



STUDENT SATISFACTION SURVEY: OCTOBER / NOVEMBER 2016

EXECUTIVE SUMMARY

At the South Pacific College of Natural Medicine Inc a general student satisfaction survey is conducted every 18 months.

Over the on-site weekend (29-30 October 2016) and in the weeks of 31 October – 11 November 2016 all SPCNM on-line and on-campus students respectively were offered the opportunity to provide feedback on their overall satisfaction with SPCNM resources and facilities. A notice was also placed on Moodle, inviting all students to take the opportunity to provide feedback on the survey form.

A student satisfaction survey was last conducted in May 2015 when comparisons were drawn over feedback received from the previous three years. This significantly revised survey will not seek comparisons, but will rather use this data to make a comparison when the survey is next conducted in May 2018.

Analysis of the data revealed the areas with the **highest levels of student satisfaction** (ie students reporting “high satisfaction”) were: Teaching Facilities: Clinics (70.7%); the Application and Selection Process (58.5%); the Herb Garden (58%); Quality and Availability of Library Resources (56.3%); Enrolment / Re-enrolment Process (53.8%); Teaching facilities: Classrooms (53.2%); General Efficiency of College Administration Services (53.1%); General professionalism of Lecturers and / or Clinic Supervisors (52.3%).

The areas with the **lowest levels of student satisfaction** (also reporting on the “high satisfaction” scale) were: Timely return of marked assessments (13.8%); Liebert Publishing Journal (19.5%); nPod (20%); Extra-curricular activities (Reiki-share, Yoga, Mindfulness classes) (21.6%); American Botanical Council (23.1%); College website (27%); Responsiveness of lecturers and / or Clinic Supervisors to Student Requests (27.7%); Effectiveness of Teaching (27.7%).