

STUDENT SATISFACTION & ENGAGEMENT SURVEY REPORT

SESSION 2021/22

SURVEY RATIONALE & METHODOLOGY

Colleges are required by the Scottish Funding Council (SFC) to issue an annual student survey which provides a national approach to monitoring student satisfaction and engagement. SFC issue guidance to colleges which includes the selection criteria and questions.

A survey link was created for each CLM area and one for the DEBI area, which allowed students to view the courses within their area only. The students were to be given time in class to complete as this is the students preferred method. However, the DEBI area students and certain off site courses within the Sport & Outdoor Activities area were sent the survey link via email with reminders issued weekly. CLMs were also issued with weekly updates on the responses received.

Borders College have set a 90% satisfaction rating for all questions, where the satisfaction rating is below this, a selection of comments have been included in the Conclusions/Recommendations section. (For the purpose of this report the comments have had spelling and grammar corrected).

2207 students met the criteria to complete the survey and 742 completed the survey which represents an overall response rate of 34%. The breakdown of the student responses by their mode of attendance was as follows:

Full-Time:

53% responded (471 out of 890)

Part-Time:

12% responded (122 out of 989)

Distance/Flexible:

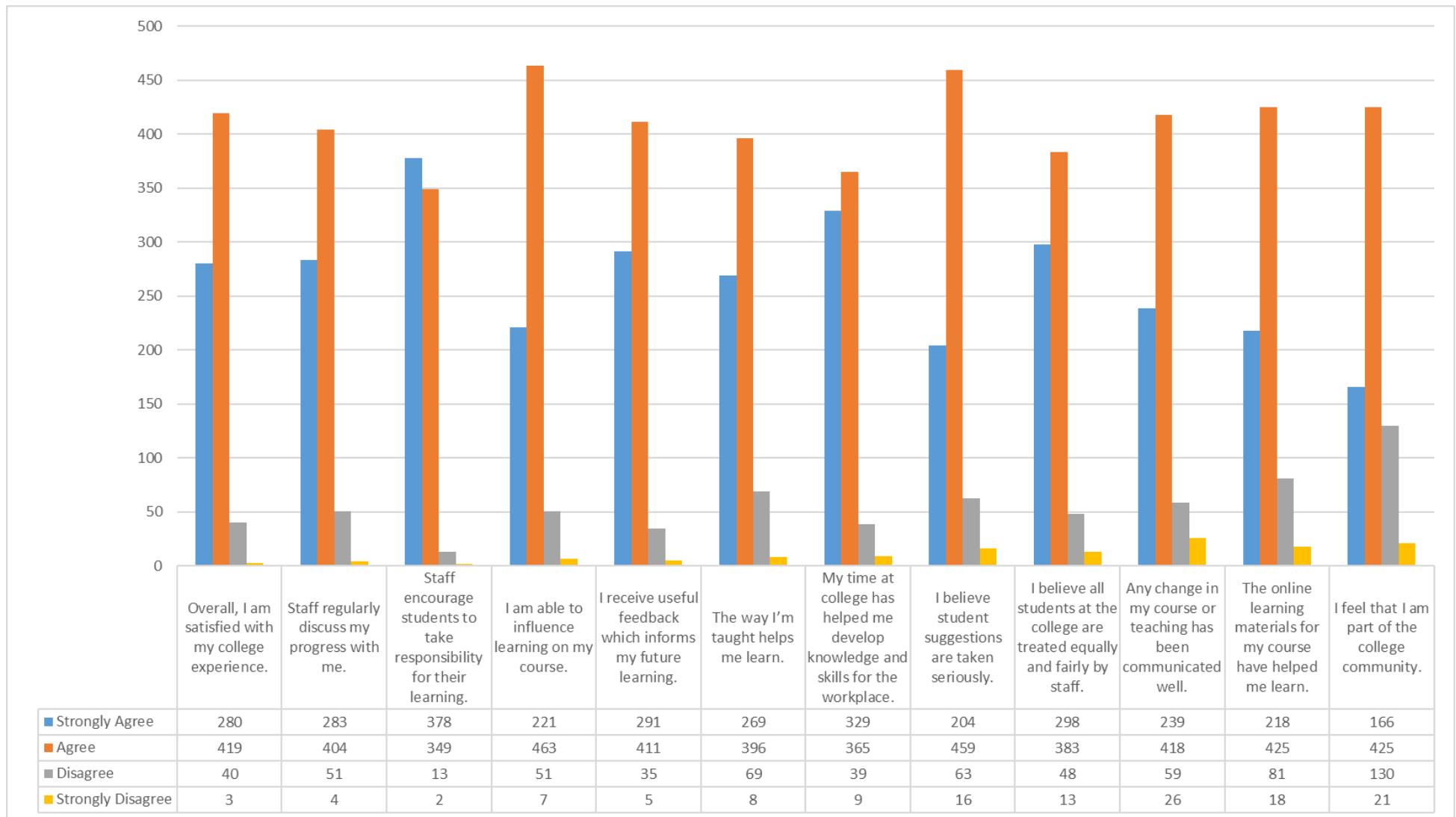
28% responded (92 out of 330)

PLEASE NOTE:

The figures for the “Don’t Know” responses have not been included in the overall percentage analysis. However, the number of “Don’t Know” responses has still been included in the charts. This will allow the appropriate staff to work towards increasing the students’ knowledge/awareness for this area.

ANALYSIS OF RESPONSES FROM 2021/22

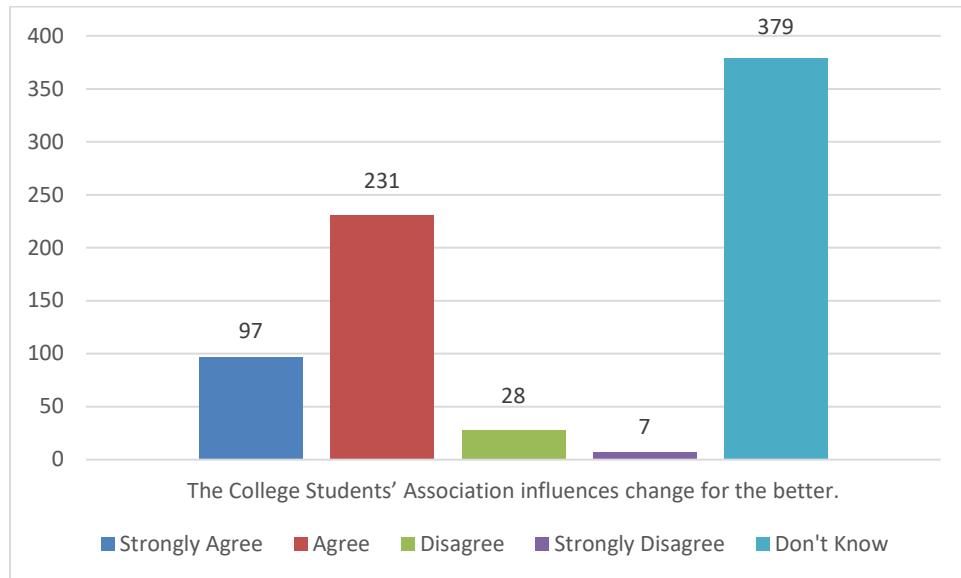
SECTION 1 - Student Satisfaction and Engagement Survey



In terms of percentages the figures above relate to:

	Strongly Agree	Agree	Disagree	Strongly Disagree	% Satisfaction Rating 21/22
Overall I am satisfied with my college experience	38%	56%	5.5%	0.5%	94%
Staff regularly discuss my progress with me	38%	54%	7%	1%	92%
Staff encourage students to take responsibility for their learning	51%	47%	1.75%	0.25%	98%
I am able to influence learning on my course	30%	62%	7%	1%	92%
I receive useful feedback which informs my future learning	39%	55%	5%	1%	94%
The way I'm taught helps me learn	36%	53.5%	9.5%	1%	89.5%
My time at college has helped me develop knowledge and skills for the workplace	44.5%	49%	5.5%	1%	93.5%
I believe student suggestions are taken seriously	27.5%	62%	8.5%	2%	89.5%
I believe all students at the college are treated equally and fairly by staff	40%	52%	6%	2%	92%
Any change in my course or teaching has been communicated well	32%	56%	8%	4%	88%
The online learning materials for my course have helped me learn	29.5%	57%	11%	2.5%	86.5%
I feel I am part of the college community	22%	57%	18%	3%	79%

The College Students' Association influences change for the better:



In terms of percentages the figures above relate to:

	Response Percentage	Satisfaction Rating
Strongly Agree	27%	90%
Agree	63%	
Disagree	8%	
Strongly Disagree	2%	

The proportion of students responding **Don't Know** is:

21-22	51%
20-21	43%
18-19	52%
17-18	58%
16-17	53%

CONCLUSIONS/RECOMMENDATIONS

OVERALL SURVEY RESULTS

	20/21 (%)	21/22 (%)
No of questions equal or above their Satisfaction Rating %	7 (54%)	8 (61.5%)
No of questions below their Satisfaction Rating %	6 (46%)	5 (38.5%)

The results from the responses received have been issued to portfolio areas and relevant support departments for their information/further scrutiny. There were 5 questions that were below the set satisfaction rating, 2 of which were more than 3% below.

Questions under target satisfaction % rating:

The way I'm taught helps me learn	21/22	Target	20/21
	89.5%	90%	81%
Comments & Actions Taken/Further Recommendations:			
For all the question has not quite reached the satisfaction rating, this is a very positive outcome with an 8.5% increase when compared to last year. It is also important to note that the 89.5% satisfaction rating is higher than the rating prior to the pandemic (87% in 2018-19).			
Quite a few positive comments were made which is fantastic as this allows us to see what is working well. However, it is clear that some students are struggling with online learning, a few students commented that they have PowerPoints read out to them during online classes, which does not help them to stay focused and impacts on their learning.			

I believe student suggestions are taken seriously	21/21	Target	20/21
	89.5%	90%	91%
Comments & Actions Taken/Further Recommendations:			
A 1.5% decrease in satisfaction rating when compared to last session. Very mixed comments from students, some are clearly happy that their suggestions are taken on board, while others feel that their suggestions are not taken seriously at all.			
A few students commented that they have never made a suggestion so could not comment while others put N/A in the comments section – there is no N/A response choice so the students selected an option at random, some positive, some negative. This will have an impact on the accuracy of the satisfaction rating and will be reported back to SFC.			

Any change in my course or teaching has been communicated well	21/22	Target	20/21
	88%	90%	90%
Comments & Actions Taken/Further Recommendations:			
The satisfaction rating has decreased by 2% when compared to last session. Again very mixed comments from students, some feel they are quite well informed, while others indicated that they are either not informed of any changes or are told at the last minute.			

The analysis for each portfolio area has been shared with the Curriculum Learner Managers, which will allow them to see the percentage satisfaction achieved for their area and take appropriate action to make improvements.

The online learning materials for my course have helped me learn	21/22	Target	20/21
	86.5%	90%	87%

Comments & Actions Taken/Further Recommendations:

A slight (0.5%) decrease in satisfaction rating this session. Very mixed comments with some students indicating that they find the online materials really helpful, while others noted that they struggle to learn online.

There were a number of students that selected a negative response choice but noted in the comments that they do not have any online learning materials - the students are studying more practical related courses. This was a new question in 20-21 and was included by SFC as a result of the pandemic and the vast majority of courses being delivered online and others had to be paused due to the practical elements required for the course. The practical based courses are now back on campus and therefore they may have no online learning materials. Again as there is no N/A response choice and the students opting for a negative response choice this will have an impact on the accuracy of the satisfaction rating and will be reported back to SFC.

I feel I am part of the college community	21/22	Target	20-21
	79%	90%	78%

Comments & Actions Taken/Further Recommendations:

An increase of 1% in the satisfaction rating this session. From the comments made and looking at the satisfaction ratings for each portfolio area, it is clear that students who are distance learning, whether that be work-based or other courses that do not take place on campus do not feel part of college community.

The analysis for each portfolio area has been shared with the Curriculum Learner Managers, which will allow them to see the percentage satisfaction achieved for their area and take appropriate action to make improvements.