

# National Learner Satisfaction Survey for Wales 2003

## A Summary: Learners in South East

Base for learners in South East: 1742 FE, 487 WBL weighted

### Introduction

This summary explores some of the findings for learners in Further Education (hereafter FE) and Work Based Learning (hereafter WBL) in South East Wales taken from the Learner Satisfaction Survey. A breakdown of Adult and Community Learning has not been given due to relatively low base sizes for some regions. We have given some of the demographic information below. Key differences here may have had an impact on analysis throughout the summary. Age and mode of learning breakdown for these respondents were:

	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
<b>Age</b>	%	%	%	%
16-18	25	33	36	39
19-24	14	17	49	46
25-54	50	42	15	15
55 plus	12	7	1	1
<b>Mode of learning</b>				
Full time	32	43	50	52
Part time more than 3 hours per week	33	28	30	27
Part time less than 3 hours per week	34	28	18	17
% attending in daytime	69	68	92	92

Don't know/not stated is not included.

### Overall satisfaction with learning experience

For FE slight shortfalls in ratings for extremely and very satisfied have produced slightly more learners who were fairly satisfied in this region, than nationally. In WBL, again there was a close mirroring of the national levels of satisfaction.

Satisfaction rating	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
	%	%	%	%
Extremely satisfied	27	26	23	23
Very satisfied	43	41	46	45
Fairly satisfied	22	26	24	26
Neither/nor satisfied	2	3	2	2
Extremely/very/fairly dissatisfied	5	5	4	3

Don't know/not stated is not included.

### Satisfaction with teaching/training

For both FE and WBL in South East Wales, there were close comparisons with the national teaching/ training satisfaction levels.

Satisfaction rating	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
	%	%	%	%
Extremely satisfied	30	30	22	20
Very satisfied	36	34	37	37
Fairly satisfied	24	26	33	35
Neither/nor satisfied	3	4	3	3
Extremely/very/fairly Dissatisfied	6	6	5	5

Don't know/not stated is not included.

The survey asked learners to consider various specific measures for quality of teachers/trainers or assessors

and rate them from 1 to 10 where 10 is extremely satisfied. The next table shows that:

- For FE learners in South East Wales learners were less likely to rate all of the categories below a 9 or 10 out of 10 compared to the national FE average.
- For WBL learners in this region, findings mirrored the national picture.

Measure (% rating 9 or 10 out of 10)	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
	%	%	%	%
Ability to explain subject	54	51	48	49
Listening to your needs	51	50	47	48
Subject interesting/enjoyable	47	43	36	35
Makes good use of lesson/session time	44	40	37	37
Support they give you	43	41	40	42
Quality/availability of materials	43	40	38	38
Dealing with disruptive learners	43	41	36	39
Prompt/regular feedback	42	40	37	35
Understanding you and how you like to learn	40	37	39	37
Clear targets to help you improve	39	37	38	39

NB: Cells are highlighted for FE or WBL if the regional % is at least +/-5% higher or lower than overall average for Wales. Don't know/not stated is not included.

### Managing/administration of learning

In terms of the management and administration of learning (specific measures designed to explore how the provider manages the learning experience):

- FE learners in South East Wales were less likely to award their provider a 9 or 10 out of 10 on all measures compared to learners in Wales overall. This is most marked for "communicating changes in time for sessions", which showed a -6% point difference.
- For WBL in South East Wales, learners were slightly more likely to afford some categories a 9 or 10 out of 10 compared the overall national levels.

Measure (% rating 9 or 10 out of 10)	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
	%	%	%	%
Helping new people settle	54	50	48	48
Providing support when I or other learners have problems	50	46	45	46
Managing timetables so that they suit the learner as best they can	45	41	42	43
Making sure enough trainers/assessor are available	43	39	45	46
Communicating changes in times for sessions	41	35	35	38
Assessors turning up as planned	N/A	N/A	52	54
Seeing same assessor throughout	N/A	N/A	56	56

NB: Cells are highlighted for FE or WBL if the regional % is at least +/-5% higher or lower than overall average for Wales. Don't know/not stated is not included.

## Satisfaction with facilities

Similar to the exercise for rating teachers/trainers and assessors, the survey asked learners to consider various types of facilities and rate them from 1 to 10 where 10 is extremely satisfied. The table below shows the % of learners awarding a 9 or 10 out of 10 (top score ratings). The tables show that:

- FE Learners in South East Wales were less likely to give their facilities 9 or 10 out of 10 compared to FE learners in general. The biggest discrepancy was in Childcare facilities, which was -8% less likely to be rated 9 or 10.
- For WBL, ratings closely mirrored national trends.

Measure (% rating 9 or 10 out of 10)	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
	%	%	%	%
IT facilities/equipment	55	51	54	55
Library and learning centre	52	52	37	40
Facilities for disabilities/learning difficulties	52	48	47	49
Childcare facilities	49	41	30	29
Learning support services	48	42	44	44
Other support services (counselling, advice on finance etc)	43	37	34	35
Careers advice	41	37	41	44
Sports facilities/equipment	41	35	35	36
Other specialist equipment related to learning	40	38	39	37
Canteen/café	33	30	37	37
Facilities for socialising with other learners	31	28	32	33

## Learning in Welsh

For a range of elements of the learning programme learners were asked to what extent, if any, their learning was made available in Welsh.

- In FE in South East Wales, learning in Welsh language levels closely mirrored national prominence.
- For WBL in this region, Welsh language did not feature as heavily, with more learners saying they had no Welsh communication compared to the national figures.

	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
	%	%	%	%
Support from trainers/tutors/assessors outside lessons/sessions				
Some	11	10	18	13
All	9	7	15	12
None	69	69	48	55
Spoken communication in lessons/sessions				
Some	11	9	17	13
All	6	5	12	10
None	72	75	52	58
Written materials/handouts				
Some	13	13	22	16
All	10	8	15	14
None	68	71	47	53

NB: Cells are highlighted for FE or WBL if the regional % is at least +/-5% higher or lower than overall average for Wales. Don't know/not stated is not included.

When exploring if learners were asked by providers if they would like to undertake any learning in Welsh:

- 25% of FE learners in South East Wales said they had been asked (compared to 32% for FE overall)
- 26% of WBL learners in South East Wales said they had been asked (compared to 35% for WBL overall)

Regarding preference of learning in Welsh:

- 6% of FE in South East Wales preferred all or some Welsh (compared to 6% for FE overall).
- 6% of WBL in South East preferred all or some Welsh (compared to 8% for WBL overall).

## Pre entry

There were some significant differences in the way that learners in this region use advice channels compared to the national picture:

- For FE in South East Wales, advice was most likely to be sought from trainers or tutors at the provider, though a greater than average number sought advice from the school careers advisor in this region. Parents and teachers at school were more popular advice sources in this region, but consulting an employer was less popular.
- WBL advice seeking in South East Wales reflected the national picture.

Source of advice (% using each source)	FE		WBL	
	All FE	FE in SE Wales	All WBL	WBL in SE Wales
Weighted base:	4707	1742	1001	487
	%	%	%	%
Trainers/tutors at provider	40	43	36	30
Friends	36	40	37	36
College admissions office	27	26	16	13
Parents/family members	25	31	39	36
Employer	24	19	55	53
Teachers at school	22	27	26	24
Careers Wales	21	25	43	43
Schools careers advisor	20	27	33	32
Learn Direct service	7	7	7	7
Learn Direct website	4	4	4	4

NB: Cells are highlighted for FE or WBL if the regional % is at least +/-5% higher or lower than overall average for Wales. Don't know/not stated is not included.

Regarding making the decision and getting the first choice made:

- 79% of FE learners in South East Wales got their *first choice of provider* (compared to 77% for FE overall).
- 89% of FE learners in South East Wales got their *first choice of subject/qualification* (compared to 87% for FE overall).
- 59% of WBL learners in South East Wales got their *first choice of provider* (compared to 61% for WBL overall).
- 81% of WBL learners in South East Wales got their *first choice of subject/qualification* (compared to 81% for WBL overall).

**To explore this data further please visit the Welsh Assembly Government website. You can download reports and perform your own data analysis.**  
<http://new.wales.gov.uk/topics/educationandskills/research-and-evaluation/?lang=en>

