



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3732	Albury Wodonga Community College

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1040	25	2.40%
Employer satisfaction			

Trends of response statistics:

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

The group completing the majority of the surveys are aged from 15-19yo (37.5%) and the least completed are in the age group of 45 to 54 yo (8.3%).

In 2019 all Students were sent the link via email to complete the survey online. However the response rate has declined again in comparison to the previous year from 11% to 2.40%. Although more Students are being issued the survey, less are completing it.



Section 2 Survey information feedback

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

100% of respondents said that they either Agree or Strongly Agree that the training focused on relevant skills, they developed expected knowledge, they were satisfied with the training and they would recommend the training organisation to others. Only a small percentage had a negative response.

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

Survey results indicate that the training received was interesting, met the Students needs, training was flexible and there was 100% satisfaction with the Trainers and Facilities accessed.

As this is the second year of a decline in survey response since changing from a paper based form to an electronic email platform it needs to be reviewed on how to capture more of the Students response to capture an adequate sample.

Section 3 Improvement actions

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

Issues of low response rate of surveys may be connected to cohort having difficulties in accessing Internet/Computer on course completion, length of survey and/or not understanding the content of questions (as enrolled in Foundation Level Course).

To change the platform of how surveys are issued to Students, by inputting questions into Survey Monkey, which most Students are familiar with. On course completion Trainer to explain purpose of survey and in addition to emailing the link, Student to be offered to use onsite facilities if access to technology is a barrier. These adjustments may support to increase responses.

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

Monitor response rates. Gain feedback from Trainers and Students in regards to effectiveness. Make adjustments in accordance.