FE Choices learner satisfaction subject analysis data report, 2011 to 2012

Contents

Introduction

The Learner Satisfaction Survey 2011 to 2012, Version 4, had over 400,000 responses and this provides an enormous potential information source for the sector. At the current time the results from the survey are published at provider level, with a further breakdown by age band (16-18, 19+), gender and level of study. *New Challenges, New Chances* articulated a commitment to make available good quality information at more granular levels wherever possible (for example at sector subject area or course level rather than just provider level). Over 90% of respondents to the Version 4 Learner Satisfaction Survey were matched to the Individualised Learner Record (ILR) allowing us to identify, for these learners, the course or courses they had taken or the sector subject area.

Discussions with providers suggest that learner satisfaction scores at a more granular level would be extremely valuable for planning and self-assessment. In 2011 RCU and Ipsos MORI carried out detailed interviews with 10 providers to seek their views on the value and usefulness of course-level data. There was a general consensus that such data would be useful to potential learners and providers but they raised concerns that the low level of responses at course level might make comparisons at this level very difficult and potentially misleading. Furthermore, they felt that definitions of courses on the ILR learners may not always match learner's understanding of courses they were taking. The general consensus was that data would be more useful at sector subject area tier 1 or tier 2.

This report provides detailed learner satisfaction scores at sector subject area based on matching learner responses to the ILR. The report shows that this approach represents a potentially useful and cost effective way forward for meeting the needs of the sector. The report will hopefully prompt further discussion and research into how a sector subject area measure could be further developed and the feasibility of including these scores in nationally published statistics.

Calculating sector subject level scores from the main learner satisfaction survey

The subject level scores presented in this report are based on learners responses to the 9 core questions in the survey. The approach is fundamentally different to the more complex system, currently in place, that asks survey respondents separate course-level questions. Responses to separate course-level questions have been low and have not provided the sector with useful comparator information. A subject level score based on existing responses to the core questions has the advantage of being simple to administer and would use hundreds of thousands of responses. The table below summarises the differences between the 2 approaches.

Figure 1: comparison of subject level analysis and existing course-level analysis

Proposed new subject level analysis	Existing course-level analysis
Results are based on a large number of responses so outputs are likely to be statistically robust. Detailed analysis by more than 1 variable is possible (for example. Local Enterprise Partnership (LEP) area and subject) because of the large number of responses.	Response rates to the course-level questions are poor which means scores are not statistically robust or easy to compare, particularly at subject area level.
Uses existing survey responses linked to the ILR and does not ask additional questions. The approach is extremely cost effective.	Respondents are asked 3 additional questions for each course they are taking. This involves additional complexity and cost.
The outputs show the overall satisfaction levels of learners who are ppredominantly studying in a particular subject area. Since learners may be studying courses in different subject areas a methodology for deriving the subject score is required.	Learners are asked directly about how good or bad a particular course is.
	Course names used internally by providers are often different from those recorded in LARA/ILR leading to confusion amongst learners when answering the survey. Learners often find it difficult to distinguish between courses that have a separate qualification aim and courses which are modules within a larger qualification aim.

Calculating sector subject level scores when learners have multiple aims

Calculating a sector subject area score (based on responses to the 9 core questions) is straightforward if learners are taking 1 or more courses exclusively in a single sector subject area. Likewise learners studying for an Apprenticeship can easily be linked to a single sector subject area related to that framework. However, some learners may be simultaneously studying for 2 or more qualifications at the same time from different sector subject areas. These qualifications may be of similar length (for example. AS-Levels) or 1 programme may be their main study aim and others subsidiary aims (for example. BTEC National Diploma with additional qualifications such as a Health and Safety certificate). The analysis excludes key/functional skills.

The chart below illustrates 3 different ways in which a sector subject area score could be calculated for learners with multiple aims. In general there will be a trade-off between including the largest possible number of responses and being sure that respondents' answers were specific to a particular subject area.
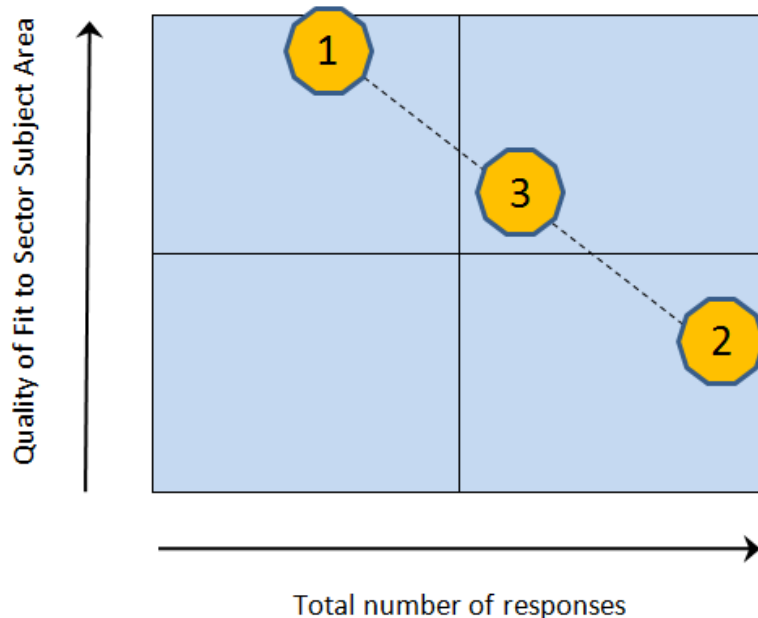
Methodology 1*: Only include survey responses from learners who are studying exclusively in a single sector subject area (SSA).*

With this methodology we will be absolutely sure that responses are relevant to a particular SSA. However, we will be excluding responses even if the proportion of a learner's study in another subject area was minimal. Some providers may regard this as unfair.

Methodology 2: *Attribute survey responses to all of the SSAs for the aims that a learner is taking.*

This methodology ensures that all responses are included (often several times). However, this may also be seen as inaccurate. The learner response is most likely to relate to their main study programme rather than to a short qualification studied alongside their main study area.

Methodology 3: *Attribute survey responses to a learner's main subject area defined as the SSA that covers a certain percentage or more (for example. 80%) of their overall study programme.*

This methodology overcomes some of the problems with methodologies 1 and 2. Unlike methodology 1 a score will be awarded even if a learner is taking some aims away from their main area of study, provided that these subsidiary aims are only a small proportion of their total study programme. Also, unlike methodology 2, a learner's responses are only included in a single SSA and not multiple times.

Definition for calculating sector subject level scores

Methodology 3 (based on a learner's main subject area) is used as the basis for calculating sector subject scores in this report. This definition ensures that each response is included only once and that responses are not excluded because a learner is also taking small subsidiary aims.

The detailed flow chart on page 10 shows the way in which sector subject scores have been calculated. Key aspects of this definition are discussed below.

Base population for the calculation
The base population for the calculation was taken from the 365,514 valid respondents to the Learner Satisfaction Survey 2011 to 2012 who were matched to the Individualised Learner Record. There were also a small number of learners (3,145) who were on multiple funding streams and in order to ensure that there was a one-to-one match between respondents and funding stream these were excluded from the analysis. Therefore the number of respondents used for the calculations in this report is 362,369.

Apprenticeships
If the learner was recorded on the ILR as being on an Apprenticeship, the framework for the Apprenticeship is used to determine the subject area. Just over 20% of the sample was in this category (75,432 learners). If the ILR indicates that a learner was enrolled on 2 different frameworks with different subject areas during the survey window, they are excluded from the subject level calculation (this only applied to 0.02% of the sample).

Learners studying exclusively in one subject area
If a learner was taking qualification aims in 1 subject area only, then their responses are attributed to that subject area. Over 70% of respondents were either in this category or were taking an Apprenticeship.

Learners studying exclusively on QCF courses
Over 47,000 (non-Apprenticeship) learners were exclusively studying on courses that were part of the Qualifications and Credit Framework (QCF) and were taking courses from different subject areas. Since every QCF course has a 'credit value' indicating the amount of study time required to complete the course, it is straightforward to compare the relative size of courses and hence determine a learner's main subject area (if it exists). The rule used in this report was that if 80% or more of a learner's QCF credit points were in a certain subject area, that subject area was deemed to be their main subject area. All other learners in this category were excluded from the subject level calculation. As a result of the rule a further 34,979 responses were assigned to a subject area.

Figure 2 shows the impact of varying the 80% rule (within the range 100% - 50%) on the total number of additional learners included in the subject level results. The chart suggests that 80% provides a good balance between maximising the number of additional responses whilst ensuring that a learner has a clearly identifiable main subject area within their programme of study.

Figure 2: Relationship between % threshold and additional learners included in subject level results
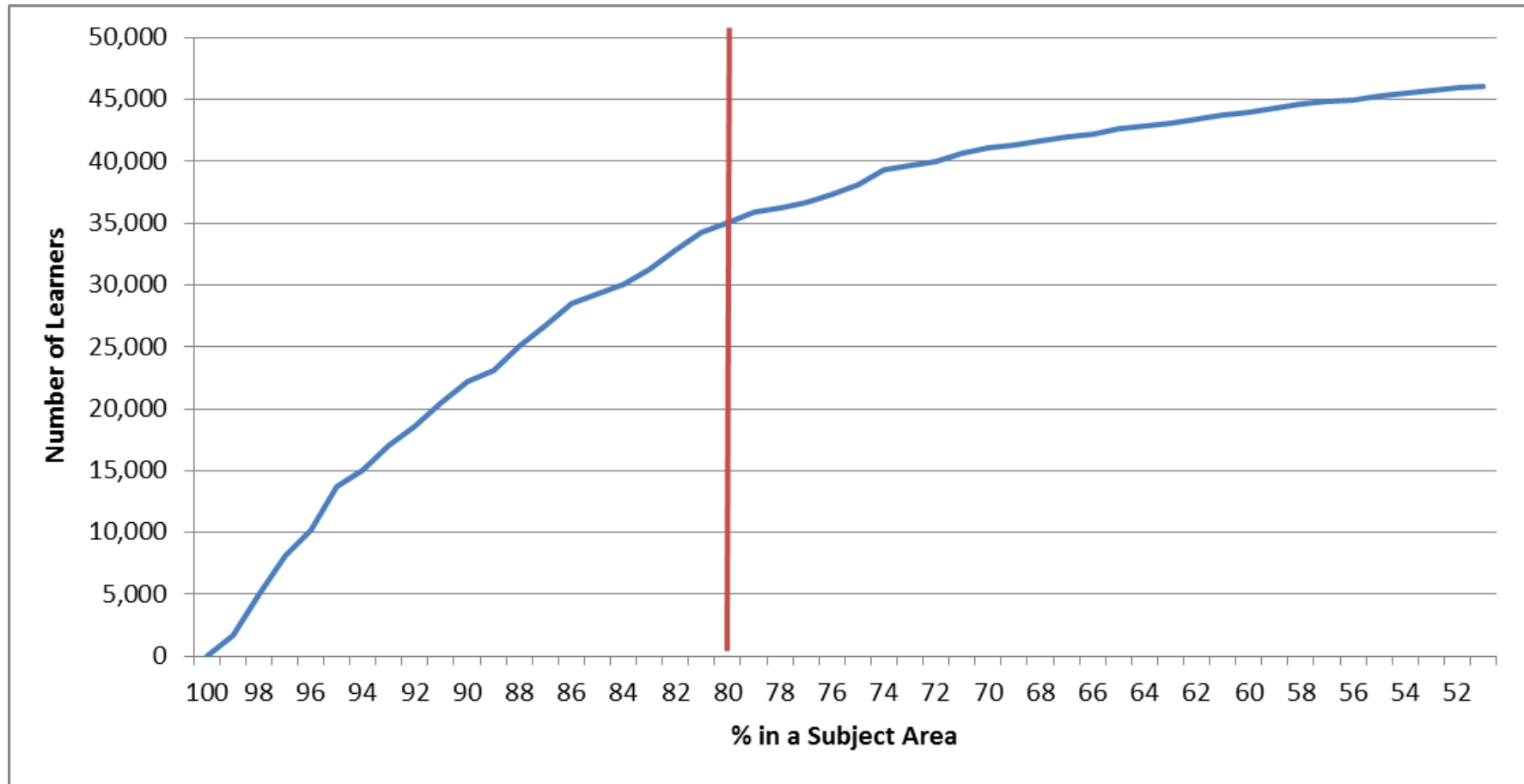
Source: Learner Satisfaction Version 4 & Individualised Learner Record 2011 to 2012.

Learners studying exclusively on non-QCF courses

A small number of learners were taking courses from different subject areas, but none of these courses were part of the Qualifications and Curriculum Framework. However, these courses did have maximum guided learning hours (GLH) figures listed on the OFQUAL website. This allowed us to compare the relative size of courses in order to determine a learner's main subject area. The rule used was that if 80% or more of a learner's GLH were in a certain subject area, that subject area was deemed to be their main subject area. All other learners in this category were excluded from the subject level calculation. As a result of the rule a further 848 responses were assigned to a subject area. The 80% figure, was chosen in order to maintain consistency with learners studying exclusively on QCF courses.

Learners studying on programmes that include both QCF and non-QCF courses

Some learners were taking a mix of both QCF and non-QCF courses from different subject areas. Where we can identify both QCF credit points and/or OFQUAL GLH it is possible to determine the relative size of different courses within a learner's programme and attribute a main area of study (if it exists). In order to do this a way of converting from OFQUAL GLH to QCF credit points is required. The methodology used in this report assumes that 6 GLH is equivalent to 1 QCF credit points (this is based on the average figure for qualifications where both QCF credit points and GLH are recorded simultaneously).

As a result of the rule a further 9,808 responses were assigned to a subject area.

The five processes discussed above deal with 94.8% of the survey responses in the base sample. The remaining learners (18,923) took a range of courses across different subject areas and one or more of these courses has no indication of course size (either QCF credit points or GLH). For these learners, it is impossible to determine whether they have a main subject area and so were excluded from the calculation.

Learners on 'A-Level' Programmes

An important category of learner not include in the subject level scores is the classroom-based A-Level student taking 2 or more A-Levels in different subject areas (for example. Maths, ICT and Business Studies). These learners are genuinely taking courses across more than 1 subject area and no one area dominates (that is,. greater than 80%). In total there are 12,599 learners who responded to the survey who were taking 2 or more A-Levels (or AS/A2), which represents approximately 3.4% of all survey responses. We have therefore created a separate reporting category for classroom-based A-Level students in addition to the 15 sector subject areas.

Note on statistical significance

As this report is based on national data (from approximately 360,000 learners), the number of responses in most of the analysis categories are sufficiently large to provide robust results. Care must be taken however with a small number of analysis categories where the volumes of responses are comparatively small, (particularly where these are fewer than 250).

All results are based on **unweighted** responses to the FE Choices Learner Satisfaction Survey. This follows the same methodology used for the current course level results. As a result, this report does not identify results which could be skewed by disproportionate levels of particular learner groups within subject areas.

If this methodology was to be implemented at a <u>provider</u> level, the following issues may need to be investigated. Are weightings required for each subject area?

- If weightings are to be applied, which learner groups should be used?

- What statistical quality tests would be most appropriate for provider level scores (the current LS methodology has no tests for results by particular learner groups)? Quality tests might include for example a:

  - minimum number of responses in a subject area
  - maximum confidence interval for responses in a subject area
  - maximum level of skew in a subject area

Selecting Respondents Subject Area for Learner Satisfaction Survey

Valid LS Responses for Selection of Subject Area

Base: 362,369
100%

Apprenticeships
Is response from a learner on an Apprenticeship? — No →

Yes ↓

Is the learner only on Frameworks in one Subject Area?

Yes Included

No Excluded

75,432
20.8%

79
0.02%

One Subject Area
Is response from a learner whose aims are in only one subject area? — No →

Yes Included

192,980
53.3%

QCF
Is response from a learner who is only on aims which are QCF? — No →

Yes ↓

Does any Subject Area have 80% or more of the total QCF credit points?

Yes Included

No Excluded

34,979
9.7%

12,036
3.3%

Non-QCF
Is response from a learner who is only on aims which are not QCF & with a OFQUAL GLH? — No →

Yes ↓

Does any Subject Area have 80% or more of the total OFQUAL GLH?

Yes Included

No Excluded

848
0.2%

5,947
1.6%

Mixture QCF/ Non-QCF
Is response from a learner who is on a mixture of aims which are QCF & with a OFQUAL GLH?

Yes ↓

Does any Subject Area have 80% or more QCF Credit point? (6 GLH = 1 Credit point)

Yes Included

No Excluded

11,257
3.1%

9,808
2.7%

No details on length of learning aim Excluded

19,003
5.2%

Total Responses Excluded:
46,872
13%

Total Responses Included:
315,496
87%

Subject level analysis outputs

The remainder of the report includes tables and charts showing subject-level results based on the methodology described in the previous section. Subject analysis is presented at sector subject area tier 1 (and at tier 2 for Apprenticeships).

Subject level results are included for the following categories:

- All learners

- 16-to 18-year-old Apprenticeships

- 16 to18 classroom-based

- 19+ Apprenticeships

- 19+ work-placed training

- 19+ classroom-based.

The data categories used within this report are based on the latest definitions of funding streams supplied by the Skills Funding Agency.

The report focuses on 3 of the 9 questions asked in the survey (the questions which are most relevant for a subject level analysis):

- Q3. How good or bad is the teaching on your course?

- Q4. How good or bad is the respect staff show to you?

- Q9. Overall, how good or bad do you think the provider is?

Figure 3: Average mean learner satisfaction scores by subject and question

| Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1: Health, Public Services and Care	47,330	8.30	47,328	8.66	47,354	8.28
SSA2: Science and Mathematics	5,890	7.83	5,888	8.29	5,898	7.80
SSA3: Agriculture, Horticulture and Animal Care	13,245	7.94	13,218	8.12	13,249	7.94
SSA4: Engineering and Manufacturing Technologies	33,689	8.25	33,668	8.54	33,718	8.14
SSA5: Construction, Planning and the Built Environment	21,742	8.39	21,722	8.57	21,766	8.08
SSA6: ICT	18,935	8.33	18,925	8.73	18,930	8.27
SSA7: Retail and Commercial Enterprise	37,812	8.59	37,804	8.66	37,826	8.41
SSA8: Leisure, Travel and Tourism	17,420	8.11	17,417	8.32	17,420	7.97
SSA9: Arts, Media and Publishing	28,847	8.25	28,849	8.55	28,850	8.07
SSA10: History, Philosophy and Theology	1,271	8.47	1,271	8.97	1,271	8.35
SSA11: Social Sciences	316	8.40	316	8.74	316	8.35
SSA12: Languages, Literature and Culture	3,423	9.07	3,418	9.38	3,424	8.52
SSA13: Education and Training	4,654	8.69	4,655	9.26	4,655	8.53
SSA14: Preparation for Life and Work	44,293	9.02	44,105	9.17	44,308	8.86
SSA15: Business, Admin and Law	36,117	8.53	36,083	9.02	36,148	8.57
Learner on 2+ A-Levels	12,598	7.70	12,598	8.12	12,599	7.66

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 4: Subject by question 9 – average mean score

(Overall, how good or bad do you think the provider is?)
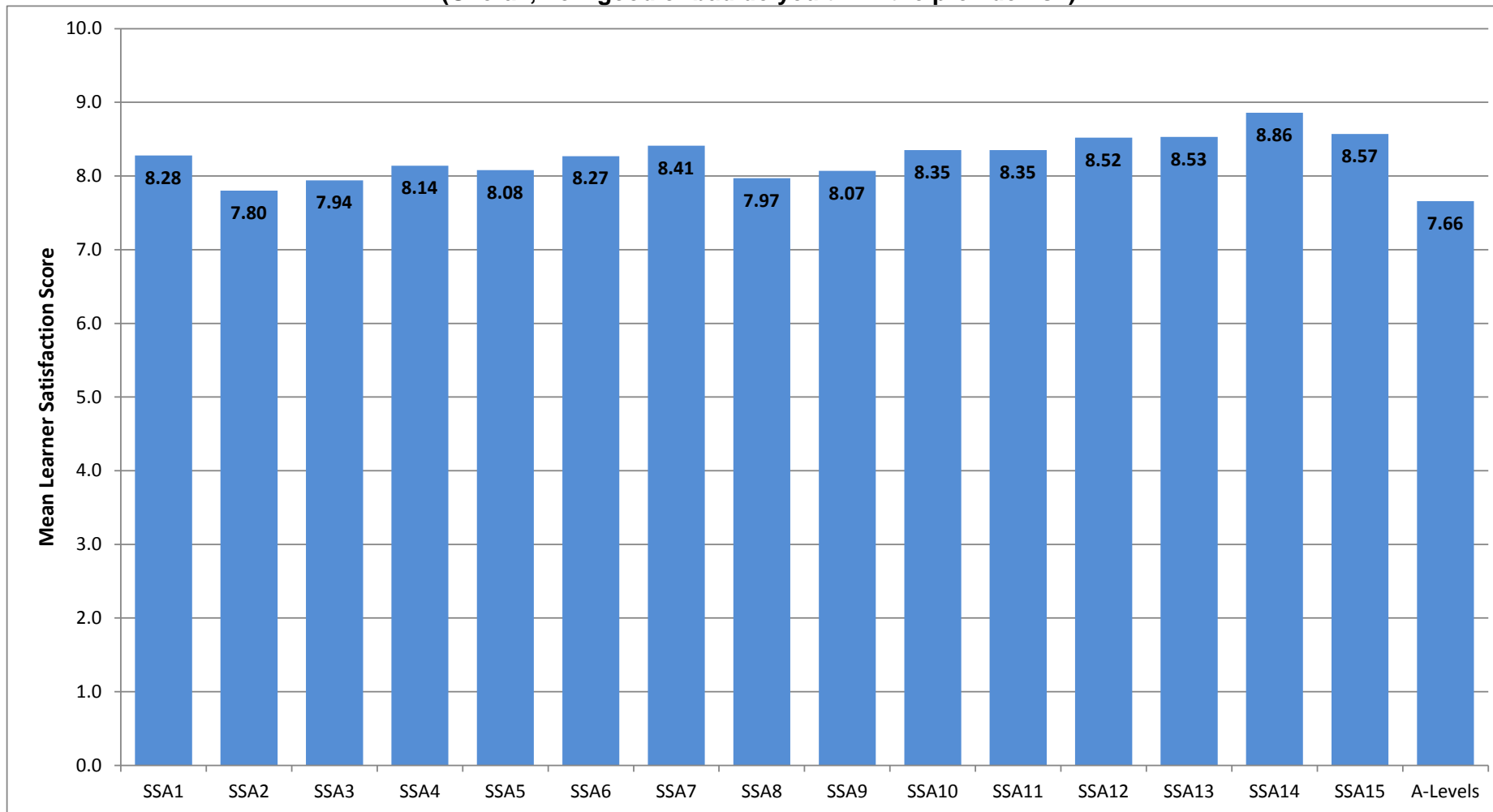
Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 5: Survey Responses* by subject for question 9
**(Overall, how good or bad do you think the provider is?)**

All Learners

Subject Area	Number of Responses	0	1	2	3	4	5	6	7	8	9	10	Unweighted Score	% of Respondents Scoring 8 or more
SSA1: Health, Public Services and Care	47,354	0.4%	0.3%	0.6%	1.0%	1.6%	5.0%	5.8%	11.9%	19.4%	21.1%	33.0%	8.28	73.4%
SSA2: Science and Mathematics	5,898	0.7%	0.5%	0.9%	1.5%	2.3%	6.4%	8.1%	15.8%	22.6%	20.3%	21.0%	7.80	63.9%
SSA3: Agriculture, Horticulture and Animal Care	13,249	0.5%	0.3%	0.8%	1.5%	2.2%	6.2%	7.8%	14.7%	21.5%	20.2%	24.5%	7.94	66.2%
SSA4: Engineering and Manufacturing Technologies	33,718	0.6%	0.4%	0.7%	1.2%	1.7%	5.2%	6.0%	13.3%	20.9%	21.3%	28.7%	8.14	70.9%
SSA5: Construction, Planning and the Built Environment	21,766	0.7%	0.4%	0.6%	1.1%	1.7%	5.6%	6.4%	13.6%	21.8%	20.9%	27.1%	8.08	69.9%
SSA6: ICT	18,930	0.5%	0.3%	0.6%	1.0%	1.7%	4.7%	5.5%	13.2%	19.8%	19.8%	33.1%	8.27	72.7%
SSA7: Retail and Commercial Enterprise	37,826	0.2%	0.2%	0.4%	0.9%	1.3%	4.7%	5.4%	11.3%	17.9%	21.8%	35.8%	8.41	75.5%
SSA8: Leisure, Travel and Tourism	17,420	0.5%	0.4%	0.6%	1.2%	1.6%	5.6%	7.1%	16.1%	23.8%	20.6%	22.7%	7.97	67.1%
SSA9: Arts, Media and Publishing	28,850	0.4%	0.3%	0.5%	1.0%	1.6%	5.3%	6.7%	15.0%	22.6%	21.4%	25.2%	8.07	69.2%
SSA10: History, Philosophy and Theology	1,271	0.4%	0.0%	0.4%	0.7%	1.4%	4.2%	4.8%	12.5%	21.7%	22.7%	31.1%	8.35	75.5%
SSA11: Social Sciences	316	<5	<5	<5	<5	2.8%	4.7%	4.1%	10.8%	20.9%	19.6%	35.4%	8.35	76.0%
SSA12: Languages, Literature and Culture	3,424	<5	0.3%	0.2%	0.6%	0.9%	3.4%	4.3%	10.7%	23.0%	20.4%	36.1%	8.52	79.5%
SSA13: Education and Training	4,655	0.3%	0.2%	0.5%	0.6%	0.9%	3.6%	4.3%	11.0%	19.1%	21.7%	37.7%	8.53	78.5%
SSA14: Preparation for Life and Work	44,308	0.3%	0.2%	0.3%	0.5%	0.9%	3.3%	3.3%	7.6%	13.7%	18.4%	51.6%	8.86	83.7%
SSA15: Business, Admin and Law	36,148	0.3%	0.2%	0.3%	0.8%	1.1%	3.8%	4.3%	10.3%	17.2%	21.3%	40.3%	8.57	78.8%
Learner on 2+ A-Levels	12,599	0.5%	0.4%	0.8%	1.3%	2.4%	6.7%	8.4%	19.1%	25.9%	19.8%	14.8%	7.66	60.4%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

* 0 = Very bad and 10 = VerygGood

Figure 6: Subject by question 9: Percentage of respondents scoring 8 or more (Overall, how good or bad do you think the provider is?)
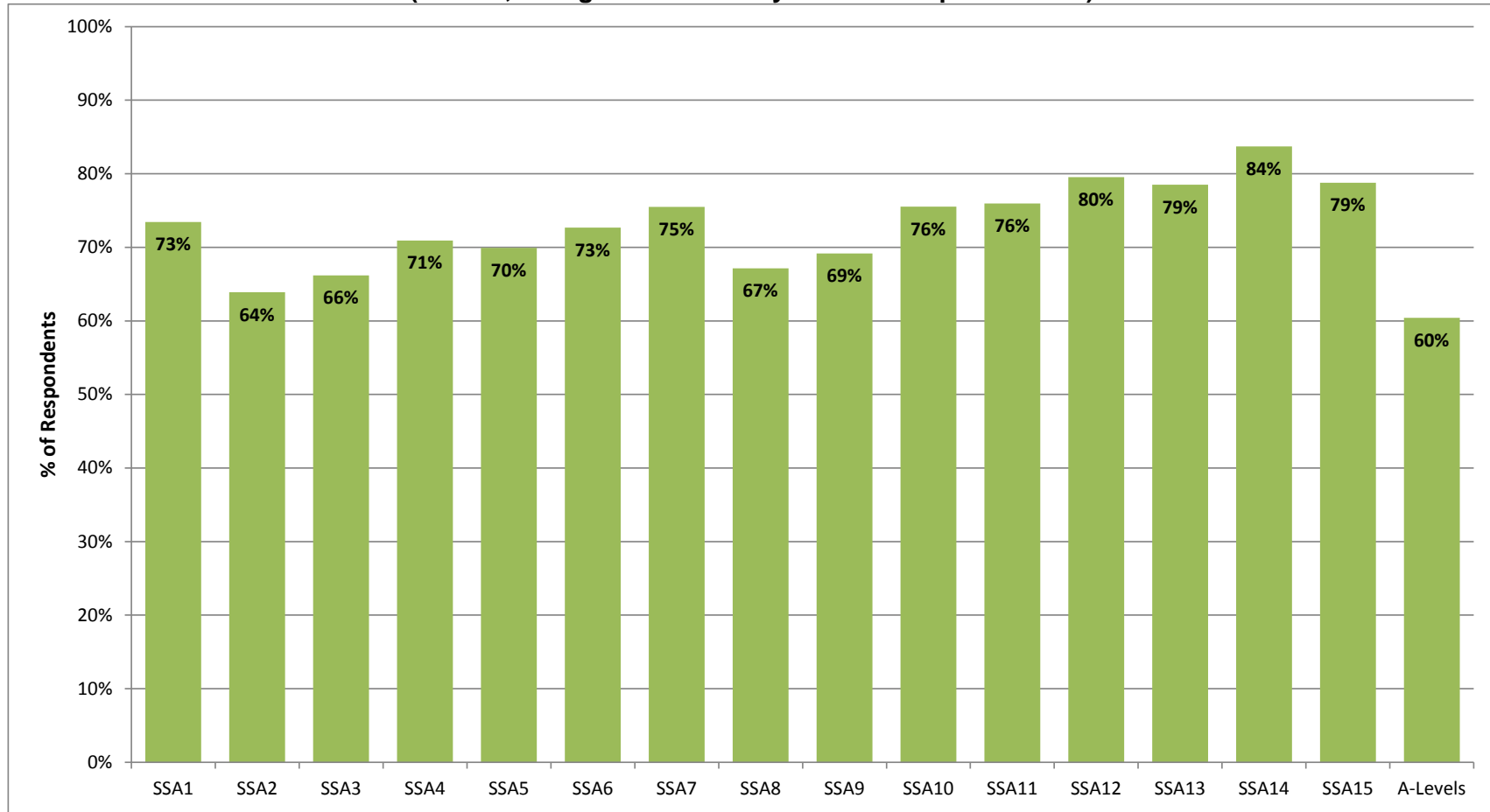
Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 7: Mean learner satisfaction score by subject and question

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1: Health, Public Services and Care	3,152	8.73	3,152	9.16	3,157	8.88
SSA2: Science and Mathematics	17	7.94	17	8.29	17	7.76
SSA3: Agriculture, Horticulture and Animal Care	801	8.52	792	8.76	804	8.59
SSA4: Engineering and Manufacturing Technologies	8,036	8.19	8,031	8.48	8,047	8.26
SSA5: Construction, Planning and the Built Environment	4,011	8.13	4,010	8.40	4,014	8.18
SSA6: ICT	1,292	8.62	1,292	8.64	1,292	8.48
SSA7: Retail and Commercial Enterprise	5,803	8.77	5,802	9.02	5,809	8.89
SSA8: Leisure, Travel and Tourism	1,530	8.63	1,530	8.91	1,530	8.77
SSA9: Arts, Media and Publishing	114	7.83	115	8.46	114	7.76
SSA10: History, Philosophy and Theology						
SSA11: Social Sciences						
SSA12: Languages, Literature and Culture						
SSA13: Education and Training	192	8.54	192	8.96	191	8.28
SSA14: Preparation for Life and Work						
SSA15: Business, Admin and Law	4,739	8.62	4,736	9.14	4,741	8.75

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 8: Subject by question 9 – mean score

(Overall, how good or bad do you think the provider is?)

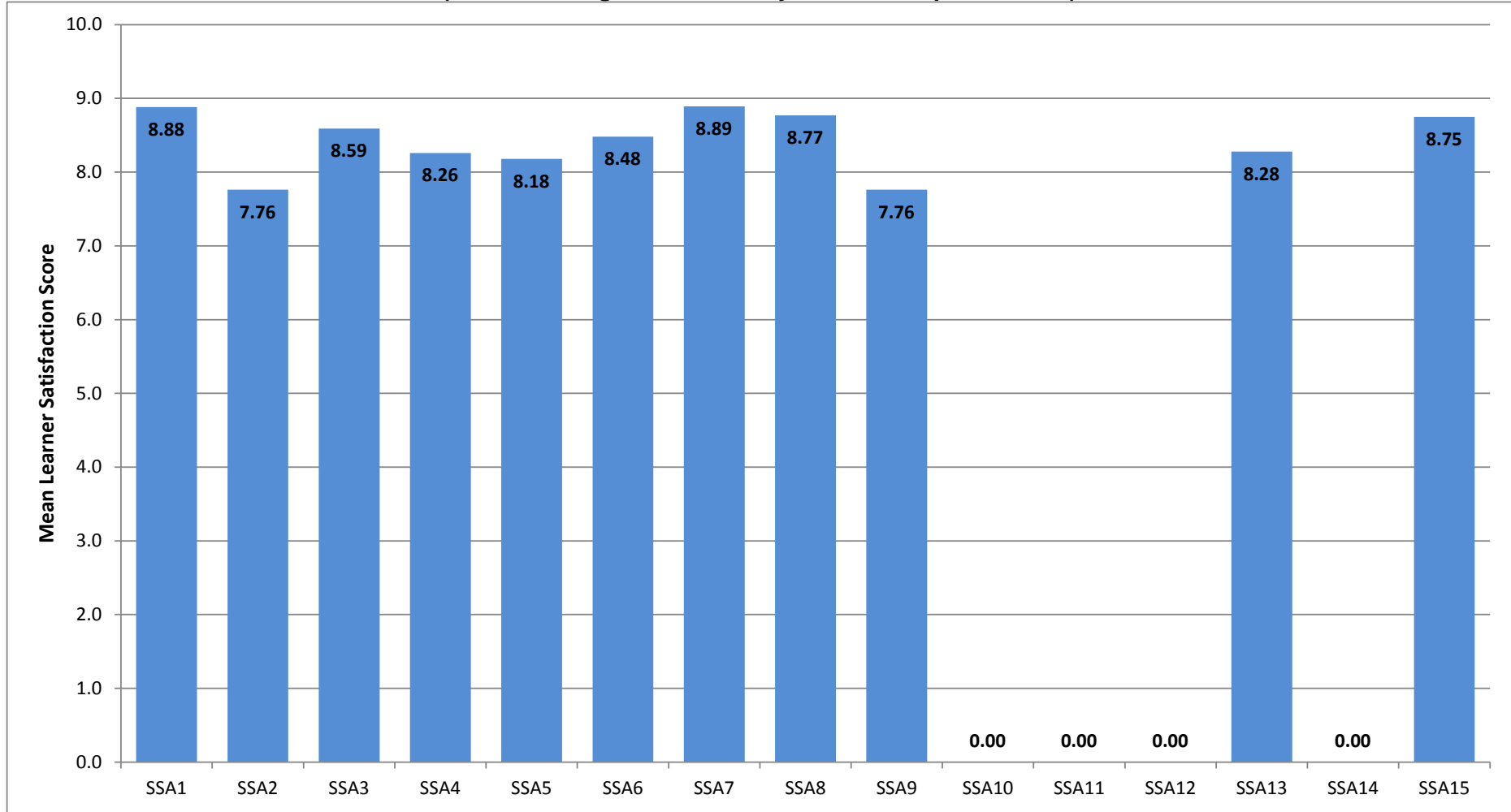Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 9: Survey responses* by subject for question 9
**(Overall, how good or bad do you think the provider is?)**

16 to18 Apprenticeships

Subject Area	Number of Responses	0	1	2	3	4	5	6	7	8	9	10	Unweighted Score	% of Respondents Scoring 8 or more
SSA1: Health, Public Services and Care	3,157	<5	0.2%	0.2%	0.4%	0.6%	2.3%	3.0%	6.7%	16.8%	24.5%	45.2%	8.88	86.5%
SSA2: Science and Mathematics	17	0.0%	0.0%	0.0%	0.0%	<5	0.0%	0.0%	41.2%	29.4%	<5	<5	7.76	52.9%
SSA3: Agriculture, Horticulture and Animal Care	804	0.0%	0.0%	0.6%	<5	0.7%	4.0%	3.2%	11.3%	20.0%	22.9%	36.9%	8.59	79.9%
SSA4: Engineering and Manufacturing Technologies	8,047	0.5%	0.2%	0.6%	0.9%	1.1%	3.9%	5.3%	12.5%	23.7%	24.4%	26.9%	8.26	75.1%
SSA5: Construction, Planning and the Built Environment	4,014	0.3%	0.4%	0.3%	0.7%	1.5%	4.5%	6.1%	13.9%	23.9%	22.8%	25.7%	8.18	72.4%
SSA6: ICT	1,292	<5	<5	0.4%	0.4%	1.2%	2.6%	3.0%	13.2%	22.2%	25.3%	31.2%	8.48	78.7%
SSA7: Retail and Commercial Enterprise	5,809	<5	0.1%	0.1%	0.3%	0.6%	2.0%	3.1%	8.2%	15.3%	25.8%	44.4%	8.89	85.6%
SSA8: Leisure, Travel and Tourism	1,530	<5	<5	<5	<5	0.7%	2.2%	2.9%	8.4%	21.0%	25.0%	39.3%	8.77	85.3%
SSA9: Arts, Media and Publishing	114	0.0%	0.0%	0.0%	<5	0.0%	4.4%	8.8%	23.7%	29.8%	23.7%	7.9%	7.76	61.4%
SSA10: History, Philosophy and Theology														
SSA11: Social Sciences														
SSA12: Languages, Literature and Culture														
SSA13: Education and Training	191	<5	<5	<5	<5	<5	3.1%	<5	9.9%	22.0%	23.0%	33.5%	8.28	78.5%
SSA14: Preparation for Life and Work														
SSA15: Business, Admin and Law	4,741	0.2%	0.2%	0.2%	0.7%	1.0%	2.8%	3.3%	8.3%	16.5%	23.9%	42.9%	8.75	83.3%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

* 0 = Very bad and 10 = Very good

**Figure 10: Subject by question 9 – Percentage of respondents scoring 8 or more
(Overall, how good or bad do you think the provider is?)**
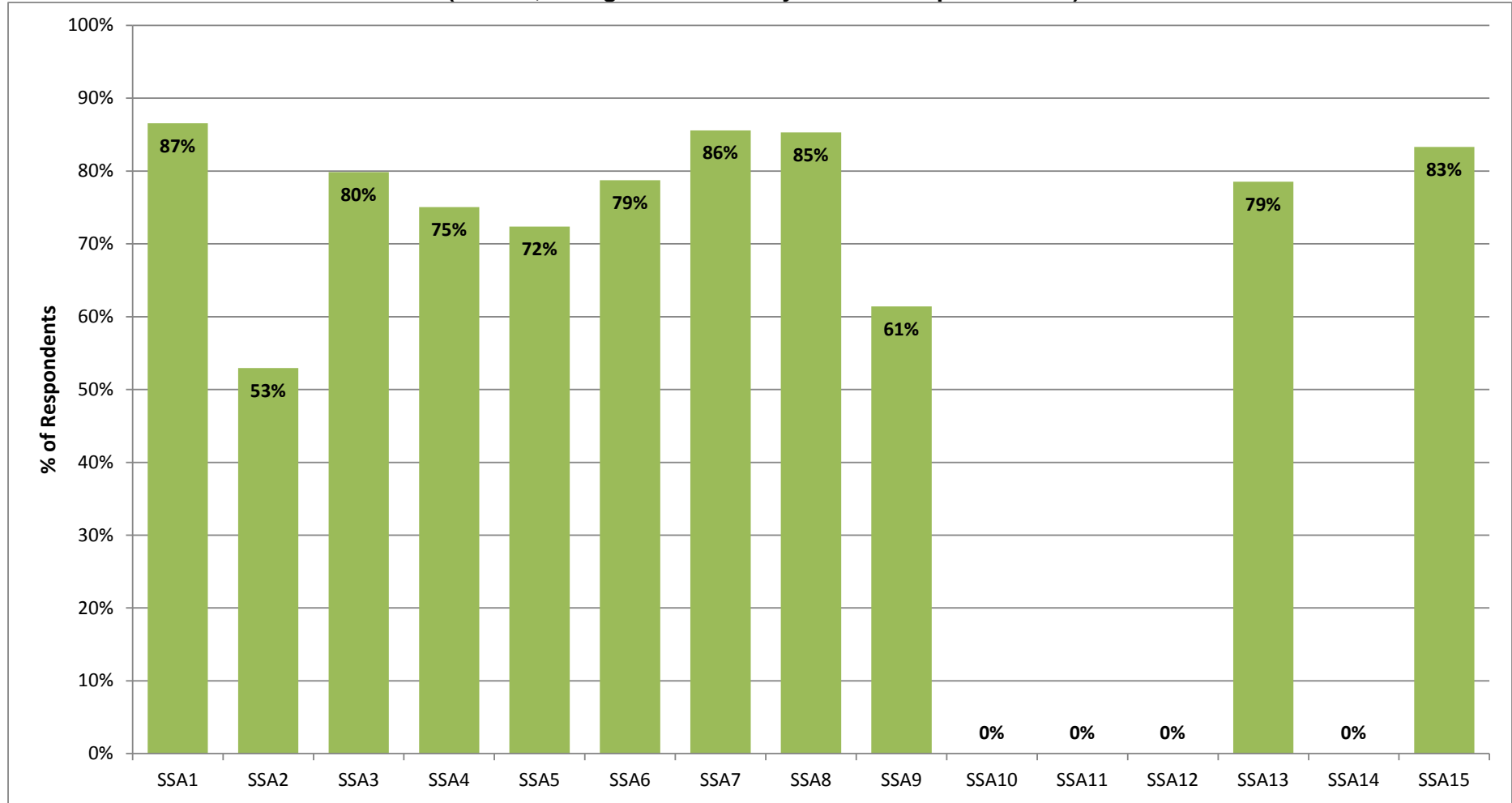
Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 11: Mean learner satisfaction score by Subject (SSA tier 2) and Question

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1.2: Nursing and Subjects and Vocations Allied to Medicine	82	8.79	82	9.18	82	8.96
SSA1.3: Health and Social Care	837	8.91	839	9.22	839	9.05
SSA1.4: Public Services	199	8.44	200	8.93	200	8.27
SSA1.5: Child Development and Well Being	2,034	8.69	2,031	9.15	2,036	8.87
SSA2.1: Science	17	7.94	17	8.29	17	7.76
SSA3.1: Agriculture	158	8.38	153	8.54	160	8.35
SSA3.2: Horticulture and Forestry	122	8.34	119	8.81	122	8.43
SSA3.3: Animal Care and Veterinary Science	508	8.65	507	8.86	509	8.74
SSA3.4: Environmental Conservation	13	6.77	13	7.23	13	7.15
SSA4.1: Engineering	3,162	7.99	3,166	8.34	3,170	8.10
SSA4.2: Manufacturing Technologies	2,116	7.97	2,114	8.22	2,119	8.02
SSA4.3: Transportation Operations and Maintenance	2,747	8.59	2,740	8.84	2,747	8.62
SSA5.2: Building and Construction	4,011	8.13	4,010	8.40	4,014	8.18
SSA6.1: ICT Practitioners	1,062	8.69	1,062	8.59	1,062	8.45
SSA6.2: ICT for Users	229	8.29	229	8.90	229	8.61
SSA7.1: Retailing and Wholesaling	363	8.96	363	9.43	363	9.20
SSA7.2: Warehousing and Distribution	128	8.97	128	9.45	129	9.11
SSA7.3: Service Enterprises	4,780	8.77	4,779	8.98	4,783	8.87
SSA7.4: Hospitality and Catering	532	8.67	532	8.95	534	8.75
SSA8.1: Sport, Leisure and Recreation	1,503	8.61	1,503	8.90	1,503	8.75
SSA8.2: Travel and Tourism	27	9.44	27	9.56	27	9.67
SSA9.1: Performing Arts	50	8.10	50	8.76	50	7.76
SSA9.2: Crafts, Creative Arts and Design	38	7.84	39	8.13	38	7.82
SSA9.3: Media and Communication	24	7.58	24	8.58	24	8.00
SSA9.4: Publishing and Information Services	<5		<5		<5	
SSA13.2: Direct Learning Support	192	8.54	192	8.96	191	8.28
SSA15.1: Accounting and Finance	483	8.31	483	8.78	483	8.34
SSA15.2: Administration	3,953	8.64	3,950	9.17	3,954	8.78
SSA15.3: Business Management	45	9.02	45	9.38	45	9.02
SSA15.4: Marketing and Sales	244	8.83	244	9.28	245	8.98

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 12: Percentage of respondents scoring 8 or higher by subject (SSA tier 2) and question

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1.2: Nursing and Subjects and Vocations Allied to Medicine	82	87.8%	82	92.7%	82	89.0%
SSA1.3: Health and Social Care	837	85.8%	839	90.0%	839	88.4%
SSA1.4: Public Services	199	82.9%	200	89.5%	200	82.5%
SSA1.5: Child Development and Well Being	2,034	82.6%	2,031	90.7%	2,036	86.1%
SSA2.1: Science	17	52.9%	17	76.5%	17	52.9%
SSA3.1: Agriculture	158	77.2%	153	75.2%	160	72.5%
SSA3.2: Horticulture and Forestry	122	77.9%	119	85.7%	122	75.4%
SSA3.3: Animal Care and Veterinary Science	508	81.3%	507	85.0%	509	84.1%
SSA3.4: Environmental Conservation	13	30.8%	13	38.5%	13	46.2%
SSA4.1: Engineering	3,162	69.8%	3,166	76.5%	3,170	71.8%
SSA4.2: Manufacturing Technologies	2,116	68.6%	2,114	72.6%	2,119	69.5%
SSA4.3: Transportation Operations and Maintenance	2,747	80.7%	2,740	86.0%	2,747	83.2%
SSA5.2: Building and Construction	4,011	70.7%	4,010	77.5%	4,014	72.4%
SSA6.1: ICT Practitioners	1,062	82.5%	1,062	80.3%	1,062	78.2%
SSA6.2: ICT for Users	229	75.1%	229	85.6%	229	81.2%
SSA7.1: Retailing and Wholesaling	363	87.3%	363	94.8%	363	92.0%
SSA7.2: Warehousing and Distribution	128	90.6%	128	94.5%	129	91.5%
SSA7.3: Service Enterprises	4,780	83.0%	4,779	87.1%	4,783	85.0%
SSA7.4: Hospitality and Catering	532	81.0%	532	86.5%	534	85.4%
SSA8.1: Sport, Leisure and Recreation	1,503	81.6%	1,503	86.4%	1,503	85.0%
SSA8.2: Travel and Tourism	27	96.3%	27	96.3%	27	100.0%
SSA9.1: Performing Arts	50	74.0%	50	86.0%	50	58.0%
SSA9.2: Crafts, Creative Arts and Design	38	73.7%	39	79.5%	38	71.1%
SSA9.3: Media and Communication	24	54.2%	24	87.5%	24	58.3%
SSA9.4: Publishing and Information Services	<5		<5		<5	
SSA13.2: Direct Learning Support	192	80.2%	192	88.0%	191	78.5%
SSA15.1: Accounting and Finance	483	75.2%	483	83.6%	483	76.6%
SSA15.2: Administration	3,953	81.6%	3,950	90.1%	3,954	83.9%
SSA15.3: Business Management	45	86.7%	45	93.3%	45	88.9%
SSA15.4: Marketing and Sales	244	82.4%	244	91.0%	245	86.5%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012. Cells with fewer than 5 responses are indicated with "<5"
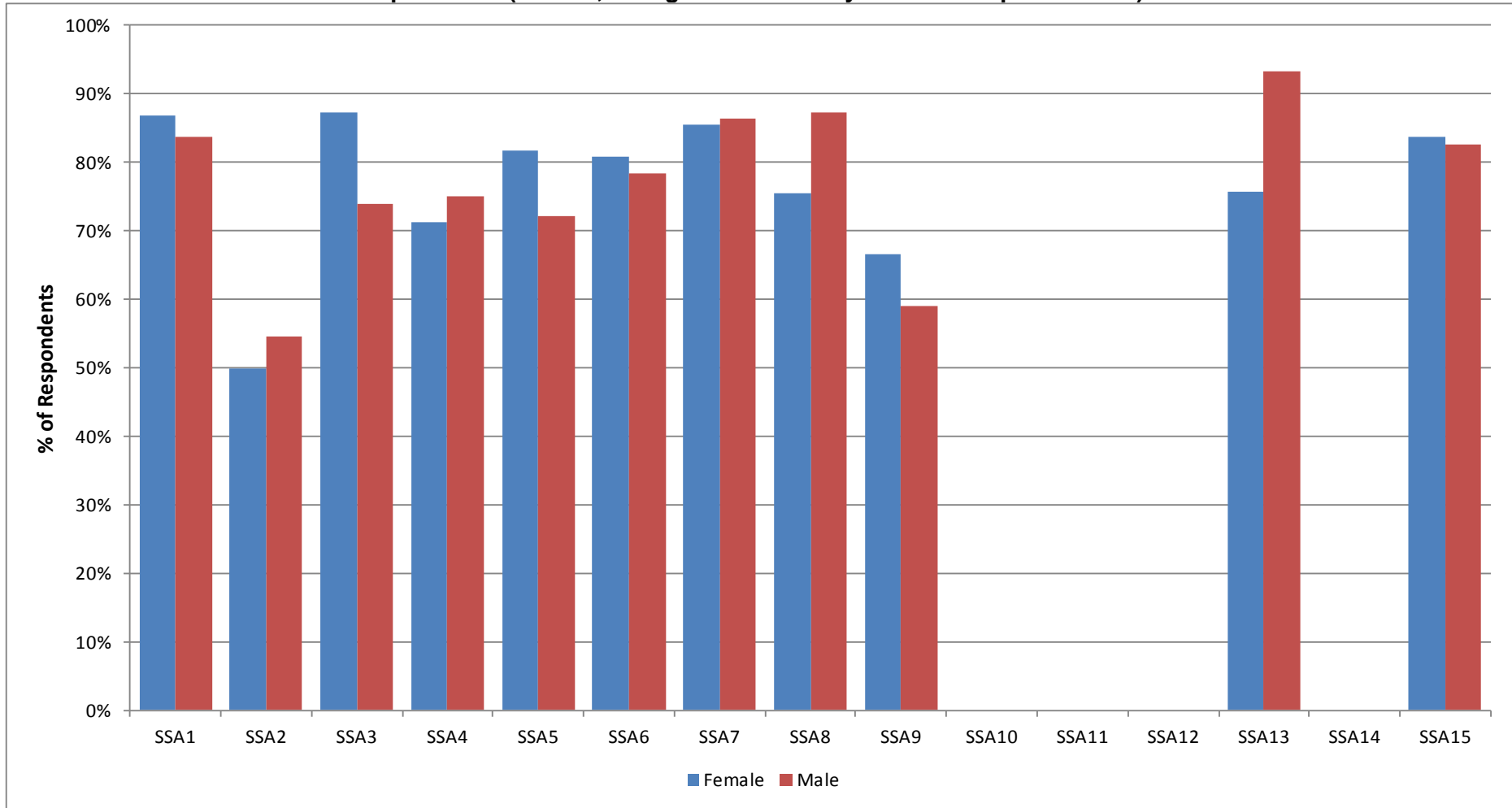
Figure 13: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

16 to18 Apprenticeships

Subject Area	Female		Male	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	2,794	86.90	363	83.75
SSA2: Science and Mathematics	6	50.00	11	54.55
SSA3: Agriculture, Horticulture and Animal Care	354	87.29	450	74.00
SSA4: Engineering and Manufacturing Technologies	195	71.28	7,852	75.14
SSA5: Construction, Planning and the Built Environment	49	81.63	3,965	72.26
SSA6: ICT	188	80.85	1,104	78.35
SSA7: Retail and Commercial Enterprise	4,928	85.43	881	86.38
SSA8: Leisure, Travel and Tourism	249	75.50	1,281	87.20
SSA9: Arts, Media and Publishing	36	66.67	78	58.97
SSA10: History, Philosophy and Theology				
SSA11: Social Sciences				
SSA12: Languages, Literature and Culture				
SSA13: Education and Training	161	75.78	30	93.33
SSA14: Preparation for Life and Work				
SSA15: Business, Admin and Law	3,234	83.64	1,507	82.55

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 14: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)
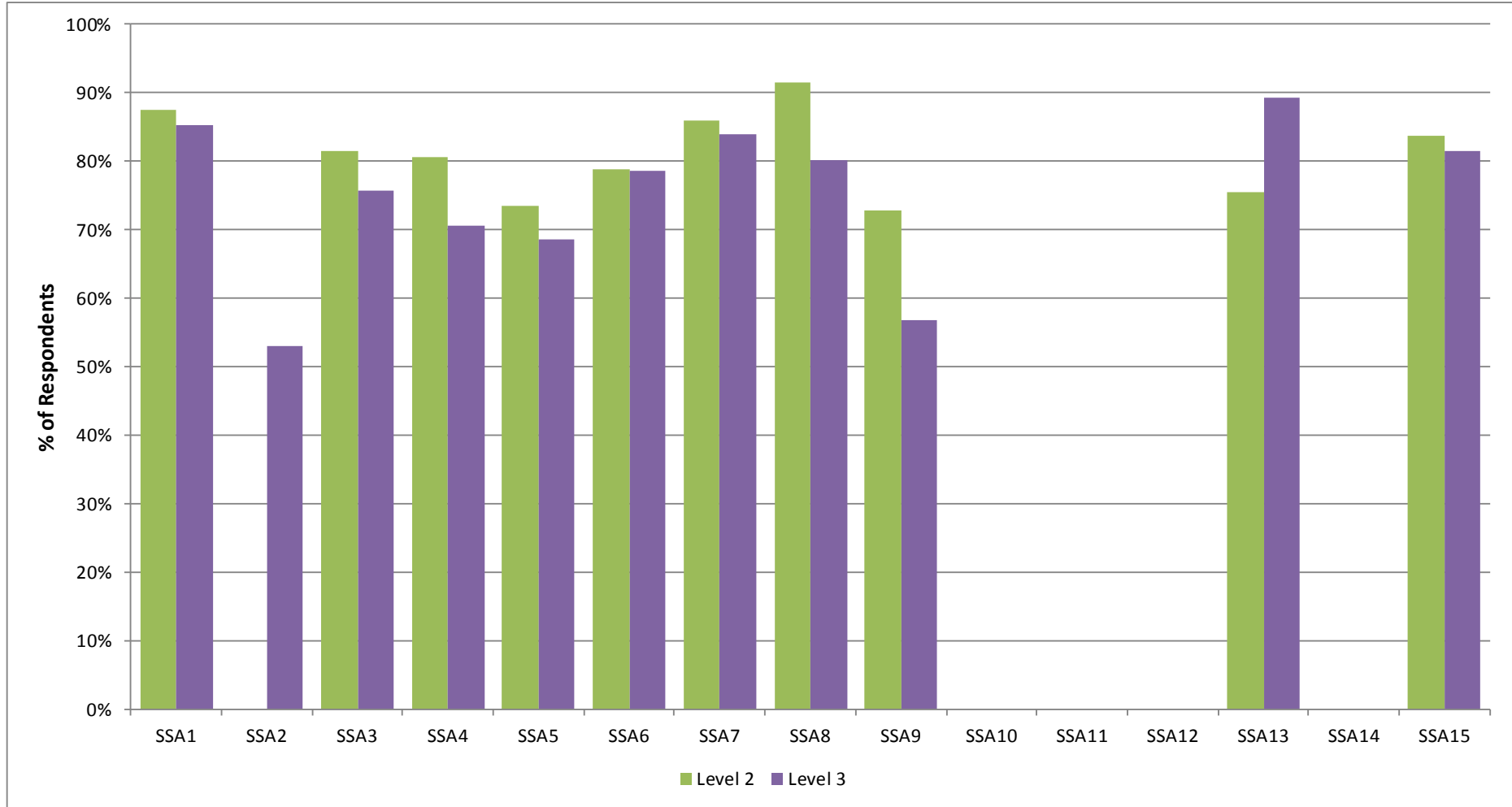

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 15: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Level 2		Level 3+	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	1,855	87.44	1,291	85.28
SSA2: Science and Mathematics			17	52.94
SSA3: Agriculture, Horticulture and Animal Care	565	81.59	238	75.63
SSA4: Engineering and Manufacturing Technologies	3,551	80.68	4,478	70.70
SSA5: Construction, Planning and the Built Environment	3,098	73.50	912	68.53
SSA6: ICT	313	78.91	979	78.65
SSA7: Retail and Commercial Enterprise	4,900	85.92	898	83.85
SSA8: Leisure, Travel and Tourism	683	91.51	842	80.17
SSA9: Arts, Media and Publishing	33	72.73	81	56.79
SSA10: History, Philosophy and Theology				
SSA11: Social Sciences				
SSA12: Languages, Literature and Culture				
SSA13: Education and Training	143	75.52	47	89.36
SSA14: Preparation for Life and Work				
SSA15: Business, Admin and Law	3,676	83.79	1,059	81.49

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 16: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 17: Mean learner satisfaction score by subject and question

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1: Health, Public Services and Care	22,524	7.82	22,526	8.11	22,523	7.72
SSA2: Science and Mathematics	3,703	7.54	3,702	7.97	3,705	7.63
SSA3: Agriculture, Horticulture and Animal Care	8,765	7.69	8,765	7.80	8,765	7.73
SSA4: Engineering and Manufacturing Technologies	13,637	7.93	13,638	8.17	13,637	7.67
SSA5: Construction, Planning and the Built Environment	10,648	8.27	10,637	8.33	10,652	7.76
SSA6: ICT	8,619	7.74	8,614	8.15	8,619	7.70
SSA7: Retail and Commercial Enterprise	16,453	8.23	16,453	8.10	16,453	7.90
SSA8: Leisure, Travel and Tourism	13,459	7.98	13,460	8.16	13,459	7.81
SSA9: Arts, Media and Publishing	22,761	8.17	22,762	8.45	22,762	8.03
SSA10: History, Philosophy and Theology	19	8.32	19	9.05	19	8.21
SSA11: Social Sciences	29	8.03	29	8.31	29	7.86
SSA12: Languages, Literature and Culture	241	8.51	240	8.95	242	8.21
SSA13: Education and Training	68	8.66	68	9.18	68	8.29
SSA14: Preparation for Life and Work	10,687	8.54	10,659	8.77	10,679	8.38
SSA15: Business, Admin and Law	6,823	7.62	6,824	7.91	6,823	7.55
Learner on 2+ A-Levels	12,208	7.69	12,208	8.11	12,209	7.66

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 18: Subject by question 9 – mean score
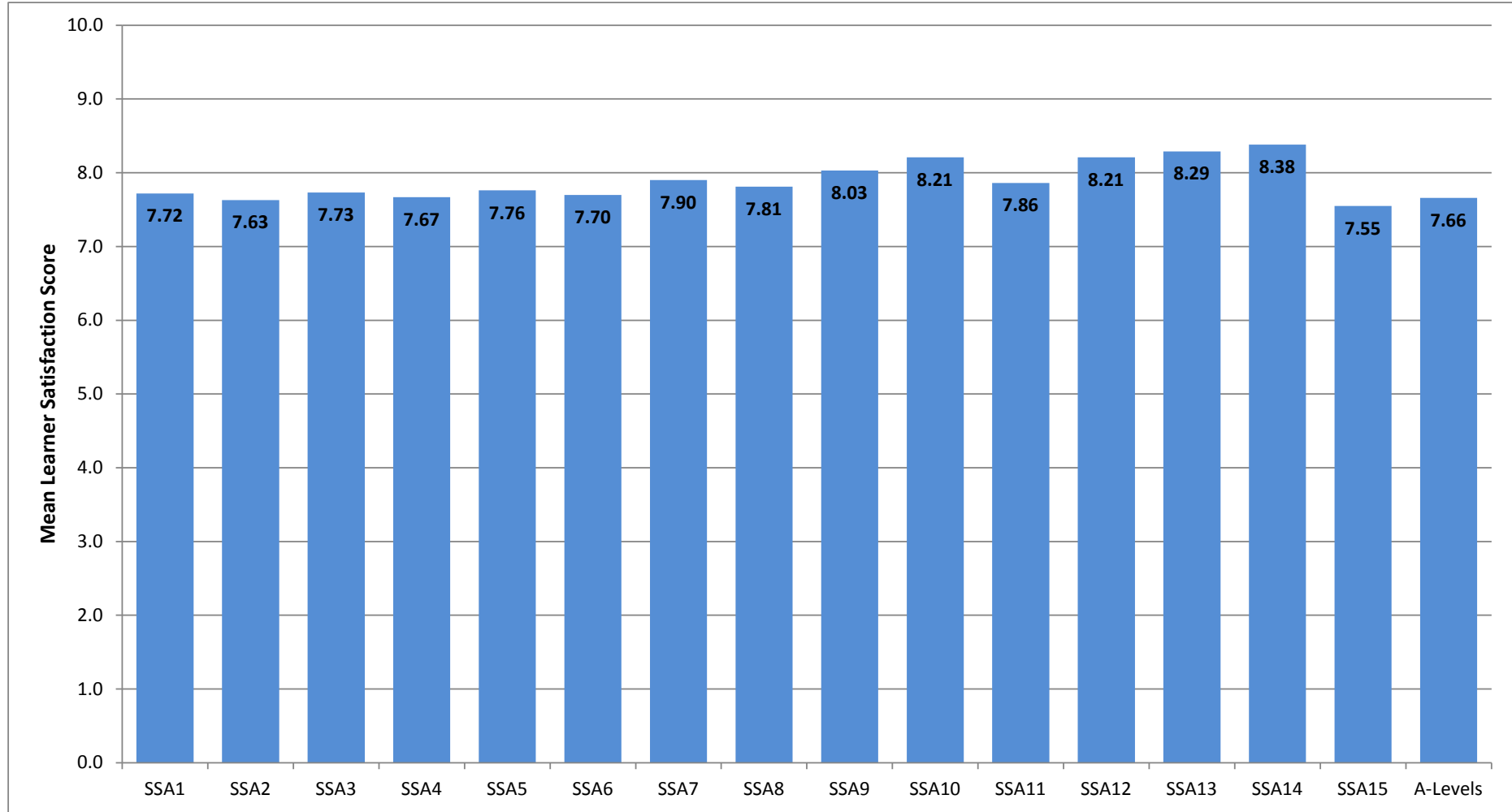
(Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 19: Survey responses* by subject for question 9
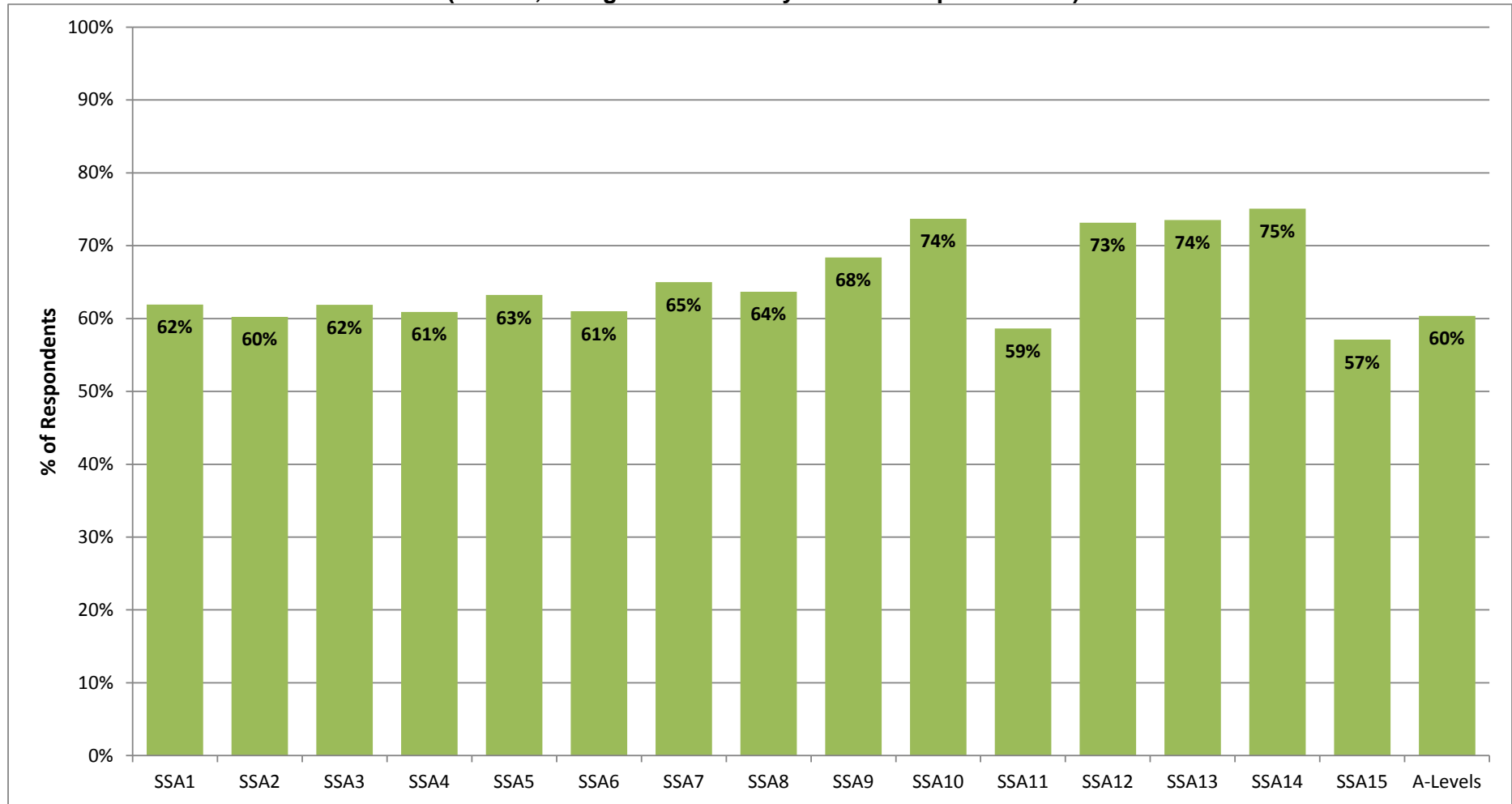**(Overall, how good or bad do you think the provider is?)**

16-18 Classroom-Based

Subject Area	Number of Responses	0	1	2	3	4	5	6	7	8	9	10	Unweighted Score	% of Respondents Scoring 8 or more
SSA1: Health, Public Services and Care	22,523	0.6%	0.5%	0.9%	1.4%	2.4%	7.3%	8.5%	16.5%	23.0%	20.4%	18.4%	7.72	61.9%
SSA2: Science and Mathematics	3,705	0.7%	0.5%	0.8%	1.8%	2.6%	7.0%	9.3%	17.1%	23.8%	20.1%	16.3%	7.63	60.2%
SSA3: Agriculture, Horticulture and Animal Care	8,765	0.6%	0.3%	0.9%	1.7%	2.5%	7.0%	9.0%	16.2%	22.8%	19.6%	19.5%	7.73	61.9%
SSA4: Engineering and Manufacturing Technologies	13,637	0.9%	0.5%	1.0%	1.5%	2.5%	7.3%	8.2%	17.1%	22.5%	19.2%	19.1%	7.67	60.9%
SSA5: Construction, Planning and the Built Environment	10,652	1.0%	0.4%	0.8%	1.5%	2.1%	7.3%	7.8%	15.9%	23.0%	19.6%	20.5%	7.76	63.2%
SSA6: ICT	8,619	0.8%	0.4%	0.9%	1.3%	2.5%	7.1%	8.1%	17.9%	23.4%	18.5%	19.1%	7.70	61.0%
SSA7: Retail and Commercial Enterprise	16,453	0.4%	0.3%	0.7%	1.3%	1.9%	7.0%	8.1%	15.4%	21.7%	20.9%	22.4%	7.90	65.0%
SSA8: Leisure, Travel and Tourism	13,459	0.5%	0.4%	0.7%	1.3%	1.8%	6.1%	7.8%	17.6%	24.9%	20.3%	18.5%	7.81	63.7%
SSA9: Arts, Media and Publishing	22,762	0.5%	0.3%	0.5%	1.0%	1.7%	5.4%	6.9%	15.3%	23.0%	21.9%	23.5%	8.03	68.4%
SSA10: History, Philosophy and Theology	19	0.0%	0.0%	0.0%	0.0%	<5	0.0%	<5	<5	<5	36.8%	<5	8.21	73.7%
SSA11: Social Sciences	29	0.0%	0.0%	0.0%	0.0%	<5	<5	<5	27.6%	20.7%	24.1%	<5	7.86	58.6%
SSA12: Languages, Literature and Culture	242	<5	0.0%	<5	<5	<5	4.1%	6.6%	11.6%	20.7%	23.1%	29.3%	8.21	73.1%
SSA13: Education and Training	68	0.0%	0.0%	0.0%	<5	0.0%	<5	<5	14.7%	22.1%	26.5%	25.0%	8.29	73.5%
SSA14: Preparation for Life and Work	10,679	0.7%	0.4%	0.5%	1.2%	1.6%	5.5%	4.8%	10.2%	16.1%	19.4%	39.6%	8.38	75.1%
SSA15: Business, Admin and Law	6,823	0.9%	0.4%	0.7%	1.7%	2.5%	8.4%	9.7%	18.8%	23.2%	18.0%	15.9%	7.55	57.1%
Learner on 2+ A-Levels	12,209	0.5%	0.4%	0.8%	1.3%	2.4%	6.8%	8.4%	19.1%	25.9%	19.8%	14.7%	7.66	60.4%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

**Figure 20: Subject by Question 9 – Percentage of respondents scoring 8 or more
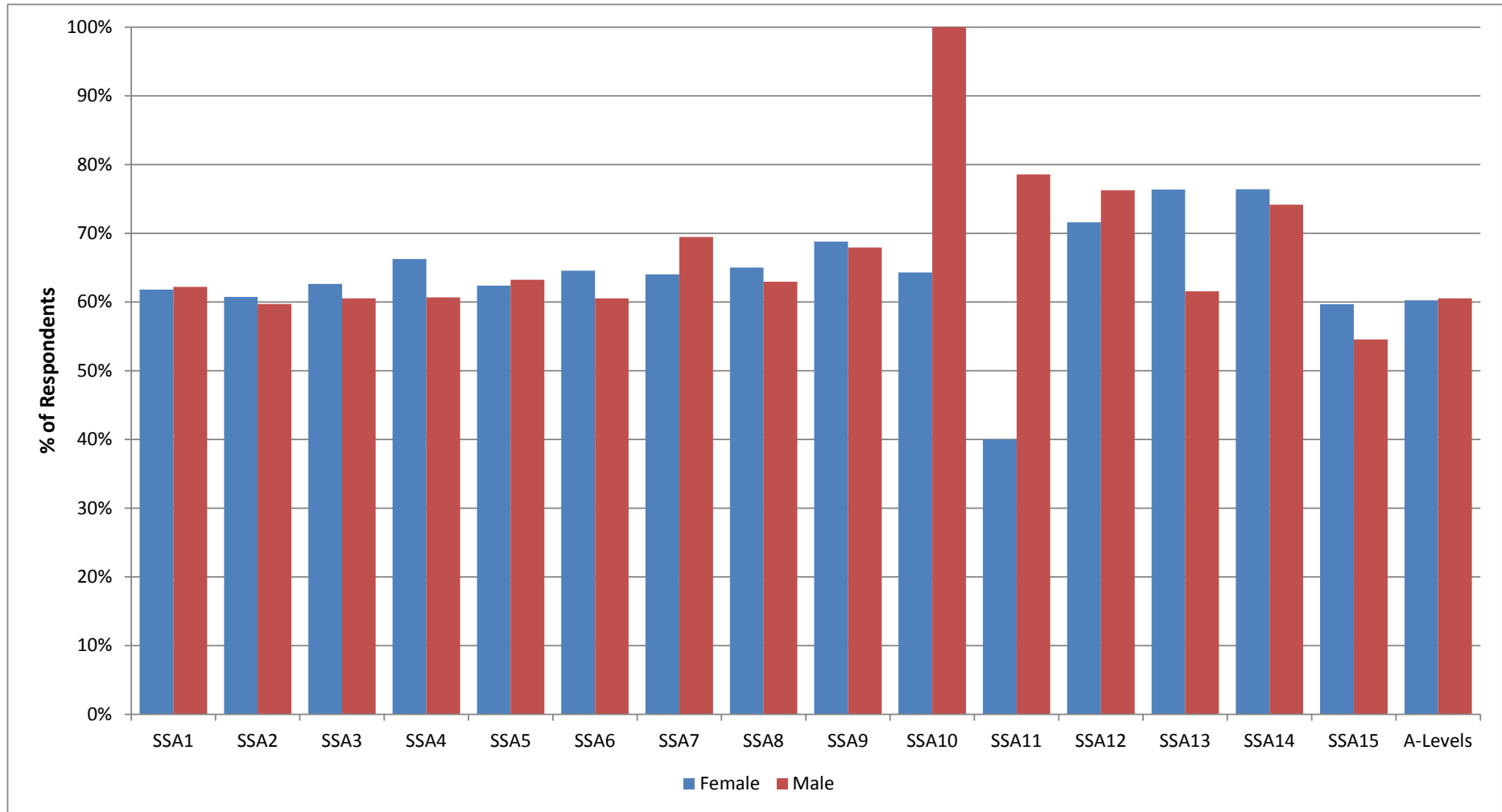(Overall, how good or bad do you think the provider is?)**

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 21: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Female		Male	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	16,908	61.81	5,615	62.19
SSA2: Science and Mathematics	1,851	60.72	1,854	59.71
SSA3: Agriculture, Horticulture and Animal Care	5,696	62.61	3,069	60.54
SSA4: Engineering and Manufacturing Technologies	566	66.25	13,071	60.66
SSA5: Construction, Planning and the Built Environment	319	62.38	10,333	63.24
SSA6: ICT	981	64.53	7,638	60.54
SSA7: Retail and Commercial Enterprise	13,461	64.01	2,992	69.45
SSA8: Leisure, Travel and Tourism	4,860	65.02	8,599	62.93
SSA9: Arts, Media and Publishing	11,944	68.77	10,818	67.91
SSA10: History, Philosophy and Theology	14	64.29	5	100.00
SSA11: Social Sciences	15	40.00	14	78.57
SSA12: Languages, Literature and Culture	162	71.60	80	76.25
SSA13: Education and Training	55	76.36	13	61.54
SSA14: Preparation for Life and Work	4,409	76.41	6,270	74.15
SSA15: Business, Admin and Law	3,378	59.68	3,445	54.54
Learner on 2+ A-Levels	7,216	60.23	4,993	60.54

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 22: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 23: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Entry Level		Level 1		Level 2		Level 3+	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	12	75.00	1,579	73.21	4,795	67.84	16,137	59.03
SSA2: Science and Mathematics					504	66.27	3,201	59.26
SSA3: Agriculture, Horticulture and Animal Care	<5		609	75.86	2,475	67.35	5,679	58.00
SSA4: Engineering and Manufacturing Technologies	283	77.39	3,182	65.84	5,765	61.70	4,407	55.21
SSA5: Construction, Planning and the Built Environment	10	50.00	4,406	66.80	4,669	62.35	1,567	55.84
SSA6: ICT	31	90.32	429	65.97	2,166	64.36	5,993	59.27
SSA7: Retail and Commercial Enterprise	20	65.00	2,853	72.13	9,110	64.94	4,470	60.58
SSA8: Leisure, Travel and Tourism	9	88.89	405	74.57	2,251	67.39	10,794	62.48
SSA9: Arts, Media and Publishing	<5		461	73.54	3,270	69.76	19,028	68.00
SSA10: History, Philosophy and Theology							19	73.68
SSA11: Social Sciences	<5						28	57.14
SSA12: Languages, Literature and Culture	44	84.09	61	70.49	84	70.24	53	71.70
SSA13: Education and Training					42	71.43	26	76.92
SSA14: Preparation for Life and Work	5,367	77.21	4,611	73.02	536	73.88	165	67.27
SSA15: Business, Admin and Law	<5		273	70.70	1,437	61.38	5,110	55.15
Learner on 2+ A-Levels							12,209	60.36

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

**Figure 24: Percentage of respondents scoring 8 or higher by subject and level for question 9
(Overall, how good or bad do you think the provider is?)**
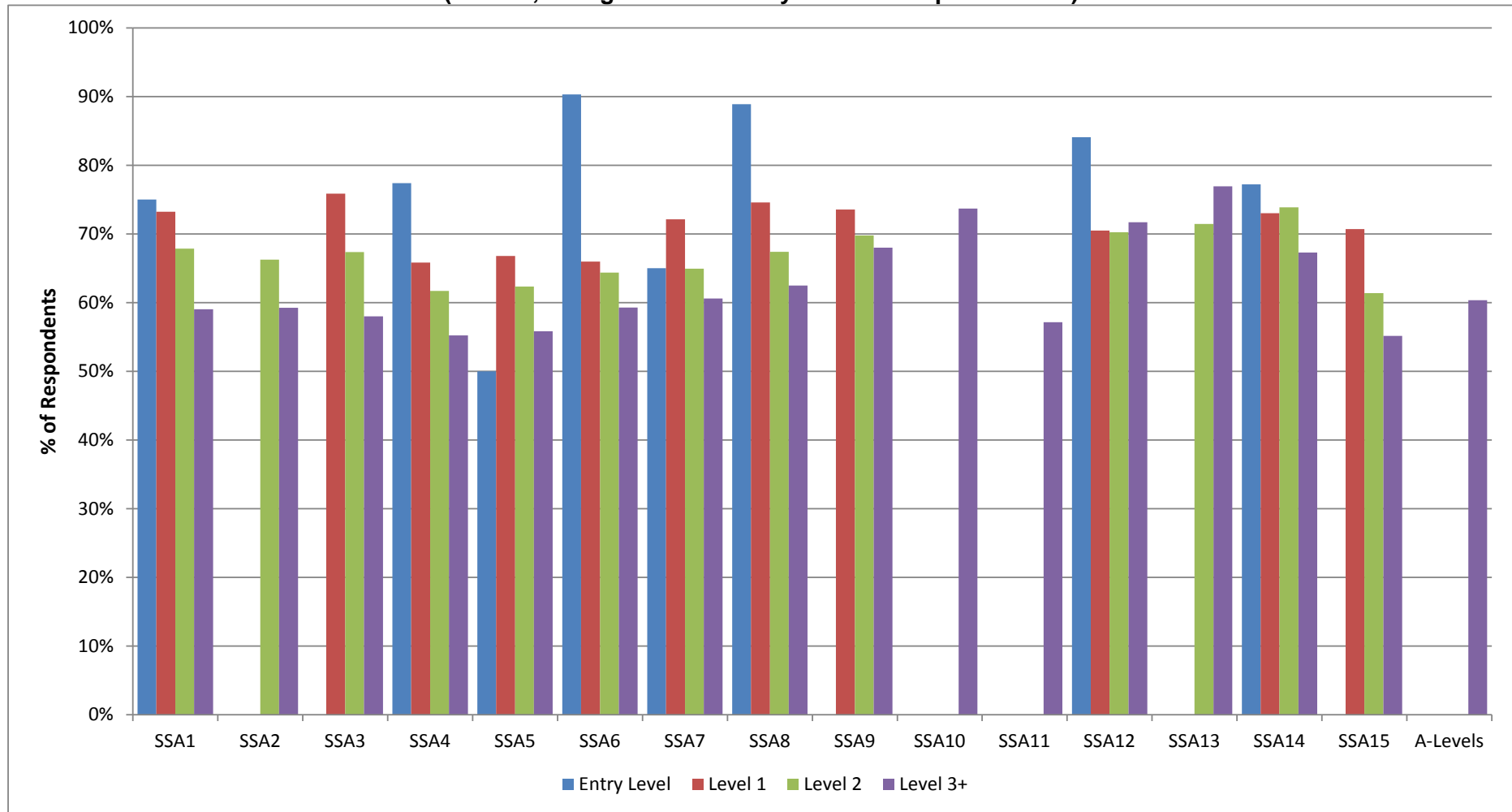
Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

**Figure 25: Mean learner satisfaction score by subject and question**

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1: Health, Public Services and Care	10,872	8.88	10,872	9.33	10,889	9.02
SSA2: Science and Mathematics	14	7.64	14	7.93	14	7.43
SSA3: Agriculture, Horticulture and Animal Care	1,216	8.67	1,197	9.08	1,217	8.69
SSA4: Engineering and Manufacturing Technologies	4,749	8.56	4,737	8.90	4,765	8.58
SSA5: Construction, Planning and the Built Environment	2,082	8.40	2,079	8.79	2,081	8.39
SSA6: ICT	1,296	8.76	1,296	9.30	1,297	8.75
SSA7: Retail and Commercial Enterprise	6,257	9.11	6,254	9.44	6,269	9.22
SSA8: Leisure, Travel and Tourism	975	8.83	971	9.26	975	8.90
SSA9: Arts, Media and Publishing	94	7.86	93	8.26	94	7.79
SSA10: History, Philosophy and Theology						
SSA11: Social Sciences						
SSA12: Languages, Literature and Culture						
SSA13: Education and Training	663	8.36	666	9.20	667	8.55
SSA14: Preparation for Life and Work						
SSA15: Business, Admin and Law	17,345	8.87	17,315	9.41	17,377	8.98

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 26: Subject by question 9 – mean score

(Overall, how good or bad do you think the provider is?)
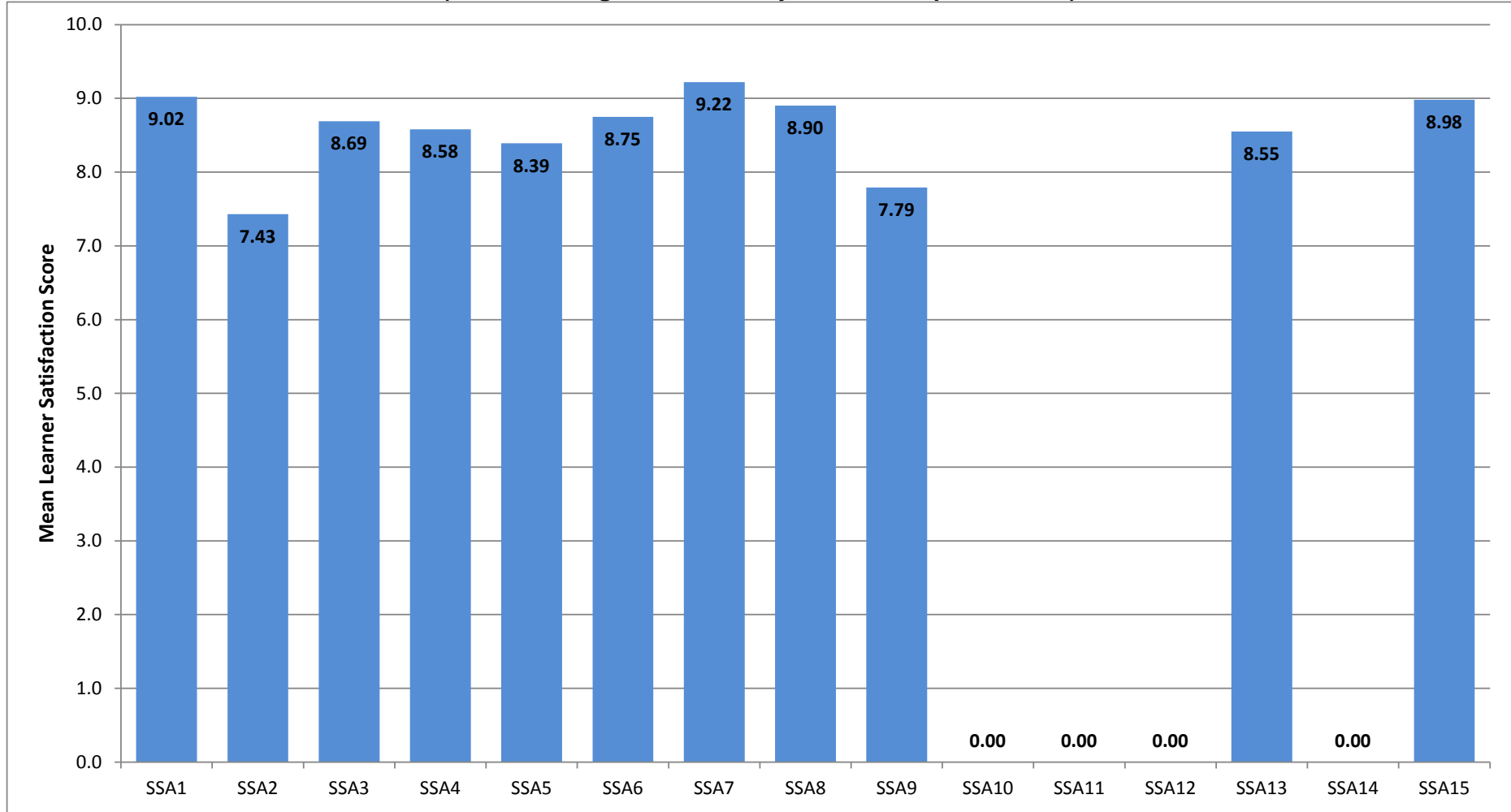
Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 27: Survey responses* by subject for question 9
**(Overall, how good or bad do you think the provider is?)**

Subject Area	Number of Responses	0	1	2	3	4	5	6	7	8	9	10	Unweighted Score	% of Respondents Scoring 8 or more
SSA1: Health, Public Services and Care	10,889	0.2%	0.2%	0.2%	0.5%	0.6%	1.9%	2.1%	5.5%	13.8%	22.0%	52.8%	9.02	88.6%
SSA2: Science and Mathematics	14	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	<5	35.7%	42.9%	<5	0.0%	7.43	50.0%
SSA3: Agriculture, Horticulture and Animal Care	1,217	<5	<5	0.4%	<5	1.1%	3.9%	3.2%	8.5%	16.0%	25.2%	41.0%	8.69	82.3%
SSA4: Engineering and Manufacturing Technologies	4,765	0.2%	0.3%	0.5%	0.8%	1.0%	3.4%	3.9%	9.8%	19.1%	21.9%	39.1%	8.58	80.1%
SSA5: Construction, Planning and the Built Environment	2,081	0.2%	0.4%	0.3%	0.7%	0.9%	4.1%	4.2%	11.7%	21.8%	25.4%	30.2%	8.39	77.4%
SSA6: ICT	1,297	<5	<5	<5	1.1%	1.2%	2.7%	3.1%	7.6%	16.3%	23.8%	43.6%	8.75	83.8%
SSA7: Retail and Commercial Enterprise	6,269	<5	0.1%	0.1%	0.3%	0.2%	1.3%	1.6%	4.7%	12.0%	21.7%	58.0%	9.22	91.7%
SSA8: Leisure, Travel and Tourism	975	<5	<5	<5	0.5%	0.8%	1.9%	1.9%	7.4%	17.3%	20.2%	49.1%	8.90	86.7%
SSA9: Arts, Media and Publishing	94	<5	<5	0.0%	0.0%	<5	<5	8.5%	13.8%	28.7%	27.7%	11.7%	7.79	68.1%
SSA10: History, Philosophy and Theology														
SSA11: Social Sciences														
SSA12: Languages, Literature and Culture														
SSA13: Education and Training	667	0.9%	<5	1.2%	<5	1.2%	4.6%	3.6%	8.7%	13.0%	21.3%	44.4%	8.55	78.7%
SSA14: Preparation for Life and Work														
SSA15: Business, Admin and Law	17,377	0.2%	0.2%	0.2%	0.4%	0.6%	2.2%	2.4%	6.6%	14.1%	21.8%	51.3%	8.98	87.3%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

* 0 = Very bad and 10 = Very good

**Figure 28: Subject by question 9 – percentage of respondents scoring 8 or more
(Overall, how good or bad do you think the provider is?)**
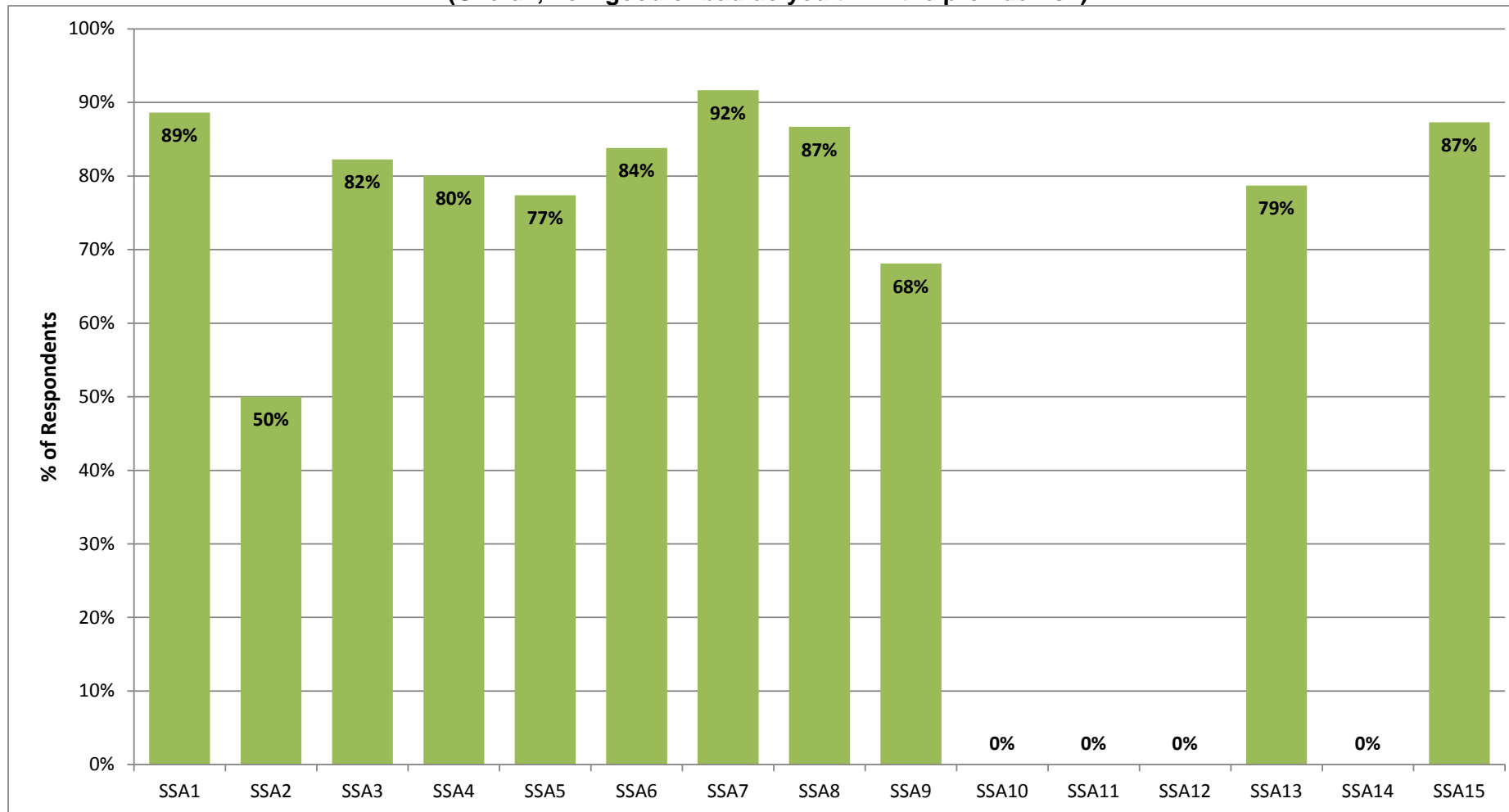
Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 29: Mean learner satisfaction score by subject (SSA tier 2) and question

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1.2: Nursing and Subjects and Vocations Allied to Medicine	161	8.78	161	9.17	161	8.90
SSA1.3: Health and Social Care	7,618	8.95	7,620	9.36	7,635	9.10
SSA1.4: Public Services	196	8.33	195	8.94	195	8.29
SSA1.5: Child Development and Well Being	2,897	8.72	2,896	9.28	2,898	8.89
SSA2.1: Science	14	7.64	14	7.93	14	7.43
SSA3.1: Agriculture	110	9.05	108	9.22	110	8.87
SSA3.2: Horticulture and Forestry	299	8.79	284	9.33	300	8.90
SSA3.3: Animal Care and Veterinary Science	794	8.59	792	9.00	794	8.61
SSA3.4: Environmental Conservation	13	7.31	13	7.69	13	7.54
SSA4.1: Engineering	1,573	8.13	1,574	8.53	1,576	8.16
SSA4.2: Manufacturing Technologies	1,895	8.80	1,886	9.08	1,907	8.84
SSA4.3: Transportation Operations and Maintenance	1,276	8.75	1,272	9.10	1,277	8.70
SSA5.2: Building and Construction	2,082	8.40	2,079	8.79	2,081	8.39
SSA6.1: ICT Practitioners	373	8.64	373	9.06	373	8.62
SSA6.2: ICT for Users	921	8.80	921	9.39	922	8.81
SSA7.1: Retailing and Wholesaling	1,316	9.11	1,317	9.59	1,320	9.24
SSA7.2: Warehousing and Distribution	698	8.98	699	9.36	700	9.17
SSA7.3: Service Enterprises	1,885	9.08	1,883	9.33	1,882	9.14
SSA7.4: Hospitality and Catering	2,358	9.18	2,355	9.47	2,367	9.29
SSA8.1: Sport, Leisure and Recreation	890	8.81	886	9.24	890	8.88
SSA8.2: Travel and Tourism	85	9.04	85	9.49	85	9.16
SSA9.1: Performing Arts	39	8.44	39	8.97	39	8.15
SSA9.2: Crafts, Creative Arts and Design	42	7.40	41	7.90	42	7.50
SSA9.3: Media and Communication	13	7.62	13	7.23	13	7.62
SSA13.1: Teaching and Lecturing	18	9.33	18	9.39	18	9.28
SSA13.2: Direct Learning Support	645	8.33	648	9.20	649	8.53
SSA15.1: Accounting and Finance	1,161	8.40	1,161	8.95	1,161	8.40
SSA15.2: Administration	8,918	8.83	8,908	9.41	8,922	8.97
SSA15.3: Business Management	5,411	8.97	5,390	9.48	5,429	9.10
SSA15.4: Marketing and Sales	1,790	9.03	1,791	9.48	1,800	9.08

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 30: Percentage of respondents scoring 8 or higher by subject (SSA tier 2) and question

| Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1.2: Nursing and Subjects and Vocations Allied to Medicine	161	84.5%	161	91.3%	161	86.3%
SSA1.3: Health and Social Care	7,618	87.5%	7,620	93.7%	7,635	89.7%
SSA1.4: Public Services	196	78.1%	195	90.8%	195	79.0%
SSA1.5: Child Development and Well Being	2,897	83.4%	2,896	92.5%	2,898	86.6%
SSA2.1: Science	14	42.9%	14	57.1%	14	50.0%
SSA3.1: Agriculture	110	90.9%	108	92.6%	110	90.9%
SSA3.2: Horticulture and Forestry	299	83.3%	284	91.2%	300	85.3%
SSA3.3: Animal Care and Veterinary Science	794	80.7%	792	86.2%	794	80.4%
SSA3.4: Environmental Conservation	13	53.9%	13	53.9%	13	53.9%
SSA4.1: Engineering	1,573	71.5%	1,574	80.2%	1,576	72.6%
SSA4.2: Manufacturing Technologies	1,895	83.3%	1,886	88.1%	1,907	84.0%
SSA4.3: Transportation Operations and Maintenance	1,276	85.4%	1,272	90.6%	1,277	83.6%
SSA5.2: Building and Construction	2,082	76.4%	2,079	84.9%	2,081	77.4%
SSA6.1: ICT Practitioners	373	78.8%	373	87.9%	373	81.5%
SSA6.2: ICT for Users	921	84.0%	921	95.1%	922	84.7%
SSA7.1: Retailing and Wholesaling	1,316	90.0%	1,317	96.6%	1,320	92.4%
SSA7.2: Warehousing and Distribution	698	87.5%	699	94.6%	700	91.3%
SSA7.3: Service Enterprises	1,885	89.4%	1,883	92.8%	1,882	89.7%
SSA7.4: Hospitality and Catering	2,358	91.3%	2,355	95.1%	2,367	92.9%
SSA8.1: Sport, Leisure and Recreation	890	83.4%	886	91.2%	890	86.1%
SSA8.2: Travel and Tourism	85	91.8%	85	95.3%	85	92.9%
SSA9.1: Performing Arts	39	76.9%	39	87.2%	39	71.8%
SSA9.2: Crafts, Creative Arts and Design	42	64.3%	41	68.3%	42	61.9%
SSA9.3: Media and Communication	13	69.2%	13	53.9%	13	76.9%
SSA13.1: Teaching and Lecturing	18	94.4%	18	88.9%	18	94.4%
SSA13.2: Direct Learning Support	645	75.2%	648	90.3%	649	78.3%
SSA15.1: Accounting and Finance	1,161	75.2%	1,161	86.0%	1,161	75.9%
SSA15.2: Administration	8,918	84.4%	8,908	93.8%	8,922	86.7%
SSA15.3: Business Management	5,411	88.0%	5,390	95.3%	5,429	90.2%
SSA15.4: Marketing and Sales	1,790	88.2%	1,791	93.7%	1,800	88.4%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 31: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Female		Male	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	9,253	88.61	1,636	88.69
SSA2: Science and Mathematics	8	50.00	6	50.00
SSA3: Agriculture, Horticulture and Animal Care	682	82.26	535	82.24
SSA4: Engineering and Manufacturing Technologies	305	89.84	4,460	79.39
SSA5: Construction, Planning and the Built Environment	47	76.60	2,034	77.38
SSA6: ICT	626	85.78	671	81.97
SSA7: Retail and Commercial Enterprise	3,987	91.57	2,282	91.81
SSA8: Leisure, Travel and Tourism	362	85.08	613	87.60
SSA9: Arts, Media and Publishing	28	57.14	66	72.73
SSA10: History, Philosophy and Theology				
SSA11: Social Sciences				
SSA12: Languages, Literature and Culture				
SSA13: Education and Training	600	77.83	67	86.57
SSA14: Preparation for Life and Work				
SSA15: Business, Admin and Law	12,291	87.34	5,086	87.18

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 32: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)
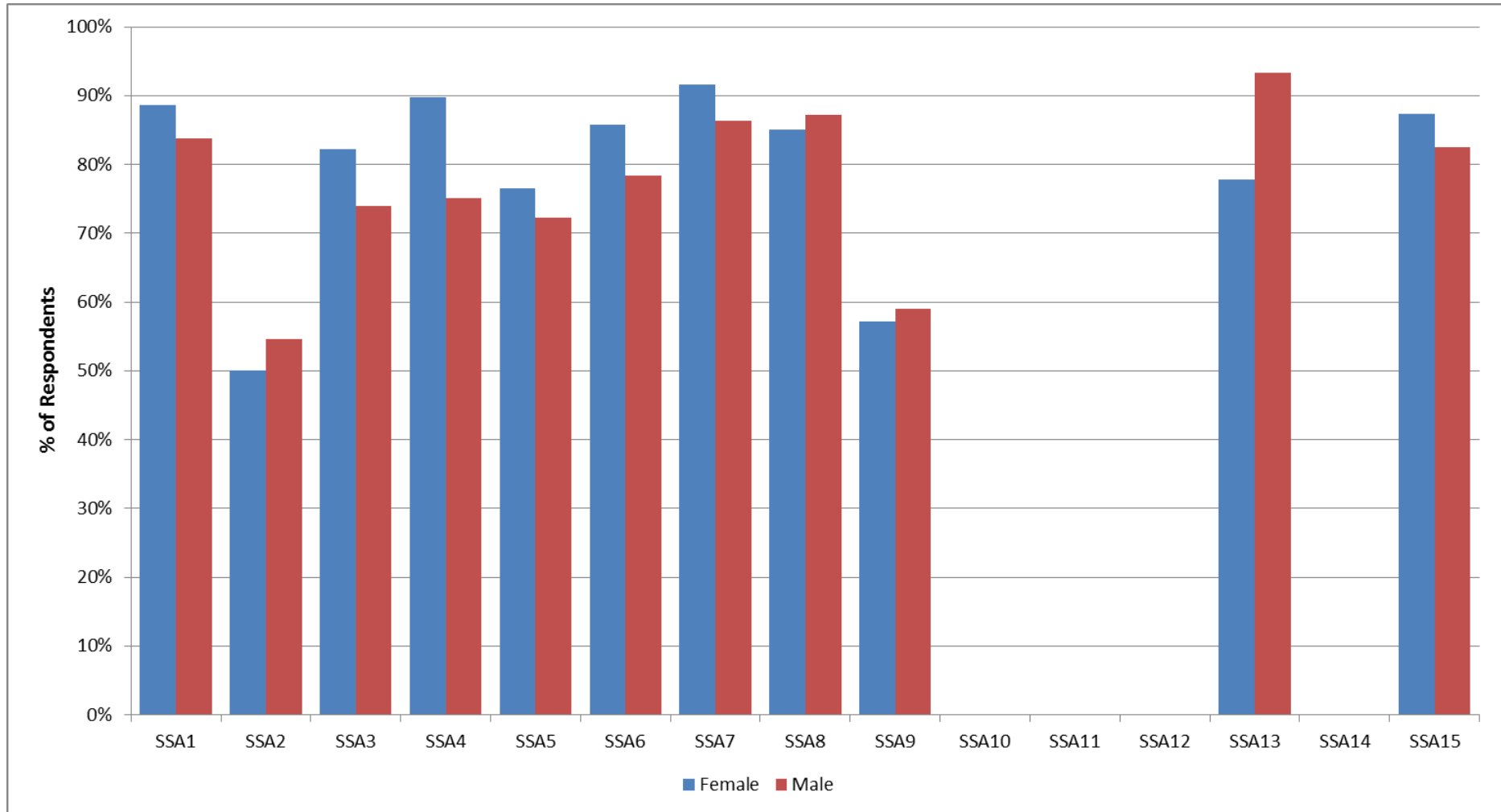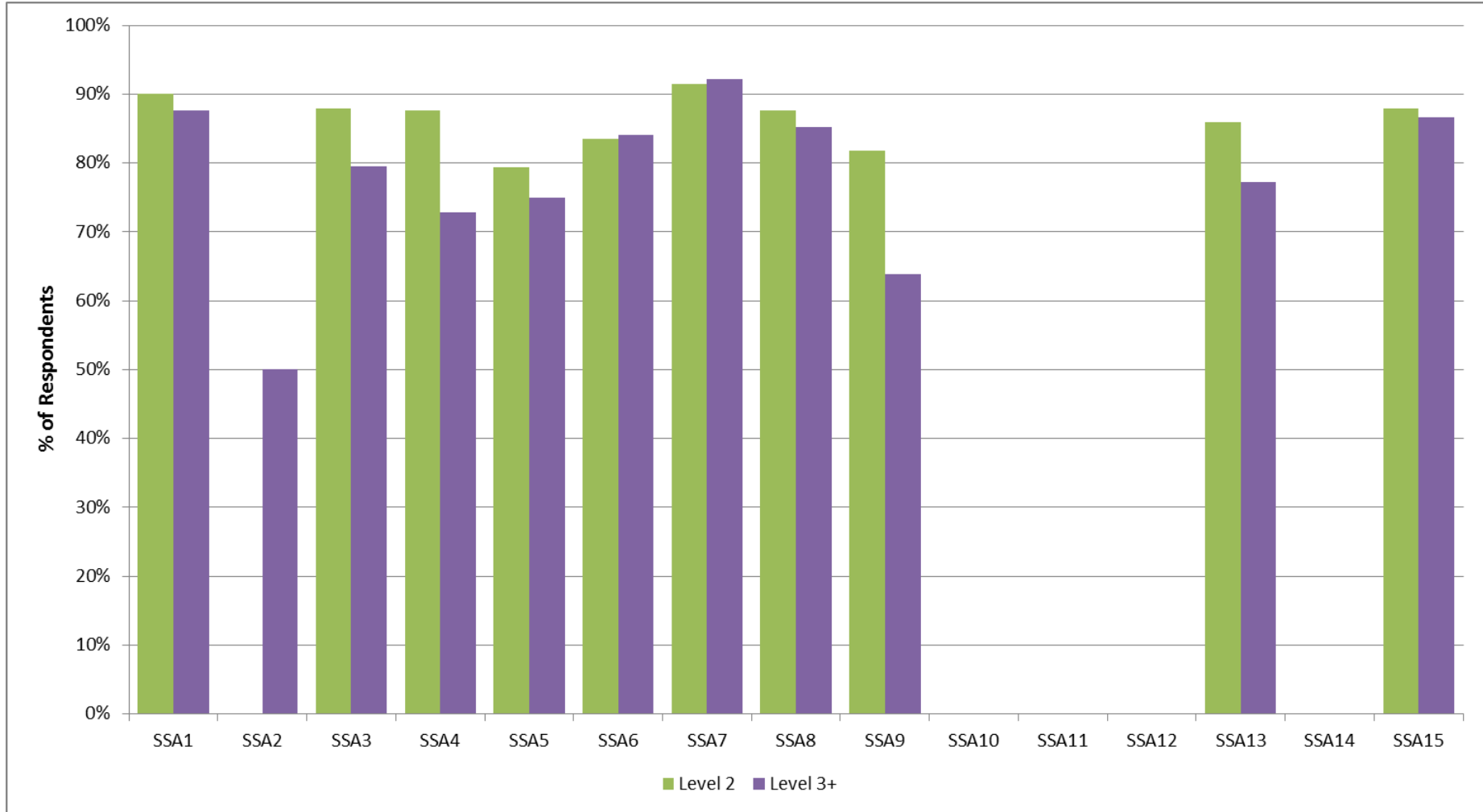

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 33: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Level 2		Level 3+	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	4,379	90.07	6,485	87.68
SSA2: Science and Mathematics			14	50.00
SSA3: Agriculture, Horticulture and Animal Care	397	87.91	815	79.51
SSA4: Engineering and Manufacturing Technologies	2,314	87.68	2,434	72.84
SSA5: Construction, Planning and the Built Environment	1,151	79.32	925	74.92
SSA6: ICT	723	83.54	573	84.12
SSA7: Retail and Commercial Enterprise	4,197	91.45	1,989	92.21
SSA8: Leisure, Travel and Tourism	544	87.68	427	85.25
SSA9: Arts, Media and Publishing	22	81.82	72	63.89
SSA10: History, Philosophy and Theology				
SSA11: Social Sciences				
SSA12: Languages, Literature and Culture				
SSA13: Education and Training	99	85.86	564	77.30
SSA14: Preparation for Life and Work				
SSA15: Business, Admin and Law	8,814	87.89	8,470	86.59

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 34: Percentage of respondents scoring 8 or higher by subject and level for question 9(Overall, how good or bad do you think the provider is?)

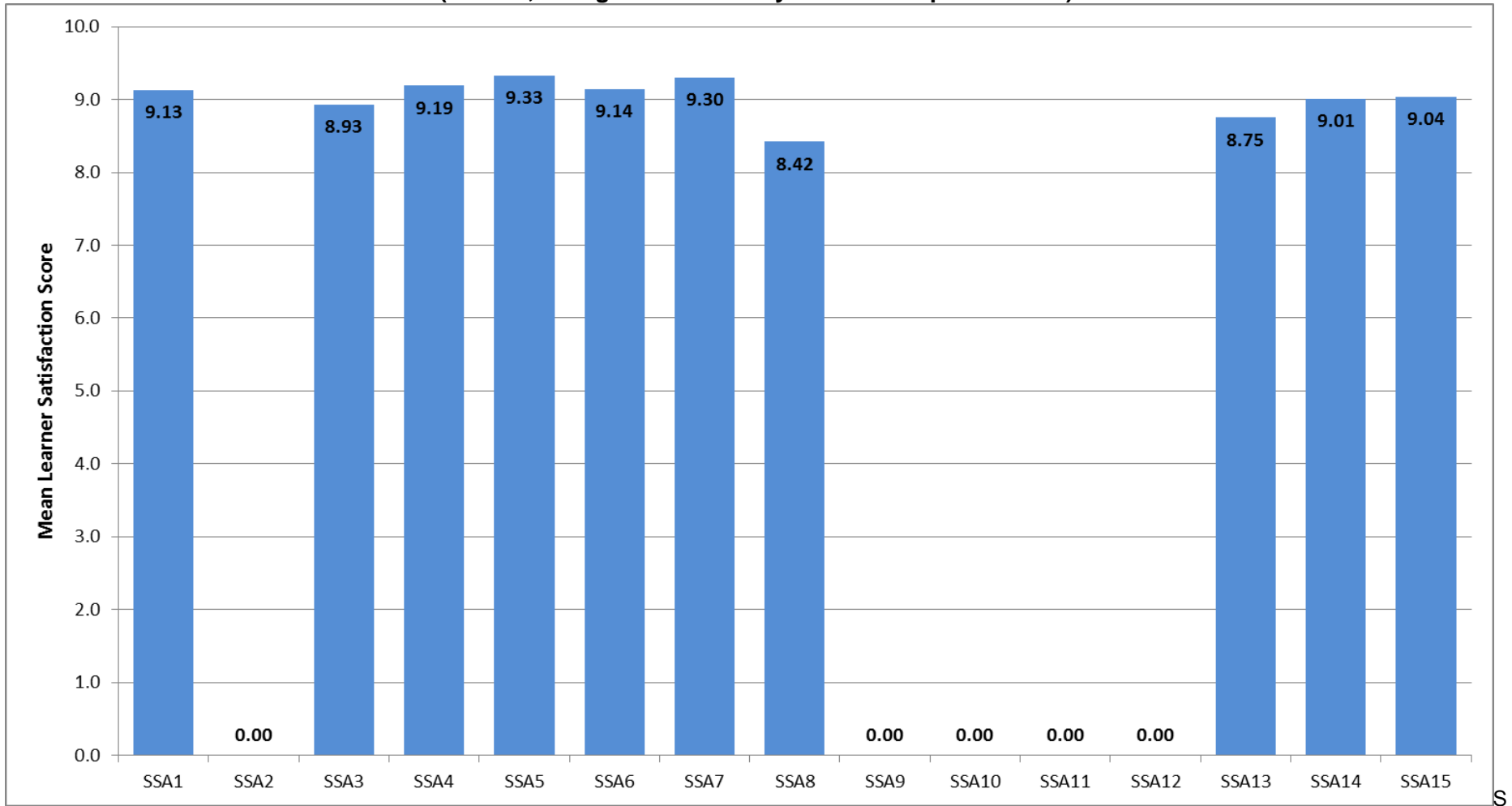Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 35: Mean learner satisfaction score by subject and question

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1: Health, Public Services and Care	3,363	8.97	3,365	9.35	3,366	9.13
SSA2: Science and Mathematics	<5		<5		<5	
SSA3: Agriculture, Horticulture and Animal Care	100	8.76	100	9.30	100	8.93
SSA4: Engineering and Manufacturing Technologies	3,839	9.12	3,835	9.36	3,841	9.19
SSA5: Construction, Planning and the Built Environment	1,726	9.33	1,724	9.47	1,741	9.33
SSA6: ICT	310	9.19	309	9.59	311	9.14
SSA7: Retail and Commercial Enterprise	1,731	9.23	1,730	9.48	1,730	9.30
SSA8: Leisure, Travel and Tourism	168	8.40	168	8.63	168	8.42
SSA9: Arts, Media and Publishing						
SSA10: History, Philosophy and Theology						
SSA11: Social Sciences						
SSA12: Languages, Literature and Culture						
SSA13: Education and Training	394	8.62	394	9.32	393	8.75
SSA14: Preparation for Life and Work	940	8.94	939	9.26	955	9.01
SSA15: Business, Admin and Law	1,658	8.97	1,659	9.50	1,657	9.04

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

Figure 36: Subject by question 9 – mean score
(Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 37: Survey responses* by subject for question 9
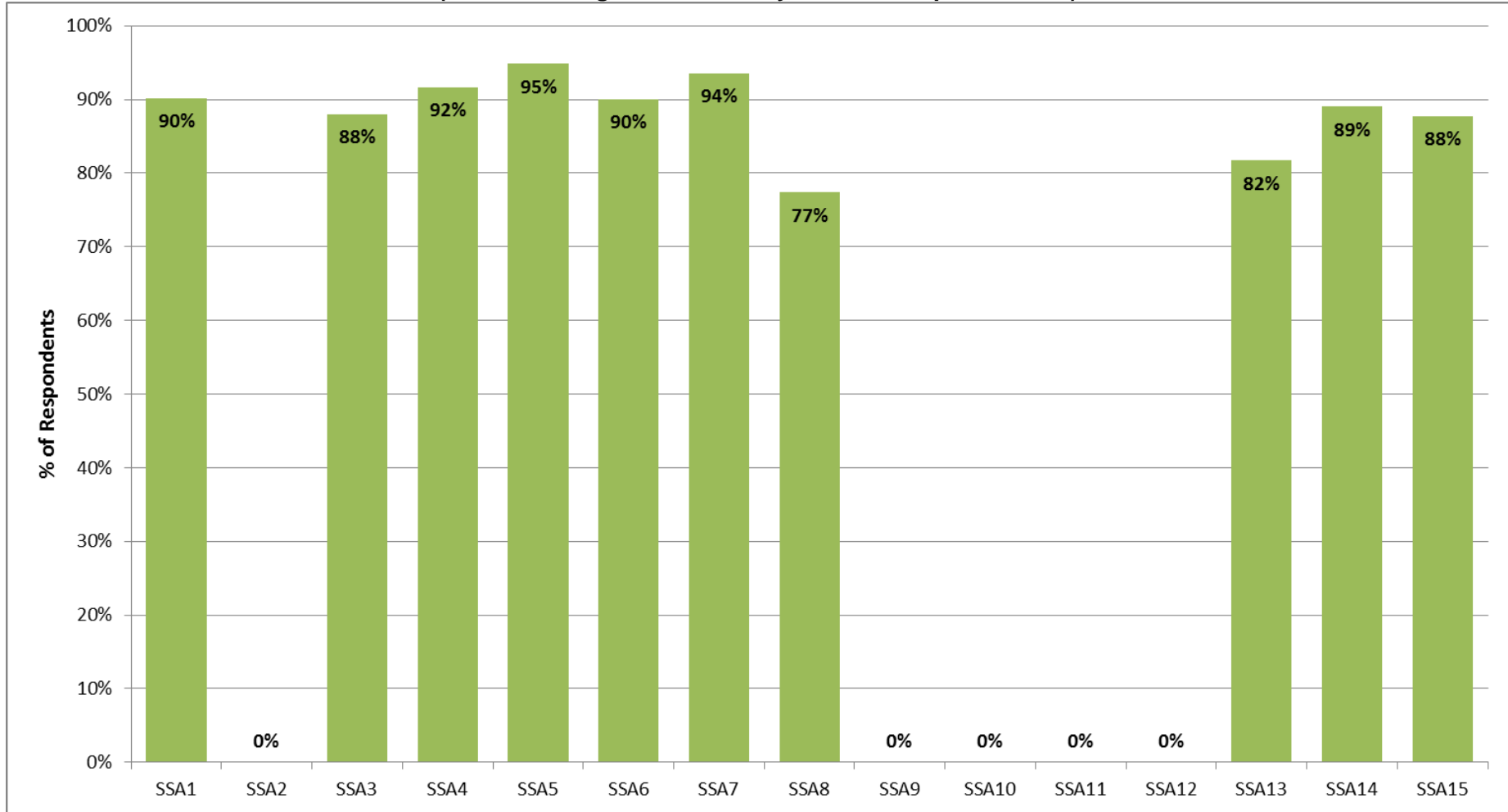**(Overall, how good or bad do you think the provider is?)**

Subject Area	Number of Responses	0	1	2	3	4	5	6	7	8	9	10	Unweighted Score	% of Respondents Scoring 8 or more
SSA1: Health, Public Services and Care	3,366	<5	0.1%	0.2%	0.4%	0.2%	1.3%	2.0%	5.5%	13.2%	21.4%	55.6%	9.13	90.2%
SSA2: Science and Mathematics	1	0.0%	0.0%	<5	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.00	0.0%
SSA3: Agriculture, Horticulture and Animal Care	100	0.0%	0.0%	0.0%	0.0%	0.0%	<5	<5	8.0%	17.0%	31.0%	40.0%	8.93	88.0%
SSA4: Engineering and Manufacturing Technologies	3,841	0.1%	0.2%	0.2%	0.3%	0.3%	1.3%	1.8%	4.1%	11.8%	23.6%	56.3%	9.19	91.7%
SSA5: Construction, Planning and the Built Environment	1,741	<5	0.0%	<5	<5	<5	0.5%	1.2%	2.9%	12.2%	22.5%	60.2%	9.33	94.8%
SSA6: ICT	311	0.0%	<5	0.0%	<5	<5	<5	<5	6.1%	12.9%	20.9%	56.3%	9.14	90.0%
SSA7: Retail and Commercial Enterprise	1,730	<5	<5	0.0%	<5	<5	0.9%	1.2%	3.8%	9.5%	26.0%	58.0%	9.30	93.5%
SSA8: Leisure, Travel and Tourism	168	0.0%	0.0%	0.0%	<5	<5	<5	6.5%	11.3%	23.2%	24.4%	29.8%	8.42	77.4%
SSA9: Arts, Media and Publishing														
SSA10: History, Philosophy and Theology														
SSA11: Social Sciences														
SSA12: Languages, Literature and Culture														
SSA13: Education and Training	393	0.0%	0.0%	<5	0.0%	<5	2.8%	2.5%	11.5%	18.1%	20.6%	43.0%	8.75	81.7%
SSA14: Preparation for Life and Work	955	<5	<5	<5	<5	<5	2.1%	2.2%	5.5%	14.9%	23.8%	50.4%	9.01	89.0%
SSA15: Business, Admin and Law	1,657	0.4%	<5	<5	0.3%	<5	1.9%	1.7%	7.5%	13.7%	21.0%	53.0%	9.04	87.8%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

* 0 = Very Bad and 10 = Very Good

Figure 38: Subject by question 9 – percentage of respondents scoring 8 or more (Overall, how good or bad do you think the provider is?)

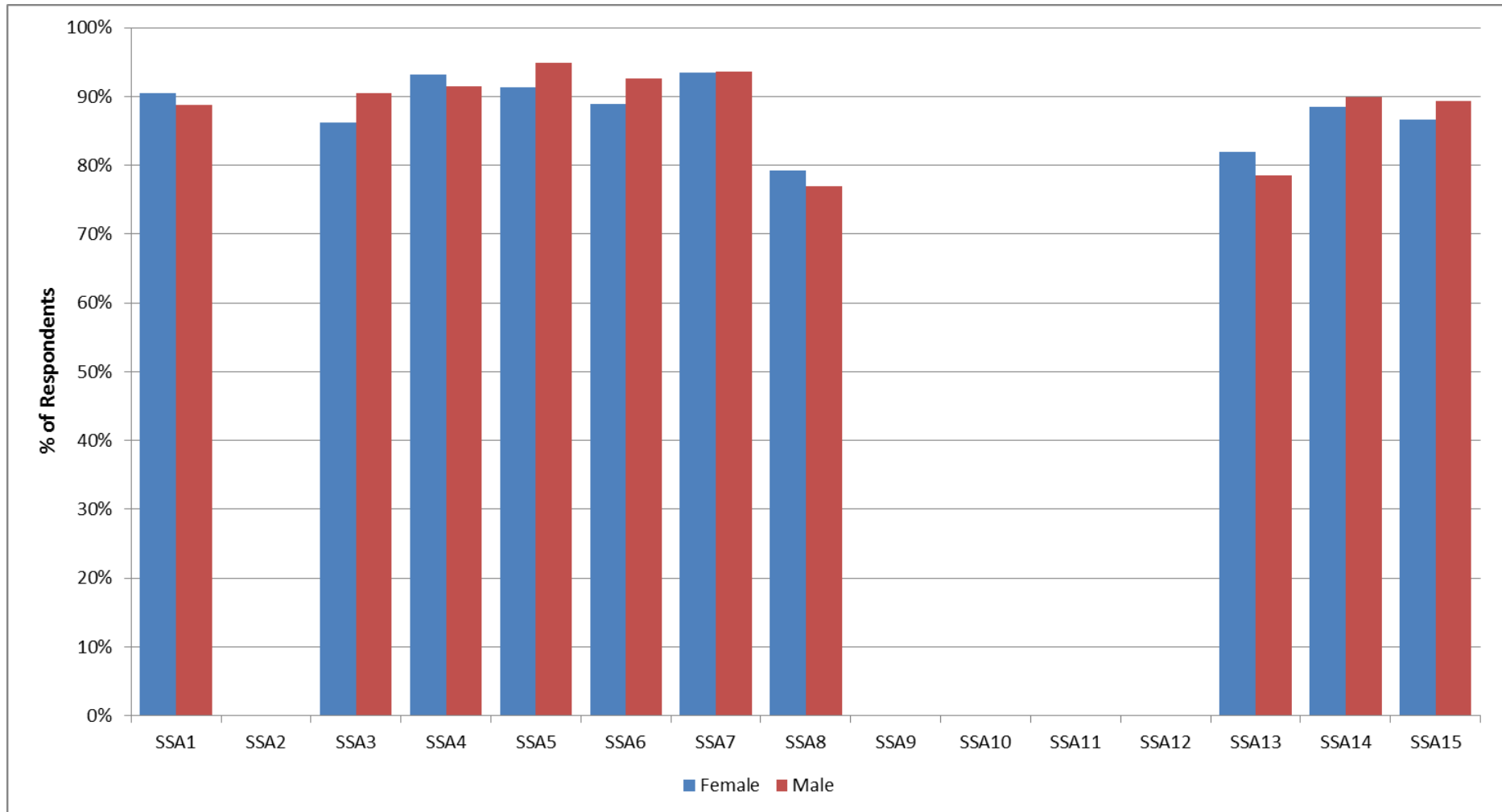Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 39: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Female		Male	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	2,724	90.53	642	88.79
SSA2: Science and Mathematics	<5			
SSA3: Agriculture, Horticulture and Animal Care	58	86.21	42	90.48
SSA4: Engineering and Manufacturing Technologies	548	93.25	3,293	91.44
SSA5: Construction, Planning and the Built Environment	23	91.30	1,718	94.88
SSA6: ICT	217	88.94	94	92.55
SSA7: Retail and Commercial Enterprise	654	93.43	1,076	93.59
SSA8: Leisure, Travel and Tourism	29	79.31	139	76.98
SSA9: Arts, Media and Publishing				
SSA10: History, Philosophy and Theology				
SSA11: Social Sciences				
SSA12: Languages, Literature and Culture				
SSA13: Education and Training	365	81.92	28	78.57
SSA14: Preparation for Life and Work	619	88.53	336	89.88
SSA15: Business, Admin and Law	973	86.64	684	89.33

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

Figure 40: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 41: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Entry Level		Level 1		Level 2		Level 3+	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care					1,967	90.80	1,399	89.35
SSA2: Science and Mathematics					<5			
SSA3: Agriculture, Horticulture and Animal Care			13	100.00	67	88.06	20	80.00
SSA4: Engineering and Manufacturing Technologies			5	100.00	3,471	91.99	365	88.77
SSA5: Construction, Planning and the Built Environment			41	73.17	1,575	95.43	125	94.40
SSA6: ICT			<5		256	91.41	53	83.02
SSA7: Retail and Commercial Enterprise	<5		18	100.00	1,537	93.43	174	93.68
SSA8: Leisure, Travel and Tourism					150	76.00	18	88.89
SSA9: Arts, Media and Publishing								
SSA10: History, Philosophy and Theology								
SSA11: Social Sciences								
SSA12: Languages, Literature and Culture								
SSA13: Education and Training					200	81.00	193	82.38
SSA14: Preparation for Life and Work	138	95.65	404	85.89	413	89.83		
SSA15: Business, Admin and Law			<5		848	88.68	808	86.76

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

Figure 42: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)
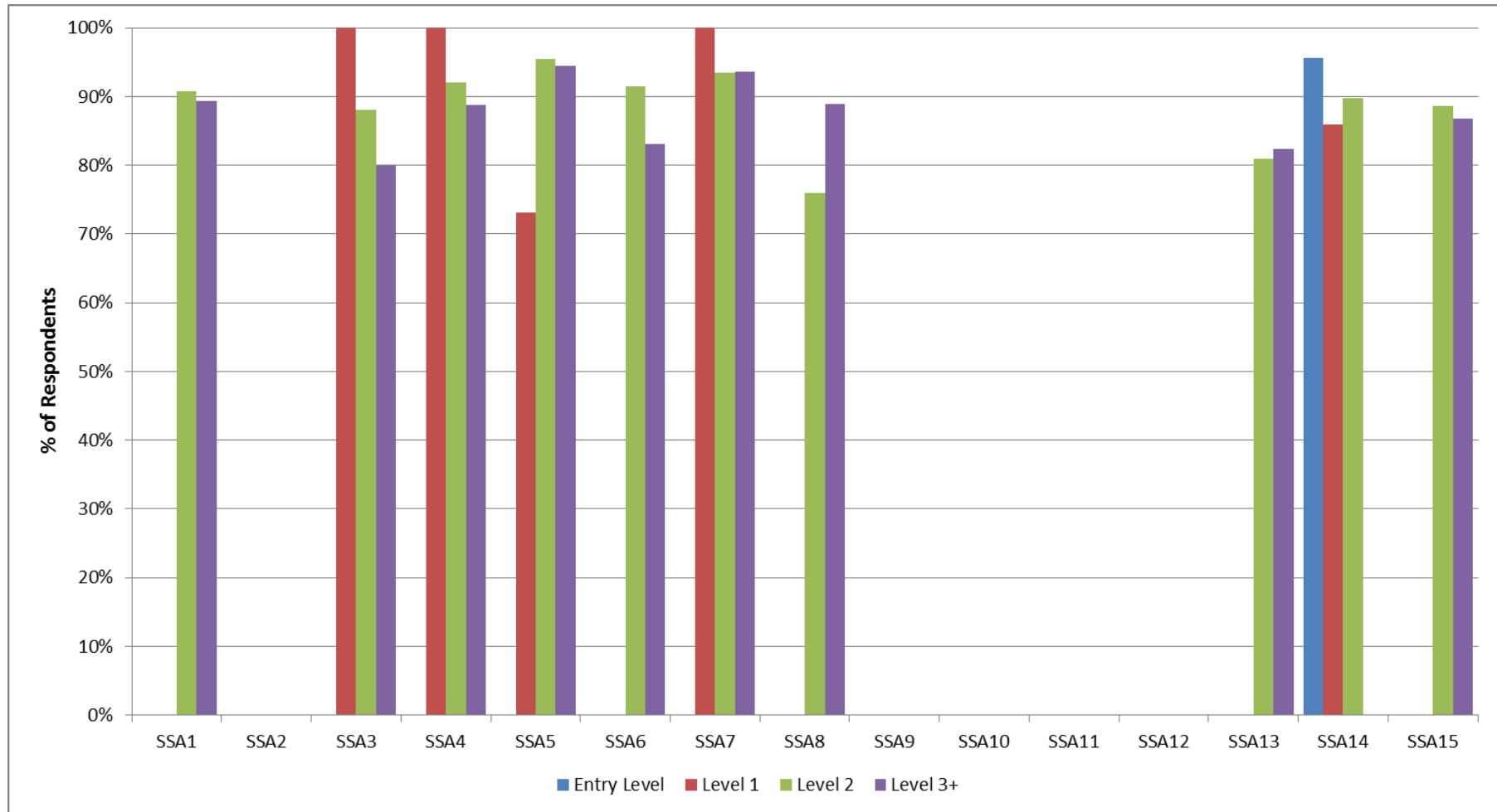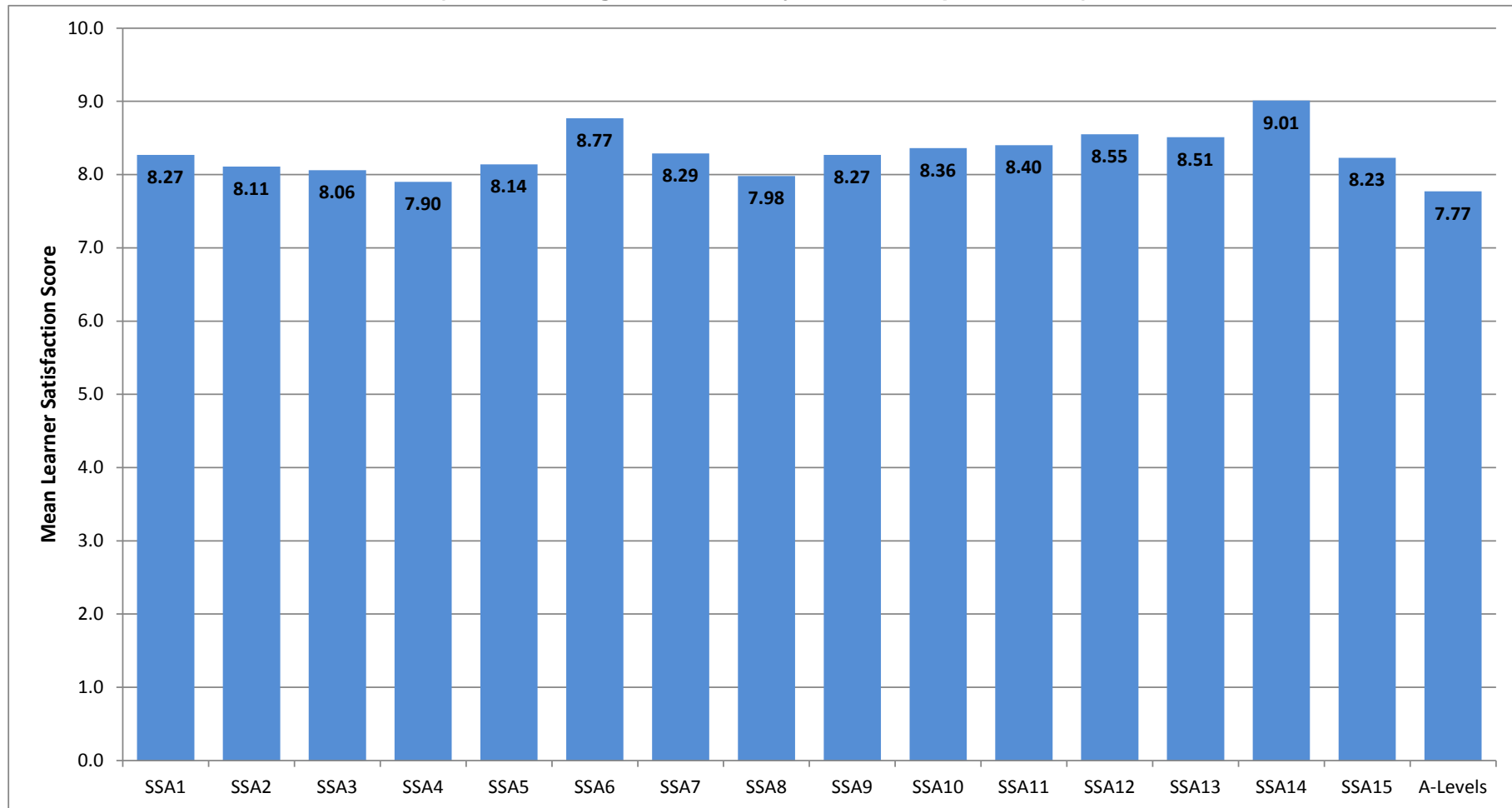

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 43: Mean learner satisfaction score by subject and question

Subject Area	Q3. How good or bad is the teaching on your course?		Q4. How good or bad is the respect staff show to you?		Q9. Overall, how good or bad do you think the provider is?	
	Base	Score	Base	Score	Base	Score
SSA1: Health, Public Services and Care	7,393	8.42	7,387	8.80	7,393	8.27
SSA2: Science and Mathematics	2,155	8.34	2,154	8.84	2,161	8.11
SSA3: Agriculture, Horticulture and Animal Care	2,351	8.24	2,352	8.59	2,351	8.06
SSA4: Engineering and Manufacturing Technologies	3,428	8.24	3,427	8.68	3,428	7.90
SSA5: Construction, Planning and the Built Environment	3,275	8.61	3,272	8.97	3,278	8.14
SSA6: ICT	7,174	8.84	7,170	9.26	7,167	8.77
SSA7: Retail and Commercial Enterprise	7,558	8.63	7,555	8.77	7,555	8.29
SSA8: Leisure, Travel and Tourism	1,283	8.27	1,283	8.59	1,283	7.98
SSA9: Arts, Media and Publishing	5,768	8.59	5,769	8.94	5,770	8.27
SSA10: History, Philosophy and Theology	1,251	8.47	1,251	8.97	1,251	8.36
SSA11: Social Sciences	287	8.43	287	8.78	287	8.40
SSA12: Languages, Literature and Culture	3,161	9.11	3,157	9.41	3,161	8.55
SSA13: Education and Training	3,334	8.77	3,332	9.28	3,333	8.51
SSA14: Preparation for Life and Work	32,383	9.18	32,224	9.30	32,394	9.01
SSA15: Business, Admin and Law	5,542	8.39	5,539	8.92	5,540	8.23
Learner on 2+ A-Levels	390	8.03	390	8.44	390	7.77

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

**Figure 44: Subject by question 9 – mean score
(Overall, how good or bad do you think the provider is?)**

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

**Figure 45: Survey responses* by subject for question 9
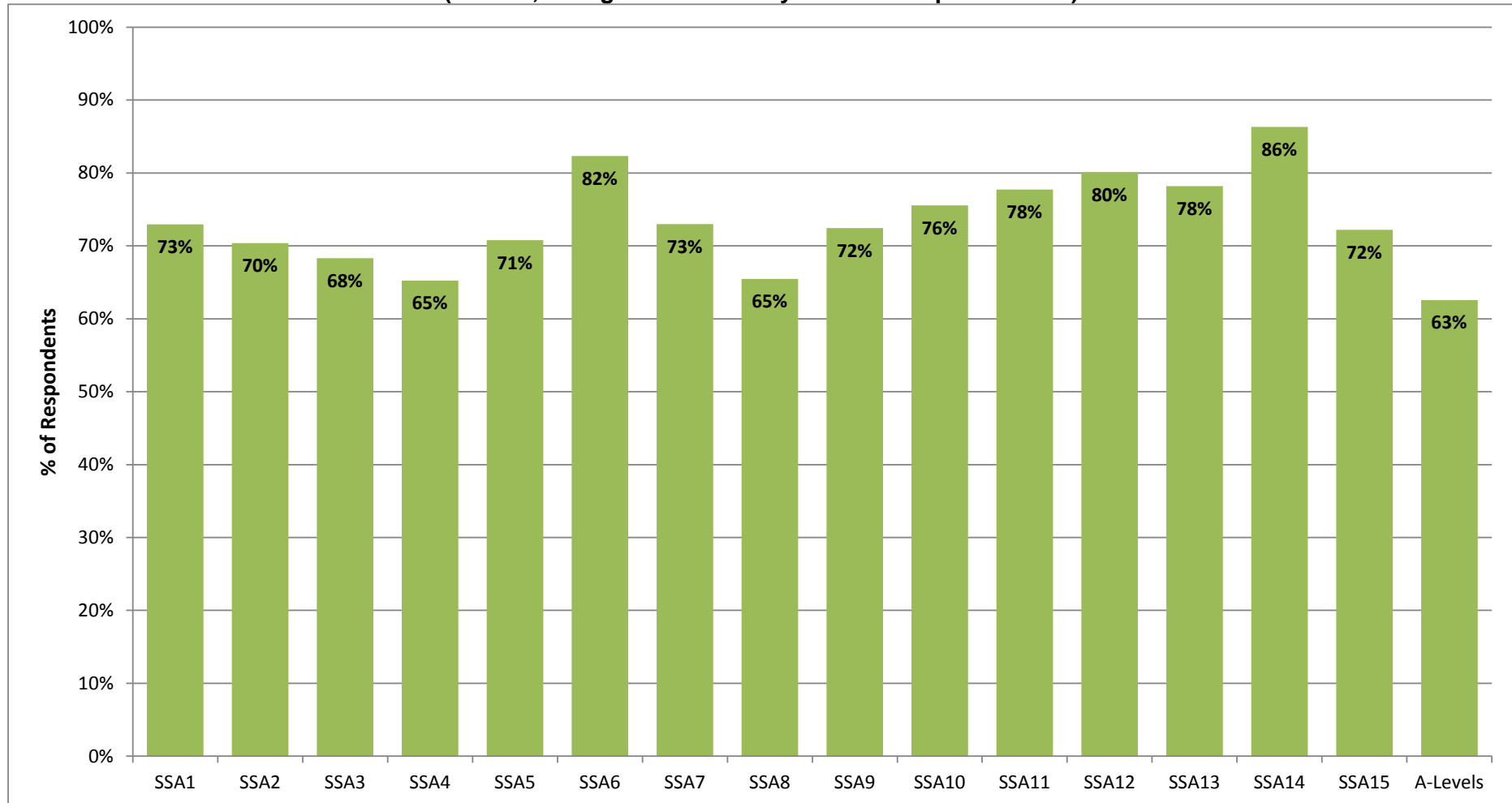(Overall, how good or bad do you think the provider is?)**

Subject Area	Number of Responses	0	1	2	3	4	5	6	7	8	9	10	Unweighted Score	% of Respondents Scoring 8 or more
SSA1: Health, Public Services and Care	7,393	0.2%	0.4%	0.5%	1.2%	1.5%	5.0%	5.7%	12.6%	20.2%	19.9%	32.8%	8.27	73.0%
SSA2: Science and Mathematics	2,161	0.7%	0.4%	1.0%	1.0%	1.6%	5.6%	6.0%	13.3%	20.3%	20.8%	29.3%	8.11	70.4%
SSA3: Agriculture, Horticulture and Animal Care	2,351	0.4%	0.3%	0.6%	1.9%	2.1%	5.5%	7.2%	13.7%	20.2%	18.4%	29.7%	8.06	68.3%
SSA4: Engineering and Manufacturing Technologies	3,428	0.7%	0.5%	0.8%	1.9%	2.1%	6.8%	6.4%	15.6%	20.9%	18.4%	25.9%	7.90	65.2%
SSA5: Construction, Planning and the Built Environment	3,278	0.7%	0.4%	0.8%	1.1%	1.6%	5.2%	6.7%	12.8%	20.6%	19.2%	31.0%	8.14	70.8%
SSA6: ICT	7,167	0.2%	0.1%	0.4%	0.7%	0.9%	2.8%	3.5%	9.1%	16.0%	19.6%	46.7%	8.77	82.3%
SSA7: Retail and Commercial Enterprise	7,555	0.3%	0.3%	0.6%	1.1%	1.8%	5.5%	5.3%	12.1%	18.3%	20.0%	34.7%	8.29	73.0%
SSA8: Leisure, Travel and Tourism	1,283	<5	<5	<5	1.6%	2.0%	6.8%	7.7%	15.8%	21.2%	18.3%	26.0%	7.98	65.5%
SSA9: Arts, Media and Publishing	5,770	0.3%	0.3%	0.3%	1.0%	1.4%	4.9%	5.6%	13.7%	20.7%	19.5%	32.2%	8.27	72.4%
SSA10: History, Philosophy and Theology	1,251	0.4%	0.0%	0.4%	0.7%	1.4%	4.3%	4.6%	12.6%	21.7%	22.5%	31.3%	8.36	75.5%
SSA11: Social Sciences	287	<5	<5	<5	<5	2.8%	4.9%	3.8%	9.1%	20.9%	19.2%	37.6%	8.40	77.7%
SSA12: Languages, Literature and Culture	3,161	<5	0.3%	0.2%	0.5%	0.9%	3.3%	4.1%	10.6%	23.3%	20.2%	36.6%	8.55	80.1%
SSA13: Education and Training	3,333	0.2%	0.2%	0.4%	0.7%	0.9%	3.5%	4.7%	11.3%	20.3%	21.8%	36.1%	8.51	78.2%
SSA14: Preparation for Life and Work	32,394	0.1%	0.2%	0.2%	0.3%	0.6%	2.6%	2.8%	6.8%	12.9%	17.9%	55.6%	9.01	86.3%
SSA15: Business, Admin and Law	5,540	0.3%	0.2%	0.5%	1.0%	1.4%	4.9%	5.4%	14.1%	21.2%	21.6%	29.4%	8.23	72.2%
Learner on 2+ A-Levels	390	<5	<5	1.3%	1.3%	1.8%	5.4%	8.7%	18.2%	24.4%	20.3%	17.9%	7.77	62.6%

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

* 0 = Very bad and 10 = Very good

**Figure 46: Subject by question 9 – percentage of respondents scoring 8 or more
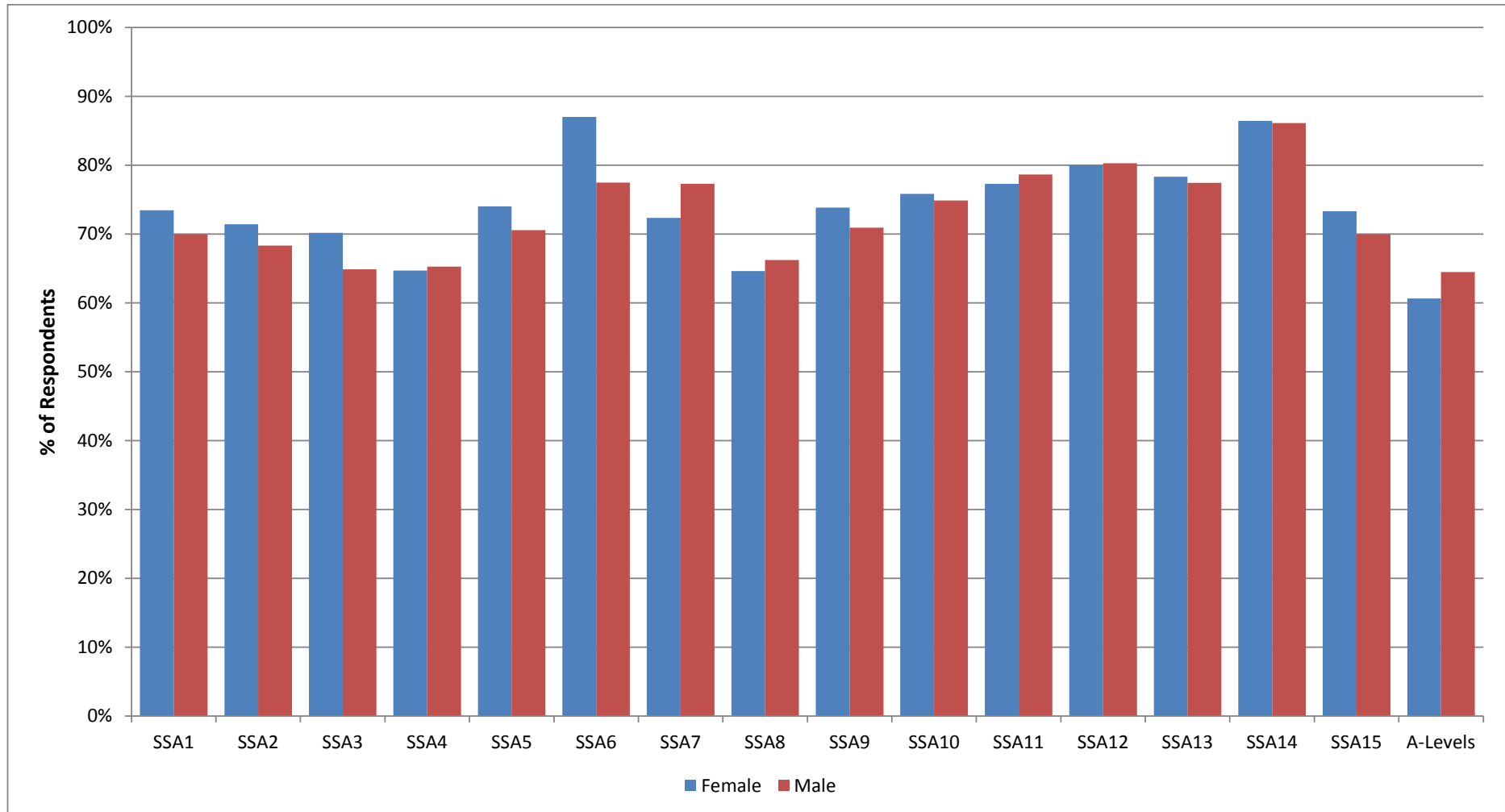(Overall, how good or bad do you think the provider is?)**

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 47: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Female		Male	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	6,361	73.43	1,032	69.96
SSA2: Science and Mathematics	1,438	71.42	723	68.33
SSA3: Agriculture, Horticulture and Animal Care	1,526	70.18	825	64.85
SSA4: Engineering and Manufacturing Technologies	235	64.68	3,193	65.27
SSA5: Construction, Planning and the Built Environment	200	74.00	3,078	70.57
SSA6: ICT	3,647	86.98	3,520	77.47
SSA7: Retail and Commercial Enterprise	6,604	72.35	951	77.29
SSA8: Leisure, Travel and Tourism	602	64.62	681	66.23
SSA9: Arts, Media and Publishing	3,045	73.83	2,725	70.90
SSA10: History, Philosophy and Theology	869	75.83	382	74.87
SSA11: Social Sciences	198	77.27	89	78.65
SSA12: Languages, Literature and Culture	2,143	79.98	1,018	80.26
SSA13: Education and Training	2,837	78.32	496	77.42
SSA14: Preparation for Life and Work	21,574	86.42	10,820	86.12
SSA15: Business, Admin and Law	3,723	73.30	1,817	69.95
Learner on 2+ A-Levels	193	60.62	197	64.47

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 48: Percentage of respondents scoring 8 or higher by subject and gender for question 9 (Overall, how good or bad do you think the provider is?)

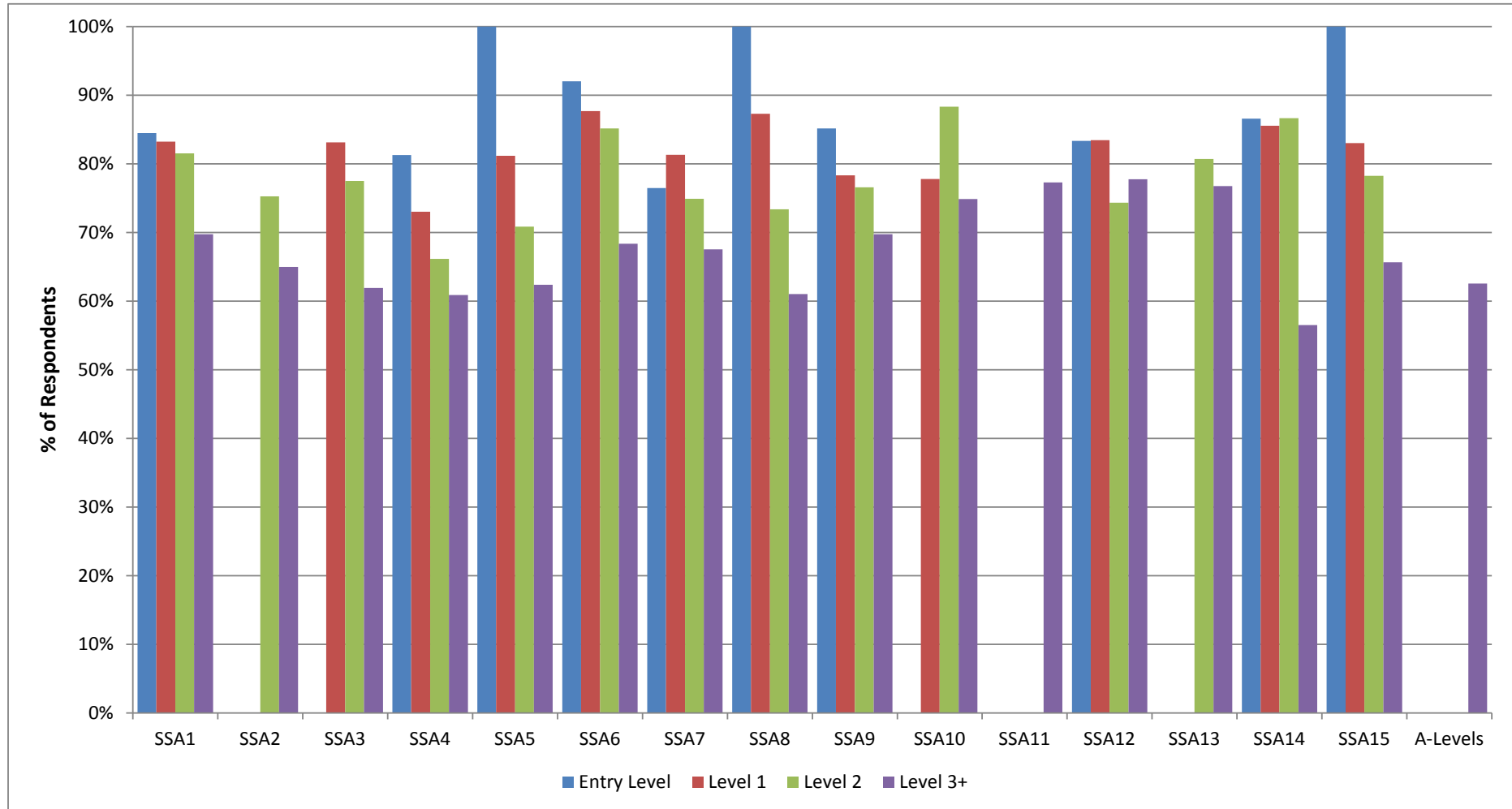Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Figure 49: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)

Subject Area	Entry Level		Level 1		Level 2		Level 3+	
	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher	Base	% Respondents Scoring 8 or Higher
SSA1: Health, Public Services and Care	58	84.48	417	83.21	1,466	81.51	5,452	69.74
SSA2: Science and Mathematics			<5		1,135	75.24	1,025	64.98
SSA3: Agriculture, Horticulture and Animal Care	<5		166	83.13	733	77.49	1,449	61.90
SSA4: Engineering and Manufacturing Technologies	32	81.25	571	73.03	1,391	66.14	1,434	60.88
SSA5: Construction, Planning and the Built Environment	48	100.00	658	81.16	1,575	70.86	997	62.39
SSA6: ICT	938	92.00	1,720	87.67	2,658	85.14	1,851	68.34
SSA7: Retail and Commercial Enterprise	34	76.47	572	81.29	4,477	74.89	2,472	67.52
SSA8: Leisure, Travel and Tourism	12	100.00	55	87.27	308	73.38	908	61.01
SSA9: Arts, Media and Publishing	74	85.14	900	78.33	982	76.58	3,814	69.74
SSA10: History, Philosophy and Theology			9	77.78	60	88.33	1,182	74.87
SSA11: Social Sciences			<5		<5		282	77.30
SSA12: Languages, Literature and Culture	834	83.33	1,050	83.43	958	74.32	319	77.74
SSA13: Education and Training					1,222	80.69	2,111	76.74
SSA14: Preparation for Life and Work	18,442	86.58	7,770	85.52	6,159	86.64	23	56.52
SSA15: Business, Admin and Law	5	100.00	800	83.00	1,773	78.23	2,962	65.63
Learner on 2+ A-Levels							390	62.56

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012

Cells with fewer than 5 responses are indicated with "<5"

Figure 50: Percentage of respondents scoring 8 or higher by subject and level for question 9 (Overall, how good or bad do you think the provider is?)

Source: Learner Satisfaction Version 4 and Individualised Learner Record 2011 to 2012