



National Learning Network

Think *Possible*

Student Satisfaction Survey

2025

National Report

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Introduction

'Amplifying the voice' of the people that use our service is a key priority in Rehab Group's strategy, Delivering our Future 2021-2026. The annual Student Satisfaction Survey captures extensive feedback from students regarding their student experience within National Learning Network (NLN). This feedback informs ongoing improvements aimed at strengthening the overall student experience. This report presents the national survey results for 2025 along with a comparative analysis of key themes.

Review of Student Satisfaction Survey

The Quality Assurance and Improvement team conducted a detailed review and analysis of the 2024 Student Satisfaction Survey. In line with the principles of co-production, this involved:

- Consultation with NLN students regarding the design of a main image for the Student Satisfaction Survey.
- Incorporation of feedback from staff and management nationally.

The Quality Assurance and Improvement team reviewed the 2024 NLN Student Satisfaction Survey alongside student surveys used by other educational institutions and service providers. Consideration was given to the inclusion of additional questions to enhance the survey along with how best to communicate the results of the survey. The overall findings of the survey review are as follows:

- Development of an Easy-To-Read version of the survey in response to a request from a Regional Manager (Nationally, 154 students completed this version in 2025).
- Inclusion of a section on Information Technology (IT).
- Revision of questions across the survey to include suggestions from departments in the organisation.
- More detailed analysis and presentation of survey results to management.

Methodology

The survey is designed to capture student satisfaction and to inform continuous quality improvement by identifying areas for enhancement to ensure a first-class student experience. The 2025 survey included 51 questions, organised into the following areas:

- General Information
- Application Process
- Student Induction
- Your Individual Plan
- Information Technology (IT)
- Facilities
- Equipment
- Student Supports
- Certification
- Work Placement
- Teaching and Learning
- Overall Satisfaction

2025 Student Satisfaction Survey

By completing the survey, students provided extensive and valuable feedback on their experience and engagement with NLN.

The Quality Assurance and Improvement team extends its sincere thanks to students for their time and valuable contributions to the survey, as well as to management and staff for their support provided.

Student Voice

A selection of student comments were chosen to highlight how closely their student experience aligns with Rehab Group's core values of Quality, Dignity, Teamwork, Justice, Respect and Advocacy, each of which supports a positive learning environment within NLN.

Staff are very **supportive** and they help if you are struggling.

I enjoy the college and I really like the **skills** that I have been **learning**.

I am very happy with my course and very happy with my **instructor**.
The **IT** is excellent.

I'm **happy completely** here!

I have reached my **goal** that was making new **friends** here.

Thank you because I feel **safe** and **grateful**.

NLN are very **helpful** for everyone's needs.

I think everything was arranged with great **care** for the students and a kind heart, thank you a million.

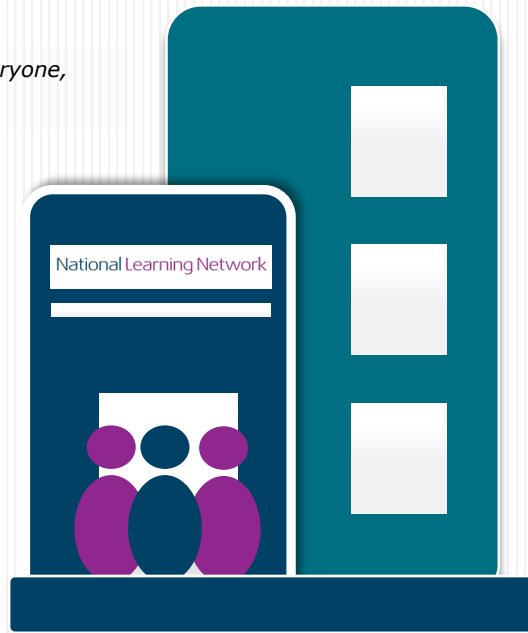
Without **support** from everyone, I wouldn't be here.

Everything is brilliant.
I love going in everyday and being with my **friends**.

I have found staff to be very **supportive, engaging** and **encouraging**.

Great experience.

I am loving it, I am more **independent, active** and **achieve** my **goals**.



Everything is perfect, **facilities** and **staff** are amazing and I would **highly recommend**.

A great course with **excellent resources** and programme.

You do a **great job**.

If you are unsatisfied with something you **can report it**.

Less **people** and more **freedom**.

It's **amazing** and **excellent** to be in NLN. I really **appreciate** the staff and students when we have an **LAC** meeting.

I am **completely satisfied** and **grateful** for what NLN has done for me and to improve the **quality** of my **life**.
Many thanks.

I am really happy with the centre the **warm atmosphere** between staff and students.

Analysis of Survey Results

A total of 2,096 students completed the 2025 Student Satisfaction Survey, an additional 421 students from 2024 representing a national response rate of 73%. 43% of students completed the paper version of the survey.

Regional Response Rate

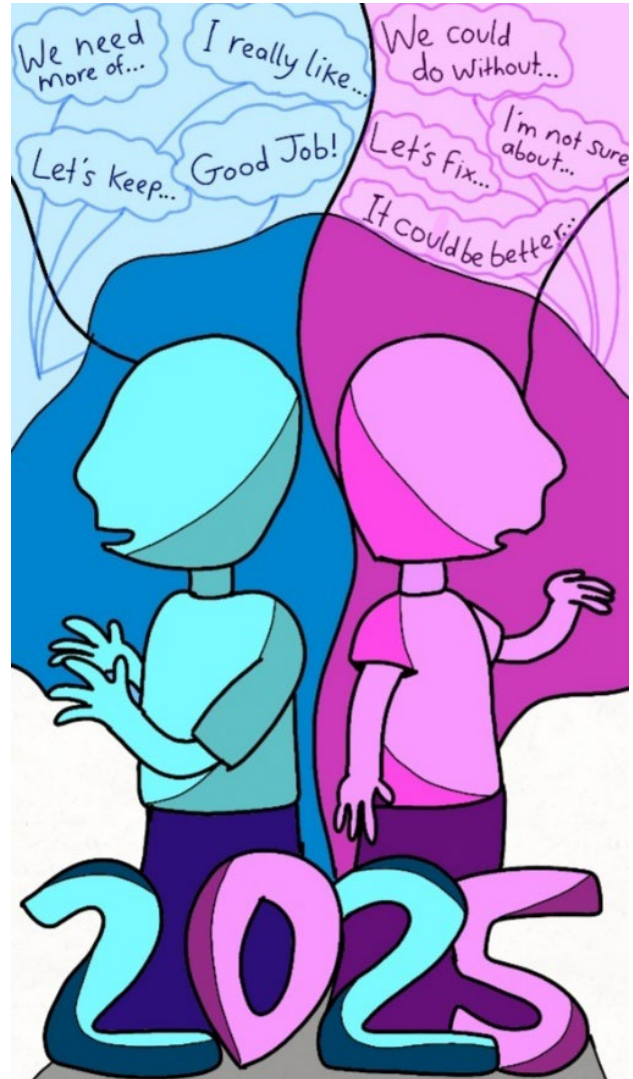
Compared with the response rate in the 2024 Student Satisfaction Survey, increases were observed in the Midlands/West (+13%), South (+13%), and Southeast (+2%) regions, while a decrease was noted in the East/Northeast.

Region	Response
South	80%
West/Northwest	80%
Midlands/West	76%
Southeast	68%
East/Northeast	64%

Highest Centre Response Rate

18 out of 32 centres (56%) equalled or exceeded the national response rate compared with 15 out of 34 centres (44%) in 2024.

Centre	Response
Letterkenny	89%
Hollyhill	88%
Sligo	88%
Mid-West (Limerick)	87%
Longford	86%
Seward House	81%
Monaghan	81%
Galway	80%
Mullingar	80%
Tullamore	79%
Swords	77%
Tralee	77%
Bray	76%
Cavan	76%
Waterford	75%
Tallaght	74%
Clonmel	74%
Kilkenny	73%



The 2025 Student Satisfaction Survey image was produced by Tristan Seery, Advance programme, NLN Tullamore, with the support of his instructor, Sharon Mellisop.

Note:

The term 'Programme' refers to all programmes and services in NLN. The term 'Student' refers to all persons participating in an NLN programme. The term 'Staff' refers to all personnel involved in the delivery of an NLN programme.

Centre Response Rate

The tables below show the regional and centre response rates in comparison to the national response rate of 73% and how they compare to the number of responses received from their centre in the 2024 Student Satisfaction Survey.

Summary

16 centres (50%) recorded an increase in student responses compared with 2024 with the highest increases recorded in Seward House (+47%), Mullingar (+32%), Longford (+26%), Hollyhill (+26%) and Bray (+24%).

East/Northeast Region (64%)

Two out of six centres exceeded the national response rate.

NLN Centre	% Response 2025	+/- 2024
Swords	77%	-14%
Tallaght	74%	+6%
Dundalk	69%	-4%
Navan	68%	+14%
Phibsboro	58%	-9%
College East	53%	-3%*

* Combination of Roslyn College and Ballyfermot

Midlands/West Region (76%)

Four out of eight centres exceeded the national response rate.

NLN Centre	% Response 2025	+/- 2024
Longford	86%	+26%
Galway	80%	+15%
Mullingar	80%	+32%
Tullamore	79%	-3%
Castlerea	70%	-9%
Portlaoise	69%	+1%
Athlone	68%	+8%
Quest	59%	+12%

Southeast Region (68%)

Four out of seven centres equalled or exceeded the national response rate.

NLN Centre	% Response 2025	+/- 2024
Bray	76%	+24%
Waterford	75%	+12%
Clonmel	74%	+1%
Kilkenny	73%	-7%
Carlow	68%	-6%
Wexford	62%	+7%
Kildare	58%	-5%

West/Northwest Region (80%)

Four out of six centres exceeded the national response rate.

NLN Centre	% Response 2025	+/- 2024
Letterkenny	89%	-11%
Sligo	88%	-12%
Monaghan	81%	-19%
Cavan	76%	-24%
Castlebar	71%	-16%
Carrick-on-Shannon	50%	-50%

South Region (80%)

Four out of five centres exceeded the national response rate.

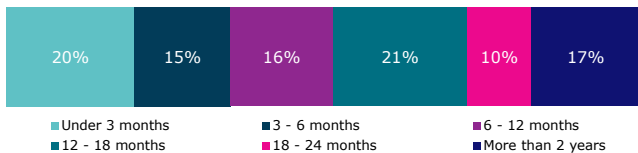
NLN Centre	% Response 2025	+/- 2024
Hollyhill	88%	+26%
Mid-West (Limerick)	87%	+1%*
Seward House	81%	+47%
Tralee	77%	+14%
Bantry	61%	-6%

* Combination of Raheen and Jutland

General Details

Students from 215 programmes completed the 2025 Student Satisfaction Survey.

Duration on Programme



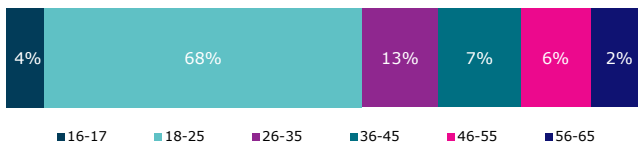
48% of students were attending for more than one year. 36% of students in the West/Northwest were attending for more than two years compared with 4% in the Southeast and 7% in the Midlands/West. 30% of students in the Southeast were attending for under three months.

Type of Programme



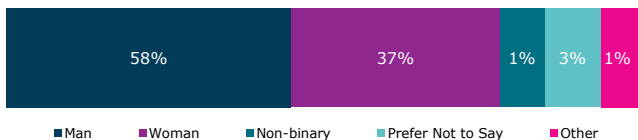
Similar to 2024, the highest response rate came from students completing VT/ETB funded programmes. Compared with 2024, responses from VT/ETB funded programmes decreased by 2%, while responses from RT/HSE funded programmes increased by 1%. There was also a 1% rise in the number of students who were unsure of their programme type.

Age Profile



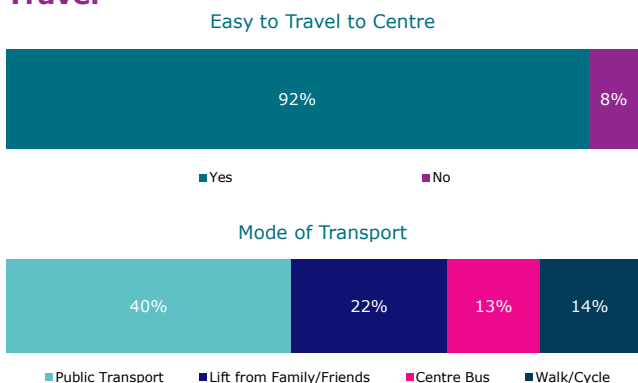
The highest number of students remained in the 18–25 age group. Compared with 2024, numbers rose by 1% among the 16–17 age group, 3% in the 18–25 age group and 1% in the 26–35 age group. There was 2% decrease in the 56–65 age group with no respondents in this group from the Southeast.

Gender



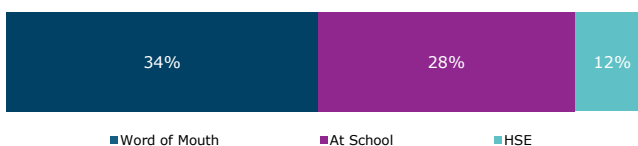
Similar to 2024, the greatest number of responses were from men with an increase of 1% from men and a decrease of 4% from women. Responses in the East/Northeast and Southeast showed a 29% higher response rate from men than women.

Travel



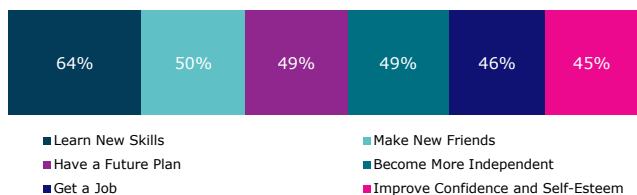
The most popular modes of transport remained as Public Transport (40%), Lift from Family/Friends (22%), Centre Bus (13%) and Walk/Cycle (14%). Public Transport is used by 56% of students in the East/Northeast compared with 21% of students in the Midlands/West. A Centre Bus is used by 23% of students in the West/Northwest, 21% of students in the Midlands/West compared with 7% in the East/Northeast and 5% in the Southeast.

Referral Source



The top three referral sources remain the same as 2024. These sources accounted for 74% of referrals compared with 69% in 2024. The highest referral source was Word of Mouth which increased by 9%, while there was a decrease of 3% in school referrals and 1% from the HSE.

Application Process

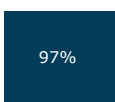


The primary motivation for applying to an NLN programme was to learn new skills (64%), while the least popular was to become more involved in the community (23%).

97% of students expressed satisfaction with the application process, an increase of 2% compared with 2024. Areas of dissatisfaction identified by 3% of students included the amount of paperwork and detail required in the application process along with the delay in commencing their programme.

Student Induction

Completion

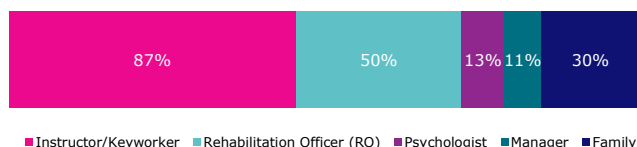


Completion of Student Induction increased by 1% to 97% compared with 2024, while overall satisfaction remained high with 98% of students reporting a positive experience. Areas of dissatisfaction identified by 2% of students included the relevance of the videos used in the online version and the overall length of the Induction module.

Individual Planning

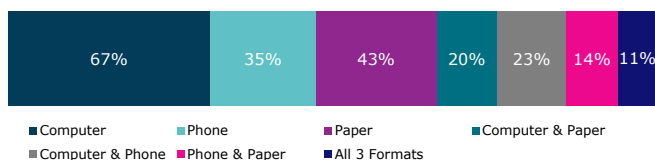
91% of students stated they have an Individual Plan in place, a decrease of 2% compared with 2024. The highest number of students with an Individual Plan in place was the Southeast (94%) with the lowest in the Midlands/West (90%) and South (90%).

Supports Provided



87% of students stated they were supported by their Instructor/Keyworker with their Individual Plan. This was exceeded in the South (+3%) and West/Northwest (+5%). 34% of students in the East/Northeast and 33% in the South were supported by their Family compared with 20% in the Southeast.

Format Preferences

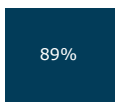


67% of students expressed a preference for accessing their plans on a computer, compared with 43% on paper and 35% on a phone with variances of up to 6% across regions. Among combined formats, computer and phone was the most popular (23%), followed by computer and paper (20%), phone and paper (14%), while 11% favoured using all three.

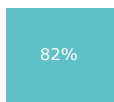
97% of students were satisfied they were achieving their goals. A lack of awareness of goals set was identified by students as a factor contributing to their dissatisfaction with goal achievement.

Information Technology (IT)

Hardware Satisfaction



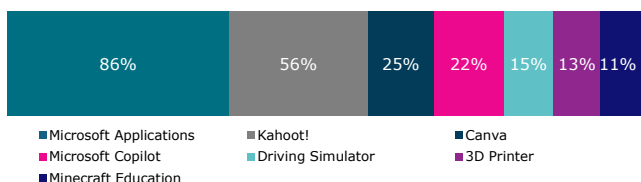
Internet/WiFi Satisfaction



There was a higher level of satisfaction with hardware (89%) compared with the internet (82%). The highest level of satisfaction in both areas was recorded in the West/Northwest. Areas of dissatisfaction with hardware primarily related to laptops and printers, while dissatisfaction with the internet centred on its speed and unreliability.

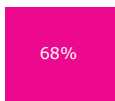
93% of students reported having the technology needed for their programme and 88% stated they had received training on how to use this technology.

Technology Used on Programmes

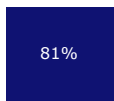


The top two technologies used by students were Microsoft applications (86%) followed by Kahoot! (56%), Canva (25%) and Microsoft Copilot (22%).

eNLN Usage



eNLN Rating

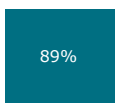


Usage of the NLN's e-Learning system, eNLN, decreased by 3% compared with 2024. A satisfaction rating of 81% was recorded in relation to eNLN with 75% of students rating the content on eNLN as 'Good' or 'Excellent'.

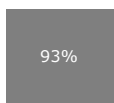
23% of students stated they use assistive technology with 4% identifying additional assistive technology they require to better support their learning. This included Jaws, Braille, C-Pen, Immersive Reader, Reading Overlays and larger monitors.

Facilities and Equipment

Facilities Satisfaction



Equipment Satisfaction



Compared with 2024, satisfaction increased by 13% for equipment and 3% for facilities. The highest satisfaction with facilities was recorded in the South (91%) and West/Northwest (92%), while the Southeast (94%) recorded the highest satisfaction with equipment.

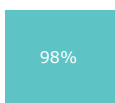
The main areas of dissatisfaction identified by students related to the cleanliness of facilities, the space available to students, the lighting and the chairs.

Student Supports

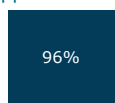
Awareness of the compliments and complaints process increased by 1% compared with 2024. Slight decreases were recorded in awareness of who to contact for support (-1%) and awareness of the LAC (-5%). Regional differences were also evident, of note, awareness of the LAC was recorded by 75% of students in the South and 88% of students in the Southeast.

	2024	2025
Know who to talk to if they need support	99%	98%
Are aware of the LAC and the work that they do	88%	83%
Know what to do if they have a compliment or a complaint	94%	95%

Supported to Make Decisions



Satisfaction with Supports Received

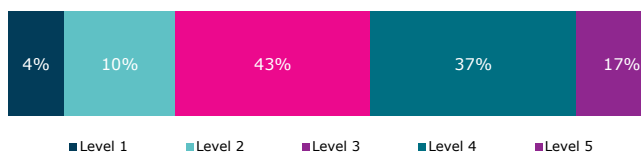


In line with the Assisted Decision-Making Act and the 2024 Student Satisfaction Survey, 98% of students felt supported to make decisions. 96% of students expressed satisfaction with the supports received.

Certification

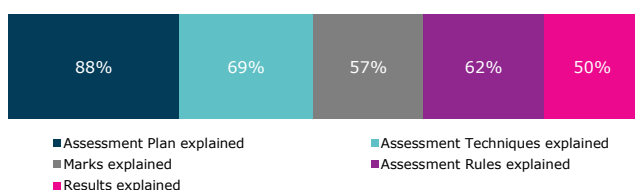
85% of students are completing certification on their programme. Of the remaining 15%, 39% expressed an interest in doing so. The highest number of students completing certification was recorded in the Southeast (94%) with the lowest in the West/Northwest (77%).

Level of Certification Completed



There was an increase in the number of students completing certification at Level 1 (+2%), Level 2 (+2%) and Level 4 (+4%). There was a decrease in the number of students completing Level 3 (-3%) and Level 5 (-1%). 27% of students in the West/Northwest are completing Level 1 or Level 2 certification, while 50% of students in the Midlands/West are completing Level 4 certification.

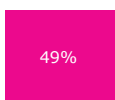
Information on Assessment



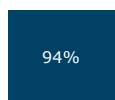
In relation to the communication of the assessment process to students, all areas showed a decrease compared with 2024.

Work Placement

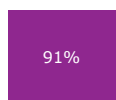
Completed Work Placement



Supported to get Work Placement



Placement related to Programme/Area of Interest



Students in the Southeast and West/Northwest exceeded the national average by 8% and 9% respectively. Students provided a quality rating of 87% to their work placement which was exceeded in the South (89%) and West/Northwest (90%).

Work placement for 13% of students in the East/Northeast and 11% of students in the Southeast was not related to their programme or area of interest. However, some students noted that although their placement was not directly aligned with their programme or interests, it helped them build confidence and feel more prepared for future placements.

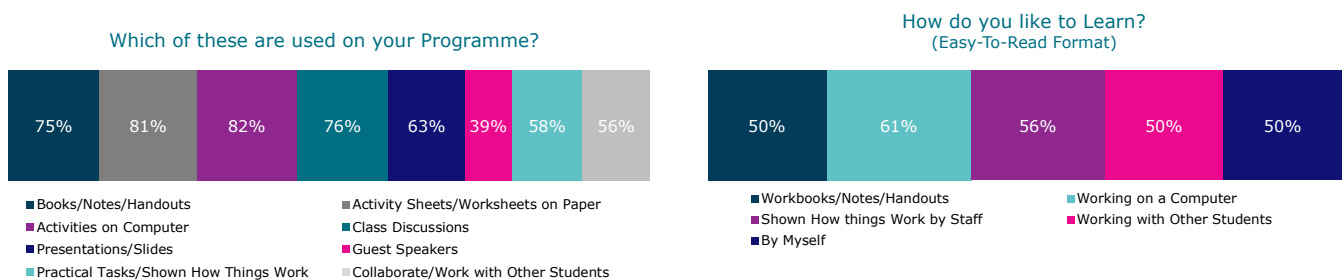
Teaching and Learning

In line with Rehab Group's Quality Framework domains of Person Centred, Safe, Effective, Efficient and NLN's strategic priority to ensure a 'first-class' student experience, students were asked a series of questions about their programme. All areas achieved exceptionally high satisfaction levels, with scores consistently exceeding 90%.

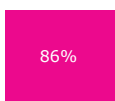


While it was reassuring to achieve high satisfaction levels in all areas, these questions prompted the most substantial feedback from students, including some negative responses that were highlighted to managers.

Students were asked about the range of methodologies utilised across programmes, as well as their individual preferences. The findings below indicate that a diverse range of methodologies were implemented in line with Universal Design for Learning (UDL).



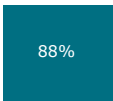
Training Materials Rating



A satisfaction rating of 86% was recorded in relation to the training materials used on programmes, an increase of 4% compared with 2024.

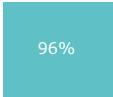
Overall Satisfaction

NLN Satisfaction



The overall satisfaction rate with NLN was 88%, an increase of 1% compared with 2024. This satisfaction was exceeded in the West/Northwest with a rating of 90%. Compared with 2024, 33% rated NLN as 'Good' (-3%) and 56% rated NLN as 'Excellent' (+5%).

NLN Recommendation



There was a 2% decrease compared with 2024 in the number of students who would recommend NLN to others. However, the Southeast equalled last year by recording 98%. Of the 4% of students that would not recommend, approximately 20 students provided specific feedback outlining the reasons for this.

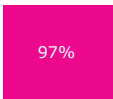
73% of students stated they would consider completing a programme at a higher level in NLN. Of the 23% that would not, they provided reasons such as progressing to employment/apprenticeship and they were not interested in any further training or education.

Reasons Considered for Dropping Out

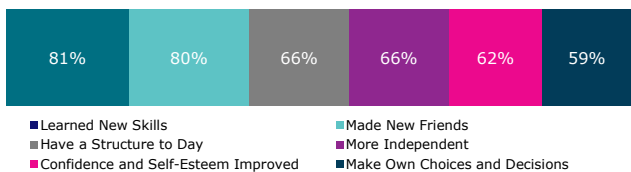


22% of students considered dropping out at some stage in their student journey with NLN. Of these, 30% cited health reasons and 39% family or personal reasons. 50% of students in the West/Northwest stated they considered dropping out for personal or family reasons.

Improvement to Quality of Life



There was a decrease of 1% from 2024 in students who stated that their quality of life had improved since commencing their programme. Four out of five regions equalled or surpassed this satisfaction rate with the South achieving 96%.



The four highest areas identified by students in improving their quality of life were 'I learned new skills' (81%), 'I made new friends' (80%) and 'I have a structure to my day' (66%) and 'I am more independent' (66%). Two of these areas ranked within the top three motivations for students applying to NLN.

Conclusion

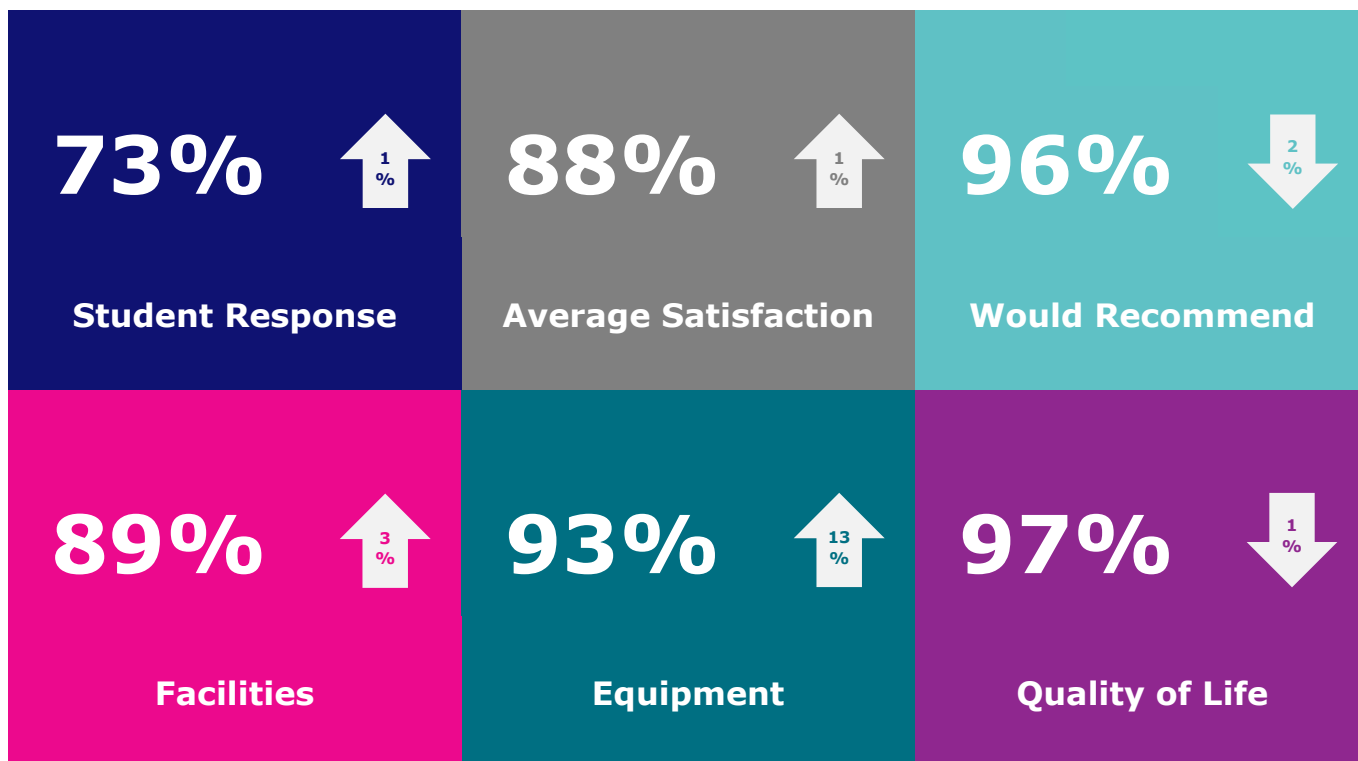
Overall, the findings from the Student Satisfaction Survey indicate that students value the supports and opportunities currently offered within NLN, while also identifying several key areas where improvements would enhance the student experience.

In relation to the question, "Is there anything in NLN that we can make better for you?", students provided a range of constructive suggestions. Common themes centred on the need for greater variety in work placement options, increased availability of supports for progression into employment, enhancements in IT resources, additional annual leave, wider access to supports, improvements in teaching and learning practices, better cleanliness and availability of facilities and a broader range of trips and extracurricular activities.

These insights provide an important roadmap for continuous improvement. In response, NLN will review each of the identified areas and determine appropriate actions to address relevant issues. NLN remains committed to delivering a high-quality, student-centred experience and the feedback gathered through this survey will play a central role in guiding future developments. Continued engagement with students will ensure that improvements are meaningful, responsive and aligned with the expectations of our students.

Comparative Analysis Summary

Below is a comparative analysis of the 2025 results relative to 2024. While minor reductions were recorded in two areas, four areas recorded increases, with the most substantial increase recorded in equipment, which increased by 13% compared with 2024.



Next Steps

Analysis of the 2025 Student Satisfaction Survey will be shared at centre, regional and national level.

Communication with Students

All Centre Managers are required to communicate the centre results with students and display a poster with the results in their centre.

Quality Improvement Plan (QIP)

Based on the responses for their centre(s), all Centre Managers are required to develop SMART actions and to record these actions in their QIP. These actions must be reviewed, updated and the progress communicated to students on a regular basis until all actions have been closed. The Quality Assurance and Improvement team will review actions and provide updates to the Senior Leadership Team (SLT) on the status of the actions.

Centre Analysis of 2025 Student Satisfaction Survey

All actions arising from the 2025 Student Satisfaction Survey must be completed by 30 April 2026. Once all actions have been closed, Centre Managers are required to complete a short questionnaire regarding their actions. This questionnaire must be submitted via the QR code on the right by 30 April 2026.



Produced By

The Quality Assurance and Improvement Team
Quality and Governance Directorate

National Learning Network
Think *Possible*