

## What are we doing?

**It is important that having consulted our part-time students, we should consider what can be done regarding their concerns.**

**Following these surveys, the College is taking the following actions:**

1. We are taking steps to improve the enrolment process – particularly at the evenings with advice and guidance.
2. Tutors are now to include information about the Complaints Procedure in Induction.
3. College reorganisation means that each department is now responsible for courses for adults in each curriculum area.

*The contribution of students completing these surveys is greatly valued and our thanks go to all those who participated.*

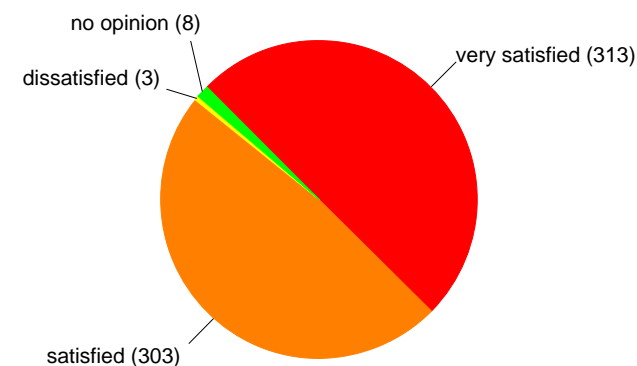
# Part-time Student Surveys 2006/07

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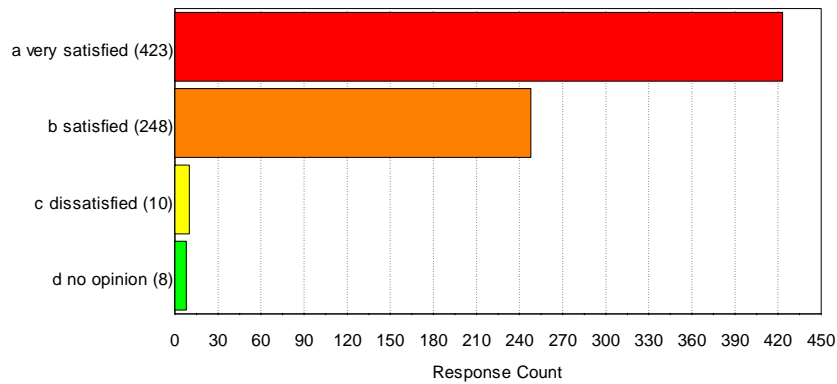
Students attending part-time courses were asked to complete two questionnaires during the academic year 2006/07. One was a general survey which aimed to identify what attracted students to Stanmore College, their view of College facilities, awareness of policies and safety issues and their overall satisfaction with the College. The other was a course evaluation questionnaire. The results are contained in this leaflet. These are based on 657 completed forms for the general survey and 715 for the course evaluation questionnaire.

The purpose of this leaflet is to provide College staff and students with a brief feedback of the results.

### How satisfied are you with the College?



### How satisfied are you with the course?



94% of students said they were either satisfied or very satisfied with their course and 92% would recommend it. 87% said they would follow another course at the College.

The majority of students found out about their course through the Stanmore College Course Guide. However, a significant number were recommended through family or friends and an increasing number through their employer.

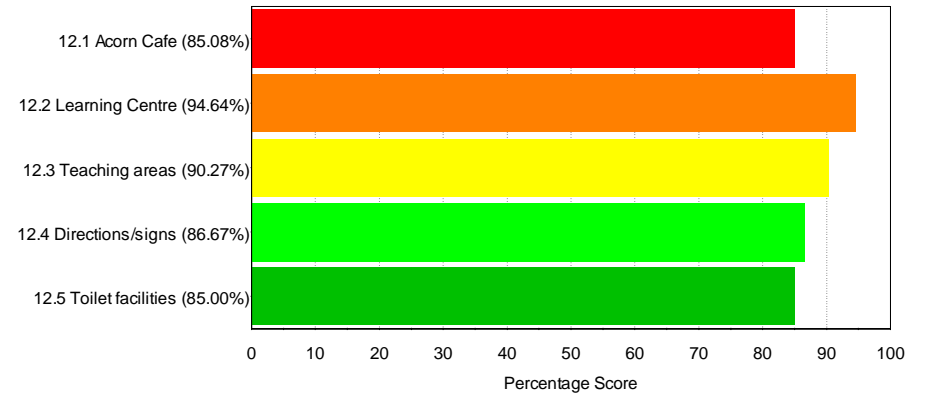
Although personal interest or hobby remained the main reason for students choosing their course, the number decreased 15% to 33%. There was an increase of 7% in those taking it on their employers' advice.

94% of students found it easy or very easy to obtain information on the College. 71% received a course information sheet prior to enrolling of which 97% said they had found it useful. 55% of students spoke to a staff member regarding course content, of which 95% had found them helpful.

There was a decrease in the number of students who were satisfied with enrolment procedures from 81% last year to 73% this year.

Students were asked to rate their opinion of various College facilities – the Acorn Café, Learning Centre, teaching areas, directions/signs on site and washrooms/toilets. Scoring 4 (good), 3 (adequate), 0 (bad), the results showed significant increases in all percentages to those gained last year.

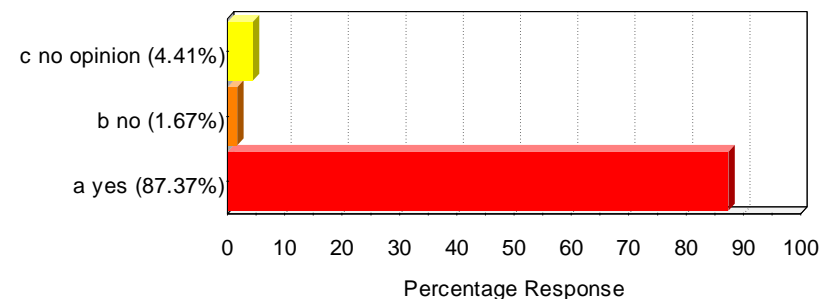
### College Facilities



Out of the students for whom examinations were relevant, 98% said they were satisfied with the arrangements and organisation.

Although still low at 38%, there was a 7% increase in the number of students who were aware of the Complaints procedure. 15 students said they had made an unwritten informal complaint. Of those, all but 3 said it had been dealt with satisfactorily.

### Do you feel safe around the site?



84% of students (an increase of 6%) said they knew what to do in the event of a fire on site. There were also significant increases in the number of students who felt safe on site (87%) and safe in class (92%).

The number of students who felt the site was kept clean, tidy and litter free increased to 93%.

