



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|---------------------------|
| 3097 | Wodonga Institute of TAFE |

Section 1 Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = $SR * 100 / SI$ |
|-----------------------|---------------------|-----------------------|---------------------------------------|
| Learner engagement | 6354 | 235 | 3.7 |
| Employer satisfaction | 401 | 25 | 6.2 |

Trends of response statistics:

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

The strongest response rates were from students undertaking Health, Education and Agriculture courses, whilst Engineering, Transport, and Business had low response rates. Apprentices overall had a poor response rate.

Whilst there was an increase in the number of survey invitation issued for this 2020 survey, the response rate was down on previous years for both the Learner and Employer surveys. This downward trend has continued for the last four surveys to the point where the feedback provided makes it difficult to draw too many conclusions.

There has also been an increase in the number of students asking to be removed from the invitation list which may possibly be a result of the large number of satisfaction surveys being performed by the Institute, State and Commonwealth agencies, e.g. NCVER and VETSTAT (Victorian).



Section 2 Survey information feedback

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

The responses for the majority of the Learner questionnaire were between the 80 and 85 positive percentile for their satisfaction with the training, equipment and the Institute as a whole, which was consistent with other surveys including the NCVER student outcomes surveys and Victorian equivalent.

92% of Employer respondents indicated that they would recommend Wodonga TAFE to others.

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

Overall we continue to meet expectations, with high levels of satisfaction, however some comments around feedback/communication will require monitoring and potentially further evaluation.

Section 3 Improvement actions

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

There were no specific trends or issues identified from the feedback that specific preventive or corrective actions need to be developed, however the results will be presented to the Board of Studies as with all external feedback surveys, e.g. NCVER, VETSTAT, to determine whether any further action is possible/required

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

Continued performance in surveys of students and employers to identify any trends of concern.