



Skills Funding
Agency

Understanding Your FE Choices Learner Satisfaction Survey 2012/13 Indicative Results – Guidance

July 2013

Of interest to colleges and training organisations

Introduction

Colleges and training organisations have asked for an early indication of their results for the 2012/13 FE Choices Learner Satisfaction Survey which took place from 12 November 2012 to 31 May 2013.

We are therefore providing indicative results for the 2012/13 Learner Satisfaction Survey from Monday, 15 July on the [Provider Extranet](#).

These results are available as PowerPoint slides and provide an **indicative** post-survey update. Your **final results** will be shared with you later in 2013.

This guidance document has been prepared to help you interpret your FE Choices Learner Satisfaction 2012/13 indicative results.

This data is for information only and should not be published outside your organisation.

Points to note

We can only supply indicative results until we have return 10 of the 2012/13 Individualised Learner Record (ILR) and have carried out our quality assurance checks and completed our analysis to generate the overall measure. We use this ILR to check your final population during the survey period.

This means that your organisation's data presented in the slides is un-weighted for age, gender and level of study. The indicative results may therefore change to the final FE Choices Learner Satisfaction 2012/13 data as this will be weighted for age, gender and level of study..

Taking you through your indicative results

Slide 5

Slide 5 includes three tables which show the profile of learners taking part in the survey for your organisation.

- a Where percentages do not add up to 100 per cent this is due to rounding.
- b The 'base size' is the total number of learners answering each question. Sub-group base sizes of below 10 should be treated with caution due to the small number of respondents.
- c Those responses below three have been suppressed to protect learner confidentiality.

For example, if your organisation has fewer than three responses at Level 1, then this data is suppressed by us to protect learner confidentiality. For this reason there is not a bar shown for Level 1 in slides 7-15. Instead, a blank space is shown with the wording 'Data has been suppressed due to the small base size.'

Slide 6

Slide 6 gives an overview of your organisation's responses against the 11-point scale used in the survey from 0=very bad to 10=very good for all the questions.

This allows you to view the percentage of learners giving a response:

- i) from 0-4 (at the bottom end of the scale), shown in red
- ii) from 5-7 (in the middle of the scale), shown in blue
- iii) from 8-10 (at the top end of the scale), shown in light green
- iv) 'This does not apply' shown in grey (this option was present for some questions only).

The mean score is also shown for each question. This is the average of all the scores given by your learners for each question.

Slides 7-15

Slides 7-15 provide a detailed analysis by each question:

- a The bar chart at the top of the slide shows the percentage of learners giving a response:
 - i) from 0-4 (at the bottom end of the scale), shown in red
 - ii) from 5-7 (in the middle of the scale), shown in blue
 - iii) from 8-10 (at the top end of the scale), shown in light green
 - iv) 'This does not apply' shown in grey (this option was present for some questions only).
- b The box under the Skills Funding Agency logo shows the mean score for each question.
- c Below the dotted line is a breakdown by gender, age and level of study.
- d The mean score in the light red boxes is the average score for the different learner groups (for example male and female learners).
- e The bar chart with the breakdown by gender, age and level of study shows the percentage of learners giving a response:
 - i) from 0-4 (at the bottom end of the scale), shown in red
 - ii) from 5-7 (in the middle of the scale), shown in blue
 - iii) from 8-10 (at the top end of the scale), shown in light green
 - iv) 'This does not apply' shown in grey (this option was present for some questions only).

If you have questions about your slides or the guidance, please email servicedesk@thedata-service.org.uk.



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