

SURVEY

END OF COURSE SURVEY



wwetb

Bord Oideachais agus Oiliúna
Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

Rationale

The recommendations from the QQI External Review process prompted a review of our current processes for End of Course surveying of learners.

*The review team recommends that WWETB **develop a new method of engagement with stakeholders (internal and external)** to further enhance its capacity to identify emerging needs and to develop services to address same*

*...**develop systematic learner, staff and external stakeholders feedback structures** and organise information events for key external stakeholders.*

*The review team recommends that WWETB increase ‘learner voice participation’ in the QA governance and oversight processes and **develop a system that is suitable and consistently implemented to capture and act on learner feedback, to include the learner experience,** capturing and acting on learners’ feedback during the programme and not only at the end of the programme.*

*The review team recommends that **WWETB develop a system that can monitor, and review, learner supports** on a regular basis to ensure they continue to meet evolving learners’ needs.*

*The review team recommends that **WWETB develop a process that leads to the use of quantitative data that can be integrated into the decision-making processes at organisation and centre level.***



wwetb

Bord Oideachais agus Oiliúna
Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

Objective

'To create a standard WWETB Learner consultation tool that will allow us to compile and interrogate information given to us by learners across multiple variables.'



wwetb

Bord Oideachais agus Oiliúna
Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

Overview



There are six distinct survey types, to maximise relevance and appropriateness although there is correlation for consistency.

- A. Short Courses**
- B. Levels 1 to 3**
- C. Levels 4 to 6**
- D. Unaccredited**
- E. Apprentices**
- F. Services to Business**

Initial Questions guided by existing surveys and significantly expanded to inform six main themes:

- 1. Course Promotion & Access**
- 2. Course Content**
- 3. Teaching & Learning**
- 4. Supports & Inclusiveness**
- 5. Assessment**
- 6. Completion & Progression**

Vetted by

QASG & FLT

Plain English applied and tested



wweth

Bord Oideachais agus Oiliúna
Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

Survey Process for Learners

Using the Computer

WIFI Connection
Ensure you're connected to WIFI

VPN:
If applicable, turn off any VPN connection

Browser:
Use Microsoft Edge

Type:
<https://tinyurl.com/43srknsn> directly into the address bar, not the search bar

Login:
Use your WWETB email address and password

Permissions:
If prompted, select Allow on the app permissions dialog box

The Survey will now open

Using the Phone

WIFI Connection:
If your phone is not with an Irish provider, ensure WiFi is enabled

VPN:
If applicable, turn off any VPN connection

Type:
<https://tinyurl.com/43srknsn> directly into the phone's browser and not the search bar

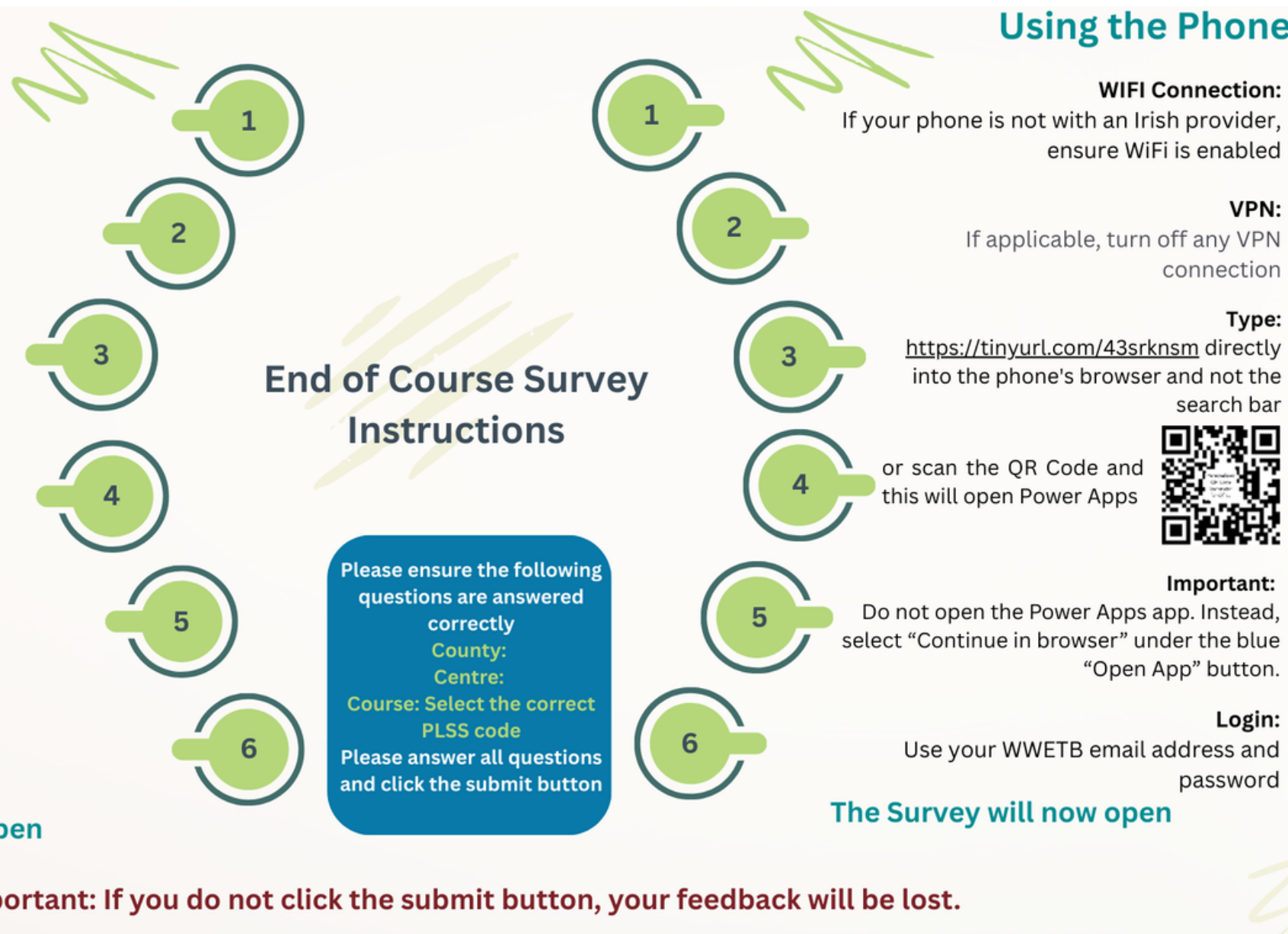
or scan the QR Code and this will open Power Apps



Important:
Do not open the Power Apps app. Instead, select "Continue in browser" under the blue "Open App" button.

Login:
Use your WWETB email address and password

The Survey will now open



Course Feedback

Hello!

Thank you for participating in our Learner Survey, we understand this may take a few minutes.

Your voice and experience are important to us. We will use these answers to shape future courses and ensure that you, our learners get the best possible educational experience.

Your answers are anonymous, so we would ask that you answer honestly.

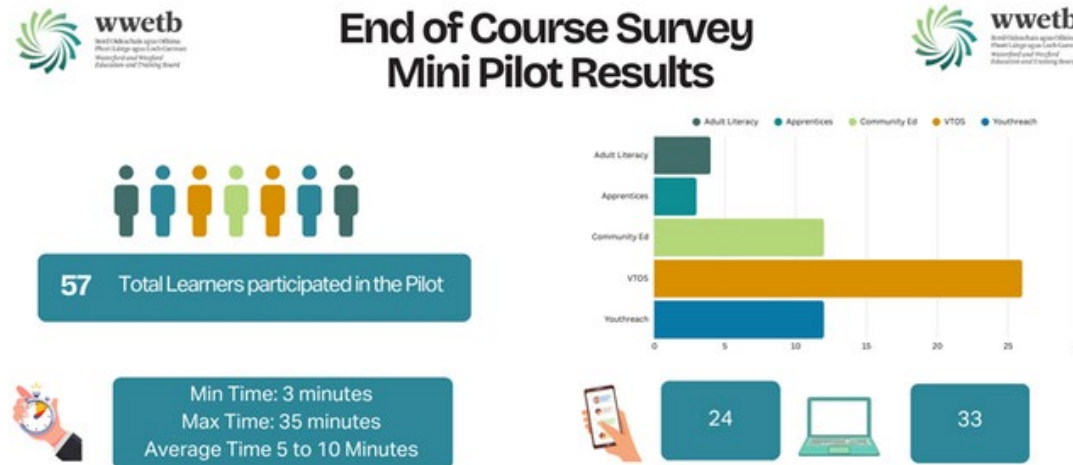
Next



wwetb

Bord Oideachais agus Oiliúna
Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

Pilot Results



Mini Pilot completed on 4 of the Survey types

- Non-Accredited - Community Ed
- Levels 1 to 3 - Adult Literacy
- Levels 4-6 VTOS / Youthreach
- Apprentices - Phase 2 Electrical

Feedback and Findings

- LOG IN**: Logging in needed the most support
Tiny URL and WWETB Email Addresses used - Learner Hub will eliminate the need for Tiny URL
Groups who don't usually use WWETB email address will require support for this step
- Aa**: Most learners happy with Format and Font
1 suggested bigger font - 1 suggested grouping questions together on screen
- Person with question mark**: Most learners were happy with the relevance of the questions and the difficulty
Some found of the terminology hard to understand - These questions were updated
Work placement and guidance questions were confusing - These questions were updated
All questions have used plain English - Level 1 and 2 learners will still require support
Some struggled due to neurodiversity or language barrier
Immersive Reader and Translator to be incorporated
- Person with clock**: Most Learners were happy with the length
Some Youthreach learners found it too long
Progression Bar was suggested and has been incorporated
- Person with puzzle pieces**: Most Learners were happy that everything was covered
Some Apprentices would like questions included on money, overtime, pay frequency and location of college to home
- 0%**: 0% were uncomfortable with any of the questions asked
- Person with puzzle pieces**: Most feel learners would be happy enough to fill out a survey like this at the end of their course - 4 said that some of their group might have an issue with a survey like this

Further Pilot completed May 2025 with VTOS Feedback from Co-ordinators received

Worthwhile and invaluable

We found that it worked really well and believe the anonymity of the feedback encourages frankness

Simple and easy to use

Links

[Learner Instructions](#)

[Learner Video Instructions](#)

[End of Course Survey Written Instruction Manual](#)

URL and QR Code for Survey

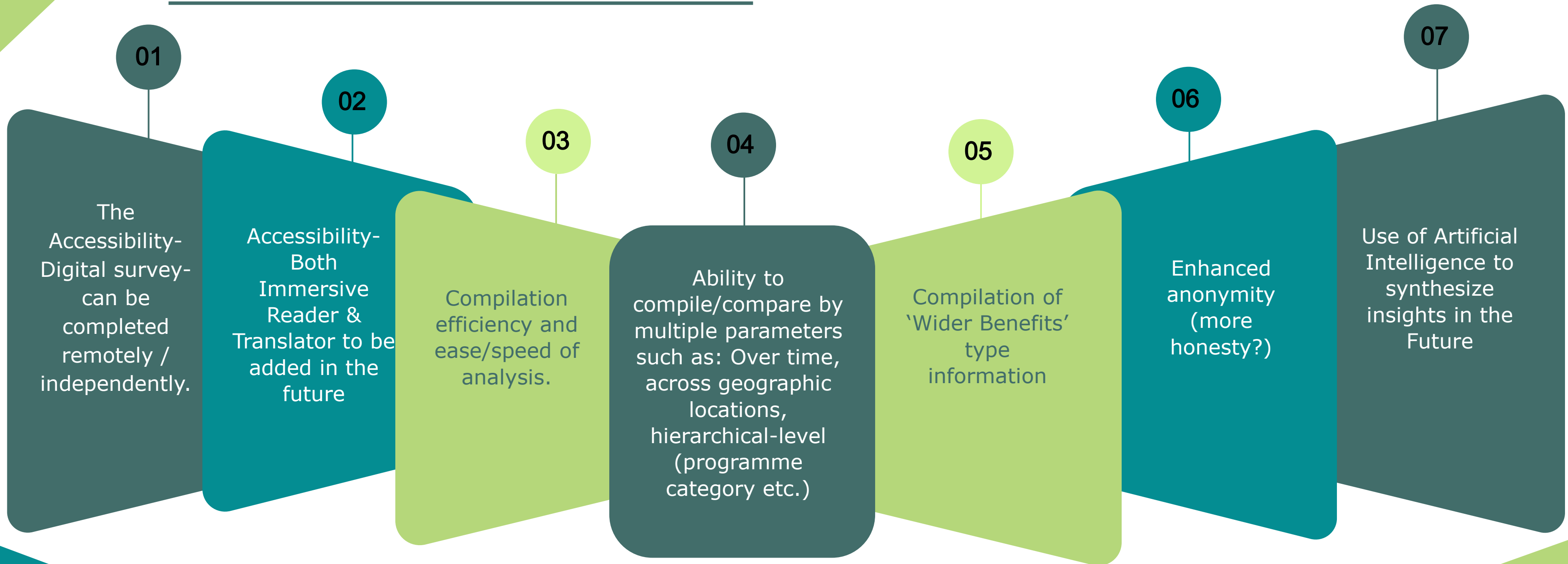
<https://tinyurl.com/43srknsmor>



wwetb

Bord Oideachais agus Oiliúna
Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

Advantages / Pay Offs



Things to Note

Learners require WWETB e-mail addresses to access the online survey.

01

Support may be required for some learners, particularly with logging on.

02

Expansive and comprehensive survey but reduced capacity for 'localisation' of survey questions or very specific inclusions (could be done but there would be a resource overhead here).

03

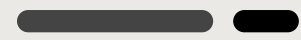
To boost engagement, it is better to actively guide the survey process rather than just distributing it.

04



THANK YOU

FOR YOUR ATTENTION
AND PARTICIPATION



CONTACT INFORMATION:



[QA SharePoint Site](#)



alanlarkin@wwetb.ie

jonlshaque@wwetb.ie

jeanrawson@wwetb.ie



wwetb

Bord Oideachais agus Oiliúna
Phort Láirge agus Loch Garman
Waterford and Wexford
Education and Training Board

