STUDENT FEEDBACK POLICY

Policy review area	Learners
Lead manager	Head of Quality
Approval level	Senior Management Team
Start date	March 2023
Review cycle	1 year
Next review	February 2026

STUDENT FEEDBACK QUESTIONNAIRE - SUMMARY OF RESPONSES 2021-2022 ACADEMIC YEAR

Introduction

Acquire Learning College (ALC), believes that a fundamental part of the assessment of our provision is the collation and review of student opinion.

We believe it is essential to our evaluation of our services to understand the views and opinions of the students that we serve.

Given this, we seek to understand student opinion of our provision by a mid-year Student Feedback Questionnaire issued after the end of each term.

Aim

These surveys encourage students to share their opinion on two key topics, Teaching and Resources as well as contributing their views on any other aspect of our provision.

By understanding and evaluating the views of our student body, we can further understand our own areas of strength and weakness and this forms part of our quality assurance processes.

Our areas of strength serve to illustrate where we are performing well, and we can use this as a template for the future to strengthen and improve our provision. Areas of weakness highlighted by the students can be analysed to see where our provision does not meet student expectations.

Once such areas have been identified, we can investigate and introduce measures as appropriate that would deal with the areas of concern raised by the students. In this way, not only do we ensure we fulfil the needs of the students, guaranteeing the optimum learning opportunities and support, but we also ensure that we are continually self-evaluating and striving to meet the very highest possible standards of academic provision.

Student Feedback Questionnaire

During the midpoint of the 2024/25 academic year, ALC students were asked to complete the Student Feedback Questionnaire. This questionnaire canvassed the opinion of all students.

Though it was not compulsory, students were positively encouraged to complete these forms as this was an opportunity for students to contribute their views and influence the day-to-day provision at ALC.

Completion

The completion rates were as follows:

Students enrolled at ALC	300
Students who completed the questionnaire	156
Percentage of completion	52

Students were asked to respond to a series of statements on two key areas: Teaching & Resources. Students were able to allocate points as follows:

Response	Points Allocation
Strongly disagree	1
Disagree	2
No opinion	3
Agree	4
Strongly agree	5

If a student failed to pick an answer we assumed their answer to be 'No opinion.'

Students were given the opportunity to add a comment to elaborate on their response and were also asked for general feedback at the end of the survey.

Through this, we targeted the core areas of our provision whilst ensuring students had the opportunity to voice their thoughts on any other area that they wished. The surveys were anonymous and were handed in to a member of the administration department rather than directly to the teaching staff. These measures ensured an honest and comprehensive response to our questionnaire.

Survey Analysis

For each question within each section of the Student Feedback Questionnaire, we collated the results to obtain an overall figure.

Section 1: Teaching

1.1 I am satisfied with the lesson materials I have received from the module teachers during the last term.

Points Available	780
Points Received	662
Percentage Score	**85**

1.2 I have received various lesson materials such as handouts and articles from the module teachers during the last term.

Points Available	780
Points Received	654
Percentage Score	**84**

1.3 I am satisfied that the lessons delivered were helpful for me to complete my coursework/exam during the last term.

Points Available	780
Points Received	614
Percentage Score	**79**

1.4 I am satisfied with the quantity of teaching I have received during the last term.

Points Available	780
Points Received	625
Percentage Score	**80**

1.5 I am satisfied with the support and feedback the teachers have given to me to assist me in completing my coursework/exams.

Points Available	780
Points Received	601
Percentage Score	**77**

1.6 I am satisfied with the information given to me about the assessment methods for each module.

Points Available	780
Points Received	585
Percentage Score	**75**

Teaching: Overall Scores

The lowest score in this section is 75%.

The highest score in this section is 84%.

This average score in this section is 80%.

Teaching: Conclusions

The students' main concern seemed to be in relations to assessment methods per module. Therefore, the College will endeavour to provide clearer information to students about how their work is assessed in each module.

Section 2: Resources

2.1 I find that the library resources available to me are relevant to my studies.

Points Available	780
Points Received	652
Percentage Score	**84**

2.2 I find that the electronic resources available to me are suitable for my studies.

Points Available	780
Points Received	683
Percentage Score	**88**

2.3 I find the IT resources available to me are useful.

Points Available	780
Points Received	625
Percentage Score	**80**

Resources: Overall Scores

The lowest score in this section is 80%.

The highest score in this section is 88%.

The average score in this section is 84%

Resources: Conclusions

The scores for this section are mixed. IT resources have been scored the lowest and is an area that will be reviewed.

The College will upgrade the library resources available in line with the increase in student numbers especially as it is hoped that there will be HE students starting in January. However, the HND/HNC programme does have a large resource available online and through the designated textbook. We will also develop a relationship with Sheffield Hallam University.

Concerns Raised by Students

Comments and suggestions cited by the students included:

a. Students desired more time for the preparation of their assessments and assignments.
b. The students were concerned that, on some occasions, it was difficult to access computers on campus.

College Response

a. Tutors reviewed the course planning and encouraged better planning from students to work within the timeframes allocated for the deadlines.

b. Students have been advised that the college is currently procuring additional provisions and therefore intend to expand campus facilities which include an additional IT suite.

Comparison with previous years' results

Item	Percentage Score
Teaching: 2021/2022	81
Teaching: 2022/2023	80
Teaching: 2023/2024	81
Resources: 2021/2022	65
Resources: 2022/2023	85
Resources: 2023/2024	86

It can be seen that responses for Teaching are stable from 2021/2022 to 2024/2025. This is a high score and perhaps reflects the additional support and guidance provided to the students in order to enable them to complete their studies. Scores for Resources have decreased minimally.
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