

Global Summary of Student Satisfaction Questionnaires for the Academic Year 2007/2008

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 and response options would result in indirect comparisons being made. With the introduction of the LSC Framework for Excellence performance reporting requirement and the development of national question data sets across both further and higher education, the college questionnaires have continued to be redesigned and rationalised. For example, the end of year Programme Review questionnaire has been redesigned and differing versions for both FE and HE produced that include the respective national question sets. A concern is that for FE in particular, the questionnaire set is still changing as the Framework for Excellence undergoes further development.

This year will be the third 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 some 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 evaluation.

	<u>Page</u>
Section One First Impressions Questionnaire Results – Higher Education Programmes	5
Section Two Programme Review Questionnaire Results – Higher Education Programmes	9
Section Three Final Impressions Questionnaire Results – Higher Education Programmes	14
Section Four First Impressions Questionnaire Results – Further Education Programmes	17
Section Five Programme Review Questionnaire Results – Further Education Programmes	21

SUMMARY - HIGHER EDUCATION STUDENT SATISFACTION

In the First Impression questionnaire issued to students soon after commencing their programme, 11 indicators showed increased satisfaction against the results of the previous year, 5 indicators showed no change and 6 indicators showed lower levels of satisfaction. However, overall satisfaction with the programme of study fell slightly to 97% from its all time high of 98% the previous year.

In the Programme Review questionnaire issued at the end of each year of study, 8 indicators showed higher levels of satisfaction, 3 were unchanged and 28 indicators showed lower levels of satisfaction.

In the Final Impressions questionnaire issued on completion of the programme, 10 indicators showed higher levels of satisfaction, 2 were unchanged and 1 indicator recorded a lower level of satisfaction.

The overall satisfaction with the programme of learning recorded for completing students via the Final Impressions questionnaire is 87% which compares closely with the 86% 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:

97% of new HE students are satisfied or very satisfied with their programme	(98% in 06/07)
98% of continuing HE students are satisfied with their programme	(96% in 06/07)
87% of completing HE students are satisfied or with their programme	(86% in 06/07)

SUMMARY - FURTHER EDUCATION STUDENT SATISFACTION

In the First Impression questionnaire issued to students soon after commencing their programme 9 indicators showed improved performance against the results of the previous year, 4 indicators showed no change and 9 indicators showed lower levels of satisfaction.

A number of new questions (from the FE national data set) have been incorporated in the FE Programme Review questionnaire this year and so no trend data is available for these. Of those questions where trend data is available, 12 indicators showed improved performance, 5 were unchanged and 5 indicators showed lower levels of satisfaction.

As part of the rationalisation and redesign of questionnaires, the Final Impressions questionnaire is being phased out and was not issued to FE students this year.

Across both 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 (99% in 06/07)
96% of continuing and completing FE students are satisfied with their programme (95% in 06/07)

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.

This year three cross-college student questionnaires were used across HE programmes: 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). For FE programmes the First Impressions questionnaire and modified Programme Review questionnaire were issued. The information detailed in this report is drawn from this series of student satisfaction questionnaires issued to all College students across all programmes during the academic year 2007/2008.

The Curriculum and Quality Development (CQD) Unit manage the questionnaire service to the programme teams. This year an extended pilot of a new web-based survey system was carried out. The Questback system enables the surveys to be designed electronically and completed via a web-link which is emailed to each individual student. This results in a paperless system with all the administration being undertaken by the CQD unit, with results emailed to programme teams and each potentially each student. As expected, the return rate for a web-based system is lower than the traditional paper survey issued to students in a classroom environment and some problems identifying student email addresses arose. As students and staff become more familiar with the new system return rates are expected to rise. An important factor is the encouragement of tutors and for students to be asked and reminded to complete the survey.

This year some paper questionnaires were also used on some programmes. 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.

Paper based 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 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 2006/07, 2005/06, 2004/05, and 2003/04 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 have no trend data or only 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. In 2007, the similar changes were made to a new FE Programme Review questionnaire to include the FE Framework for Excellence national data set of questions, again to enable national benchmarking to take place.

The following sections present the global responses across all programme areas of the college for each of the questionnaires. The first three sections refer to the results from merged higher education programmes; sections four and five refer to results from the merged First Impressions and Programme Review for 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 questionnaire types - sampling was not carried out in the processing.

Results from 2006/07, 2005/06, 2004/05, and 2003/04 where available, are illustrated in brackets next to the current results, which are given first.

SECTION ONE HIGHER EDUCATION STUDENTS

FIRST IMPRESSIONS QUESTIONNAIRE RESULTS

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 933. This corresponds to approximately 74% of the total possible number of responses from this group.

QUESTIONS

<u>Interview</u>	Students who "agree" (%)				
	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
"Did you have an interview or discussion with a member of staff before starting your programme?"	51	(51)	(63)	(72)	(68)
"If you had an interview did you think it was informative?"	93	(93)	(94)	(94)	(92)
"If you had an interview did you think it was friendly?"	94	(97)	(97)	(97)	(96)
<u>Enrolment</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
"Did you think that your enrolment was well organised?"	89	(89)	(86)	(82)	(85)
<u>Induction</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
"Did you have an induction?"	91	(91)	(91)	(90)	(89)
"If you had an induction did you think it was interesting?"	83	(77)	(79)	(81)	(80)
"If you had an induction did you think it was clearly presented?"	94	(95)	(94)	(95)	(92)
"If you had an induction did it give you the	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>

information you needed?" 94 (96) (95) (95) (93)

Usage of facilities

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

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Library & Resources	94	(94)	(97)	(90)	(96)
Student Services	52	(49)	(51)	(43)	(52)
LSDC	33	(41)	(40)	(35)	(48)
College Careers Unit	19	(17)	(18)	(15)	(19)

“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>
07/08	88	1	11
06/07	(87	1	12)
05/06	(89	1	10)
04/05	(90	1	9)
03/04	(88	1	11)

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

	<u>too much</u>	<u>about right</u>	<u>too little</u> %
07/08	30	69	1
06/07	(30	69	1)
05/06	(26	73	1)
04/05	(25	74	1)
03/04	(30	69	1)

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

	<u>too difficult</u>	<u>about right</u>	<u>too easy</u> %
07/08	15	83	2
06/07	(12	86	2)
05/06	(9	89	2)
04/05	(8	91	1)
03/04	(11	87	2)

<u>Impressions</u>	%	<u>v. good/good</u>	<u>satisfactory</u>	<u>poor</u>
Main College Reception	85 (81)		14 (17)	1 (2)
Teaching Rooms	68 (59)		30 (35)	2 (6)

Library	84 (66)	14 (25)	2 (9)
Café	75 (67)	21 (29)	4 (4)
Practical Areas	73 (67)	26 (30)	1 (3)
Content of Programme	84 (77)	15 (22)	1 (1)
Standard of Teaching	88 (80)	11 (19)	1 (1)
Help with Problems	74 (68)	22 (28)	4 (4)
How was your Welcome	79 (80)	19 (18)	2 (2)

Individual needs

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

	<u>yes %</u>		
Accommodation	18	(19)	(16)
Religious Observance	5	(7)	(8)
Special Dietary Needs	8	(10)	(10)
Learning Needs	19	(21)	(17)
Language Needs	17	(16)	(12)
Specific Medical Needs	6	(10)	(8)

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

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Very satisfied	22	(20)	(25)	(27)	(23)
Satisfied	75	(78)	(72)	(70)	(71)
Dissatisfied	3	(2)	(3)	(3)	(6)
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>
07/08	92	1	7
06/07	(86)	2	12)
05/06	(89)	2	9)
04/05	(90)	1	9)
03/04	(85)	3	12)

Summary of First Impressions Questionnaire for Higher Education Students

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 as last year, 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 94% saying it was friendly.

The percentage of students reporting having had an induction remains at 91%. Students reporting their induction as “interesting” rose to 83% from 77% last year. Those believing their induction process was “clearly presented” fell slightly to 94% from 95% last year. Students reporting that their induction gave them ‘the information they needed’ fell to 94% from 96%. These results and the consistently high trend data confirm very high levels of student satisfaction with the induction process are being maintained. This remains a considerable strength in College student information and support provision.

Early usage of College facilities is broadly similar to last year’s figures with 94% of students using the Library within the first few months of their programme (same as 06/07). Early usage of Student Services rose slightly to 52% from 49%. Early usage of Learning and Skills Development fell to 33% from 41% and Careers Unit early usage increased to 19% from 17% in 06/07.

Student response to the question of believing they have started on the right programme increased slightly to 88% being sure, from 87% in 06/07. Only 1% of students felt they had started on the wrong programme, which has been the same figure for the last seven years.

Students believing the amount of work is “about right” remained at 69% and students believing the level of work is “about right” fell to 83% from 86% in 06/07.

The responses to the questions relating to first impressions of the College shows mostly increased levels of satisfaction compared with last year’s results. Responses of “good or very good” increased in eight of the nine areas with only the rating for the quality of the welcome showing a small decrease to 79% (from 80% last year). Ratings for the Library showed a big increase to 84% from 66%. Satisfaction with Practical Areas rose to 73% from 67%. ‘Help with Problems’ and impressions of the ‘Teaching Rooms’ increased to 74% and 68% (from 68% and 59% respectively). Ratings of good and very good for the Café increased to 75% from 67% last year. Students’ initial satisfaction with the ‘Content of the Programme’ increased to 84% from 77%.

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

The question “On your experience so far, would you recommend this college to a friend?” produced a very positive response, with 92% of new students stating they would recommend the College at this stage of their programme against 86% in 06/07.

SECTION TWO HIGHER EDUCATION STUDENTS

PROGRAMME REVIEW QUESTIONNAIRE RESULTS

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 693. This corresponds to approximately 57% 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>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“I received full information on programme aims and assessment early in the programme”	89	(92)	(92)	(87)	(90)
“The timetable works effectively as far as my activities are concerned”	81	(81)	(83)	-	-
“Any changes in the programme or teaching have been communicated effectively”	73	(76)	(78)	-	-
“The programme is well organised, and is running smoothly”	81	(85)	(88)	(73)	(73)

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

	<u>Students who “agree” (%)</u>				
	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“I feel that the programme staff are very approachable”	84	(90)	(89)	(88)	(88)
“Staff have a good knowledge of their subject”	91	(92)	(90)	(89)	(93)
“Staff are good at explaining things”	81	(86)	(85)	(86)	(89)
“Staff are enthusiastic about what they are teaching”	84	(85)	(83)	-	-

“Staff have made the subject interesting”	72	(74)	(74)	(77)	(80)
“The standard of teaching on my programme is very good”	84	(86)	(85)	(88)	(88)
“The programme is intellectually stimulating”	78	(77)	(75)	-	-
“I find the personal tutorial arrangements very useful”	61	(72)	(71)	(77)	(82)
“I received sufficient advice and support with my studies”	75	(82)	(79)	-	-
“I have been able to contact staff when I needed to”	82	(84)	(83)	(74)	(78)
“Good advice was available when I needed to make study choices”	75	(79)	(78)	-	-

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

	<u>Students who “agree”(%)</u>				
	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“Work Placement is well organised by the College”	85	(79)	(89)	(89)	(81)
“Work Placement helps me relate theory to practice”	90	(94)	(90)	(93)	(88)
“Work Placement is an enjoyable experience”	88	(90)	(86)	(90)	(84)
“Work Placement provides useful documentation”	89	(88)	(87)	(90)	(81)

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>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>
Computer facilities	99	(99)	(99)	(98)	88	(92)	(77)	(89)
Practical Areas	87	(87)	(86)	(91)	89	(90)	(89)	(92)
Library (90)		99	(99)	(99)	(98)	91	(88)	(81)
LSDC	74	(76)	(78)	(77)	91	(92)	(90)	(94)
Language Support	44	(45)	(45)	-	88	(92)	(89)	-
Resources Centre	95	(94)	(84)	(82)	88	(95)	(89)	(93)
Student Services	84	(79)	(79)	(83)	91	(92)	(89)	(94)
Research Centre	82	(78)	(76)	(75)	93	(92)	(92)	(94)
Teaching Rooms	94	(91)	(93)	(95)	83	(87)	(85)	(93)
Modern Foreign Language	42	(41)	(45)	(43)	83	(86)	(90)	(87)
Optional Workshops	70	(67)	(69)	(64)	89	(91)	(92)	(90)
Careers Advice	55	(52)	(62)	-	78	(82)	(77)	-

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

	<u>Students who “agree” (%)</u>					
	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>	
“The criteria used in marking have been clear in advance”	81	(84)				
“Assessment dates are published within 25 working days of the start of the programme”	78	(72)				
“I receive feedback on my assessments within 25 working days or have immediate feedback on my practical work”	70	(62)				
“Assessment arrangements and marking have been fair”	74	(77)				
“I have received detailed comments on my work”	83	(83)				
“Feedback on my work has helped me clarify things I did not understand”	75	(75)				
“The level of work expected on assessments is about right for me”	81	(83)				
“Overall, I am satisfied with the quality of the programme”						
	<u>Students who “agree” (%)</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
		98	(96)	(97)	(93)	(95)

Summary of Programme Review Questionnaire for Higher Education Students

In the Programme Management section of the questionnaire, 89% of students stated they received full programme information early in the programme, compared with 92% last year. Satisfaction with programme organisation fell to 81% from 85% last year. Satisfaction with the effectiveness of the timetable remained at 81% and effectiveness of communication fell slightly to 73% from 76%.

The section relating to Programme Staff showed levels of student satisfaction falling across ten of the eleven indicators after having risen last year. The question asking about ‘staff having made the subject interesting’ fell to 72% satisfaction from 74% last year. 84% of students agreed ‘staff are very approachable’ (90% in 06/07) and 91% of students felt staff have a good knowledge of their subject (down from 92% in 06/07). 84% believed the standard of teaching was very good (86% in 06/07) and 61% found tutorial arrangements very useful (72% in 06/07).

82% of students reported they were able to contact staff when they needed to (down from 84% in 06/07). Student satisfaction with staff enthusiasm fell slightly to 84% (from 85% in 06/07), students reporting their programme as being intellectually stimulating increased to 78% (from 77% in 06/07), satisfaction with receiving sufficient advice and support with studies was 75% (down from 82% in 06/07) and good advice for study choices decreased to 75% from (79% in 06/07).

The satisfaction levels highlighted by the four questions in the Work Placement section were similar to last year with two questions higher and two lower than last year. 85% of students agreed that placement is well organised by the College (up from 79% in 06/07) and 89% of students agree work placement provides useful documentation (up from 88% in 06/07). However, 90% agree placement helps them relate theory to practice (against 94% in 06/07) and 88% agree placement is an enjoyable experience (from 90% in 06/07).

Higher education student satisfaction with college facilities and resources was lower across ten of the twelve areas this year. Students' satisfaction with Computer Facilities decreased to 88% (from 92%). Satisfaction with the Library increased to 91% (from 88% in 06/07). Satisfaction with the Resource Centre decreased to 88% (from 95% in 06/07). The rating for Learning and Skills Development decreased slightly to 91% (from 92% in 06/07). Satisfaction with Student Services decreased to 91% (from 92% in 06/07). Satisfaction with the Research Centre increased to 93% (up from 92% last year).

Satisfaction with the Research Centre increased to 93% from 82% last year. Satisfaction with the Practical Teaching areas fell to 89% (from 90% in 06/07). Satisfaction with the Modern Foreign Language service decreased to 83% (from 86% in 06/07) and satisfaction with the additional subject Workshops fell to 89% from 91% last year.

The section of the questionnaire referring to Programme Assessment show mixed results with two of the seven indicators showing increases in performance, three decreases and two no change. 78% of students agreed they 'received assessment dates within 25 days of starting their programme' (up from 72% in 06/07). 74% of students felt that 'assessment arrangements and marking is fair' (down from 77% in 06/07). Satisfaction with the Charter target performance of receiving assessment feedback within 25 working days increased to 70% (from 62% in 06/07) and the response to the level of work being about right fell to 81% from 83% the previous year.

The response to receiving detailed comments on their work remained the same at 83%.

The question to determine overall student satisfaction with their programme shows that at this stage in their programme experience, 98% of students are either satisfied or very satisfied with their programme, which is an improvement from the previous year's figure of 96% and represents an all time high for this question in the survey.

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 959. This corresponds to approximately 78% 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>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Too much	14	(17)	(18)	(16)	(23)
About right	82	(81)	(81)	(81)	(75)
Too little	4	(2)	(1)	(3)	(2)

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

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Too difficult	9	(8)	(7)	(6)	(9)
About right	88	(90)	(92)	(91)	(89)
Too easy	3	(2)	(1)	(3)	(2)

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

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Completely	18	(18)	(15)	(23)	(24)
Mostly	65	(66)	(68)	(59)	(62)
Partly	17	(15)	(16)	(16)	(13)
Not at all	Nil	(1)	(1)	(2)	(1)

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

Students who “agree”(%)

07/08 06/07 05/06

“The Library resources and services are good enough for my needs”	76	(72)	(70)		
“I have been able to access general IT resources when I needed to”	75	(73)	(63)		
“I have been able to access specialised equipment, facilities, or rooms when I needed to”	63	(57)	(54)		

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

	<u>Students who “agree”(%)</u>				
	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“The course has helped me to present myself with confidence”	88	(84)	(84)	-	-
“My communication skills have improved”	85	(85)	(87)	-	-
“As a result of the course, I feel confident in tackling unfamiliar problems”	81	(79)	(79)	-	-
“I have a sense of achievement”	87	(86)	(86)	(82)	(85)
“I have found my programme interesting”	85	(84)	(86)	(82)	(82)
“I would recommend this College to a friend”	80	(79)	(79)	(75)	(78)

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

<u>Students who “agree” (%)</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
	87	(86)	(87)	(90)	(86)

Summary of Final Impressions Questionnaire for Higher Education Students

The response to the Final Impressions questionnaire shows that student satisfaction has increased across most question areas to very high levels of satisfaction this year, with ten indicators showing increases in satisfaction, one decreasing satisfaction and two remaining the same as last year.

The positive response by students to the question relating to the 'amount' of work on programme has increased to 82% of students responding it is about right (from 81% last year). Positive responses to the 'level' of work have decreased slightly to 88% (from 90% in 06/07) 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 academic standards.

The number of students who found their programme interesting increased to 85% (from 84% in 06/07) and 87% of students had a sense of achievement this year (up from 86% last year).

Completing students rated all three indicators on learning resources higher than last year. 76% agree that the Library resources and services were good enough for their needs (up from 72% in 06/07). 75% agreed they could access IT resources when they needed to (up from 73% in 06/07) and 63% agreed they could access specialised equipment, facilities or rooms when they needed to (up from 57% in 06/07). The new Library and Resource Centre facilities have now been open for two full years and is showing a steady upward trend in satisfaction since reopening.

The question relating to overall satisfaction with their programme shows that at this final stage of their programme experience (just before completion), 87% of higher education students are either satisfied or very satisfied with their programme (up from 86% in 06/07).

The question asking students if they would recommend the College to a friend shows that 80% of students would recommend the College compared with 79% in 06/07.

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 845. This corresponds to 79% of the total possible number of responses from this group.

QUESTIONS

<u>Interview</u>	Students who “agree” (%)				
	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“Did you have an interview or discussion with a member of staff before starting your programme?”	97	(97)	(93)	(72)	(68)
“If you had an interview did you think it was informative?”	97	(95)	(95)	(94)	(92)
“If you had an interview did you think it was friendly?”	97	(96)	(96)	(97)	(96)
<u>Enrolment</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“Did you think that your enrolment was well organised?”	87	(79)	(82)	(82)	(85)
<u>Induction</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“Did you have an induction?”	92	(95)	(93)	(90)	(89)
“If you had an induction did you think it was interesting?”	84	(85)	(83)	(81)	(80)
“If you had an induction did you think it was clearly presented?”	97	(95)	(94)	(95)	(92)
	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“If you had an induction did it give you the information you needed?”	98	(97)	(96)	(95)	(93)

Usage of facilities

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

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Library & Resources	87	(84)	(82)	(90)	(96)
Student Services	49	(42)	(35)	(43)	(52)
LSDC	16	(26)	(19)	(35)	(48)
College Careers Unit	14	(20)	(8)	(15)	(19)

“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>
<i>07/08</i>	95	Nil	5
<i>06/07</i>	(92)	1	7)
<i>05/06</i>	(92)	1	7)
<i>04/05</i>	(90)	1	9)
<i>03/04</i>	(88)	1	11)

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

	<u>too much</u>	<u>about right</u>	<u>too little</u> %
<i>07/08</i>	22	77	1
<i>06/07</i>	(21	79	Nil)
<i>05/06</i>	(22	76	2)
<i>04/05</i>	(25	74	1)
<i>03/04</i>	(30	69	1)

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

	<u>too difficult</u>	<u>about right</u>	<u>too easy</u> %
<i>07/08</i>	5	94	1
<i>06/07</i>	(5	94	1)
<i>05/06</i>	(5	92	3)
<i>04/05</i>	(8	91	1)

03/04 (11 87 2)

<u>Impressions</u>	<u>%</u>	<u>v. good/good</u>	<u>satisfactory</u>	<u>poor</u>
Main College Reception	88 (91)		12 (9)	Nil (Nil)
Teaching Rooms	77 (78)		20 (21)	3 (1)
Library	89 (85)		10 (14)	1 (1)
Café	65 (72)		29 (23)	6 (5)
Practical Areas	87 (91)		11 (8)	2 (1)
Content of Programme	90 (93)		10 (7)	Nil (Nil)
Standard of Teaching	93 (94)		7 (6)	Nil (1)
Help with Problems	85 (84)		13 (13)	2 (3)
How was your Welcome	91 (89)		9 (9)	Nil (2)

Individual needs

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

	<u>yes</u>	<u>%</u>
Accommodation	9	(12) (9)
Religious Observance	6	(8) (7)
Special Dietary Needs	7	(10) (8)
Learning Needs	10	(12) (10)
Language Needs	4	(8) (6)
Specific Medical Needs	5	(8) (5)

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

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
Very satisfied	43	(44)	(34)	(27)	(23)
Satisfied	56	(55)	(64)	(70)	(71)
Dissatisfied	1	(1)	(2)	(3)	(6)
Very dissatisfied	Nil	(Nil)	(Nil)	(Nil)	(Nil)

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

	<u>yes</u>	<u>%</u>	<u>no</u>	<u>not sure</u>
07/08	95	1	4	
06/07	(95	-	5)	
05/06	(93	1	6)	
04/05	(90	1	9)	

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 the same as the previous year. Care should be taken when identifying trends in this data as in 04/05 and 03/04 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 97% of students believing their interview was informative and 97% saying it was friendly (up from 95% and 96% respectively).

Satisfaction with the organisation of student enrolment increased to 87% from 79% last year.

The percentage of students reporting having had an induction is 92%, down from 95% last year. Students reporting their induction as “interesting” fell slightly to 84% from 85%. Those believing the induction process was “clearly presented” increased to 97% (from 95% in 06/07) and that induction gave them the “information they needed” increased to 98% from 97% last year. With two of the indicators showing increases in performance to all time high levels of satisfaction it is safe to conclude that the induction process remains a considerable strength in College student support provision.

Early usage of College facilities has increased in two of the four areas this year; 87% of students had used the Library within the first few months of their programme (against 84% in 06/07). Usage of Student Services increased to 49% from 42%. Early usage of Learning and Skills Development decreased to 16% from 26% and Careers Unit usage decreased to 14% from 20% in 06/07.

Student response to the question of believing they have started on the right programme is 95% (up from 92% last year). No students felt they had started on the wrong programme this year. This is the first time this very positive response has been recorded.

Students believing the amount of work is “about right” decreased to 77% from 79% in 06/07 and students believing the level of work is “about right” remained at 94%.

The responses to the question relating to first impressions of the College has produced a mixed result. Responses of “good or very good” increased in three of the nine areas with the Library increasing to 89% from 85% last year. It should be noted that FE students mainly use the Richmond House Library. Ratings for the College Reception service decreased to 88% from 91% in 06/07. Satisfaction with Practical Areas decreased to 87% from 91%. ‘Help with Problems’ increased to 85% from 84% last year and ‘How was your Welcome’ increased 91% from 89%.

The question relating to overall satisfaction at this early stage of the new students’ experience shows continuing high levels of performance with 99% of students reporting they are satisfied or very satisfied with their programme, which is the same as last year.

95% of new students stated they would recommend the College to a friend at this stage of their programme, which was the same as last year.

SECTION FIVE FURTHER EDUCATION STUDENTS

PROGRAMME REVIEW QUESTIONNAIRE ANALYSIS

This section refers to the Programme Review Questionnaire which students complete at the end of each year of their programme. The questionnaire has been modified this year to incorporate the national question set from the LSC Framework for Excellence.

The total number of questionnaires completed was 449.

The figure for student “satisfaction” in the following section is the combined total from “extremely”, “very” and “fairly” satisfied as specified by the LSC.

	<u>Students who are “satisfied” (%)</u>
	<u>07/08</u>
“Overall, how satisfied or dissatisfied are you with the college?”	96
“How satisfied or dissatisfied are you with the quality of teaching on your course?”	94
“How satisfied or dissatisfied are you with the level of support you receive from this college?”	90

The figure for student rating of “good” in the following section is the combined total from “extremely”, “very” and “fairly” good as specified by the LSC.

	<u>Student rating of “good” (%)</u>
	<u>07/08</u>
“How would you rate the information and advice offered by this college about your course during your induction?”	94

“How would you rate the information and advice offered by this college about the different options available to you once you completed your course?” 86

Students who “agree” (%)

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>
“I am treated with respect by staff”	93	-	-	-
“I am treated fairly by staff”	91	-	-	-
“My college asks learners for their views on how it can improve its courses, teaching and facilities”	78	-	-	-
“The timetable works effectively as far as my activities are concerned”	85	(85)	(85)	-
“The programme is well organised and is running smoothly”	90	(90)	(83)	(73)
“I feel that programme staff are very approachable”	91	(91)	(88)	(88)
“Staff are good at explaining things”	90	(91)	(87)	(86)
“Staff are enthusiastic about what they are teaching”		91	(89)	(88) -
“Staff have made the subject interesting”	91	(88)	(84)	(77)
“I find the personal tutorial arrangements very useful”	83	(87)	(81)	(77)

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

Students who “agree”(%)

	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
“Work Placement is well organised by the College”	94	(91)	(86)	(89)	(81)
“Work Placement helps me relate theory to practice”	92	(92)	(89)	(93)	(88)
“Work Placement is an enjoyable experience”	93	(87)	(83)	(90)	(84)

“Work Placement provides useful documentation” 87 (89) (79) (90) (81)

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>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>
Computer facilities	97	(95)	(98)	(98)	97	(90)	(94)	(89)
Practical Areas	93	(98)	(89)	(91)	97	(98)	(97)	(92)
Library (90)		94	(95)	(97)	(98)	96	(95)	(95)
Learning & Skills D.C.	66	(56)	(62)	(77)	95	(94)	(93)	(94)
Language Support	46	(31)	(40)	-	95	(93)	(92)	-
Resources Centre	79	(61)	(69)	(82)	98	(94)	(95)	(93)
Student Services	80	(70)	(79)	(83)	97	(97)	(96)	(94)
Teaching Rooms	96	(91)	(94)	(95)	98	(94)	(93)	(93)
Modern Foreign Language	45	(27)	(37)	(43)	95	(90)	(92)	(87)
Careers Advice	62	(55)	(61)	-	92	(93)	(91)	-

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

Students who “agree” (%)

07/08

“The criteria used in marking have been clear in advance” 86

“Assessment dates are published within 25 working days of the start of the programme” 77

“I receive feedback on my assessments within 25 working days or have immediate feedback on my practical work” 88

“Assessment arrangements and marking have been fair” 92

“Feedback on my work has helped me clarify things I did not understand” 94

“The level of work expected on assessments is about right for me” 92

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

<u>Students who “agree” (%)</u>	<u>07/08</u>	<u>06/07</u>	<u>05/06</u>	<u>04/05</u>	<u>03/04</u>
	96	(95)	(98)	(93)	(95)

Summary of the Programme Review Survey for Further Education Students

There are a number of new questions included in this year’s survey as the LSC Framework for Excellence student national satisfaction survey data set has been included in the FE Programme Review questionnaire to enable benchmarking with the FE sector.

96% of students are satisfied with the College and 94% are satisfied with the quality of teaching on their programme. 90% of students are satisfied with the level of support they receive. 94% rate the information and advice as good and 86% report that progression advice available to them is good.

93% of students say they are treated with respect by staff and 91% say they are treated fairly by staff. 78% say the College asks them for their views on how it can improve its courses, teaching and facilities.

85% of students stated that ‘their timetable works effectively’ (the same as in 06/07) and 90% of students agree that their ‘programme is well organised and is running smoothly’ which is again the same as last year. 91% agree that ‘staff are very approachable’ (same as 06/07) and 90% of students agree that ‘staff are good at explaining things’ (down slightly from 91% in 06/07). 91% of students agree ‘staff are enthusiastic about what they are teaching’ (up from 89% last year) and 91% agree ‘staff have made the subject interesting’ (up from 88% last year). Satisfaction with tutorial arrangements decreased to 83% from 87% last year.

The satisfaction levels with Work Placement were all very high again this year with 94% of students agreeing that placement is well organised by the College (up from 91% in 06/07). 92% agree placement helps them relate theory to practice (unchanged) and 93% agree placement is an enjoyable

experience (from 87% in 06/07). 87% agree placement provides useful documentation (down from 89% in 06/07).

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 increased to 97% (from 90% last year). Satisfaction with the Library increased slightly to 96% (from 95%) and satisfaction with the Resource Centre increased to 98% (from 94% in 06/07). The rating for Learning and Skills Development increased slightly to 95% (from 94% in 06/07). Satisfaction with Student Services was unchanged at 97%.

Satisfaction with the Practical Teaching areas decreased slightly to 97% (from 98% in 06/07). Satisfaction with Teaching Rooms increased to 98% (from 94% in 06/07) Satisfaction with Modern Foreign Language teaching and support increased to 95% from 90% in 06/07.

The section of the questionnaire referring to Programme Assessment shows generally high levels of satisfaction. No trend data is available for this section as the response options have been changed this year in line with national data set requirements.

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 (up from 95% in 06/07).

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Appendix One

First Impressions Questionnaire

Appendix Two

Programme Review Questionnaires

Appendix Three

Final Impressions Questionnaire