

# QDP's Surveys FAQ:

## Frequently Asked Questions



### Who are QDP?

**QDP are specialists in delivering questionnaire based feedback services to the education sector.** QDP have been working with post 16 providers for 25 years and last year alone we gathered the views from over 600,000 post 16 learners along with the views of the staff and employers.

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:

- Enables you to monitor the viewpoint of learners, staff, employers and parents when appropriate providing evidence for change and input for development planning;
- Gives you valuable input for your SAR – (our surveys can be reported under the Common Inspection Framework);
- Provides evidence for improvement planning and inspection;
- Allows you to measure the impact of courses and changes made;
- Provide you with data that allows you to compare your company 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 4 products:

- **Gold Service** – QDP undertake all the survey work on your behalf. We will build your surveys and target lists, print, set-up questionnaires online or telephone your targets and produce a full set of reports. Just select the questions you require from our matrix or models. We can change the wording to suit your needs 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.
- **SurveyManager** – allows you to design and distribute as many surveys as you like as often as you like. QDP provide questionnaires models 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 here to help.
- **Single Surveys** – If you need a one off survey or would like an 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.
- **Telephone Surveys** – QDP's telephone unit can contact those hard to reach learners to gain their **destination** or the reasons for **leaving early**. We will also merge the data collected by you to provide a full set of reports including course reports.

## 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.
- On-site and / or online reports training - The number of sessions included per annum is dependent on the Charging Plan.

## 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 nearly 20 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 the number of people in your organisation who can use **SurveyManager** and **no restrictions on the number of people who can be surveyed**.

## What surveys can I run?

QDP runs surveys for learners, parents, 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 compatible to benchmark.
- Add your own questions.
- Remove questions.

Learner surveys can be targeted at each subject for each learner to give you the widest and most detailed view to allow you to identify strengths and weaknesses at course or module level.

## How will my surveys be completed?

Online – accessed via an emailed link, through Moodle 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:

- Learner – models are available for Induction, On-programme and Exit with variants for apprentices, work based learners and full time study programmes,. Models are also available for adult learning, off-site learners and supported learners including Widgeit. Individual subjects, for example maths and English can be targeted using online direct access which gives each learner a menu of questionnaires which need to be completed. Examples are enclosed.
- Multiple questionnaires can be used within a single survey project to ensure each learner is targeted with question pertinent to them.
- Employers. An example of the questionnaire is enclosed.
- Staff. An example of the questionnaire is enclosed.
- Parent/ Carers.

## 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 you get real value from your survey projects.

QDP reports provide invaluable, impartial evidence for self-assessment and inspection. They highlight success and identify areas of weakness and can be used to inform your quality improvement plans. Reports can be produced in Common Inspection Framework order if required.

If you want support interpreting your reports, please call us and one of our team will run a **reports presentation session at your company - 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. The summary is available at all levels of your management structure.
- Combined Graphical Report. Provides a comparison of your organisation against similar organisation both at company level and also by Sector Subject Area and each demographic.
- Internal Benchmark Report. Provides a swift comparison of areas within the company. For example departments, courses or demographics.
- Distance Travelled 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.qdpservices.co.uk/post16](http://www.qdpservices.co.uk/post16)

## What our Customers say...



“Using **SurveyManager** has made a tremendous difference to how we administer and develop our surveys. The support we receive from the QDP team has been fantastic and staff are always on hand to assist - the help desk never make us feel as if we are troubling them with minor issues or questions. **Since using QDP we have, via the reports been able to easily identify areas of good practice and also been able to focus on where we still have more work to do.**

The turnaround time for reports is excellent and so full of detail including both internal and external benchmarking to generate and support College improvement.

Since using the services of QDP we have been able to make recommendations to other educational providers - all of which have been successful. **Without QDP, collecting learner and stakeholder feedback would be so much more difficult and time-consuming!**”



“Torfaen Training has found the support and assistance from QDP services extremely helpful. Support staff have always responded quickly, politely and in a professional manner.

Last year, QDP services enabled us to carry out our annual learner voice survey efficiently through **a mixture of paper-based and online versions**, which ensured all learners, including those in our sub-contractor partners were offered the opportunity to participate.

**The administration of the survey was straightforward and the analysis and evaluation reports provided meaningful data. This provided qualitative and quantitative data to use to inform our self- assessment and quality improvement activities.**

The layout and presentation of the reports are varied and in a variety of formats for us to use in different contexts and the opportunity to benchmark our overall satisfaction across our provision was invaluable.”

The logo for Bishop Auckland College, featuring the text 'Bishop Auckland College' in white on a red, trapezoidal background.

**Bishop  
Auckland  
College**

“We find the QDP survey's to be invaluable to gain feedback from all our stakeholders. **The feedback reports we receive from each survey provide valuable distance travelled, issue comparison and benchmarking data which are easy to understand and allow stakeholder feedback to be scrutinised at course, learning area and management levels. Responses inform cross College improvements and enhance our stakeholder's experience**”

