

SFA Learner Satisfaction Survey 16 -17 – Guidance

Click on the SFA Survey link on Student Portal or Moodle

This screen will appear

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Welcome to this short Learner Satisfaction Survey. Your answers will go directly to two survey companies - Ipsos MORI and RCU.

Choose "Next" to carry on.

Next →

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Ipsos MORI and RCU will add your answers to the answers from other learners. They will send us, the Skills Funding Agency, the results. None of your lecturers, trainers or supervisors will see your answers.

If you want to go back at any time choose "Back."

← Back Next →

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What is the code number for your college or learning provider?

Please ask your college or learning provider if you do not know.

10007455

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ENTER COLLEGE CODE NUMBER: 10007455

Learner Satisfaction Survey - Windows Internet Explorer

https://surveys.ipsosinteractive.com/wix/p1198091381.aspx?c=718

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What is your personal learner number?
Please ask your college or learning provider if you do not know.

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Enter your Student ID number

Learner Satisfaction Survey - Windows Internet Explorer

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Ipsos Interactive Services SRL [RO]

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What is your name and date of birth?

First name

Surname or family name

Date of birth
(dd/mm/yy e.g. 15/02/82)

Next →

Learner Satisfaction Survey - Windows Internet Explorer

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Please tell us if you are:

- ☐ At a college, adult learning provider or university
- ☐ On an Apprenticeship, Access to Apprenticeship Pathway or Train to Gain programme
- ☐ Being trained by your employer
- ☐ Taking a learndirect course

Please ask your college, learning provider or training staff if you do not know.

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Skills Funding Agency

Learners in colleges, adult learning providers and universities all over England are answering these questions. Your answers are very important. The Skills Funding Agency will use your answers to tell future learners what different colleges are like.

In the questions that follow we use the word "college" to mean a further education college, adult learning provider or university.

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Learner Satisfaction Survey - Windows Internet Explorer

https://surveys.ipsosinteractive.com/wsl/p1198091381.aspx?cw=354 Ipsos Interactive Services SRL [RO] Bing

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Skills Funding Agency

Progress

Are you putting in the answers yourself?

- ☐ Yes
- ☐ Yes, with someone helping me
- ☐ No, someone is putting in my answers for me

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Skills Funding Agency

Progress

The questions start on the next screen. We will ask you to give a score out of ten. "0" will mean "very bad". "10" will mean "very good".

Try to answer every question, but if a question does not apply to you at all please choose the option "This does not apply." Some questions do not have this option.

Please choose "Next" below to continue.

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https://surveys.ipsosinteractive.com/wsl/p1198091381.aspx?cw=684 Ipsos Interactive Services SRL [RO] Bing

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Skills Funding Agency

Progress

How good or bad was the information you were given when you were choosing your course?

Very bad 0	1	2	3	4	5	6	7	8	9	Very good 10	This does not apply
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← Back Next →

Learner Satisfaction Survey - Windows Internet Explorer

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Learner Satisfaction Sur...

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Skills Funding Agency

Progress

How good or bad is the support you get on this course?

Very bad 0	1	2	3	4	5	6	7	8	9	Very good 10	This does not apply
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← Back Next →

Learner Satisfaction Survey - Windows Internet Explorer

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WKC Intranet

Learner Satisfaction Sur...

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Skills Funding Agency

Progress

How good or bad is the college at listening to the views of learners?

Very bad 0	1	2	3	4	5	6	7	8	9	Very good 10	This does not apply
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← Back Next →

Learner Satisfaction Survey - Windows Internet Explorer

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Learner Satisfaction Sur...

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Skills Funding Agency

Progress

How good or bad is the college at acting on the views of learners?

Very bad 0	1	2	3	4	5	6	7	8	9	Very good 10	This does not apply
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Learner Satisfaction Survey - Windows Internet Explorer

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Learner Satisfaction Sur...

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Skills Funding Agency

Progress

Overall, how good or bad do you think the college is?

Very bad 0	1	2	3	4	5	6	7	8	9	Very good 10
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Learner Satisfaction Survey - Windows Internet Explorer

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Learner Satisfaction Sur...

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Skills Funding Agency

Progress

Your college may want you to answer questions on different parts of your course. If they want you to do this, they will give you a list of codes for the different parts.

Has your college given you a list of codes to help you fill in the survey?

☐ Yes

☐ No

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CLICK 'NO'

Learner Satisfaction Survey - Windows Internet Explorer

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Skills Funding Agency

Progress

The last few questions are about you. They will help us to understand your answers.

How old are you?

☐ Under 19

☐ 19 to 24

☐ 25 or older

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Skills Funding Agency

Progress

Are you:

☐ Female

☐ Male

☐ Prefer not to answer

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Learner Satisfaction Sur...

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Skills Funding Agency

Progress

Is any part of your course leading to a qualification?

Please choose one option only.

☐ Yes

☐ No

☐ Don't know

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What is highest level of qualification you are taking now?

These are examples only. Don't worry if you cannot see the course. Choose the level you think your highest course is at or ask a member of staff. Please choose one option.

Entry Level 1, Entry Level 2 or Entry Level 3
(For example, Entry Level Certificate, Certificate in ESOL, Certificate in Skills for Life, Certificate in Adult Literacy [Entry] or Certificate in Adult Numeracy [Entry])

Level 1
(For example, NVQ Level 1, BTEC Foundation Certificates, Foundation Diplomas, Introductory Diploma, European Computer Driving Licence, Certificate for IT users, Certificate in Adult Literacy [Level 1] or Certificate in Adult Numeracy [Level 1])

Level 2
(For example, NVQ Level 2, Apprenticeship, GCSEs, Intermediate Certificates, BTEC First Certificates, BTEC First Diplomas, Certificate in Adult Literacy [Level 2] or Certificate in Adult Numeracy [Level 2])

Level 3
(For example, NVQ Level 3, Advanced Apprenticeship, A/S, A Level, Applied A Level, Foundation Art & Design, BTEC National Certificate, BTEC National Diploma or Access to Higher Education)

Higher education
(For example, NVQ 4 or 5, Degree, Foundation Degree or Higher National Diploma and Higher National Certificate)

☐ I don't know

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Done

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Learner Satisfaction Survey - Windows Internet Explorer


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If you are happy with your answers, and how the Skills Funding Agency will use them, please choose "Submit" below.

If you want to change any of your answers please choose "Back" below.

[← Back](#) [Submit](#)

When you are satisfied with your answers click **Submit**