QUALITY INDICATOR SUMMARY REPORT

Learner Engagement and Employer Satisfaction surveys for reporting year 2015

RTO Information

NTIS Number   3120

Name   South West Institute of TAFE

Address   PO BOX 674
Warrnambool
3280

Survey Response Rates

Survey	Overall population (OP)	Survey Sessions Started (SSS)	Surveys Received (SR)	% Response Rate = SR x 100/ OP (min. req. 50%)
Employer Satisfaction Survey	138	14	4	2.90%
Learner Engagement Survey	9387	274	238	2.54%

Learner Engagement Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
OVERALL SATISFACTION	678	94.96%	Disagree	
CLEAR EXPECTATIONS	665	93.27%	Disagree	
EFFECTIVE ASSESSMENT	875	92.4%	Strongly agree	⬆
COMPETENCY DEVELOPMENT	1150	97.21%	Agree	
TRAINING RESOURCES	643	90.95%	Agree	
ACTIVE LEARNING	914	96.21%	Agree	
EFFECTIVE SUPPORT	684	96.47%	Agree	
LEARNING STIMULATION	656	92.39%	Agree	
TRAINING QUALITY	900	94.54%	Agree	
TRAINING RELEVANCE	651	91.69%	Agree	

Employer Satisfaction Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
COMPETENCY DEVELOPMENT	16	80%	Strongly agree	⬆
TRAINING QUALITY	6	54.55%	Strongly agree	⬆
EFFECTIVE ASSESSMENT	8	53.33%	Disagree	
OVERALL SATISFACTION	8	61.54%	Strongly agree	⬆
EFFECTIVE SUPPORT	18	75%	Strongly agree	⬆
TRAINING RELEVANCE	15	65.22%	Strongly agree	⬆
TRAINING RESOURCES	6	60%	Disagree	

Survey context and use

Trends of response statistics:
• Which student/employer cohorts provided high/low response rate
• How did response rates compare with previous years (if applicable)

Did your RTO try different methods to elicit responses this year? If so, did they make a difference? What seems to work best?

Were there expected or unexpected findings from the survey feedback?

Which three scales were valued most highly?

Which three scales were valued the least?

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

What actions have you implemented in response to the feedback, and why?

Have you seen change from previous years? What actions seem to make an impact?