

Gower College Swansea



Gower College Swansea
Coleg Gŵyr Abertawe

PARENTAL SATISFACTION SURVEY

Spring Term 2017

**PARENTAL SATISFACTION SURVEY - SPRING TERM 2017
FULL TIME VOCATIONAL, AS AND A LEVEL LEARNERS**

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RESPONSE RATES

This was the second parental satisfaction survey undertaken by the college. The survey was carried out online using parental email addresses to communicate the links.

In total we received 392 responses across both AS/A level and vocational provision – this is an increase of 219 when compared to the previous year.

The parents were questioned on their perception of the following areas:

- Before your son/daughter started their course
- The college and its ethos
- Wellbeing
- Teaching and learning
- Overall satisfaction

The college used an external provider to administer the survey and allow benchmarking against 15 other colleges from the UK

INTRODUCTION

The survey has highlighted where we currently meet parental expectations and where we can improve. It is not possible to compare with the previous year as this survey is far more comprehensive and will be used as a baseline to allow the college to monitor improvements moving forward.

Although a breakdown of results by site has been included the vast majority of the responses came from parents of Gorseinon based learners and therefore the benchmark is skewed to their response.

There was very little difference in responses between parents of learners on vocational courses compared to those on AS/A level courses which points towards a consistency of experience for all learners regardless of route.

Comments

Verbatim comments from the parents are available for the Deans of Faculty.

Overall there are a number of positive comments.

Generally the most positive comments were about:

- The quality of teaching
- High expectations of learners fostering independent study
- Enjoyment of learning and college life
- Enjoyment of extra activities

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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 – lack of cover and cancelled classes

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OVERALL RESULTS

Before your son/daughter started their course

Parents were, on the whole, satisfied with the service provided by the college before enrolment with this section scoring 88% agreement. Strengths were awareness of the range and type of courses offered (91%) and fully supported son's/daughter's decision to attend college (97%). There were no causes for concern identified

The college and its ethos

83% of parents agreed with this set of statements. Strengths were being invited to a parent/carer evening (96%), college staff were friendly and welcoming and treated son/daughter fairly and politely (both 92%). Three areas for improvement were: knowing who to contact with any queries (63%), feeling comfortable in approaching the college with problems (78%) and the college seeking the views of parents/carers (75%).

Wellbeing

This section had an overall satisfaction score of 81%. Strengths identified were son/daughter feeling safe and secure at college (91%) and son/daughter knowing who to approach with any concerns (90%). Areas of concern included knowledge of welfare support available (59%) and effectiveness of response to bullying (78%).

Teaching & Learning

Overall this section scored 82%. Strengths were: high expectations for son/daughter (96%), son/daughter encouraged to be mature and independent (90%) and son/daughter gaining new skills that would help in the future (91%). Areas for improvement were parent's knowledge of the name of the child's personal tutor (74%), well informed about the course (69%) and progression on course (70%).

Overall Satisfaction

This section had an overall satisfaction score of 90%. Strengths identified were satisfaction with the college (92%) and would recommend the college to a friend (91%). No areas for improvement were identified.

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Survey:	Parental Satisfaction Survey January 2017																					
Report By:	All Respondents																					
Difference from:	All Respondents																					
Ext. Benchmark:	2,504 parents from 15 colleges within the 'All Data' QDP national benchmark.																					
Report style:	Combined Graphical, Rated, Questionnaire order																					
Filtered by:	All Respondents																					
Respondents:	392																					
Before Your Son/Daughter Started Their Course																						
		Return Count	0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered	Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark			
3	College publicity was clear and helpful	380						204	130	40	6	2	52.0%	33.2%	10.2%	15%	3.1%	71		88		
4	Aware of the range and type of courses offered	383						250	97	30	6	9	63.8%	24.7%	7.7%	15%	2.3%	78		91		
5	Rec sufficient info about course	383						177	134	51	21	9	45.2%	34.2%	13.0%	5.4%	2.3%	64		81	C	-7
6	Son/daughter fully informed about how course org	388						191	144	43	10	4	48.7%	36.7%	11.0%	2.6%	10%	68		86		
7	Son/dgfter fully informed crse taught & assessed	383						183	144	45	11	9	46.7%	36.7%	11.5%	2.8%	2.3%	67		85		
8	Enough opps to visit College before my started	378						213	115	40	10	14	54.3%	29.3%	10.2%	2.6%	3.6%	72		87		
9	Fully supported decision to attend the College	389						335	44	8	2	3	85.5%	11.2%	2.0%	0.5%	0.8%	92		97	C	+2
	Summary							1553	808	257	66	60	56.6%	29.4%	9.4%	2.4%	2.2%	73		88	D	-3

PARENTAL SATISFACTION SURVEY - SPRING TERM 2017 FULL TIME VOCATIONAL, AS AND A LEVEL LEARNERS

The College and its Ethos			Return Count					Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered	Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark			
		Return Count	0%	20%	40%	60%	80%	100%													
10	College staff friendly and welcoming	350						218	104	22	6	42	55.6%	26.5%	5.6%	15.3%	10.7%	77		D	-13
11	The staff treat my son/daughter fairly and politely	364						224	112	20	8	28	57.1%	28.6%	5.1%	2.0%	7.1%	77			
12	I know who to contact with queries	368						132	100	93	43	24	33.7%	25.5%	23.7%	11.0%	6.1%	49		D	-26
13	Feel comfortable approaching Coll with problems	336						155	106	62	13	56	39.5%	27.0%	15.8%	3.3%	14.3%	62		78	
14	Impressed with facilities College is able to offer	360						149	149	51	11	32	38.0%	38.0%	13.0%	2.8%	8.2%	62		D	-23
15	The College seeks the views of parents/carers	360						127	142	74	17	32	32.4%	36.2%	18.9%	4.3%	8.2%	55			
16	I have been invited to a parent/carer evening	369						282	73	8	6	23	71.9%	18.6%	2.0%	1.5%	5.9%	86			
Summary								1287	786	330	104	237	46.9%	28.6%	12.0%	3.8%	8.6%	67		D	-20

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			Return Count					Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered	Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark	
			0%	20%	40%	60%	80%	100%											
Wellbeing																			
		Return Count																	
17	Well informed about the welfare support available	340						89	112	106	33	52							
								22.7%	28.6%	27.0%	8.4%	13.3%							
18	The College deals with bullying well	175						52	84	32	7	217							
								13.3%	21.4%	8.2%	1.8%	55.4%							
19	College deals effectively unacceptable behaviour	204						66	101	28	9	188							
								16.8%	25.8%	7.1%	2.3%	48.0%							
20	College helps my son/daughter be more confident	351						138	152	46	15	41							
								35.2%	38.8%	11.7%	3.8%	10.5%							
21	Son/daughter feels very safe & secure at College	359						173	152	30	4	33							
								44.1%	38.8%	7.7%	1.0%	8.4%							
22	Son/daughter knows who approach if concern	363						185	141	29	8	29							
								47.2%	36.0%	7.4%	2.0%	7.4%							
23	My son/daughter enjoys College very much	368						178	126	53	11	24							
								45.4%	32.1%	13.5%	2.8%	6.1%							
		Summary						881	868	324	87	584							
								32.1%	31.6%	11.8%	3.2%	21.3%							
												43		59					
												54		78					
												57		82					
												61		83					
												69		91					
												70		90					
												65		83					
												61		81		D			

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		Return Count	0% 20% 40% 60% 80% 100%					Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered								
			Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered	Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark							
Teaching & Learning																				
24	I know the name of my son's/daughter's tutor	378						189 48.2%	92 23.5%	57 14.5%	40 10.2%	14 3.6%	62		74					
25	Son/daughter expected work hard & do their best	375						256 65.3%	103 26.3%	11 2.8%	5 1.3%	17 4.3%	82		96					
26	Well informed about my sons/daughters course	375						124 31.6%	136 34.7%	81 20.7%	34 8.7%	17 4.3%	51		69					
27	Know how son/daughter progressing on course	372						128 32.7%	131 33.4%	73 18.6%	40 10.2%	20 5.1%	52		70		D	-26		
28	The College provides appropriate homework	361						141 36.0%	165 42.1%	36 9.2%	19 4.8%	31 7.9%	62		85					
29	Son/daughter encouraged mature & independent	374						182 46.4%	153 39.0%	30 7.7%	9 2.3%	18 4.6%	69		90					
30	Son/daughter gaining new skills that help future	374						189 48.2%	151 38.5%	24 6.1%	10 2.6%	18 4.6%	71		91					
Summary								1209 44.1%	931 33.9%	312 11.4%	157 5.7%	135 4.9%	64		82		D	-26		

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Overall Satisfaction		Return Count	0% 20% 40% 60% 80% 100%					Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered						
			Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered	Rating	Difference	Agree%	Distance Traveled	Quartile	External Benchmark					
31	My son/daughter is making good progress	381						173 44.1%	160 40.8%	35 8.9%	13 3.3%	11 2.8%	66		87		C	-6
32	The College meets my son/daughter's needs	387						173 44.1%	170 43.4%	33 8.4%	11 2.8%	5 1.3%	67		89			
33	I am satisfied with the choice of this College	383						210 53.6%	142 36.2%	19 4.8%	12 3.1%	9 2.3%	73		92			
34	I would recommend the College to a friend	381						205 52.3%	143 36.5%	20 5.1%	13 3.3%	11 2.8%	73		91		D	-12
Summary								761 48.5%	615 39.2%	107 6.8%	49 3.1%	36 2.3%	70		90		D	-10

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EXTERNAL BENCHMARKING

Before Your Son/Daughter started their course	Rated 16/17	BM Quartile
College publicity was clear and helpful	71	
I was aware of the range and type of courses offered by the college	78	
I received sufficient information about my son's/daughter's course	64	C
My son/daughter was fully informed about how the course would be organised	68	
My son/daughter was fully informed about how the course would be taught and assessed	67	
I had enough opportunities to visit the college before my son/daughter started	72	
I fully supported my son's/daughter's decision to attend the college	92	C

The college and its ethos

I have found the college staff friendly and welcoming	77	D
The staff treat my son/daughter fairly and politely	77	
I know who to contact with queries	49	D
I feel comfortable approaching the college with problems or complaints	62	
I have been impressed with the facilities the college is able to offer	62	D
The college seeks the views of parents/carers	55	
I have been invited to a parent/carer evening	86	

Wellbeing

I feel that I am well informed about the welfare support available	43	
The college deals with bullying well	54	
The college deals effectively with unacceptable behaviour	57	
The college helps my son/daughter be more confident	61	
My son/daughter feels very safe and secure at college	69	
My son/daughter knows who to approach if they have a concern	70	
My son/daughter enjoys college very much	65	

Teaching & Learning

I know the name of my son's/daughter's tutor	62	
My son/daughter is expected to work hard and do their best	82	
I feel that I am well informed about my son's/daughters course	51	
I know how my son/daughter is progressing on course	52	D
The college provides appropriate homework	62	
My son/daughter is encouraged to become mature and independent	69	
My son/daughter is learning new skills that will help in the future	71	

Overall Satisfaction

My son/daughter is making good progress	66	C
The college meets my son's/daughter's needs	67	
I am satisfied with the choice of this college	73	D
I would recommend the college to a friend	73	D

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INTERNAL BENCHMARKING

Responses have been weighted to produce a rating, of which 100 would be the highest:

By Qualification Type

<div style="display: inline-block; width: 20px; height: 15px; background-color: #92d050; border: 1px solid black; margin-right: 5px;"></div> 3 or more above College benchmark <div style="display: inline-block; width: 20px; height: 15px; background-color: #ff0000; border: 1px solid black; margin-right: 5px; margin-top: 5px;"></div> 3 or more below College benchmark	Before your son/daughter started their course	The college and its ethos	Wellbeing	Teaching & Learning	Overall Satisfaction
College Benchmark	73	67	61	64	70
AS/A Levels (237 respondents)	73	66	60	64	69
Vocational (145 respondents)	73	68	62	64	70

By Campus

<div style="display: inline-block; width: 20px; height: 15px; background-color: #92d050; border: 1px solid black; margin-right: 5px;"></div> 3 or more above College benchmark <div style="display: inline-block; width: 20px; height: 15px; background-color: #ff0000; border: 1px solid black; margin-right: 5px; margin-top: 5px;"></div> 3 or more below College benchmark	Before your son/daughter started their course	The college and its ethos	Wellbeing	Teaching & Learning	Overall Satisfaction
College Benchmark	73	67	61	64	70
Gorseinon (304 respondents)	73	67	60	64	69
Tycoch (63 respondents)	72	64	59	63	70
Llwyn y Bryn (16 respondents)	70	73	73	69	74

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