

College of FET Learner Survey Report 2023

Introduction

Limerick and Clare Education and Training Board College of Further Education and Training, in their 2022 Quality Assurance Inaugural Review Action Plan and subsequent QA Review follow up report, committed to carrying out an internal audit of Learner's feedback mechanisms across FET campuses.

This priority action was agreed following the QQI 2021 review recommendation that 'Limerick and Clare Education and Training Board establish clear mechanisms to capture learners' feedback in a consistent manner'

A working group was set up comprising FET provision and support services to develop a Learners' Feedback System across the College of FET.

A draft questionnaire was piloted in FET sites in 2022 and subsequent feedback on the process was collated from learners and staff from participating campuses.

This feedback was considered by the working group in the development of the 2023 Learner Survey.

The roll out the College of FET Learner voice consultation process was carried out via an online survey during a "College of FET Learner Consultation Week" commencing on 17th April 2023.

The 'College of FET Learner Survey 2023' process included the following steps:

- An initial mail was sent two weeks prior to survey circulation informing staff and learners of the upcoming consultation week.
- Posters were designed and printed for distribution to all campuses. These posters contained a QR code for scanning and mobile phone access. These were posted to each campus for distribution on week of 27th March.
- Utilising "SignageLive" information screens installed in all College of FET Campuses, notification and QR code link graphics were displayed across the College of FET.
- Text messages with survey link were sent centrally to all Programme Learner Support System (PLSS) registered learners inviting them to complete the survey.
- At the commencement of Learner Consultation week, a reminder mail was sent to all staff with the link requesting support to be given to learners where needed to complete the survey.
- A follow-up reminder mail was sent to FET Managers during Learner Consultation week.
- A reminder text to learners was sent during the week of the 17th of April.

This survey was distributed to 25,000 learners (present and recent past) in 56 different teaching and learning settings within the College of FET. The survey reached out to all learners and apprentices studying in Campuses and centres associated with the College of FET and aligned to our Quality Assurance responsibilities

Recipients included full-time and part time provision, apprentices (craft and 2016+ consortium led apprenticeships), trainees, second providers, contracted training learners, learners in centres whose Quality Assurance is aligned and governed by Limerick and Clare ETB through Memorandums of Understanding (Limerick Community Education Network centres, Voluntary Secondary and Community and Comprehensive Schools, Mary Immaculate College)

Following feedback from some campuses that some learners were having difficulty accessing the survey because of mobile set up, the opening period was extended to 28th April 2023.



During this time, links were recirculated via email to relevant learners and paper versions were also posted out to relevant campuses for redistribution where necessary

This report outlines the content of the survey questionnaire

It contains a summary of the findings along with graphical illustration of the collated responses under their respective headings.

A survey feedback questionnaire was circulated following the closing date to gather learner thoughts on the process. This feedback is also included in the report

Survey Questionnaire layout

The survey itself contained 21 questions which gave multiple choice answers.

Where choice statements were given, the Likert scale approach was provided so learners could rate responses.

Questions were grouped under the following headings:

General Information

This section contained questions relating to learner profile.

Information and Communication

Here the questions related to course information, course registration and reason for enrolment.

Learning Environment

Questions were asked about fields of learning learners are engaged in and on course delivery.

Learner Supports

Learners were asked about their awareness of various supports available and accessing same.

Teaching, Learning and Assessment

This section enquired about learner chosen course profile ie certified or non- certified and course level.

Questions in this section also asked about course content, assessment and learner feedback received.

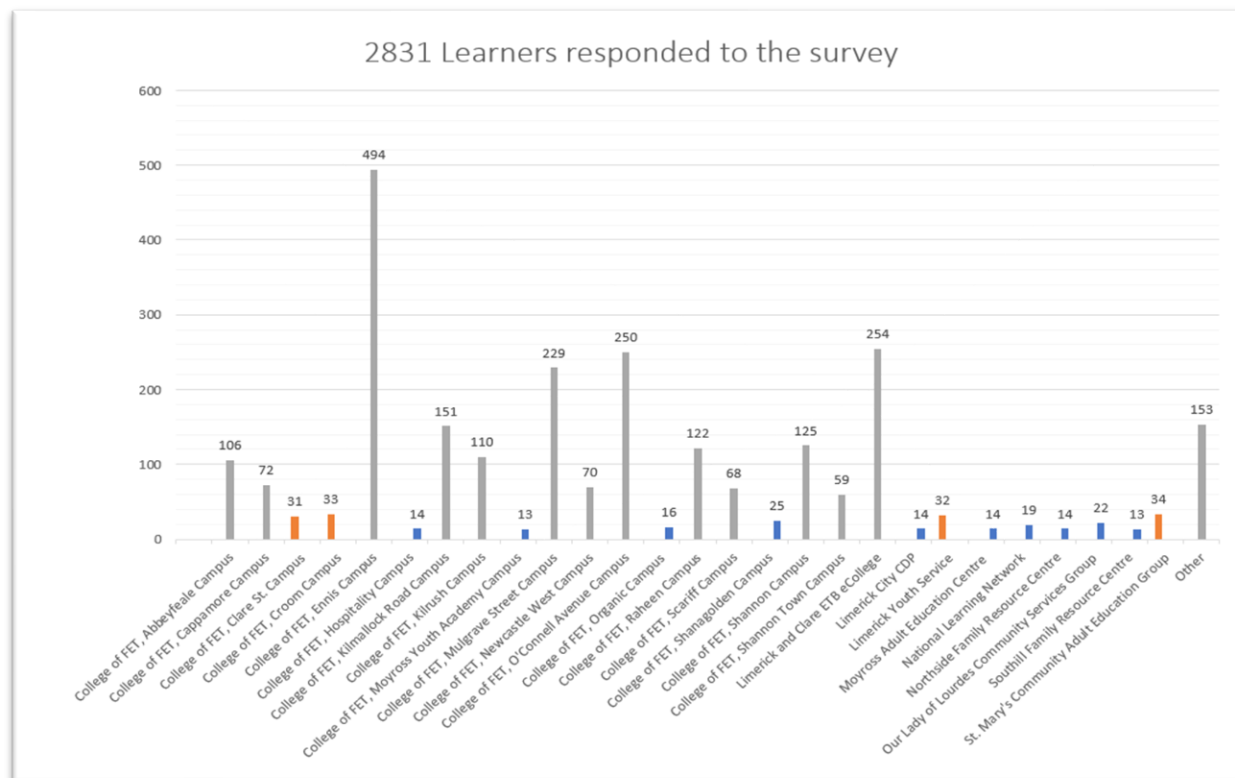
Learners were also asked to rate their satisfaction with the course and the final question (no. 21) gave learners the opportunity to provide additional comment or feedback on any aspect of their learning.

The most common emerging themes are outlined from responses collated to this question.



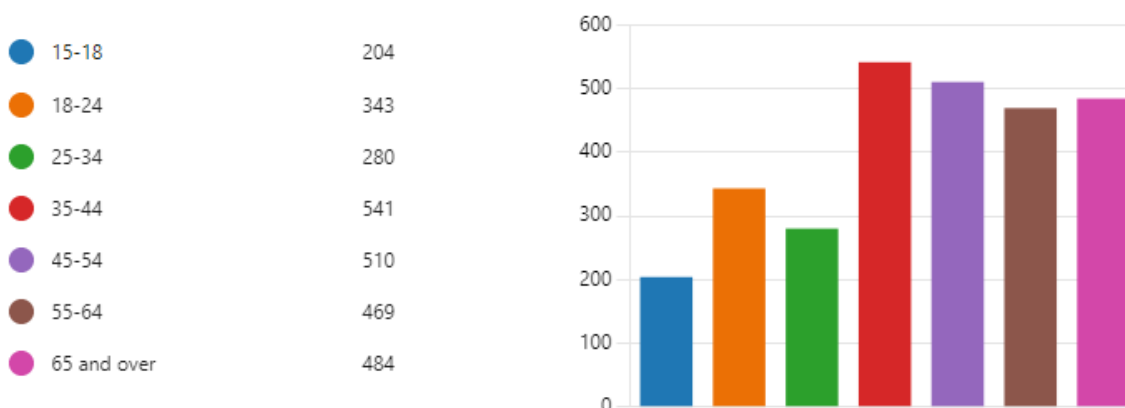
Survey responses

General Information (Profile of respondents)



The **age group** of respondents ranged from 15-18 to 65 and over

The greatest number of respondents were from the 35-44 age group with the least number coming from the 15-18 age group



1901 respondents were **female** which accounted for 67%



Respondents were asked **how long** they have been on course

0-6 months	1564
7-12 months	770
12-24 months	300
Longer than 24 months	197



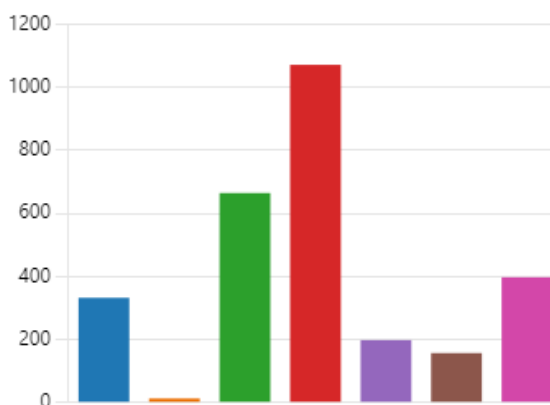
The greatest number have been on the course 0-6 month (55%) and only 7% have been on the course for longer than 24 months

Most respondents are part-time -1,894 or 66%

Information and Communication

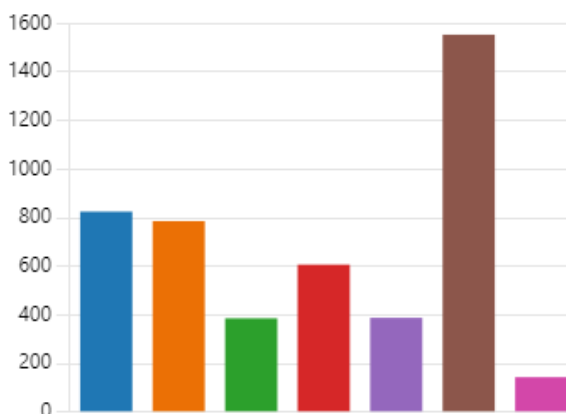
Over 58% learners found out about the course by **word of mouth** followed by **online research** (23% learners). Radio advert was reported as the least common way learners found out about the course

Social Media	332
Radio Advert	13
Online search	664
Word of mouth	1070
Referral from Department of So...	198
Information, Recruitment and G...	157
Other	397



The most popular reason why learners choose to enrol on course was given as '**learn a new skill**' which was 54% learners surveyed, followed by '**employment prospects** (29%) and '**achieve certification**' was third most common reason chosen at 27% learners.

Improve my employment prosp...	825
Achieve certification	786
Prepare for progression to anot...	386
Change career path / upskill for ...	607
Prepare for progression to a Hig...	388
Learn a new skill and meet new ...	1553
Other	144



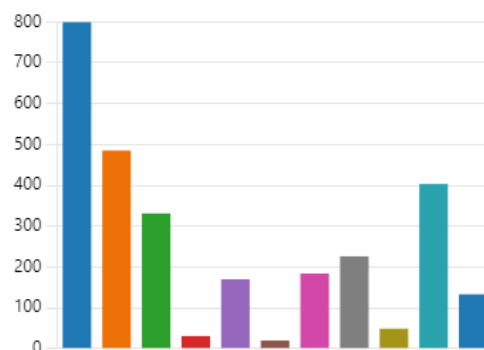


Learning Environment

84% of learners had a **clear information** about their course before commencing

The three most common fields of learning learners chose to match their course were:

General Learning	28%	General Learning	799
Education	17%	Education	485
Health and welfare	14%	Arts and Humanities	331
		Social Sciences, Journalism and I...	31
		Business, Administration and Law	170
		Natural Sciences, Mathematics a...	20
		Information and Communicatio...	184
		Engineering, Manufacturing and...	226
		Agriculture, Forestry, Fisheries a...	49
		Health and Welfare	403
		Services	133

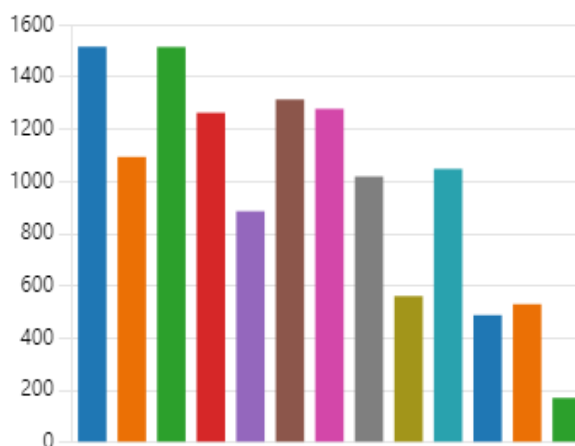


Most classes are **delivered on campus**.

Learner Supports

When asked about supports available there was a great awareness of '**supports for learners with disability while learning**' and support on '**accessing devices**.'

Supports for learners with a disa...	1516
Supports for learners with a disa...	1094
Supports with getting access to ...	1515
Supports with developing Read...	1263
Supports with developing Math...	886
Supports with English for Speak...	1314
Supports with Educational Infor...	1278
Supports with access to counsel...	1019
Individual Mentoring Supports f...	561
Access to a Learning Hub for St...	1048
LMI Mentoring Support for Yout...	488
Advocacy Support	530
Other	171



85% learners agreed with statement:

'I know who to talk to if I have an issue and/or complaint'

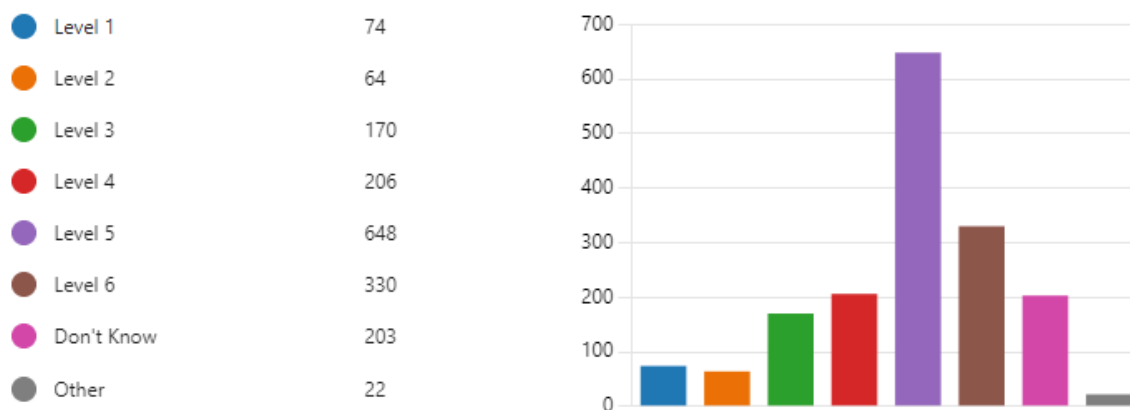


Teaching, Learning and Assessment

Most respondents (61% learners) appear to be attending **certified programmes**

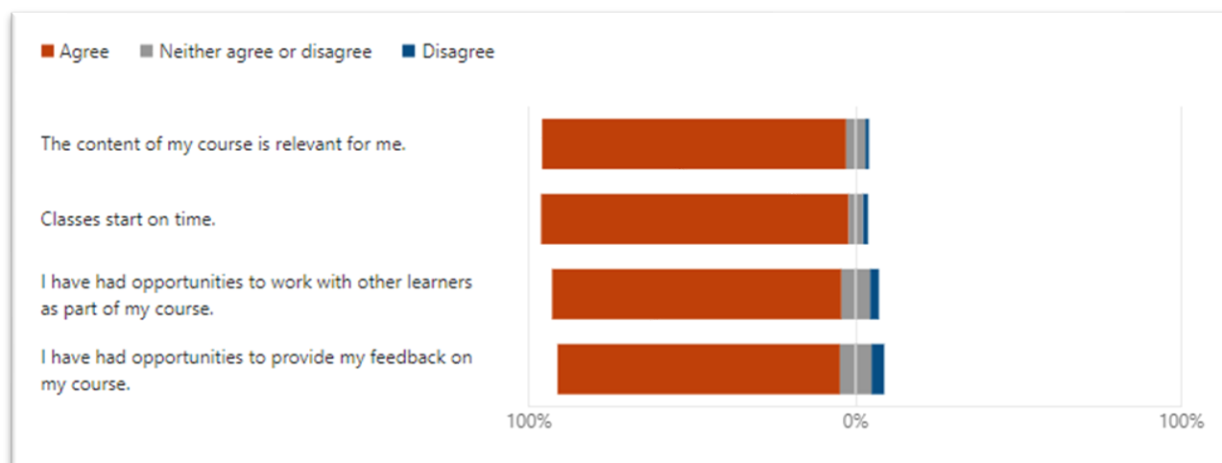
The most common course level learners are attending is **level 5** (22% learners).

The next most common level being attended is level 6 (11% learners) followed by level 4 (7% learners)



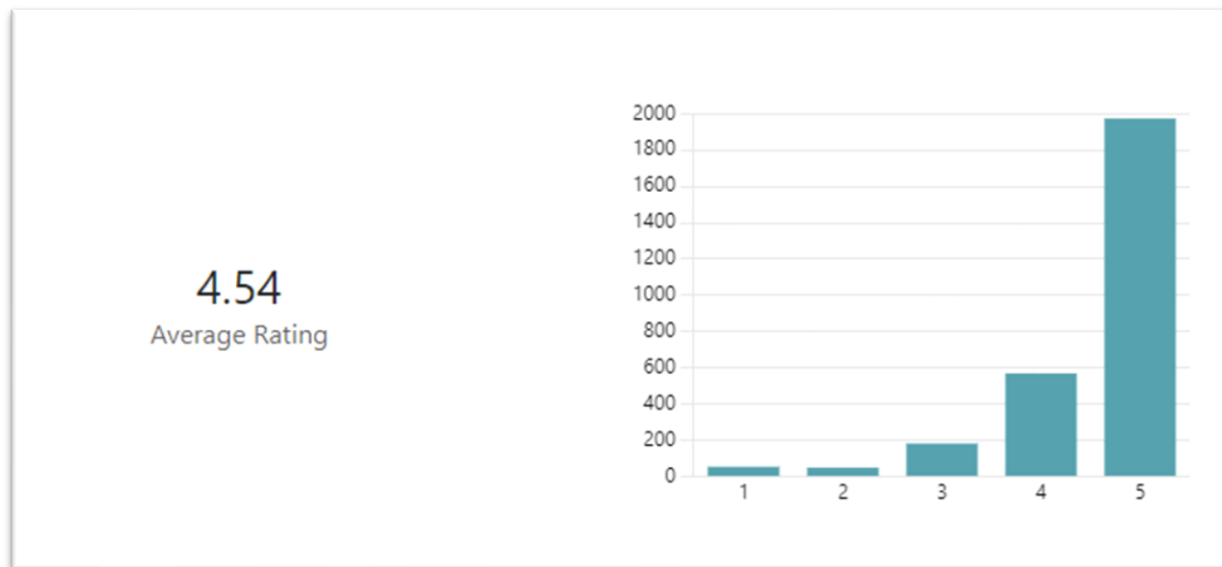
93% learners agree that ' **content of course is relevant** 'for them with the vast majority (92% learners) are **aware in advance that their work will be assessed**.

83% learners agree with the statement at having received 'useful feedback on work '





The overall satisfaction rate with learning experience was 90.8%.



As stated previously the final question (question 21) gave learners the freedom to leave additional comment or feedback on their experiences.

These responses have been grouped under most commonly emerging themes and tabulated and mapped back to relevant campuses

The emerging themes include:

Teaching and Learning

Learner Support

Facilities

Course Access and Communication

The vast majority of the 2,803 responses to question 21 strongly endorse Learner's experience

Examples of these statements include:

'Well educated instructors with clear communication, very helpful with needs of students. Has everyone at ease, but keeps standards high.'

'Willing to help, eager for us to do our best!'

'An excellent Facility'

'The tutor was good. The receptionist is friendly and very helpful. Always a pleasure to meet.'

'LCETB is incredible. I'm so grateful for the opportunity. My English improved a lot. Everything was great. Thank you so much.'

Negative comments will be reviewed and considered where relevant in future Campus quality improvement plans



Survey Feedback Questionnaire

A survey feedback questionnaire with 8 questions was circulated to all FET Managers for circulation to learners following the closing date of the College of FET Learner Survey

Questions around understanding purpose of survey, the level of difficulty in completing, the language used, order of questions and opportunity to express opinion were included.

A comment section was also provided.

The **level of satisfaction was 100% in response to** most questions asked in the survey feedback questionnaire.

One learner did not agree that the survey was easy to complete and two learners did feel they did not have an opportunity to express opinions in the College of FET Survey

Distribution of results

A final plan for results distribution and campus response plans will be implemented by the Learner Survey working group in collaboration with the FET Steering group following their review and consideration of the College of FET Learner Survey 2023 response reports