

STUDENT SURVEY - OVERVIEW

Overall Satisfaction Rate

81%

Here is what students thought needs improvement

	Score
Campus facilities are accessible	3.52
Login details emailed to learners prior to them starting their programme	3.59
Learners have access to technical support for online learning when needed	3.74
There is good mix of theory and practical activities for the learners to develop their knowledge	3.72
Common rooms are clean and tidy	3.56
Furniture, equipment, classrooms and workshops are safe and comfortable	3.00
Campus is warm and inviting	3.55
Orientation was conducted and learners are confident in navigating through the campus	3.73
Learners feel confident in asking questions to the administration staff	3.73
The programme meets the needs of the learners and they find it enjoyable and interesting	3.85
The pace and workload are appropriate	3.76
I feel like I am making good progress towards my study and career goals	3.63

Here is what students thought was going well

	Score
Campus Manager responds to my questions in a timely manner	4.58
The programme meets the needs of the learners and they find it enjoyable and interesting	4.44
The learning and training resources are up-to-date, useful and of good quality	4.60
Tutor clearly states the lesson objectives and revisits it throughout the lesson	4.67
Tutor uses variety of teaching and learning activities in class to build understanding	4.59
Tutor provides opportunities for student participation in class	4.50
Tutor takes times to listen carefully to all students and acknowledge their contributions	4.67
Tutor summarises the content at the end of the lesson and clearly states the lesson objectives for the next lesson	4.67

Quality Improvements made as a result of your feedback

- Carparks – We have acquired the use of the parking space with the businesses next door for the evening classes only.
- We have included more referral promotions for Lifeskills friends and whanau.
- Hygiene notices have been placed throughout the campus to promote a clean and safe environment for everyone.
- Building B now features more recreational spaces and equipment to support relaxation and wellbeing.
- Stay refreshed—water coolers are now available in Building B for your convenience.
- We're actively working on making our campus more accessible for all. Stay tuned for updates as we roll out new features and improvements.
- Follow up on IT issues regarding access to Wi-Fi and devices for students.
- Working on improving the balance between theory and practical lessons for the learners. A better mix and variety.
- Looking at all programmes offered here at LifeSkills and do they meet the needs of the learners.

Survey Tool

Survey Monkey

Frequency

3 Surveys – First Impression, Mid way and End of programme

Score

Average rating given by students who agreed or strongly agreed with the statements

How do we use student feedback?

The surveys provides important information to SUL about the student's experience of the campus, learning and teaching