



Skills Funding  
Agency

# Community Learning Learner Satisfaction Survey: Information

November 2013

Of interest to colleges and training organisations

## **Learner Satisfaction Survey: Community Learning Extended Trial**

The Learner Satisfaction survey specifically for Community Learners will run from 25 November 2013 to 13 April 2014.

This survey extends the Learner Satisfaction survey to community learners giving them an opportunity to feedback on their satisfaction with their college or training provider.

**The survey is running from 25 November 2013 to 13 April 2014.**

The Community Learning Extended Trial is an online survey and can be completed 24 hours a day between 25 November 2013 to 13 April 2014 from any internet-linked device including laptops, BlackBerrys and iPhones.

### **Paper surveys**

Application to use paper surveys can be made for those learners for whom you feel it would be impossible to complete the survey online.

[Applications for paper-based surveys](#) need to be made by 20 January 2014.

### **Which colleges and training organisations are in scope?**

Colleges and training organisations in receipt of the Community Learning budget are in scope for the Extended Trial in 2013/14.

Learners will be able to access the survey from 25 November 2013 to 13 April 2014 by visiting: <http://www.ipsos-mori.com/clpilot>

### **Type of Questions on the Learner Satisfaction Survey**

Questions include all those in the main Learner Satisfaction survey which ask about:

- the information given at the start of the learning programme
- the help staff gave in the first few weeks
- how good the teaching was

- the respect staff show to the learner
- the advice learners have been given about what they can do after they have finished their learning programme
- the support they got whilst learning
- their view of how good the organisation is at listening to the views of learners and then acting on those views
- how good their learning provider is overall
- the likelihood of recommending the learning provider to friends or family.

In addition to these, three further questions are included to measure the impact of community learning which are detailed below:

**What were your main reasons for taking the course?**

- To gain skills and knowledge.
- To meet people and make new friends.
- For personal interest or pleasure.
- To help you participate in social activities.
- To help you get a job or with your own work.
- To benefit your health or well being.
- To progress onto another course.
- To help other members of your family.
- Other reason.

**As a result of taking the course would you say:**

- you have more skills or knowledge
- you have made new friends
- you are more confident as a person
- you are more likely to participate in social activities
- you are more likely to get a job or progress at work
- your health or well being has benefited
- you are more likely to progress onto another course

- you are more able to help other family members

**How good or bad has the course or activity been at meeting your expectations?**

### **Key Dates**

The key dates for the 2013/14 survey are as follows:

<b>Date</b>	<b>Activity</b>
Prior to the start of your survey	Online survey available for <a href="#">testing</a> for compatibility with your firewall
25 November 2013	Survey starts
20 January 2014	Deadline for <a href="#">applications</a> for paper based survey
10 Mar 2014	Paper-based survey closes
13 April 2013	Online survey closes

### **Guidance for Community Learning Colleges and training organisations**

#### **Testing the survey**

You can test the functionality of the survey by using the UKPRN: 99999999 until your survey starts. It is important that you test the survey and check that your firewall will not block access to the survey. If it does, please liaise with your network manager to ensure that this problem is resolved. Once you access the survey site, please test that the functionality of the survey is compatible with your systems by browsing back and forth within the survey, selecting answers and submitting test responses.

To test the link, please go to <http://www.ipsos-mori.com/clpilot>.

## **Provider Extranet**

The Provider Extranet will provide regular updates on all aspects of the survey which are specific to each eligible college and training organisation, including near-live feedback on your response rates. Therefore we ask all eligible colleges and training organisations to log-in to the [Provider Extranet](#) on a regular basis.

To access the site, you will need to use your

- **UK Provider Reference Number (UKPRN)** and
- **unique password;**

We will send this information to you before the start of the survey.

## **Planning your Survey**

We recommend appointing a survey co-ordinator to act as the main contact for information about the survey. All learners funded through the Community Learning budget are entitled to complete the survey. We ask that you give as many of them as possible the opportunity to do so.

It is important to remember that this also includes any learners on Agency-funded subcontracted provision. To exclude them is likely to result in a skewed and possibly invalid sample which we will be unable to score. To prevent this, early communication and planning with your subcontracted colleges and training organisations regarding your approach to the surveys is essential.

If possible learners should complete the survey towards the end of their programme of study or towards the end of the survey window if they are continuing beyond April 2014. However, all learners, including those on short programmes at any point between 25 November 2013 to 13 April 2014, are entitled to take part.

## **Sample sizes**

To check what your sample size is likely to be you are asked to estimate the number of in-scope learners between 25 November 2013 to 13 April 2014 using the [online](#)

[calculator](#) which is available on the Community Learning pages of the [Provider Extranet](#). Guidance on the use of the Sample Size Calculator is available below.

To achieve a valid score, you need to:

- get a minimum number of valid survey responses (the online calculator tool on the Community Learning pages of the [Provider Extranet](#) will help you to do this or please click here for a direct link to the [Sample Size Calculator](#)
- ensure that the balance of responses is representative of your learner proportions in terms of age and gender (using the daily response rate tool on the [Provider Extranet](#)).

We would encourage you to attempt to survey as many learners as possible rather than relying on a sample; as although we will correct statistically for minor imbalances, samples may be rejected if they are badly skewed.

Remember that some responses may be ruled invalid if they are duplicates, or if the learner is not on provision funded by us.

Corrective weightings are also applied to samples to ensure any bias in the sample is removed. All these factors can lead to your final sample being smaller than the original number of responses submitted. Therefore, we strongly recommend that you aim for a response rate above the minimum to avoid an invalid score.

### **Minimum Sample Size Calculator Guidance**

The Learner Satisfaction Community Learning survey will be accessible online 24 hours a day, seven days a week from 25 November 2013 to 13 April 2014. We recommend that you give all of your learners the opportunity to take part.

You will only be able to obtain a score in the survey if the number of learners responding represents a sufficiently large sample of all the in-scope learners (for which your organisation is in receipt of the Community Learning budget) in your organisation during the survey period.

The minimum number that will be needed to guarantee a valid score is based on the sample size required to give 95 per cent confidence that the score is accurate to +/-3 per cent. The calculator will help you to estimate this, but we urge you to aim for a sample well above this minimum figure in case of invalid or duplicate responses. Enter the total number of in-scope learners you expect to have in the green box and the minimum required sample will appear in the yellow box.

To ensure that the minimum sample size is realistic for smaller colleges and training organisations, we set a ceiling of 70 per cent of in-scope learners and no colleges and training organisations will be required to exceed this percentage. Therefore the minimum sample size generated by the calculator is based on either the 70 per cent rule or 3 per cent confidence interval, whichever is the smaller.

Remember that some responses may be ruled invalid if they are duplicates or if the learners are not on Community Learning provision funded by us. These factors can lead to your final sample being smaller than the original number of responses submitted by your learners. Always aim for a response well above the required minimum.

Learners that are in scope for the Learner Satisfaction Community Learning Extended Trial are those funded through the Community Learning budget.

### **Completing the Survey**

Learners will be able to access the survey here:

<http://www.ipsos-mori.com/clpilot> .

To complete the survey learners will need to know your UKPRN (if you do not know this you can look it up on <http://www.ukrlp.co.uk/> ) and either their Unique Learner Number (ULN), if this is available or their personal Learner Reference Number as entered on the ILR.

### **Paper Surveys**

An application for paper-based surveys for the 2013/14 Learner Satisfaction Survey Community Learning Extended Trial can be made up until 20 January 2014 for those community learners for whom it is impossible to conduct an online survey.

If you feel that any of your learners are unable to complete the online survey, then you can make an application for a paper-based survey by completing the following application tool:

<http://www.rcu.co.uk/survey/clpaperrequest/clpaperrequest.htm>

Please note that we will evaluate your request and our survey contractor (RCU) will then be in touch with you.

Any queries should be sent to [servicedesk@thedata-service.org.uk](mailto:servicedesk@thedata-service.org.uk)

### **Learners with learning difficulties and/or disabilities**

Colleges and training organisations have the option of leaving learners out of the Learner Satisfaction survey if their inclusion would be inappropriate or distressing.

For further information, please see the [Help for learners](#) section of our guidance document (including learners with learning difficulties and/or disabilities and those undertaking programmes in ESOL)

### **Other Guidance and Resources**

The following guidance is available:

- [Learner Satisfaction Survey Community Learning Extended Trial guidance](#)
- [Help for learners](#) (including learners with learning difficulties and/or disabilities and those undertaking programmes in ESOL)
- [Guidance on hyper-linking surveys](#)
- [Guidance on completing survey by BlackBerry and other internet linked devices](#) (updated November 2011)

- [Strategies to increase the accessibility of gathering learner views](#)
- FAQs are available on the [Provider Extranet](#) and on the [FE Choices Information](#) pages
- **Provider Extranet:** [Minimum sample size calculator](#) (online calculator)



© Crown copyright 2013

You may re-use this information (excluding logos) free of charge in any format or medium, under the terms of the Open Government Licence.

To view this licence,  
visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/>  
or e-mail: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This document is also available from our website [skillsfundingagency.bis.gov.uk](http://skillsfundingagency.bis.gov.uk)

If you have any enquiries regarding this publication or require an alternative format, please contact us [info@skillsfundingagency.bis.gov.uk](mailto:info@skillsfundingagency.bis.gov.uk)