

City College Nottingham (CCN) Autumn Survey

Feedback for Classroom Based Learning

(November 2015)

Context

The survey sought to capture learner views via questionnaire on the following 7 key areas of service delivery within classroom based learning:

- “Teaching, Learning and Development”
- “Tests/Assessments”
- “Accommodation and Equipment”
- “The Support I receive”
- “The College Community”
- “My Next Step”
- “Quality Assurance”

The survey was conducted anonymously, with only course curriculum area identified. Question scoring was based on a rating of 1 to 4: “Outstanding” [1], “Good” [2], “Satisfactory” [3], or “Poor” [4]. “Satisfied” represents a score of 3 or above, in total questionnaire responses.

Community based provision (Derby), and Work Based Learning Apprentices are not included in this survey

Results Headlines

- ✚ 102 learners completed the survey out of 169 issued (representing a return rate of 60%). 67% or higher, is the target rate for returns.
- ✚ Responses received at this sampling represent the highest return from all surveys conducted to date
- ✚ **Overall** – Satisfaction with courses improved by 0.8% to 97% (from 96.18% in autumn 2014) with the highest rating “Outstanding” improving to 87.15% compared to 80.87% in the last survey. This compares with national data, where survey results in all areas were up 1%
- ✚ “My next step” highest performing survey area at 98.62% satisfaction
- ✚ Brickwork, ESOL, Painting & Decorating and Plumbing all improved in Course Satisfaction from last survey
- ✚ Key question results up on average to 98.86% satisfaction
- ✚ **Demographical breakdown of respondents**
Results from this survey very closely match demographics of previous surveys, making results comparable

- 64% of replies from Males
- 36% of replies from Females
- 65% replies from Over 24s
- 48% White dominant ethnic group
- 17% have a learning difficulty
- 10% have a disability



Comparative Analysis and Benchmarking

- Overall satisfaction score at 97% is well ahead of other Midlands Colleges (*National Student Survey 2015 – see web-link below) which average at 87%.
- “Tests and Assessments” showed the largest percentage difference: 74% Midlands, 96% CCN
- For “College Community” at 97%, CCN is also significantly ahead of the Midlands mean average of 81%
- Compared to the Autumn 2014 survey, the Autumn 2015 results showed an overall improvement in levels of satisfaction across all Key Questions with “Quality Assurance” up by a significant 10%. “College Community” and “Tests/Assessments” were both down compared to 2014 (by 4% and 2% respectively).



Initial Advice and Guidance

Q29 pre course Initial Advice and Guidance (“Information provided before course start is helping me” (a new question for the survey)) would ideally be higher than the 93.02% satisfied outcome, however, of the learners who were satisfied 81.40% gave the highest rating of 1 (Outstanding) as their answer. Improved course information and pre-course Tutor engagement with learners should improve results for this question, and help to ensure that course delivery matches learner expectations.

*<http://www.nusconnect.org.uk/resources/2015-national-student-survey-results-benchmarking-your-institution>

Next Steps:

- The College is reviewing the results of the survey and seeking to implement appropriate actions to facilitate improvements needed, in areas of dissatisfaction.
- Learner Forums have been initiated to capture a “wider feeling” of learners’ experience, and to obtain more depth and detail where dissatisfaction is identified, and to provide qualitative (narrative) data to support the quantitative (numerical/statistical) data collected through the survey questionnaire
- Learner Forums will be rolled-out in all areas of learning over the course of 2015/16, to support the College’s Learner Voice and quality improvement processes.

- The Survey Questionnaire was reviewed and updated in January 2016, to include new (additional) or revised questions to include views on specific areas of experience, including questions on the use of technology, and a change of wording for the grading of answers (“Strongly Agree”, “Agree”, “Partially Agree/Requires Improvement”, “Strongly Disagree”). This new survey will be implemented for the Spring 2016 Learner Survey.
- Learner Surveys will be completed within Community Provision, across Work Based Learning, and in the Job Shop, in line with its’ “Whole Organisation” approach to the evaluation of services provided.

Survey Results and feedback by course

Painting & Decorating

- From 11 replies a 99.28% satisfaction result recorded (previous 6, at 94.09%)
- Five areas with 100% satisfaction, with all replies rated as “Outstanding” or “Good”.
- Weakest areas were in regard to “Accommodation” and “Teaching, Learning & Development”- 98.11% & 96.83% respectively
- Three additional comments made– “I love the course”, “I am developing in every lesson” and “Top teacher”.

Target for Next Survey: Continue to improve teaching variety and embedding functional skills

Brickwork

- From 6 replies (from a possible 15 learners) 99.21% satisfaction recorded (previous 2 surveys were at 100%)
- Six areas with 100% satisfaction, with “Teaching, Learning & Development” showing the highest majority of responses at “Outstanding”
- “College Community” – 94.44% - only area not 100% satisfied, with “Other students behaviour” being the major issue of concern, with the majority of replies at lowest level “Poor” for this question.

Target for Next Survey: Increase response rate and improve in class support to deal with behaviour issues

Carpentry & Joinery

- From 10 replies 96.36% were satisfied (previous 9 learners, at 99.88%)
- “1:1 reviews” under “Support received” was the weakest area, with 96% satisfaction
- Q28 “Course Recommendation” under “Quality Assurance” produced the majority of marks at the highest rating “Outstanding”

Target for Next Survey: Improve target setting within 1:1 reviews

Plastering

- 6 replies received with a 97.99% satisfaction (previous survey 11, at 100%)
- No dissatisfied replies concerning “Tests/Assessment”, “Support”, “Next Steps” or “Quality Assurance”
- “College Community” found to be worst area at 88.89%, with student behaviour the poorest performing question
- Q17 “I know who to ask with any problems” scored the highest marks in responses
- “[The Tutor] Marks alright” was the only written feedback received

Target for Next Survey: Increase response rate and improve in class support to deal with behaviour issues

Plumbing

- 8 replies produced an 87.36% satisfaction rate (previous survey: 12 learners at 86.11%) with just 53.04% at “Good” or “Outstanding” (compared to 57.3% in previous survey)
- “My Next Step” was the only area to achieve 100% satisfaction
- “Support Received” was the weakest area at 75%, with feedback including “one of my tutors is easy to talk to, the other don’t bother” and “I have 1:1 reviews on a regular basis”
- Further feedback emphasised areas to improve, including “This course is disappointing, one tutor tells you that you aren't gonna finish, but doesn’t help at all, one tutor trys to help everyone (sic)”

Target for Next Survey: review support mechanisms to ensure consistency, and ensure equipment levels are sufficient

ESOL

- 99.29% satisfaction rate achieved from 22 replies across all levels (previous 16 replies at 98.14% satisfaction)
- Entry Level 2 respondents only had 7 questions where marks were not all at the highest possible level ie “Outstanding”
- “My Next Step” was the weakest question across levels, at 93.33% satisfaction
- Only 1 respondent gave feedback: “My English teacher is very nice & hard worker”

Target for Next Survey: Ensure Entry Level 1 learners views are captured more robustly with additional forums

Higher Education

- 99.14% satisfaction rate achieved from 9 replies (previous 9 replies at 100% satisfaction)
- 100% satisfaction from replies in five question areas – “Teaching, Learning and Development”, “Accommodation”, “Support”, “College Community” and “Quality Assurance”
- “My Next Step” shown to be the weakest area (96.3% satisfaction) with Q14 “College is a safe place to learn” producing the majority of answers at the highest level “Outstanding”

- "Haven't had many 1:1 sessions yet as they haven't been necessary" was the only feedback received

Target for Next Survey: Improve IAG regarding progression opportunities

Evening DIY

- 93.83% satisfaction rate, with 75.71% rating at the highest level "Outstanding"
- The "College Community" and "My Next Steps" produced 100% satisfaction rates
- "Tests/Assessments" were the weakest area, with 82.54% satisfaction although no feedback/ comments were given to support this rating
- This course area produced the highest number of comments, with valuable feedback including "Trouble with start of course, not enough staff/equipment", "Out of date equipment, sometimes not enough equipment". "Staff v.friendly and do their best with the situation although frustrating on both sides when things don't work", "10wk DIY no real plan or schedule"

Target for Next Survey: Review course structure to ensure that learner expectations and needs are being met, and improve robustness of pre course IAG

Functional Skills

- 97.18% satisfied with learning to date from only 4 replies (first survey for this qualification)
- "Support" and "1:1 reviews" were the weakest areas, with 85% of respondents satisfied
- Five areas with 100% satisfaction – "Tests/Assessment", "Accommodation", "College Community", "Next Steps" and "Quality Assurance".
- All areas showed at least 2 questions being scored at the highest possible rating "Outstanding", including across all key questions, indicative of strengths in all areas of delivery.

Target for Next Survey: Increase response rate, with greater 1:1 target setting

Key Questions

- Improvement has been shown against all targeted questions to consistently high results. The 100% satisfaction rate on “Support” and with Q23 “My Teacher treats us all fairly and equally with respect” are consistent with External Inspection reports (ie ISI Monitoring report 2015, and prior) for the support and welfare of learners.
- The lowest number of highest score “Outstanding” replies concern “My Next Step” (83.53%), is largely due to in year timing and is expected to improve whilst learning progresses. Q17 “I know who to ask with any problems” (at 93.33%) produced the highest scoring from all the key questions
- Improvement of 5% achieved overall across the 7 Key Questions since Autumn 2013

	Autumn 2015 results	Autumn 2014 results	Variation between Autumn 2014 and Autumn 2015	CCN Target for improvement Autumn 2015	Target Achieved?
Key Questions analysis					
Key Q 2. "It is clear what I am expected to learn during lessons"	98.90	95.4	+3.5%	Improve to 97%	Achieved
Key Q10. "I know what to do well and what needs to improve on"	98.84	85.54	+13.30	Improve to 90%	Achieved
Key Q14. "The College is a safe place to learn"	98.88	91.76	+7.12	Improve to 95%	Achieved
Key Q17. "I know who to ask for help with any problems"	98.89	94.04	+4.85	Improve to 97%	Achieved
Key Q23. "My teacher treats us all fairly and equally"	100	93.82	+6.18	Improve to 97%	Achieved
Key Q26. "I am being helped to decide what to do next"	97.65	78.75	+18.90	Improve to 90%	Achieved
Key Q28. "I would recommend this course"	98.88	92.68	+6.2	Improve to 95%	Achieved

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