

CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Annual Learner Satisfaction Survey Report 2018-19	Purpose: For Approval <input type="checkbox"/> For Discussion <input checked="" type="checkbox"/> For Information <input type="checkbox"/>																		
Prepared by: J Robertson	Date: 14 May 2019																		
Purpose: To inform the Curriculum and Quality Committee of student satisfaction levels for 2018 - 19																			
Linked to Strategic Goal 3: Provide a high quality College experience.																			
Executive Summary: <p>The annual student survey includes the national Student Satisfaction and Engagement Survey (SSES), which we integrate into our longstanding annual learner survey at section 1. We removed one question this year based on student feedback from BCSA. The report includes a comparison with the previous year's survey. The Scottish Funding Council (SFC) publish the results of the SSES for all colleges, which can then be used for benchmarking; three-year trend tables are provided for information, which include the national average for 2017-18, which is the latest available.</p> <p>As the response rate dropped to 47% last year albeit from an unusually high response rate in 2016/17, so we identified and put actions in place in an effort to increase the number of responses. This included timing the survey to ensure it completed prior to the Easter break, dedicated tutor time and a variety of ways to access the survey appropriate to delivery.</p> <p>In addition, the SFC has identified national response rates as an area of concern, holding a conference in February 2019, attended by representatives from Borders College, and emphasising in guidance its expectation nationally of a 50% return across both full-time and part-time students.</p> <p>The response rate achieved across all students remained consistent with 2017-18 at 46%; whilst an increased number, 769 students, completed the survey this was from a larger pool selected based on SFC guidance. Across full-time and part-time students, the response rate was 49.6%, in line with SFC's expectation.</p> <p>In previous years, we have set a target threshold of 87% satisfaction across all questions, with actions then identified in response to the areas where satisfaction levels are equal to or below this level. In 2018/19, we have taken a more challenging approach, and have identified question-specific targets, generally 90% or more, based on previous performance.</p>																			
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Results</th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>Results</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>No of questions >87%</td> <td>34 (59%)</td> <td>45 (63%)</td> <td>25 (83%)</td> <td>No of questions >=target</td> <td>8 (28%)</td> </tr> <tr> <td>No of questions <=87%</td> <td>24 (41%)</td> <td>26 (37%)</td> <td>5 (17%)</td> <td>No of questions <target</td> <td>21 (78%)</td> </tr> </tbody> </table>		Results	2015/16	2016/17	2017/18	Results	2018/19	No of questions >87%	34 (59%)	45 (63%)	25 (83%)	No of questions >=target	8 (28%)	No of questions <=87%	24 (41%)	26 (37%)	5 (17%)	No of questions <target	21 (78%)
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Previously we have focussed purely on the questions for which the response levels have fallen below the College target, and have addressed these in the Conclusions and Recommendations of the report. We have included these in the report with a summary of comments, for information.

However, in order to take a strategic response, our approach now includes looking at the wider context of our satisfaction trends (over the last 3 years where data is available) and the national trends. It also necessitates further detailed analysis of the data to gain a greater understanding of the underlying reasons.

We have provided the survey results for their particular areas to line managers; they are will investigate further, segmenting the data to understand better the underlying reasons for the results e.g. where they are particularly good or where satisfaction levels fall below the question-specific targets. This will inform discussion to identify the potential responses and produce more rounded plans for improvement.

The report to date therefore represents very high-level information and does not yet include actions or plans for improvement, as these are a work in progress, with further discussion still to happen within the wider staff teams.

This report is due to be presented to the Learning and Teaching Committee, which takes place after the early distribution date for CQC papers, and presentation to SLT will follow.

The results of this survey are an important source for self-evaluation and the enhancement planning for future years. Updates on the actions taken through the course of the past year on questions below the 2017/18 threshold is included for information.

Recommendation:

N/A

Previous Committee Approvals:

For publication ☒

For publication with redactions ☐

Not for publication ☐