

PROCEDURE FOR LEARNER QUESTIONNAIRE SURVEYS

Purpose

To define the procedure used to obtain, through questionnaires, the views and opinions of learners for use in monitoring satisfaction of their needs and identifying areas where improvements can be achieved.

Scope

This procedure shall apply to all learning programmes operated by Stephenson College.

Related Documents

- Learner Questionnaires for Long College Programmes – First Impressions, Mid-Programme and End-of-Year
- Learner Questionnaires for Short Programmes
- Questionnaires for Work-Based Learners – First Impressions, In-Training and End-of-Training
- Questionnaire Analyses – Individual Programme, Programme Area, College
- Programme Review and Evaluation Report
- Programme Area, Summary Review and Evaluation Report

Responsibilities

The Development Manager – Quality will:

1. Provide questionnaires for use by Programme Co-ordinators and work-based Training Administrators
2. Provide analyses of results for individual programmes, Sections, areas of learning, Divisions and the whole College
3. Provide College report on the findings of surveys

The Section Heads will:

1. provide the Development Manager – Quality with a summary of the actions taken following learner questionnaire surveys
2. provide the Development Manager - Quality information on learner numbers and programmes prior to each survey
3. ensure completed questionnaires are returned for analysis
4. provide a summary of actions to be taken following each survey

Programme Co-ordinators will:

1. Ensure questionnaires are supplied to learners for completion
2. Ensure completed questionnaires are returned to the Development Manager - Quality
3. Use findings from surveys in each review and evaluation

Development Manager – Work-Based Learning will ensure that:

1. questionnaires are sent individually to learners for completion
2. completed questionnaires received are sent to the Development Manager – Quality for analysis
3. appropriate actions are taken in response to the findings from questionnaires

Procedure

1. Long College Programmes (> 21 Weeks)

1.1 Three surveys will be conducted during each session as follows:

1. *First Impressions* – carried out during week 5 of each programme to monitor learners' early experiences and covering:
 - a) Responsiveness to enquiries
 - b) Programme information provided for learners
 - c) Enrolment and induction
 - d) Programme organisation
 - e) General first impressions
2. *Mid-Programme* – carried out at the mid-point of the session (weeks 19/20) to monitor:
 - a) Content and management
 - b) The quality of teaching and learning
 - c) Resources
 - d) Support for learners
3. *End-of-Year* – carried out towards the end of the session (week 32 of a 36 week session) to monitor:
 - a) Content and management
 - b) Resources

- c) Programme achievement
 - d) Support for learners
 - e) General satisfaction
- 1.2 Each survey will be conducted through the use of a questionnaire produced by the Development Manager – Quality, and agreed by the Quality Review Group.
 - 1.3 Each questionnaire shall provide every learner with the opportunity to comment anonymously on the quality of the service provided by the College.
 - 1.4 Section Heads shall notify the Development Manager – Quality of the number of learners in each programme for which questionnaires shall be required (form QUES01)
 - 1.5 The Development Manager – Quality shall ensure that each Programme Co-ordinator/Tutor is supplied with sufficient questionnaires at least 5 working days before the week of the survey
 - 1.6 Tutors or Programme Co-ordinators shall ensure that questionnaires are completed by learners as appropriate and then returned to the Division Manager forthwith.
 - 1.7 Division Managers shall ensure that completed questionnaires are returned to the Development Manager – Quality within 5 working days of the end of each survey.
 - 1.8 The Development Manager – Quality shall ensure that:
 1. An analysis of the learner responses for each programme is sent to the Programme Co-ordinator and Section Head within 5 working days of the receipt of the completed questionnaires
 2. Completed questionnaires are returned to the Programme Co-ordinator/Tutor
 3. Analyses of learner responses by Section, Division and for the whole College, together with learner comments, are provided for the Principal, Deputy Principals and Division Managers within 5 working days of the end of the survey

2. **Short College Programmes (< 20 Weeks)**

- 2.1 A short course questionnaire shall be provided for each learner to complete at the end of each short course
- 2.2 It shall be the responsibility of the Programme Co-ordinator or Section Head to request sufficient questionnaires from the Development Manager – Quality at least 5 days before they are to be administered
- 2.3 The Programme Tutor/Co-ordinator shall submit completed questionnaires to the Development Manager – Quality for analysis
- 2.4 The Development Manager – Quality shall ensure that an analysis of the findings from each short course questionnaire survey is provided to the Programme Co-ordinator/Tutor within 5 days of receiving the completed questionnaire from the Section

3. **Work-Based Learners**

- 3.1 Three questionnaires shall be used to obtain the views and opinions of work-based learners on the quality of their training programmes. These questionnaires are:
 - First Impressions – issued 4 to 5 weeks after recruitment
 - In-Training – issued five months after recruitment and then annually
 - End-of-Training – issued upon receipt of leaver paperwork from the assessor
- 3.2 Learner questionnaires shall be sent individually to each learner by the recruitment team with a pre-paid addressed envelope for their return
- 3.3 Each completed questionnaire returned to Stephenson Training Services shall be read by the Training Manager before being passed to the Quality Assurance Section for analysis. Any cause for serious concern shall be dealt with immediately by the Training Manager
- 3.4 Questionnaires received by the Quality Assurance Section shall be analysed before being returned to the Stephenson Training Services Training Manager
- 3.5 Reports on the analyses of completed questionnaires shall be provided on request to the Training Manager by the Development Manager – Quality. The Development Manager – Quality shall also analyse work-based questionnaire returns at the same time as the analyses of the corresponding College questionnaires are carried out. The results of such analyses shall be returned to the Stephenson Training Services Manager
- 3.6 Learner questionnaire returns and their analyses shall be a standard agenda item at each monthly work-based assessors meeting
- 3.7 The Development Manager – quality shall include a report on the analyses of work-based learner questionnaires with the reports made on corresponding College programme questionnaires so that the information obtained is available for programme review and evaluation and self-assessment