

Learner Journey Survey (Semester 1 2010) – Key Themes

General Observations

- Response rate 14.3%, 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).
- Low number of respondents from some programme areas – overall statements about programme areas only used results where >10 students responded.
- Good number of responses from the following programmes:
 - Bachelor of Arts & Media
 - Bachelor of Commerce
 - Bachelor of Nursing
 - Bachelor of Information Technology
 - Aircraft Maintenance
 - Certificate in Adult Teaching
 - Business Administration / FLM
 - Computer Technology
 - Certificate in Quality Assurance
 - Trainee Ranger
 - Certificate in Te Tuara Me Te Tinana O Te Reo
 - Diploma in Applied Counselling
 - Diploma in Arts & Media
 - Diploma in Aviation Science
 - Diploma in Career Guidance
 - Diploma in Viticulture and Wine Production
- Good response from distance students that have historically been under-represented in student surveys.

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

	STUDENT RESPONSES	
	More than Satisfied (%)	“Less than Good” / “Don’t know” (%)
<u>Overall Satisfaction with Tutors and Teaching</u>		
Making students feel comfortable about contacting them	83.4	16.6 (2.2% inadequate, 1.1% don’t know)
Availability to help	77.4	22.6 (5.3% inadequate, 1.8% don’t know)
Providing the level of support students expect to receive	74.8	25.2 (4.7% inadequate, 1.3% don’t know)
Providing clear requirements for assessments / assignments	77.6	22.4 (4.0% inadequate, 0.9% don’t know)
Providing students with constructive feedback on how to improve your work	75.1	24.9 (3.5% inadequate, 1.7% don’t know)
Facilitating contact between students	63.8	36.2 (3.7% inadequate, 8.8% don’t know)
Helping students set goals and targets	59.8	40.2 (4.8% inadequate, 14.7% don’t know)
Recognising students are having trouble keeping up with assessments / assignments	49.6	50.4 (6.1% inadequate, 25.3% don’t know)
Recognising students are having difficulty understanding the course materials	53.8	46.2 (4.7% inadequate, 23.0% don’t know)

	STUDENT RESPONSES	
	More than Satisfied (%)	“Less than Good” / “Don’t know” (%)
<u>Overall Satisfaction with Course Content and Delivery</u>		
Being relevant to students’ learning goals	81.3	18.7 (1.8% inadequate, 1.3% don’t know)
Being presented professionally	81.1	18.9 (2.4% inadequate, 0.7% don’t know)
Providing what students expected it to cover	78.8	21.2 (3.4% inadequate, 1.3% don’t know)
Presented in an interesting way	80.4	19.6 (1.5% inadequate, 0.7% don’t know)
Being well structured and organised	68.0	32.0 (4.9% inadequate, 0.9% don’t know)
Clearly outlining suggested study timetables	66.5	33.5 (6.6% inadequate, 3.6% don’t know)
The right mix of independent learning and group work for students	68.6	31.4 (4.6% inadequate, 5.3% don’t know)

	STUDENT RESPONSES	
	More than Satisfied (%)	“Less than Good” / “Don’t know” (%)
<u>Overall Satisfaction with Support Materials and Services</u>		
Clearly outlining requirements for students’ assessments / assignments	75.1	24.9 (4.1% inadequate, 2.6% don’t know)
The range of materials used by tutors	75.3	24.7 (4.6% inadequate, 2.2% don’t know)
Easy to understand	63.3	36.7 (3.3% inadequate, 14.5% don’t know)
Up to date	59.2	40.8 (3.5% inadequate, 16.0% don’t know)

Open- ended responses

Positive comments

Tutors

Many positive comments about individual named tutors
Approachable / easily contactable
Supportive / helpful
Good industry knowledge
'Going the extra mile'
Providing feedback

Support staff

Approachable and helpful
Good support services
Learning Support / Library / NMIT online staff very helpful
SANITI great

Materials / Resources

Interesting
Relevant
Well presented
Good range
Nice environment

Negative comments

Assessments

Clarity of assessment requirements
Assessments that do not contribute towards the final course result
Too many assessments / difficulty of assessments – for the level of course
Turn-around time for assessment marking
Lack of assessment results / feedback

Information given to students

Lack of information on study pathways / delivery arrangements (ie in conjunction with another provider)
Lack of information re. Work Based Training requirements
Late / changed timetables
Not enough time spent on explaining course materials and programme completion requirements

Materials / Resources

Course materials out-of-date
Lack of course materials
Library resources out-of-date
Problems with computers / 'technology' and staff abilities to use them
Difficulty accessing computers especially in the Library
Access to Computer Labs
Library hours
Car parking problems

Teaching & Learning

Less / more group work
More visual / interactive teaching methods
Tutor not recognising students having difficulties keeping up
Too many handouts