

National Learner Satisfaction Survey for Wales 2003

A Summary: Learners in South West

Base for learners in South West: 1177 FE, 218 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 West 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 an impact on analysis throughout the summary. Age and mode of learning breakdown for South West Wales respondents were:

	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
Age	%	%	%	%
16-18	25	29	36	38
19-24	14	16	49	45
25-54	50	45	15	16
55 plus	12	9	1	1
Mode of learning				
Full time	32	36	50	52
Part time more than 3 hours per week	33	31	30	28
Part time less than 3 hours per week	34	32	18	17
% attending in daytime	69	73	92	92

Don't know/not stated is not included.

Overall satisfaction with learning experience

FE Learners in South West Wales recorded high levels of satisfaction just below the national average. Most results closely compared with the national picture.

WBL satisfaction in this region mirrored the national picture.

Satisfaction rating	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
	%	%	%	%
Extremely satisfied	27	26	23	22
Very satisfied	43	41	46	48
Fairly satisfied	22	24	24	22
Neither/nor satisfied	2	3	2	2
Extremely/very/fairly dissatisfied	5	6	4	5

Don't know/not stated is not included.

Satisfaction with teaching/training

Again here, both the FE learners and WBL learners' satisfaction closely compared with the national average.

Satisfaction rating	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
	%	%	%	%
Extremely satisfied	30	31	22	23
Very satisfied	36	36	37	35
Fairly satisfied	24	23	33	33
Neither/nor satisfied	3	2	3	1
Extremely/very/fairly Dissatisfied	6	7	5	6

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 table below shows that:

- For FE learners, the proportions who awarded a 9 or 10 out of 10 are at or slightly below average for all measures.
- For WBL the quality and availability of materials was scored 9 or 10 out of 10 significantly fewer times in the South West than in overall national ratings. All other measures were at, or slightly below, average.

Measure (% rating 9 or 10 out of 10)	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
Ability to explain subject	54	53	48	46
Listening to your needs	51	53	47	43
Subject interesting/enjoyable	47	45	36	34
Makes good use of lesson/session time	44	40	37	35
Support they give you	43	42	40	39
Quality/availability of materials	43	42	38	32
Dealing with disruptive learners	43	39	36	35
Prompt/regular feedback	42	40	37	39
Understanding you and how you like to learn	40	40	39	39
Clear targets to help you improve	39	38	38	36

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 results in the South West were almost identical to the national figures, with only slight differences.
- For WBL in this region, learners were generally less likely to award the categories listed a 9 or 10 out of 10 compared to the overall Welsh figures.

Measure (% rating 9 or 10 out of 10)	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
	%	%	%	%
Helping new people settle	54	54	48	49
Providing support when I or other learners have problems	50	50	45	45
Managing timetables so that they suit the learner as best they can	45	44	42	38
Making sure enough trainers/assessor are available	43	43	45	41
Communicating changes in times for sessions	41	40	35	32
Assessors turning up as planned	N/A	N/A	52	47
Seeing same assessor throughout	N/A	N/A	56	52

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 shows that:

- In FE, the largest variation from the national average was the encouraging high score for Childcare facilities- a 9% points rise on the national ratings.
- For WBL in the South West, facilities for socialising with other learners scored very well compared to the overall figures for WBL in Wales.

Measure (% rating 9 or 10 out of 10)	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
	%	%	%	%
IT facilities/equipment	55	57	54	55
Library and learning centre	52	51	37	36
Facilities for disabilities/learning difficulties	52	50	47	47
Childcare facilities	49	58	30	33
Learning support services	48	49	44	42
Other support services (counselling, advice on finance etc)	43	45	34	34
Careers advice	41	44	41	41
Sports facilities/equipment	41	44	35	36
Other specialist equipment related to learning	40	39	39	37
Canteen/café	33	36	37	39
Facilities for socialising with other learners	31	31	32	40

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.

- For both FE and WBL learners in this region, results broadly mirrored the national picture.

	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
Support from trainers/tutors/assessors outside lessons/sessions	%	%	%	%
Some	11	10	18	19
All	9	6	15	12
None	69	72	48	48
Spoken communication in lessons/sessions				
Some	11	11	17	19
All	6	5	12	10
None	72	75	52	53
Written materials/handouts				
Some	13	13	22	26
All	10	7	15	13
None	68	71	47	45

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 had been asked if would like to undertake any learning in Welsh:

- 24% of FE in South West Wales said they had been asked (compared to 32% for FE overall)
- 34% of WBL in South West Wales said they had been asked (compared to 35% for WBL overall)

Regarding preference of learning in Welsh:

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

Pre entry

There were some significant differences in the way that learners in South West Wales used advice channels compared to the national picture:

- For FE learners in South West Wales, learners were more likely to have talked to a school careers advisor and the college admissions office. Trainers and tutors at the provider remain the most popular source of information.
- For WBL learners in South West Wales, learners were much less likely to have talked to employers than the Welsh average (50% compared to 55% overall) though that still remained their most popular source of information. Interestingly, WBL in this region were much more likely to seek advice from a school careers advisor that WBL overall have, with a 5% point increase on the national average.

Source of advice (% using each source)	FE		WBL	
	All FE	FE in SW Wales	All WBL	WBL in SW Wales
Weighted base:	4707	1177	1001	218
	%	%	%	%
Trainers/tutors at provider	40	41	36	37
Friends	36	38	37	40
College admissions office	27	33	16	19
Parents/family members	25	29	39	43
Employer	24	23	55	50
Teachers at school	22	26	26	29
Careers Wales	21	24	43	47
Schools careers advisor	20	27	33	38
Learn Direct service	7	9	7	8
Learn Direct website	4	5	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:

- 78% of FE learners in South West Wales got their *first choice of provider* (compared to 77% for FE overall).
- 88% of FE learners in South West Wales got their *first choice of subject/qualification* (compared to 87% for FE overall).
- 62% of WBL learners in South West Wales got their *first choice of provider* (compared to 61% for WBL overall).
- 79% of WBL learners in South West 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>

