



Skills Funding  
Agency

# FE Choices Learner Satisfaction Survey 2013 to 2014

## Community Learning Trial Results

July 2014

Of interest to providers and employers

## Introduction

- 1 Colleges and training organisations have told us they would like an in-year indication of results for the FE Choices Satisfaction Surveys. The Community Learning Trial 2013 to 2014 started on 25 November 2013 and closed on 13 April 2014.
- 2 To meet this objective, we have made available a report with results from the Community Learning Trial 2013 to 2014, which you can access now on the [Provider Extranet](#).
- 3 This report provides results based on your organisation's survey responses up to the end of the survey on 13 April 2014.

## Points to note

- 4 We have taken these indicative results from your online and paper-based survey responses and referenced them against return 6 of the Individualised Learner Record (ILR) 2013 to 2014.
- 5 Your organisation's data presented in the interim reports is weighted for age and sex on the 'Scores by Learner Characteristics' tab and the 'Course/Activity Reasons' and 'Course/Activity Outcomes' tabs but unweighted by all other criteria on all other tabs.
- 6 As shown on the 'Scores by Learner Characteristics' tab, the survey results are weighted at the level of individual college or training organisation to account for any imbalances in the sample compared to their learner population as a whole. The weighting is based on four learner categories, which result from any combination of learners' sex (two categories) and learners' age (two categories). We use the weighting to correct for any over- or under-sampling by a college or training organisation across these four categories. This means that when we compare learner satisfaction scores across colleges and training organisations, the results are based on fair representations of each individual college or training organisation's learner population in terms of age and sex.

- 7 The survey results shared on the 'Scores by Subject' and 'Scores by Delivery Location' are not weighted. This approach allows us to share more information with you.
- 8 The data is for information only: please do not publish it outside of your organisation.

## Taking you through your indicative results

- 9 **The 'Information and Overall Score' tab** features prominently either your organisation's 'Overall Learner Satisfaction' score, or notes that a score was not awarded (details on why a score was not awarded are available at the base of this page, next to the asterix).
  - a The Profile of Respondents table details your organisation's responses against the criteria of :
    - i) 'Age Band' (Under 40 and 40-plus),
    - ii) 'Sex' (Female and Male),
    - iii) 'Estimated number of eligible learners',
    - iv) 'Number of responses',
    - v) 'Estimated percentage of eligible learners responding' and
    - vi) 'Percentage share of all your valid responses.
- 10 **The scores by 'Learner Characteristics' tab** shows the responses from learners who have taken part in the survey for your organisation by each of the 10 survey questions.
  - a A column on the left of the report shows the breakdown by 'Age Band' and 'Sex' against which we report your organisation's results. (We include here all learners funded under the Community Learning Budget.)
  - b Please select the small radio button to the left of the page for the criteria you wish to view. You can select a breakdown by the categories listed under either criterion. The interactive report will then update to match your selection in the window to the right of this panel.
  - c Figures are weighted and any groups with fewer than three learners have been suppressed, so that individual learners cannot be identified.

- d The main window on the page features the average score your organisation's learners have given in the survey by each of the 10 questions which require a 0-10 rating.
  - i) Please see Appendix 1 for details of these questions. The blue bar chart shows the score against the scoring scale of 0-10 at the top of this window and for additional clarity the average score received for your organisation is included on the relevant bar. At the end of each question is a figure in brackets, which indicates the number of respondents answering 0-10 for this question.
  - ii) The question 'How likely is it that you would recommend the organisation that provides your learning to friends or family?' is expressed as a percentage. The bar shows the breakdown of responses across the scales running from 'Extremely Likely' to 'Extremely Unlikely' ('Don't Know' responses are excluded). The score is presented as a percentage of the respondents who would recommend your organisation to friends or family. Please note only learners who responded from your organisation are shown.
- e Where percentages do not sum to 100% this is due to rounding.
- f The 'base size' is the total number of learners answering each question. Treat subgroup base sizes of below 10 with caution due to the small number of respondents. Those below 10 have been suppressed to protect learner confidentiality.

11 **The scores by 'Subject' tab** shows your organisation's scores by Subject Area for all learners funded through the Community Learning Budget.

- a Please select from the small radio buttons to the left of the page for the Subject /Learning Area you wish to view. You can select a breakdown by the 15 Tier 1 Sector Subject Areas.
- b Figures are unweighted and any groups with fewer than 10 learners have been suppressed.

- c The main window on the page features the average score your organisation's learners have given in the survey by each of the 10 questions which require a 0-10 rating.
  - i) Please see Appendix 1 for details of these questions. The blue bar chart shows the score against the scoring scale of 0-10 at the top of this window and for additional clarity the average score received for your organisation is included on the relevant bar. At the end of each question is a figure in brackets which indicates the number of respondents answering 0-10 for this question.
  - ii) The question 'How likely is it that you would recommend the organisation that provides your learning to friends or family?' is expressed as a percentage. The bar shows the breakdown of responses across the scales running from 'Extremely Likely' to 'Extremely Unlikely' ('Don't Know' responses are excluded). The score is presented as a percentage of the respondents who would recommend your organisation to friends or family. Please note only learners who responded from your organisation are shown.
- d Where percentages do not sum to 100% this is due to rounding.
- e The 'base size' is the total number of learners answering each question. Subgroup base sizes of below 10 have been suppressed to protect learner confidentiality.

12 **The scores by 'Delivery Location' tab** shows your organisation's scores broken down in the top five delivery locations identified by postcode. These are based on the number of responses received.

- a Please select from the small radio buttons to the left of the page for the breakdown. You can select a breakdown from each of the named locations listed.
- b The interactive report will then update to match your selection in the window to the right of the 'Delivery Location' panel.

- c Figures are unweighted and any groups with fewer than 10 learners have been suppressed.
  - d The main window on the page features the average score your organisation's learners have given in the survey by each of the 10 questions that require a 0-10 rating. You can break this down by selecting the radio button for specific delivery locations.
    - i) Please see Appendix 1 for details of these questions. The blue bar chart shows the score against the scoring scale of 0-10 at the top of this window and for additional clarity the average score received for your organisation is included on the relevant bar. At the end of each question is a figure in brackets which indicates the number of respondents answering 0-10 for this question.
    - ii) The question 'How likely is it that you would recommend the organisation that provides your learning to friends or family?' is expressed as a percentage. The bar shows the breakdown of responses across the scales running from 'Extremely Likely' to 'Extremely Unlikely' ('Don't Know' responses are excluded). The score is presented as a percentage of the respondents who would recommend your organisation to friends or family. Please note only learners who responded from your organisation are shown.
  - e Where percentages do not sum to 100% this is due to rounding.
  - f The 'base size' is the total number of learners answering each question. Subgroup base sizes of below 10 have been suppressed to protect learner confidentiality.
- 13 **The 'Course/Activity Reasons' tab** details your organisation's responses to the questions: 'What were your reasons for taking the course or activity?' and 'The main reason for taking the course or activity.' Please choose from the two radio buttons to the left of the page to view responses to either 'All Reasons' or 'Main Reason.'

- 14 **The 'Course/Activity Outcomes' tab** details your organisation's responses to the questions: 'As a result of taking the course or activity would you say that' and 'The main outcome of taking the course or activity was.' Please choose from the two radio buttons to the left of the page to view responses to either 'All Outcomes' or 'Main Outcome.'
- 15 **The 'Reasons versus Outcomes' tab** details your organisation's responses against the criteria of 'All Reasons' and 'Main Reason' and shows in the table to the right a comparison of reasons for taking the course and the outcome after taking the course.
- 16 If you have questions about your slides or the guidance, please email [servicedesk@sfa.bis.gov.uk](mailto:servicedesk@sfa.bis.gov.uk).

# Appendix 1

## Questions in the Extended Trial

\* Questions in bold are those included in the mainstream survey.

Q1 What were your reasons for taking the course or activity? (Tick all that apply.)

To gain skills and knowledge

To meet people and make new friends

For personal interest or pleasure

To help you participate in social activities

To help you get a job or with your work

To benefit your health or well being

To progress on to another course

To help other members of your family

Other reason

Q2 The main reason for taking the course or activity was: (Tick ONE only.)

To gain skills and knowledge

To meet people and make new friends

For personal interest or pleasure

To help you participate in social activities

To help you get a job or with your work

To benefit your health or well being

To progress on to another course

To help other members of your family

Other reason

**Q3 How good or bad was the information you were given when you were choosing your course or activity?**

**Q4 How good or bad was the help staff gave you in the first few weeks of your course or activity?**



**Q5 How good or bad is the teaching on your course or activity?**

**Q6 How good or bad is the respect staff show you?**

**Q7 How good or bad is the advice you have been given about what you can do after this course or activity?**

**Q8 How good or bad is the support you get on this course or activity?**

**Q9 How good or bad are the staff at listening to views of learners?**

**Q10 How good or bad are the staff at acting on the views of learners?**

**Q11 How good or bad has the course or activity been at meeting your expectations?**

**Q12 Overall, how good or bad do you think the organisation that provides your learning is?**

**Q13 How likely is it that you would recommend the organisation that provides your learning to friends or family?**

**Extremely likely**

**Likely**

**Neither likely nor unlikely**

**Unlikely**

**Extremely unlikely**

**Extremely unlikely**

**Does not apply**

**Q14 As a result of taking the course or activity would you say that: (Tick all that apply.)**

**You have more skills or knowledge**

You have made new friends

You are more confident as a person

You are more likely to participate in social activities

You are more likely to get a job or progress at work

Your health or wellbeing has benefited

You are more likely to progress on to another course

You are more able to help other family members

None of the above

Q15 The main outcome of taking the course or activity was: (Tick ONE only.)

You have more skills or knowledge

You have made new friends

You are more confident as a person

You are more likely to participate in social activities

You are more likely to get a job or progress at work

Your health or well being has benefited

You are more likely to progress on to another course

You are more able to help other family members

None of the above.

Those questions which relate to subjective topics such as the benefits of community learning are not included in the scoring methodology. The scoring questions are those used in the main stream Learner Satisfaction survey and these questions are scored out of 10.



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