

Gower College Swansea



Coleg Gŵyr Abertawe
Gower College Swansea

PARENTAL SATISFACTION SURVEY

Spring Term 2019

CONTENTS

	Page no:
Response rates and introduction	2
Overall results	4
Overall results - graphical	5

RESPONSE RATES

This was the fourth 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 344 responses across both AS/A level and vocational provision – this is a small decrease of 48 when compared to the previous year.

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

- Before your son/daughter started their course
- Information
- 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 14 other colleges from the UK

INTRODUCTION

The survey has highlighted where we currently meet parental expectations and where we can improve.

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
- Support available to learners
- Enjoyment of learning and college life

Generally the most negative comments were about:

- Communication between parents and the college both before enrolment regarding course content and during the learners' time at college
- Difficulties with accessing the eILP and the accuracy of the eILP – many parents feel that they should have their own password in a parents portal rather than relying on the learner's password
- Some issues with teaching on specific courses
- Some concerns expressed about staff attendance in specific subjects – lack of cover and cancelled classes

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 84% agreement – a decrease of 3% when compared to the previous year. The strength identified was that they fully supported their son's/daughter's decision to attend college (94%). The area for improvement highlighted was information regarding the chosen course (76%).

The college and its ethos

81% of parents agreed with this set of statements matching the result in 2018. No statements scored more than 90%. Two areas for improvement were: knowing who to contact with any queries (67%) and the college seeking the views of parents/carers (70%).

Wellbeing

This section had an overall satisfaction score of 82% compared to 83% in 2018. The strength identified was son/daughter feeling safe and secure at college (91%). The areas for improvement identified were knowledge of welfare support available (65%), effectiveness of dealing with bullying (77%) and effectiveness of dealing with unacceptable behaviour (74%).

Teaching & Learning

Overall this section scored 82% - 1% less than last year. Strengths were: high expectations for son/daughter (94%) and son/daughter encouraged to be mature and independent (91%). Areas for improvement were knowledge of tutor's name (78%), well informed about the course (71%) and progression on course (71%). The last two statements show a slight increase of 1% when compared to 2018 results

Overall Satisfaction

This section had an overall satisfaction score of 87%. All statements scored in excess of 85%

Survey:	Parental Satisfaction Survey January 2019																						
Report By:	All Respondents																						
Difference from:	All Respondents																						
Ext. Benchmark:	3,016 parents from 14 colleges within the 'All Data' QDP national benchmark.																						
Report style:	Combined Graphical, Rated, Questionnaire order																						
Filtered by:	All Respondents																						
Respondents:	344																						
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	Aw are range and type of courses offered by College	341						191	95	37	18	3	55.5%	27.6%	10.8%	5.2%	0.9%	70		84	-8	C	-4
4	Rec suff info about my son's/daughter's course	340						143	116	57	24	4	41.6%	33.7%	16.6%	7.0%	1.2%	59		76	-8	D	-10
5	Son/daughter fully inf how crs w ould be organised	341						171	113	39	18	3	49.7%	32.8%	11.3%	5.2%	0.9%	67		83	-1		
6	Son/daughter fully inf how crs be taught & assessed	341						174	113	39	15	3	50.6%	32.8%	11.3%	4.4%	0.9%	68		84	=		
7	Had opps to visit Coll before son/daughter started	338						182	105	34	17	6	52.9%	30.5%	9.9%	4.9%	1.7%	69		85	-1	B	-2
8	Fully supp son/daughter decision to attend College	343						283	39	3	18	1	82.3%	11.3%	0.9%	5.2%	0.3%	88		94	-2	C	-2
	Summary							1144	581	209	110	20	55.4%	28.1%	10.1%	5.3%	1.0%	70		84	-4	D	-4



Gower College Swansea
Coleg Gwyr Abertawe

Information		Return Count	0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered				
9	College publicity was clear and helpful	323						149	132	32	10	21	43.3%	38.4%	9.3%	2.9%	6.1%
10	Easy to find out about range of courses available	327						176	118	22	11	17	51.2%	34.3%	6.4%	3.2%	4.9%
11	The prospectus was useful	320						174	114	20	12	24	50.6%	33.1%	5.8%	3.5%	7.0%
12	Easy to find relevant information on the website	313						130	130	39	14	31	37.8%	37.8%	11.3%	4.1%	9.0%
13	Soc media activity help raise aware of news & event	279						98	113	51	17	65	28.5%	32.8%	14.8%	4.9%	18.9%
Summary								727	607	164	64	158	42.3%	35.3%	9.5%	3.7%	9.2%

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
67		87			
72		90			
72		90	-1		
62		83			
55		76			
66		85	-7		

			0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered	
The College and its Ethos														
		Return Count												
14	Have found the College staff friendly and welcoming	323						202 58.7%	88 25.6%	23 6.7%	10 2.9%	21 6.1%		
15	The staff treat my son/daughter fairly and politely	333						209 60.8%	90 26.2%	19 5.5%	15 4.4%	11 3.2%		
The College and its Ethos														
		Return Count												
16	I know who to contact with queries	333						127 36.9%	96 27.9%	70 20.3%	40 11.6%	11 3.2%		
17	Feel comfortable approaching College with problems	311						147 42.7%	101 29.4%	42 12.2%	21 6.1%	33 9.6%		
18	Impressed with facilities the College is able to offer	323						142 41.3%	132 38.4%	31 9.0%	18 5.2%	21 6.1%		
19	The College seeks the views of parents/carers	327						114 33.1%	114 33.1%	68 19.8%	31 9.0%	17 4.9%		
20	I have been invited to a parent/carer evening	337						208 60.5%	82 23.8%	17 4.9%	30 8.7%	7 2.0%		
		Summary						1149 47.7%	703 29.2%	270 11.2%	165 6.9%	121 5.0%		

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
76		90	=	D	-8
76		90	=		

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
53		67	=	D	-10
64		80	+1		
64		85	+2	C	-11
52		70	-1		
74		86	+2	D	-9
66		81	+1	D	-9

		Return Count	0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered				
Wellbeing																	
21	Feel well informed about welfare support available	303						88	109	75	31	41	25.6%	31.7%	21.8%	9.0%	11.9%
22	The College deals with bullying well	158						57	64	27	10	186	16.6%	18.6%	7.8%	2.9%	54.1%
Wellbeing																	
23	College deals effectively with unacceptable behaviour	199						71	77	37	14	145	20.6%	22.4%	10.8%	4.1%	42.2%
24	College helps my son/daughter be more confident	315						138	121	34	22	29	40.1%	35.2%	9.9%	6.4%	8.4%
25	Son/daughter feels very safe and secure at College	324						173	122	15	14	20	50.3%	35.5%	4.4%	4.1%	5.8%
26	Son/daughter knows who to approach if they have a concern	321						179	109	19	14	23	52.0%	31.7%	5.5%	4.1%	6.7%
27	My son/daughter enjoys College very much	329						166	115	27	21	15	48.3%	33.4%	7.8%	6.1%	4.4%
Summary								872	717	234	126	459	36.2%	29.8%	9.7%	5.2%	19.1%

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
47		65	+2		
56		77	-3		

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
55		74	-6		
63		82	-1		
72		91	-1		
73		90	+3		
68		85	-1	C	+6
63		82	-1	D	+6

Teaching & Learning			Return Count	0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered
28	I know the name of my son's/daughter's tutor	325		168	84	38	35	19	48.8%	24.4%	11.0%	10.2%	5.5%	
29	Son/daughter exp to work hard and do their best	330		226	83	6	15	14	65.7%	24.1%	1.7%	4.4%	4.1%	
Teaching & Learning			Return Count	0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered
30	Well informed about my son's/daughter's course	325		105	125	73	22	19	30.5%	36.3%	21.2%	6.4%	5.5%	
31	Know how son/daughter is prog on the course	329		119	114	72	24	15	34.6%	33.1%	20.9%	7.0%	4.4%	
32	The College provides appropriate homework	312		126	131	37	18	32	36.6%	38.1%	10.8%	5.2%	9.3%	
33	Son/daughter enc to become mature & independent	324		180	116	9	19	20	52.3%	33.7%	2.6%	5.5%	5.8%	
34	Son/daughter gaining new skills will help in future	324		176	108	25	15	20	51.2%	31.4%	7.3%	4.4%	5.8%	
Summary				1100	761	260	148	139	45.7%	31.6%	10.8%	6.1%	5.8%	

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
65		78	-4	D	-8
81		94	-2		

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
52		71	=		
53		71	-1	D	-16
61		82	+1		
73		91	=		
71		88	-3		
65		82	-1	D	-12

Overall Satisfaction		Return Count	0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered
35	The College meets my son/daughter's needs	333						173 50.3%	115 33.4%	29 8.4%	16 4.7%	11 3.2%	
36	My son/daughter is making good progress	331						176 51.2%	111 32.3%	31 9.0%	13 3.8%	13 3.8%	
Overall Satisfaction		Return Count	0%	20%	40%	60%	80%	100%	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Answered
37	I am satisfied with the choice of this College	332						199 57.8%	94 27.3%	24 7.0%	15 4.4%	12 3.5%	
38	I would recommend the College to a friend	330						199 57.8%	87 25.3%	28 8.1%	16 4.7%	14 4.1%	
Summary								747 54.3%	407 29.6%	112 8.1%	60 4.4%	50 3.6%	

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
69		86	=	C	+7
70		87	+2	C	-4

Rating	Difference	Agree%	Distance Travelled	Quartile	External Benchmark
74		88	=	C	-7
73		87	-1	D	-9
72		87	+1	D	-3

