

Global Summary of Student Satisfaction Questionnaires for the Academic Year 2006/2007

INTRODUCTION

Over many years the Global Student Questionnaire report has developed lengthy trend data based on a core of pertinent and stable questions across all aspects of the student experience. Indeed, in many question areas data illustrates a high and improving satisfaction trend going back over ten years or more. This has produced rich data; not just for annual performance monitoring, but also for the programme specific data found in Programme Review Folders that enable enhancement opportunities to be identified and addressed.

During the summer of 2005, the three cross-college student questionnaires were amended to include the National Student Survey for Higher Education question sets. Many of the College questionnaire questions were similar or indeed mirrored the National Survey, some were new and response options were amended. The aim was to enable direct benchmarking of College student satisfaction performance against future National Survey data. In so doing, trend data in many question areas was lost or would prove invalid as substantial changes in question or response options would result in indirect comparisons being made.

This year will be the second annual report in which the further education and higher education programme data has been disaggregated. All annual global reports previously produced have aggregated this data to produce an overall College data set representing the total student experience. This report will again enable satisfaction data to be linked specifically to the FE or the HE student experience. A direct benchmarking comparison with the National Student Surveys will be facilitated through this approach.

Where trend data is provided against the question sets it should be noted that this historical data is for the combined HE and FE student satisfaction results up to and including 2004/2005; from 2005/2006 the data has been disaggregated. This may result in swings in performance outside the normal parameters of variance and should be treated with caution.

It should be remembered that the aim of this report is the public presentation and evaluation of student satisfaction and as such is performance based. It is a global report of FE and HE student satisfaction and is a management information document. Only in the programme specific surveys will performance measurement be linked with enhancement opportunities and the enrichment of the student learning and pastoral experience. Such information will be documented in each programme's quality review folder.

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SUMMARY - HIGHER EDUCATION STUDENT SATISFACTION

In the First Impression questionnaire issued to students soon after commencing their programme, 5 indicators showed increased satisfaction against the results of the previous year, 3 indicators showed no change and 13 indicators showed lower levels of satisfaction. However, overall satisfaction with the programme of study increased from 97% to equal its all time high of 98%.

In the Programme Review questionnaire issued at the end of each year of study, 24 indicators showed higher levels of satisfaction, 5 were unchanged and 10 indicators showed lower levels of satisfaction.

In the Final Impressions questionnaire issued on completion of the programme, 4 indicators showed higher levels of satisfaction, 5 were unchanged and 4 indicators recorded lower levels of satisfaction.

Although some areas of new student satisfaction as recorded by the First Impressions questionnaire show an overall reduction, the satisfaction levels recorded by the on-programme questionnaire shows a notable and significant increase in satisfaction from the very high levels recorded last year. The overall satisfaction with the programme of learning recorded for completing students via the Final Impressions questionnaire was 86% which compares closely with the 84% recorded by the National Student Survey for completing students administered by Ipsos Mori over a similar period.

Across all three questionnaires and higher education groups, overall satisfaction with programmes and College services remains at a high level:

98% of new HE students are satisfied or very satisfied with their programme	(97% in 05/06)
96% of continuing HE students are satisfied with their programme	(97% in 05/06)
86% of completing HE students are satisfied or with their programme	(87% in 05/06)

SUMMARY - FURTHER EDUCATION STUDENT SATISFACTION

In the First Impression questionnaire issued to students soon after commencing their programme 17 indicators showed improved performance against the results of the previous year, 3 indicators showed no change and 2 indicators showed lower levels of satisfaction.

In the Programme Review questionnaire issued at the end of each year of study, 29 indicators showed improved performance, 4 were unchanged and 4 indicators showed lower levels of satisfaction. There are two less criteria in these responses than on the HE survey as responses for the Research Centre and Workshops, both not traditionally used by FE students, have been removed.

In the Final Impressions questionnaire issued on completion of the programme, 8 indicators showed improvements in satisfaction, 3 were unchanged and 2 indicators showed lower levels satisfaction.

Across all three questionnaires and further education groups, overall satisfaction with programmes and College services is very high:

99% of new FE students are satisfied or very satisfied with their programme	(98% in 05/06)
95% of continuing FE students are satisfied with their programme	(98% in 05/06)
94% of completing FE students are satisfied with their programme	(98% in 05/06)

OVERVIEW

The system of cross-college student satisfaction monitoring is an intrinsic part of the Programme Review Process (PR), whereby programme teams monitor the quality and progress of their own programmes, enabling them to identify areas for quality improvement and to reinforce existing areas of strength. The student questionnaire process is an essential mechanism for gathering student feedback, to facilitate effective quality assurance by identifying opportunities for improvement and to monitor performance against the service standards stated in the College Charter.

Three cross-college student questionnaires are used: the 'First Impressions' questionnaire is issued to new starters approximately 6 to 10 weeks after commencing their programme; the 'Programme Review' questionnaire is issued to all students finishing any year of their programme and the 'Final Impressions' questionnaire is issued to all students completing their programme (finishers). The information detailed in this report is drawn from this series of three student satisfaction questionnaires issued to all College students across all programmes during the academic year 2006/2007.

The Curriculum and Quality Development (CQD) Unit manage the questionnaire service to the programme teams. Programme managers order questionnaires from CQD. The CQD print and deliver the questionnaires to the programme managers who organise the issue and completion of the questionnaires by their students. The completed questionnaires are then returned to the CQD for processing and collating. CQD scan the questionnaires and return them, together with a summary report of the scannable responses to the programme managers.

Programme Teams review and analyse all responses from the questionnaires which feed into their enhancement plans for the coming year. This detailed analysis, comment and stated action plan can be found in the Programme Review (PR) Folders completed by the programme teams each year.

Programme managers are reminded of the times during the year when questionnaires should be issued to students by the PR timetable contained within their programme PR folder and by email reminders sent by the CQD. PR sheet number five in each programme folder refers to the First Impressions student questionnaire for new students and CQR sheet number seven refers to the Programme Review (end of year) and the Final Impressions (end of programme) questionnaires.

All student questionnaires are designed, developed and scanned using the 'Teleform' software package, which is a specialist survey development programme. Scanned questionnaires are collated as a file and exported to the 'SPSS' (Statistical Programme for Social Sciences) presentation and analysis programme for the production of reports.

Some questions on the First Impressions and Final Impressions questionnaires are not single mark response questions, but ask the student for written comment. The responses to these questions are analysed by the relevant programme teams and cannot be covered within the scope of this report. Where available, the results for 2005/06, 2004/05, 2003/04 and 2002/03 have been included for comparison and to illustrate changing levels of student satisfaction and college performance against stated targets.

Some question areas are relatively new or have been recently modified and only have three or four years comparable data from which to identify trends. In 2005 substantial numbers of questions were either modified in wording, response options changed or some completely new question sets were introduced. These changes were made to bring the survey into alignment with the National Student Survey for Higher Education Students to enable direct benchmarking to take place.

The following sections present the global responses across all programme areas of the college for each of the three types of questionnaire. The first three sections refer to the results from merged higher education programmes; sections four to six refer to results from the merged further education programmes. Within each question there are usually some blank or invalid responses returned. These missing responses have been removed from the calculations so that the indicated responses total 100% in every case. All returned questionnaires were processed for all three questionnaire types - sampling was not carried out in the processing.

Results from 2005/06, 2004/05, 2003/04 and 2002/03 where available, are illustrated in brackets next to the current results, which are given first.

SECTION ONE HIGHER EDUCATION STUDENTS

FIRST IMPRESSIONS QUESTIONNAIRE ANALYSIS

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This section relates to the First Impressions Questionnaire issued to new HE students commencing a programme of study at the college. It is issued approximately 6 to 10 weeks after students start their programmes and it is designed to gather initial impressions on their programme, its suitability, their interview, enrolment, induction and College facilities.

The total number of questionnaires returned was 1006. This corresponds to approximately 76% of the total possible number of responses from this group.

QUESTIONS

<u>Interview</u>	Students who “agree” (%)				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“Did you have an interview or discussion with a member of staff before starting your programme?”	51	(63)	(72)	(68)	(63)
“If you had an interview did you think it was informative?”	93	(94)	(94)	(92)	(92)
“If you had an interview did you think it was friendly?”	97	(97)	(97)	(96)	(96)
<u>Enrolment</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“Did you think that your enrolment was well organised?”	89	(86)	(82)	(85)	(87)
<u>Induction</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“Did you have an induction?”	91	(91)	(90)	(89)	(89)
“If you had an induction did you think it was interesting?”	77	(79)	(81)	(80)	(81)
“If you had an induction did you think it was clearly presented?”	95	(94)	(95)	(92)	(95)
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“If you had an induction did it give you the					

information you needed?" 96 (95) (95) (93) (95)

Usage of facilities

“Have you used the following facilities to date?” yes %

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Library & Resources	94	(97)	(90)	(96)	(96)
Student Services	49	(51)	(43)	(52)	(50)
LSDC	41	(40)	(35)	(48)	(45)
College Careers Unit	17	(18)	(15)	(19)	(13)

“Now that you have started, do you feel that you are on the right programme?”

	<u>yes</u> %	<u>no</u>	<u>not sure</u>
06/07	87	1	12
05/06	(89)	1	10)
04/05	(90)	1	9)
03/04	(88)	1	11)
02/03	(89)	1	10)

“Do you think in general, the amount of work is:

	<u>too much</u>	<u>about right</u>	<u>too little</u> %
06/07	30	69	1
05/06	(26)	73	1)
04/05	(25)	74	1)
03/04	(30)	69	1)
02/03	(23)	77	1)

“Do you think in general, the level of work is:

	<u>too difficult</u>	<u>about right</u>	<u>too easy</u> %
06/07	12	86	2
05/06	(9)	89	2)
04/05	(8)	91	1)
03/04	(11)	87	2)
02/03	(9)	90	1)

<u>Impressions</u>	%	<u>v. good/good</u>	<u>satisfactory</u>	<u>poor</u>
Main College Reception	81 (83)		17 (16)	2 (1)
Teaching Rooms	59 (63)		35 (33)	6 (4)

Library	66 (69)	25 (23)	9 (8)
Café	67 (67)	29 (28)	4 (5)
Practical Areas	67 (75)	30 (22)	3 (3)
Content of Programme	77 (80)	22 (19)	1 (1)
Standard of Teaching	80 (83)	19 (16)	1 (1)
Help with Problems	68 (71)	28 (25)	4 (4)
How was your Welcome	80 (79)	18 (19)	2 (2)

Individual needs

“Is there something we could be doing with regard to your personal needs?”

yes %

Accommodation	19	(16)	(14)
Religious Observance	7	(8)	(8)
Special Dietary Needs	10	(10)	(9)
Learning Needs	21	(17)	(17)
Language Needs	16	(12)	(11)
Specific Medical Needs	10	(8)	(7)

“Overall, how do you feel about your programme so far?”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Very satisfied	20	(25)	(27)	(23)	(25)
Satisfied	78	(72)	(70)	(71)	(73)
Dissatisfied	2	(3)	(3)	(6)	(2)
Very dissatisfied	(Nil)	(Nil)	(Nil)	(Nil)	(Nil)

“On your experience so far, would you recommend this college to a friend ?”

yes % no not sure

06/07	86	2	12
05/06	(89)	2	9)
04/05	(90)	1	9)
03/04	(85)	3	12)
02/03	(88)	2	10)

Summary of First Impressions Questionnaire for Higher Education Students

All trend data available up to and including 2004/2005 in this summary evaluation is combined data from both FE and HE student questionnaires and therefore comparisons with recent results and trend identification must be treated with caution.

The section for “Interview” shows that 51% of respondents had some form of interview or guidance before commencing their programme. Higher education students do not automatically have an interview before commencing their programme as applications come mainly through UCAS. The response from students who did have an interview or discussion with members of staff confirms a high standard of student guidance with 93% of students believing their interview was informative and an impressive 97% saying it was friendly. These figures are very similar to the results from last year. Satisfaction with the organisation of student enrolment improved to 89% from 86% last year.

The percentage of students reporting having had an induction remains at 91%. Students reporting their induction as “interesting” fell slightly to 77% from 79% last year. Those believing the induction process was “clearly presented” and gave them the “information they needed” both increased to 95% and 96% (from 94% and 95% respectively). It is safe to conclude that the very high levels of student satisfaction with the induction process have not only been maintained but continue to incrementally increase. This remains a considerable strength in College student information and support provision.

Early usage of College facilities is very similar to last year’s figures with 94% of students using the Library within the first few months of their programme (from 97% in 05/06). Early usage of Student Services fell slightly to 49% from 51%. Early usage of Learning and Skills Development increased to 41% from 40% and Careers Unit early usage decreased to 17% from 18% in 05/06.

Student response to the question of believing they have started on the right programme fell slightly to 87% being sure, from 89% in 05/06. Only 1% of students felt they had started on the wrong programme, which has been the same figure for the last six years.

Students believing the amount of work is “about right” fell to 69% from 73% in 05/06 and students believing the level of work is “about right” fell to 86% from 89% in 05/06.

The responses to the question relating to first impressions of the College shows generally lower levels of satisfaction than last year’s results. Responses of “good or very good” decreased in seven of the nine areas with only the rating for the quality of the welcome showing a small increase to 80% (from 79% last year). Ratings for the Library fell to 66% from 69%. Satisfaction with Practical Areas fell to 67% from 75%. ‘Both Help with Problems’ and impressions of the ‘Teaching Rooms’ fell to 68% and 59% (from 71% and 63% respectively). Ratings of good and very good remained at 67% overall for the Café.

The question relating to overall satisfaction at this early stage of the new students’ experience shows continuing very high levels of performance at 98% of students reporting they are satisfied or very satisfied with their programme, up from 97% last year and equalling the all time high figure for this stage of the students’ experience.

The question “On your experience so far, would you recommend this college to a friend?” again produced a very positive response, although down slightly on last year, with 86% of new students stating they would recommend the College at this stage of their programme against 89% in 05/06.

SECTION TWO HIGHER EDUCATION STUDENTS

PROGRAMME REVIEW QUESTIONNAIRE ANALYSIS

This section refers to the Programme Review Questionnaire for students completing a year of their programme of study.

The total number of questionnaires completed was 850. This corresponds to approximately 68% of the total possible number of responses from this group.

The figure for students “agreeing” is the total from two responses - “definitely agree” and “mostly agree”. The figure for students’ response of “good” comprises the total from the two responses of “very good” and “mostly good”.

The following questions relate to **Programme Management:**

	<u>Students who “agree” (%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“I received full information on programme aims and assessment early in the programme”	92	(92)	(87)	(90)	(89)
“The timetable works effectively as far as my activities are concerned”	81	(83)	-		
“Any changes in the programme or teaching have been communicated effectively”	76	(78)	-		
“The programme is well organised, and is running smoothly”	85	(88)	(73)	(73)	(76)

The following questions relate to **Programme Staff:**

	<u>Students who “agree” (%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“I feel that the programme staff are very approachable”	90	(89)	(88)	(88)	(88)
“Staff have a good knowledge of their subject”	92	(90)	(89)	(93)	(93)
“Staff are good at explaining things”	86	(85)	(86)	(89)	(88)
“Staff are enthusiastic about what they are teaching”	85	(83)	-		
“Staff have made the subject interesting”	74	(74)	(77)	(80)	(76)
“The standard of teaching on my programme is very good”	86	(85)	(88)	(88)	(88)
“The programme is intellectually stimulating”	77	(75)	-		

“I find the personal tutorial arrangements very useful”	72	(71)	(77)	(82)	(77)
“I received sufficient advice and support with my studies”	82	(79)	-		
“I have been able to contact staff when I needed to”	84	(83)	(74)	(78)	(78)
“Good advice was available when I needed to make study choices”	79	(78)	-		

Of those students who had been on **Work Placement**:

	<u>Students who “agree”(%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“Work Placement is well organised by the College”	79	(89)	(89)	(81)	(91)
“Work Placement helps me relate theory to practice”	94	(90)	(93)	(88)	(92)
“Work Placement is an enjoyable experience”	90	(86)	(90)	(84)	(89)
“Work Placement provides useful documentation”	88	(87)	(90)	(81)	(88)

The following question refers to **Resources**:

“How would you rate the following Programme Resources?”

<u>Resource</u>	% of students who replied who have used the facility	Student rating of “good” (%)
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	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Computer facilities	99	(99)	(98)	(98)	92	(77)	(89)	(91)
Practical Areas	87	(86)	(91)	(90)	90	(89)	(92)	(94)
Library (92)		99	(99)	(98)	(98)	88	(81)	(90)
LSDC	76	(78)	(77)	(75)	92	(90)	(94)	(93)
Language Support	45	(45)	-		92	(89)	-	
Resources Centre	94	(84)	(82)	(85)	95	(89)	(93)	(95)
Student Services	79	(79)	(83)	(84)	92	(89)	(94)	(93)
Research Centre	78	(76)	(75)	(77)	92	(92)	(94)	(95)
Teaching Rooms	91	(93)	(95)	(96)	87	(85)	(93)	(92)
Modern Foreign Language	41	(45)	(43)	(44)	86	(90)	(87)	(85)
Optional Workshops	67	(69)	(64)	(64)	91	(92)	(90)	(93)
Careers Advice	52	(62)	-		82	(77)	-	

The following questions refer to **Programme Assessment**:

Students who “agree” (%)

06/07 05/06 04/05 03/04 02/03

“The criteria used in marking have been clear in advance”

97 (96) (88) (93) (93)

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“Assessment dates are published within 25 working days of the start of the programme”	95	(96)	(84)	(88)	(88)
“I receive feedback on my assessments within 25 working days or have immediate feedback on my practical work”	83	(85)	(77)	(81)	(74)
“Assessment arrangements and marking have been fair”	94	(96)	(90)	(91)	(88)
“I have received detailed comments on my work”	95	(95)	(90)	(91)	(92)
“Feedback on my work has helped me clarify things I did not understand”	92	(92)	-		
“The level of work expected on assessments is about right for me”	97	(96)	(91)	(91)	(90)

“Overall, I am satisfied with the quality of the programme”

<u>Students who “agree” (%)</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
	96	(97)	(93)	(95)

Summary of Programme Review Questionnaire for Higher Education Students

In the Programme Management section of the questionnaire, 92% of students stated they received full programme information early in the programme, which mirrored last year’s figure. Satisfaction with programme organisation fell slightly to 85% from 88% last year. Satisfaction with the effectiveness of the timetable and effectiveness of communication fell slightly to 81% (83) and 76% (78) respectively.

The section relating to Programme Staff showed slightly higher levels of student satisfaction across ten of the eleven indicators. The question asking about ‘staff having made the subject interesting’ remained at 74% satisfaction. 90% of students agreed staff are very approachable (89% in 05/06) and 92% of students felt staff have a good knowledge of their subject (up from 90% in 05/06). 86% believed the standard of teaching was very good (85% in 05/06) and 72% found tutorial arrangements very useful (71% in 05/06).

Students reported they found staff easier to contact when they needed to, with 84% confirming satisfaction (up from 83% in 05/06). Student satisfaction with staff enthusiasm increased to 85% (from 83% in 05/06), students reporting their programme as being intellectually stimulating increased to 77% (from 75% in 05/06), satisfaction with receiving sufficient advice and support with studies was 82% (up from 79% in 05/06) and good advice for study choices increased to 79% from (78% in 05/06).

The satisfaction levels highlighted by the four questions in the Work Placement section rose across three of the questions this year. 79% of students agreed that placement is well organised by the College (down significantly from 89% in 05/06). However, 94% agree placement helps them relate theory to practice (against 90% in 05/06) and 90% agree placement is an enjoyable experience (from 86% in 05/06). 88% of students agree work placement provides useful documentation (up from 87% in 05/06).

The survey highlights continuing high levels of usage and satisfaction for college facilities and resource areas.

Higher education student satisfaction with college facilities and resources was higher across nine of the twelve areas this year. Students' satisfaction with Computer Facilities increased to 92% (from 77% last year). Satisfaction with the Library increased to 88% (from 81% in 05/06). Satisfaction with the new Resource Centre increased to 95% (from 89% in 05/06). These results are significant and relate to the first full year of operation of the new Library and separate Resource Centre facilities. The rating for Learning and Skills Development increased to 92% (from 90% in 05/06). Satisfaction with Student Services increased to 92% (from 89% in 05/06). Satisfaction with the Research Centre remained at 92%.

Satisfaction with the Practical Teaching areas increased to 90% (from 89% in 05/06). Satisfaction with Teaching Rooms also increased to 87% from 85% last year. Satisfaction with the Modern Foreign Language service decreased to 86% (from 90% in 05/06) and satisfaction with the additional subject Workshops fell slightly to 91% from 92% last year.

The section of the questionnaire referring to Programme Assessment show mixed results with three of the seven indicators showing slight decreases in performance, two increases and two no change. Altogether, 94% of students felt that assessment and marking is fair (down from 96% in 05/06). Satisfaction with the Charter target performance of receiving assessment feedback within 25 working days decreased to 83% (from 85% in 05/06) and the response to the level of work being about right increased to 97% from 96% the previous year. This represents an all time high over several years of monitoring for this indicator.

The response to receiving detailed comments on their work remained the same at 95%.

95% of students reported that the dates for assessments were "published within 25 working days of the start of the programme", a slight decrease from 96% in 05/06.

The question to determine overall student satisfaction with their programme shows that at this stage in their programme experience, 96% of students are either satisfied or very satisfied with their programme, which is a slight decrease from the previous year's figure of 97%. This result must be put in the context of twenty four of the thirty nine indicators in this survey showing increases in satisfaction and only ten indicators showing a decrease.

SECTION THREE HIGHER EDUCATION STUDENTS

FINAL IMPRESSIONS QUESTIONNAIRE ANALYSIS

This section refers to the Final Impressions questionnaire that is completed by final year higher education students on completion of their programme.

The total number of questionnaires returned was 563. This corresponds to approximately 67% of the total possible number of responses from this group.

Questions:

“Do you think that the amount of work on your programme has been”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Too much	17	(18)	(16)	(23)	(18)
About right	81	(81)	(81)	(75)	(81)
Too little	2	(1)	(3)	(2)	(1)

“Do you think in general the level of work on your programme has been”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Too difficult	8	(7)	(6)	(9)	(7)
About right	90	(92)	(91)	(89)	(91)
Too easy	2	(1)	(3)	(2)	(2)

“Do you feel that you have achieved what you wanted from your programme?”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Completely	18	(15)	(23)	(24)	(20)
Mostly	66	(68)	(59)	(62)	(63)
Partly	15	(16)	(16)	(13)	(16)
Not at all	1	(1)	(2)	(1)	(1)

The following questions refer to **Learning Resources**:

Students who “agree”(%)

06/07 05/06

“The Library resources and services are good enough for my needs”

72 (70)

“I have been able to access general IT resources when I needed to”

73 (63)

“I have been able to access specialised equipment, facilities, or rooms when I needed to” 57 (54)

The following questions refer to **Personal Development**:

	<u>Students who “agree”(%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“The course has helped me to present myself with confidence”	84	(84)			
“My communication skills have improved”	85	(87)			
“As a result of the course, I feel confident in tackling unfamiliar problems”	79	(79)			
“I have a sense of achievement”	86	(86)	(82)	(85)	(83)
“I have found my programme interesting”	84	(86)	(82)	(82)	(77)
“I would recommend this College to a friend”	79	(79)	(75)	(78)	(70)

“Overall, I am satisfied with the quality of the programme”

<u>Students who “agree” (%)</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
	86	(87)	(90)	(86)

Summary of Final Impressions Questionnaire for Higher Education Students

The response to the Final Impressions questionnaire shows that satisfaction and agreement with the positive statements expressed have remained similar to the very high levels of satisfaction recorded last year, with four indicators showing increases in satisfaction, four decreases in satisfaction and five remaining the same as last year.

The positive response by students to the question relating to the ‘amount’ of work on programme has remained the same for the third successive year, at 81% of students responding it is about right. Positive responses to the ‘level’ of work have decreased slightly to 90% (from 92% in 05/06) responding that it is about right. Interestingly, students report that the amount of work and the level

of work is slightly too much and too difficult (than too easy and too little), suggesting that the balance of coursework is challenging and stretching students and so encouraging the maximisation of potential and high standards.

Altogether, 84% of students state that they have either completely or mostly achieved what they wanted from their programme, up from 83% last year.

The number of students who found their programme interesting fell to 84% (from 86% in 05/06) and 86% of students had a sense of achievement this year, the same as last year.

Completing students rated all three indicators on learning resources higher than last year. 72% agree that the Library resources and services were good enough for their needs (up from 70% in 05/06). 73% agreed they could access IT resources when they needed to (significantly up from 63% in 05/06) and 57% agreed they could access specialised equipment, facilities or rooms when they needed to (up from 54% in 05/06). This increase in satisfaction reflects the new Library and Resource Centre facilities being open for a full year and are a welcome and hoped for increase. However, the level of satisfaction remains a cause for concern being in the range of only 57% to 73%. Satisfaction levels were much higher from the on-programme students and it will be interesting to see the results for next year's completing cohort and whether recollections of the previous facilities grow more distant.

The question relating to overall satisfaction with their programme shows that at this final stage of their programme experience (just before completion), 86% of higher education students are either satisfied or very satisfied with their programme (compared with 87% in 05/06).

The question asking students if they would recommend the College to a friend highlights that 79% of students would recommend the College, the same as last year.

SECTION FOUR FURTHER EDUCATION STUDENTS

FIRST IMPRESSIONS QUESTIONNAIRE ANALYSIS

This section relates to the First Impressions Questionnaire that is issued to new FE students commencing a programme of study at the college. It is issued approximately 6 to 10 weeks after students start their programmes and it is designed to gather initial impressions on their programme, its suitability, their interview, enrolment, induction and college facilities.

The total number of questionnaires returned was 678. This corresponds to 76% of the total possible number of responses from this group.

QUESTIONS

Interview

Students who “agree” (%)

06/07 05/06 04/05 03/04 02/03

“Did you have an interview or discussion with a member of staff before starting your programme?” 97 (93) (72) (68) (63)

“If you had an interview did you think it was informative?” 95 (95) (94) (92) (92)

“If you had an interview did you think it was friendly?” 96 (96) (97) (96) (96)

Enrolment

06/07 05/06 04/05 03/04 02/03

“Did you think that your enrolment was well organised?” 79 (82) (82) (85) (87)

Induction

06/07 05/06 04/05 03/04 02/03

“Did you have an induction?” 95 (93) (90) (89) (89)

“If you had an induction did you think it was interesting?” 85 (83) (81) (80) (81)

“If you had an induction did you think it was clearly presented?” 95 (94) (95) (92) (95)

06/07 05/06 04/05 03/04 02/03

“If you had an induction did it give you the information you needed?” 97 (96) (95) (93) (95)

Usage of facilities

“Have you used the following facilities to date?” yes %

06/07 05/06 04/05 03/04 02/03

Library & Resources	84	(82)	(90)	(96)	(96)
Student Services	42	(35)	(43)	(52)	(50)
LSDC	26	(19)	(35)	(48)	(45)
College Careers Unit	20	(8)	(15)	(19)	(13)

“Now that you have started, do you feel that you are on the right programme?”

	<u>yes</u>	<u>%</u>	<u>no</u>	<u>not sure</u>
06/07	92		1	7
05/06	(92)		1	7)
04/05	(90)		1	9)
03/04	(88)		1	11)
02/03	(89)		1	10)

“Do you think in general, the amount of work is:

	<u>too much</u>	<u>about right</u>	<u>too little</u>	<u>%</u>
06/07	21	79		Nil
05/06	(22)	76		2)
04/05	(25)	74		1)
03/04	(30)	69		1)
02/03	(23)	77		1)

“Do you think in general, the level of work is:

	<u>too difficult</u>	<u>about right</u>	<u>too easy</u>	<u>%</u>
06/07	5	94		1
05/06	(5)	92		3)
04/05	(8)	91		1)
03/04	(11)	87		2)
02/03	(9)	90		1)

Impressions % v. good/good satisfactory poor

Main College Reception	91 (87)	9 (13)	Nil (Nil)
Teaching Rooms	78 (73)	21 (24)	1 (3)
Library	85 (87)	14 (12)	1 (1)
Café	72 (70)	23 (25)	5 (5)
Practical Areas	91 (85)	8 (14)	1 (1)
Content of Programme	93 (86)	7 (13)	Nil (1)
Standard of Teaching	94 (88)	6 (11)	1 (1)
Help with Problems	84 (78)	13 (19)	3 (3)
How was your Welcome	89 (86)	9 (13)	2 (1)

Individual needs

“Is there something we could be doing with regard to your personal needs?”

	<u>yes %</u>		
Accommodation	12	(9)	(14)
Religious Observance	8	(7)	(8)
Special Dietary Needs	10	(8)	(9)
Learning Needs	12	(10)	(17)
Language Needs	8	(6)	(11)
Specific Medical Needs	8	(5)	(7)

“Overall, how do you feel about your programme so far?”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Very satisfied	44	(34)	(27)	(23)	(25)
Satisfied	55	(64)	(70)	(71)	(73)
Dissatisfied	1	(2)	(3)	(6)	(2)
Very dissatisfied	Nil	(Nil)	(Nil)	(Nil)	(Nil)

“On your experience so far, would you recommend this college to a friend ?”

	<u>yes %</u>	<u>no</u>	<u>not sure</u>
06/07	95	-	5
05/06	(93)	1	6
04/05	(90)	1	9
03/04	(85)	3	12
02/03	(88)	2	10

Summary of First Impressions Questionnaire for Further Education Students

The section for “Interview” shows that 97% of further education students had some form of interview or guidance before commencing their programme, which is an increase from 93% the previous year. Care should be taken when identifying trends in this data as from 02/03 to 04/05 the data was combined with HE students who are not required to have an interview before commencement.

The response from students who had an interview or discussion with members of staff confirms the high standard of student guidance that has been achieved with 95% of students believing their interview was informative and 96% saying it was friendly; both these figures are the same as the previous year. Satisfaction with the organisation of student enrolment fell to 79% from 82% last year.

The percentage of students reporting having had an induction is 95%, up from 93% last year. Students reporting their induction as “interesting” increased to 85% from 83% last year. Those believing the induction process was “clearly presented” increased slightly to 95% (from 94% in 05/06) and that induction gave them the “information they needed” increased to 97% from 96% last year. With all four indicators showing increases in performance it is safe to conclude that very high and increasing levels of student satisfaction with the induction process are still evident and this is a considerable strength in College student support provision.

Early usage of College facilities has increased across all areas this year; 84% of students had used the Library within the first few months of their programme (against 82% in 05/06). Usage of Student Services increased to 42% from 35%. Early usage of Learning and Skills Development increased to 26% from 19% and Careers Unit usage increased to 20% from 8% in 05/06.

Student response to the question of believing they have started on the right programme remained on 92%. Only 1% of students felt they had started on the wrong programme.

Students believing the amount of work is “about right” increased to 79% from 76% in 05/06 and students believing the level of work is “about right” increased to 94% from 92% in 05/06.

The responses to the question relating to first impressions of the College has produced a very positive result. Responses of “good or very good” increased in eight of the nine areas with the Library falling to 85% from 87% last year. It should be noted that FE students mainly use the Richmond House Library. Ratings for the College Reception service increased to 91% from 87% in 05/06. Satisfaction with Practical Areas increased to 91% from 85%. ‘Both Help with Problems’ and ‘How was your Welcome’ both increased by 6% and 3% to 84% and 89% respectively.

The question relating to overall satisfaction at this early stage of the new students’ experience shows continuing high levels of performance and has increased to 99% of students reporting they are satisfied or very satisfied with their programme from 98% in 05/06.

The question “On your experience so far, would you recommend this college to a friend?” produced a very positive response, with 95% of new students stating they would recommend the College at this stage of their programme against 93% in 05/06.

SECTION FIVE **FURTHER EDUCATION STUDENTS**

PROGRAMME REVIEW QUESTIONNAIRE ANALYSIS

This section refers to the Programme Review Questionnaire for students completing a year of their programme of study.

The total number of questionnaires completed was 470.

The figure for students “agreeing” is the total from two responses - “definitely agree” and “mostly agree”. The figure for students’ response of “good” comprises the total from the two responses of “very good” and “mostly good”.

The following questions relate to **Programme Management:**

	<u>Students who “agree” (%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“I received full information on programme aims and assessment early in the programme”	92	(85)	(87)	(90)	(89)
“The timetable works effectively as far as my activities are concerned”	85	(85)			
“Any changes in the programme or teaching have been communicated effectively”	85	(78)			
“The programme is well organised, and is running smoothly”	90	(83)	(73)	(73)	(76)

The following questions relate to **Programme Staff:**

	<u>Students who “agree” (%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“I feel that the programme staff are very approachable”	91	(88)	(88)	(88)	(88)
“Staff have a good knowledge of their subject”	95	(94)	(89)	(93)	(93)
“Staff are good at explaining things”	91	(87)	(86)	(89)	(88)
“Staff are enthusiastic about what they are teaching”	89	(88)			
“Staff have made the subject interesting”	88	(84)	(77)	(80)	(76)
“The standard of teaching on my programme is very good”	93	(91)	(88)	(88)	(88)

“The programme is intellectually stimulating”	84	(80)			
“I find the personal tutorial arrangements very useful”	87	(81)	(77)	(82)	(77)
“I received sufficient advice and support with my studies”	90	(85)			
“I have been able to contact staff when I needed to”	87	(80)	(74)	(78)	(78)
“Good advice was available when I needed to make study choices”	91	(81)			

Of those students who had been on **Work Placement**:

	<u>Students who “agree”(%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“Work Placement is well organised by the College”	91	(86)	(89)	(81)	(91)
“Work Placement helps me relate theory to practice”	92	(89)	(93)	(88)	(92)
“Work Placement is an enjoyable experience”	87	(83)	(90)	(84)	(89)
“Work Placement provides useful documentation”	89	(79)	(90)	(81)	(88)

The following question refers to **Resources**:

“How would you rate the following Programme Resources?”

<u>Resource</u>	% of students who replied who have used the facility				Student rating of “good” (%)			
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Computer facilities	95	(98)	(98)	(98)	90	(94)	(89)	(91)
Practical Areas	98	(89)	(91)	(90)	98	(97)	(92)	(94)

Library (92)	95	(97)	(98)	(98)	95	(95)	(90)
Learning & Skills D.C.	56	(62)	(77)	(75)	94	(93)	(94) (93)
Language Support	31	(40)			93	(92)	
Resources Centre	61	(69)	(82)	(85)	94	(95)	(93) (95)
Student Services	70	(79)	(83)	(84)	97	(96)	(94) (93)
Teaching Rooms	91	(94)	(95)	(96)	94	(93)	(93) (92)
Modern Foreign Language	27	(37)	(43)	(44)	90	(92)	(87) (85)
Careers Advice	55	(61)			93	(91)	

The following questions refer to **Programme Assessment**:

	<u>Students who “agree” (%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“The criteria used in marking have been clear in advance”	99	(97)	(88)	(93)	(93)
“Assessment dates are published within 25 working days of the start of the programme”	98	(97)	(84)	(88)	(88)

“I receive feedback on my assessments

within 25 working days or have immediate feedback on my practical work”	98	(95)	(77)	(81)	(74)
“Assessment arrangements and marking have been fair”	99	(98)	(90)	(91)	(88)
“I have received detailed comments on my work”	98	(97)	(90)	(91)	(92)
“Feedback on my work has helped me clarify things I did not understand”	97	(97)			
“The level of work expected on assessments is about right for me”	98	(98)	(91)	(91)	(90)
“Overall, I am satisfied with the quality of the programme”					
	<u>Students who “agree” (%)</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
		95	(98)	(93)	(95)

Summary of the Programme Review Survey for Further Education Students

Three out of the four indicators for programme management showed increases in satisfaction this year. 92% of further education students stated they received full programme information early in the programme (up from 85% in 05/06). Satisfaction with programme organisation increased to 90% (from 83% in 05/06). As last year, 85% of students agreed that the timetable works effectively and meets their needs and 85% agree changes are communicated effectively (up from 78% in 05/06).

The section relating to Programme Staff showed increased levels of student satisfaction across all eleven indicators. 91% of students agreed that staff are very approachable (88% in 05/06). 95% of students agreed that staff have a good knowledge of their subject (94% in 05/06) and 91% agreed that staff are good at explaining things (up from 87% in 05/06). 88% believe that staff make the subject interesting (up from 84% in 05/06) and 93% believe the standard of teaching is very good (up from 91% in 05/06). 87% of students find the tutorial arrangements very useful (from 81% in 05/06) and 87% have been able to contact staff when they needed to (up from 80% in 05/06). 89% of students believe staff are enthusiastic about what they are teaching (from 88% in 05/06), 84% believe their programme is intellectually stimulating (from 80% in 05/06), 90% believe they have received sufficient advice and support with their studies (up from 85% in 05/06) and 91% confirm that good advice was available when they needed to make study choices (up from 81% in 05/06).

The satisfaction levels highlighted by the four questions in the Work Placement section all showed increases this year. 91% of students agreed that placement is well organised by the College (up from 86% in 05/06). 92% agree placement helps them relate theory to practice (against 89% in 05/06) and 87% agree placement is an enjoyable experience (from 83% in 05/06). 89% agree placement provides useful documentation (up from 79% in 05/06).

The survey highlights continuing high levels of usage for all college facilities and resource areas.

Student satisfaction with college facilities and resources continues at very high levels with six of the ten indicators in this section show increases from last year's figures. Students' satisfaction with Computer Facilities decreased to 90% (from 94% last year). Satisfaction with the Library was again at 95% and satisfaction with the Resource Centre decreased to 94% (from 95% in 05/06). The rating for Learning and Skills Development rose slightly to 94% (from 93% in 05/06). Satisfaction with Student Services increased to 97% (from 96% in 05/06).

Satisfaction with the Practical Teaching areas increased to 98% (from 97% in 05/06). Satisfaction with Teaching Rooms increased to 94% (from 93% in 05/06) Satisfaction with Modern Foreign Language decreased to 90% from 92% in 05/06.

The section of the questionnaire referring to Programme Assessment shows increases in satisfaction this year in five of the seven indicators and two indicators recorded the same results as last year. 99% of students agreed that criteria used in marking had been made clear in advance (up from 97% in 05/06) and 98% confirmed that assessment dates were published within 25 days of the start of the programme (up from 97% in 05/06). 98% agreed they had feedback on assessment within 25 working days (up from 95% in 05/06) and 99% agreed that assessment and marking had been fair (up from 98% in 05/06). The question on feedback helping to "clarify things I did not understand" showed 97% student satisfaction which was the same as last year.

The question to determine overall student satisfaction with their programme shows that at this stage in their programme experience, 95% of students are either satisfied or very satisfied with their programme (down from 98% in 05/06).

SECTION SIX **FURTHER EDUCATION STUDENTS**

FINAL IMPRESSIONS QUESTIONNAIRE ANALYSIS

This section refers to the Final Impressions questionnaire that is completed by final year students on completion of their programme.

The total number of questionnaires returned was 729.

This questionnaire contains only a limited number of single response questions, the main part of the questionnaire being a written response by the student to certain specific enquiries. These "individual" responses cannot reasonably be summarised into a report such as this, they are primarily to provide descriptive feedback of interest to the specific programme teams concerned.

The main single response questions are illustrated below. Results for 05/06, 04/05, 03/04 and 02/03 are also illustrated where available.

Questions:

“Do you think that the amount of work on your programme has been”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Too much	14	(21)	(16)	(23)	(18)
About right	84	(77)	(81)	(75)	(81)
Too little	2	(2)	(3)	(2)	(1)

“Do you think in general the level of work on your programme has been”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Too difficult	5	(6)	(6)	(9)	(7)
About right	93	(92)	(91)	(89)	(91)
Too easy	2	(2)	(3)	(2)	(2)

“Do you feel that you have achieved what you wanted from your programme?”

	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
Completely	45	(44)	(23)	(24)	(20)
Mostly	49	(49)	(59)	(62)	(63)
Partly	6	(7)	(16)	(13)	(16)
Not at all	Nil	(Nil)	(2)	(1)	(1)

The following questions refer to **Learning Resources:**

Students who “agree”(%)

	<u>06/07</u>	<u>05/06</u>
“The Library resources and services are good enough for my needs”	83	(88)
“I have been able to access general IT resources when I needed to”	88	(83)
“I have been able to access specialised equipment, facilities, or rooms when I needed to”	68	(67)

The following questions refer to **Personal Development:**

	<u>Students who “agree”(%)</u>				
	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	<u>02/03</u>
“The course has helped me to present myself with confidence”	92	(89)			
“My communication skills have improved”	90	(90)			
“As a result of the course, I feel confident in tackling unfamiliar problems”	87	(87)			
“I have a sense of achievement”	95	(94)	(82)	(85)	(83)
“I have found my programme interesting”	92	(92)	(82)	(82)	(77)
“I would recommend this College to a friend”	92	(89)	(75)	(78)	(70)
“Overall, I am satisfied with the quality of the programme”					

<u>Students who “agree” (%)</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
	94	(98)	(92)	(96)

Summary of the Final Impressions Survey for Further Education Students

The response to the Final Impressions questionnaire shows that satisfaction and agreement with the positive statements expressed have increased from the high levels of satisfaction recorded last year. Eight of the thirteen indicators showed higher levels of satisfaction this year with only two indicators showing a decrease.

The positive response by students to the question relating to the ‘amount’ of work on programme has increased to 84% responding that it is about right (from 77% in 05/06). Positive responses to the ‘level’ of work have increased by 1% to 93% responding that it is about right. Interestingly, students report that the amount of work and the level of work is slightly too much and too difficult (than too easy and too little), suggesting that the balance of coursework is challenging and stretching students and so encouraging the maximisation of potential and high standards.

Altogether, 94% of students state that they have either completely or mostly achieved what they wanted from their programme, which is up from 93% last year.

The number of students who found their programme interesting remained at 92% and 95% of students had a sense of achievement this year, (up from 94% in 05/06).

Completing further education students rated two of the three indicators on learning resources higher than last year.

83% agree that the Library resources and services were good enough for their needs (down from 88% in 05/06). 88% agreed they could access IT resources when they needed to (significantly up from 83% in 05/06) and 68% agreed they could access specialised equipment, facilities or rooms when they needed to (up from 67% in 05/06).

The question relating to overall satisfaction with their programme shows that at this final stage of their programme experience (just before completion), 94% of further education students are either satisfied or very satisfied with their programme (compared with 98% in 05/06).

The question asking students if they would recommend the College to a friend highlights that 92% of students would recommend the College (up from 89% in 05/06).

Summary Information

1. It should be noted that this report is a global average of questionnaire results from across FE and HE college provision. Individual programme (or even group and year) results may be higher or indeed lower. Programme teams and management should review this report together with the programme specific performance and evaluation within each Programme Review Folder.

2. This report cannot recommend or propose corrective action to improve the satisfaction levels stated in the questionnaire results. Programme Teams and Programme Management evaluate the results from their own programmes and address relevant issues in their own Development or Enhancement Plan. The gathering of formal student feedback is an essential part of the College quality system and provides important information and evidence for staff, students, inspectors, auditors, moderators, employers, parents and members of the community.

It is a requirement of the Academic Board that questionnaire results and proposed and completed action must be discussed and minuted at the relevant Subject Board meeting.

Questionnaire results and the programme team response are posted on student notice boards.

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Appendix One

First Impressions Questionnaire

Appendix Two

Programme Review Questionnaire

Appendix Three

Final Impressions Questionnaire