

Welsh Assembly Government
Learner Voice for Wales 2010 (PILOT) Further Education Institutions
Benchmark Report : Welsh Language Centre North Wales



Table text is not the actual questionnaire text - please interpret findings alongside the guidelines (list of questions on reverse of this report).

Fieldwork administered by providers 27th Jan to 5th March 2010. Survey managed and data collated by GfK NOP for DCELLS. Project included all FEIs at some level and 12 other training providers.

Mean scores are derived from Very good (5) Good (4) Partly good/partly bad (3) Bad (2) Very bad (1). Significance testing is shown at 95% confidence level

Key to symbols:

👆 Significantly higher than all college data using results for college weighted to total profile

N/A denotes learner group not applicable for this college or learner group not included in the pilot.

	FE Full time in FEI		FE Part time in FEI		WBL in FEI / other training providers		Total learners	
	Welsh Language Centre North Wales Weighted to own profile	All participating colleges	Welsh Language Centre North Wales Weighted to own profile	All participating colleges	Welsh Language Centre North Wales Weighted to own profile	All participating providers (FEI / other training providers)	Welsh Language Centre North Wales Weighted to own profile	All participating providers (FEI / other training providers)
<i>Base: Unweighted</i>	N/A	20402	199	6153	N/A	6180	206	33406
<i>Base: Weighted</i>	N/A	13027	1630	15678	N/A	3836	1700	33406
	Mean-score	Mean-score	Mean-score	Mean-score	Mean-score	Mean-score	Mean-score	Mean-score
Overall, how good do you think this college/training provider is?	N/A	4.16	4.57 👆	4.35	N/A	4.47	4.55	4.28
Information/support								
Information given when you were choosing your training	N/A	4.15	4.42 👆	4.27	N/A	4.43	4.41	4.24
Advice about what you can do after your course/training	N/A	3.96	4.20	4.08	N/A	4.32	4.18	4.05
The help staff gave you in the first few weeks	N/A	4.32	4.73 👆	4.47	N/A	4.47	4.71	4.40
The support you get on the course/training	N/A	4.22	4.71 👆	4.45	N/A	4.48	4.69	4.36
Teachers/trainers/assessors/tutors								
Explaining the work you have to do	N/A	4.16	4.86 👆	4.53	N/A	4.49	4.85	4.37
Listening to you and what you need to help you learn	N/A	4.12	4.81 👆	4.51	N/A	4.47	4.80	4.35
Talking about learning aims or goals	N/A	4.08	4.61 👆	4.39	N/A	4.39	4.59	4.26
Giving you feedback on how to improve	N/A	4.18	4.66 👆	4.44	N/A	4.42	4.66	4.33
Making sure that learners behave well and do not disturb your work	N/A	3.93	4.73 👆	4.42	N/A	4.32	4.73	4.20
Responsiveness								
Respect shown to you by staff	N/A	4.15	4.79 👆	4.54	N/A	4.54	4.78	4.37
Asking you to give your views about college/provider	N/A	3.85	4.39 👆	4.16	N/A	4.31	4.38	4.04
Listening to your views/telling you what has happened as a result	N/A	3.75	4.40 👆	4.11	N/A	4.30	4.39	3.97
Environment								
Making sure that you feel safe whilst on your course/training	N/A	4.23	4.55	4.47	N/A	4.50	4.55	4.37
Helping you to have a healthy lifestyle	N/A	3.55	4.41 👆	4.03	N/A	4.17	4.40	3.80
Helping you understand/respect people from different backgrounds	N/A	4.14	4.43	4.31	N/A	4.39	4.42	4.23
Making sure you have someone to talk to when you are worried	N/A	4.12	4.58 👆	4.33	N/A	4.40	4.56	4.24
Offering you Welsh/Welsh language support	N/A	3.92	4.74 👆	4.22	N/A	4.22	4.73	4.07

Scale used on questionnaire: Very good, Good, Partly good/partly bad, Bad, Very bad, Don't know, This does not apply to me.

Guidance notes

Section A: Core questions are listed below:

Scale used: Very good, Good, Partly good/partly bad, Bad, Very bad, Don't know, This does not apply to me.

- Q1 How good was the information you were given by this college/training provider when you were choosing your course(s)/training, was it...?
- Q2 How good was the advice you have been given by this college/training provider about what you can do after your course(s)/training has finished, was it...?
- Q3 How good was the help staff gave you in the first few weeks at this college/training provider, was it...?
- Q4 How good is the support you get on your course(s)/training?
- Q5 How good are your teachers/trainers, assessors and tutors at each of the following:
- _1 Explaining the work you have to do
 - _2 Listening to you and what you need to help you learn
 - _3 Talking about your learning aims or goals
 - _4 Giving you feedback on how to improve
 - _5 Making sure that learners behave well and do not disturb your work
- Q6 How good is your college/training provider at each of the following:
- _1 The respect shown to you by staff
 - _2 Asking you to give your views about the college/training provider
 - _3 Listening to your views about the college/training provider
- Q7 And how good is your college/training provider at each of the following:
- _1 Making sure that you feel safe whilst on your course/training
 - _2 Helping you to have a healthy lifestyle
 - _3 Helping you to understand and respect people from different backgrounds
 - _4 Making sure that you have someone to talk to when you are worried
 - _5 Offering you the chance to learn through Welsh or with Welsh-language support
- Q8 Overall how good do you think this college/training provider is?

Demographic questions asked respondents for gender, age, ethnicity, disability/learning difficulty, full/part time learning, preference for learning in the Welsh medium, highest qualification currently undertaking and respondents were asked to indicate if they had any help completing the survey.

Section B: Guidelines for interpreting the benchmarks

The data is compared by mean-score. Mean-scores are derived from Very good (5) Good (4) Partly good/partly bad (3) Bad (2) Very bad (1). The core questions are shown as rows in the table. Please refer to the actual question text in section A of the guidelines when interpreting results, the core question text in the main table has been abbreviated.

The data has been split by the three main learner types; full time, part time and WBL (whichever is applicable to you). The report specifically reviews and compares mean-scores within the three broad learner types as it introduces a level of standardisation. A better comparison can be made at this level as opposed to total learners due to the varied profile of learning across providers and institutions. We should point out that the WBL column includes WBL learners in FEIs and the 12 other training providers who took part in the pilot. Data for your institution has been weighted to the profile that you confirmed earlier this year and has also been weighted to reflect the relative size of your institution to other institutions. Therefore the unweighted and weighted bases in the benchmark report may differ. All these population profiles have been amalgamated to produce a total profile for weighting the combined data.

The first two columns compare the mean-scores for full time FE learners in your institution to all FE full time learners in the total sample. If the mean-score for your institution is significantly higher than the combined figure the symbols will alert you to this. The third and fourth columns focus on part time FE learners in your institution and all FE part time learners in the total sample. Symbols will alert you to any findings where the mean-score for your institution is significantly higher than the mean-score for all FE part-time learners in the total sample. The fifth and sixth columns compare mean-scores for your WBL against all WBL in a combination of the FEIs and the 12 training providers in the pilot. Once again the symbols alert you to any findings where the mean-score for your institution is significantly higher than the mean-score for all WBL in FEI and other training providers in the total sample.

The final two columns show your overall mean-scores across all learners in your institution and compares these to all respondents in the pilot 2010 (learners from the FEIs and the 12 other training providers). These scores are for context and not benchmarked.