

## **Learner Experience Survey (Semester 1 2010) – Key Themes**

### **General Observations**

- Response rate 17.5%, with accuracy of +/- 4.2% (below the +/- 5.0% threshold for robust survey results for a randomly selected sample). However, students were not a randomly selected sample.  
There is a 'self-selection' bias, as only those students motivated will participate (this is a systematic error).
- Maximum number of identified student responses from Diploma in Career Guidance (32.8% of responses) and Certificate in Quality Assurance (10.3% of responses) – both distance programmes
- Only one or two identified student responses from the majority of other programmes – Aviation, Marine, Business Administration, Trades, Community Support Services and Horticulture.
- 66% of student responses from sub-contracted programmes.

## Statistical Information

A four point scale was used for responses:

Outstanding     1  
 Good             2  
 Satisfactory    3  
 Inadequate      4  
 Don't know / No response

In the Research First report these scale scores were reduced to a composite 'more than satisfied' score. A 'more than satisfied' (MTS) score combined the numbers of students who rated aspects of teaching as either 'outstanding' or 'good' (i.e., scores of 1 and 2 on the four point scale).

The following tables indicates the percentage of students 'more than satisfied' (as stated in the report), in addition to the percentage of students who responded "less than good" (i.e., scores of 3 and 4 on the four point scale) or "don't know". These responses will help NMIT identify areas where there are opportunities for improvement, and prepare appropriate action plans.

**Key:**

- > 50% indicate "less than good" / don't know = opportunities for improvement
- > 40% indicate "less than good" / don't know = opportunities for improvement
- > 30% indicate "less than good" / don't know = opportunities for improvement
- > 20% indicate "less than good" / don't know = opportunities for improvement

	<u>STUDENT RESPONSES</u>	
	More than Satisfied (%)	"Less than Good" / "Don't know" (%)
<b><u>Overall Satisfaction with Teaching and Course Material</u></b>		
The teaching on the programme	<b>80</b>	<b>20 (3% inadequate, 1% don't know)</b>
The course materials	<b>77</b>	<b>22 (1% inadequate, 1% don't know)</b>
NMIT Online information and services	<b>62</b>	<b>38 (1% inadequate, 15% don't know)</b>

	<b>STUDENT RESPONSES</b>	
	<b>More than Satisfied (%)</b>	<b>“Less than Good” / “Don’t know”(%)</b>
<b><u>Rating of Personal Development – development of attributes</u></b>		
A willingness to learn	<b>86</b>	<b>14 (1% inadequate, 6% don’t know)</b>
Team work skills	<b>76</b>	<b>24 (4% inadequate, 8% don’t know)</b>
Oral communication skills	<b>76</b>	<b>24 (3% inadequate, 7% don’t know)</b>
Written communication skills	<b>81</b>	<b>18 (1% inadequate, 6% don’t know)</b>
Numeracy skills	<b>64</b>	<b>35 (1% inadequate, 15% don’t know)</b>
The skills to plan own work	<b>76</b>	<b>23 (1% inadequate, 6% don’t know)</b>
The ability to solve problems	<b>80</b>	<b>20 (0% inadequate, 3% don’t know)</b>
Self-confidence	<b>81</b>	<b>20 (0% inadequate, 3% don’t know)</b>
Independent judgment	<b>81</b>	<b>18 (0% inadequate, 3% don’t know)</b>
The ability to be creative	<b>72</b>	<b>28 (0% inadequate, 3% don’t know)</b>
Skills to implement change	<b>69</b>	<b>31 (1% inadequate, 4% don’t know)</b>
Multi-disciplinary perspective	<b>70</b>	<b>29 (1% inadequate, 4% don’t know)</b>
Analytical skills	<b>72</b>	<b>28 (0% inadequate, 4% don’t know)</b>
Flexibility and adaptability	<b>73</b>	<b>27 (0% inadequate, 4% don’t know)</b>
An awareness of ethical issues	<b>75</b>	<b>26 (3% inadequate, 6% don’t know)</b>

	<b>STUDENT RESPONSES</b>	
	<b>More than Satisfied (%)</b>	<b>"Less than Good" / "Don't know" (%)</b>
<b><u>Overall Satisfaction with Tutor Support and Library Services</u></b>		
The support students received from the tutor/s	<b>82</b>	<b>17 (0% inadequate, 1% don't know)</b>
The NMIT Library resources and services*	<b>43</b>	<b>57 (0% inadequate, 46% don't know)</b>

\* 46% the respondents were unable to rate the Library resources and services

	<b>STUDENT RESPONSES</b>	
	<b>More than Satisfied (%)</b>	<b>"Less than Good" / "Don't know" (%)</b>
<b><u>Overall Satisfaction with NMIT Learning Support Services*</u></b>		
Seminars, workshops or small group sessions	<b>31</b>	<b>68 (4% inadequate, 53 % don't know)</b>
One to One training	<b>38</b>	<b>62 (4% inadequate, 55% don't know)</b>
NMIT Online learning resources	<b>32</b>	<b>68 (4% inadequate, 53% don't know)</b>
Personal tutor	<b>46</b>	<b>53 (1% inadequate, 48% don't know)</b>

\* Approximately 50% of the respondents were unable to rate the Learning Support Services

	<b>STUDENT RESPONSES</b>	
	<b>More than Satisfied (%)</b>	<b>“Less than Good” / “Don’t know”(%)</b>
<b><u>Rating of Other Services*</u></b>		
Information and Enrolment Centre	<b>52</b>	<b>49 (3% inadequate, 24% don’t know)</b>
First aid and health	<b>17</b>	<b>82 (0% inadequate, 79% don’t know)</b>
Student advisory service	<b>16</b>	<b>84 (3% inadequate, 75% don’t know)</b>
Support with access and disability	<b>13</b>	<b>88 (0% inadequate, 86% don’t know)</b>
Cultural information and support	<b>13</b>	<b>88 (2% inadequate, 75% don’t know)</b>
Accommodation assistance	<b>15</b>	<b>85 (0% inadequate, 80% don’t know)</b>
Career guidance	<b>18</b>	<b>83 (2% inadequate, 73% don’t know)</b>
Student Counselling Service	<b>5</b>	<b>96 (0% inadequate, 94% don’t know)</b>

\* At least 75% of the respondents were unable to rate the Other Services (apart from Information and Enrolment Centre, where 24% of the respondents were unable to rate).

	<b>STUDENT RESPONSES</b>	
	<b>More than Satisfied (%)</b>	<b>“Less than Good” / “Don’t know”(%)</b>
<b><u>Rating of Computing and Timetables</u></b>		
Computing facilities and services	<b>38</b>	<b>61 (4% inadequate, 44% don’t know)</b>
The management of timetables	<b>42</b>	<b>57 (4% inadequate, 32% don’t know)</b>

\* At least 32% of the respondents were unable to rate computing and timetables

	<b>STUDENT RESPONSES</b>	
	<b>More than Satisfied (%)</b>	<b>“Less than Good” / “Don’t know”(%)</b>
<b><u>Satisfaction with the Teaching Facilities</u></b>		
The teaching facilities*	<b>66</b>	<b>44 (1% inadequate, 28% don’t know)</b>

\* 28% of the respondents were unable to rate the teaching facilities

	<b>STUDENT RESPONSES</b>		
	<b>Exceeded Expectations (%)</b>	<b>Met Expectations (%)</b>	<b>Failed to Meet Expectations (%)</b>
<b>Overall learner experience at NMIT</b>	<b>27</b>	<b>67</b>	<b>6</b>

## Open- ended responses

### Comments on what NMIT does well

- Overall quality of teaching good
- Friendly and comfortable learning environment
- Approachable tutors
- Unique course
- Feedback from tutors
- Support
- Good course materials

### Comments on concerns with teaching programme

- Course overshadowed by actions of Finance Department
- Communication with tutor frustrating
- Right tutors not teaching the right classes
- Some tutors lacked cultural understanding
- Quality of video link needs improving

### Where NMIT could improve

- Better communication from Finance department
- More 'how to 'information, especially around online
- Wireless
- Macs need sorting
- Materials need spell-checking and more NZ cultural references
- Make sure unit standards are automatically registered