Inadequate	5.3%	2.0%
Don't know/ haven't used	26.6%	27.9%
Rating of Equipment and Services of NMIT's Computing Facilities		
Outstanding	9.7%	9.3%
Good	33.3%	35.1%
Satisfactory	17.3%	13.3%
Inadequate	8.3%	2.7%
Don't know/ haven't used	31.3%	39.7%

8 Learning and Support Services

8.1 Rating NMIT Learning Support Services

The fifth part of the First Impressions survey asked students to rate various aspects of NMIT's Learning Support services. This question used the same Likert scale as described elsewhere in this report. Calculating the composite 'more than satisfied' (MTS) score for NMIT's Learning Support Services shows in the second semester survey:

- Few students felt able to comment on the adequacy of these services (with large proportions for each question saying they 'did not know' or 'had not used' the service²);
- Seminars, workshops, and small group sessions had a MTS of 19.8%, with 76.1% of respondents in this survey saying they didn't know enough to comment or had not experienced them yet;
- One on one training had a MTS of 15.6%, with 82.3% of respondents in this survey saying they didn't know enough to comment or had not experienced this yet;
- NMIT's online resources had a MTS of 23.5%, with 65.7% of respondents in this survey saying they didn't know enough to comment or had not used these resources yet; and
- Personal tutors had a MTS of 16.8%, with 80.4% of respondents in this survey saying they didn't know enough to comment or had not experienced a personal tutor yet.

Overall, results were similar between the first and second semester surveys.

These levels of satisfaction can be seen most clearly in Chart 8.1 and the detail of the scoring is set out in Table 8.1 (both overleaf)

Few students in this survey had engaged with NMIT's Learning and Support Services, and so could not comment on the adequacy of these services

² Given these questions were asked towards the end of the survey, it is possible that the results in this section have been influenced by 'respondent fatigue bias'. This bias occurs when respondents are disinclined to continue participating in a research project, leading to the potential for invalid responses (usually towards the end of the research project).

Chart 8.1: Rating of NMIT Learning Support Services

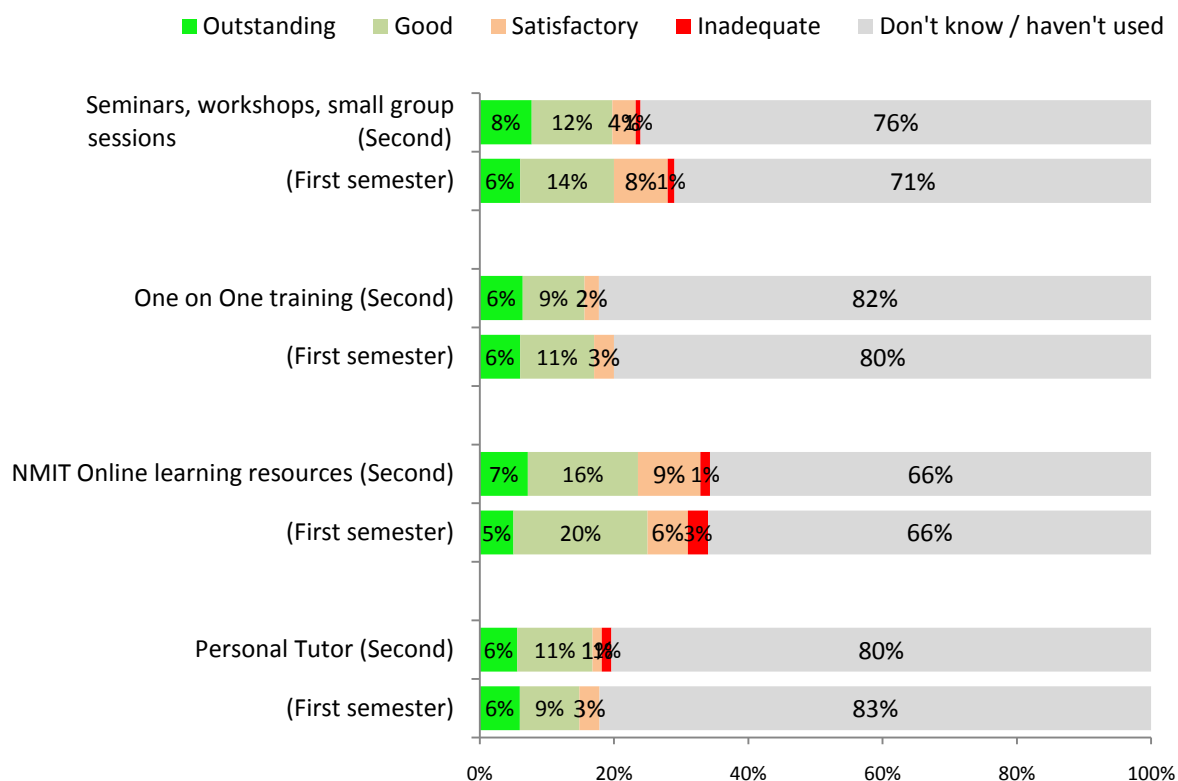


Table 8.1: Rating of NMIT Learning Support Services

Seminars, workshops or small group sessions		
	First semester	Second semester
Outstanding	5.9%	7.8%
Good	13.8%	12.0%
Satisfactory	8.3%	3.5%
Inadequate	0.7%	0.7%
Don't know / haven't used	71.3%	76.1%
One on One training		
Outstanding	6.3%	6.4%
Good	11.3%	9.2%
Satisfactory	2.8%	2.1%
Inadequate	0.0%	0.0%
Don't know / haven't used	79.6%	82.3%

Table 8.1: Rating of NMIT Learning Support Services (cont.)

NMIT Online learning resources		
Outstanding	4.9%	7.1%
Good	20.4%	16.4%
Satisfactory	6.3%	9.3%
Inadequate	2.8%	1.4%
Don't know / haven't used	65.6%	65.7%
Personal Tutor		
Outstanding	6.0%	5.6%
Good	8.8%	11.2%
Satisfactory	2.5%	1.4%
Inadequate	0.0%	1.4%
Don't know / haven't used	82.7%	80.4%

8.2 Rating Other Services

Students were asked to rate other services they may have used. Overall, apart from the Information and Enrolment Centre, in both surveys, few had used any of the other services. Just a small number rated any service inadequate (Chart 8.2 and Table 8.2, overleaf).

Very few students had engaged with other NMIT services by the time this survey was conducted

Chart 8.2: Rating of Other Services at NMIT

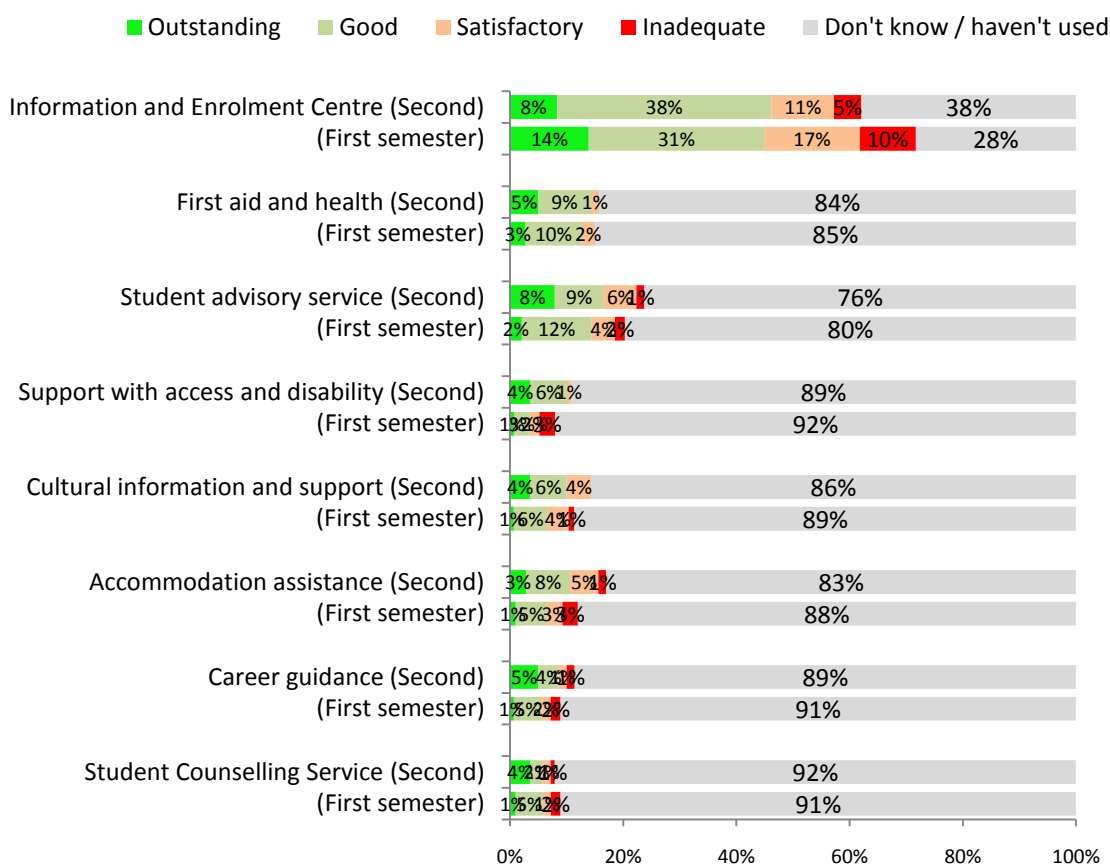


Table 8.2: Rating of Other Services at NMIT

Information and Enrolment Centre		
	First semester	Second semester
Outstanding	13.9%	8.3%
Good	31.1%	37.9%
Satisfactory	16.6%	11.0%
Inadequate	9.9%	4.8%
Don't know / haven't used	28.5%	37.9%
First aid and health		
Outstanding	2.7%	5.0%
Good	9.9%	9.3%
Satisfactory	2.4%	1.4%
Inadequate	0.3%	0.0%
Don't know / haven't used	84.7%	84.3%

Table 8.2: Rating of Other Services at NMIT (cont.)

Student advisory service		
	First semester	Second semester
Outstanding	2.1%	7.9%
Good	12.4%	8.6%
Satisfactory	4.1%	5.8%
Inadequate	1.7%	1.4%
Don't know / haven't used	79.7%	76.3%
Support with access and disability		
Outstanding	0.7%	3.6%
Good	2.8%	6.5%
Satisfactory	1.7%	0.7%
Inadequate	2.8%	0.0%
Don't know / haven't used	92.0%	89.2%
Cultural information and support		
Outstanding	0.7%	3.6%
Good	5.9%	6.4%
Satisfactory	3.8%	4.3%
Inadequate	1.0%	0.0%
Don't know / haven't used	88.6%	85.7%
Accommodation assistance		
Outstanding	1.0%	2.8%
Good	5.5%	7.8%
Satisfactory	2.7%	5.0%
Inadequate	2.7%	1.4%
Don't know / haven't used	88.0%	83.0%
Career guidance		
Outstanding	0.7%	5.0%
Good	4.8%	3.6%
Satisfactory	1.7%	1.4%
Inadequate	1.7%	1.4%
Don't know / haven't used	91.1%	88.6%
Student Counselling Service		
Outstanding	1.4%	3.6%
Good	4.8%	2.2%
Satisfactory	1.4%	1.4%
Inadequate	1.7%	0.7%
Don't know / haven't used	90.7%	92.1%

9 The Learning Experience: First Impressions

9.1 Overall Rating of Learning Experience

The final part of the survey asked students to provide an overall rating of their experience of learning at NMIT. Fully 90.8% of the respondents in the second semester survey rated their experience as meeting or exceeding their expectations. Just 5.7% of respondents said the learning experience had failed to meet their expectations (Table 9.1).

Overall responses were similar to the first semester survey (87.7% with expectations met or exceeded).

Table 9.1: Overall Rating of Learning Experience at NMIT.

	First semester	Second semester
Exceeded your expectations	24.7%	17.0%
Met your expectations	63.0%	73.8%
Failed to meet your expectations	9.9%	5.7%
Don't know	2.4%	3.6%
<i>Base:</i>	292	141

Overall, students are very satisfied with their learning experiences at NMIT - with 90.8% in the second semester survey saying this experience met or exceeded their expectations