SFC Guidance

College Student Satisfaction and Engagement Survey Guidance 2016-17

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Summary: Guidance notes for the completion of the College Student Satisfaction and Engagement Survey: Academic year 2016-17

FAO: Principals and directors of Scotland's colleges

Further information:
Contact: Kenny Wilson
Job title: Senior Policy Officer
Directorate: Finance (Data Collections)
Tel: 0131 313 6509
Email: kwilson@sfc.ac.uk

Scottish Funding Council
Promoting further and higher education

Scottish Funding Council
Apex 2
97 Haymarket Terrace
Edinburgh
EH12 5HD
T 0131 313 6500
F 0131 313 6501
www.sfc.ac.uk

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College Student Satisfaction and Engagement Survey Guidance 2016-17

The Student Satisfaction and Engagement Survey (SSES) provide a means to evaluate and enhance college provision in Scotland.

Survey purpose

1. The SSES is a national approach to monitoring student satisfaction and engagement that over time will provide a consistent basis for college regions to evidence impact and improvement within their outcome agreements. Outcome agreements were introduced in AY 2012-13. They are intended to enable SFC and colleges to demonstrate the impact of the sector and its contribution to meeting Scottish Government priorities. When running as an annual cross-sector survey, it will provide opportunities to monitor changes across the sector in a range of ways, for example by subject area or mode of attendance. Similarly the intention would be for regions to utilise data to promote sharing of good practice both within and between regions and to contribute to continuous improvement. It will help to strengthen the role of Students' Associations in representation and advocacy and will contribute to public accountability.

Use of data

2. The SFC will publish summary SSES data in a report and provide colleges with the full sector-level data.

   We continue to consult with the sector and key stakeholders on the ownership, use and publication of disaggregated data from the survey and at the same time on the use of unique student identifiers which would greatly enhance the way in which the data may be used.

   As demonstrated to colleges at the SSES sector dissemination event in September 2016, SFC can provide college benchmarked data with associated field characteristics detail from FES data. If colleges can submit separately their SSES data linked to matriculation numbers SFC will provide the college with a benchmarked SSES data tool.

   SFC will consult on the proposal to include the SSES within its set of College PIs through SFC's Statistical Advisory Group for Further Education (SAGE) committee.

   Question 1 from the SSES will be incorporated as an Outcome Agreement national measure for 2017-18 OAs – see the 2017-18 Outcome Agreement - Annex D Technical Guidance

Survey questions

3. The survey questions are attached in Annex A. The ten survey questions have been developed in light of existing college practice, the pilot phases and consultation feedback and have undergone cognitive testing by Ipsos Mori. The ten questions will not be made mandatory which will provide flexibility for students who do not have an opinion on some questions. We ask that the question wording, order and the ratings are used exactly as are presented in Annex A.

   We have provided this year a Gaelic translation of the whole survey and this can be seen as ***blue*** text in Annex A.

   A comment box has been provided for students to add any relevant written comments on learning and teaching at the college. This was included based on feedback from the Working Group suggesting the more valuable data from surveys often came through open text boxes. The expectation is that colleges will retain this open text data and use it for their own analysis. As part of the dissemination of findings we will seek feedback from colleges on the effectiveness of the open text box.

   The explanatory text for the survey should be kept together with the survey questions.

Survey returns

4. We are asking ALL colleges to survey students across all levels and modes of attendance within a set period in the academic year (March-April) and return summary data from their surveys.

   We will collect data by level and student mode of attendance and will issue six separate templates that will cover summary data based on the following two levels and three modes of attendance groupings:

   - FE level - courses at SCQF or 'broadly comparable' level 6 and below.
   - HE level - courses at SCQF or 'broadly comparable' level 7 and above.

   - Group A – Full-time (include mode codes - 17 & 18).
   - Group B – Part-time (include mode codes - 05, 06, 07, 08, 09).
   - Group C – Distance/Flexible (include mode codes - 11, 12, 16).

   An example template is attached (Annex B). We will issue electronic templates to your college SSES contact(s) in February 2017.

Survey placement

5. The SSES questions should be standalone and sit separately from existing college surveys. This is to protect the methodological integrity and consistency of the national survey across institutions. This does not prevent colleges from grouping the SSES together in a separate section at the beginning of an existing internal survey.

   Some colleges have already expressed a preference to combine the national survey questions as a grouping within one of their existing student surveys. This is acceptable and it is hoped this option will provide flexibility and reduce the potential for survey fatigue resulting from conducting two separate surveys.

Student target group

6. The survey should <u>only</u> be targeted at students on courses of 4 credits or more i.e. of nominal learning hours of 160 or greater.

   As HNC and HND students at UHI partner colleges and SRUC are not routinely surveyed in the HEI National Student Survey (NSS) they should be included in the SSES.

   The SSES should include coverage of DYW groups – including Senior Phase provision – focusing on learners involved in programmes over 160 hours and primarily based on College campus.

Online survey

7. We would encourage online completion of the survey by students. However, where difficulties exist in fully understanding the questions, for example ESOL students or those students with additional learning needs, staff can provide additional support and guidance. The survey can be completed on paper and thereafter the college would have to organise data entry of the survey. We have not specified what approach colleges use to capture survey data for the pilot and therefore colleges can tailor their own approach whether that is QDP Services, Survey Monkey or other resources.

Response rates

8. Students should be encouraged to participate in the survey. We expect Students' Associations will have a significant part to play both in promoting engagement with the survey and working with the college to consider the resulting data, sparqs will be able to support Students' Associations in this process. In the survey we will be looking to achieve a sector target response rate of at least 50%.

Survey timing

9. The survey will operate within an 8 week window between 6 March and 28 April 2017. During this period colleges will be able to operate their survey for a period of 4 weeks (and this could straddle Spring break). It is felt this provides the most flexibility and should help promote response rates as there would not be an overlap with student president elections and other events such as exam leave.

Results reporting

10. Electronic summary result templates will be sent out to colleges in February 2017. An example template is attached (Annex B). Summary survey results should be returned to Michelle McNeill at SFC, email: mmcneill@sfc.ac.uk - by Friday 26 May 2017.

    If your college can provide SSES data linked to matriculation numbers and you would like SFC to provide the college with a benchmarked SSES data tool then please contact Kenny Wilson kwilson@sfc.ac.uk or Scott Montgomery smontgomery@sfc.ac.uk to discuss.

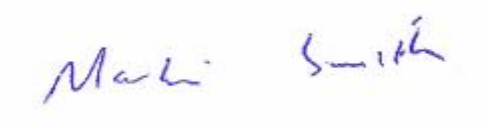
2016-17 SSES Milestones

11. SSES Milestones are as follows:

    - Survey of current students by colleges **March - April 2017.**
    - Colleges return summary survey results to SFC by **26 May 2017.**
    - SSES publication **September 2017.**
    - Guidance for the SSES in March - April 2018 by **November 2017.**

Further information

12. Please contact Kenny Wilson, Senior Policy/Analysis Officer, Funding Policy (Data Collections) for further information, tel: 0131 313 6509, email: kwilson@sfc.ac.uk



Martin Smith
Chief Funding and Information Officer

Annex A: Student Satisfaction and Engagement Survey Questions

Leas-phàipear A: Ceistean Suirbhidh mu Thoileachadh is Com-pàirteachadh nan Oileanach

Student Satisfaction and Engagement Survey

Suirbhidh Toileachadh is Com-pàirteachadh nan Oileanach

Colleges are committed to constantly improving the student experience and especially the quality of the learning and teaching. This survey aims to assess student opinion and the answers you give will help improve the learning and teaching provided. Summary information collected from the survey will be forwarded to the Scottish Funding Council who will provide an evaluation of Student Satisfaction and Engagement across the college sector.

Tha colaistean dealasach mu bhith a' sìor leasachadh saoghal nan oileanach agus gu h-àraidh mathas ionnsachaidh is teagaisg. Tha an t-suirbhidh seo ag amas air beachdan oileanaich a mheasadh agus bidh na freagairtean agad nan cuideachadh airson leasachadh a thoirt air an ionnsachadh is teagasg a thèid a lìbhrigeadh. Thèid geàrr-fhiosrachadh a fhuaras bhon t-suirbhidh a shìneadh gu Comhairle Maoineachaidh na h-Alba agus bheir iadsan luachadh air Toileachadh is Com-pàirteachadh nan Oileanach air feadh roinn nan colaistean.

Please place ONE cross on each line in the box that best describes how much you agree or disagree with each of the statements.

Cuir AON chrois anns gach loidhne sa bhogsa as fheàrr a tha a' mìneachadh dè cho mòr 's a tha thu ag aontachadh no nach eil ag aontachadh ris gach aithris.

		Strongly Agree Aonta mòr	Agree Aonta	Disagree Eas-aonta	Strongly Disagree Eas-aonta mòr
1	Overall, I am satisfied with my college experience. San fharsaingeachd, tha mi riaraichte leis an t-saoghal colaiste agam.	☐	☐	☐	☐
2	Staff regularly discuss my progress with me. Bidh luchd-obrach a' bruidhinn rium gu riaghailteach mun adhartas agam.	☐	☐	☐	☐
3	Staff encourage students to take responsibility for their learning. Bidh luchd-obrach a' misneachadh oileanaich gus uallach ionnsachaidh a ghabhail orra fhèin.	☐	☐	☐	☐
4	I am able to influence learning on my course. Is urrainn dhomh buaidh a thoirt air ionnsachadh air a' chùrsa agam.	☐	☐	☐	☐
5	I receive useful feedback which informs my future learning. Gheibh mi comhairlean feumail a bheir fios don ionnsachadh agam san àm ri teachd.	☐	☐	☐	☐
6	The way I'm taught helps me learn. Tha an dòigh-teagaisg na cuideachadh dhomh a bhith ag ionnsachadh.	☐	☐	☐	☐
7	My time at college has helped me develop knowledge and skills for the workplace. Chuidich an ùine agam aig a' cholaiste le bhith a' leasachadh eòlas is sgilean don àite-obrach.	☐	☐	☐	☐
8	I believe student suggestions are taken seriously. Saoilidh mi gu bheilear a' gabhail ri molaidhean nan oileanach an da-rìribh.	☐	☐	☐	☐

		Strongly Agree Aonta mòr	**Agree** Aonta	**Disagree** Eas-aonta	**Strongly Disagree** Eas-aonta mòr	**Don't know** Chan eil fios agam
9	I believe all students at the college are treated equally and fairly by staff. Saoilidh mi gu bheil an luchd-obrach a' dèiligeadh ris a h-uile oileanach sa cholaiste air dòigh cho-ionann, chothromach .	☐	☐	☐	☐	
10	The College Students' Association influences change for the better. Tha Comann Oileanaich nan Colaistean a' toirt deagh bhuaidh air atharrachadh.	☐	☐	☐	☐	☐

If you have any other comments about learning and teaching at the college, please write them in the box below.

Ma tha beachd sam bith eile agad mu ionnsachadh is teagasg aig a' cholaiste, sgrìobh iad sa bhogsa gu h-ìosal.

Thank you for completing this survey
Tapadh leat airson an t-suirbhidh seo a lìonadh

Note: *student mode of attendance (m.o.a) data is required to be captured to allow summary results reporting by level and m.o.a groupings as detailed in Clause 4 of this guidance.*

Annex B: Survey template (Example)

Student Satisfaction and Engagement Survey (SSES) Summary Return for 2016-17

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total Question Response
College Name	**Example College**						
Mode grouping	**Group A - FE Full-time**						
Survey Sample Number	**8,467**						
Survey Response %	**54.1%**						
SSES summary question results		**15-16**	**15-16**	**15-16**	**15-16**	**15-16**	**15-16**
1. Overall, I am satisfied with my college experience.		1678	1700	768	435		4581
2. Staff regularly discuss my progress with me.							
3. Staff encourage students to take responsibility for their learning.							
4. I am able to influence learning on my course.							
5. I receive useful feedback which informs my future learning.							
6. The way I'm taught helps me learn.							
7. My time at college has helped me develop knowledge and skills for the workplace.							
8. I believe student suggestions are taken seriously.							
9. I believe all students at the college are treated equally and fairly by staff.							
10. The college Students' Assocation influences change for the better.							

Notes:

1. Include students with a "current" and appropriate group mode status at your college, at the point of survey, in the Sample Number box (Cell B5).
2. The Survey Response % is calculated from Question 1 Total Responses (Cell H9) divided by Survey Sample Number (Cell B5).
3. The completed template should be returned, as an Excel attachment, to mmcneill@sfc.ac.uk, no later that 26 May 2017.