

Learner Views Survey for the Framework for Excellence Pilot



Leading learning and skills

Development of the survey questions

1. The survey questions are based on the core questions from the 2006/07 National Learner Satisfaction Survey. They have been developed in consultation with providers, learners, and provider representative organisations during the testing and trialling phases of the Framework for Excellence.
2. During June and July 2007, Ipsos MORI undertook cognitive testing of the learner views survey questions among 81 learners, to check their interpretation and understanding of the proposed questions. The sample of learners who participated in the cognitive testing included:
 - 16 – 18 learners
 - learners on Skills for Life programmes
 - learners undertaking work-based learning
 - learners on level 2 and level 3 programmes
 - learners with learning disabilities and difficulties.
3. The results of the cognitive testing have informed the content of the learner views survey to be tested during the Framework for Excellence pilot.

Scope, wording and order of the survey questions

4. The survey questions have been designed to:
 - apply to almost every learner in almost any learning context
 - cross-reference the whole of the learners' journey
 - focus on outcomes for the learner rather than processes.
5. To provide a measure for use within the Framework for Excellence, the wording and order of the questions needs to be fixed to ensure that the results obtained are comparable between providers.

Response scales for the survey questions

6. Where appropriate to the question, a five and seven point response scale was tested during the cognitive testing. The cognitive testing demonstrated that learners who used the seven-point scale clearly felt there was a difference between the first four points on the scale, as set out in table 1.
7. In contrast, the five-point response scale did not allow learners to distinguish between being extremely satisfied and very satisfied. In summary, the rating 'very satisfied/very good' in the five-point scale amounts to the top two ratings ('extremely' and 'very') in the seven-point scale. As such, the use of a

seven-point scale will enable greater discrimination between the top performing providers

Table 1: Learner interpretation of the response scale

Response scale	Interpretation by learners
Extremely satisfied/good	Everything is perfect/no further improvement required.
Very satisfied/good	Most things are really good, there are small things that can be improved but they are not substantial.
Fairly satisfied/good	Mixed experience, some aspects are very good but others are disappointing
Neither satisfied nor dissatisfied/neither good nor bad	Recognition that the provider is trying to improve but needs to do more or don't know.

8. The cognitive testing demonstrated that some learners with learning disabilities and difficulties (LLDD) and learners on Skills for Life programmes will have difficulty distinguishing between the seven different response options, which could be intimidating and result in the learner making a random choice. A three-point response scale will be more appropriate for these groups of learners.
9. For the reasons set out in paragraphs 6-8, two questionnaires (Annexes 1 and 2), with identical questions but different response scales, will be used for the collection of learner views data during the Framework for Excellence pilot:
 - **Questionnaire 1:** three-point response scale
 - **Questionnaire 2:** seven-point response scale.
10. During the Framework for Excellence pilot, piloting providers will be required to use their professional judgement and expertise to ascertain which questionnaire to administer to a priority learner/group of learners.
11. Please note: during the Framework for Excellence pilot, the responses to question nine will not contribute to the calculation of the performance rating for the learner views indicator. Cognitive testing demonstrated that interpretation of this question varied among some learners. The wording and future inclusion of this question will be reviewed during the evaluation of the pilot.

Evaluation of the learner views questionnaires

12. The learner views questionnaires will be evaluated during the Framework for Excellence pilot. This evaluation will inform the design of learner views survey for version one of the Framework for Excellence, which will be

published in June 2008 and applicable to all colleges and work-based learning providers.

Further information

13. Further information about the piloting activities for the learner views indicator can be found in the in the document: *Framework for Excellence Pilot Guidance*, available on the Framework for Excellence website.
14. If you have any questions or comments about the learner views questionnaires to be tested during the first phase of the Framework for Excellence pilot, please e-mail: learnersurvey@lsc.gov.uk.

Annex A: Pilot learner views survey questionnaire (three-point response option)

Q1. Overall, how satisfied or dissatisfied are you with your college/provider?

- Satisfied.....
- Neither satisfied nor dissatisfied.....
- Dissatisfied

Q2. How satisfied or dissatisfied are you with the quality of teaching on your course(s)?

- Satisfied.....
- Neither satisfied nor dissatisfied.....
- Dissatisfied

Q3. How satisfied or dissatisfied are you with the level of support you receive from this college/provider?

- Satisfied.....
- Neither satisfied nor dissatisfied.....
- Dissatisfied

Q4. How would you rate the information and advice offered by this college/provider about your course(s) during your induction?

- Good.....
- Neither good nor poor
- Poor.....

Q5. And how would you rate the information and advice offered by this college/provider about the different options available to you once you completed your course(s)?

- Good.....
- Neither good nor poor
- Poor.....

Please indicate how strongly you agree or disagree with the following statements. Please answer thinking about your college/provider overall and not just your tutor and teachers

Q6. I am treated with respect by staff.

- Agree
- Neither agree nor disagree
- Disagree

Q7. I am treated fairly by staff.

- Agree
- Neither agree nor disagree
- Disagree

Q8. My college/provider asks learners for their views on how it can improve its courses, teaching and facilities.

- Agree
- Neither agree nor disagree
- Disagree

Q9. *And which of the following best describes how your college/ provider responds to learners' views?

- Always
- Sometimes.....
- Rarely
- Don't know.....

* The responses to this question will not contribute the calculation of the performance rating for the learner views indicator. Please refer to paragraph 11 for further information.

Annex B: Pilot learner views survey questionnaire (seven-point response option)

Q1. Overall, how satisfied or dissatisfied are you with your college/provider?

- Extremely satisfied.....
- Very satisfied
- Fairly satisfied.....
- Neither satisfied nor dissatisfied.....
- Fairly dissatisfied
- Very dissatisfied.....
- Extremely dissatisfied

Q2. How satisfied or dissatisfied are you with the quality of teaching on your course(s)?

- Extremely satisfied.....
- Very satisfied
- Fairly satisfied.....
- Neither satisfied nor dissatisfied.....
- Fairly dissatisfied
- Very dissatisfied.....
- Extremely dissatisfied

Q3. How satisfied or dissatisfied are you with the level of support you receive from this college/provider?

- Extremely satisfied.....
- Very satisfied
- Fairly satisfied.....
- Neither satisfied nor dissatisfied.....
- Fairly dissatisfied
- Very dissatisfied.....
- Extremely dissatisfied

Q4. **How would you rate the information and advice offered by this college/provider about your course(s) during your induction?**

- Extremely good.....
- Very good
- Fairly good.....
- Neither good nor poor
- Fairly poor.....
- Very poor
- Extremely poor.....

Q5. **And how would you rate the information and advice offered by this college/provider about the different options available to you once you completed your course(s)?**

- Extremely good.....
- Very good
- Fairly good.....
- Neither good nor poor
- Fairly poor.....
- Very poor
- Extremely poor.....

Please indicate how strongly you agree or disagree with the following statements. Please answer thinking about your college/provider overall and not just your tutor and teachers

Q6. **I am treated with respect by staff.**

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree.....
- Strongly disagree.....

Q7. **I am treated fairly by staff.**

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree.....
- Strongly disagree.....

Q8. **My college/provider asks learners for their views on how it can improve its courses, teaching and facilities.**

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree.....
- Strongly disagree.....

Q9. **And which of the following best describes how your college/ provider responds to learners' views?**

- They always respond to learners' views.....
- They sometimes respond to learners' views
- They rarely respond to learners' views.....
- They never respond to learners' views.....
- Don't know.....

* The responses to this question will not contribute the calculation of the performance rating for the learner views indicator. Please refer to paragraph 11 for further information.