



# 2015 Quality Indicator annual summary report

## Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3737	Centre for Adult Education

### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	600	493	82%

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The shift to online distribution of NQI questionnaires in 2015 has reduced the response rate.

### 2. Survey information feedback

#### What were the expected or unexpected findings from the survey feedback?

Student feedback fell back when compared with previous years, in all 10 Scale measures from the extraordinarily high return rates and NQI scores of previous years when questionnaires were distributed in classtime. These falls were expected on the basis of our internal course evaluatio (based on the NQI Scales, and all scale results remain above targets

#### What does the survey feedback tell you about your organisation's performance?

In so far as these results continue to exceed our targets (80% Satisfaction) it is reasonable to infer that our efforts to implement quality delivery in these difficult times have been worthwhile. However, the general fall in levels of satisfaction by both students and their employers reflects to a significant extent the impact of external factors, and calls for renewed efforts to improve our processes and lift the quality of the services we deliver.

Area	Description	2015 Rating	2014 Rating	2013 Rating	2012 Rating
TQ	Trainer Quality	86.21%	97.00%	72.90%	76.00%
EA	Effective Assessment	82.27%	95.00%	74.00%	72.50%
CE	Clear Expectations	87.10%	97.00%	74.30%	72.10%
LS	Learning Stimulation	82.21%	96.00%	70.10%	72.00%
TRE	Training Relevance	84.69%	97.00%	69.90%	67.20%
CD	Competency Development	80.12%	97.00%	69.60%	71.90%
TR	Training Resources	84.28%	96.00%	71.70%	70.80%
ES	Effective Support	80.58%	96.00%	72.10%	73.20%
AL	Active Learning	85.78%	96.00%	73.30%	71.90%
OS	Overall Satisfaction	83.83%	95.00%	69.90%	75.10%

### 3. Improvement actions

#### What preventive or corrective actions have you implemented in response to the feedback?

In order to keep a closer eye on the sentiments of our students we have introduced a Net Promoter Score measure on a monthly basis of a random sample of students, together with qualitative questions regarding what was "best", and "most on need of improvement". This together with the establishment of a Customer Relationship Management system aimed at improving our outreach to, and integration with stakeholders, including and especially with employers, will be closely monitored in order to address issues as they arise.

#### How will/do you monitor the effectiveness of these actions?

We are also developing Course wellness monitoring including input from a wide range of measures including the above, to quickly identify issues of concern at the granular level, in order to take remedial action, quickly and decisively.