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Education & Skills  
Funding Agency

The learner satisfaction survey will be accessible online 24 hours a day, 7 days a week between 30 October 2017 and 4 May 2018. We recommend that all your learners are given the opportunity to take part.

As in previous years, 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 eligible learners for learner satisfaction in your organisation during the survey period.

Eligible learners are those funded by the Education and Skills Funding Agency or those in receipt of an Advanced Learner Loan.

Learners not to be included are:

- learners on ESF-funded programmes
- learners on programmes funded through the Offender Learning and Skills Service.

The minimum number of responses that will be needed to guarantee a valid score is based on the sample size required to give 95% confidence that the score is accurate to +/-3%. The calculator will help you to estimate this, but we encourage you to aim for a sample well above this minimum figure in case of invalid or duplicate responses. Enter the total number of eligible 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 providers we

set a ceiling of 70% of eligible learners and no provider will be required to exceed this percentage. Therefore, the minimum sample size generated by the calculator is based on either the 70% rule or 3% confidence interval, whichever is the smaller.

It is important that the sample is broadly representative of your learner population in terms of age, gender and level of study. Corrective weightings are applied to ensure any bias in the sample is accounted for but this is not possible where sample skew is too large. Therefore, badly skewed samples may not receive a valid score.

Some responses may be ruled invalid if they are duplicates or from learners that are not eligible to take part in the survey. 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.

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