

## 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 to 2014 survey started on 18 November 2013 and is open until 13 April 2014.
- 2 To meet this objective, we have made available a report with indicative results from the 2013 to 2014 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 17 February 2014.
- 4 We will share one further report with colleges and training organisations in mid-May 2014 and your final results with you later in 2014.

## Points to note

- 5 These indicative results have been taken from your online survey responses and referenced against return 4 of the 2013 to 2014 individualised learner record (ILR). We can only supply indicative data until we have return 6 of the 2013 to 2014 ILR, 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 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 to 2014 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 The data is for information only and should not be published outside of your organisation.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 3 indicative reports, the first of which we shared with you in January. In addition to this report shared with you in March, there will be a further report in mid-May.

- 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 (all learners)' against which we report your organisation's results. (All learners funded under the adult skills budget covering apprenticeships and skills, which have responded, are included here.)
  - 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 to18', 'adults' or by 'higher levels'.
    - i) We have had feedback that providers would like a breakdown by level 3 and level 4+ and so we have set up a specific section for this in the report under the heading 'breakdown by higher levels'. (This breakdown is for information and will not show on FE choices.)
  - 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. 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. You should treat subgroup base sizes of below 10 with caution due to the small number of respondents. Those below 3 have been suppressed to protect learner confidentiality.

9 **The scores by subject tab** shows your organisation's scores by subject/ learning area for all learners. This therefore includes learners funded for both apprenticeship and skills provision.

- a Please select from the small radio buttons to the left of the page for the subject /learning area you wish to view. You can select a breakdown by the 15 Tier 1 sector subject areas or 'A' levels.
  - i) 'A' levels have been included as a distinct category to allow your organisation to view these learners' responses in one view. (Feedback from colleges and training providers was that this approach would be more useful than a split by sector subject area.)
- b The interactive report will then update to match your selection in the window to the right of the 'subject/learning area' panel.
- c Figures are unweighted and any groups with fewer than 10 learners have been suppressed.

- d The main window on the page features the average score your organisation's learners (by whichever radio button you have selected) 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. Only learners who responded from your organisation are shown.
- e Where percentages do not sum to 100%, this is due to rounding.
- f The 'base size' is the total number of learners answering each question. You should treat subgroup base sizes of below 10 with caution due to the small number of respondents. Those below 3 have been suppressed to protect learner confidentiality.

10 **The scores by apprenticeships tab** shows your organisation's scores by apprenticeships. This therefore includes learners funded for apprenticeships and excludes those funded for skills provision.

- a Please select from the small radio buttons to the left of the page for the breakdown of your apprentices' responses you wish to view.
- b You can select a breakdown by all apprenticeships, by age band broken down into 16 to18 and 19+ or by subject.
  - i) Under subject you can select a breakdown of the 10 tier 1 sector subject areas. Apprentices' responses have been

matched into the relevant sector subject area based on their apprenticeship framework.

- c The interactive report will then update to match your selection in the window to the right of the 'apprenticeships' 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 apprentices (by whichever radio button you have selected) 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. 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. You should treat subgroup base sizes of below 10 with caution due to the small number of respondents. Those below 3 have been suppressed to protect learner confidentiality.

11 **The scores by sub-contractors tab** shows your organisation's scores broken down in the top 5 learner responses by your organisation's

subcontractors. We will not publish the scores by subcontractors' information; it is shared here for use within your own organisation.

- a Please select from the small radio buttons to the left of the page for the breakdown.
  - i) You can select a breakdown of your subcontractor's responses overall, or by a breakdown from each of the named subcontractor organisations listed.
- b The interactive report will then update to match your selection in the window to the right of the 'subcontractor' panel.
- c Figures are unweighted and any groups with fewer than 10 learners have been suppressed.
- d The main window on the page features the average score your organisation's apprentices (by whichever radio button you have selected) 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.
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- e Where percentages do not sum to 100%, this is due to rounding.
- f The 'base size' is the total number of learners answering each question. You should treat subgroup base sizes of below 10 with caution due to the

small number of respondents. Those below 3 have been suppressed to protect learner confidentiality.

- 12 **The profile of respondents tab** details your organisation's responses against the criteria of 'age group' (16 to18 and adult), 'sex' (female and male), by 'number of responses' and a 'percentage share of all your responses'.
- 13 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)