

Year	2005	2006	2007	2008	2009
Learning resources					
The library resources and services are good enough for my needs.	3.4	3.7	4.1	3.7	3.6
I have been able to access general IT resources when I needed to.	3.8	4.3	4.3	4.2	4.2
I have been able to access specialised equipment, facilities or rooms when I needed to.	3.9	4.1	4.3	3.8	3.8
	3.7	4.0	4.2	3.9	3.9
Personal development					
The course has helped me to present myself with confidence.	3.7	4.1	4.0	4.0	4.1
My communication skills have improved.	3.8	4.2	4.1	4.1	4.1
As a result of the course, I feel confident in tackling unfamiliar problems.	3.8	4.0	3.9	3.8	3.8
	3.8	4.1	4.0	4.0	4.0
Overall satisfaction					
Overall, I am satisfied with the quality of the course.	4.1	4.4	4.2	4.2	4.1
	4.1	4.4	4.2	4.2	4.1