

QDP's Surveys FAQ:

Frequently Asked Questions



Who are QDP?

QDP are specialists in delivering questionnaire based feedback services to Colleges. QDP have been working with Colleges for 25 years and last year alone we gathered the views from over 600,000 college learners, 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, parents and employers providing evidence for change and input for development planning;
- Gives you valuable input for self-assessment;
- Provide evidence for inspection – (our surveys can be reported under all appropriate frameworks including Ofsted, Estyn, HGIOC, IIP etc.);
- Provides you with data that allows you to compare your College 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:

- **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.
- **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 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 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 over 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 College who 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 invigilation methods.
- On-site and / or online reports training - The number of sessions included per annum is dependent on the Charging Plan.

What surveys can I run?

QDP runs surveys for learners, parents, staff and employers. These can be used to self-assessment, to provide evidence at inspection, to monitor the impact of changes or training, to assess the progress of apprentices, staff 360 evaluations and many more. 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 full time study programme, adult learning and off-site learners. Models are also available for work based learners, apprentices and supported learners including Widgit. Individual subjects 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. Staff 360 surveys coming soon!
- 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 colleges get real value from their 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 any appropriate 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 College - 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 College against similar Colleges both at college level and also by Sector Subject Area and each demographic.
- Internal Benchmark Report. Provides a swift comparison of areas within the college. 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.

If you would like any extra information or to get started call us on **01625 501917** or visit our website at www.qdpservices.co.uk/colleges

Thank you for your interest in QDP's services.

What our Customers say...

"At Gower College Swansea we chose to work with QDP based on their approach to collecting data which focuses on giving us the information we can clearly understand and translate into actions across college. The reports provide a very clear insight into the issues we face and are easy to work with be it at the highest level of our management structure or in the classroom. QDP work quickly and our able to accommodate our specific requirements which gives our surveys added relevance. QDP's customer service has always been very professional. We believe QDP's approach and experience have helped us to improve several areas of our provision and would be of benefit to all colleges in Wales."

**Lynda Keward, Quality Assurance Officer
Gower College Swansea**



"QDP surveys have become an integral and important part of The Manchester College's Learner Involvement Strategy. The in-depth, wide-ranging and flexible reports that QDP produces have always been extremely useful in helping us identify both where our strengths are and where we need to improve our services to learners.

QDP has always been flexible with the college's scheduling and reporting needs, which is a real bonus in a busy and ever-changing environment. They have often incorporated individual requests to make the process more specific to our needs and continue to be good value for money.

We have found the service from QDP's staff to be typically excellent - they are knowledgeable, very helpful and friendly and keen to solve any problems that may arise, quickly.

The national benchmarking that QDP can provide on the basis of its large market share in the survey world is of particular value and adds to our confidence in recommending QDP as a company, given our experiences, to other colleges and training providers."

**Betsy Sara, Director of Student Support Services
The Manchester College**



"We have been using QDP surveys for the past seven years to obtain the views of our students & staff. The reports are both informative and easy to understand and are used for our self-assessment process and quality improvement plans. This year we used the new QDP Survey Manager and found it to be a very versatile and easy to use tool which has increased our flexibility to manage the surveys, before, during and after. Survey Manager also provides excellent value for money as we can run as many surveys as we like at the same cost. Customer support is always friendly and very responsive at all times, nothing is too much trouble."

**Carole Benstead, Quality Systems Manager
Sir George Monoux College**



"We regularly review our survey provision and have found that QDP offer the most complete package, providing us with questions, benchmarking information and analysis that is tailored to meet our needs. Reports generated have been extremely useful in identifying and driving

improvements, as well as providing an excellent source of evidence of learner and client feedback, contributing to Matrix and TQS accreditation and supporting our Ofsted inspection. We have also found QDP to be helpful and supportive as we endeavour to further improve the accessibility of our surveys to all our learners and clients."

**Brenda Robson, Quality Manager
City of Sunderland College**

