Learner Satisfaction Equality and Diversity Data Report, 2011 to 2012

Executive summary

Introduction

1. The Learner Satisfaction Survey Version 4 took place from November 2011 to May 2012. The survey was open to all in-scope[1] learners and 365,514 learners submitted a valid response. 94.6% of survey responses were submitted online and the remainder on paper questionnaires.

2. The Learner Satisfaction survey has 9 questions and learners are asked to rate various aspects of their course, learning programme or training programme on a scale of 0 to 10 where 0 equals very bad and 10 equals very good. This report analyses responses to the nine scoring questions of the 2011/12 Learner Satisfaction survey and includes breakdowns by age, gender, ethnicity, learning difficulties and or disabilities, level of deprivation and level of study. For each of the different learner groups, the report compares the average (mean) scores for the nine questions and the percentage of learners giving a score of 8 or higher.

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[1] A definition of in-scope learners can be found in the Further Education Public Information 2011 to 2012 Learner Satisfaction Technical Report August 2012

Participation in the Learner Satisfaction Survey

3. 16- to18-year-olds were over-represented in the sample of responses. 55.2% of the sample population was within the 16- to18- year-old age band compared to 35.8% of the overall learner population. All other age bands were under-represented in the sample, particularly those within the range 25 and over. With each increasing age band, learners were increasingly under represented within the sample of learners taking part in the survey. Females were slightly under-represented in the sample compared to the overall population and males were slightly over-represented.

4. In terms of ethnic groups, white learners were slightly over-represented in the sample of responses compared to the overall population. All other ethnic groups were under-represented. Learners with a declared learning difficulty or disability were over-represented in the sample. 18.0% of the sample population had learning difficulties and or disabilities compared to 14.4% of the overall learner population.

5. Learners who lived in areas of high deprivation were less likely to complete the survey than learners who lived in areas of lower deprivation. There was a clear correlation between survey participation and deprivation band with higher levels of deprivation being associated with lower survey participation rates.

Summary Chart: Survey Participation Rate by Deprivation

Indices of Deprivation 2010	Respondents	Population	Response Rate
1 (Most Deprived)	51,283	307,016	16.7%
2	46,115	272,847	16.9%
3	42,964	239,361	17.9%
4	38,946	210,200	18.5%
5	36,070	188,624	19.1%
6	33,642	169,320	19.9%
7	31,115	153,817	20.2%
8	29,303	145,280	20.2%
9	27,791	136,822	20.3%
10 (Least Deprived)	23,542	116,325	20.2%

Source: Learner Satisfaction 2011 to 2012, Individualised Learner Record 2011 to 2012, Indices of Deprivation 2010

Findings from the Learner Satisfaction Survey

6. The summary chart below shows the average (mean) score for Q9 (Overall, how good or bad do you think the provider is?) broken down by age band, gender, ethnicity and learning difficulties and or disabilities. The breakdown by age band produced the greatest variation in scores.

Summary Chart: Average (mean) Learner Satisfaction Score by Equality and Diversity Categories
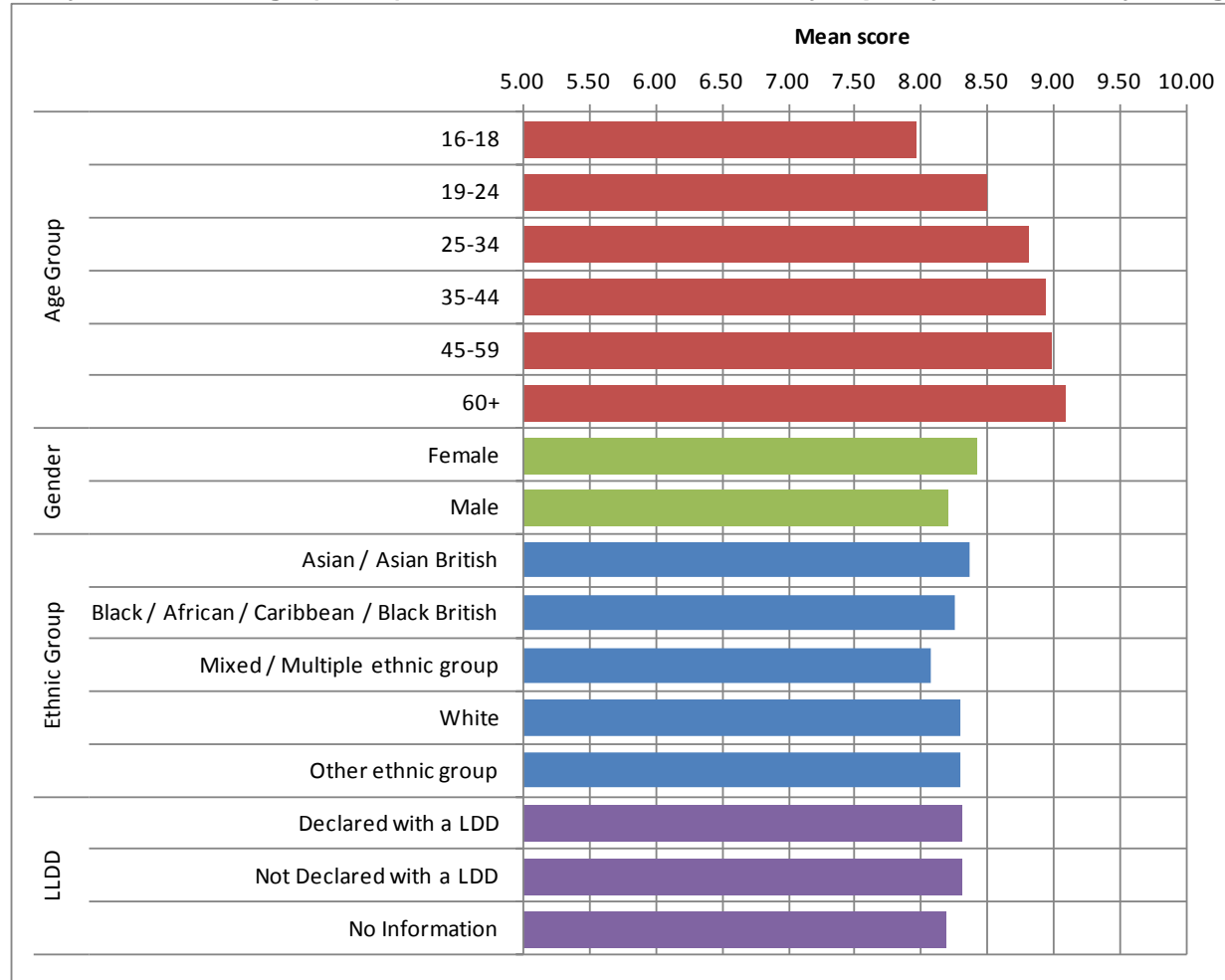
Source: Learner Satisfaction 2011 to 2012, Individualised Learner Record 2011 to 2012

Age band

7. For all 9 questions, there was a pattern of increasing average scores with age band, from the lowest within the 16-18 age band and the highest within the 60 plus age band. The percentage of learners giving a score of 8 or above also demonstrated the same age band related pattern. Over half the learners aged 35 and over gave a maximum score of 10, compared to less than a quarter of 16- to18-year-olds.

8. The average (mean) scores for Q9 (Overall, how good or bad do you think the provider is?) increased with age band from a low of 7.94 for those aged 16-18 to a high of 9.07 for those aged 60 and over. The percentage of learners who gave a score of 8 or above for Q9 increased with age band from a low of 66.5% for those aged 16-18 to a high of 88.8% for those aged 60 and over.

9. For learners aged 16-18 there was a pattern of decreasing average (mean) scores with higher levels of study. The pattern was similar but less well defined for learners aged 19 and over.

Gender

10. For all 9 questions, females gave higher average scores than males. The percentage of females who gave a score of 8, 9 or 10 (where 0 equals very bad and 10 equals very good) was also higher for all questions.

11. Females and males gave the highest rating to Q4 (How good or bad is the respect staff show you?). Females gave the lowest rating to Q5 (How good or bad is the advice you have been given about what to do after the course?) and males gave the lowest rating to Q8 (How good or bad is the college at acting on the views of learners?)

12. The average (mean) score for Q9 (Overall, how good or bad do you think the provider is?) was higher for females, as was the percentage giving a score of 8, 9 or 10. 36.2% of females gave a maximum score of 10 compared to 30.0% of males.

Ethnicity

13. For all 9 questions the average (mean) scores were highest for Asian/Asian British learners and lowest for Mixed/Multiple ethnic group learners. Average (mean) scores given by Black/Black British learners were lower than those given by White learners for 7 of the 9 questions.

14. All ethnic groups gave the highest rating to Q5 (How good or bad is the respect staff show you?) White learners and those belonging to other ethnic groups gave the lowest rating to Q5 (How good or bad is the advice you have been given about what to do after the course?)

However, Asian/Asian British learners, Black/Black British learners and those belonging to Mixed/Multiple ethnic groups gave the lowest rating to Q8 (How good or bad is the college at acting on the views of learners?).

15. For Q9 (Overall, how good or bad do you think the provider is?) Asian/Asian British learners gave the highest average (mean) score (8.36) and Mixed/ Multiple ethnic group learners the lowest (8.07). There was a small difference between Black/Black British and White learners with Black/Black British learners having a slightly lower average mean score.

16. The percentage who gave a score of 8 or above for Q9 was highest among Asian/Asian British learners and lowest among Mixed/Multiple ethnic group learners.

17. For White learners there was a clear correlation between average (mean) scores and levels of deprivation with higher levels of deprivation being associated with higher average (mean) scores and lower deprivation associated with lower average (mean) scores. However, the pattern for the other ethnic groups was less well defined. Average (mean) scores were more erratic and there was no clear correlation between average (mean) scores and deprivation.

18. Average (mean) scores for Q9 (Overall, how good or bad do you think the provider is?) were higher for females across all ethnic groups. The greatest difference was among Asian/Asian British learners where the average (mean) for females was 8.52 and the average (mean) for males was 8.17 (difference = 0.35).

Learners with Learning Difficulties and or Disabilities and or health problems

19. The average (mean) scores for learners with learning difficulties and or disabilities were very similar to other learners and showed only a slight variation for most questions. The largest variation in scores was for Q6.(How good or bad is the support you get on this course?), where learners with learning difficulties and or disabilities (learners withLDD) scored more highly than other learners meaning they were more satisfied.

20. The average (mean) scores for Q9 (Overall, how good or bad do you think the provider is?) was the same for learners who have learning difficulties and or disabilities and those who do not (average score 8.30). However, the percentage who gave a score of 8 or above for Q9 was slightly lower for learners with LDD compared to other learners (72.8% compared to 73.7%).

Disability

21. The average (mean) scores for Q9 (Overall, how good or bad do you think the provider is?) varied depending on the type of disability. Learners with profound complex disabilities gave the highest average (mean) score (8.94).Those with Asperger's Syndrome and emotional/behavioural difficulties gave the lowest scores (8.12 and 8.13 respectively).

22. The percentage of learners who gave a score of 8 or above for Q9 also varied depending on the type of disability. Learners with profound complex disabilities had the highest percentage (84.2%) and those with Asperger's Syndrome and emotional/behavioural difficulties the lowest (69.4% and 69.7% respectively). The number of respondents with profound complex disabilities was relatively small (175 from a population of 945), but this was sufficient to be within tolerance for the Learner Satisfaction Survey confidence interval quality test and therefore the results can be regarded as sufficiently robust.

Learning difficulty

23. Average (mean) scores for Q9 (Overall, how good or bad do you think the provider is?) varied depending on the type of learning difficulty. Learners with severe learning disabilities gave the highest average (mean) score (8.92) and those with Dyslexia (8.06) the lowest.

24. There were also differences in the percentage of learners who gave a score of 8 or above for Q9 depending on the type of learning difficulty. Learners with severe learning disabilities had the highest percentage (84.8%) and those with Dyslexia (68.3%) the lowest.

Contents

Introduction

25. This report presents the results of the Learner Satisfaction Survey 2011 to 2012 and analyses the data by age group, gender, ethnicity, learning difficulties and/or disabilities and level of deprivation. In order to carry out this analysis, survey respondents were matched to their learning record on the ILR from which individuals' learner characteristics could be established.The Learner Satisfaction Survey 2011 to 2012 took place from November 2011 to May 2012. The survey was open to all in-scope[2] learners and 365,514 learners submitted a valid response.

26. The learner satisfaction score analysed in this report is derived from a questionnaire that captures learners' perceptions about their course, learning programme or training programme on a rating scale of 0 to 10 where 0 equals very bad and 10 equals very good. There are 9 scoring questions covering the following aspects of the respondent's experience of their learning and learning provider:

    - information given at the start of the learning programme.
    - help staff gave in the first few weeks.
    - how good the teaching was.
    - respect staff show to the learner.
    - advice learners have been given about what they can do after they have finished their learning programme.
    - support they got whilst learning.
    - their view of how good the organisation is at listening to the views of learners and then acting on those views; and
    - how good their organisation is overall

27. The overall average (mean) scores for the 9 questions are compared for different learner groups along with the percentage of learners giving a score of 8 or higher.

28. The report also analyses the breakdown of learner characteristics of those who took part in the survey (referred to as 'respondents') against the characteristics of the in-scope learner population as a whole (referred to as 'population'') in order to generate participation rates for different learner groups. In-scope learners are those who were on programmes funded by the Skills Funding Agency (excluding Offenders' Learning and Skills Service provision) between 14 November 2011 and 25 May 2012.

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[2] A definition for in-scope learners can be found in the Further Education Public Information 2011/12 Learner Satisfaction Technical Report August 2012same comment re a hyperlink

Notes on Data

29. Survey data has been taken from the Learner Satisfaction Survey Version 4, 2011 to 2012 and includes only responses which have been matched to the national Individualised Learner Record (ILR) 2011 to 2012.

30. Tables with bases with less than 5 respondents have been suppressed and indicated with '<5'.

31. Age, gender, learning difficulties and or disabilities and ethnicity are based upon self-declaration by the learner as recorded on the ILR.

32. Deprivation has been calculated using the Indices of Deprivation 2010, linking the deprivation score within a super output area to the home postcode of the learner. Deprivation bands are based on the national rank of super output area by indices of deprivation (2010). There are 32,482 super output areas in the country ranked from 1 (most deprived) to 32,482 (least deprived). Band 1 includes the most deprived 10% super output areas in the country (1-3,248).

33. Tables in the analysis of participation rates and also in the Appendix include confidence intervals. The confidence interval is calculated from the respondent and population numbers and is included as a measure of robustness. Confidence intervals between 0 and 3% can be regarded as very robust. Those between 3% and 5% (highlighted in amber) are less robust but still within tolerance for the Learner Satisfaction survey. Confidence intervals above 5% (highlighted in red) reflect relatively low respondent numbers and therefore should be viewed with some caution.

34. A description of the learner satisfaction survey and the methodology for calculating provider scores can be found in the learner satisfaction technical report[3].

Analysis of Participation in the Survey

Age Band

35. Table 1A and Chart 1A show that 16- to 18-year-olds were over-represented in the sample. 55.2% of the sample population was within the 16-18 year old age band compared to 35.8% of the overall learner population. All other age bands were under-represented in the sample, particularly those within the range 25 and over. A further breakdown of participation rates by age band and gender is included in the Appendix.

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[3] Further Education Public Information 2011/12 Learner Satisfaction Technical Report August 2012

Table 1A and Chart 1A: participation by age band

Age Band	Respondents		Population		Confidence Interval
	Number	% of Total	Number	% of Total	
16-18	201,839	55.2%	703,920	35.8%	0.2%
19-24	61,131	16.7%	379,215	19.3%	0.4%
25-34	40,378	11.0%	329,922	16.8%	0.5%
35-44	31,656	8.7%	261,607	13.3%	0.5%
45-59	25,686	7.0%	233,663	11.9%	0.6%
60+	4,824	1.3%	58,917	3.0%	1.4%
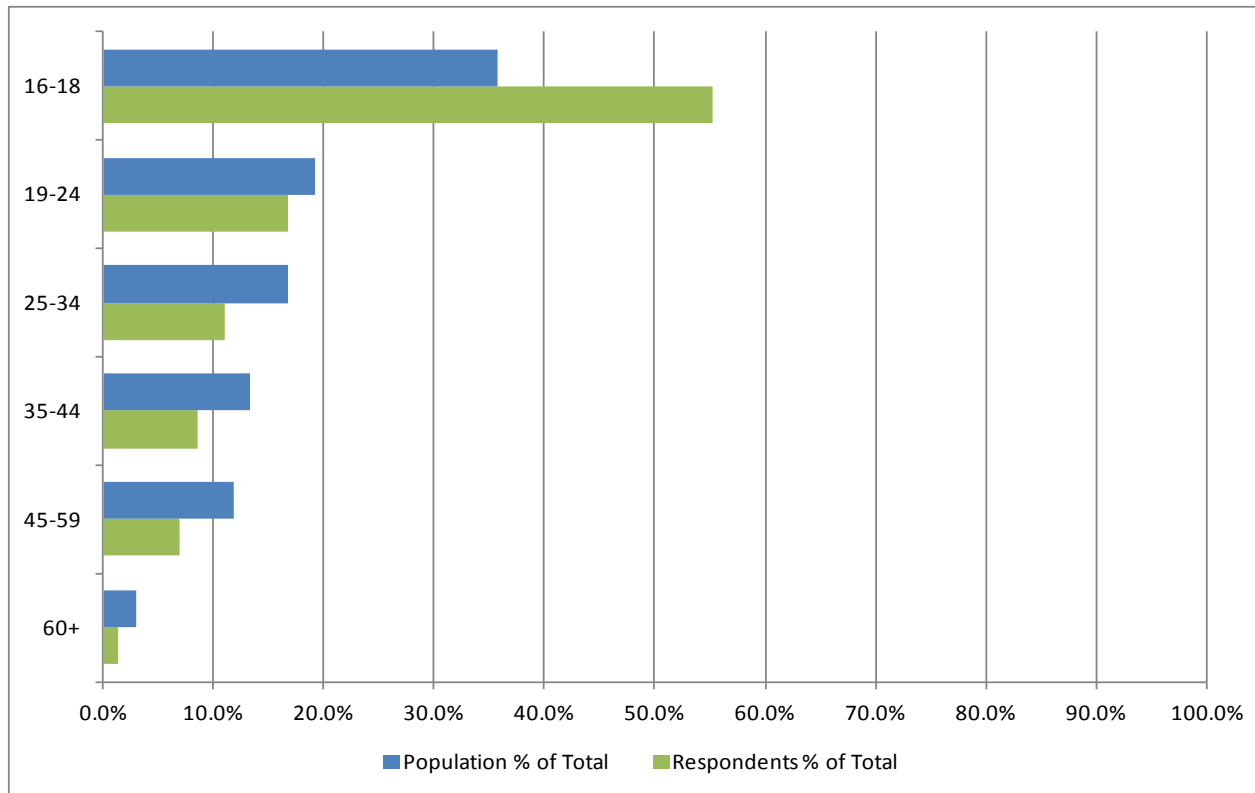
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Sex

36. Females were slightly under-represented in the sample compared to the overall population and males were slightly over-represented. A further breakdown of participation rates by age band, gender and level of study is included in the Appendix.

Table 2A and Chart 2A: Participation by Sex

Sex	Respondents		Population		Confidence Interval
	Number	% of Total	Number	% of Total	
Female	193,415	52.9%	1,062,807	54.0%	0.2%
Male	172,099	47.1%	904,437	46.0%	0.2%
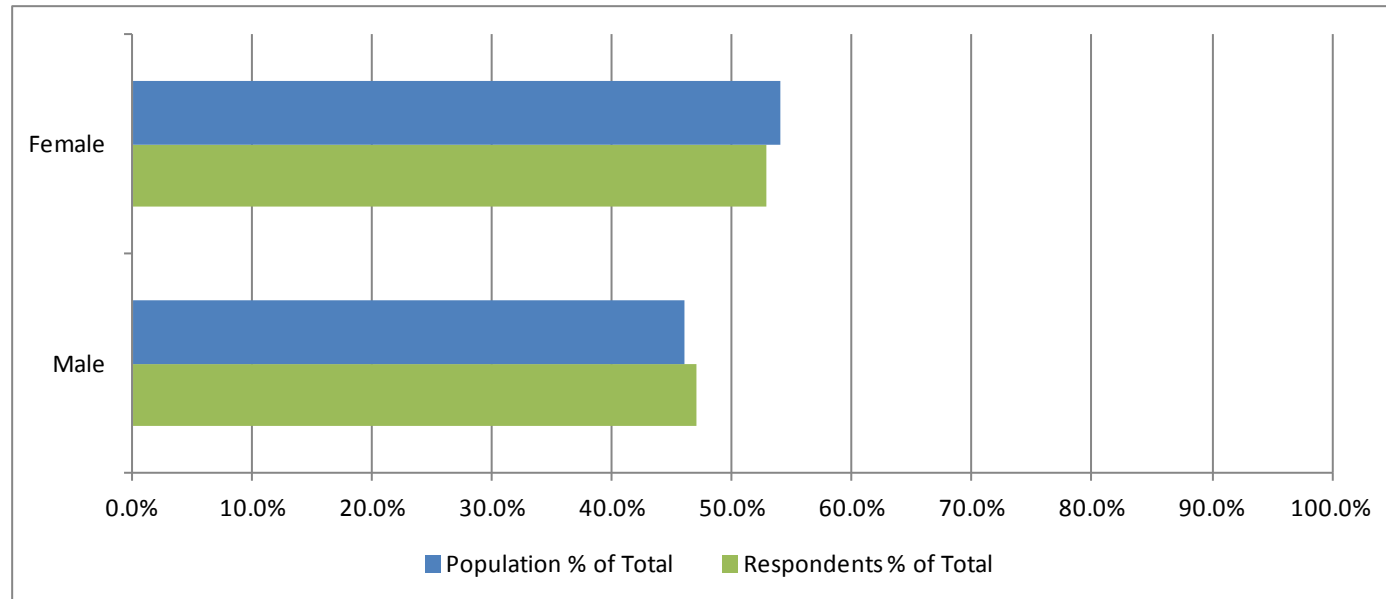
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Ethnicity

37. Table 3A shows the survey participation breakdown by ethnicity compared to the overall learner population. Further breakdowns of participation rates by age band and ethnicity and by sex and ethnicity are included in the Appendix. The table shows that the sample is a good representation of the overall population.

Table 3A and Chart 3A: Participation by Ethnicity

Ethnicity	Respondents		Population		Confidence Interval
	Number	% of Total	Number	% of Total	
Asian / Asian British	28,089	7.7%	163,796	8.3%	0.5%
Black / African / Caribbean / Black British	19,818	5.4%	131,403	6.7%	0.6%
Mixed / Multiple ethnic group	9,255	2.5%	53,349	2.7%	0.9%
Other ethnic group	10,614	2.9%	70,983	3.6%	0.9%
White	297,738	81.5%	1,547,713	78.7%	0.2%
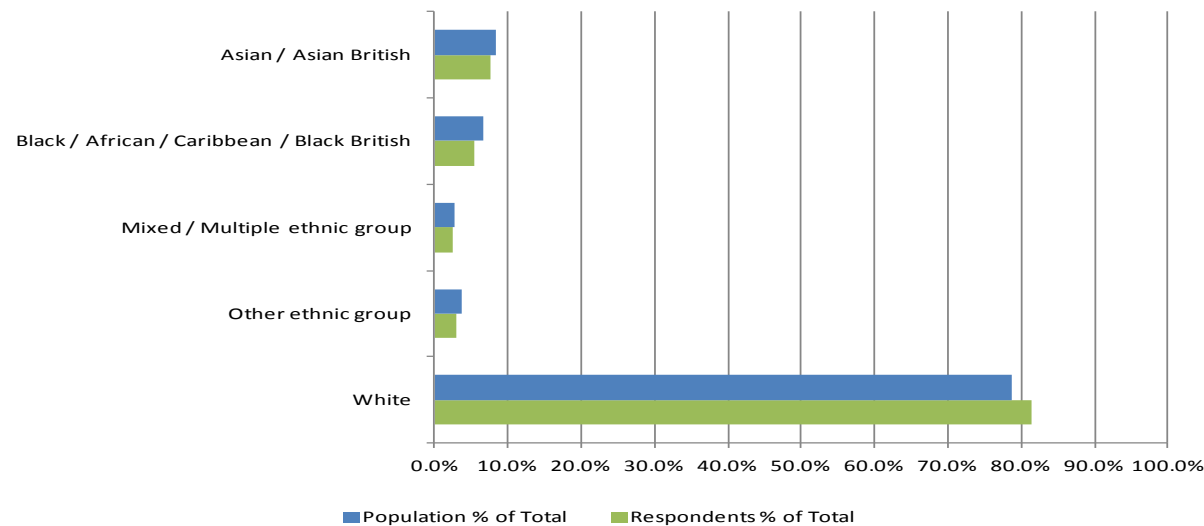
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Learning Difficulties and/or Disabilities

38. Table 4A shows the survey participation breakdown by learning difficulties and/or disabilities compared to the overall learner population. A further breakdown of participation rates by learning difficulties and/or disabilities and age band is included in the Appendix. Learners with a declared learning difficulty or disability were over-represented in the sample. 18.0% of the sample population had a Learning Difficulty or Disability (LDD) compared to 14.4% of the overall learner population.

Table 4A and Chart 4A: Participation by Learning Difficulty/Disability

| LLDD	Respondents		Population		Confidence Interval
	Number	% of Total	Number	% of Total	
Declared with a LDD	65,750	18.0%	283,983	14.4%	0.3%
Not Declared with a LDD	289,306	79.2%	1,611,969	81.9%	0.2%
No Information	10,458	2.9%	71,292	3.6%	0.9%
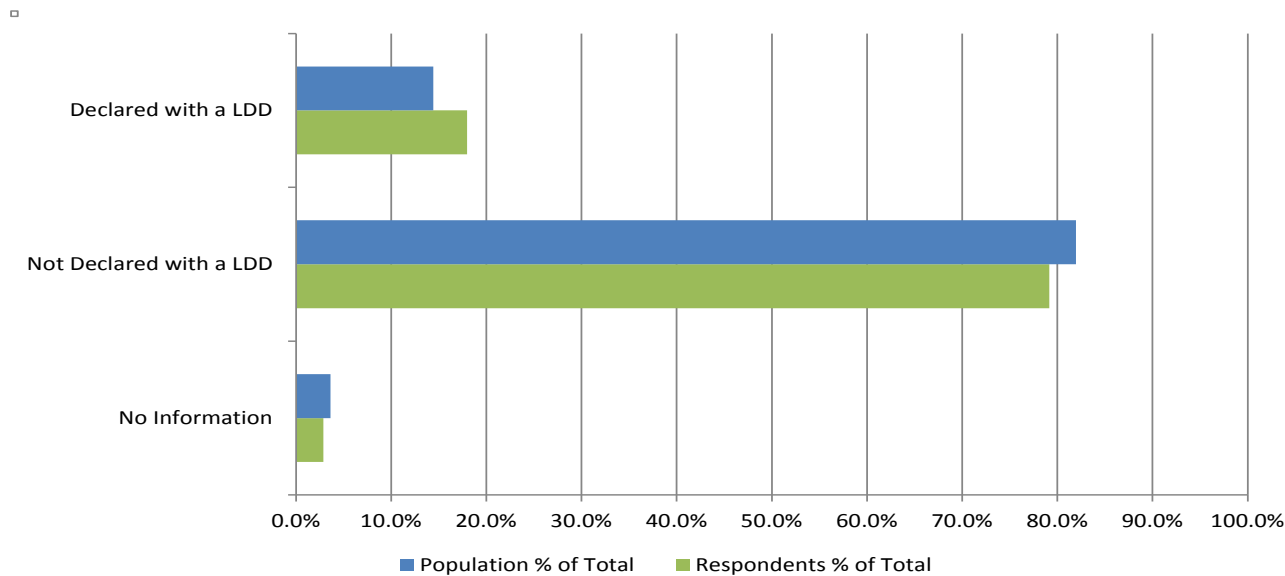
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Deprivation

39. Table 5A shows the survey participation breakdown by deprivation level compared to the overall learner population. Tables showing participation rates by deprivation further broken down by sex and deprivation are included in the Appendix. The majority of learners within the learner population fall into the lower 5 deprivation bands. However, there was a clear correlation between survey participation and deprivation band with lower levels of deprivation being associated with higher participation rates.

Table 5A: Participation by Deprivation

Indices of Deprivation 2010	Respondents		Population		Confidence Interval
	Number	% of Total	Number	% of Total	
1 (Most Deprived)	51,283	14.2%	307,016	15.8%	0.4%
2	46,115	12.8%	272,847	14.1%	0.4%
3	42,964	11.9%	239,361	12.3%	0.4%
4	38,946	10.8%	210,200	10.8%	0.4%
5	36,070	10.0%	188,624	9.7%	0.5%
6	33,642	9.3%	169,320	8.7%	0.5%
7	31,115	8.6%	153,817	7.9%	0.5%
8	29,303	8.1%	145,280	7.5%	0.5%
9	27,791	7.7%	136,822	7.1%	0.5%
10 (Least Deprived)	23,542	6.5%	116,325	6.0%	0.6%

Source: Learner Satisfaction 2011 to 2012, Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

Chart 5A: participation by deprivation band
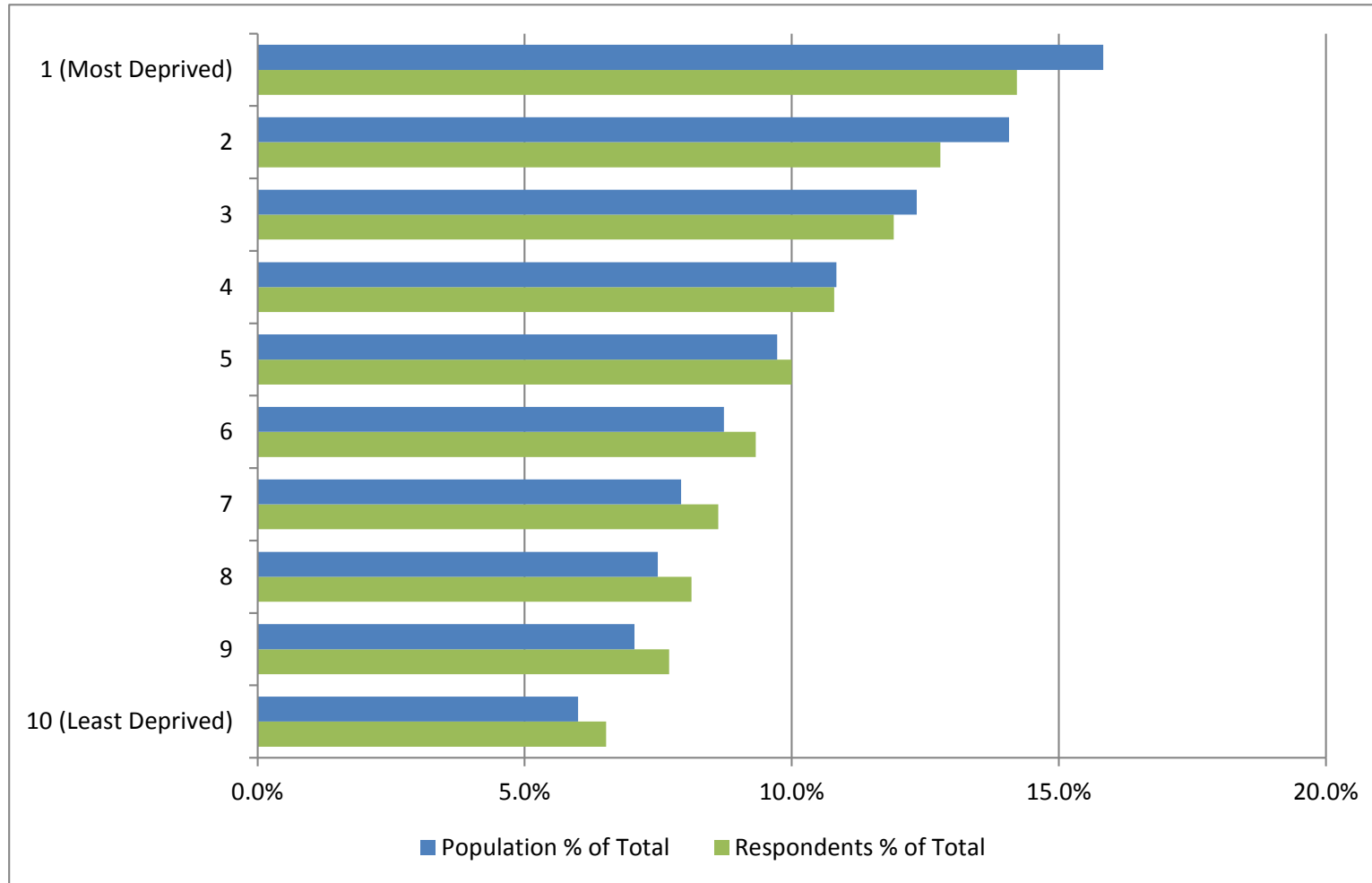
Source: Learner Satisfaction 2011 to 2012, Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

Analysis of Satisfaction Scores

Age Band

40. Tables 6A and 6B, below, show average (mean) scores and the percentage of learners giving a score of 8 or above for each of the 9 scoring questions broken down by age band. For all 9 questions, there was a pattern of increasing average scores with age band, from the lowest within the 16-18 age band and the highest within the 60 plus age band. The percentage of learners giving a score of 8 or above also demonstrated the same age band related pattern.

Table 6A: Average (mean) learner satisfaction scores by age band and question

Mean Scores	16-18	19-24	25-34	35-44	45-59	60+
Base	**201,839**	**61,131**	**40,378**	**31,656**	**25,686**	**4,824**
Q1. How good or bad was the information you were given when you were choosing your course?	7.81	8.22	8.43	8.47	8.48	8.68
Q2. How good or bad was the help staff gave you in the first few weeks?	8.11	8.48	8.69	8.77	8.81	9.09
Q3. How good or bad is the teaching on your course?	8.08	8.57	8.92	9.00	9.01	9.26
Q4. How good or bad is the respect staff show to you?	8.30	8.91	9.24	9.31	9.38	9.55
Q5. How good or bad is the advice you have been given about what you can do after this course?	7.54	8.03	8.31	8.41	8.43	8.62
Q6. How good or bad is the support you get on this course?	8.09	8.60	8.92	9.01	9.08	9.31
Q7. How good or bad are the college staff at listening to the views of learners?	7.62	8.32	8.72	8.82	8.90	8.96
Q8. How good or bad is the college at acting on the views of learners?	7.45	8.12	8.56	8.66	8.72	8.73
Q9. Overall, how good or bad do you think the college is?	7.94	8.47	8.80	8.92	8.96	9.07

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

41. The percentage of learners giving a score of 8 or above also demonstrated the same age band related pattern.

Table 6B: percentage of respondents scoring 8 or above by age band and question

% of Respondents Scoring 8 or more	16-18	19-24	25-34	35-44	45-59	60+
Base	201,839	61,131	40,378	31,656	25,686	4,824
Q1. How good or bad was the information you were given when you were choosing your course?	63.3%	71.7%	75.4%	76.4%	77.2%	80.3%
Q2. How good or bad was the help staff gave you in the first few weeks?	69.7%	77.1%	81.2%	82.7%	83.6%	88.7%
Q3. How good or bad is the teaching on your course?	69.2%	78.9%	85.1%	86.8%	87.1%	91.9%
Q4. How good or bad is the respect staff show to you?	73.9%	85.0%	90.6%	92.1%	93.2%	95.7%
Q5. How good or bad is the advice you have been given about what you can do after this course?	58.4%	68.5%	74.0%	76.0%	76.9%	80.1%
Q6. How good or bad is the support you get on this course?	69.5%	79.6%	85.3%	87.2%	88.1%	92.4%
Q7. How good or bad are the college staff at listening to the views of learners?	60.1%	74.4%	81.8%	83.9%	85.1%	86.6%
Q8. How good or bad is the college at acting on the views of learners?	56.1%	70.4%	78.8%	80.9%	81.7%	82.8%
Q9. Overall, how good or bad do you think the college is?	66.5%	76.8%	83.5%	85.6%	86.4%	88.8%

Source: Learner Satisfaction Version 4; Individualised Learner Record 2011 to 2012

42. Chart 6A illustrates the pattern of increasing average scores by age band. Learners of all ages tended to give the highest rating to Q4 (How good or bad is the respect staff show you?) and the lowest rating to Q5 (How good or bad is the advice you have been given about what to do after the course?)

Chart 6A: average (mean) learner satisfaction scores by age band and question
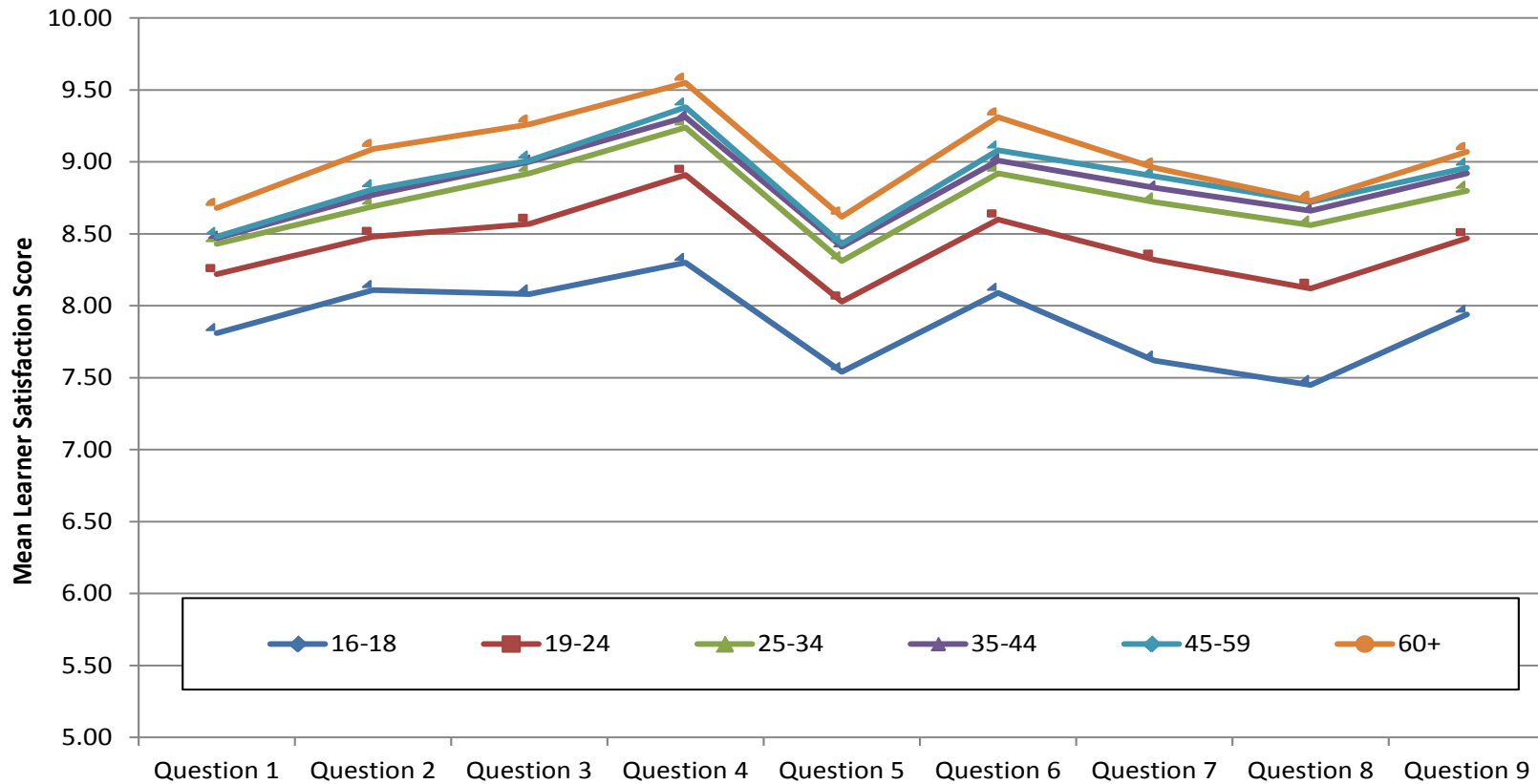
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

43. Table 6C shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by age band. The overall average (mean) scores and percentage of respondents scoring 8 or above are also included. Over half the learners aged 35 and over gave a maximum score of 10 compared to less than a quarter of 16- to18-year-olds.

Summary Table 6C: breakdown of responses by age band for Q9 (Overall, how good or bad do you think the provider is?)

		Question 9					
Age Band		**16-18**	**19-24**	**25-34**	**35-44**	**45-59**	**60+**
Number of Responses		**201,839**	**61,131**	**40,378**	**31,656**	**25,686**	**4,824**
Response Scale	0	0.6%	0.3%	0.2%	0.2%	0.1%	0.0%
	1	0.4%	0.3%	0.2%	0.2%	0.1%	0.1%
	2	0.7%	0.5%	0.3%	0.2%	0.2%	0.2%
	3	1.2%	0.9%	0.5%	0.4%	0.5%	0.4%
	4	1.9%	1.3%	0.7%	0.7%	0.7%	0.6%
	5	6.2%	4.3%	2.9%	2.5%	2.3%	2.0%
	6	7.3%	4.7%	3.3%	2.7%	2.6%	2.3%
	7	15.2%	10.7%	8.4%	7.4%	7.0%	5.7%
	8	22.2%	17.8%	15.6%	14.9%	14.9%	14.1%
	9	20.8%	20.5%	21.0%	20.3%	19.5%	19.9%
	10	23.5%	38.5%	46.7%	50.2%	51.7%	54.5%
	N/A or No Responses	0.0%	0.1%	0.2%	0.3%	0.4%	0.3%
Unweighted Score		7.94	8.47	8.80	8.92	8.96	9.07
% of Respondents Scoring 8 or more		66.5%	76.8%	83.5%	85.6%	86.4%	88.8%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

44. The average (mean) scores for Q9 also increased with age band from a low of 7.94 for those aged 16-18 to a high of 9.07 for those aged 60 and over as Chart 6B illustrates.

Summary chart 6B: age band by Q9 – average (Mean) score   (Overall, how good or bad do you think the provider is?)
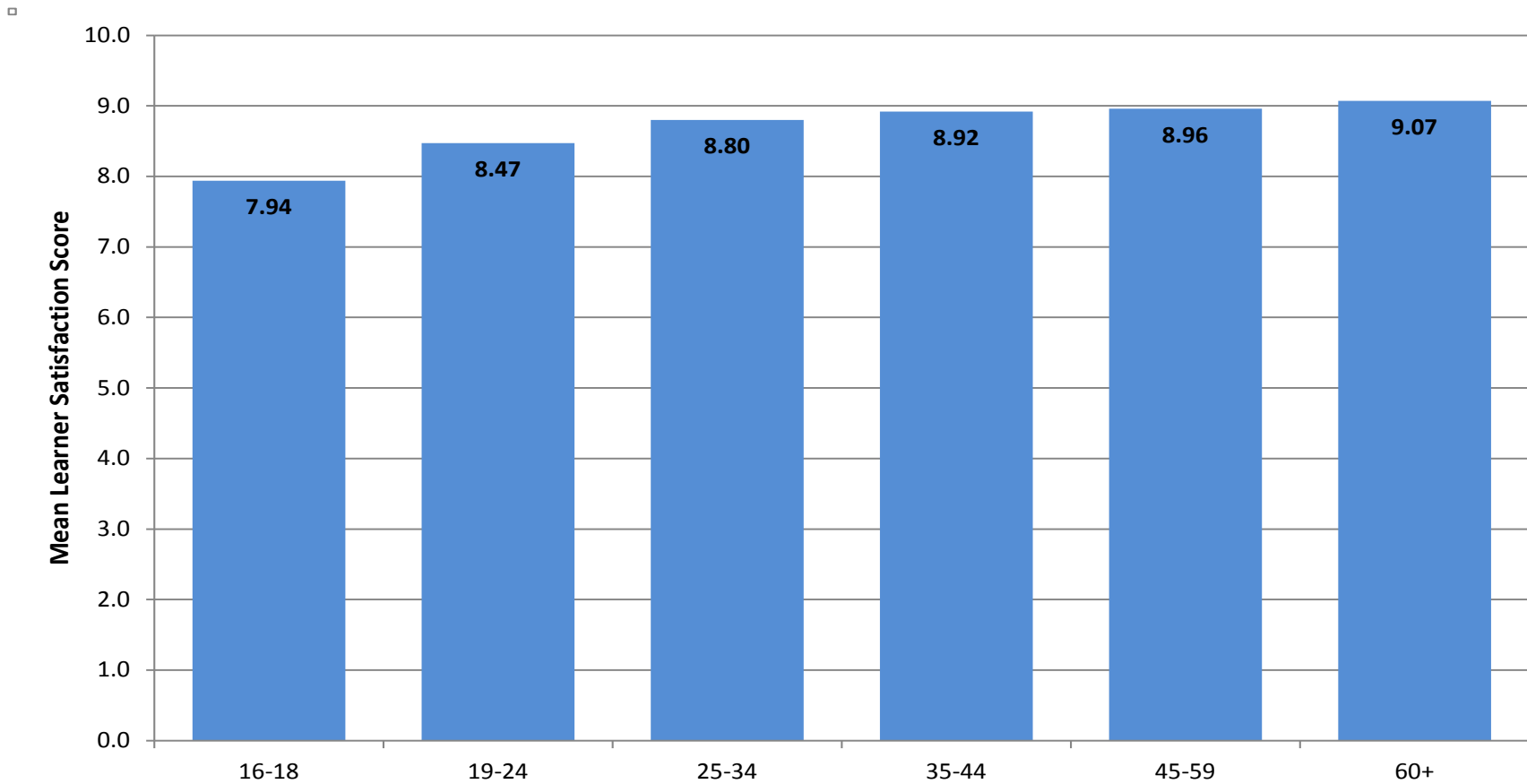
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

45. The percentage of learners who gave a score of 8 or above for Q9 increased with age band from a low of 66.5% for those aged 16-18 to a high of 88.8% for those aged 60 and over, as Chart 6C illustrates.

Summary Chart 6C: Age band by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)
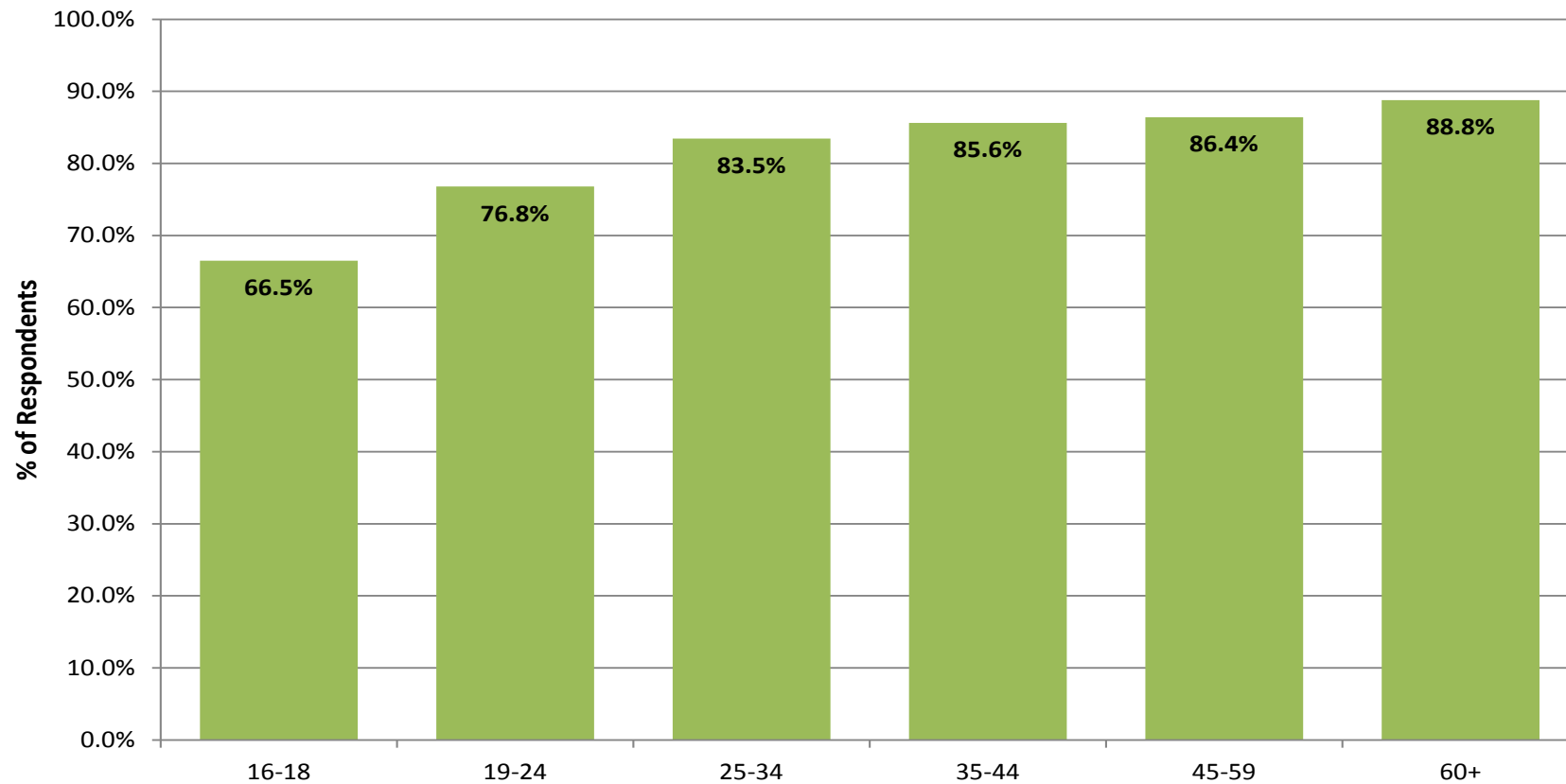
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Sex

46. Tables 7A and 7B below show the average (mean) scores and the percentage of learners giving a score of 8 or above for each of the 9 scoring questions broken down by gender. For all questions, females gave higher average scores than males. The percentage of females who gave a score of 8, 9 or 10 was also higher for all questions.

Table 7A: average (mean) learner satisfaction scores by sex and question

Mean Scores	Female	Male
Base	**193,415**	**172,099**
Q1. How good or bad was the information you were given when you were choosing your course?	8.10	8.01
Q2. How good or bad was the help staff gave you in the first few weeks?	8.38	8.33
Q3. How good or bad is the teaching on your course?	8.49	8.33
Q4. How good or bad is the respect staff show to you?	8.75	8.61
Q5. How good or bad is the advice you have been given about what you can do after this course?	7.88	7.80
Q6. How good or bad is the support you get on this course?	8.51	8.34
Q7. How good or bad are the college staff at listening to the views of learners?	8.17	7.94
Q8. How good or bad is the college at acting on the views of learners?	7.99	7.76
Q9. Overall, how good or bad do you think the college is?	8.40	8.18

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Table 7B: percentage of respondents scoring 8 or above by gender and question

% of Respondents Scoring 8 or more	Female	Male
Base	**193,415**	**172,099**
Q1. How good or bad was the information you were given when you were choosing your course?	68.9%	67.7%
Q2. How good or bad was the help staff gave you in the first few weeks?	74.7%	74.4%
Q3. How good or bad is the teaching on your course?	76.8%	74.4%
Q4. How good or bad is the respect staff show to you?	81.8%	79.7%
Q5. How good or bad is the advice you have been given about what you can do after this course?	65.2%	63.9%
Q6. How good or bad is the support you get on this course?	77.5%	74.4%
Q7. How good or bad are the college staff at listening to the views of learners?	70.7%	66.8%
Q8. How good or bad is the college at acting on the views of learners?	67.1%	62.7%
Q9. Overall, how good or bad do you think the college is?	75.1%	71.4%

Source: Learner Satisfaction 2011 to 2012 and Individualised Learner Record 2011 to 2012

47. Chart 7A illustrates the average scores for each question broken down by age and gender. Females and males gave the highest rating to Q4 (How good or bad is the respect staff show you?). Females gave the lowest rating to Q5 (How good or bad is the advice you have been given about what to do after the course?) and males gave the lowest rating to Q8 (How good or bad is the college at acting on the views of learners?).

Chart 7A: average (mean) learner satisfaction scores by gender and question
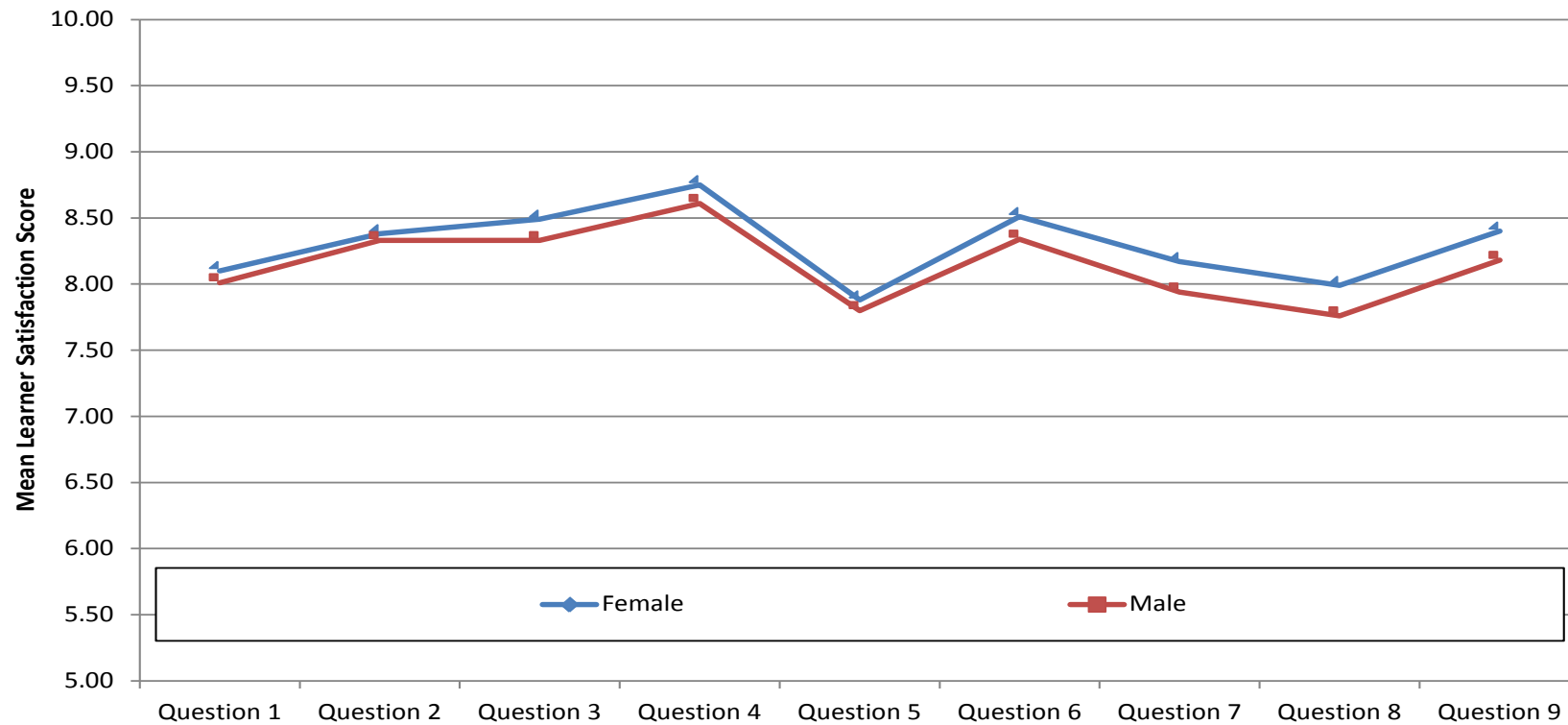
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

48. Table 7C shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 Overall, how good or bad do you think the provider is? broken down by sex. The average (mean) score was higher for females as was the percentage giving a score of 8, 9 or 10. 36.2% of females gave a maximum score of 10 compared to 30.0% of males. The overall average (mean) scores and percentage of respondents scoring 8 or above are illustrated in Charts 7B and 7C.

Summary Table 7C: breakdown of responses by gender for Q9
(Overall, how good or bad do you think the provider is?)

Question 9			
Sex		**Female**	**Male**
Number of Responses		**193,415**	**172,099**
	0	0.3%	0.6%
	1	0.2%	0.3%
	2	0.5%	0.6%
	3	0.9%	1.0%
	4	1.4%	1.6%
Response Scale	5	4.7%	5.1%
	6	5.4%	5.9%
	7	11.4%	13.3%
	8	18.3%	20.8%
	9	20.7%	20.6%
	10	36.2%	30.0%
	N/A or No Responses	0.1%	0.1%
Unweighted Score		8.40	8.18
% of Respondents Scoring 8 or more		75.1%	71.4%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

**Summary Chart 7B: Q9 by gender – average (mean) score
(Overall, how good or bad do you think the provider is?)**
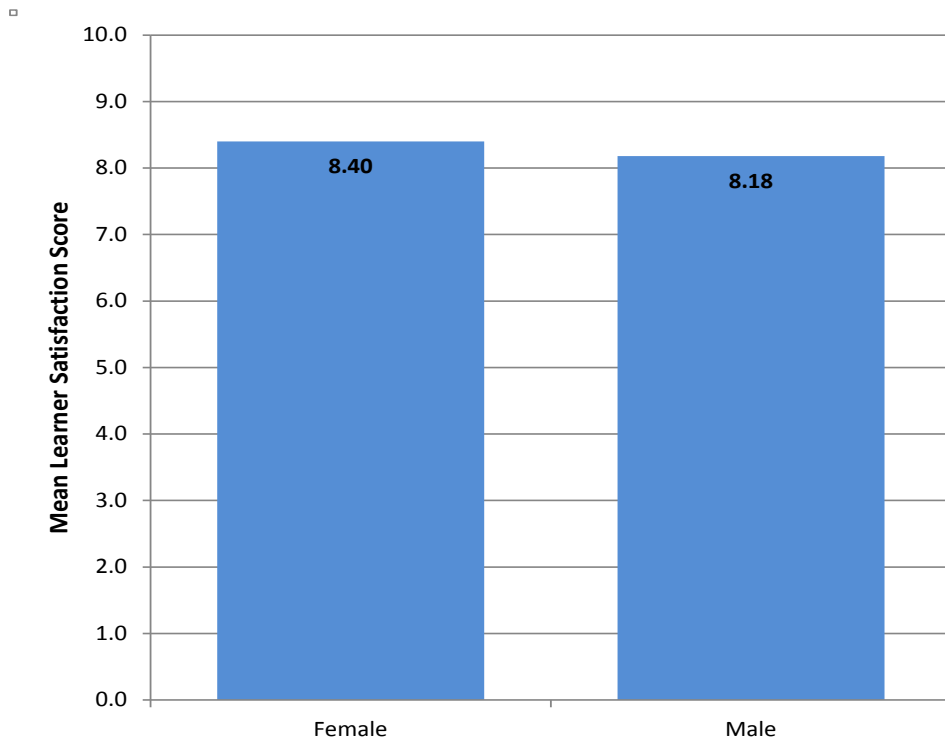
Source: for Chart 7B and 7C Learner Satisfaction 2011 to 2012;
Individualised Learner Record 2011 to 2012

Summary Chart 7C: Q9 by gender– percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)

Ethnicity

49. Tables 8A and 8B below show average (mean) scores and percentages of learners giving a score of 8 or above, for each of the 9 scoring questions broken down by ethnicity. For all questions the average (mean) scores were highest for Asian/Asian British learners and lowest for Mixed/Multiple ethnic group learners. Average (mean) scores given by Black/Black British learners were lower than those given by White learners for 7 of the 9 questions.

Table 8A: average (mean) learner satisfaction scores by ethnicity and question

Mean Scores	Asian / Asian British	Black / African / Caribbean / Black British	Mixed / Multiple ethnic group	Other ethnic group	White
Base	28,089	19,818	9,255	10,614	297,738
Q1. How good or bad was the information you were given when you were choosing your course?	8.10	8.09	7.82	7.99	8.06
Q2. How good or bad was the help staff gave you in the first few weeks?	8.31	8.20	8.12	8.30	8.38
Q3. How good or bad is the teaching on your course?	8.49	8.42	8.24	8.48	8.41
Q4. How good or bad is the respect staff show to you?	8.72	8.60	8.47	8.72	8.69
Q5. How good or bad is the advice you have been given about what you can do after this course?	8.00	7.96	7.62	7.87	7.83
Q6. How good or bad is the support you get on this course?	8.49	8.37	8.22	8.41	8.44
Q7. How good or bad are the college staff at listening to the views of learners?	8.12	7.96	7.77	8.07	8.07
Q8. How good or bad is the college at acting on the views of learners?	8.01	7.83	7.60	7.93	7.88
Q9. Overall, how good or bad do you think the college is?	8.36	8.25	8.07	8.30	8.30

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Table 8B: percentage of respondents scoring 8 or above by ethnicity and question

% of Respondents Scoring 8 or more	Asian / Asian British	Black / African / Caribbean / Black British	Mixed / Multiple ethnic group	Other ethnic group	White
Base	28,089	19,818	9,255	10,614	297,738
Q1. How good or bad was the information you were given when you were choosing your course?	68.8%	67.8%	62.9%	66.5%	68.6%
Q2. How good or bad was the help staff gave you in the first few weeks?	73.4%	70.5%	69.0%	73.1%	75.2%
Q3. How good or bad is the teaching on your course?	76.8%	74.7%	71.9%	76.4%	75.7%
Q4. How good or bad is the respect staff show to you?	81.5%	78.3%	76.6%	81.4%	81.0%
Q5. How good or bad is the advice you have been given about what you can do after this course?	68.3%	67.2%	59.9%	65.2%	64.2%
Q6. How good or bad is the support you get on this course?	77.1%	74.5%	71.3%	75.0%	76.2%
Q7. How good or bad are the college staff at listening to the views of learners?	70.4%	66.2%	63.1%	68.8%	69.1%
Q8. How good or bad is the college at acting on the views of learners?	68.0%	63.8%	58.9%	65.9%	64.9%
Q9. Overall, how good or bad do you think the college is?	74.1%	71.8%	68.4%	73.0%	73.6%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

50. Chart 8A illustrates the average scores for each question broken down by ethnicity. All ethnic groups gave the highest rating to Q5 (How good or bad is the respect staff show you?). White learners and those belonging to other ethnic groups gave the lowest rating to Q5 (How good or bad is the advice you have been given about what to do after the course?). Asian/Asian British, Black/Black British and those belonging to Mixed/Multiple ethnic groups gave the lowest rating to Q8 (How good or bad is the college at acting on the views of learners?).

Chart 8A: average (mean) learner satisfaction scores by ethnicity and question
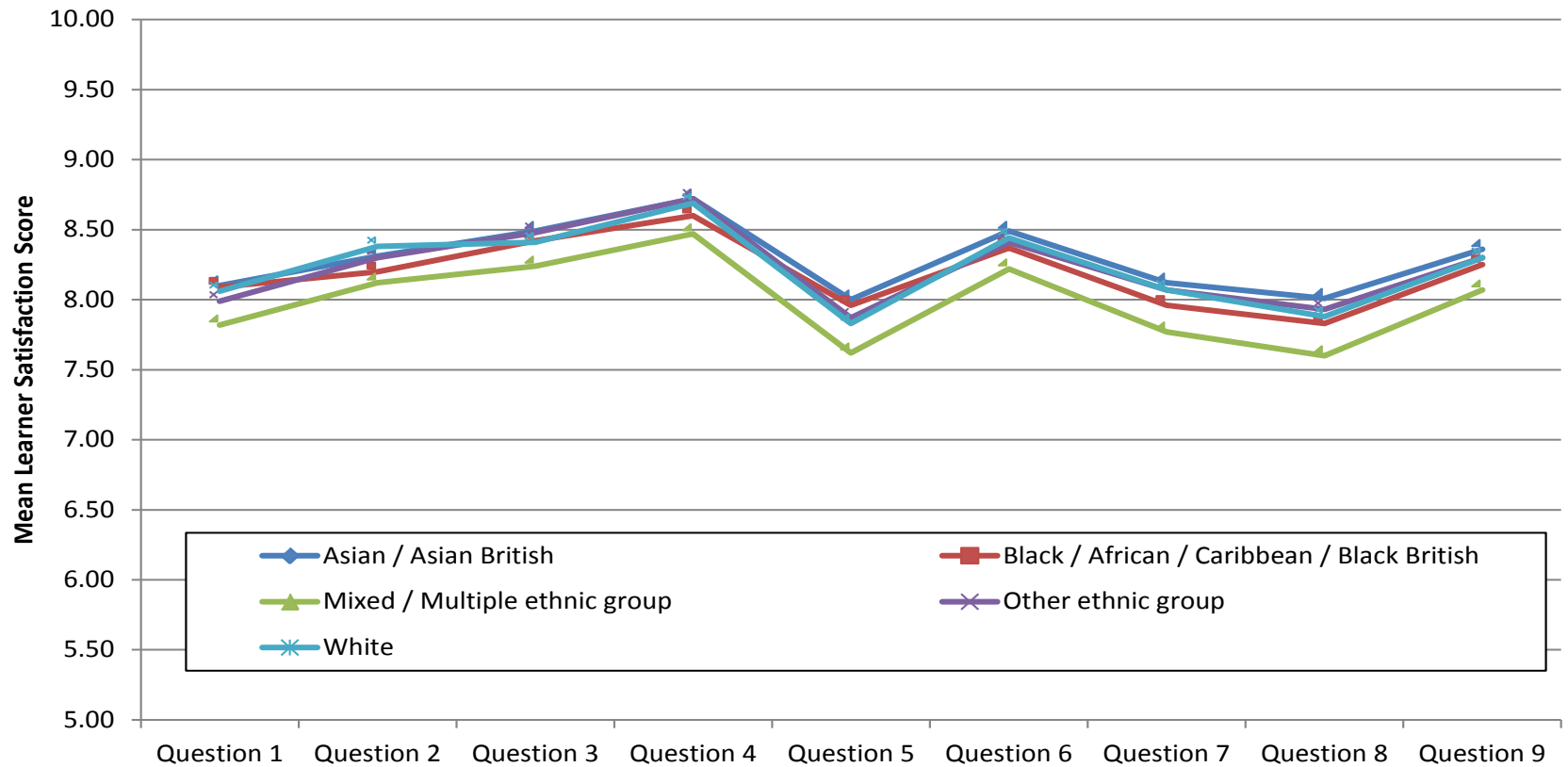
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

51. Table 8C shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 Overall, how good or bad do you think the provider is? broken down by ethnicity. The average (mean) score was highest for Asian/Asian British learners as was the percentage giving a score of 8, 9 or 10.

Summary Table 8C: breakdown of responses by ethnicity for Q9
(Overall, how good or bad do you think the provider is?)

Ethnicity		Asian / Asian British	Black / African / Caribbean / Black British	Mixed / Multiple ethnic group	Other ethnic group	White
Question 9						
Number of Responses		**28,089**	**19,818**	**9,255**	**10,614**	**297,738**
	0	0.5%	0.5%	0.5%	0.3%	0.4%
	1	0.3%	0.4%	0.3%	0.4%	0.3%
	2	0.5%	0.6%	0.5%	0.6%	0.5%
	3	0.9%	1.1%	1.1%	1.0%	1.0%
	4	1.5%	1.9%	2.0%	1.5%	1.5%
Response Scale	5	5.2%	5.8%	6.2%	5.1%	4.7%
	6	5.3%	5.9%	6.9%	5.6%	5.6%
	7	11.6%	11.7%	13.9%	12.2%	12.4%
	8	17.5%	17.2%	20.2%	18.8%	19.8%
	9	20.2%	18.6%	19.7%	19.6%	20.9%
	10	36.4%	36.0%	28.5%	34.6%	32.9%
	N/A or No Responses	0.1%	0.2%	0.1%	0.2%	0.1%
Unweighted Score		8.36	8.25	8.07	8.30	8.30
% of Respondents Scoring 8 or more		74.1%	71.8%	68.4%	73.0%	73.6%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

52. Asian/Asian British learners gave the highest average (mean) score (8.36) and Mixed/Multiple ethnic group learners the lowest (8.07). There was a small difference between Black/Black British and White learners with Black/Black British learners having a slightly lower average (mean).

Summary Chart 8B: ethnicity by Q9 – average (mean) score
(Overall, how good or bad do you think the provider is?)
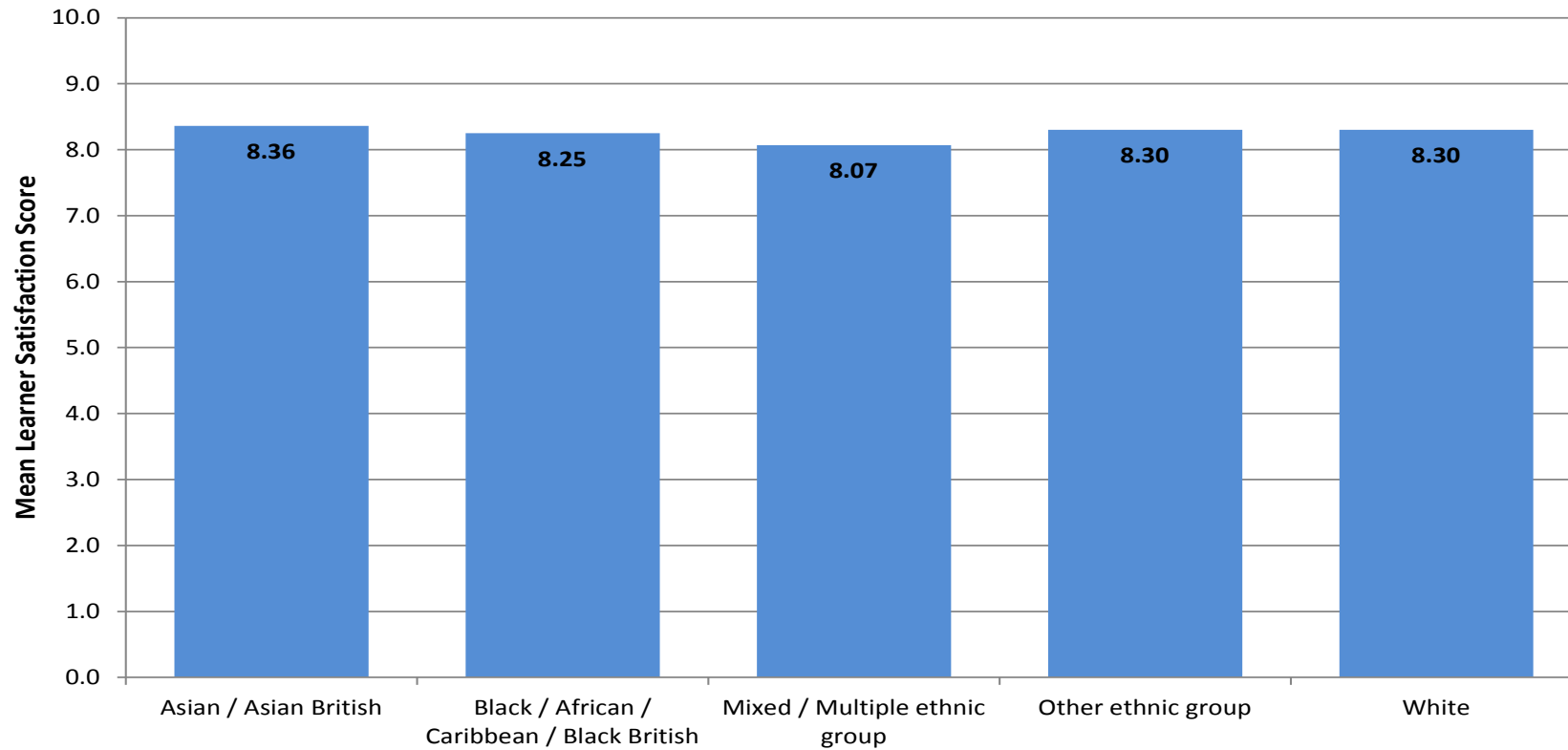
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

53. The percentage who gave a score of 8 or above for Q9 was highest among Asian/Asian British learners and lowest among Mixed/Multiple ethnic group learners. Chart 8C shows a stronger positive response from White learners compared to Black/Black British learners which was less evident from the average (mean) scores.

Summary Chart 8C: ethnicity by Q9 – percentage of respondents scoring 8 or above
(Overall, how good or bad do you think the provider is?)
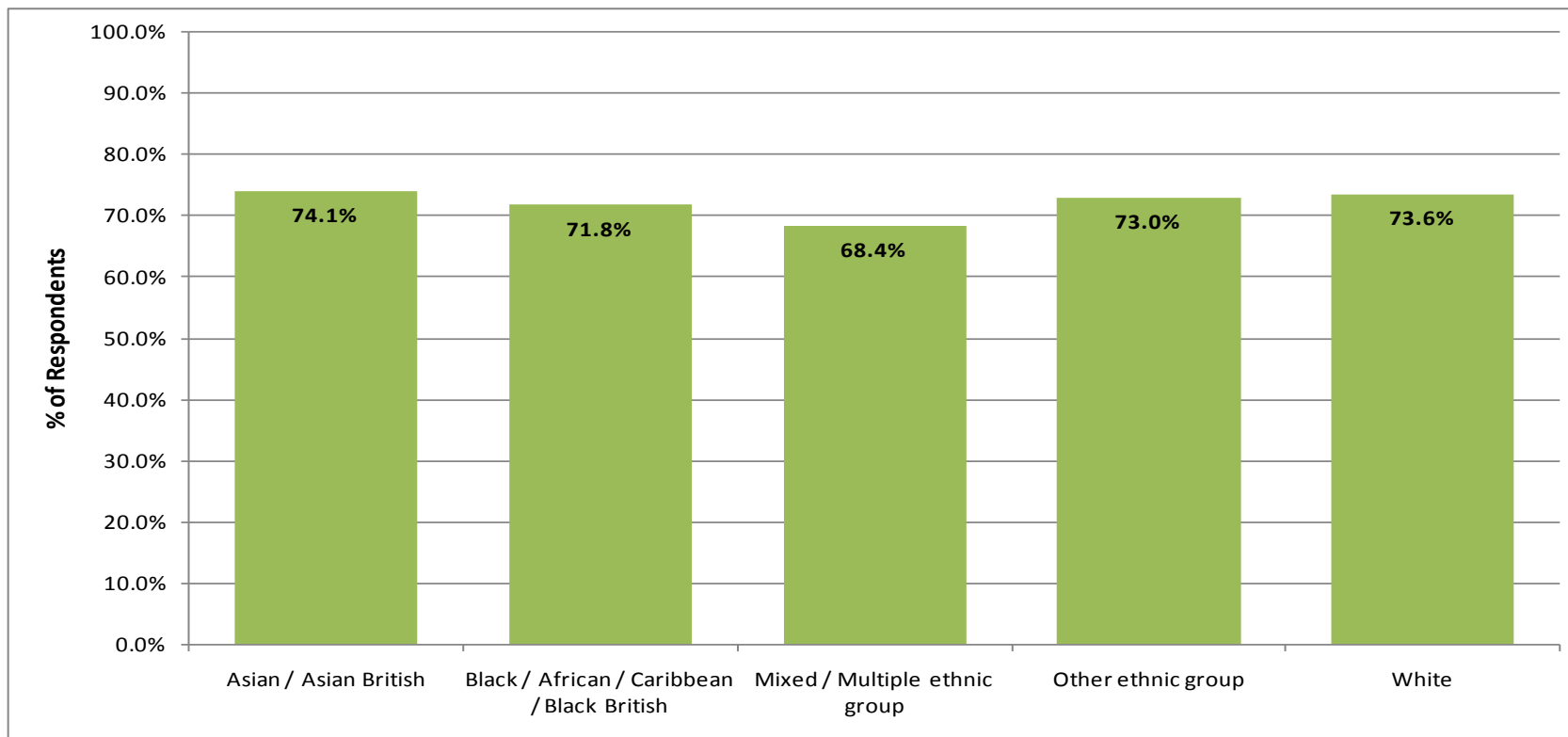
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Learners with Learning Difficulties and or Disabilities

54. Tables 9A and 9B below show average (mean) scores and the percentage of learners giving a score of 8 or above for each of the 9 scoring questions broken down by declared/not declared learning difficulties and/or disabilities.

Table 9A: average (mean) learner satisfaction scores by LDD and question

Mean Scores	Declared with a LLD	Not Declared with a LDD	No Information
Base	65,750	289,306	10,458
Q1. How good or bad was the information you were given when you were choosing your course?	8.07	8.06	7.90
Q2. How good or bad was the help staff gave you in the first few weeks?	8.38	8.35	8.23
Q3. How good or bad is the teaching on your course?	8.44	8.41	8.37
Q4. How good or bad is the respect staff show to you?	8.66	8.70	8.59
Q5. How good or bad is the advice you have been given about what you can do after this course?	7.87	7.84	7.74
Q6. How good or bad is the support you get on this course?	8.49	8.42	8.32
Q7. How good or bad are the college staff at listening to the views of learners?	8.02	8.08	7.89
Q8. How good or bad is the college at acting on the views of learners?	7.86	7.89	7.72
Q9. Overall, how good or bad do you think the college is?	8.30	8.30	8.17

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Table 9B: percentage of respondents scoring 8 or above by LDD and question

% of Respondents Scoring 8 or more	Declared with a LDD	Not Declared with a LDD	No Information
Base	**65,750**	**289,306**	**10,458**
Q1. How good or bad was the information you were given when you were choosing your course?	67.9%	68.6%	64.6%
Q2. How good or bad was the help staff gave you in the first few weeks?	74.4%	74.7%	71.3%
Q3. How good or bad is the teaching on your course?	75.9%	75.7%	74.5%
Q4. How good or bad is the respect staff show to you?	79.8%	81.1%	78.7%
Q5. How good or bad is the advice you have been given about what you can do after this course?	65.0%	64.6%	62.5%
Q6. How good or bad is the support you get on this course?	76.8%	76.0%	73.5%
Q7. How good or bad are the college staff at listening to the views of learners?	68.0%	69.2%	65.0%
Q8. How good or bad is the college at acting on the views of learners?	64.6%	65.2%	61.2%
Q9. Overall, how good or bad do you think the college is?	72.7%	73.6%	70.6%

Source: Learner Satisfaction 2011 to 2012 ; Individualised Learner Record 2011 to 2012

55. The average (mean) scores for those with learning difficulties and/or disabilities were very similar to those without learning difficulties and/or disabilities and show only a slight variation for most questions. The largest variation in scores was for Q6. (How good or bad is the support you get on this course?) with those with learning difficulties and or disabilities scoring higher.

Chart 9A: average (mean) learner satisfaction scores by LDD and question

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

56. Table 9C shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by declared/not declared with learning difficulties and/or disabilities.

Summary Table 9C: breakdown of responses by LDD for Q9
(Overall, how good or bad do you think the provider is?)

Question 9			
LLDD	Declared with a LDD	Not Declared with a LDD	No Information
Number of Responses	**65,750**	**289,306**	**10,458**
0	0.5%	0.4%	0.5%
1	0.3%	0.3%	0.2%
2	0.5%	0.5%	0.6%
3	1.1%	0.9%	1.1%
4	1.7%	1.4%	1.6%
5	5.6%	4.7%	5.4%
6	5.8%	5.6%	6.1%
7	11.6%	12.4%	13.7%
8	17.5%	19.9%	20.7%
9	19.3%	21.0%	20.0%
10	36.0%	32.8%	30.0%
N/A or No Responses	0.1%	0.1%	0.1%
Unweighted Score	8.30	8.30	8.17
% of Respondents Scoring 8 or more	72.7%	73.6%	70.6%

(Response Scale applies to rows 0 through "N/A or No Responses")

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

57. The average (mean) scores for Q9 show no variation at all between learners who are declared LDD and those who are not.

Summary Chart 9B: LLDD by Q 9 – average (mean) score
(Overall, how good or bad do you think the provider is?)

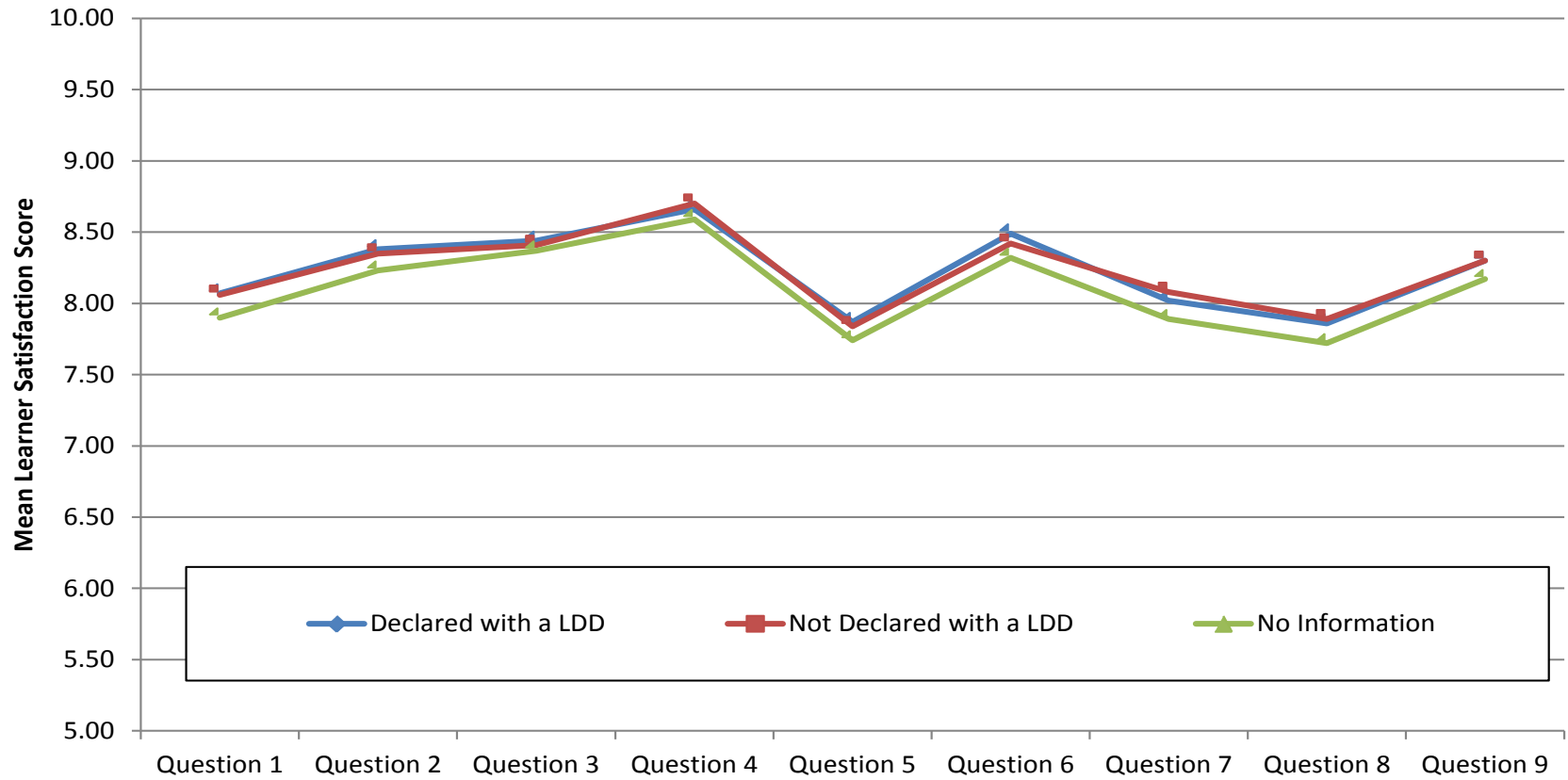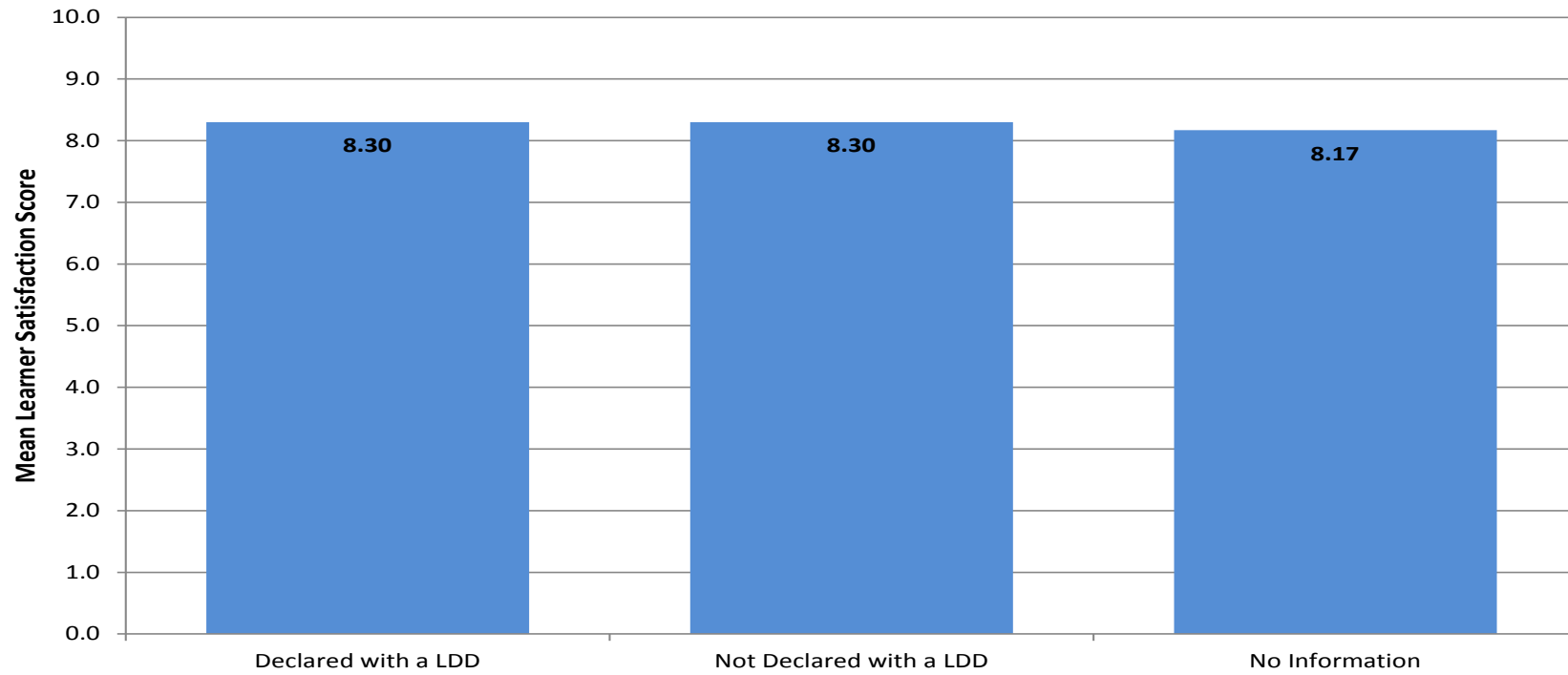Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

58. The percentage who gave a score of 8 or above for Q9 was slightly lower for declared LDD learners.

Summary Chart 9C: LDD by Q 9 – percentage of respondents scoring 8 or above
(Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Breakdown by Disability

59. Table 10A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by disability. The overall average (mean) scores and percentage of respondents scoring 8 or above are also included.

Summary Table 10A: breakdown of responses by disability for Q9
(Overall, how good or bad do you think the provider is?)

		Visual Impairment	Hearing Impairment	Disability Affecting Mobility	Other Physical Disability	Other Medical Condition (for example epilepsy	Emotional/Behavioural Difficulties	Mental health difficulty	Temporary Disability After Illness (for example post-viral) or	Profound Complex Disabilities	Aspergers Syndrome	Multiple Disabilities	Other	Not Known/Information Not Provided
Disability														
Number of Responses		**2,175**	**2,460**	**1,909**	**1,385**	**10,502**	**2,998**	**2,228**	**181**	**175**	**1,814**	**2,198**	**7,463**	**30,788**
Response Scale	0	0.5%	0.5%	0.3%	0.5%	0.4%	0.6%	0.6%	0.0%	0.0%	0.4%	0.6%	0.4%	0.5%
	1	0.3%	0.3%	0.4%	0.2%	0.3%	0.5%	0.2%	0.6%	0.0%	0.5%	0.3%	0.4%	0.4%
	2	0.7%	0.3%	0.5%	0.6%	0.5%	0.8%	0.3%	0.6%	1.2%	0.7%	0.3%	0.4%	0.6%
	3	0.4%	1.0%	0.8%	1.0%	0.9%	1.7%	1.0%	1.1%	0.6%	1.1%	0.6%	1.0%	1.2%
	4	1.0%	1.5%	1.2%	1.2%	1.6%	1.9%	1.3%	0.6%	1.2%	1.8%	1.3%	1.7%	1.9%
	5	5.3%	5.2%	4.7%	5.1%	4.9%	6.8%	4.6%	8.0%	3.5%	6.7%	4.6%	5.8%	5.8%
	6	5.8%	4.4%	4.3%	4.6%	5.9%	6.2%	4.8%	2.8%	1.8%	5.5%	4.1%	5.8%	6.2%
	7	10.7%	11.0%	9.4%	11.0%	11.8%	11.9%	9.5%	14.8%	7.6%	13.9%	8.2%	11.8%	12.1%
	8	15.9%	16.5%	12.6%	15.4%	19.3%	18.3%	16.0%	17.6%	10.5%	19.1%	14.4%	16.7%	17.8%
	9	20.6%	18.7%	18.1%	19.2%	20.0%	16.1%	18.9%	17.0%	17.0%	19.5%	17.7%	18.7%	19.7%
	10	38.7%	40.5%	47.3%	41.1%	34.3%	35.2%	42.7%	36.9%	56.7%	30.7%	46.8%	37.2%	33.8%
	N/A or No Responses	0.1%	0.1%	0.3%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	1.0%	0.1%	0.1%
Unweighted Score		8.44	8.46	8.63	8.47	8.31	8.13	8.53	8.31	8.94	8.12	8.65	8.32	8.22
% of Respondents Scoring 8 or more		75.3%	75.8%	78.2%	75.8%	73.7%	69.7%	77.7%	71.6%	84.2%	69.4%	79.7%	72.7%	71.4%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

60. The average (mean) scores for Q9 varied depending on the type of disability. Learners with profound complex disabilities gave the highest average (mean) score (8.94) and those with Asperger's Syndrome (8.12) and emotional/behavioural difficulties (8.13) the lowest. The number of respondents with profound complex disabilities was relatively small (175) but sufficient to be within tolerance for the learner satisfaction survey and therefore the results can be regarded as relatively robust.
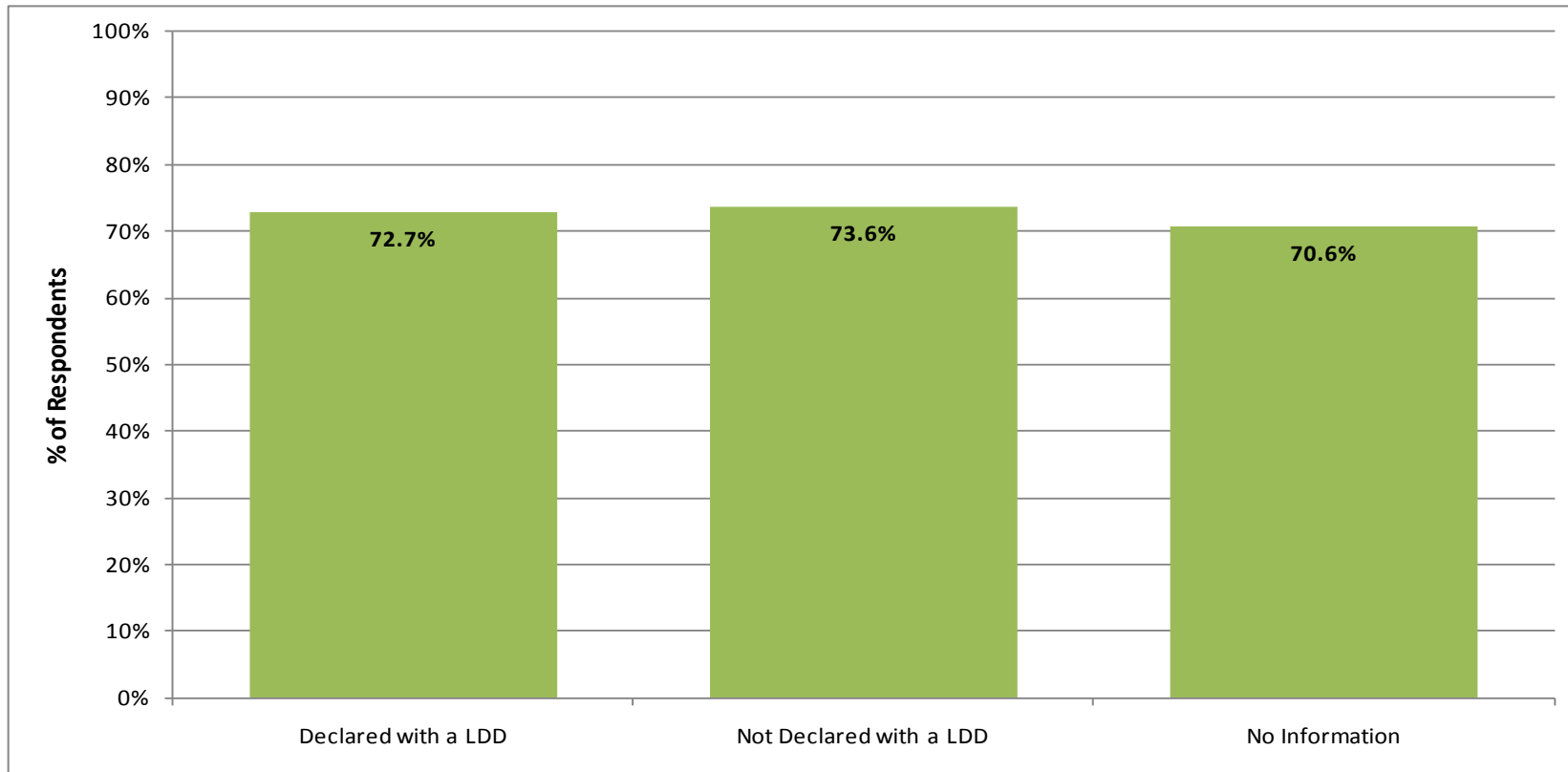
Summary chart 10A: disability by Q9 – average (mean) score (Overall, how good or bad do you think the provider is?)
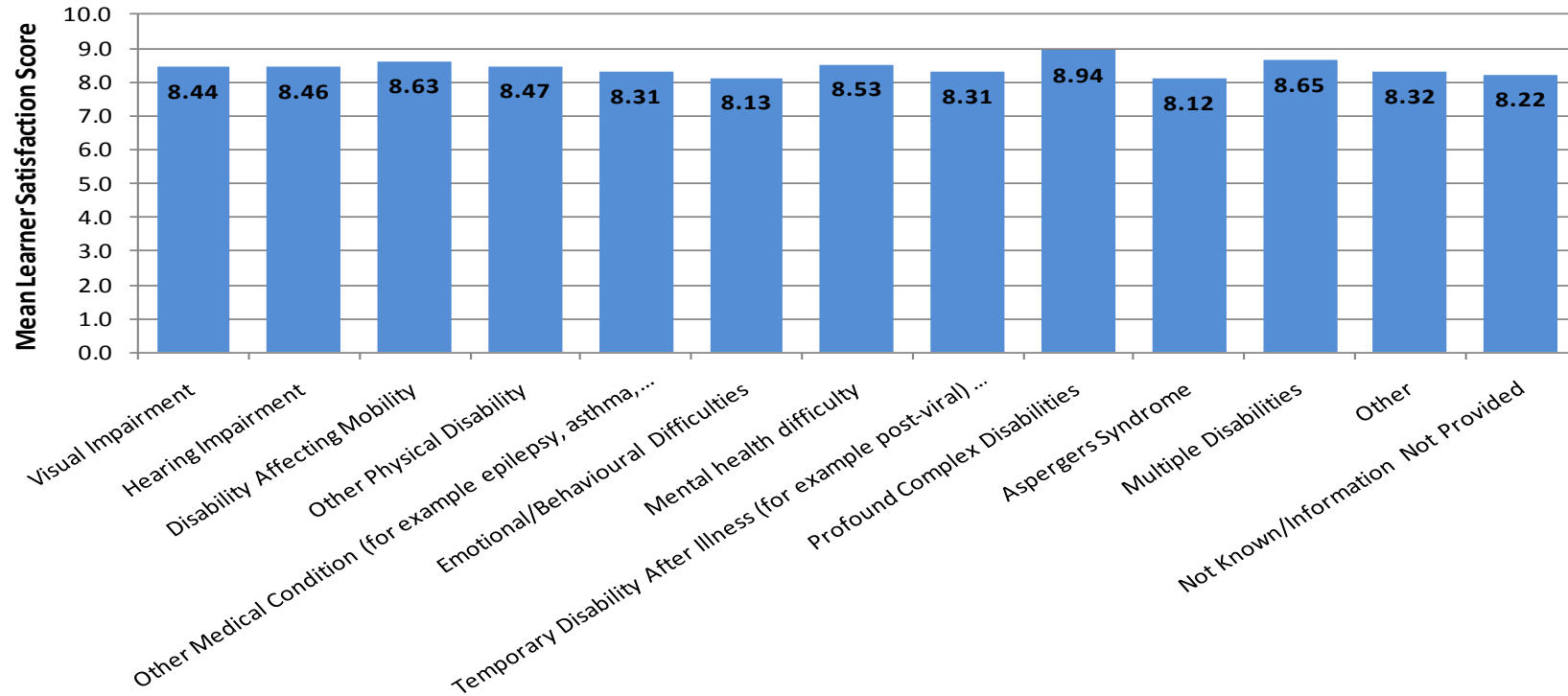
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

61. The percentage of learners who gave a score of 8 or above for Q9 varied depending on the type of disability. Learners with profound complex disabilities had the highest percentage (84.2%) and those with Asperger's Syndrome (69.4%) and emotional/behavioural difficulties (69.7%) the lowest.

Summary Chart 10B: disability by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Breakdown by Learning Difficulty

62. Table 11A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by learning difficulty. The overall average (mean) scores and percentage of respondents scoring 8 or above are also shown.

63.

Summary Table 11A: breakdown of responses by disability for Q9
(Overall, how good or bad do you think the provider is?)

	Question 9								
Disability	**Moderate Learning Difficulty**	**Severe Learning Difficulty**	**Dyslexia**	**Dyscalculia**	**Other Specific Learning Difficulty**	**Autism Spectrum Disorder**	**Multiple Learning Difficulties**	**Other**	**Not Known/Information Not Provided**
Number of Responses	**12,018**	**1,139**	**17,599**	**525**	**1,972**	**2,137**	**1,799**	**7,841**	**20,720**
Response Scale — 0	0.4%	0.2%	0.6%	0.4%	0.7%	0.7%	0.2%	0.5%	0.4%
1	0.4%	0.5%	0.4%	0.8%	0.4%	0.4%	0.3%	0.4%	0.3%
2	0.5%	0.3%	0.6%	0.4%	0.5%	0.4%	0.4%	0.4%	0.5%
3	0.9%	0.8%	1.3%	0.8%	1.4%	1.0%	0.8%	1.2%	1.0%
4	1.5%	1.1%	1.9%	2.9%	1.8%	2.1%	2.1%	1.7%	1.6%
5	4.8%	4.2%	6.6%	5.5%	5.0%	6.0%	6.2%	5.8%	5.1%
6	4.5%	2.4%	7.0%	5.7%	6.5%	5.6%	6.2%	5.8%	5.6%
7	8.4%	5.7%	13.2%	11.8%	13.3%	12.2%	9.9%	13.1%	11.9%
8	13.5%	12.6%	18.8%	22.5%	18.7%	16.2%	13.8%	18.2%	18.8%
9	17.9%	14.5%	19.9%	17.5%	18.5%	17.7%	16.7%	19.5%	20.3%
10	47.1%	57.4%	29.5%	31.8%	33.3%	37.7%	42.4%	33.3%	34.4%
N/A or No Responses	0.1%	0.4%	0.1%	0.0%	0.0%	0.1%	1.1%	0.1%	0.1%
Unweighted Score	8.61	8.92	8.06	8.15	8.19	8.28	8.42	8.22	8.31
% of Respondents Scoring 8 or more	78.7%	84.8%	68.3%	71.8%	70.5%	71.7%	73.6%	71.1%	73.6%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

64. The average (mean) scores for Q9 varied depending on the type of learning difficulty. Learners with severe learning difficulties gave the highest average (mean) score (8.92) and those with Dyslexia (8.06) the lowest.

Summary Chart 11A: learning difficulty by Q9 – average (mean) score
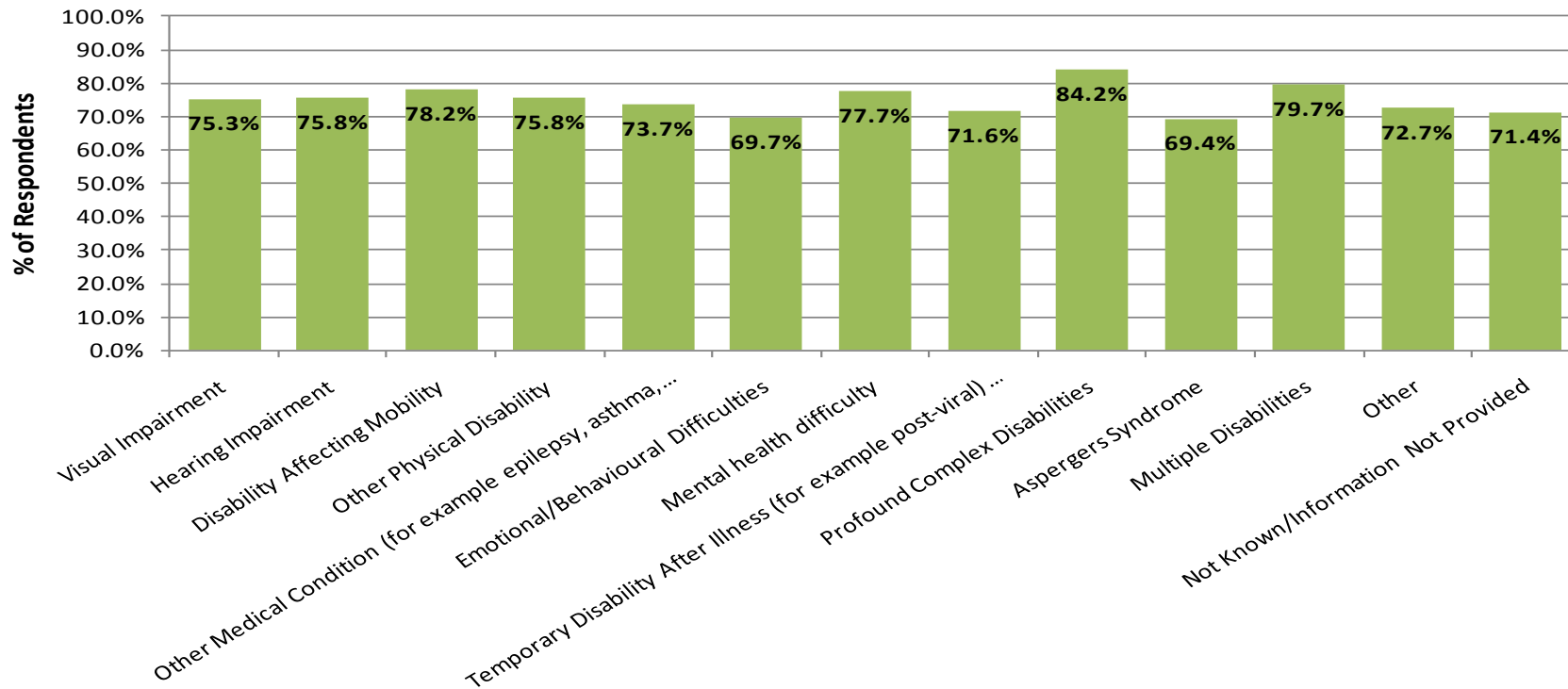**(Overall, how good or bad do you think the provider is?)**
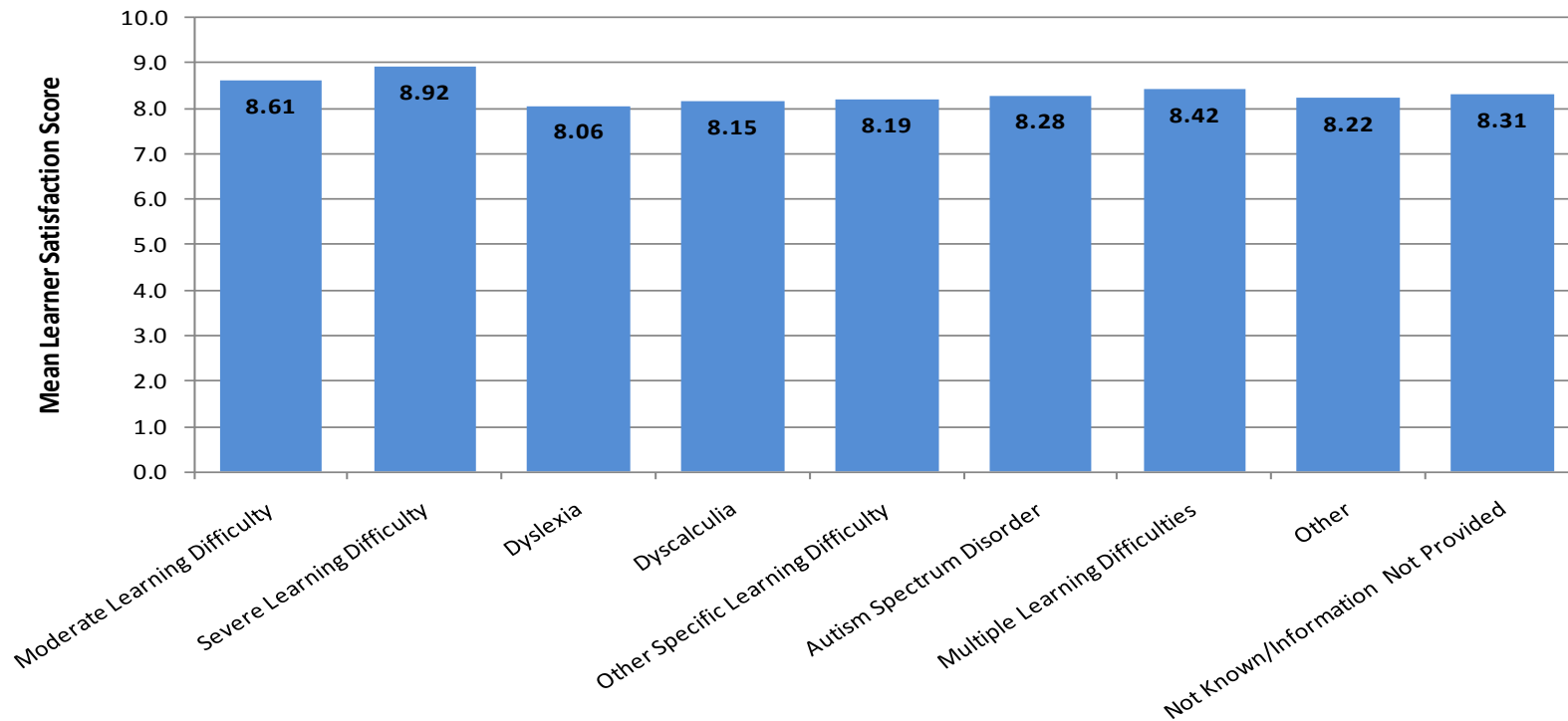
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

65. The percentage of learners who gave a score of 8 or above for Q9 varied depending on the type of learning difficulty. Learners with severe learning difficulties had the highest percentage (84.8%) and those with Dyslexia (68.3%) the lowest.

Summary Chart 11B: learning difficulty by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction 2011 2012; Individualised Learner Record 2011 to 2012

Age and gender

66. Table 12A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by age band and gender. The overall average (mean) scores and percentage of respondents scoring 8 or above are also shown.

Summary table 12A: breakdown of responses by age band and gender for Q9
(Overall, how good or bad do you think the provider is?)

		Question 9											
		16-18		19-24		25-34		35-44		45-59		60+	
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Number of Responses		94,066	107,773	31,911	29,220	26,219	14,159	21,840	9,816	16,659	9,027	2,720	2,104
Response Scale	0	0.4%	0.7%	0.2%	0.5%	0.1%	0.3%	0.2%	0.2%	0.2%	0.1%	0.0%	0.0%
	1	0.3%	0.4%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	*	*
	2	0.6%	0.7%	0.5%	0.5%	0.3%	0.3%	0.2%	0.3%	0.2%	0.2%	*	0.2%
	3	1.2%	1.2%	0.9%	1.0%	0.5%	0.6%	0.4%	0.6%	0.5%	0.3%	0.4%	0.3%
	4	2.0%	1.9%	1.2%	1.5%	0.8%	0.7%	0.7%	0.5%	0.7%	0.7%	0.6%	0.5%
	5	6.3%	6.1%	4.1%	4.5%	3.0%	2.7%	2.6%	2.3%	2.5%	2.0%	1.9%	2.1%
	6	7.4%	7.3%	4.5%	5.0%	3.4%	3.2%	2.8%	2.4%	2.7%	2.5%	2.6%	1.9%
	7	14.7%	15.7%	9.8%	11.8%	8.3%	8.4%	7.6%	7.1%	7.2%	6.5%	5.4%	6.0%
	8	21.3%	23.0%	16.3%	19.4%	15.1%	16.5%	15.0%	14.8%	14.8%	15.0%	13.3%	15.0%
	9	21.4%	20.4%	20.3%	20.6%	20.7%	21.7%	20.0%	21.0%	18.9%	20.7%	19.1%	20.9%
	10	24.4%	22.6%	41.9%	34.8%	47.5%	45.1%	50.2%	50.3%	51.9%	51.4%	56.0%	52.7%
	N/A or No Responses	0.0%	0.0%	0.1%	0.1%	0.2%	0.3%	0.2%	0.4%	0.3%	0.4%	0.4%	0.2%
Unweighted Score		7.99	7.90	8.57	8.35	8.82	8.78	8.91	8.94	8.94	8.99	9.09	9.05
% of Respondents Scoring 8 or more		67.2%	65.9%	78.5%	74.8%	83.3%	83.3%	85.1%	86.1%	85.6%	87.1%	88.4%	88.6%

Source: Learner Satisfaction 2011 to 2012 ;Individualised Learner Record 2011 to 2012

*Figures suppressed due to low numbers in accordance with data protection procedures

67. Among learners aged under 35, average (mean) scores for females were higher than those for males, with the greatest difference within the 19-24 age band. Males within the 35-44 and 45-59 age bands gave slightly higher average (mean) scores than females but among those aged 60 and over, males gave a slightly lower average (mean) score than females.
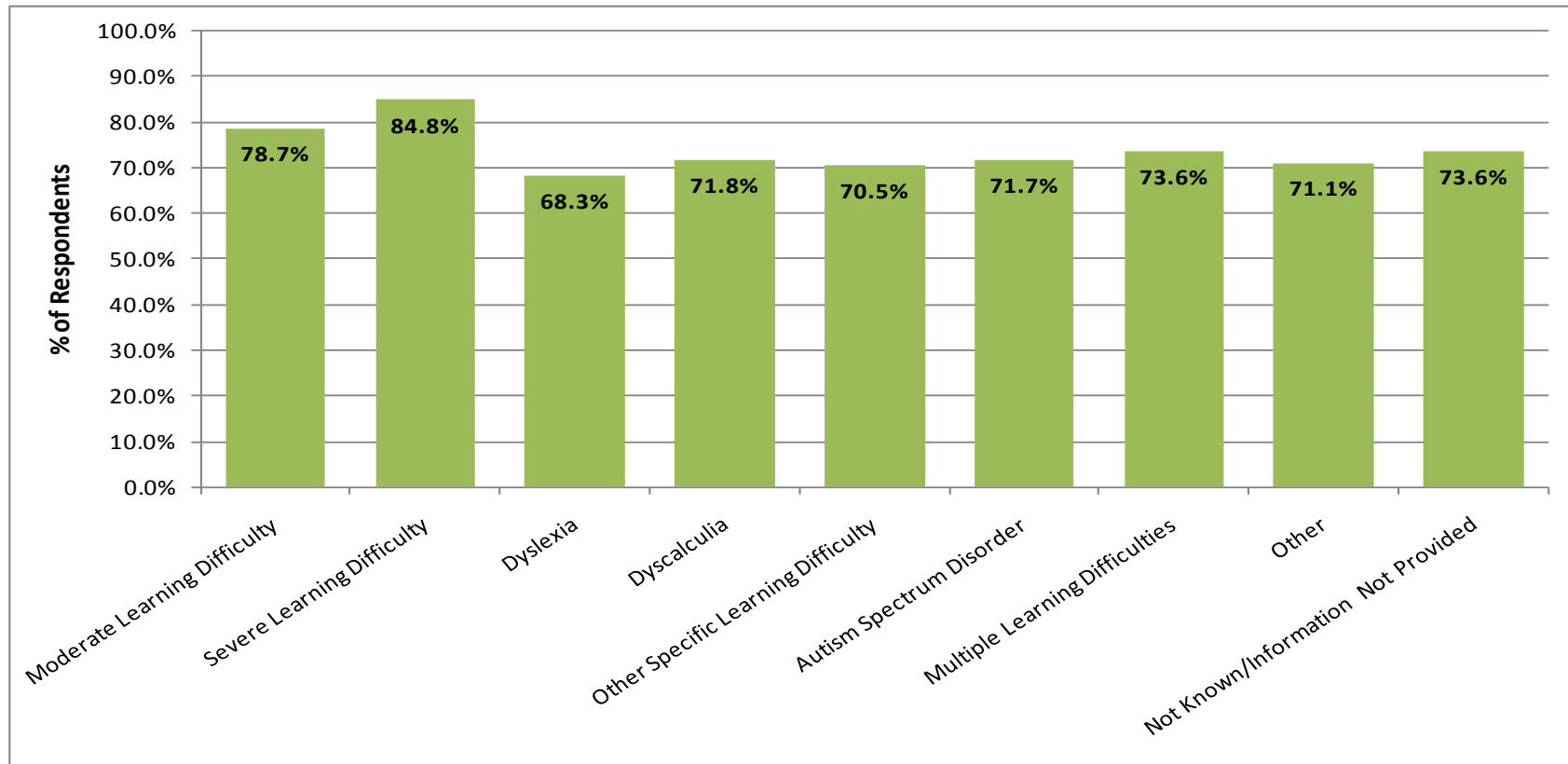
**Summary chart 12A: age band and gender by Q9 average (mean) score
(Overall, how good or bad do you think the provider is?)**
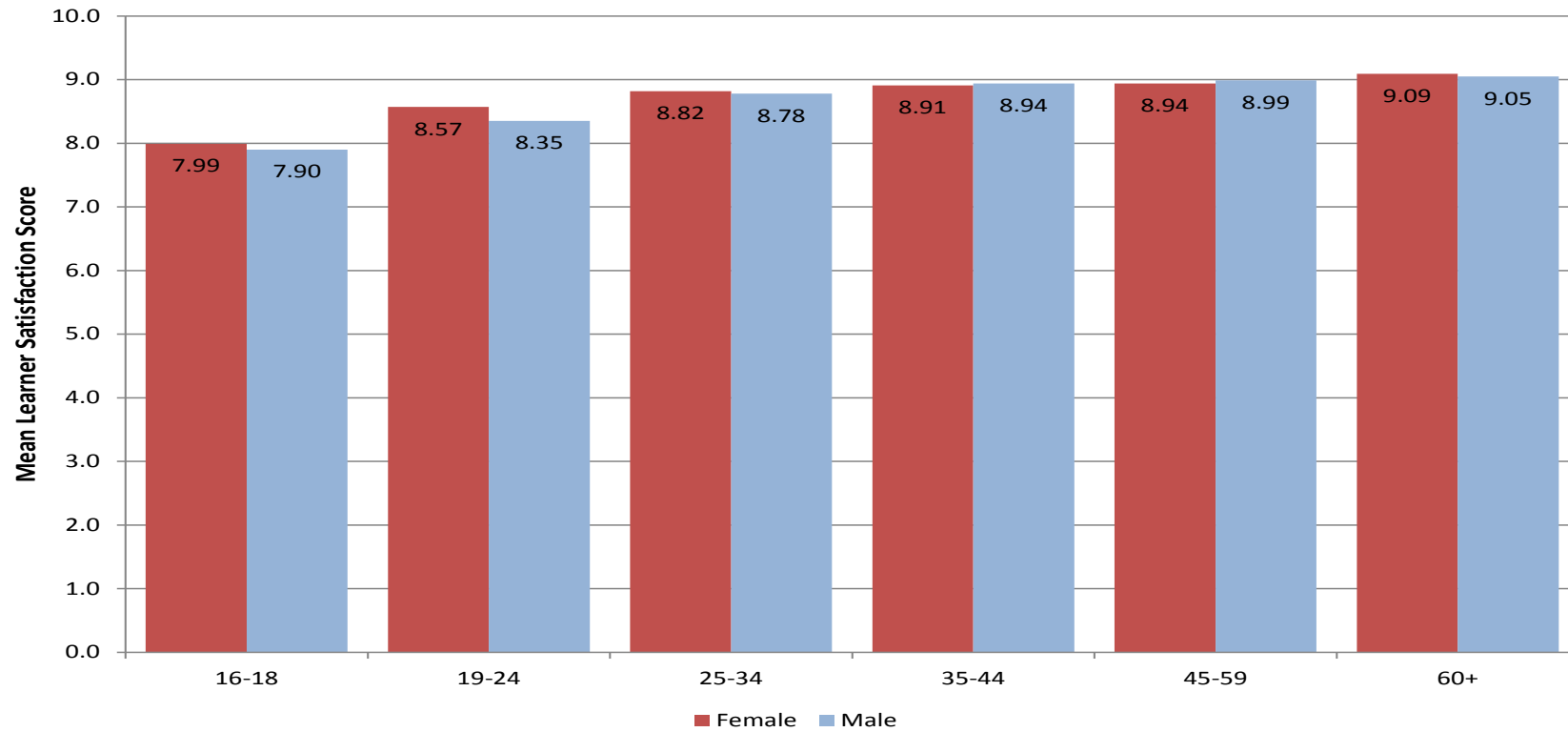
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

68. For learners aged under 25, the percentage of females giving a score of 8, 9 or 10 was higher than that of males, particularly among those aged 19-24. A slightly higher proportion of males than females in each of the age bands above 25 gave scores of 8 or above.

Summary chart 12B: age band and gender by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)
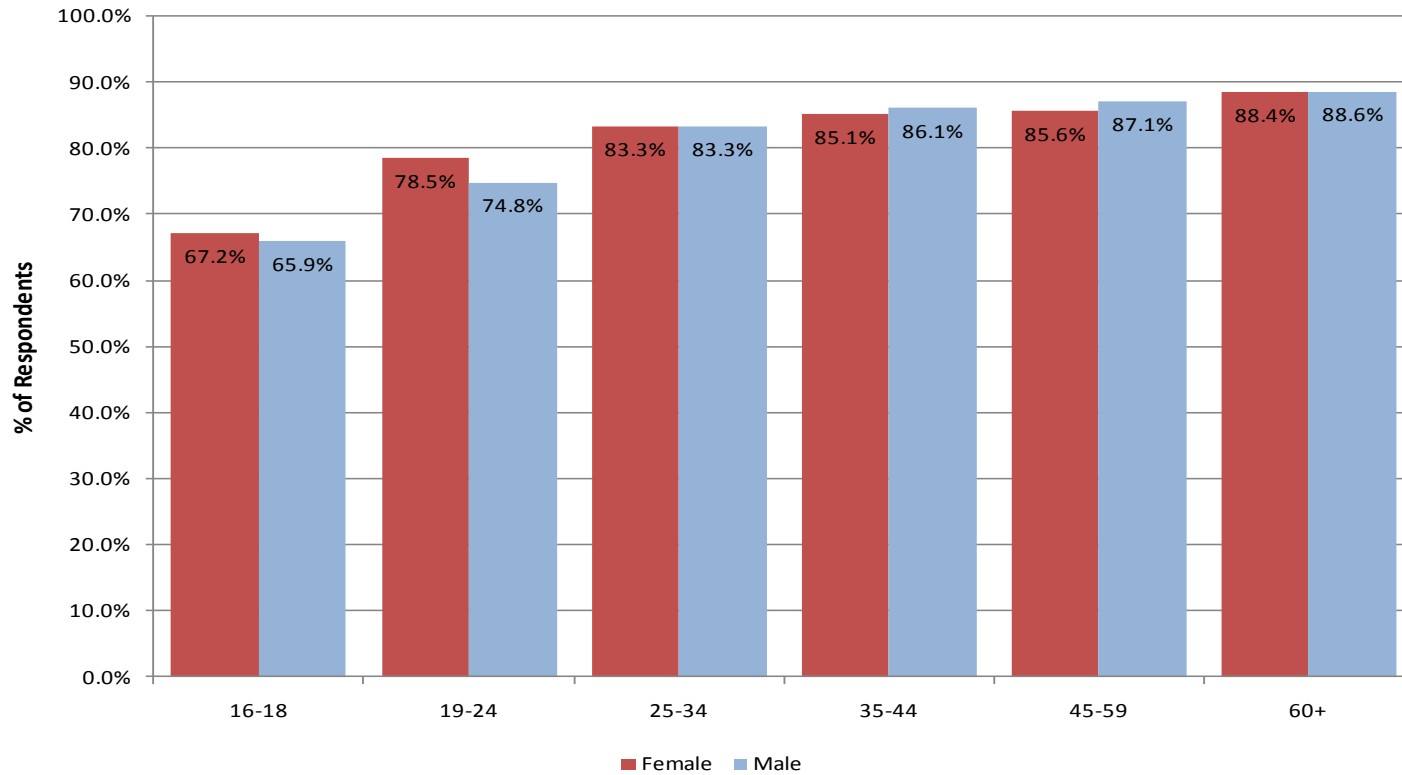
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Age and ethnicity

69. Table 13A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by age band and ethnicity. The overall average (mean) scores and percentage of respondents scoring 8 or above are also shown.

Summary table 13A (part 1): breakdown of responses by age band and ethnicity for Q9
**(Overall, how good or bad do you think the provider is?)**

Response Scale		Question 9														
		35-44					**45-59**					**60+**				
		Asian / Asian British	Black / African / Caribbean / Black	Mixed / Multiple ethnic group	Other ethnic group	White	Asian / Asian British	Black / African / Caribbean / Black	Mixed / Multiple ethnic group	Other ethnic group	White	Asian / Asian British	Black / African / Caribbean / Black	Mixed / Multiple ethnic group	Other ethnic group	White
Number of Responses		4,100	3,368	673	1,636	21,879	2,079	1,985	360	894	20,368	238	159	29	147	4,251
	0	0.2%	0.2%	0.0%	*	0.2%	*	*	0.3%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	1	0.2%	*	*	*	0.2%	*	*	*	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	*
	2	0.2%	*	0.0%	0.4%	0.3%	0.3%	*	0.6%	*	0.2%	0.0%	*	0.0%	0.0%	0.2%
	3	0.3%	0.4%	*	0.7%	0.5%	*	0.3%	*	0.7%	0.5%	0.0%	0.0%	*	*	0.4%
	4	0.9%	0.8%	*	0.9%	0.6%	0.5%	0.8%	*	1.0%	0.7%	*	*	0.0%	*	0.5%
	5	2.2%	2.5%	2.5%	3.5%	2.5%	2.2%	2.8%	*	3.9%	2.2%	2.9%	*	0.0%	6.8%	1.8%
	6	2.5%	2.8%	4.0%	4.4%	2.5%	2.6%	2.6%	2.5%	3.0%	2.6%	*	*	0.0%	3.4%	2.4%
	7	7.2%	7.2%	7.4%	8.8%	7.4%	7.2%	6.9%	6.7%	7.7%	6.9%	5.9%	3.1%	*	3.4%	5.9%
	8	14.2%	13.5%	16.5%	17.3%	15.0%	14.7%	14.5%	14.4%	15.3%	14.9%	10.9%	10.7%	*	14.3%	14.4%
	9	20.6%	20.6%	21.8%	19.1%	20.2%	20.5%	19.7%	20.3%	19.2%	19.4%	23.5%	20.8%	*	16.3%	19.8%
	10	51.1%	51.8%	46.8%	44.2%	50.4%	51.1%	51.4%	50.6%	48.3%	52.0%	54.6%	59.1%	75.9%	53.1%	54.3%
	N/A or No Responses	0.3%	*	0.0%	0.4%	0.3%	0.4%	0.6%	*	*	0.3%	*	*	0.0%	0.0%	0.3%
Unweighted Score		8.95	8.96	8.88	8.68	8.92	8.97	8.94	8.92	8.81	8.97	9.14	9.20	9.45	8.80	9.07
% of Respondents Scoring 8 or more		86.0%	85.8%	85.1%	80.6%	85.6%	86.3%	85.6%	85.3%	82.9%	86.3%	89.1%	90.6%	93.1%	83.7%	88.5%

Source: Learner Satisfaction 2011 to 2012 & Individualised Learner Record 2011 to 2012
*Figures suppressed due to low numbers in accordance with data protection procedures

70. The base numbers of responses within the 60+ age group are comparatively low and therefore less robust. The number of responses within the age 60+ Mixed/Multiple ethnic group is too low to produce reliable results.

Summary table 13A (part 2): breakdown of responses by age band and ethnicity for Q9
### (Overall, how good or bad do you think the provider is?)

		Question 9														
		16-18					19-24					25-34				
		Asian / Asian British	Black / African / Caribbean / Black	Mixed / Multiple ethnic group	Other ethnic group	White	Asian / Asian British	Black / African / Caribbean / Black	Mixed / Multiple ethnic group	Other ethnic group	White	Asian / Asian British	Black / African / Caribbean / Black	Mixed / Multiple ethnic group	Other ethnic group	White
Number of Responses		12,356	7,564	5,512	4,429	171,978	4,656	3,239	1,607	1,608	50,021	4,660	3,503	1,074	1,900	29,241
Response Scale	0	0.8%	1.0%	0.7%	0.5%	0.5%	0.4%	0.5%	0.4%	0.4%	0.3%	0.3%	0.2%	*	*	0.2%
	1	0.5%	0.7%	0.4%	0.6%	0.3%	0.3%	0.4%	*	0.4%	0.3%	0.2%	0.3%	*	0.4%	0.2%
	2	0.8%	1.1%	0.5%	0.7%	0.6%	0.5%	0.8%	0.7%	0.9%	0.5%	0.2%	0.3%	*	0.5%	0.3%
	3	1.4%	1.9%	1.4%	1.3%	1.2%	0.9%	1.4%	1.4%	1.1%	0.9%	0.5%	0.5%	*	0.4%	0.6%
	4	2.1%	3.1%	2.5%	2.1%	1.9%	1.6%	1.8%	1.9%	1.8%	1.2%	0.5%	0.9%	0.9%	0.8%	0.7%
	5	7.7%	9.5%	7.6%	6.5%	5.9%	5.2%	6.0%	5.5%	5.1%	4.1%	2.9%	2.9%	3.6%	3.8%	2.8%
	6	7.6%	9.0%	8.5%	7.2%	7.2%	5.1%	6.5%	5.9%	5.7%	4.5%	3.2%	3.7%	3.4%	4.2%	3.2%
	7	15.3%	16.5%	16.9%	16.6%	15.0%	11.5%	12.3%	12.2%	10.8%	10.5%	7.9%	8.5%	8.4%	8.8%	8.4%
	8	20.3%	20.8%	22.5%	21.1%	22.4%	17.5%	17.1%	18.7%	18.6%	17.8%	14.3%	15.0%	15.7%	16.9%	15.8%
	9	19.4%	16.0%	19.7%	19.7%	21.2%	20.3%	19.8%	18.6%	18.4%	20.6%	21.2%	20.3%	20.0%	21.1%	21.1%
	10	24.1%	20.3%	19.3%	23.5%	23.7%	36.6%	33.3%	34.3%	36.6%	39.2%	48.6%	47.3%	46.8%	42.6%	46.5%
	N/A or No Responses	*	*	0.0%	*	0.0%	*	0.2%	*	*	0.1%	0.3%	0.2%	*	*	0.2%
Unweighted Score		7.84	7.52	7.73	7.89	7.98	8.37	8.18	8.23	8.30	8.51	8.87	8.79	8.79	8.65	8.81
% of Respondents Scoring 8 or more		63.8%	57.2%	61.5%	64.4%	67.3%	74.4%	70.2%	71.7%	73.6%	77.6%	84.1%	82.6%	82.6%	80.6%	83.4%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

*Figures suppressed due to low numbers in accordance with data protection procedures

71. There was some variation in average (mean) scores for Q9 (Overall, how good or bad do you think the provider is?) within each age band according to ethnic group. Within most age bands, Asian/Asian British and White learners tended to give higher average (mean) scores than other ethnic groups. Among those aged under 25, Black/Black British learners were the least positive whereas among those aged over 25, it was those belonging to other ethnic groups who gave the lowest scores.

**Summary chart 13A: age band and ethnicity by Q9 – average (mean) score
(Overall, how good or bad do you think the provider is?)**
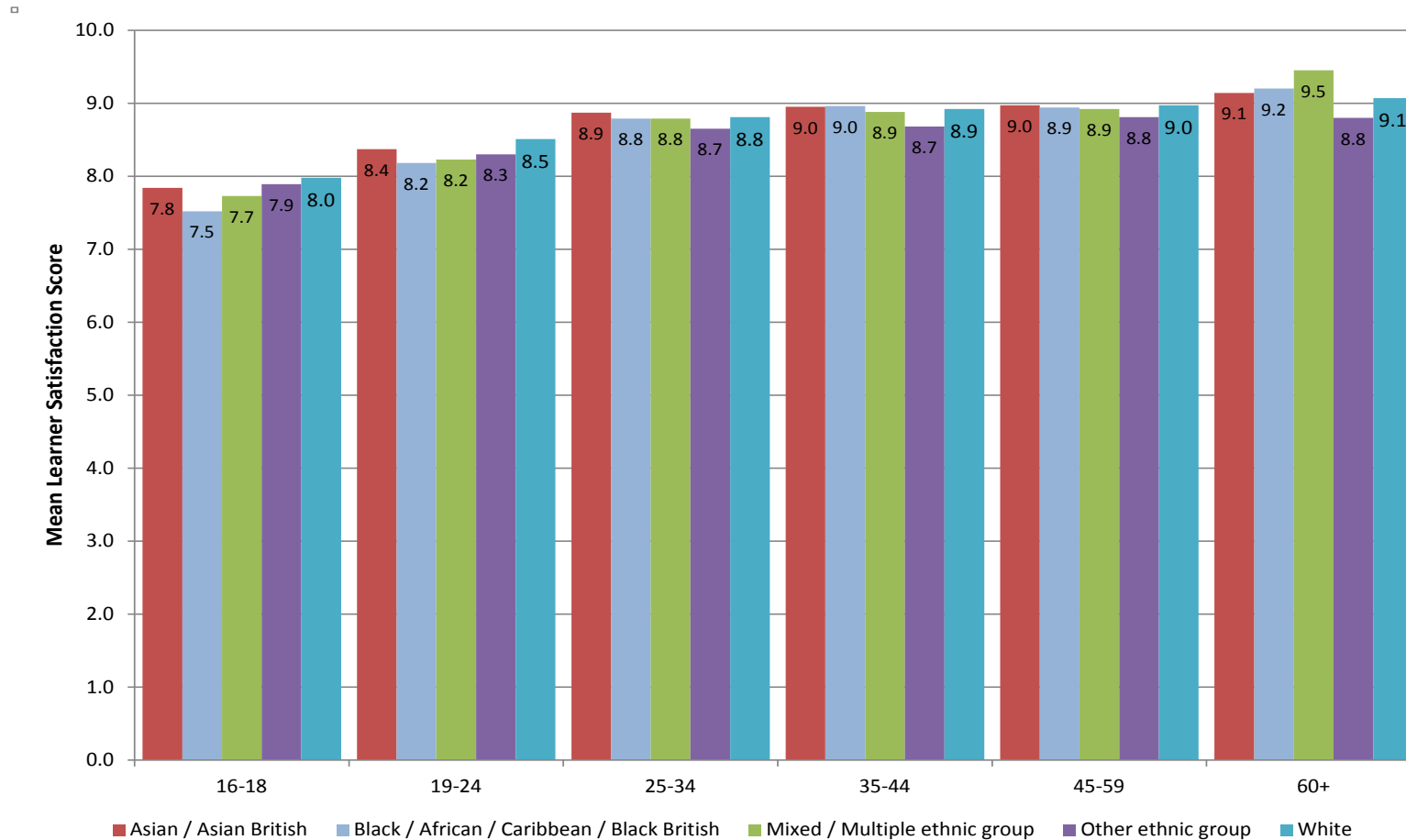
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

72. Within most age bands, Asian/Asian British and White learners tended to have the highest percentage giving a score of 8 or above. For those age under 35, Black/Black British learners were the least likely to give a score of 8 or above and White learners the most likely. For age groups over 25, those belonging to other ethnic groups had the lowest percentage giving a score of 8 or above.

Summary chart 13B: age band and ethnicity by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)
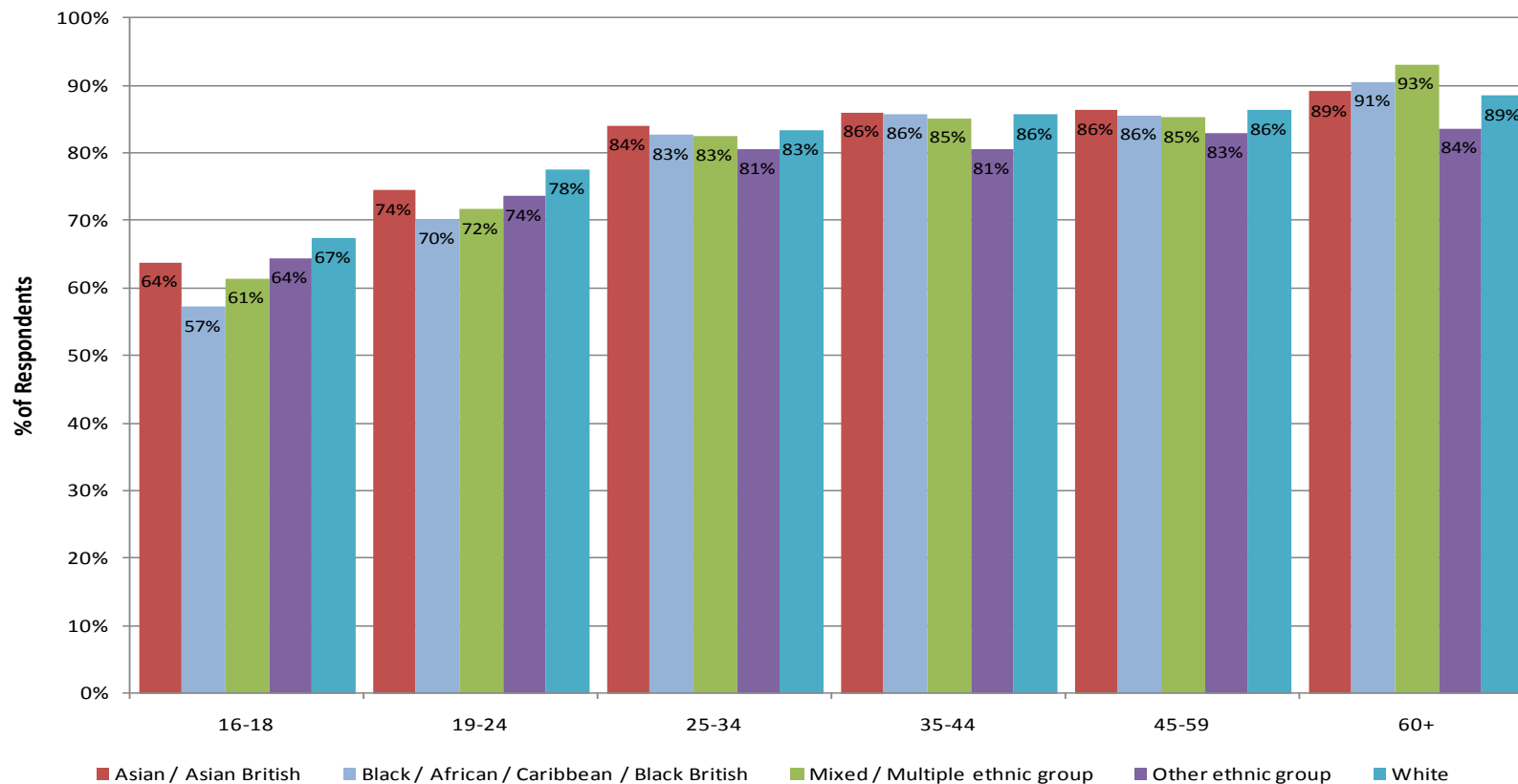
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Age and Learning Difficulties and/or Disabilities

73. Table 14A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by age band and LDD. The overall average (mean) scores and percentage of respondents scoring 8 or above are also shown.

Summary table 14A (part 1): breakdown of responses by age band and LLDD for Q9 (Overall, how good or bad do you think the provider is?)

		Question 9								
		16-18			19-24			25-34		
		Declared with a LDD	Not Declared with a LDD	No Information	Declared with a LDD	Not Declared with a LDD	No Information	Declared with a LDD	Not Declared with a LDD	No Information
Number of Responses		40,755	155,666	5,418	11,271	48,578	1,282	4,801	34,096	1,481
Response Scale	0	0.6%	0.6%	0.7%	0.4%	0.3%	0.5%	0.3%	0.2%	*
	1	0.4%	0.4%	0.2%	0.4%	0.3%	*	0.4%	0.2%	0.4%
	2	0.6%	0.7%	0.6%	0.5%	0.5%	1.2%	0.2%	0.3%	0.5%
	3	1.2%	1.2%	1.4%	1.1%	0.9%	1.3%	0.7%	0.5%	0.5%
	4	2.1%	1.9%	1.9%	1.5%	1.3%	1.6%	1.0%	0.7%	1.5%
	5	6.5%	6.1%	6.9%	5.4%	4.1%	5.1%	3.7%	2.7%	3.2%
	6	7.1%	7.4%	7.8%	4.9%	4.7%	6.4%	3.1%	3.3%	4.2%
	7	13.7%	15.5%	16.9%	9.9%	10.9%	12.9%	8.0%	8.4%	9.7%
	8	19.8%	22.8%	23.8%	14.9%	18.4%	18.8%	13.1%	15.9%	17.2%
	9	20.3%	21.0%	20.6%	17.9%	21.1%	18.1%	18.2%	21.4%	21.1%
	10	27.6%	22.5%	19.4%	43.0%	37.6%	33.5%	50.9%	46.3%	41.5%
	N/A or No Responses	0.0%	0.0%	*	0.2%	0.1%	*	0.4%	0.2%	0.2%
Unweighted Score		8.02	7.93	7.82	8.48	8.47	8.18	8.81	8.81	8.61
% of Respondents Scoring 8 or more		67.7%	66.3%	63.8%	75.8%	77.1%	70.4%	82.2%	83.6%	79.7%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

*Figures suppressed due to low numbers in accordance with data protection procedures

Summary table 14A (part 2): breakdown of responses by age band and LLDD for Q9

(Overall, how good or bad do you think the provider is?)

		Question 9								
		35-44			45-59			60+		
		Declared with a LDD	Not Declared with a LDD	No Information	Declared with a LDD	Not Declared with a LDD	No Information	Declared with a LDD	Not Declared with a LDD	No Information
Number of Responses		3,720	26,687	1,249	4,176	20,710	800	1,027	3,569	228
Response Scale	0	0.3%	0.2%	*	*	0.1%	*	0.0%	0.0%	0.0%
	1	0.2%	0.2%	*	*	0.1%	*	0.0%	*	0.0%
	2	0.3%	0.2%	*	0.2%	0.2%	0.6%	*	*	*
	3	0.3%	0.4%	0.8%	0.5%	0.4%	0.6%	*	0.4%	0.0%
	4	0.9%	0.6%	1.0%	0.7%	0.6%	2.0%	*	0.7%	0.0%
	5	2.8%	2.4%	3.5%	2.4%	2.3%	3.6%	1.8%	1.9%	4.8%
	6	2.7%	2.7%	2.9%	2.2%	2.7%	3.5%	2.1%	2.3%	3.9%
	7	7.0%	7.4%	9.5%	6.0%	7.0%	9.9%	4.5%	6.1%	5.7%
	8	12.9%	15.1%	16.3%	12.5%	15.3%	16.6%	10.8%	14.8%	17.1%
	9	17.8%	20.6%	19.9%	16.5%	20.2%	18.4%	18.0%	20.8%	14.5%
	10	54.6%	49.8%	45.2%	58.3%	50.7%	44.0%	61.1%	52.7%	53.5%
	N/A or No Responses	0.2%	0.3%	*	0.5%	0.4%	*	0.8%	0.2%	0.0%
Unweighted Score		8.96	8.92	8.71	9.08	8.95	8.60	9.22	9.04	8.91
% of Respondents Scoring 8 or more		85.3%	85.6%	81.4%	87.2%	86.2%	79.0%	89.9%	88.3%	85.1%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

*Figures suppressed due to low numbers in accordance with data protection procedures

74. Average (mean) scores were higher among learners with learning difficulties and or disabilities within most age bands, the exception being the 25-34 age group where the average (mean) score for declared LDD learners was equal to the average (mean) for those who do not have learning difficulties and or disabilities.

**Summary chart 14A: age band and LDD by Q9 – average (mean) score
(Overall, how good or bad do you think the provider is?)**

Mean Learner Satisfaction Score	16-18	19-24	25-34	35-44	45-59	60+
Declared with a LDD	8.02	8.48	8.81	8.96	9.08	9.22
Not Declared with a LDD	7.93	8.47	8.81	8.92	8.95	9.04
No Information	7.82	8.18	8.61	8.71	8.60	8.91
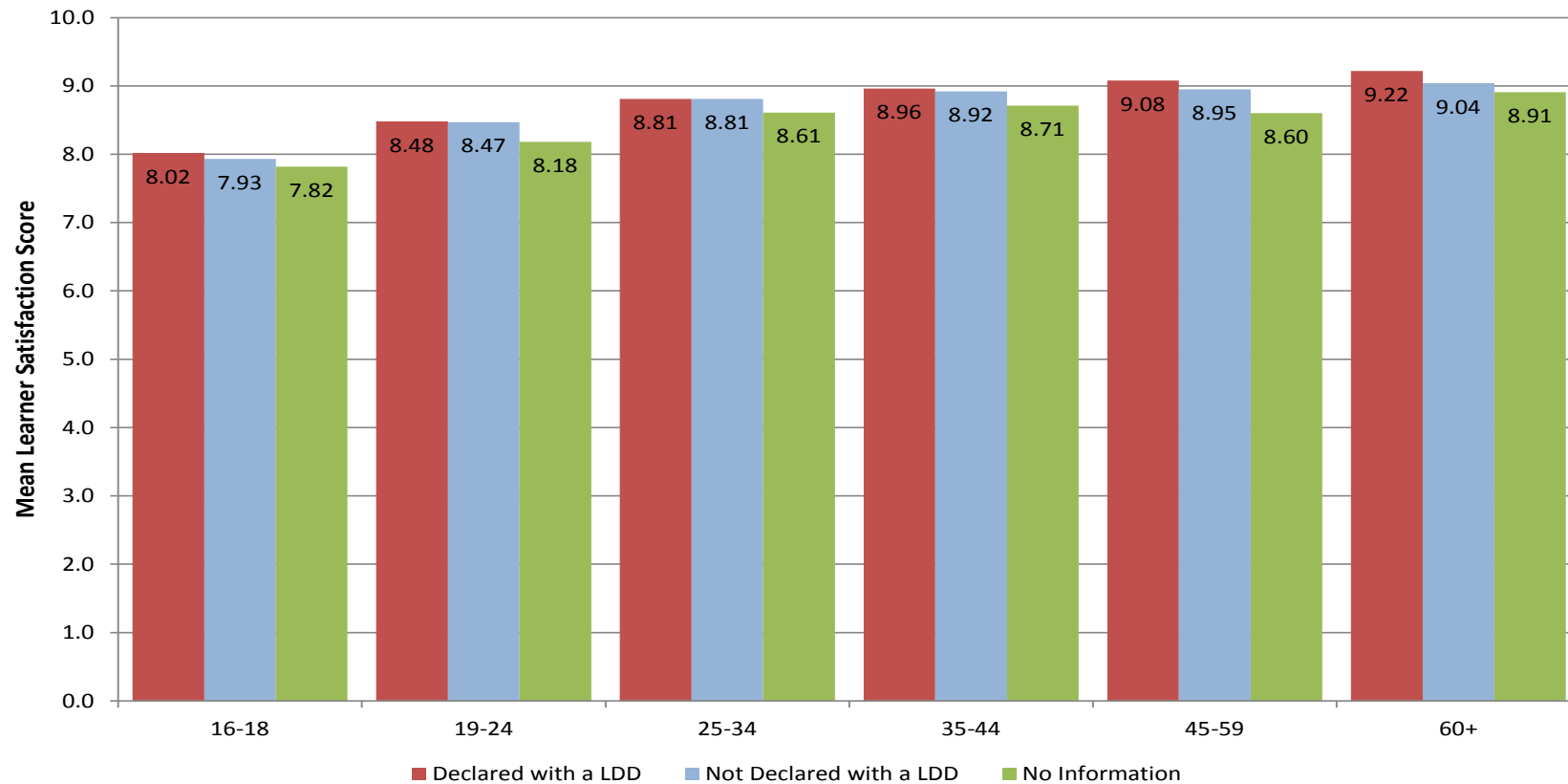
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

75. The percentage giving a score of 8 or above for Q9 showed a slightly different pattern to the average (mean) score breakdowns. The percentages for learners without learning difficulties and/or disabilities in the 19-24 and 25-34 age bands were higher than those for learners with learning difficulties and/or disabilities.

Summary chart 14B: age band and LDD by Q9 – Percentage of Respondents Scoring 8 or above (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Sex and ethnicity

76. Table 15A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by gender and ethnicity. The overall average (mean) scores and percentage of respondents scoring 8 or above are also shown.

Summary table 15A: breakdown of responses by gender and ethnicity for Q9 (Overall, how good or bad do you think the provider is?)

		Question 9									
		Female					Male				
		Asian / Asian British	Black / African / Caribbean / Black British	Mixed / Multiple ethnic group	Other ethnic group	White	Asian / Asian British	Black / African / Caribbean / Black British	Mixed / Multiple ethnic group	Other ethnic group	White
Responses		15,158	11,406	4,845	5,906	156,100	12,931	8,412	4,410	4,708	141,638
Response Scale	0	0.2%	0.4%	0.5%	0.2%	0.3%	0.8%	0.7%	0.6%	0.5%	0.6%
	1	0.2%	0.5%	0.3%	0.3%	0.2%	0.4%	0.3%	0.4%	0.6%	0.3%
	2	0.4%	0.6%	0.5%	0.6%	0.5%	0.7%	0.6%	0.5%	0.7%	0.6%
	3	0.7%	1.1%	1.0%	0.7%	0.9%	1.1%	1.2%	1.2%	1.3%	1.0%
	4	1.3%	1.8%	2.1%	1.3%	1.4%	1.7%	1.9%	2.0%	1.8%	1.5%
	5	4.8%	5.5%	6.1%	4.7%	4.5%	5.8%	6.3%	6.3%	5.7%	4.9%
	6	4.7%	5.4%	6.9%	5.0%	5.4%	5.9%	6.7%	6.8%	6.4%	5.9%
	7	10.6%	10.6%	13.0%	10.9%	11.5%	12.8%	13.3%	15.0%	13.8%	13.3%
	8	16.7%	15.9%	19.0%	18.7%	18.5%	18.4%	19.0%	21.6%	18.9%	21.2%
	9	20.3%	19.1%	19.7%	20.3%	20.9%	20.0%	17.8%	19.8%	18.6%	20.9%
	10	40.0%	38.9%	30.8%	37.1%	35.7%	32.3%	32.0%	25.9%	31.4%	29.7%
	N/A or No Responses	0.2%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	*	0.2%	0.1%
UnWeighted Score		8.52	8.36	8.14	8.44	8.40	8.17	8.11	8.00	8.11	8.19
% of Respondents Scoring 8 or more		77.0%	73.9%	69.5%	76.2%	75.2%	70.7%	68.9%	67.3%	69.0%	71.8%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

*Figures suppressed due to low numbers in accordance with data protection procedures

77. Average (mean) scores for Q9 (Overall, how good or bad do you think the provider is?) were higher for females across all ethnic groups. The greatest difference was among Asian/Asian British learners where the average (mean) for females was 8.52 and the average (mean) for males was 8.17 (difference = 0.35).
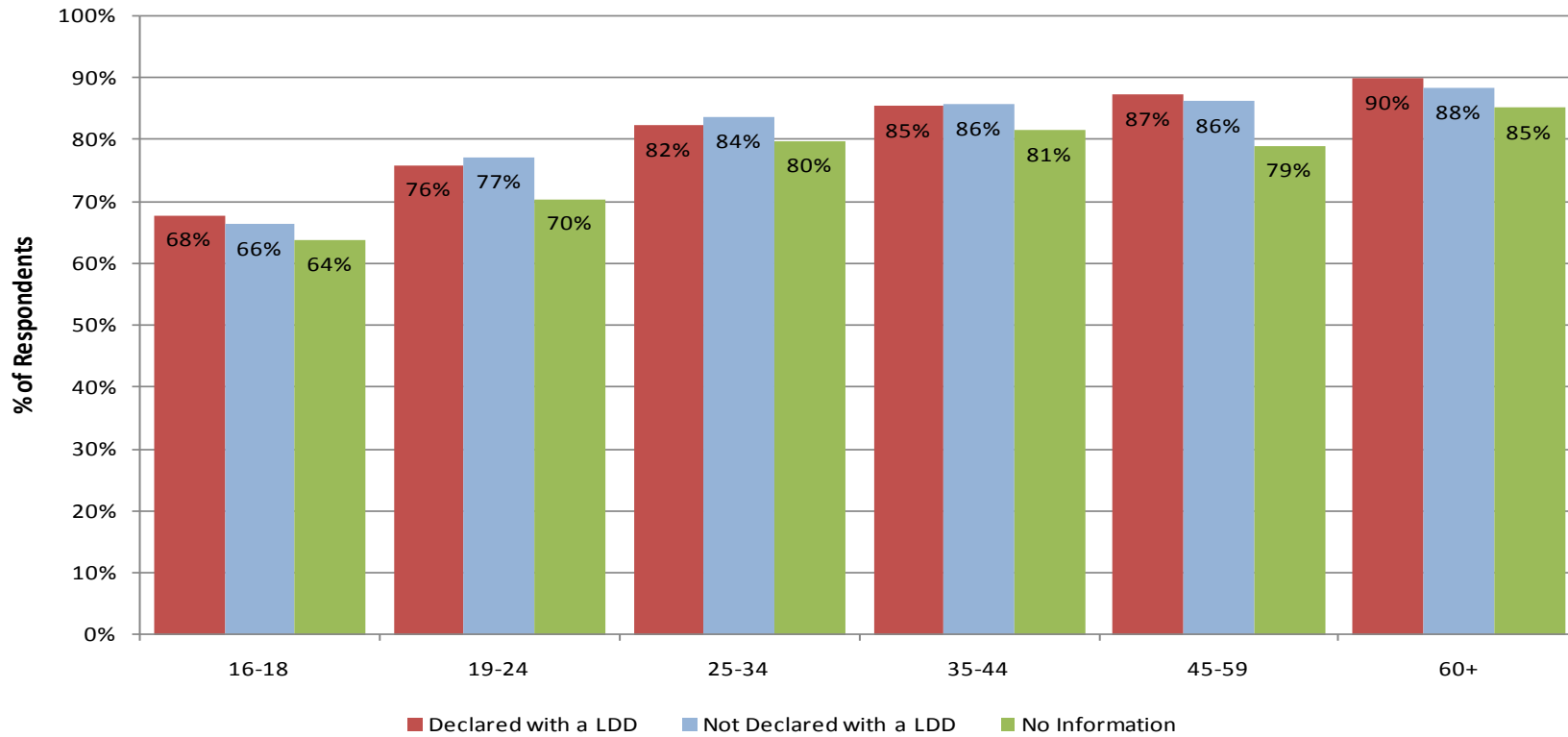
Summary chart 15A: ethnicity and gender by Q9 – average (mean) score (Overall, how good or bad do you think the provider is?)
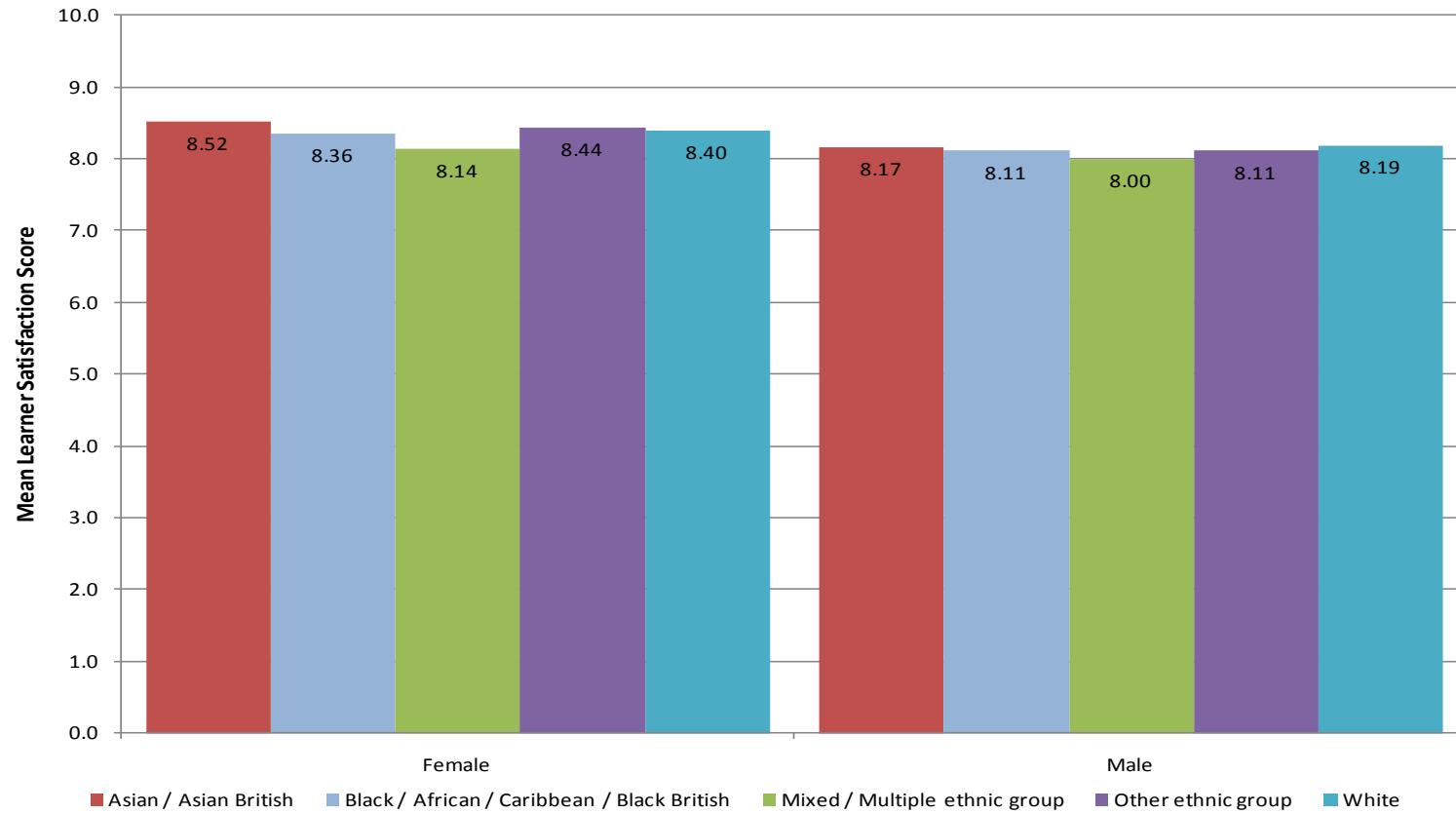
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

78. As with average (mean) scores, the percentage who gave a score of 8 or above was higher for females across all ethnic groups.

Summary chart 15B: ethnicity and gender by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)
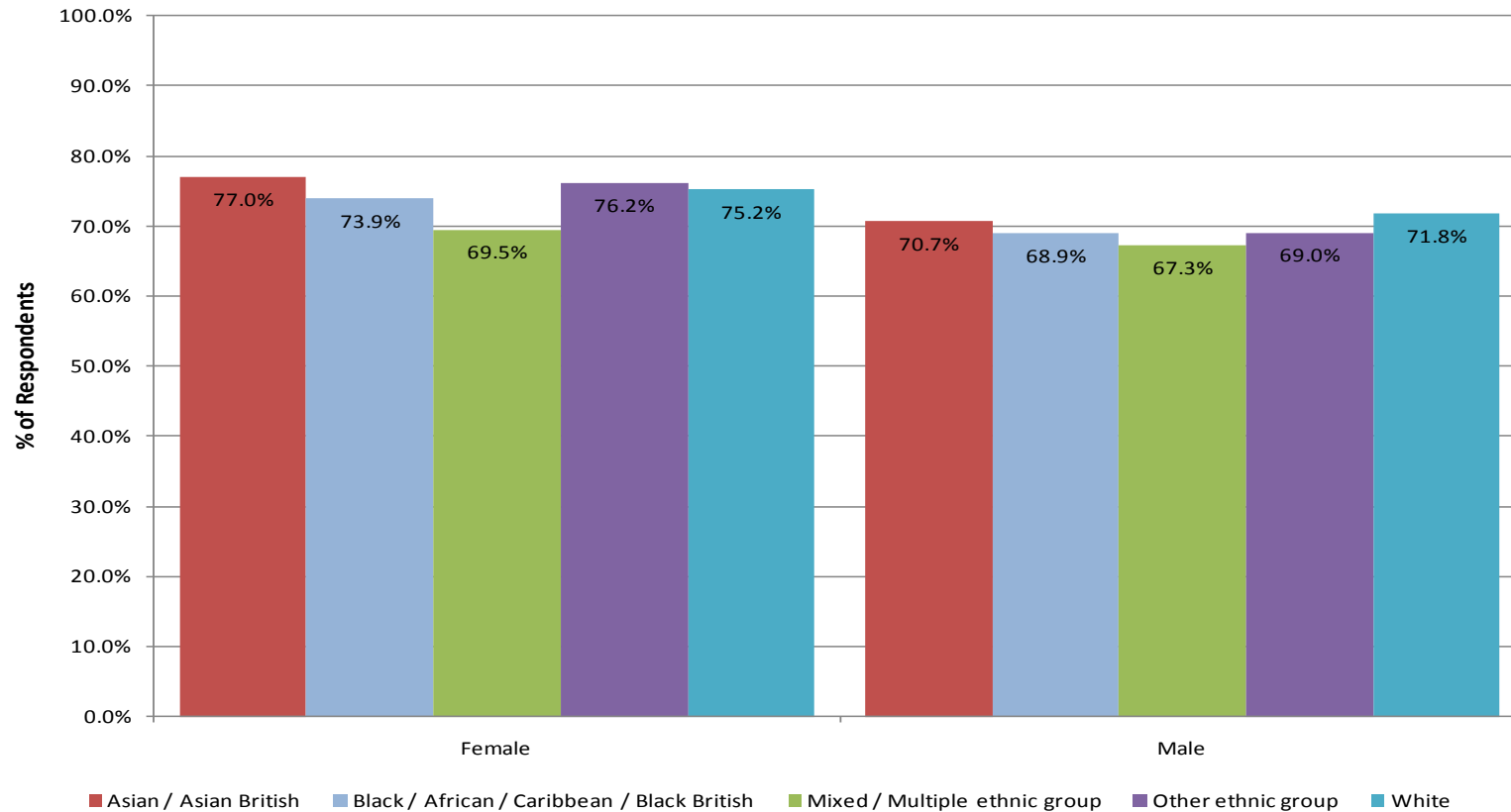
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Sex and deprivation

79. Table 16A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 (Overall, how good or bad do you think the provider is?) broken down by gender and deprivation. The deprivation levels run from 1 to 10 where 1 is the most deprived and 10 is the least deprived. The overall average (mean) scores and percentage of respondents scoring 8 or above are also shown.

Summary Table 16A: breakdown of responses by gender and deprivation for Q9
(Overall, how good or bad do you think the provider is?)

Summary table 16B: breakdown of responses by gender and deprivation for Q9
(Overall, how good or bad do you think the provider is?)

		Question 9									
		Female									
		1 (Most Deprived)	2	3	4	5	6	7	8	9	10 (Least Deprived)
Responses		27,623	24,901	23,250	20,860	19,166	17,578	16,177	15,103	14,121	12,118
Response Scale	0	0.2%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%
	1	0.2%	0.2%	0.2%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%
	2	0.4%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.4%	0.5%
	3	0.8%	0.9%	0.8%	0.8%	0.8%	1.0%	1.0%	1.1%	0.9%	0.9%
	4	1.2%	1.4%	1.3%	1.3%	1.4%	1.5%	1.6%	1.4%	1.7%	1.7%
	5	4.3%	4.7%	4.9%	4.6%	4.8%	4.6%	4.8%	4.5%	4.8%	4.7%
	6	4.6%	4.8%	5.2%	5.4%	5.5%	5.7%	5.9%	5.7%	6.2%	5.9%
	7	9.8%	10.6%	11.1%	10.9%	11.8%	11.8%	12.0%	12.8%	12.5%	13.3%
	8	16.3%	17.2%	17.5%	17.9%	18.3%	18.8%	19.2%	20.2%	19.5%	20.5%
	9	20.5%	20.4%	20.5%	20.7%	21.1%	20.9%	20.6%	20.5%	21.5%	20.8%
	10	41.4%	38.9%	37.5%	37.0%	35.1%	34.6%	33.7%	32.7%	31.8%	30.9%
	N/A or No Responses	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%
UnWeighted Score		8.57	8.48	8.43	8.42	8.37	8.35	8.31	8.31	8.27	8.24
% of Respondents Scoring 8 or more		78.3%	76.6%	75.6%	75.6%	74.5%	74.3%	73.6%	73.4%	72.8%	72.2%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

80. There was a clear correlation between average (mean) scores and levels of deprivation. Higher deprivation levels were associated with higher average (mean) scores and lower deprivation levels associated with lower average (mean) scores. Average (mean) scores were also higher for females across all deprivation bands.

**Summary chart 16A: gender and deprivation by Q9 – average (mean) score
(Overall, how good or bad do you think the provider is?)**
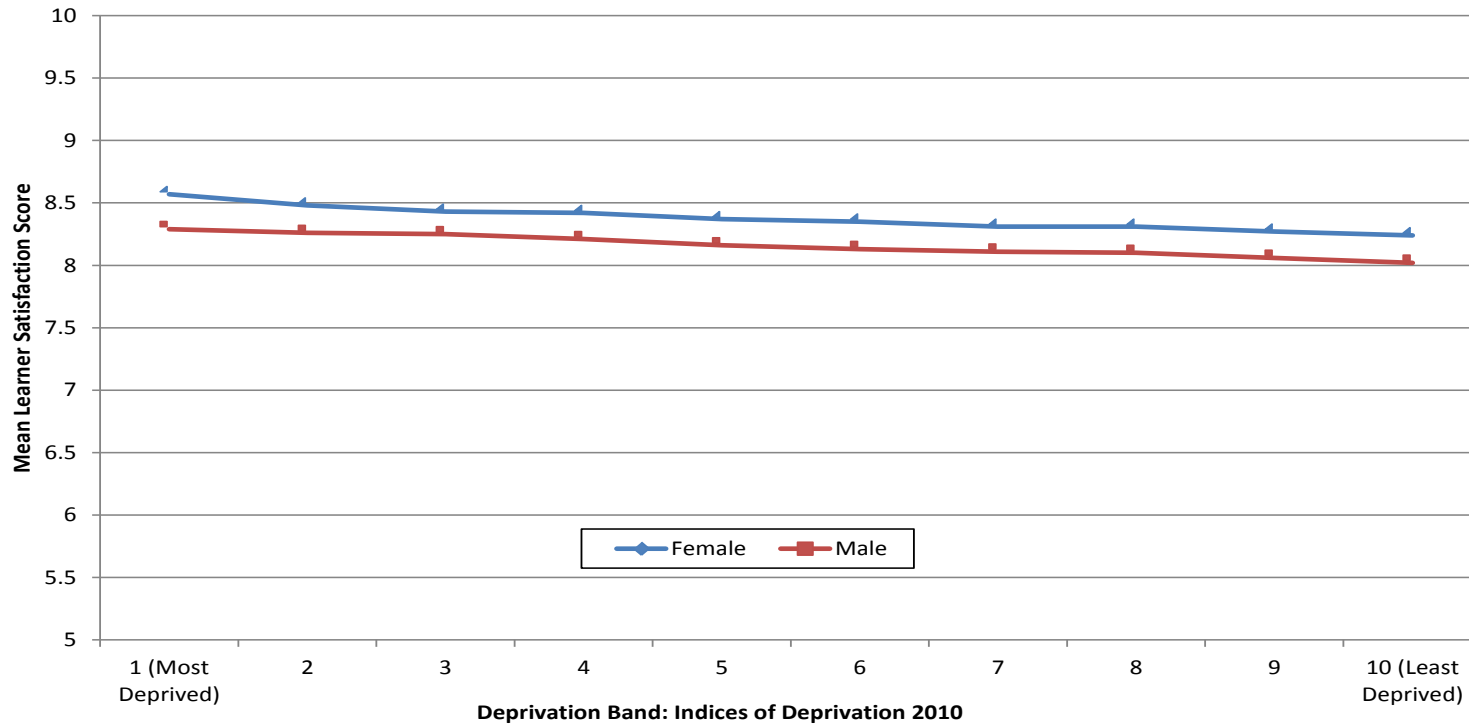
81. As with average (mean) scores, there is a clear correlation between the percentage giving a score of 8 or above and levels of deprivation with higher percentages being associated with higher levels of deprivation and lower percentages being associated with lower levels of deprivation. Percentages were also higher for females across all deprivation bands.

Summary chart 16B: gender and deprivation by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

Ethnicity and deprivation

82. Table 17A shows the average (mean) scores and percentage of respondents scoring 8 or above to Q9 (Overall, how good or bad do you think the provider is?) broken down by ethnicity and deprivation band.

Summary table 17A: breakdown of responses by ethnicity and deprivation for Q9
(Overall, how good or bad do you think the provider is?)

Deprivation Band by Ethnicity		Question 9									
		1 (Most Deprived)	2	3	4	5	6	7	8	9	10 (Least Deprived)
Asian / Asian British	Base	7,048	5,061	4,263	3,327	2,458	1,877	1,228	1,009	836	688
	Mean Score	8.37	8.36	8.40	8.39	8.31	8.34	8.35	8.22	8.37	8.22
	% of Respondents Scoring 8 or more	74.1%	74.6%	75.7%	74.2%	72.7%	74.1%	73.4%	72.1%	72.0%	71.2%
Black / African / Caribbean / Black British	Base	5,744	4,725	3,391	2,082	1,347	869	489	392	289	209
	Mean Score	8.37	8.23	8.22	8.23	8.09	8.16	8.05	8.28	8.13	8.12
	% of Respondents Scoring 8 or more	73.8%	70.9%	71.4%	71.8%	68.4%	70.4%	68.7%	72.4%	70.2%	72.7%
Mixed / Multiple ethnic group	Base	1,759	1,637	1,307	1,046	821	674	572	462	451	394
	Mean Score	8.21	8.12	7.97	8.05	8.09	7.99	7.85	8.03	8.13	8.02
	% of Respondents Scoring 8 or more	70.8%	69.5%	67.6%	69.7%	66.7%	67.4%	62.9%	67.5%	67.6%	66.2%
Other ethnic group	Base	2,013	1,772	1,537	1,196	996	802	631	523	485	431
	Mean Score	8.43	8.28	8.25	8.26	8.34	8.36	8.14	8.24	8.21	8.22
	% of Respondents Scoring 8 or more	75.9%	72.3%	71.4%	72.6%	73.1%	75.2%	70.5%	71.3%	71.1%	73.8%
White	Base	34,719	32,920	32,466	31,295	30,448	29,420	28,195	26,917	25,730	21,820
	Mean Score	8.48	8.42	8.38	8.33	8.28	8.24	8.22	8.20	8.17	8.13
	% of Respondents Scoring 8 or more	77.2%	76.0%	74.8%	74.0%	73.3%	72.5%	72.1%	72.0%	71.2%	70.0%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

83. For White learners there was a clear correlation between average (mean) scores and levels of deprivation with higher levels of deprivation being associated with higher average (mean) scores and lower deprivation associated with lower average (mean) scores. However, the pattern for the other ethnic groups is less well defined. Average (mean) scores are more erratic and there is no clear correlation between average (mean) scores and deprivation bands.
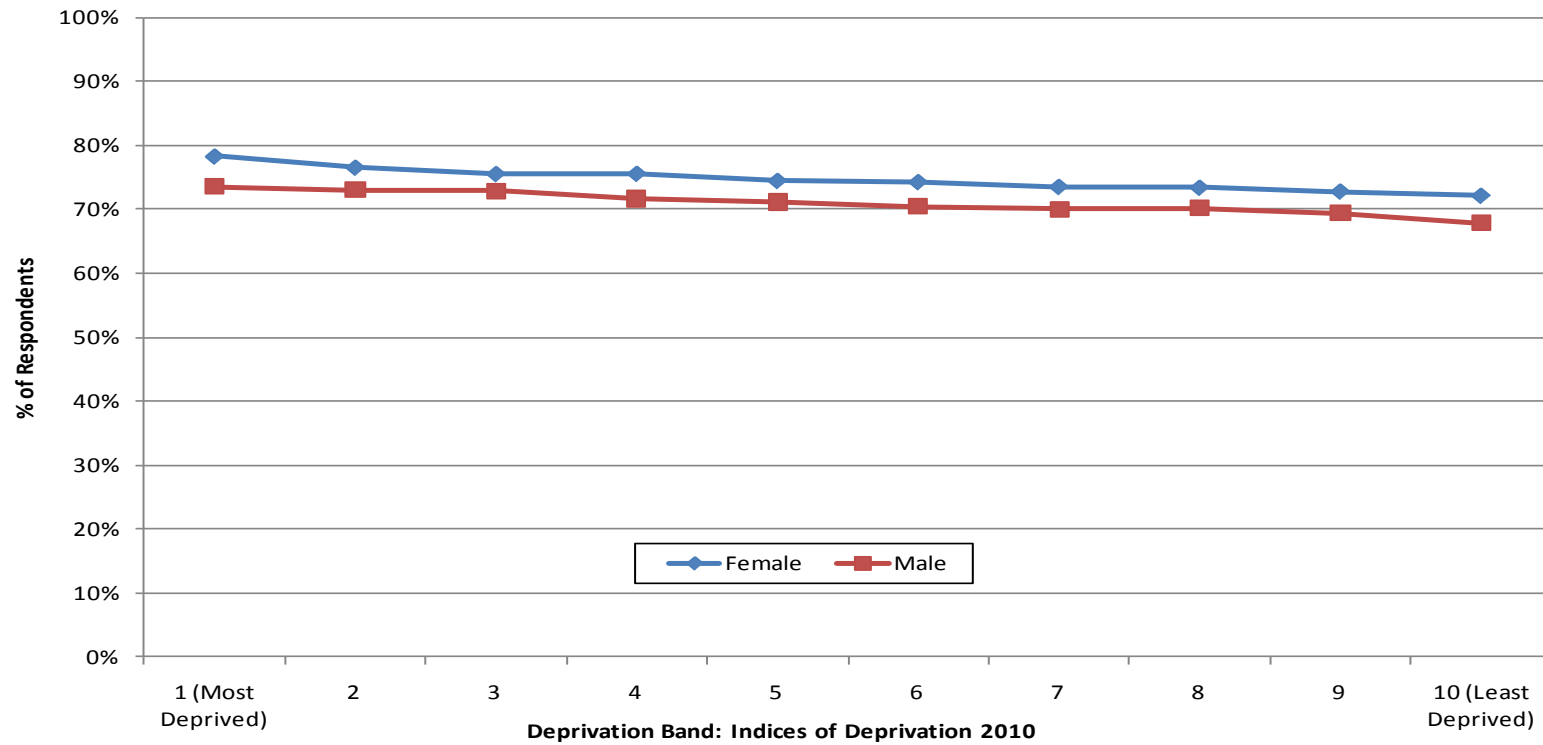
Summary chart 17A: ethnicity and deprivation by Q9 – average (mean) score (Overall, how good or bad do you think the provider is?)
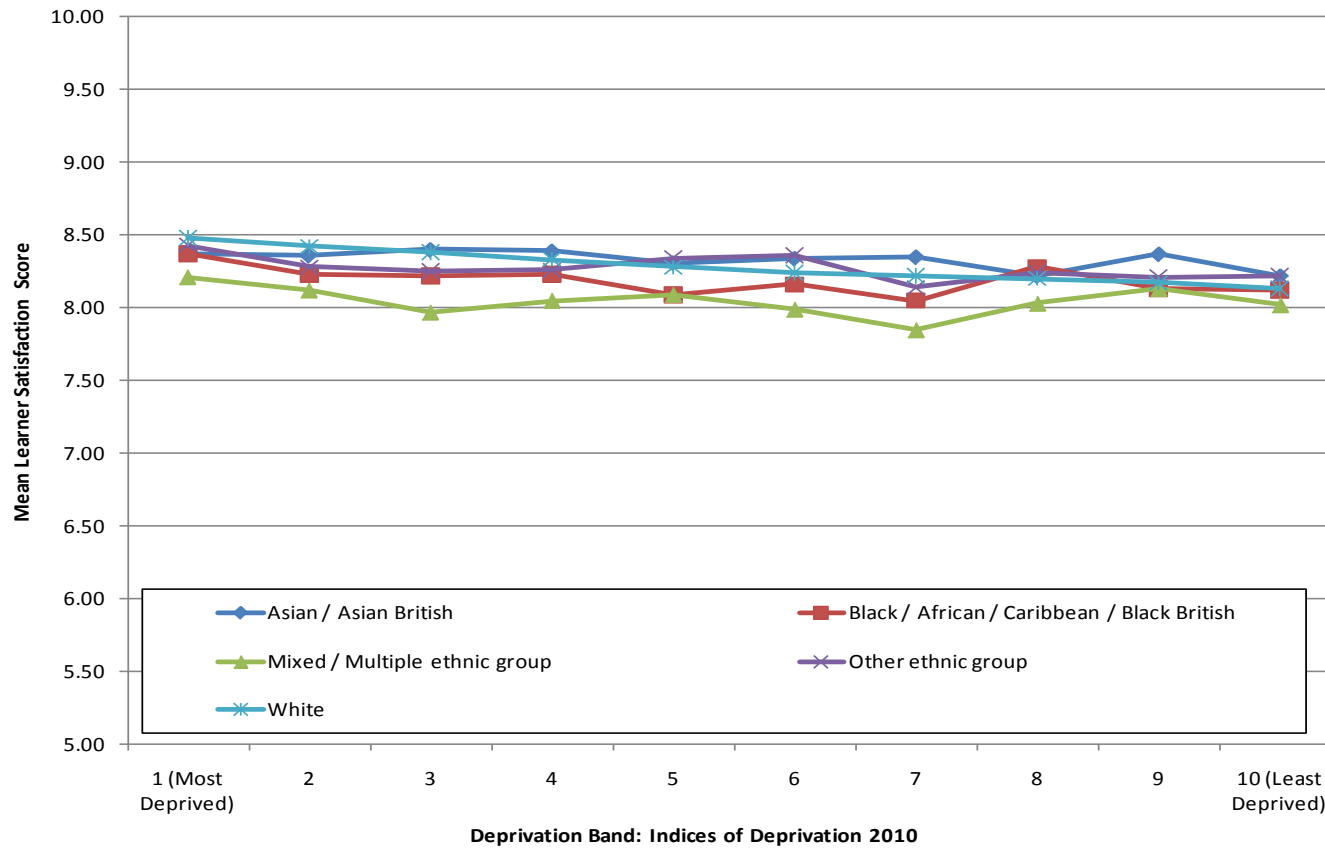
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

84. For White learners there is a clear correlation between the percentages of learners giving scores of 8 and above and deprivation band with higher levels of deprivation being associated with higher percentages. However, this pattern is not apparent for any of the other ethnic groups.

Summary chart 17B: ethnicity and deprivation by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)
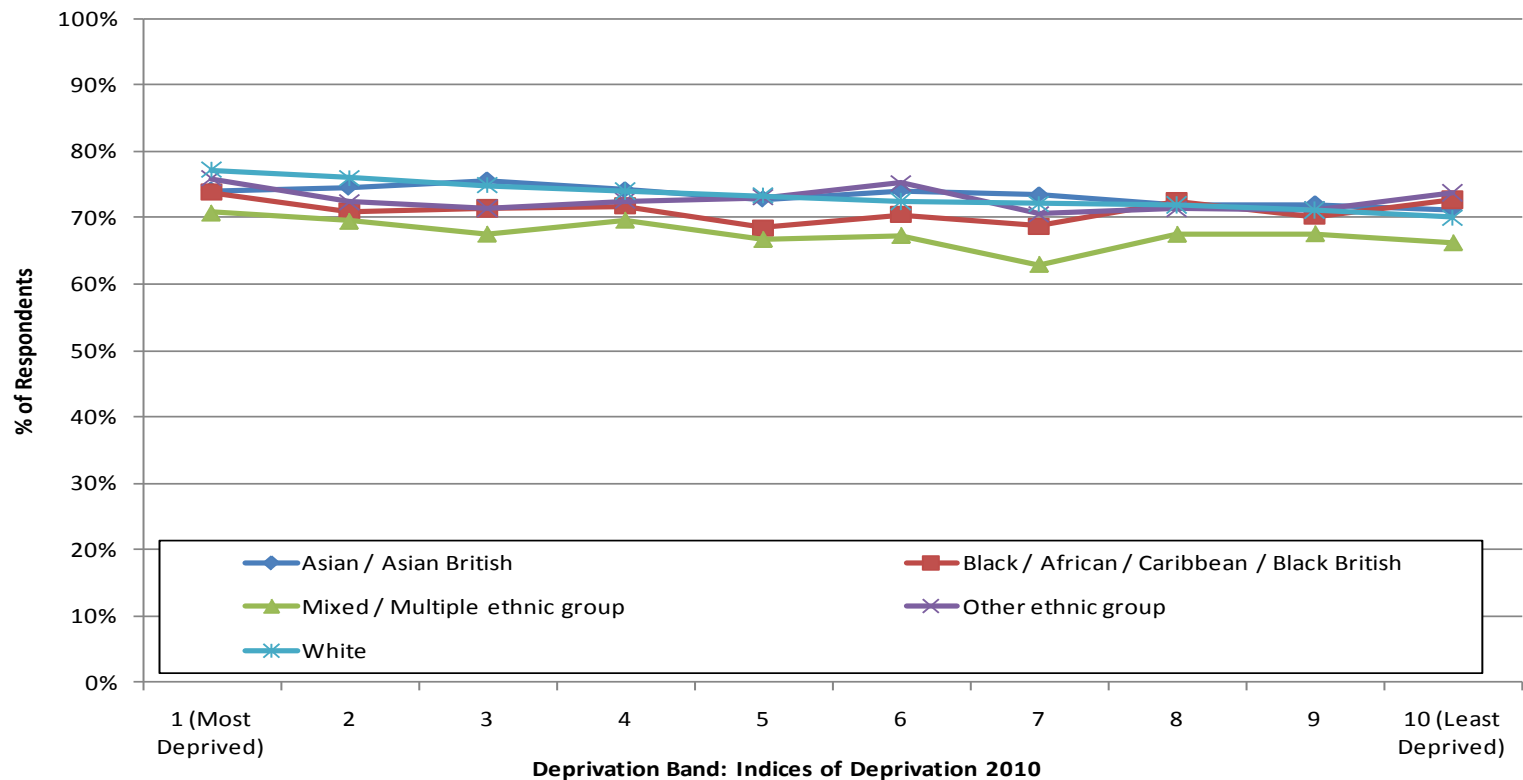
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

Age, gender and level of study

85. Table 18A shows the percentage of learners who gave each score on the scale of 0 to 10 for Q9 Overall, how good or bad do you think the provider is? broken down by age, gender and level of study. The overall average (mean) scores and percentage of respondents scoring 8 or above are also shown. For 16 -18 learners there was a pattern of decreasing average (mean) scores with higher levels of study. This pattern was true for male and female learners. The pattern was similar but less well defined for learners aged 19+.

Summary table 18A: breakdown of responses by age band/gender/level for Q9
(Overall, how good or bad do you think the provider is?)

| | | 16-18 | | | | | | | | 19+ | | | | | | | |
| | | Female | | | | Male | | | | Female | | | | Male | | | |
		Entry Level	Level 1	Level 2	Level 3+	Entry Level	Level 1	Level 2	Level 3+	Entry Level	Level 1	Level 2	Level 3+	Entry Level	Level 1	Level 2	Level 3+
Number of Responses		**2,674**	**9,526**	**29,927**	**51,939**	**4,428**	**17,970**	**34,802**	**50,573**	**14,443**	**11,867**	**37,575**	**35,464**	**8,693**	**6,625**	**26,383**	**22,625**
Response Scale	0	0.7%	0.4%	0.3%	0.4%	0.7%	0.8%	0.7%	0.7%	0.1%	0.1%	0.1%	0.3%	0.3%	0.3%	0.2%	0.5%
	1	0.4%	0.2%	0.2%	0.3%	0.5%	0.4%	0.4%	0.5%	0.1%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.3%
	2	0.3%	0.5%	0.5%	0.8%	0.6%	0.6%	0.6%	0.8%	0.2%	0.2%	0.3%	0.5%	0.2%	0.3%	0.4%	0.5%
	3	1.1%	1.1%	1.0%	1.3%	1.0%	1.1%	1.2%	1.4%	0.3%	0.4%	0.5%	0.9%	0.4%	0.5%	0.6%	1.1%
	4	1.6%	1.6%	1.7%	2.2%	1.9%	1.7%	1.6%	2.2%	0.6%	0.7%	0.7%	1.2%	0.7%	0.8%	0.8%	1.4%
	5	5.0%	5.4%	5.6%	6.9%	5.5%	5.9%	5.9%	6.4%	2.6%	2.9%	2.6%	4.1%	3.0%	2.9%	2.6%	4.5%
	6	5.1%	6.0%	6.4%	8.3%	4.9%	6.4%	6.5%	8.3%	2.6%	3.3%	3.0%	4.4%	2.6%	3.3%	3.0%	5.2%
	7	7.9%	11.5%	12.5%	16.8%	9.8%	13.7%	14.2%	17.9%	6.5%	7.8%	7.6%	10.0%	5.9%	9.3%	7.7%	12.8%
	8	12.7%	18.7%	19.9%	23.0%	14.7%	21.5%	22.7%	24.4%	12.0%	15.2%	15.1%	17.0%	12.6%	17.0%	16.1%	20.5%
	9	18.5%	22.3%	22.5%	20.8%	18.2%	21.3%	21.7%	19.3%	17.4%	19.7%	21.0%	20.3%	17.0%	19.9%	22.2%	21.3%
	10	46.7%	32.1%	29.2%	19.2%	42.3%	26.7%	24.4%	18.2%	57.2%	49.4%	48.6%	41.1%	56.6%	45.5%	46.0%	31.7%
	N/A or No Responses	*	0.1%	0.0%	*	*	0.0%	0.0%	*	0.5%	0.3%	0.2%	0.1%	0.6%	0.2%	0.3%	0.1%
Unweighted Score		8.57	8.27	8.20	7.79	8.42	8.06	8.01	7.72	9.06	8.88	8.88	8.55	9.01	8.76	8.82	8.27
% of Respondents Scoring 8 or more		77.9%	73.1%	71.6%	63.0%	75.1%	69.5%	68.8%	61.9%	86.5%	84.2%	84.8%	78.3%	86.2%	82.4%	84.3%	73.5%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

*Figures suppressed due to low numbers in accordance with data protection procedures

Summary chart 18A: age band/gender/level by Q9 – average (mean) score
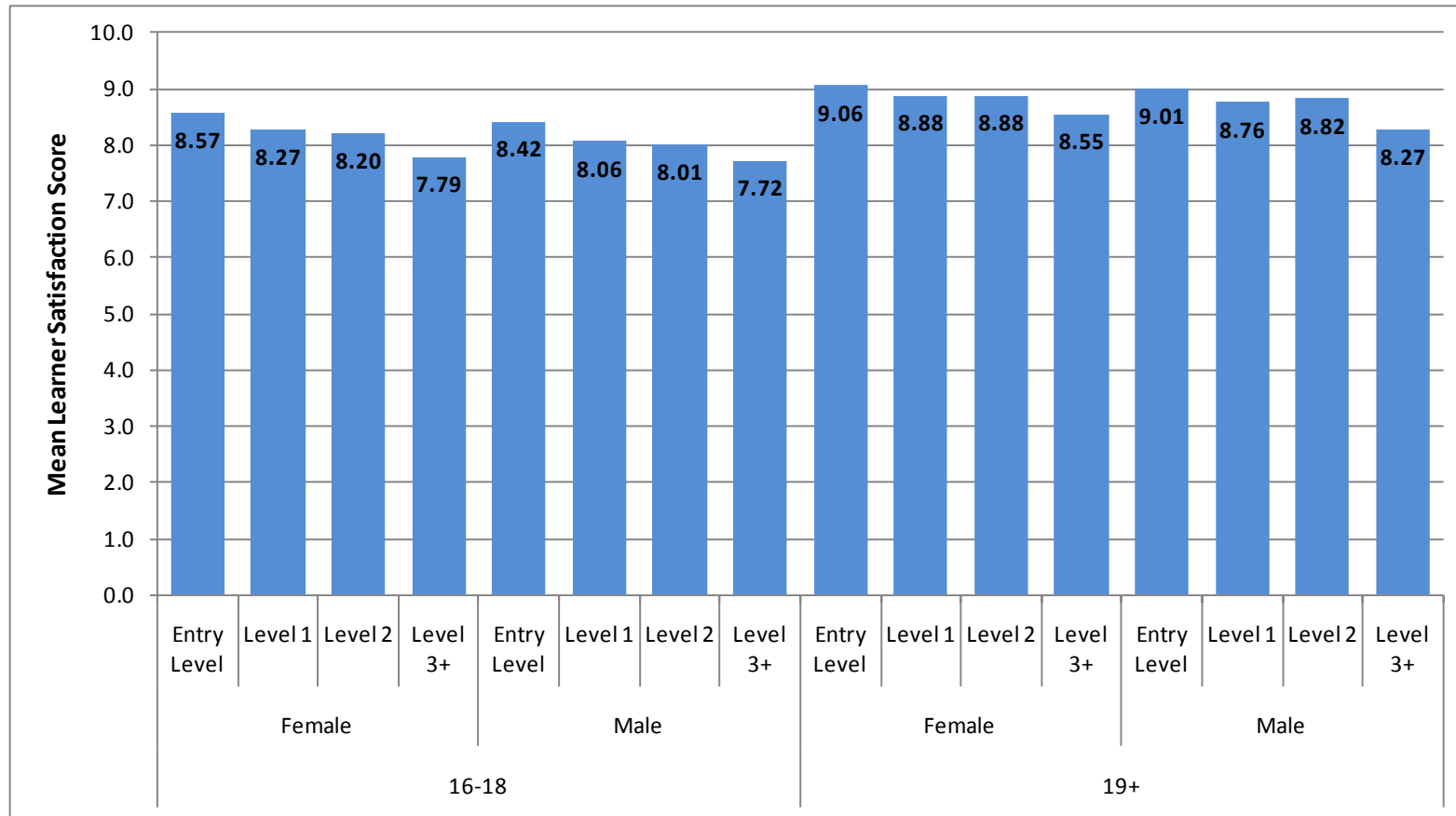**(Overall, how good or bad do you think the provider is?)**

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

86. For learners aged 16-18 there was a general trend of falling percentages of learners giving scores of 8 and above as level of study increases although there was very little difference between level 1 and level 2.

87. For learners aged 19 and over the trend is less well defined with learners at level 2 having higher percentages of males and females giving scores of 8 and above than learners at level 1.

Summary chart 18B: age band/gender/level by Q9 – percentage of respondents scoring 8 or above (Overall, how good or bad do you think the provider is?)
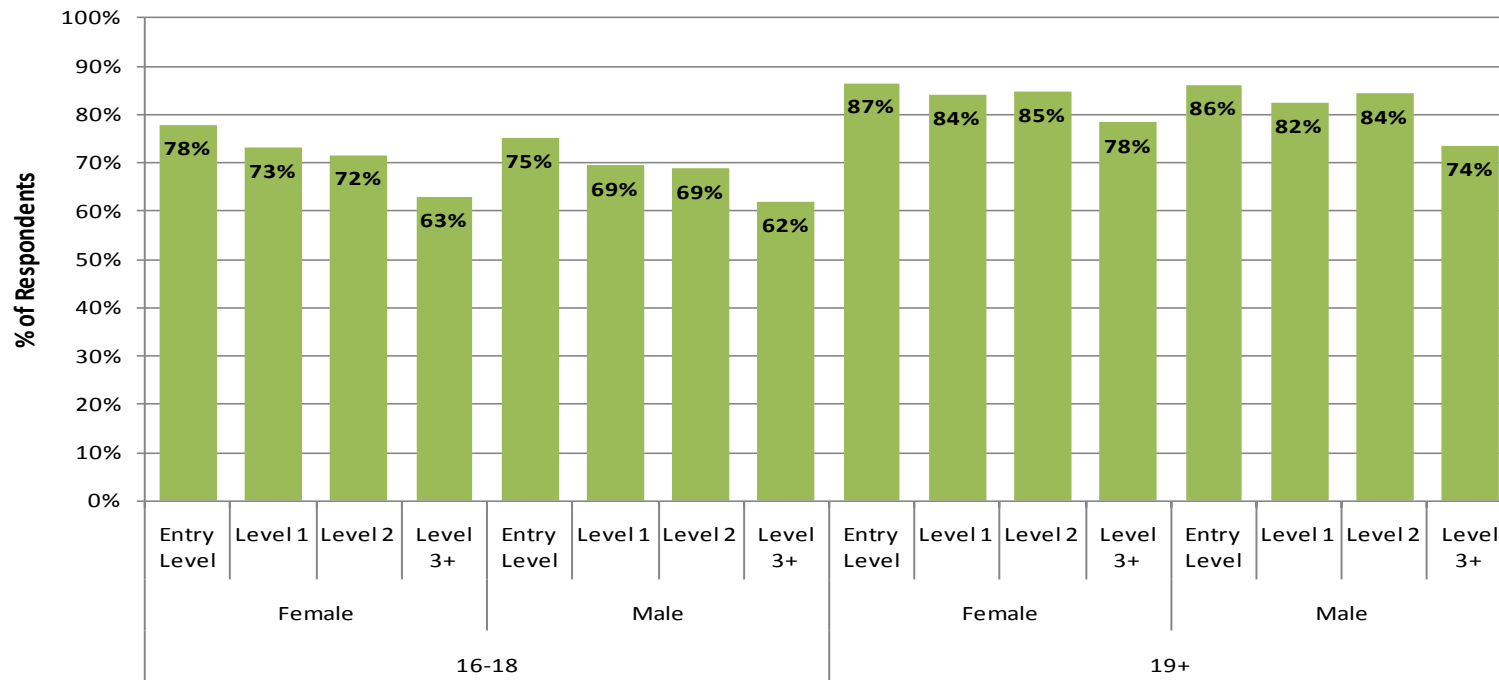
Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Appendix: base populations

88. The following table gives the base numbers for the sample sizes (number of respondents) and population sizes (total number of learners) on which the tables and charts in this report are based.

Base Populations: Overall

Group	Respondents		Population		Confidence Interval
	Number	% of Total	Number	% of Total	
Overall	365,514	100.0%	1,967,244	100.0%	0.1%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Base populations: gender and age band

Sex	Age Band	Respondents		Population		Confidence Interval
		Number	% of Total	Number	% of Total	
Female	16-18	94,066	25.7%	326,935	16.6%	0.3%
	19-24	31,911	8.7%	195,524	9.9%	0.5%
	25-34	26,219	7.2%	196,908	10.0%	0.6%
	35-44	21,840	6.0%	164,726	8.4%	0.6%
	45-59	16,659	4.6%	142,320	7.2%	0.7%
	60+	2,720	0.7%	36,394	1.8%	1.8%
Male	16-18	107,773	29.5%	376,985	19.2%	0.3%
	19-24	29,220	8.0%	183,691	9.3%	0.5%
	25-34	14,159	3.9%	133,014	6.8%	0.8%
	35-44	9,816	2.7%	96,881	4.9%	0.9%
	45-59	9,027	2.5%	91,343	4.6%	1.0%
	60+	2,104	0.6%	22,523	1.1%	2.0%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Base populations: age band and ethnicity

Age Band	Ethnicity	Respondents		Population		Confidence Interval
		Number	% of Total	Number	% of Total	
16-18	Asian / Asian British	12,356	3.4%	46,326	2.4%	0.8%
	Black / African / Caribbean / Black British	7,564	2.1%	32,244	1.6%	1.0%
	Mixed / Multiple ethnic group	5,512	1.5%	22,914	1.2%	1.2%
	Other ethnic group	4,429	1.2%	17,249	0.9%	1.3%
	White	171,978	47.1%	585,187	29.7%	0.2%
19-24	Asian / Asian British	4,656	1.3%	28,321	1.4%	1.3%
	Black / African / Caribbean / Black British	3,239	0.9%	22,249	1.1%	1.6%
	Mixed / Multiple ethnic group	1,607	0.4%	11,171	0.6%	2.3%
	Other ethnic group	1,608	0.4%	10,921	0.6%	2.3%
	White	50,021	13.7%	306,553	15.6%	0.4%
25-34	Asian / Asian British	4,660	1.3%	38,161	1.9%	1.3%
	Black / African / Caribbean / Black British	3,503	1.0%	29,045	1.5%	1.6%
	Mixed / Multiple ethnic group	1,074	0.3%	9,180	0.5%	2.8%
	Other ethnic group	1,900	0.5%	16,845	0.9%	2.1%
	White	29,241	8.0%	236,691	12.0%	0.5%
35-44	Asian / Asian British	4,100	1.1%	30,785	1.6%	1.4%
	Black / African / Caribbean / Black British	3,368	0.9%	27,678	1.4%	1.6%
	Mixed / Multiple ethnic group	673	0.2%	5,937	0.3%	3.6%
	Other ethnic group	1,636	0.4%	13,757	0.7%	2.3%
	White	21,879	6.0%	183,450	9.3%	0.6%
45-59	Asian / Asian British	2,079	0.6%	17,756	0.9%	2.0%
	Black / African / Caribbean / Black British	1,985	0.5%	18,564	0.9%	2.1%
	Mixed / Multiple ethnic group	360	0.1%	3,734	0.2%	4.9%
	Other ethnic group	894	0.2%	9,754	0.5%	3.1%
	White	20,368	5.6%	183,855	9.3%	0.6%
60+	Asian / Asian British	238	0.1%	2,447	0.1%	6.0%
	Black / African / Caribbean / Black British	159	0.0%	1,623	0.1%	7.4%
	Mixed / Multiple ethnic group	29	0.0%	413	0.0%	17.6%
	Other ethnic group	147	0.0%	2,457	0.1%	7.8%
	White	4,251	1.2%	51,977	2.6%	1.4%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Base populations: Age Band and LLDD

Age Band	LLDD	Respondents		Population		Confidence Interval
		Number	% of Total	Number	% of Total	
16-18	Declared with a LDD	40,755	11.2%	128,114	6.5%	0.4%
	Not Declared with a LDD	155,666	42.6%	554,937	28.2%	0.2%
	No Information	5,418	1.5%	20,869	1.1%	1.1%
19-24	Declared with a LDD	11,271	3.1%	53,630	2.7%	0.8%
	Not Declared with a LDD	48,578	13.3%	314,822	16.0%	0.4%
	No Information	1,282	0.4%	10,763	0.5%	2.6%
25-34	Declared with a LDD	4,801	1.3%	32,075	1.6%	1.3%
	Not Declared with a LDD	34,096	9.3%	284,074	14.4%	0.5%
	No Information	1,481	0.4%	13,773	0.7%	2.4%
35-44	Declared with a LDD	3,720	1.0%	26,786	1.4%	1.5%
	Not Declared with a LDD	26,687	7.3%	223,375	11.4%	0.6%
	No Information	1,249	0.3%	11,446	0.6%	2.6%
45-59	Declared with a LDD	4,176	1.1%	32,108	1.6%	1.4%
	Not Declared with a LDD	20,710	5.7%	191,869	9.8%	0.6%
	No Information	800	0.2%	9,686	0.5%	3.3%
60+	Declared with a LDD	1,027	0.3%	11,270	0.6%	2.9%
	Not Declared with a LDD	3,569	1.0%	42,892	2.2%	1.6%
	No Information	228	0.1%	4,755	0.2%	6.3%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Base populations: gender and ethnicity

Sex	Ethnicity	Respondents		Population		Confidence Interval
		Number	% of Total	Number	% of Total	
Female	Asian / Asian British	15,158	4.1%	89,708	4.6%	0.7%
	Black / African / Caribbean / Black British	11,406	3.1%	75,842	3.9%	0.8%
	Mixed / Multiple ethnic group	4,845	1.3%	28,654	1.5%	1.3%
	Other ethnic group	5,906	1.6%	39,809	2.0%	1.2%
	White	156,100	42.7%	828,794	42.1%	0.2%
Male	Asian / Asian British	12,931	3.5%	74,088	3.8%	0.8%
	Black / African / Caribbean / Black British	8,412	2.3%	55,561	2.8%	1.0%
	Mixed / Multiple ethnic group	4,410	1.2%	24,695	1.3%	1.3%
	Other ethnic group	4,708	1.3%	31,174	1.6%	1.3%
	White	141,638	38.8%	718,919	36.5%	0.2%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012

Base populations: gender and deprivation

Sex	Indices of Deprivation 2011	Respondents		Population		Confidence Interval
		Number	% of Total	Number	% of Total	
Female	1 (Most Deprived)	27,623	7.7%	165,267	8.5%	0.5%
	2	24,901	6.9%	150,039	7.7%	0.6%
	3	23,250	6.4%	131,319	6.8%	0.6%
	4	20,860	5.8%	114,517	5.9%	0.6%
	5	19,166	5.3%	102,104	5.3%	0.6%
	6	17,578	4.9%	90,882	4.7%	0.7%
	7	16,177	4.5%	82,244	4.2%	0.7%
	8	15,103	4.2%	77,348	4.0%	0.7%
	9	14,121	3.9%	72,784	3.8%	0.7%
	10 (Least Deprived)	12,118	3.4%	61,879	3.2%	0.8%
Male	1 (Most Deprived)	23,660	6.6%	141,749	7.3%	0.6%
	2	21,214	5.9%	122,808	6.3%	0.6%
	3	19,714	5.5%	108,042	5.6%	0.6%
	4	18,086	5.0%	95,683	4.9%	0.7%
	5	16,904	4.7%	86,520	4.5%	0.7%
	6	16,064	4.5%	78,438	4.0%	0.7%
	7	14,938	4.1%	71,573	3.7%	0.7%
	8	14,200	3.9%	67,932	3.5%	0.7%
	9	13,670	3.8%	64,038	3.3%	0.7%
	10 (Least Deprived)	11,424	3.2%	54,446	2.8%	0.8%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012; Indices of Deprivation 2010

Base populations: ethnicity and deprivation

Ethnicity	Indices of Deprivation 2011	Respondents		Population		Confidence Interval
		Number	% of Total	Number	% of Total	
Asian / Asian British	1	7,048	2.0%	44,616	2.3%	1.1%
	2	5,061	1.4%	32,029	1.7%	1.3%
	3	4,263	1.2%	24,440	1.3%	1.4%
	4	3,327	0.9%	17,240	0.9%	1.5%
	5	2,458	0.7%	13,258	0.7%	1.8%
	6	1,877	0.5%	9,696	0.5%	2.0%
	7	1,228	0.3%	6,709	0.3%	2.5%
	8	1,009	0.3%	5,440	0.3%	2.8%
	9	836	0.2%	4,669	0.2%	3.1%
	10	688	0.2%	3,664	0.2%	3.4%
Black / African / Caribbean / Black British	1	5,744	1.6%	38,222	2.0%	1.2%
	2	4,725	1.3%	33,879	1.7%	1.3%
	3	3,391	0.9%	22,779	1.2%	1.6%
	4	2,082	0.6%	13,023	0.7%	2.0%
	5	1,347	0.4%	8,272	0.4%	2.4%
	6	869	0.2%	4,950	0.3%	3.0%
	7	489	0.1%	3,001	0.2%	4.1%
	8	392	0.1%	2,236	0.1%	4.5%
	9	289	0.1%	1,764	0.1%	5.3%
	10	209	0.1%	1,237	0.1%	6.2%
Mixed / Multiple ethnic group	1	1,759	0.5%	11,199	0.6%	2.1%
	2	1,637	0.5%	10,240	0.5%	2.2%
	3	1,307	0.4%	7,926	0.4%	2.5%
	4	1,046	0.3%	5,941	0.3%	2.8%
	5	821	0.2%	4,592	0.2%	3.1%
	6	674	0.2%	3,551	0.2%	3.4%
	7	572	0.2%	2,750	0.1%	3.6%
	8	462	0.1%	2,378	0.1%	4.1%
	9	451	0.1%	2,181	0.1%	4.1%
	10	394	0.1%	1,830	0.1%	4.4%
Other ethnic group	1	2,013	0.6%	14,907	0.8%	2.0%
	2	1,772	0.5%	12,551	0.6%	2.2%
	3	1,537	0.4%	10,049	0.5%	2.3%
	4	1,196	0.3%	7,594	0.4%	2.6%
	5	996	0.3%	6,057	0.3%	2.8%
	6	802	0.2%	4,993	0.3%	3.2%
	7	631	0.2%	3,978	0.2%	3.6%
	8	523	0.1%	3,464	0.2%	3.9%
	9	485	0.1%	3,177	0.2%	4.1%
	10	431	0.1%	2,754	0.1%	4.3%
White	1	34,719	9.6%	198,072	10.2%	0.5%
	2	32,920	9.1%	184,148	9.5%	0.5%
	3	32,466	9.0%	174,167	9.0%	0.5%
	4	31,295	8.7%	166,402	8.6%	0.5%
	5	30,448	8.4%	156,445	8.1%	0.5%
	6	29,420	8.2%	146,130	7.5%	0.5%
	7	28,195	7.8%	137,379	7.1%	0.5%
	8	26,917	7.5%	131,762	6.8%	0.5%
	9	25,730	7.1%	125,031	6.4%	0.5%
	10	21,820	6.0%	106,840	5.5%	0.6%

Source: Learner Satisfaction 2011 to 2012, Individualised Learner Record 2011 to 2012 and Indices of Deprivation 2010

Base populations: Learner group (age/gender/level)

Age, Sex and Level of Study	Respondents		Population		Confidence Interval
	Number	% of Total	Number	% of Total	
16-18 Female Entry Level	2,674	0.7%	10,180	0.5%	1.6%
16-18 Female Level 1	9,526	2.6%	31,962	1.6%	0.8%
16-18 Female Level 2	29,927	8.2%	107,230	5.5%	0.5%
16-18 Female Level 3+	51,939	14.2%	174,056	9.0%	0.4%
16-18 Male Entry Level	4,428	1.2%	16,145	0.8%	1.3%
16-18 Male Level 1	17,970	4.9%	60,851	3.1%	0.6%
16-18 Male Level 2	34,802	9.5%	129,697	6.7%	0.4%
16-18 Male Level 3+	50,573	13.8%	166,100	8.6%	0.4%
19+ Female Entry Level	14,443	4.0%	119,093	6.1%	0.8%
19+ Female Level 1	11,867	3.2%	93,136	4.8%	0.8%
19+ Female Level 2	37,575	10.3%	296,548	15.3%	0.5%
19+ Female Level 3+	35,464	9.7%	216,178	11.1%	0.5%
19+ Male Entry Level	8,693	2.4%	70,442	3.6%	1.0%
19+ Male Level 1	6,625	1.8%	64,263	3.3%	1.1%
19+ Male Level 2	26,383	7.2%	247,610	12.8%	0.6%
19+ Male Level 3+	22,625	6.2%	136,121	7.0%	0.6%

Source: Learner Satisfaction 2011 to 2012; Individualised Learner Record 2011 to 2012