

QDP's Surveys FAQ:

Frequently Asked Questions



Who are QDP?

QDP are specialists in delivering questionnaire based feedback services to education.

We offer an unbeatable service at unbelievable prices. As the UK's largest independent specialist in questionnaire based feedback services to the Education and Skills sector we provide a proven track record of making survey projects a success.

QDP Surveys are designed by Quality Managers for Quality Managers. Our surveys are designed in collaboration with our Customers and quality assured by external advisors to ensure that we deliver quality feedback that:

- Enable you to monitor the viewpoint of students, staff and employers providing evidence for change and input for development planning;
- Give you valuable input for your SAR – (our surveys can be reported under the appropriate quality framework)
- Provide evidence for improvement planning;
- Provide you with data that allows you to compare your organisation with others across the UK.

Let QDP guide you through the survey process. We are here to provide as much support as you need throughout the survey process. We want to build successful long term partnerships with all our Customers and believe that high quality customer service is vital.

What does QDP offer?

QDP provides the choice of 3 products:

- **SurveyManager** – allows you to design and distribute as many surveys as you like as often as you like. QDP provide model questionnaires and access to a library of questions to include in your own surveys. If you want to take control of the all your surveys and do the work yourself Survey Manager is for you. QDP's team is still there to support and guide you all the way and if you need more resource, for example telephone calls or printing, we are there to help.
- **Gold Service** – QDP undertake all the survey work on your behalf. We will build your surveys; just select the questions you require from our matrix or models. We can change the wording to suit your College or add questions of your own. Tell us who you want to target and we will do the rest. We will even email nominated contacts to improve return rates and help spread the understanding of the reports across your organisation. Paper and telephone surveys are available at extra cost.
- **Single Surveys** – If you need a one off survey or would like and as and when required service just call and we will help you setup and run your survey online, on paper or over the telephone as required.

What is SurveyManager?

SurveyManager is an online software package that has been designed and built by QDP to put you back at the heart of your feedback projects. We have created a unique software product which allows you to design, build and publish questionnaires online or in paper format, receive real-time, online reports whilst still retaining all the support and guidance that QDP has provided for 25 years.

Create your own questionnaires. Use a QDP library model as a template or build your own bespoke questionnaires from scratch, copy last year's survey forward or build your questionnaire from the QDP bank of pre-loaded questions - the choice is yours! QDP will still help and guide you throughout your survey project and are always there to provide the reassurance a trained quality team gives.

SurveyManager gives you the ability to:

- Create your own surveys online
- Use the library of QDP questionnaires
- Create your own questionnaires
- Get full set of QDP reports including External Benchmarking
- Undertake surveys online, on paper or over the telephone or combine your delivery methods
- Get the full support of QDP staff throughout your survey. If you need any advice or help QDP's trained staff are only a phone call away

The software license is provider wide so there are no restrictions on how many people in your Organisation can use *SurveyManager* and **no restrictions on the number of people who can be surveyed.**

What is Gold Service?

QDP will:

- Act as your organisation's survey team.
- Liaise with any staff needing to run a survey.
- Setup all surveys and run them. (Any clashes will be flagged)
- Report return rates to nominated contacts daily.
- Provide help interpreting the reports.

The price includes:

- As many online surveys as you like – Please call for detailed costs for other investigation methods.
- Online reports training - The number of sessions included per annum is dependent on the charging plan. On-site training is available if required.

What surveys can I run?

QDP runs surveys for students, staff and employers. QDP provides ready built questionnaire models for all your all target groups. You can:

- Use these as they stand if you wish.
- Amend question wordings – the revised wording will be checked to ensure it remains able to be benchmarked.
- Add your own questions.
- Remove questions.

Student surveys can be targeted at each subject for each student to give you the widest yet detailed view to allow you to identify strengths and weaknesses.

How will my surveys be completed?

Online: - Accessed via an emailed link or by logging onto the secure QDP web server.

On paper - Printed and distributed by QDP, or printed and distributed by you.

Over the telephone - QDP run an in-house telephone unit to make all your calls for you.

What questionnaires are available?

Questionnaire models are available for:

- Student – models are available for Induction, On-programme and Exit with variants for full time courses and distance learning students. Models are also available for work based students and apprentices. Individual subjects can be targeted using online direct access which gives each student a menu of questionnaires, for example module evaluation, needed to be completed. Examples are enclosed.
- Multiple questionnaires can be used within a single survey project to ensure each student is targeted with question pertinent to them.
- Staff. An example of the questionnaire is enclosed. Staff 360 surveys coming soon!
- Employers. An example of the questionnaire is enclosed.

What reports do I get?

QDP produce a comprehensive set of reports for every survey undertaken. These reports are easy to understand whilst still containing all the detail you need to make informed decisions when planning for change. All our reports have been specifically designed in collaboration with senior educational professionals to ensure your organisation get real value from their survey projects.

QDP reports provide invaluable, impartial evidence for self-assessment. They highlight success and identify areas of weakness and can be used to inform your quality improvement plans.

If you want support interpreting your report information please call us and one of our team will run a **reports presentation session using your report data!**

Report styles available include:

- Summary Report. Provides an overview of the results to help you quickly identify your strengths and weaknesses.
- Combined Graphical Report. Provides a comparison of your Organisation against similar Organisations both at organisation level and also by Sector Subject Area and each demographic.
- Internal Benchmark Report. Provides a swift comparison of areas within the organisation. For example departments, courses or demographics.
- Distance Travelled & Year on Year Report. Shows the impact of your chosen actions on the target groups.

Is QDP GDPR compliant?

QDP comply with all the requirements of the GDPR. All data is held on secure servers within the UK.

What do I need to do?

QDP will help you every step of the way. We aim to take as much of the work and hassle away from you as possible.

To get started simply give our Customer Service Team a call! If you would like any extra information please call **01625 501917** or visit our website at www.qdp-services.co.uk/HE



Thank you for your interest in QDP's services.