

Example College Feedback Summary

Example Survey - December 2011

All Respondents reported by Division and rating

Report style:

Management Summary

Report By:

Division



Survey:

Example Survey - December 2011

Filtered by:

All Respondents

Respondents:

1,434

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Overview

The following report has been compiled by means of statistical analysis. The data presented indicates areas of strength and weakness within your organisation from a statistical perspective.

The areas and statements identify strengths where you may wish to celebrate and share good practice. Alternatively they may identify areas of poor performance which may need to be addressed.

The following sections are included within this analysis:

- 1 Return Rates and Overall Satisfaction levels. [view](#)
- 2 A comparison of the overall performance of the Divisions [view](#)
- 3 A comparison of the performance of the Divisions using individual statements. [view](#)
- 4 A comparison of the demographics performance against the key statements. [view](#)
- 5 An external comparison between your learners and the appropriate QDP benchmark. [view](#)
- 6 A comparison between Example College and similar providers. [view](#)
- 7 Details of the statements showing the most and least improvement across Example College. [view](#)

The analysis within this report has been undertaken using ratings. These are a weighted percentages which provide easy comparison between areas and at the same time allows a good level of differentiation.

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Returns Received							
<p>A total of 1,893 targets were identified in August 2011 of which 75.8% (1,434) completed the survey</p>	<table border="1"> <tr><th>Category</th><th>Percentage</th></tr> <tr><td>Completed</td><td>75.8%</td></tr> <tr><td>Not Completed</td><td>24.2%</td></tr> </table>	Category	Percentage	Completed	75.8%	Not Completed	24.2%
Category	Percentage						
Completed	75.8%						
Not Completed	24.2%						
<p>The best completion rate was 82.4% (379 out of 460 respondents) by Division: Higher & Professional Studies and the lowest was 70.7% (336 out of 475 respondents) by Division: Construction</p>	<table border="1"> <tr><th>Division</th><th>Completion Rate</th></tr> <tr><td>Higher & Professional Studies</td><td>82.4%</td></tr> <tr><td>Construction</td><td>70.7%</td></tr> </table>	Division	Completion Rate	Higher & Professional Studies	82.4%	Construction	70.7%
Division	Completion Rate						
Higher & Professional Studies	82.4%						
Construction	70.7%						

Overall Satisfaction									
<p>94.6% (1,137) would recommend Example College (question: Overall, I am happy with my course and my College)</p>	<table border="1"> <tr><th>Category</th><th>Percentage</th></tr> <tr><td>Recommend</td><td>94.6%</td></tr> <tr><td>Not Recommend</td><td>3.7%</td></tr> <tr><td>Not Answered</td><td>1.7%</td></tr> </table>	Category	Percentage	Recommend	94.6%	Not Recommend	3.7%	Not Answered	1.7%
Category	Percentage								
Recommend	94.6%								
Not Recommend	3.7%								
Not Answered	1.7%								
<p>92.8% (1,116) would recommend their course/subject (question: I would recommend my course to a friend)</p>	<table border="1"> <tr><th>Category</th><th>Percentage</th></tr> <tr><td>Recommend</td><td>92.8%</td></tr> <tr><td>Not Recommend</td><td>5.2%</td></tr> <tr><td>Not Answered</td><td>1.0%</td></tr> </table>	Category	Percentage	Recommend	92.8%	Not Recommend	5.2%	Not Answered	1.0%
Category	Percentage								
Recommend	92.8%								
Not Recommend	5.2%								
Not Answered	1.0%								

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QDP has performed a summary review of your survey data. From this, QDP can compare and contrast, where available, the responses for Divisions. The data below shows the strongest and least favourable results.

Internal Benchmarks - Divisions (compared by rating)

The Divisions with the **highest positive** difference from the overall rating:

Design & Technology

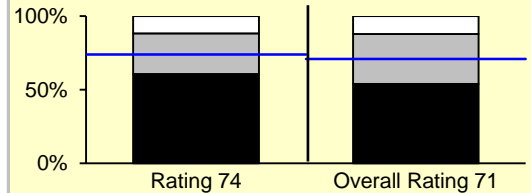
342 respondents - scored **3** rating points above the overall rating

Highest positive scoring statements within Design & Technology:

Know how I can transfer to another course (+11)

Told about range of courses available (+10)

Helped dev action plan setting out goals & aims (+10)



Higher & Professional Studies

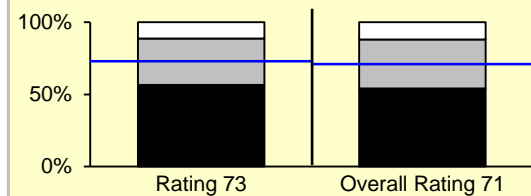
378 respondents - scored **2** rating points above the overall rating

Highest positive scoring statements within Higher & Professional Studies:

I was given a copy of the Student Handbook (+10)

Told how much hmwk/indep study have to do (+8)

Made aware of opportunities open after course (+8)



The Divisions with the **highest negative** difference from the overall rating:

Construction

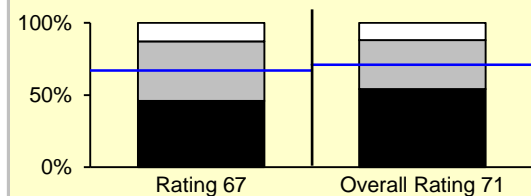
335 respondents - scored **4** rating points below the overall rating

Highest negative scoring statements within Construction:

I was given a copy of the Student Handbook (-11)

Told about range of courses available (-10)

I like coming to the College (-9)



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QDP has performed an summary review of your survey data. From this, QDP can compare and contrast, where available, the responses for individual statements. The data below shows the strongest and least favourable results.

Internal Benchmarks - Statements (compared by rating)

The statements with the **highest positive** difference from the overall rating:

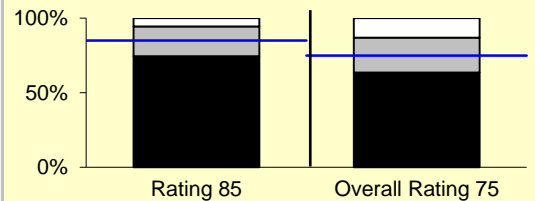
I was given a copy of the Student Handbook

366 respondents - scored **10** rating points above the overall rating

Highest positive scoring Divisions

Higher & Professional Studies (+10)

Design & Technology (+4)



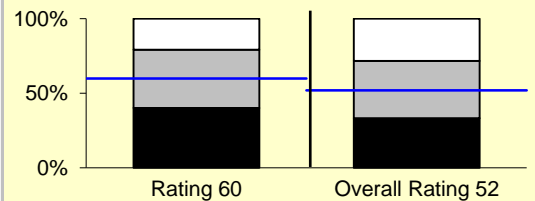
I was told how much homework/independent study I would have to do when not in class

374 respondents - scored **8** rating points above the overall rating

Highest positive scoring Divisions

Higher & Professional Studies (+8)

Health & Care (+2)



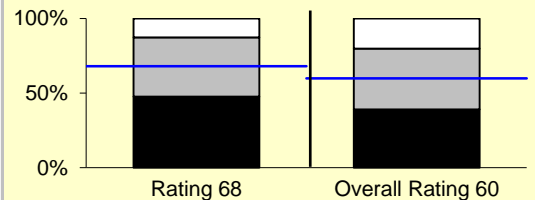
I was made aware of opportunities open to me after my course

374 respondents - scored **8** rating points above the overall rating

Highest positive scoring Divisions

Higher & Professional Studies (+8)

Health & Care (+1)



The statements with the **highest negative** difference from the overall rating:

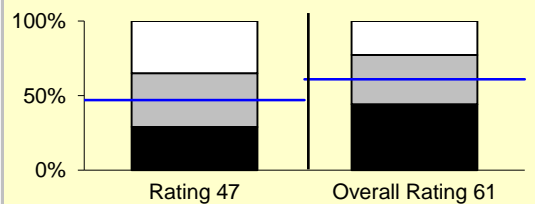
I have been helped to develop an action plan (ILP i.e. Individual Learning Plan) setting out my own goals and aims

331 respondents - scored **14** rating points below the overall rating

Highest negative scoring Divisions

Higher & Professional Studies (-14)

Construction (-7)

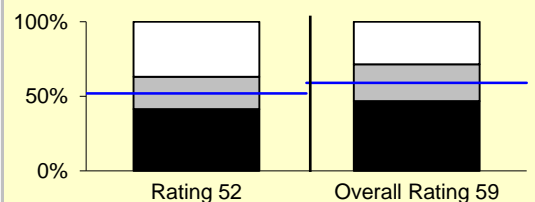


I had an interview before choosing my course

220 respondents - scored **7** rating points below the overall rating

Highest negative scoring Divisions

Higher & Professional Studies (-7)



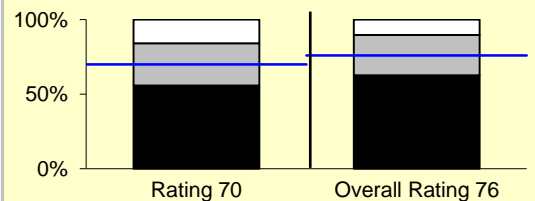
I had a diagnostic assessment which identified my needs

335 respondents - scored **6** rating points below the overall rating

Highest negative scoring Divisions

Higher & Professional Studies (-6)

Construction (-3)



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QDP has performed a summary review of your survey. From this, QDP can compare and contrast, where available, the responses for demographics. The data below shows the strongest and least favourable results.

Internal Benchmarks - Demographics (compared by rating)	
The following issues may be worthy of further investigation:	
<p>I have been helped to develop an action plan (ILP i.e. Individual Learning Plan) setting out my own goals and aims 61 respondents - scored 12 rating points below the overall rating Demographics for further investigation: Bangladeshi (-31) Chinese (-19) Part Time Day & Evening (-19)</p>	
<p>I knew about any other costs (e.g. for specialist equipment, required textbooks) that would be needed for my course 65 respondents - scored 11 rating points below the overall rating Demographics for further investigation: Other (-11) Black Caribbean (-10) Bangladeshi (-7)</p>	
<p>I knew which Key Skills units would form part of my course 57 respondents - scored 11 rating points below the overall rating Demographics for further investigation: Bangladeshi (-28) Other (-11) Black Caribbean (-5)</p>	
<p>I was told about the range of extra activities on offer to me outside my course 46 respondents - scored 11 rating points below the overall rating Demographics for further investigation: Bangladeshi (-18) Other (-11) Black Caribbean (-5)</p>	
<p>I had an interview before choosing my course 2 respondents - scored 9 rating points below the overall rating Demographics for further investigation: Bangladeshi (-34) Black Caribbean (-13) (School Students) 14 - 16 (-12)</p>	
<p>I was made aware of opportunities open to me after my course 64 respondents - scored 9 rating points below the overall rating Demographics for further investigation: Bangladeshi (-35) Other (-9) (School Students) 14 - 16 (-7)</p>	

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For each statement below, a comparison has been made against QDP's National Benchmarking data. The charts below show the strongest and least favourable statements. Within each chart, the highest and lowest provider scores are shown.

National Respondent Benchmarks: Comparisons made against 575,192 other respondents within the UK

The comparisons showed that the **strongest** statements are:

<p>The course runs well 232 respondents (310,347 nationally) 14 rating points above the National Benchmark</p>	
<p>I can always get help if I need it 232 respondents (37,935 nationally) 12 rating points above the National Benchmark</p>	
<p>I know who to ask for help 231 respondents (251,175 nationally) 10 rating points above the National Benchmark</p>	

The statements which compared **less favourably** are:

<p>I had an interview before choosing my course 750 respondents (53,655 nationally) 17 rating points below the National Benchmark Less favourable Divisions: Higher & Professional Studies (-7)</p>	
<p>I was told about the range of extra activities on offer to me outside my course 809 respondents (54,506 nationally) 11 rating points below the National Benchmark Less favourable Divisions: Design & Technology (-12)</p>	
<p>I was told how much homework/independent study I would have to do when not in class 1,169 respondents (52,917 nationally) 11 rating points below the National Benchmark Less favourable Divisions: Design & Technology (-19) Construction (-3)</p>	

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Each grey point in the charts below represents an individual provider within the 2010/2011 benchmark data. The position indicates the quartile the provider resides in and their relative position within that quartile. Example College is identified by the blue diamond (Example College's position, if available, within the 2010/2011 benchmark is also indicated).

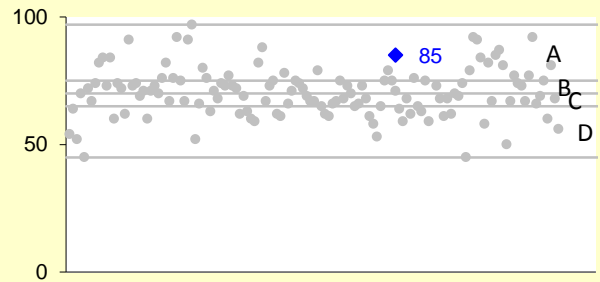
National Provider Benchmarks: Comparisons made against 293 other providers within the UK

The comparisons showed that the **strongest** statements are:

The course runs well

Quartile A

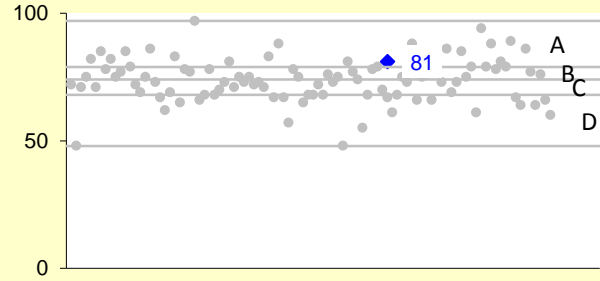
85 rating points would have placed you 11th out of 133 providers within the benchmarking data



The rooms are clean and tidy

Quartile A

81 rating points would have placed you 18th out of 98 providers within the benchmarking data



The statements which compare **less favourably** are:

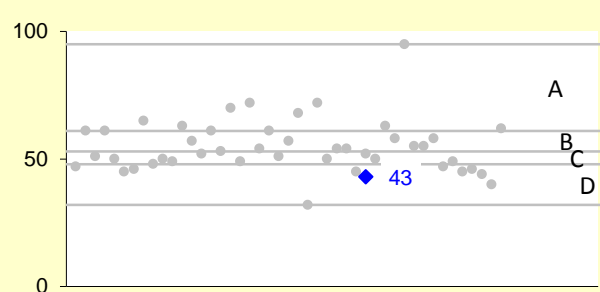
I was told about the range of extra activities on offer to me outside my course

Less favourable Divisions:

Design & Technology (-12)

Quartile D

43 rating points would have placed you 44th out of 45 providers within the benchmarking data



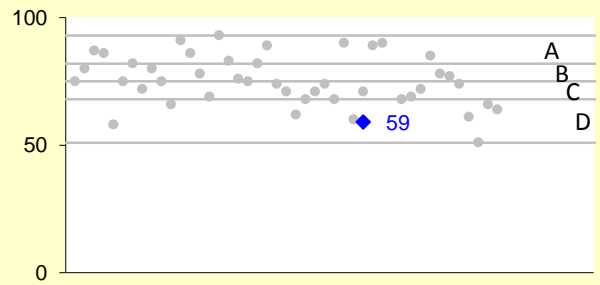
I had an interview before choosing my course

Less favourable Divisions:

Higher & Professional Studies (-7)

Quartile D

59 rating points would have placed you 43rd out of 45 providers within the benchmarking data



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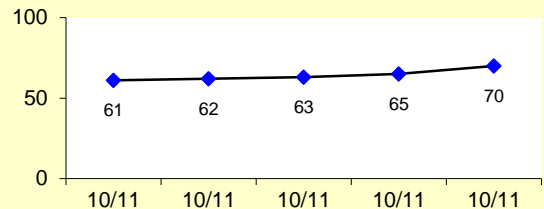
QDP hold your survey data collected over several years. We plot both changes from previous years data and trend data covering several years. The data below shows the statements with the strongest areas of improvement and the possible areas of concern for review.

Distance Travelled (compared by rating)

The **strongest** areas of improvement are:

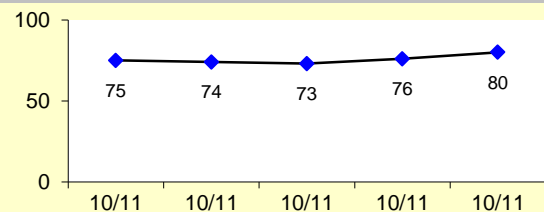
I was told all I needed to know about the range of courses available

Improved by **5** rating points from 10/11 (572)
9% increase since 10/11 (618 respondents)



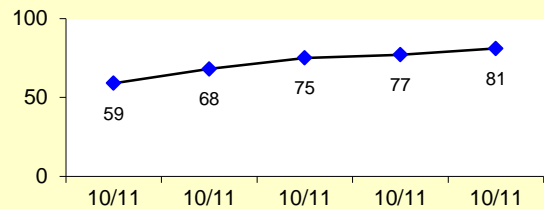
What I was told about College and my course helped me

Improved by **4** rating points from 10/11 (572)
5% increase since 10/11 (645 respondents)



The rooms are clean and tidy

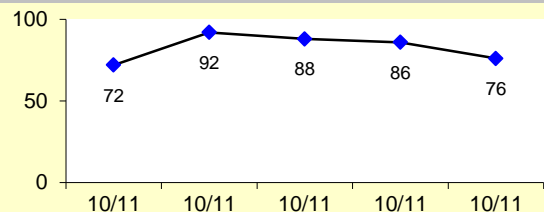
Improved by **4** rating points from 10/11 (232)
22% increase since 10/11 (86 respondents)



Possible areas for **concern** are:

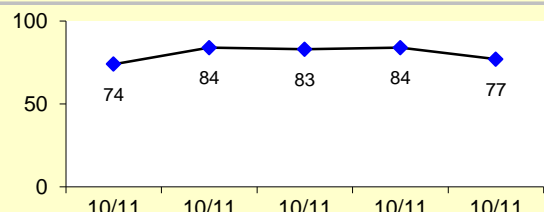
I have enough work to do

Reduced by **10** rating points from 10/11 (232)
4% increase since 10/11 (86 respondents)



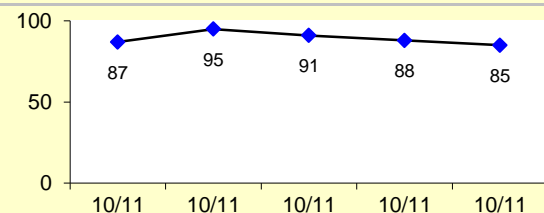
I was asked what kind of extra help I needed with learning

Reduced by **7** rating points from 10/11 (232)
3% increase since 10/11 (80 respondents)



I can always get help if I need it

Reduced by **3** rating points from 10/11 (232)
2% drop since 10/11 (87 respondents)



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