

Student Start of Programme Questionnaire Results 19-20:

All Full Time Learners

Overall

786 students completed the questionnaire, representing 83% of the full time student population, an increase of 2% from last year.

Levels of student satisfaction were very high and mostly in-line with the previous years. Satisfaction with teaching, learning and assessment and teaching staff generally remains very high.

The questionnaire was redesigned this year to reflect the themes of **the Ofsted student satisfaction survey** as this provides a national benchmark for student satisfaction, making our internal data more comparable. The survey is also shorter and quicker to complete which was intended to improve the return rate.

Levels of student satisfaction with teaching, learning and assessment were very high, see table below.

Start of Programme Questionnaire: Summary

Choosing Kendal College

The most significant reason learners chose to come to college was linked to the choice of specific courses (61%). Learners cited choosing Kendal over other providers for a variety of different reasons including; proximity (34%), reputation (25%) and facilities 16%, these are very similar to the responses last year and the previous year. Of those that had read the College website, most had found it “fairly helpful” (77%), and 18% “extremely helpful”, 5% Not very helpful. This is in line with last year and we would predict a more positive response next year as a result of the new website.

Information, Guidance and Enrolment.

Course guidance was extremely good or fairly good for 99.5% of students, an increase of 2% on last year’s results. For 320 learners this was extremely good, and for 447 it was fairly good.

Enrolment day was seen as effective by 91% of learners, this is 2% decline on last year's feedback.

Facilities

Learners benefit from up to date industry standard facilities. The vast majority of learners indicated that their classrooms and workshops are suitable to meet their needs (96%). When asked to rate the quality of their learning facilities the average response was 4.4/5.

Quality of Education

91% of learners stated that they had been set targets to help you work towards their goal.

91% (up 1%) of learners know about how to access course materials, for example; planners and resources, 70 learners saying that they did not know how to access this information.

Only 74% of students have been given information about work placement at this stage, with 201 learners who have not, these are mostly from the departments of, Beauty therapy, Motor Vehicle, and Film.

98% of learners are aware of your course details and planned content.

Feedback and feed forward are fundamental to effective learning, the learners were therefore asked, 'has the feedback you have received on work done so far, been helpful and clearly explained how you can improve your work?' 98% agreed with the statement, 18 learners were dissatisfied and this will be scrutinised during the marked work audit.

The learners were asked to rate their satisfaction with the quality of teaching and learning in their vocational area; 58% were extremely satisfied, 41% fairly satisfied, and 1% (8 learners) not very satisfied.

The satisfaction with the quality of teaching and learning in English and Maths lessons was 88%, which is significant, as although attendance at English and maths classes remains an ongoing issue it is evidence that when learners attend they are mostly satisfied with the teaching learning and assessment that they experience. With the greatest dissatisfaction in the areas of Film and Beauty Therapy.

Student Services

Of all the learners who had had contact with student services, 93%, the same percentage as last year, found this helpful, although just over half of these chose the statement helpful rather than extremely helpful. Satisfaction with student services will be further discussed at student conference.

Learning Services

Learners were asked, 'If your initial assessment showed that you needed some extra support, are you getting this?' 77% responded positively. The follow up question asked if how satisfied they are with the support that they are receiving, 93% were satisfied. Learning Services data will be further scrutinised during the performance review system.

Health and Safety

91% of learners stated that they are aware of health and safety issues relating to their courses. 90% are aware of the fire assembly points and the procedure for evacuation. 90% are aware of the Equality Policy and are all required to confirm that they have read the student handbook which includes this information.

Behaviour and Attitudes

99% of learners said that they are aware of the expectations of acceptable behaviour in college. 94% stated that they know who to go to if they have any concerns over their own safety inside or outside college.

Personal Development

The tutorial programme contains sessions on British Values and preventing extremism, the delivery of these sessions was confirmed by 97% of learners, in comparison to 72% in 16-17 and 95% in 17-18 this is a sustained improvement.

The best part of the Study Programme so far;

The greatest satisfaction is with the opportunities that the college provides to meet new people and build new friendships. The practical elements are highly valued by learners and their experiences of developing practical and vocational skills are very positive. Lecturer's support, knowledge and enthusiasm were rated very highly.

The following quotes cover the significant areas of high satisfaction:

'friendly staff and nice atmosphere'

'My tutors are very welcoming and treat me with respect and make me feel like an adult.'

'Getting to learn about the industry and being able to try out professional equipment and methods of work'

'Learning new things and improving my skills. Meeting new people.'

'Learning a new trade, but also having a good laugh whilst doing it.'

'The atmosphere is extremely calm and friendly. The lessons are really interesting and stimulating and have helped me improve my acting singing and dancing skills enormously.'

'The content of what we are studying is varied and interesting. We have been taught a variety of study skills which is helpful for adult learners that have been out of education for many years.'

'Taking part in a realistic kitchen environment and offering hospitality to real guests.'

Suggested Improvements

Many learners expressed that no improvements were needed. Of those that commented the significant issues raised were:

- Some classes are too big for the room sizes
- Cheaper bus costs
- Production Arts students had not enjoyed their involvement in the Torchlight Carnival
- More parking
- More trips
- More sewing machines
- Better value food in the café

Satisfaction with the induction process- Did it make our learners feel welcome?

97% of Kendal College full time students felt that the induction process had made them feel welcome and helped them to settle into college, the 3% who didn't were from computing and animal care.

This has resulted in 98% reporting that they would recommend the College to a friend.

Departmental Summaries

Hairdressing and Barbering

Hairdressing learners (17) have high levels of satisfaction in all areas, with a significant improvement on other years. Developing new skills and knowledge were mentioned most frequently as the best parts of the course, with no significant suggestions for improvement.

Beauty Therapy

Beauty Therapy learners (30), are very satisfied with their facilities, rating them at 4.4/5. Students expressed high levels of satisfaction in almost all areas and most expressed that the practical elements of their course are the best. e.g. 'Practicals and learning new techniques in beauty'. There is an excellent level of satisfaction with the quality of teaching and learning in the vocational area at 97%, with 66% extremely satisfied.

Sport and Outdoor Adventure

34 learners from Sport and Outdoor adventure responded and had very high levels of satisfaction. They rate their facilities as 4.6/5. 100% of learners are satisfied with the quality of the teaching and learning in their vocational area, with 74% extremely satisfied. Practical activities, and a kayaking trip to Scotland, were noted by the majority as the best part of their course. One learner noted, 'Trips, hands on experiences and in depth theory that is all relevant to the career I wish to pursue.'

Hospitality and Catering

Exceptionally high levels of satisfaction are noted by 45 learners regarding their vocational programmes. They rate their facilities very highly at 4.8/5. There was 100% satisfaction with the quality of teaching in Hospitality and catering with 69% extremely satisfied. Satisfaction with the quality of teaching in English and maths was 95%. 80% have had information about work placement. The best things about the course were reported as the tutors, learning new skills and meeting new friends. One learner stated, 'The experience I am getting in terms of my skills' is the best aspect of the course. Another emphasised that they liked, 'Taking part in a realistic kitchen environment and offering hospitality to real guests.'

Business

51 learners completed the questionnaire. 28% of learners rated their classrooms as unsuitable, with learning resources rated as 3.8/5, this appears to stem from large groups in classrooms that are too small. There was 98% satisfaction with the quality of the vocational teaching. The best aspects of the course are, 'Cleanliness and facilities, supportive staff, focused learning.', 'The classes and content we are learning are interesting and enjoyable. The teachers are supportive, you don't feel afraid to ask any questions.', 'the tutors and there were many positive comments

about the value of trips. Suggestions for improvement appear to focus on having shorter but more frequent breaks and requests that trips are organised with plenty of notice for payment and consent forms.

Construction

64 learners completed the questionnaire. They rated their facilities very highly at 4.4/5. Last year 19% stated that they had not been set targets for their progress, this has now reduced to 10%. Again, last year 18% did not know where to find their course documentation and learning materials, this has reduced to 8%, showing significant improvements.

100% were satisfied by the quality of the teaching in their vocational area, with 63% extremely satisfied. 85% were satisfied with the teaching in their English and maths lessons. Practical work and the support from tutors are the best aspects of the learning experience

'making new friends and learning new skills that I can use in the future'. A social space for students was suggested as an improvement by a few learners.

Motor Vehicle

29 MV learners completed the questionnaire, and rated their facilities as 4.5/5. These learners have very high levels of satisfaction in all areas, with 90% satisfied with the quality of the teaching in their English and maths classes. Being treated as an adult, meeting new people and the practical elements of the course are noted as the most positive elements. 'Made lots of friends, tutors are helpful and nice and we have created a good bond. I feel comfortable and confident speaking to tutors if I need any help.'

Suggestions for more parking space and an ATM were made.

Engineering

59 learners completed the questionnaire. They rated their facilities highly at 4.5/5 and 100% felt their classrooms and workshops were suitable. There is 100% satisfaction with the quality of teaching on their vocational programme and 93% satisfaction with the quality of teaching in English and maths classes. 34% did not know about work placement, which is the same as at this point last year.

The tutors' support and skills, alongside being treated as an adult are the most significant highlights for learners, typified by comments such as: 'The way I am treated by tutors, and the quality of learning and support I am given', and 'the facilities and quality of teaching in CAD and CNC lessons'

A Level Cluster

Only 14 learners completed the questionnaire. This poor response rate for the second year running and should be targeted in performance reviews for the appropriate tutors and managers in order to get a representative sample.

Art and Design

54 learners responded in this department expressing very high levels of satisfaction overall, with 100% satisfaction with their classrooms and workshops, rating their facilities as 4.6/5 with quality of teaching in vocational (67% extremely satisfied) and 100% satisfaction with the quality of English and maths provision. Learners are highly complementary about their experiences and the following comments are typical responses to the question of what are the best aspects about your programme so far;

The best thing about the course is: 'being able to show my skills and also improve them as I go along. '

'Being treated like an adult, and feeling like I matter', 'How often my tutor uploads to the course blog, it makes it extremely easy to know what to do if I miss a class and need to catch up'.

Performance Arts

25 learners completed the questionnaire from this department. Very high levels of satisfaction were expressed; the learners rated the resources 4.4/5. The quality of teaching in their vocational subject is very high quality and the learners were 76% extremely satisfied and 24% fairly satisfied.

Support of tutors, environment and practical opportunities, such as shows, were highlighted as the best element; one learner noted that, 'The atmosphere is extremely calm and friendly. The lessons are really interesting and stimulating and have helped me improve my acting singing and dancing skills enormously.' Also noted is, 'the detailed advice and feedback given after assessed work'.

In areas to improve several learners said they would like more notice for blog work or tasks.

Production Arts

27 students responded in this area, they are very satisfied with their facilities rating them as 4.3/5, with only one learner who said their classroom/ workshop was not suitable. The percentage of learners who know about work placement is 54%, which needs investigation. Satisfaction with the induction process is 89% which although high, is the lowest in the College. Supportive and helpful tutors are mentioned as the best part of the course. Many learners stated that they did not enjoy their involvement in the torchlight carnival.

Music

Music students (37) all agree that their workshops and classrooms are suitable, rating their facilities at 4.6/5 were very satisfied overall, particularly with the quality of the teaching they are receiving on vocational programmes with 68% and 100% satisfied with their English and maths classes. Otherwise these learners are

enthusiastic about their experiences and note the best aspect of their studies as, practicing and performing, typified by the following quotes: 'being able to enjoy music with people who enjoy the course as much I as I do'. And 'I feel very relaxed in college and I love the facilities and practical work I can do here, such as performing and using the sound booths etc...'

Film

18 learners completed the questionnaire from this department. There is a sustained increase in levels of satisfaction in this area, There are exceptionally high satisfaction levels with teaching in the vocational element with 89% extremely satisfied, with only one learner expressing dissatisfaction with the teaching in their English and maths classes.

Significantly 50% were unaware of the need for work placement this needs to be addressed. The relaxed friendly atmosphere and learning new things are cited as the best aspects of the course. The unreliability of computers, in particular access to the internet is a concern for some learners.

Animal Management and Care

45 Animal Care sustained improvement in the levels of satisfaction expressed by learners from this department in comparison to previous years. The responses to every question are positive and in particular the satisfaction with the quality of teaching has remained at 100% (with 66% extremely satisfied and 34% fairly satisfied). Friendly and supportive tutors who treat students as adults are named as one of the best aspects of the course. E.g. 'Being able to properly engage with the course because of the quality of the tutors and the organisation of the course.'

Practical work with the animals is also mentioned as one of the best aspects of the course, for example;

'Meeting new people and working with the animals in the Animal Rescue Centre.'

Health and Social Care

73 learners completed the questionnaire in this department with high levels of satisfaction overall; There is high satisfaction with their facilities at 4.3/5. There is 99% satisfaction with the quality of vocational teaching, with 68% extremely satisfied. The best aspects of the course are noted as, meeting new friends, having NHS placements, helpful and friendly tutors and great teaching. The Access learners would like to have a separate kitchen/ social area in which to sit.

Science

62 learners completed the questionnaire for this department. They rated their facilities highly at 4.3/5. There are high levels of satisfaction with the quality of vocational teaching, although significantly more learners are satisfied than extremely satisfied. 71% said they had not had information about work placement; this is a

concern in relation to last year's work placement participation rates, which were very low. The best aspects of the course are noted as meeting new people, helpful and supportive teachers and being treated like an adult. There are several negative comments about the teaching style of a particular teacher.

Childhood Studies

62 learners completed the questionnaire in this department. 95% of learners reported that their classrooms are suitable, rating their facilities as 4/5. There are high levels of satisfaction on all aspects of their experience, with satisfaction levels for vocational teaching and learning of 100% and 90% satisfied with the quality of the teaching in English and maths. The atmosphere and meeting new people and making friends, are indicated as the best elements of the programme with the cramped conditions and warm temperature of room 122 as a common complaint.

Computing

21 computing students completed the questionnaire, they rated their facilities 4.4/5. The learners are very satisfied with the quality of teaching in their vocational area and with the quality of teaching on English and maths. The learners highlighted that support from teachers and learning new things were the best elements of the course.

Questions:

8. Have you set targets to help you work towards your goal?
9. Do you know how to find the learning materials and assessment planners for your course?
10. Have you been given information about: Work placement?
18. Have you been given information about: The expectations of acceptable behaviour- for example, no food in classrooms?
20. Have you been given information about: British Values and Prevent?
21. How satisfied have you been with the induction process; did it make you feel welcome and help you to settle into college?
22. Has the feedback you have received on work done so far been helpful, and clearly explained how you can improve your work?
23. How satisfied are you with the quality of teaching and learning in your vocational classes?
24. How satisfied are you with the quality of teaching and learning in your English and maths classes?

| Question (See list below for detail) | College average % positive % ext. satisfied % fairly satisfied | Computing | Engineering | MV | Music | Performing arts | Film | Art and Design |
|---|--|-------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Numbers | | 21 | 59 | 29 | 37 | 25 | 18 | 54 |
| Q. 8 | 91% | 90% | 93% | 93% | 97% | 100% | 94% | 89% |
| Q.9 | 98% | 95% | 81% | 79% | 92% | 92% | 89% | 93% |
| Q.10 | 74% | 95% | 76% | 69% | 97% | 96% | 50% | 92% |
| Q.18 | 99% | 100% | 100% | 100% | 100% | 96% | 100% | 96% |
| Q.20 | 97% | 100% | 97% | 100% | 97% | 100% | 100% | 94% |
| Q. 21 | 97% 52% 46% | 90% 43% 47% | 100% 47% 53% | 100% 45% 55% | 100% 65% 35% | 100% 60% 40% | 100% 67% 33% | 100% 58% 42% |
| Q.22 | 98% 43% 55% | 95% 40% 55% | 97% 35% 62% | 100% 21% 79% | 97% 46% 51% | 96% 68% 28% | 100% 67% 33% | 98% 39% 59% |
| Q.23 | 99% 58% 41% | 95% 50% 45% | 100% 42% 58% | 100% 48% 52% | 100% 68% 32% | 100% 76% 24% | 100% 89% 11% | 100% 67% 33% |
| Q. 24 | 88% 41% 47% | 85% | 93% | 90% | 100% | 100% | 75% | 100% |

| Question | College average % ext. satisfied % fairly satisfied | Childhood studies | A Levels | HSCare | Science | Animal Care | Hospitality | Sport | Construction |
|----------|---|--------------------|--------------------|--------------------|-------------------|--------------------|--------------------|--------------------|--------------------|
| Numbers | | 62 | 14 | 73 | 62 | 45 | 45 | 34 | 64 |
| Q. 8 | 91% | 92% | 71% | 92% | 94% | 84 | 98 | 88 | 91 |
| Q.9 | 98% | 84% | 100% | 96% | 93% | 89 | 100 | 92 | 92 |
| Q.10 | 74% | 77% | n/a | 56% | 71% | 96 | 80 | 79 | 72 |
| Q.18 | 99% | 100% | 100% | 100% | 97% | 100 | 100 | 100 | 98 |
| Q.20 | 97% | 95% | 79% | 97% | 93% | 100 | 100 | 97 | 100 |
| Q. 21 | 97% 52% 46% | 94% 46% 48% | 100% 29% 71% | 94% 62% 32% | 97% 53% 44% | 93% 40% 53% | 100% 76% 24% | 97% 47% 50% | 100% 65% 35% |
| Q.22 | 98% 43% 55% | 97% 36% 61% | 100% 30% 70% | 100% 58% 42% | 98% 39% 59% | 97% 40% 57% | 100% 53% 47% | 100% 65% 35% | 97% 59% 38% |
| Q.23 | 99% 58% 41% | 100% 56% 44% | 100% 54% 46% | 99% 68% 31% | 96% 34% 62% | 100% 66% 34% | 100% 69% 31% | 100% 74% 26% | 100% 63% 37% |
| Q.24 | 88% 41% 47% | 90% | 100% | 88% | 83% | 86% | 96% | 90% | 85% |
| Question | College average % ext. satisfied % fairly satisfied | Business | Hairdressing | Beauty Therapy | Production Arts | | | | |
| Numbers | | 51 | 17 | 30 | 27 | | | | |
| Q. 8 | 91% | 77% | 100% | 100% | 85% | | | | |

| | | | | | | |
|--------------|-----|-----|------|------|------|--|
| Q.9 | 98% | 96% | 94% | 86% | 96% | |
| Q.10 | 74% | 63% | 100% | 55% | 54% | |
| Q.18 | 99% | 96% | 100% | 100% | 92% | |
| Q.20 | 97% | 94% | 100% | 97% | 96% | |
| Q. 21 | 97% | 92% | 100% | 100% | 89% | |
| | 52% | 30% | 38% | 52% | 31% | |
| | 46% | 62% | 62% | 48% | 58% | |
| Q.22 | 98% | 94% | 100% | 97% | 96% | |
| | 43% | 6% | 38% | 17% | 54% | |
| | 55% | 88% | 62% | 79% | 42% | |
| Q.23 | 99% | 98% | 94% | 97% | 100% | |
| | 58% | 40% | 38% | 66% | 46% | |
| | 41% | 58% | 56% | 31% | 54% | |
| Q. 24 | 88% | 83% | 100% | 65% | 82% | |
| | 41% | | | | | |
| | 47% | | | | | |