

Gower College Swansea



Gower College Swansea
Coleg Gŵyr Abertawe

PARENTAL SATISFACTION SURVEY

Spring Term 2016

PARENTAL SATISFACTION SURVEY - SPRING TERM 2016 FULL TIME AS AND A LEVEL LEARNERS

RESPONSE RATES

This was the first time that the college had undertaken a parental satisfaction survey. Questionnaires were distributed to parents who attended parents' evenings at the various campuses at the college during January. Some parents also filled in the questionnaire electronically after receiving it via email.

In total we received 173 responses across both AS/A Level and vocational provision.

INTRODUCTION

Parents were very satisfied with advice received by learners on their choice of course and the help they received when they started at the college, with AS/A Level students' parents marginally more satisfied than parents of vocational learners.

Comments

Overall there are considerably more positive comments than negative, except in the section regarding communication between parents and the college.

Generally the most positive comments were about:

- The HE+ initiative
- Enjoyment of learning and college life
- Preparation for independent study
- Enjoyment of extra activities

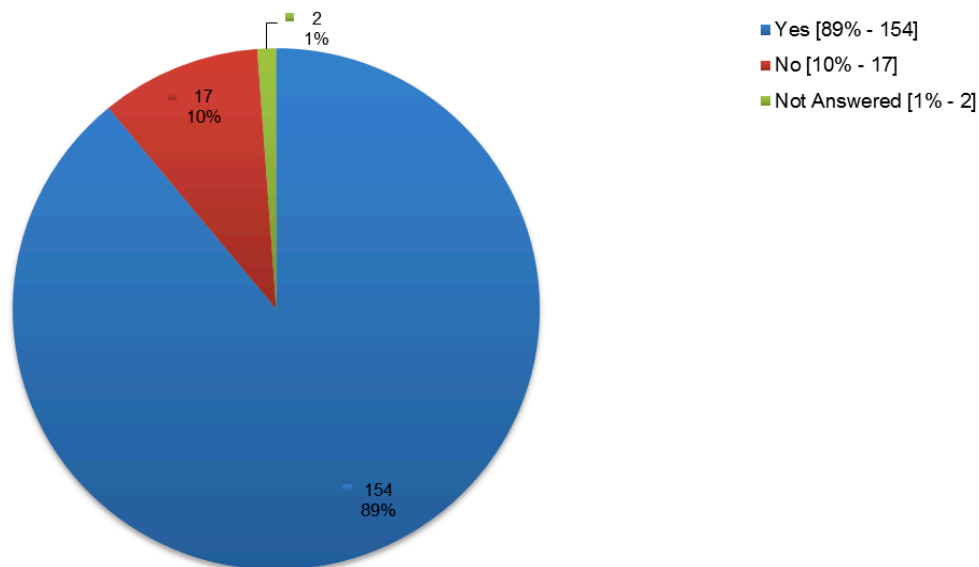
Generally the most negative comments were about:

- Communication between parents and the college.
- Difficulties with accessing the eILP and the accuracy of the eILP
- Some issues with teaching on specific courses
- Some concerns expressed about staff attendance in specific subjects

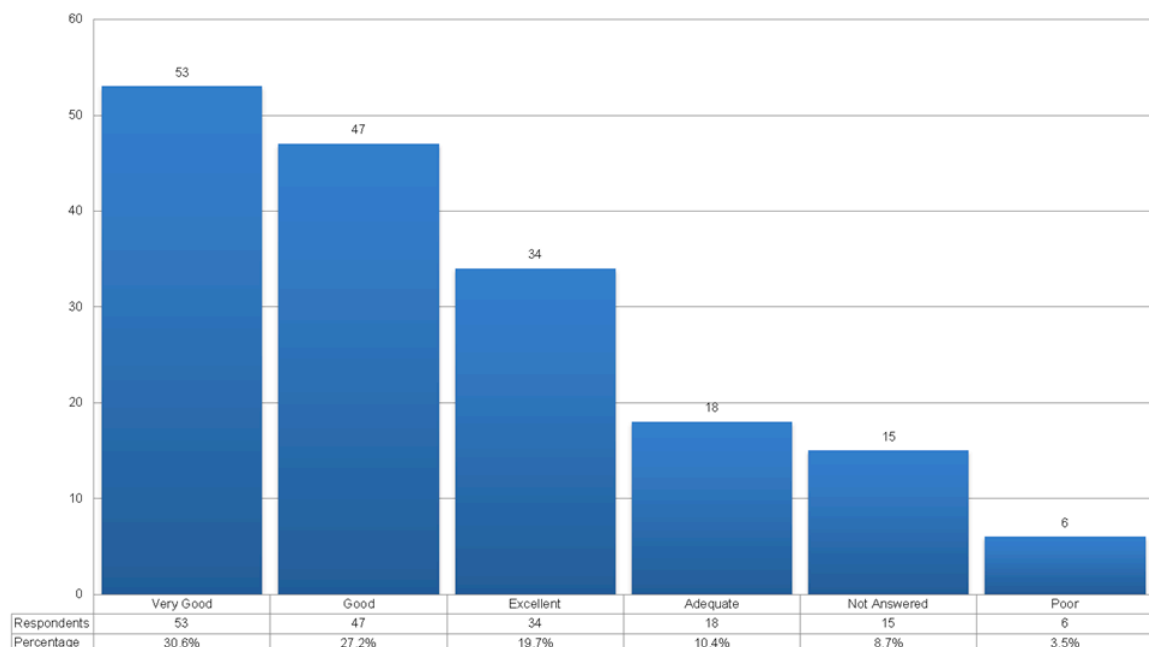
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OVERALL RESULTS

Parents were extremely satisfied with their son/daughter's first experience of college with both questions in this section scoring 98%.

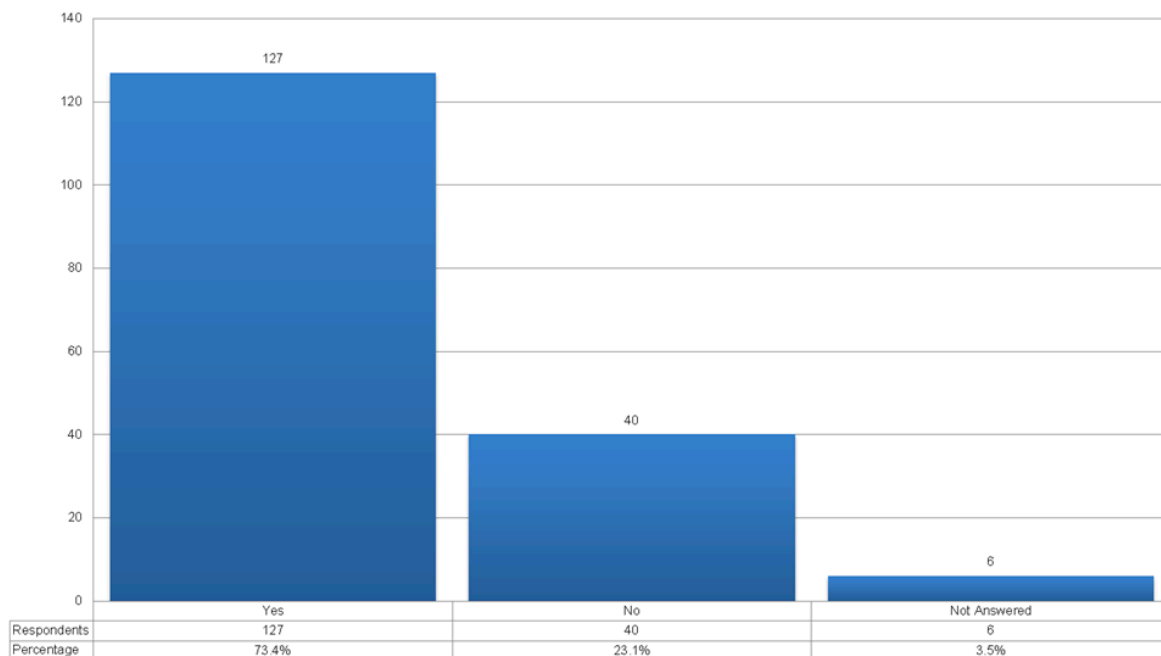


154 parents stated that they were happy with academic progress so far (89%) and 134 parents felt that the extra support activities offered were at least 'good' (78%).



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127 parents agreed that they were kept informed regarding progress/attendance issues (73%)



Recommendations from Parent Survey (for discussion)

- Introduce survey as part of Quality Cycle. Email parents with survey to complete in January/February and follow up with results and survey in June (LK)
- Use proposed target setting plan for 2016/2017 to drive up quality of reports/targets and improve communication (CMT)
- Implement a parents section on the website, including a contact email to answer queries, such as no access to EILP (NB/NR)
- Deans to share feedback with Faculty Management and bring suggestions back to next CQMT (DEMS)
- Emphasis on prompt communication and updates for parents highlighted in Tutorial SOW for 2016/2017 (LAMS)
- Budget for two new tutorial roles that will oversee target setting etc (SPG)
- All learning areas to have one topic per term to communicate to parents via website and email (LAMS)