

Year	2005*	2006*	2007	2008	2009
Learning resources					
The library resources and services are good enough for my needs.	*	*	3.9	3.5	3.8
I have been able to access general IT resources when I needed to.	*	*	4.2	4.3	4.2
I have been able to access specialised equipment, facilities or rooms when I needed to.	*	*	3.8	3.8	4.1
	*	*	4.0	3.9	4.0
Personal development					
The course has helped me to present myself with confidence.	*	*	4.1	4.3	4.1
My communication skills have improved.	*	*	4.6	4.5	4.3
As a result of the course, I feel confident in tackling unfamiliar problems.	*	*	4.2	4.3	4.1
	*	*	4.3	4.4	4.2
Overall satisfaction					
Overall, I am satisfied with the quality of the course.	*	*	3.9	4.0	4.2
	*	*	3.9	4.0	4.2

* Publication threshold of 23 respondents and 50% response rate not met.