



## Guidance

FE Choices Learner Satisfaction Survey 2013/14  
Indicative Results, Interim Report One

<b>Date of issue</b>	8 January 2014
<b>Audience</b>	In-scope colleges and training organisations for the 2013/14 FE Choices Learner Satisfaction Survey
<b>Publication intent</b>	NOT PROTECTIVELY MARKED SkillsFundingAgency-P-140006

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## Introduction

- 1 Colleges and training organisations have told us they would like an in-year indication of results for the FE Choices Learner Satisfaction Survey. The 2013/14 survey started on 18 November 2013 and is open until 31 May 2014.
- 2 To meet this objective, we have made available a report with indicative results from the 2013/14 Learner Satisfaction Survey which you can access now on the [Provider Extranet](#).
- 3 This report provides indicative results based on your organisation's survey responses up to 20 December 2013.
- 4 We will share two further reports, which will include reporting at Level 4 and above, with colleges and training organisations in early March and mid-May 2014. Your final results will be shared with you later in 2014.

## Points to note

- 5 We can only supply indicative results until we have return 6 of the 2013/14 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.
- 6 This means that your organisation's data presented in the interim reports is unweighted for age, gender and level of study. The final FE Choices Learner Satisfaction 2013/14 published data may therefore differ to that in the interim reports. The data is for information only and should not be published outside of your organisation.

## Taking you through your indicative results

- 7 **The Information Tab** sets out the key facts about the three Indicative Reports which we will share with you during and at the end of this year's FE Choices Learner Satisfaction Survey.
- a In 2012/13 we published a post-survey report for colleges and training organisations that participated in the Learner Satisfaction Survey, within a few weeks of the survey closing, in response to requests for the survey results to be released earlier. This report gave indicative results prior to the final data being published on the FE Choices comparison website in December 2013.
  - b These reports, issued to each participating organisation with more than three responses, were well received by colleges and training providers.
  - c We are taking steps to build on that work by also issuing in-year indicative reports during the 2013/14 survey period.
- 8 **The scores by Learner Characteristics Tab** shows the responses from learners who have taken part in the survey for your organisation by each of the 10 survey questions.
- a A column on the left-hand side of the page of the report shows the breakdown by 'Learner and Level' against which we report your organisation's results.
  - b Please select the small radio button to the left of the page for the criteria you wish to view. You can select a breakdown of 'Learner and Level' by 'All Ages', '16-18' and by 'Adults.'
  - c The interactive report will then update to match your selection in the window to the right of the 'Learner and Level' panel.
  - d Figures are unweighted and any groups with fewer than 10 learners have been suppressed.
  - e The main window on the page features the average score your organisation's learners have given to date in the survey by each of the 10 questions.
    - i) Questions 1-9 are scored out of 10. The blue bar chart shows the score against the axis of 1-10 at the top of this window and for additional clarity the average score received to date for your organisation is included on the relevant bar chart. At the end of each question is a figure in brackets which indicates the number of respondents answering 0-10 for this question.
    - ii) Question 10 is scored out of 100 and is expressed as a percentage. A breakdown of the score across the response scale from 'Extremely likely' to 'Extremely unlikely' and 'Don't know' is presented as a percentage of the respondents who would recommend your organisation to friends or family. Please note only learners who responded from your organisation are shown.

- f Where percentages do not sum to 100% this is due to rounding.
- g The 'base size' is the total number of learners answering each question. Subgroup base sizes of below 10 should be treated with caution due to the small number of respondents. Those below 3 have been suppressed to protect learner confidentiality.

9 **The Profile of Respondents tab** details your organisation's responses against the criteria of 'age group' (16-18 and Adult), 'sex' (Female and Male), by 'number of responses' and a 'percentage share of all your responses'.

If you have questions about your slides or the guidance please contact us by email at [servicedesk@thedata-service.org.uk](mailto:servicedesk@thedata-service.org.uk)