



Guidance

FE Choices Learner Satisfaction Survey 2014 to 2015
Indicative Results, Interim Report Three

Date of issue	May 2015
Audience	In-scope colleges and training organisations for the 2014 to 2015 FE Choices Employer Satisfaction Survey

Introduction

- 1 Colleges and training organisations have told us they would like an in-year indication of results for the FE Choices Learner Satisfaction Survey. The 2014 to 2015 survey opened on 3 November 2014 and closed on 29 March 2015.
- 2 To meet this objective, we have made available a report with indicative results from the 2014 to 2015 Learner Satisfaction Survey which you can access now on the [Provider Extranet](#).
- 3 This report provides indicative results based on your organisation's survey responses up to the end of the survey on 29 March 2015.
- 4 Your final results will be published later in 2015.

Points to note

- 5 These indicative results have been taken from your online and paper-based survey responses and referenced against return 6 of the 2015 to 2015 Individualised Learner Record (ILR). We can only supply indicative data until we have carried out full quality assurance checks.

- 6 Your organisation's data presented in the interim report is weighted for age, sex and level of study on the 'Scores by Learner Characteristics' tab, but unweighted by all other criteria, on all other tabs.
- 7 The survey results are weighted at individual provider level to account for any imbalances in the sample compared to the provider's learner population as a whole. The weighting is based on 16 learner categories which result from any combination of learner's sex (two categories), learner's age (two categories) and learner's highest level of study (four categories). The weighting is used to correct for any over-sampling or under sampling by a provider across these 16 categories. This ensures that when we make comparisons of learner satisfaction across providers, the results are based on fair representations of each individual provider's learner population in terms of age, sex and highest level of study.
- 8 Final data checks have yet to be completed before publication on the FE Choices and DATA.GOV.UK websites later this calendar year. These indicative results therefore may be different from the final published data. The data is for information only and should not be published outside of your organisation.

Taking you through your indicative results

- 9 **The Information and Overall Score Tab** prominently features either your organisation's Interim Overall Learner Satisfaction score, or notes that a score was not awarded. Details on why a score was not awarded, if this is the case, can be found at the base of this page, next to the asterisk.
- 10 We recommend you view the link below the score to see further details on how your score was calculated.
- 11 **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 11 survey questions.

- a A column on the left-hand side of the page of the report shows the breakdown by 'Learner and Level;' (all Ages)' against which we report your organisation's results. (All learners funded under the Adult Skills Budget covering apprenticeships and skills which have responded are included here.)
- 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 of the 'Learner and Level' by 'All Ages', '16-18', 'Adults' (those learners that are aged 19 years plus) or by 'Higher Levels.'
 - i) We have had feedback that providers would like a breakdown by Level 3 and Level 4+ and so we have set up a specific section for this in the report under the heading 'Breakdown by Higher Levels'. This breakdown is for information, only includes adults (those learners that are aged 19 years plus) and will not be published on the FE Choices and DATA.GOV.UK websites.
- c The interactive report will then update to match your selection in the window to the right of the 'Learner and Level' panel.
- d Figures are weighted and any groups with fewer than 10 learners have been suppressed.
- e The main window on the page features the average score your organisation's learners have been given in the survey by each of the nine scoring questions.
 - i) Questions 1 to 9 are scored out of 10. The blue bar chart shows the score against the scoring scale of 0 to 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 to 10 for this question.

ii) Question 10 is also scored out of 10 but responses do not count towards the overall score.

iii) Question 11 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.

- f Where percentages do not sum to 100% this is due to rounding.
- g The 'base size' is the total number of learners answering each question. Subgroup base sizes of below 10 should be treated with caution due to the small number of respondents. Those below three have been suppressed to protect learner confidentiality.

12 **The scores by Equality and Diversity Groups Tab** features a breakdown by ethnicity into Asian/Asian British, Black/African/Caribbean/Black British, Mixed/Multiple ethnic group, Other Ethnic Group, White and Not known/not provided. It also includes a breakdown by:

- a Declared with a Learning Difficulty/(LD) Disability(D), Health Problem (HP)
- b Not Declared with a Learning Difficulty (LD)/Disability (D)/Health Problem (HP) and
- c No Information.

13 **The scores by Subject Tab** shows your organisation's scores by subject/learning area for all learners. This therefore includes learners funded for both apprenticeships and skills provision.

- 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 or 'A' Levels.

- b 'A' Levels have been included as a distinct category to allow your organisation to view these learner's responses. (Feedback from colleges and training providers indicated that this approach would be useful as an addition to the split by sector subject area.) Responses from learners who are studying two or more 'A' Levels will be included here. Learners' responses have been allocated to the subject that represents their main (80% or more) area of study. For more details on this please see the [FE Choices Learner Satisfaction Subject Analysis Data Report 2011 to 2012](#). The interactive report will then update to match your selection in the window to the right of the 'subject/learning area' panel.
- c Figures are unweighted and any groups with fewer than 10 learner 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 nine questions.
 - i) Questions 1 to 9 are scored out of 10. The blue bar chart shows the score against the scoring scale of 0 to 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) Question 10 is also scored out of 10 but responses do not count towards the overall score.
 - iii) Question 11 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.

14 **The Scores by apprenticeships Tab** shows your organisation's scores by apprenticeships. This therefore includes learners funded for apprenticeships and excludes those funded for skills provision.

- a Please select from the small radio buttons to the left of the page for the breakdown of your apprentices' responses you wish to view.
- b You can select a breakdown by all apprenticeships, by age band broken down into 16 to 18 and Adults (which relates to those 19+) or by subject.
 - i) Under subject you can select a breakdown of the 10 Tier 1 sector subject areas. Apprentices' responses have been matched into the relevant sector subject area based on their apprenticeship framework.
- c The interactive report will then update to match your selection in the window to the right of the 'apprenticeships' panel.
- d Figures are unweighted and any groups with few than 10 learners have been suppressed.
- e The main window on the page features the average score your organisation's learners have given in the survey by each of the nine questions.
 - i) Questions 1 to 9 are scored out of 10. The blue bar chart shows the score against the scoring scale of 0 to 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 to 10 for this question.
 - ii) Question 10 is also scored out of 10 but responses do not count towards the overall score.
 - iii) Question 11 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.

- f Where percentages do not sum to 100% this is due to rounding.
- g 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.

15 **The Scores by Subcontractors Tab** shows your organisation's scores broken down in the top-five subcontractors (based on the number of responses). The scores by subcontractors information will not be published; it is shared here for use within your own organisation.

- a Please select from the small radio buttons to the left of the page for the breakdown.
 - i) You can select a breakdown of your subcontractors' responses overall, or by a breakdown from each of the named subcontractor organisations listed.
- b The interactive report will then update to match your selection in the window to the right of the 'Subcontractor' 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 nine questions.
 - i) Questions 1 to 9 are scored out of 10. The blue bar chart shows the score against the scoring scale of 0 to 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 to 10 for this question.
- ii) Question 10 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 The main window on the page features the average score your organisation's learners attending subcontractors (by whichever radio button you have selected) have given in the survey by each of the 10 questions.
- i) Questions 1 to 9 are scored out of 10. The blue bar chart shows the score against the scoring scale of 0 to 10 at the top of this window and for additional clarity the average score received for your organisation is included on the relevant bar chart. At the end of each question is a figure in brackets which indicates the number of respondents answering 0 to 10 for this question.
 - ii) Question 10 is also scored out of 10 but responses do not count towards the overall score.
 - iii) Question 11 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 from your organisation are shown.
- f Where percentages do not sum to 100% this is due to rounding.
- g 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.

- 16 **The Profile of Respondents Tab** details your organisation's responses against the criteria of 'age group' (16 to 18 and adult, that is those aged 19 plus), 'sex' (female and male), by 'number of responses', 'percentage share of all your responses' and 'estimated percentage of eligible learners responding'.
- 17 If you have questions about your slides or the guidance please contact us by email at servicedesk@sfa.bis.gov.uk.