

**STUDENT FEEDBACK**  
(Early Leaver - Academic Year 2011/12)



11 1

**Primary Target:-**

<b>Name:</b>	
<b>Tel:</b>	
<b>Course:</b>	

It is not intended that you use all of the statements in this model. The statements are shown as a prompt to cover all the possible issues. If you have any additional statements, just let us know. We would expect you to delete statements and amend the questionnaire to suit. Finally please note on your master questionnaire your logo will replace ours.

**Call Record:-**

Call	Date	Time	Call Length	Outcome
1				
2				
3				
4				

(410) **Outcome**

- |  |   |
|--|---|
| <p style="text-align: right;">Completed <input type="text"/> 1</p> <p style="text-align: right;">Unreachable - No Reply <input type="text"/> 3</p> <p style="text-align: right;">Unreachable - Person Unavailable<br/>(Meetings, Holidays etc.) <input type="text"/> 5</p> <p style="text-align: right;">Unreachable - Other <input type="text"/> 7</p> <p style="text-align: right;">Wrong Info - No-one by that<br/>name lives/works there <input type="text"/> 9</p> <p style="text-align: right;">Wrong Info - Don't Use <input type="text"/> 11</p> | <p style="text-align: right;">Refused <input type="text"/> 2</p> <p style="text-align: right;">Unreachable - Answer Phone <input type="text"/> 4</p> <p style="text-align: right;">Unreachable - Too busy to take<br/>call <input type="text"/> 6</p> <p style="text-align: right;">Wrong Info - Invalid Number/<br/>Dead Line/No Incoming Calls <input type="text"/> 8</p> <p style="text-align: right;">Wrong Info - Still Attending<br/>College <input type="text"/> 10</p> <p style="text-align: right;">Wrong Info - Other <input type="text"/> 12</p> |
|--|---|

(please continue over the page)

PRIMARY TARGET? (NAMED PERSON)

Yes  1

No  2

RELATION TO PRIMARY TARGET:

Mother  1

Father  2

Sibling  3

Partner  4

Other Relation  5

Friend  6

Other  7

SECONDARY TARGET- NAME:

Q1. Why did you decide to go to [name of College]? (Please place a cross in all that apply)

I wanted to leave school  1

It offered a suitable course  2

Good childcare facilities  3

Friends go to College  4

The College has a good reputation  5

It was recommended to me  6

Variety of subjects/qualifications offered  7

Progression to HE/University  8

To improve job prospects/further career  9

Structure of the course suited e.g. day release  10

Location of the site  11

Part of my employer's training programme  12

Q2. How long were you at the College before you decided to leave?

Never attended  1

1 to 6 days  2

1 week to 1 month  3

More than 1 month up to 6 months  4

More than 6 months to 1 year  5

More than 1 year  6

(please continue over the page)

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**Q3. Why did you leave the course early/never attend? (Please place a cross in all that apply)**
**Personal Reasons:**

- |                              |                          |   |                           |                          |   |
|------------------------------|--------------------------|---|---------------------------|--------------------------|---|
| Work commitments             | <input type="checkbox"/> | 1 | Health problems           | <input type="checkbox"/> | 2 |
| Childcare problems           | <input type="checkbox"/> | 3 | Travel/transport problems | <input type="checkbox"/> | 4 |
| Family/personal problems     | <input type="checkbox"/> | 5 | Financial reasons         | <input type="checkbox"/> | 6 |
| Problems with other students | <input type="checkbox"/> | 7 | Changed Employment        | <input type="checkbox"/> | 8 |

**Course Reasons:**

- |                                      |                          |    |                                     |                          |    |
|--------------------------------------|--------------------------|----|-------------------------------------|--------------------------|----|
| Problems with tutor/teaching methods | <input type="checkbox"/> | 9  | Lost interest in the course/bored   | <input type="checkbox"/> | 10 |
| Problems with course times/hours     | <input type="checkbox"/> | 11 | Course not as expected at enrolment | <input type="checkbox"/> | 12 |
| College dropped/changed the course   | <input type="checkbox"/> | 13 | Not enough places on course         | <input type="checkbox"/> | 14 |

**College Reasons:**

- |  |                          |    |                                 |                          |    |
|--|--------------------------|----|---------------------------------|--------------------------|----|
| Went to another College/Institution locally  | <input type="checkbox"/> | 15 | Poor communication with student | <input type="checkbox"/> | 16 |
| Problems with College facilities/environment | <input type="checkbox"/> | 17 | I didn't feel safe              | <input type="checkbox"/> | 18 |

**Progressed:**

- |                                     |                          |    |                      |                          |    |
|-------------------------------------|--------------------------|----|----------------------|--------------------------|----|
| Started a course at another College | <input type="checkbox"/> | 19 | Moved out of area    | <input type="checkbox"/> | 20 |
| Went to university                  | <input type="checkbox"/> | 21 | Dismissed by College | <input type="checkbox"/> | 22 |
- 

**Q4. What action did you take when you decided to leave? Did you speak to anyone about it? (Please place a cross in all that apply)**

- |                             |                          |   |              |                          |   |
|-----------------------------|--------------------------|---|--------------|--------------------------|---|
| Member of the College staff | <input type="checkbox"/> | 1 | Your friends | <input type="checkbox"/> | 2 |
| Your family/parents         | <input type="checkbox"/> | 3 | Employer     | <input type="checkbox"/> | 4 |
| No-One                      | <input type="checkbox"/> | 5 |              |                          |   |
- 

**Q5. What are you doing now?**

- |                                     |                          |   |                                 |                          |   |
|-------------------------------------|--------------------------|---|---------------------------------|--------------------------|---|
| In continuing education             | <input type="checkbox"/> | 1 | FT/substantial PT employment    | <input type="checkbox"/> | 2 |
| Running own business                | <input type="checkbox"/> | 3 | Unemployed - seeking employment | <input type="checkbox"/> | 4 |
| Unemployed - not seeking employment | <input type="checkbox"/> | 5 |                                 |                          |   |
- 

(please continue over the page)

Please place **ONE** cross in the box (using **black/blue** ink), e.g. ☒, next to the number which best describes how much you agree with each of the following statements below:

1☐ - Agree Completely;

2☐ - Agree Mostly;

3☐ - Disagree

Office  
Use  
Only

**Now, thinking about the College:**

☺ Agree → ☹ Disagree

(104)	6	I received good support from my teacher	1☐	2☐	3☐
(3)	7	The guidance I was given was good	1☐	2☐	3☐
(107)	8	I knew who to ask for help with any problems	1☐	2☐	3☐
(106)	9	I knew how I could transfer to another course	1☐	2☐	3☐
(35)	10	The teaching on my course was good	1☐	2☐	3☐
(253)	11	I was comfortable with the other students in my group	1☐	2☐	3☐
(16)	12	I was given sufficient information about my chosen course	1☐	2☐	3☐
(255)	13	The course was what I expected	1☐	2☐	3☐
(163)	14	I felt safe at the College	1☐	2☐	3☐

Would you like a member of [the College] to call you and talk to you about learner opportunities? They would be very willing to try to give you some help to overcome any difficulties you may have had. If Yes what would be the best time of day for you?

Yes - AM ☐<sub>1</sub>      Yes - PM ☐<sub>2</sub>      No ☐<sub>3</sub>

Is this telephone number the best one for you to be contacted on?

Yes ☐<sub>1</sub>      No ☐<sub>2</sub>

If no, write telephone number to be used on front page

Are you happy with the way this interview was conducted?

Yes ☐<sub>1</sub>      No ☐<sub>2</sub>

**Thank you very much for your time**