



FE Choices Learner Satisfaction Survey 2014 to 2015

Indicative Results, Interim Report Two

Audience In-scope colleges and training organisations for the 2014 to 2015 FE Choices Learner Satisfaction Survey

Publication intent NOT PROTECTIVELY MARKED

Introduction

- 1 We have published a report with indicative results from the 2014 to 2015 FE choices learner satisfaction survey. This is in response to feedback from the sector and is available on the on the [Provider Extranet](#).
- 2 The 2014 to 2015 survey started on 3 November 2014 and will close on 29 March 2015.
- 3 The report provides indicative results based on survey responses up to 13 February 2014.
- 4 We will share a further report with you in May 2015.

Points to note

- 5 These indicative results are from your online survey responses and referenced against Return 4 (R04) of the 2014 to 2015 Individualised Learner

Record (ILR). We can supply indicative data only until we have return 6 (R06) of the 2014 to 2015 ILR. We will also have to carry out our quality assurance checks and complete our analysis, to generate the overall measure. We use this ILR to check your final population during the survey period.

- 6 Your organisation's data presented in this interim report is unweighted, which means that bias in the sample across the learner's age, gender and level of study is not corrected. The final FE Choices Learner Satisfaction 2014 to 2015 published data will be weighted and may therefore differ to that in this interim report.
- 7 The data is **for information only**; please **do not** publish outside of your organisation.

Taking you through your indicative results

- 8 The 'information' tab sets out the key facts about the indicative reports. We published the first report in January; the final report will be available in May.
- 9 The 'scores by learner characteristics' tab shows the responses from learners 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 learners)'. We report your organisation's results against this. Follow the steps below to view a breakdown of 'learner and level':
 - i) Select the small radio button to the left of the page for the criteria you wish to view. You can select a breakdown by 'all Ages', '16-18', 'adults', or 'higher levels'. We have set up a specific section in the report for level 3 and level 4+ breakdowns. This is in response to sector feedback and is available under the heading 'breakdown by higher levels'. Please note that this

breakdown is **for information only** and will not be shown on the FE Choices comparison website.

ii) The interactive report will then update to match your selection in the window to the right of the 'learner and level' panel.

iii) Figures are unweighted and any groups with fewer than 10 responses have been are not shown to protect their confidentiality.

b The main window on the page features the average score your organisation's learners have given to date in the survey by each of the 11 questions.

i) Questions 1 to 10 are scored out of 10. The blue bar chart shows the score against the axis of 0 to 10 at the top of this window. For clarity, the average score received to date 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 11 is scored out of 100 and is expressed as a percentage. A breakdown of the score across the response scale from 'extremely likely' to 'extremely unlikely' is presented as a percentage. This is of respondents who would recommend your organisation to friends or family.

Please note this only shows learners who responded from your organisation.

c We have rounded the percentages so they may not add up to 100%.

d The 'base size' is the total number of learners answering each question.

10 The 'scores by subject' tab shows your organisation's scores by subject/ learning area for all learners. This includes learners funded for both

apprenticeship and skills provision. Follow the steps below to view the subject/learning area:

- a Please select from the small radio buttons to the left of the page. You can select a breakdown by the 15 tier 1 sector subject areas or 'A-Levels'.
 - i) 'A-levels' have been included as a distinct category to allow your organisation to view these learners' responses in one view. This is following feedback from the sector that this approach would be more useful than a split by sector subject area.
- b 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 we have not shown responses in categories with below 10 responses to protect learner confidentiality. The main window on the page features the average score your organisation's learners (by whichever radio button you have selected) have given to date in the survey by each of the 11 questions.
 - i) Questions 1 to10 are scored out of 10. The blue bar chart shows the score against the axis of 0 to 10 at the top of this window. For clarity, the average score received to date 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 to10 for this question.
 - ii) Question 11 is scored out of 100 and is expressed as a percentage. A breakdown of the score across the response scale from 'extremely likely' to 'extremely unlikely' is presented as a percentage of the respondents who would recommend your organisation to friends or family.

Please note this only shows learners who responded from your organisation.
- d We have rounded the percentages so they may not add up to 100%.
- e The 'base size' is the total number of learners answering each question.

- 11 The 'scores by apprenticeships' tab includes learners funded for apprenticeships and excludes those funded for skills provision. To view a breakdown of responses please follow the steps below:
- a Select 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 19+ or by 'subject'.
 - i) Under 'subject' you can select a breakdown of the 10 tier 1 sector subject areas. Sector subject areas with a small number of responses are included in the 'other' category. We have matched apprentice's responses 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 fewer than 10 learners have been are not shown to protect their confidentiality
 - e The main window on the page features the average score your organisation's apprentices (by whichever radio button you have selected) have given to date in the survey by each of the 11 questions.
 - i) Questions 1 to 10 are scored out of 10. The blue bar chart shows the score against the axis of 0 to10 at the top of this window. For clarity, the average score received to date for your organisation is included on the relevant bar chart. At the end of each question is a figure in brackets this indicates the number of respondents answering 0 to10 for this question.
 - ii) Question 11 is scored out of 100 and is expressed as a percentage. A breakdown of the score across the response scale from 'extremely likely' to 'extremely unlikely' is presented as a percentage of the respondents who would recommend your organisation to friends or family.

Please note this only shows learners who responded from your organisation.

We have rounded the percentages so they may not add up to 100%.

The 'base size' is the total number of learners answering each question.

12 The 'scores by sub-contractors' tab shows your organisation's scores broken down in the top five learner responses by your organisation's subcontractors. We will not publish the scores by subcontractors' information; it is only 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 are not shown to protect their confidentiality

d The main window on the page features the average score your organisation's learners (by whichever radio button you have selected) have given to date in the survey by each of the 11 questions.

i) Questions 1 to10 are scored out of 10. The blue bar chart shows the score against the axis of 0 to 10 at the top of this window. For clarity, the average score received to date 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 to10 for this question.

ii) Question 11 is scored out of 100 and is expressed as a percentage. A breakdown of the score across the response scale from 'extremely likely' to 'extremely unlikely' is

presented as a percentage of the respondents who would recommend your organisation to friends or family.

Please note this only shows learners who responded from your organisation.

- e We have rounded the percentages so they may not add up to 100%.
 - f The 'base size' is the total number of learners answering each question.
- 13 The 'profile of respondents' tab details your organisation's responses against the criteria of 'age group' (16 to18 and Adult), 'sex' (Female and Male), by 'number of responses' and a 'percentage share of all your responses'.
 - 14 If you have questions about your report or the guidance, please email at servicedesk@sfa.bis.gov.uk.