



**STUDENT SATISFACTION &
ENGAGEMENT
SURVEY REPORT
2022-23**

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.

Borders College issued the link to the survey via email to Curriculum Learning Managers along with a list of students who met the criteria. The majority of students were encouraged by their Lecturer to complete the survey and were given time during an online lesson to complete. The remaining student groups were emailed requests to complete the survey, by their lecturers.

This report covers mainstream provision as well as the Department of Enterprise and Business Innovation. Borders College have set a 90% satisfaction rating for all questions, where the satisfaction rating is below this, a selection of comments has been included in the Conclusions/Recommendations section. (For the purpose of this report the comments have had spelling and grammar corrected).

3106 students met the criteria to complete the survey and 527 completed the survey which represents an overall response rate of 17%. The breakdown of the student responses by their mode of attendance was as follows:

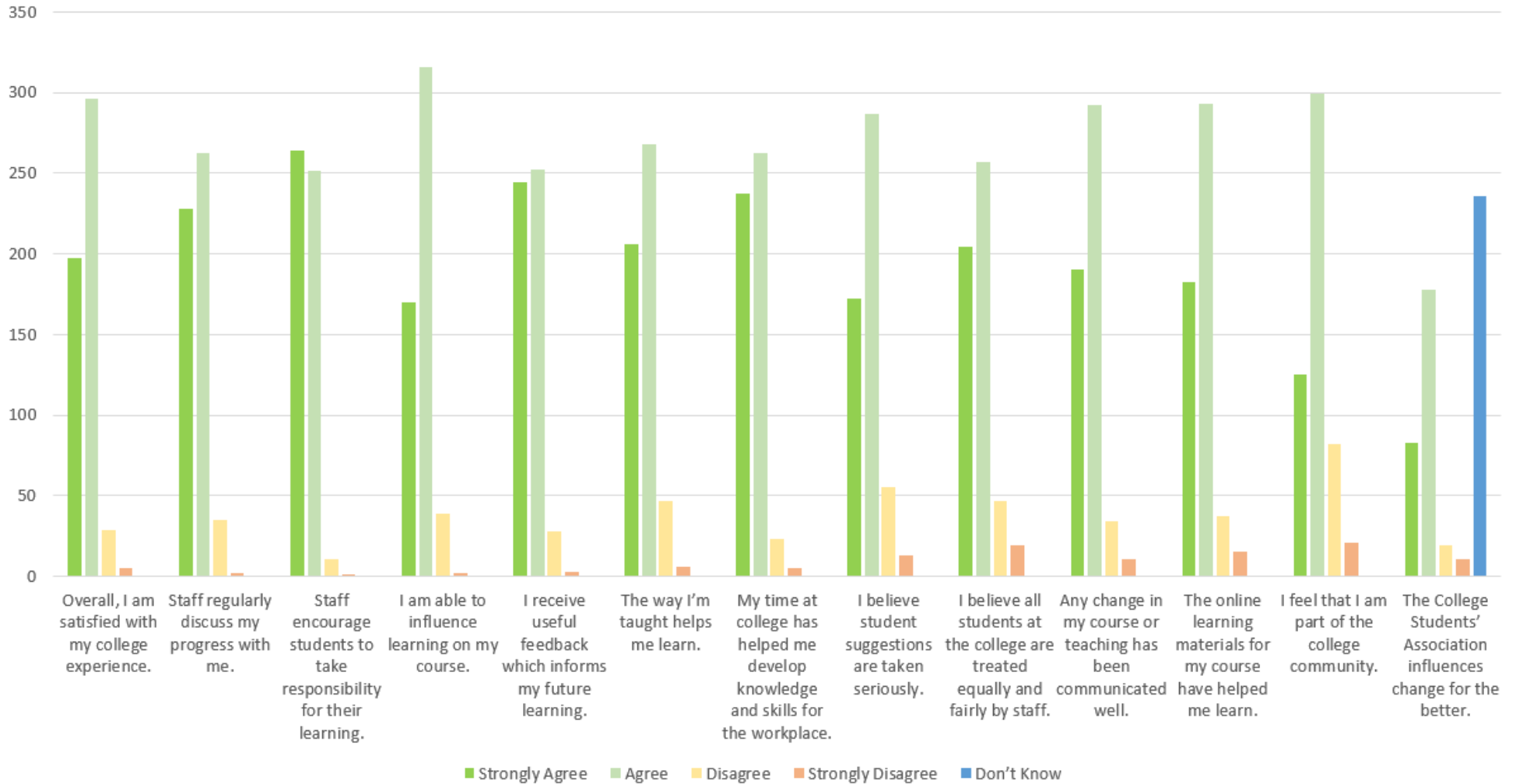
Full-Time:	373	43% responded
Part-Time:	82	5% responded
Distance/Flexible:	72	15% responded

PLEASE NOTE:

Revisions to the 2023 survey include the “Don’t know” option as not applicable for Q1-12.

ANALYSIS OF RESPONSES FROM 2022/23

Student Satisfaction and Engagement Survey 2022-23



	Overall, I am satisfied with my college experience.	Staff regularly discuss my progress with me.	Staff encourage students to take responsibility for their learning.	I am able to influence learning on my course.	I receive useful feedback which informs my future learning.	The way I'm taught helps me learn.	My time at college has helped me develop knowledge and skills for the workplace.	I believe student suggestions are taken seriously.	I believe all students at the college are treated equally and fairly by staff.	Any change in my course or teaching has been communicated well.	The online learning materials for my course have helped me learn.	I feel that I am part of the college community.	The College Students' Association influences change for the better.
Strongly Agree	197	228	264	170	244	206	237	172	204	190	182	125	83
Agree	296	262	251	316	252	268	262	287	257	292	293	299	178
Disagree	29	35	11	39	28	47	23	55	47	34	37	82	19
Strongly Disagree	5	2	1	2	3	6	5	13	19	11	15	21	11
Don't Know	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	236

In terms of percentages the figures above relate to:

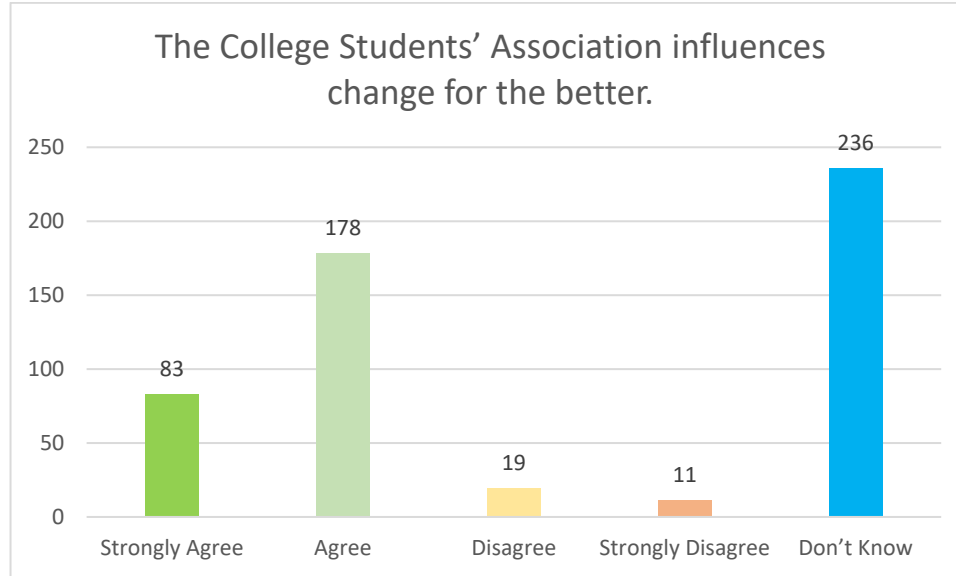
	Strongly Agree	Agree	Disagree	Strongly Disagree	Satisfaction Rating	Set Satisfaction Rating
Overall, I am satisfied with my college experience	37%	56%	6%	1%	94%	90%
Staff regularly discuss my progress with me	43%	50%	7%	0	93%	90%
Staff encourage students to take responsibility for their learning	50%	48%	2%	0	98%	90%
I am able to influence learning on my course	32%	60%	7%	0	92%	90%
I receive useful feedback which informs my future learning	46%	48%	5%	1%	94%	90%
The way I'm taught helps me learn	39%	51%	9%	1%	90%	90%

My time at college has helped me develop knowledge and skills for the workplace	45%	50%	4%	1%	95%	90%
I believe student suggestions are taken seriously	33%	54%	10%	2%	87%	90%
I believe all students at the college are treated equally and fairly by staff	39%	49%	9%	0	87%	90%
Any change in my course or teaching has been communicated well	36%	55%	6%	2%	91%	90%
The online learning materials for my course have helped me learn	35%	56%	7%	3%	90%	90%
I feel I am part of the college community	24%	57%	16%	4%	80%	90%
The College Students' Association influences change for the better.	16%	34%	4%	2%	90%	90%

PLEASE NOTE: In calculating the **Satisfaction Rating** for Q13, the number of 'Don't Know' responses is excluded from the overall satisfaction calculation, 261 students responded 'agree' or 'strongly agree' to this question, and 30 'disagreed' or 'strongly disagreed' (261/291 satisfaction).

94% of students surveyed were satisfied with their college experience.

The College Students' Association influences change for the better:



In terms of percentages the figures above relate to:

	Response Percentage	Satisfaction Rating	Set Satisfaction Rating
Strongly Agree	16%	90%	90%
Agree	34%		
Disagree	4%		
Strongly Disagree	2%		
Don't Know	45%		

45% of Students surveyed did not know of the Students Association.

PLEASE NOTE: In calculating the **Satisfaction Rating** for Q13, the number of Don't Know responses is excluded from the overall satisfaction calculation, in order to gauge the level of satisfaction from the students who know about the Students' Association.

The proportion of courses where more than one student responded **Don't Know** is:

Course	No. Respondents (% of responses from students on same course)	Course	No. Respondents (%)
SVQ 3 Youth Work	2/5 (40%)	HNC Animal Care	6/12 (50%)
SVQ 3 Social Services Children and Young People	12/17 (7%)	HND Animal Care	6/9 (67%)
Child, Health and Social Care - National 5	6/10 (60%)	Introduction Animal Care	4/14 (29%)
NC Childcare and Development (SCQF Level 6)	6/12 (50%)	SVQ 1 & 2 Amenity Horticulture	4/11 (36%)
SVQ 2 Social Services and Healthcare	5/9 (55%)	NC Animal Care Level 2	2/4 (50%)
National 4 Care Passport	3/5 (60%)	HNC Animal Care	6/13 (46%)
Higher Social Care	2/2 (100%)		
HNC Care and Administrative Practice	2/2 (100%)		
SVQ 3 Healthcare Support (Clinical)	2/3 (67%)		
IMI Level 1 Certificate in Transport Maintenance (Light Vehicle) Level 1	9/21 (43%)	SVQ 3 Business and Administration	8/12 (67%)
Engineering Systems with Renewable Energy NC at Level 5	4/6 (67%)	HNC Cyber Security	6/9 (67%)
SVQ 3 Electrical Installation	4/9 (44%)	HND Business Year 1	6/11 (55%)
HND Computing: Software Development Year 1	3/3 (100%)	Business and Enterprise	5/5 (100%)

Engineering Schools Academy	2/5 (40%)	NC Computing	3/6 (50%)
IMI in Vehicle Maintenance and Repair Level 2	2/10 (20%)	SVQ 2 Business and Administration	2/2 (100%)
SVQ 3 Motor Vehicle	2/4 (50%)	SVQ 4 Business and Administration	2/2 (100%)
Carpentry and Joinery - CITB BR1/BR2- SVQ 3	20/39 (51%)	ESOL Class	9/35 (26%)
Construction - Introduction to Plumbing	6/9 (67%)	Beauty Therapy Level 5/6	8/24 (33%)
SVQ 3 Brickwork - CITB BR1/ BR2	3/5 (60%)	Hairdressing Level 5	5/14 (36%)
Diploma in Bench Joinery at SCQF Level 5	2/2 (100%)	Hospitality Level 5 / Level 6	4/8 (50%)
HND Coaching and Developing Sport Year 1/ Year 2	16 (5%)	SVQ 3 Management (SCQF Level 7)	5/7 (71%)
NC Horse Care (Level 5)	7/10 (70%)	National 5 Mathematics	3/7 (43%)
Developing Player Programme - SRU	4/20 (20%)		

CONCLUSIONS/RECOMMENDATIONS

OVERALL SURVEY RESULTS

	20/21 (%)	21/22 (%)	22/23 (%)
No of questions equal or above their Satisfaction Rating %	7 (54%)	8 (61.5%)	10 (77%)
No of questions below their Satisfaction Rating %	6 (46%)	5 (38.5%)	3 (23%)

The results from the responses received will be issued to portfolio areas and relevant support departments for their information/further scrutiny. There were 2 questions that were 3% below the set satisfaction rating, and 1 question was 10% below.

Questions under target satisfaction % rating:

I believe student suggestions are taken seriously	22/23	Target	21/22
	87%	90%	89.5%
Comments & Actions Taken/Further Recommendations:			
<p>A 2.5% decrease in satisfaction rating when compared to last session. Quite a few students commented that they have never made a suggestion, particularly if they did not attend campus, so could not comment</p> <p>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.</p>			

I believe all students at the college are treated equally and fairly by staff.	22/23	Target	21/22
	87%	90%	92%
Comments & Actions Taken/Further Recommendations:			
<p>A 5% decrease in satisfaction rating when compared to last session. Some students commented that younger students or those with additional needs were treated with more leniency and poor behavior was tolerated, whilst others who were struggling, felt that more able students, who completed work to a high standard, were treated more favorably by lecturers.</p>			

I feel I am part of the college community	22/23	Target	21/22
	80%	90%	79%
<p>Comments & Actions Taken/Further Recommendations:</p> <p>An increase of 1% in the satisfaction rating this session. A number of students felt this was a choice they had made, due to just wanting to get on with their work or being too busy. This was also seen as not a negative by students were not attending college, working remotely or online.</p> <p>There were a few Newtown St Boswell students who did not feel part of the Gala community, others who felt there were no clubs to join and one who said their club was cancelled repeatedly.</p>			

