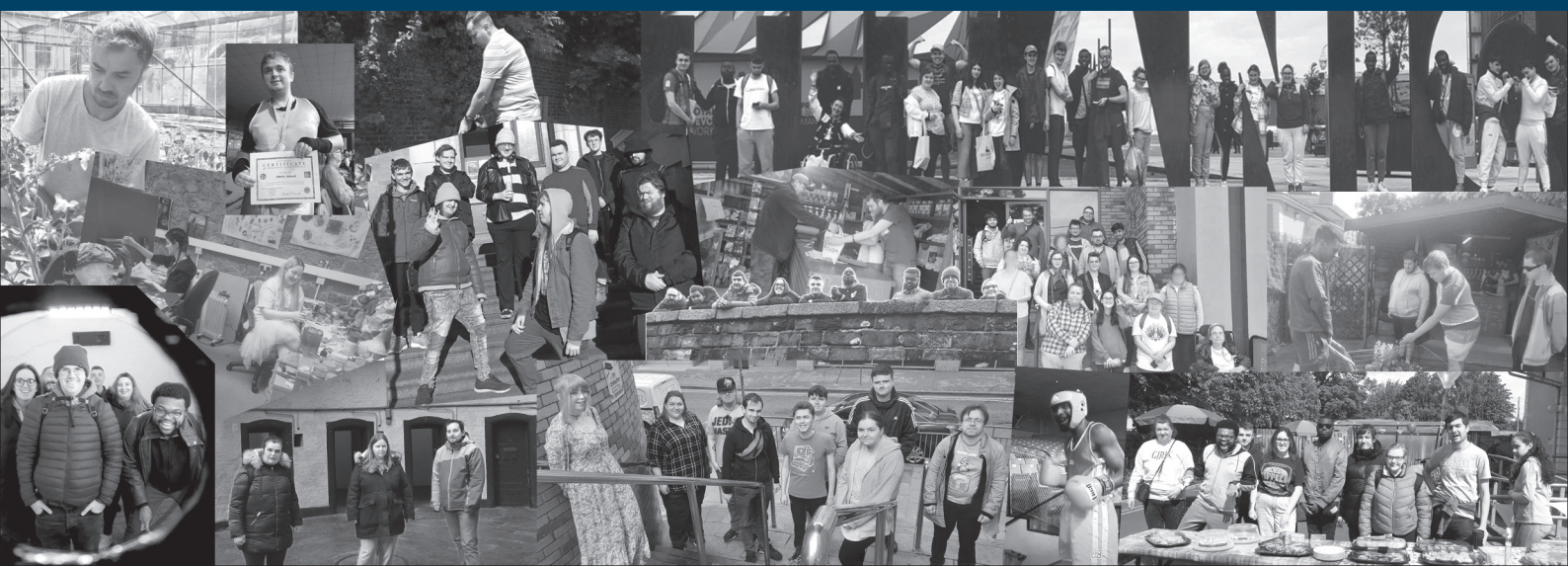


National Learning Network

Think *Possible*



Student Satisfaction Survey 2023

National Report



Purpose

As stated in the Rehab Group's Strategy 2021-2026 *Delivering our Future*, the people who use our services are our most important stakeholders. In line with Priority 1 (*Amplifying the voice of the people that use our services*), the annual Student Satisfaction Survey, available online and in paper-format, is designed to capture extensive feedback from our students to ensure that their voice remains central to shaping the student experience.

Student Satisfaction Survey Review

A comprehensive review and analysis of the Student Satisfaction Survey was conducted earlier this year. In line with the principles of Co-Production, this involved:

- Consultation with staff and students on the National Advocacy Committee in National Learning Network (NLN).
- Consultation with students in three NLN centres - Portlaoise, Tralee and Roslyn College on the structure and layout of the survey, including survey questions, language and presentation.
- Consultation with NLN students regarding the design of a main image for the Student Satisfaction Survey.

A comparative analysis of student surveys used by other educational institutions and service providers was also undertaken.

The overall outcomes from the survey review were as follows:

- Revision of the instructions provided to students for completion of the survey.
- Minor revision to the phrasing of approximately 20% of survey questions.
- Promotion of and increased awareness of the survey in NLN centres by displaying a poster in centres. Inclusion of a QR code on the poster enabled students to access and complete the survey on their phone.
- Incorporation of the image designed by students in the survey.

Methodology

The focus of the survey is to capture student satisfaction with National Learning Network and to identify any areas that can be improved on to ensure a *first-class* student experience. The comprehensive survey consists of 37 questions, grouped under the following headings:

- General Details
- The Application Process
- Induction
- Your Individual Plan
- Facilities and Equipment
- Student Supports
- Certification
- Work Placement
- Teaching and Learning
- Overall Satisfaction

Analysis of 2023 Student Satisfaction Survey Results

Quality and Governance conducted an analysis of survey results for 2023. A summary of these results is outlined below. The statistics are based on the WTE provided in National Learning Network as at 01 September 2023.

Overall Response

A total of 1697 students responded to the Student Satisfaction Survey in 2023 which represents a national response rate of 75%. This is an increase of 13.29% on 2022.

Regional Response

The regional response for 2023 was as follows:

Region	Percentage Response
North West	100%
East	79%
South East	78%
Midlands West	71%
South	59%

Centre Response

The North West region had a 100% response rate. The highest response rate from centres outside of this region were as follows:

NLN Centre	Percentage Response
Dundalk	96%
Ballyfermot	95%
Portlaoise	94%
Swords	92%
Waterford	92%

Response Rate by Centres in Regions

The response by centres in each region is as follows:

	NLN Centre	Response	Percentage Response
East Region	Ballyfermot	58	95%
	Dundalk	95	96%
	Navan	55	73%
	Phibsboro	54	77%
	Roslyn College	119	62%
	Swords	66	92%
	Tallaght	54	77%

	NLN Centre	Response	Percentage Response
South East Region	Bray	70	71%
	Carlow	13	62%
	Clonmel	37	88%
	Kildare	65	83%
	Kilkenny	30	91%
	Waterford	44	92%
	Wexford	26	59%

	NLN Centre	Response	Percentage Response
South Region	Bantry	31	42%
	Hollyhill	69	63%
	Limerick (Jutland)	51	73%
	Limerick (Raheen)	80	88%
	Seward House (Cork)	23	40%
	Tralee	80	48%

	NLN Centre	Response	Percentage Response
Midlands West Region	Athlone	27	64%
	Castlerea	21	75%
	Galway	36	58%
	Longford	36	58%
	Mullingar	51	88%
	Portlaoise	62	94%
	Quest	7	39%
	Tullamore	34	69%

	NLN Centre	Response	Percentage Response
North West Region	Carrick-on-Shannon	24	100%
	Castlebar	73	95%
	Cavan	38	100%
	Letterkenny	65	100%
	Monaghan	27	100%
	Sligo	58	100%

Duration on Programme

Of the responses received from students:

- 12% were on their programme for 3-6 months
- 34% were on their programme for 6 months to 1 year
- 39% were on their programme for more than one year

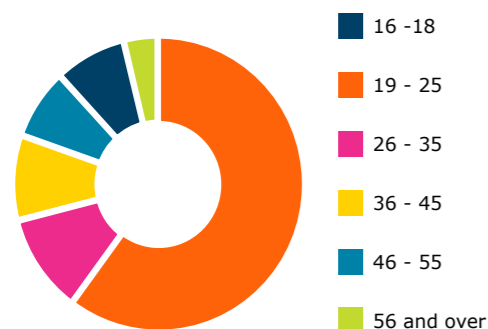
Type of Programme

There was an increase in the number of students completing Vocational Training (VT) programmes and Rehabilitative Training (RT) programmes in 2023 compared to 2022.

	2022	2023
Vocational Training (VT)	51%	52%
Rehabilitative Training (RT)	35%	38%
Unsure	14%	10%

Age Profile

As per 2022, the age profile of the majority of students on NLN programmes is in the range 19-25. 60% of responses were received from students in this range.



Gender

The ratio of female to male students remained the same as 2022 with 37% of females and 59% of males participating in programmes.

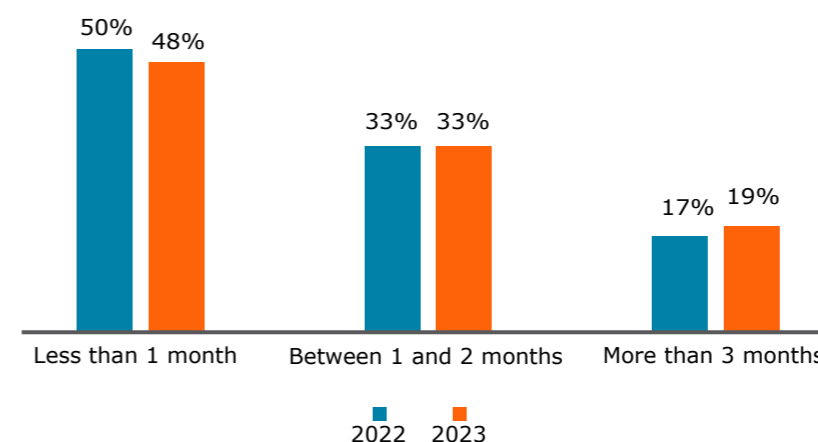
Referrals

As per 2022, the highest number of referrals are from the following four sources:

	2022	2023
School	33%	31%
Word of Mouth	23%	23%
HSE	14%	14%
Health Professional	11%	12%

The Application Process

There were no significant changes to the application process duration in 2023 compared to 2022.



Induction

In 2022, 94% students surveyed stated that they completed Student Induction. This increased by 1% to 95% in 2023.

Individual Planning

There was an increase of 4% to 90% in 2023 of students that stated they have an individual plan that includes their goals.

Facilities and Equipment

A reduction of 3% was recorded in the area of satisfaction with facilities and equipment. In 2022, the average satisfaction rate was recorded as 89%, whilst this was recorded as 86% in 2023.

Student Supports

There were increased levels of awareness in two categories relating to student supports in 2023 compared to 2022.

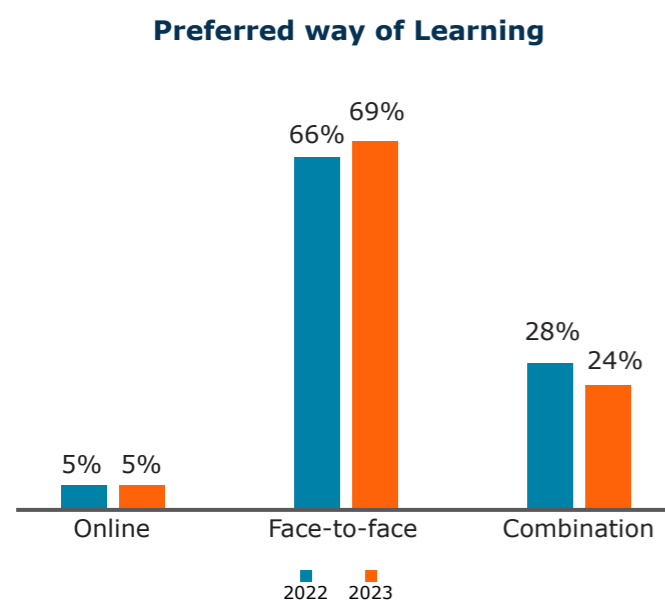
	2022	2023
Students know who to talk to if they need support	97%	98%
Are aware of the LAC and the work that they do	76%	83%
Know what to do if they have a complaint	93%	93%

Certification

QQI remains to be the most popular certification offered on programmes nationally. 46% of students nationally are completing Level 3 certification, whilst Level 4 certification is completed by 29% of students and Level 5 certification is completed by 14% of students. 44% of students currently not working towards certification expressed an interest in completing certification as part of their programme.

Work Placement

88% of students surveyed in 2023 stated they have the opportunity to participate in a work placement. This is an increase from 2022 where the response rate was 85%.



Teaching and Learning

97% of students stated they are happy with their programme. This remains unchanged from 2022.

In 2022, 66% of students stated they use the e-Learning system with an average satisfaction rating of 79%.

In 2023, while the number of students using the system nationally increased by 1% to 67%, the satisfaction rating remained at 79%.

The preferred way of learning by NLN students nationally remains as Face-to-face an increase from 2022.

Overall Satisfaction

The average national satisfaction rate expressed by students in 2023 was 86%. This is an increase of 1% from 2022.

Similar to 2022, 95% of students would recommend NLN to others.

There was an increase of 3% to 96% in 2023 where students stated the quality of their lives improved since they started on their programme.

Comparative Analysis Summary

	2022		2023	
	1482	Student Responses	1679	
	85%	Average Satisfaction	86%	
	95%	Would Recommend NLN	95%	
	97%	Programme Satisfaction	97%	
	93%	Improved Quality of Life	96%	

Next Steps

The results from the Student Satisfaction Survey have been analysed at centre, regional and national level.

Each centre will receive the responses submitted by students in their centre along with a summary analysis of responses. The centre manager should communicate the results to students in the centre and develop an action plan to incorporate any actions arising in the survey. The action plan and relevant updates should be communicated to students on a regular basis until all actions are closed off.

Regional managers will receive the responses submitted from centres in their region along with a summary analysis of the results. Regional managers will have access to the action plans for centres in their region.

Action Plan

All centres are required to develop an action plan using a template developed by the Quality Assurance and Improvement Team. Managers will receive a link to their centre Action Plan template. Actions recorded should be reviewed and updated by the centre manager on an ongoing basis. Regional managers should review the status of actions with centre managers.

2023 Student Satisfaction Survey Review

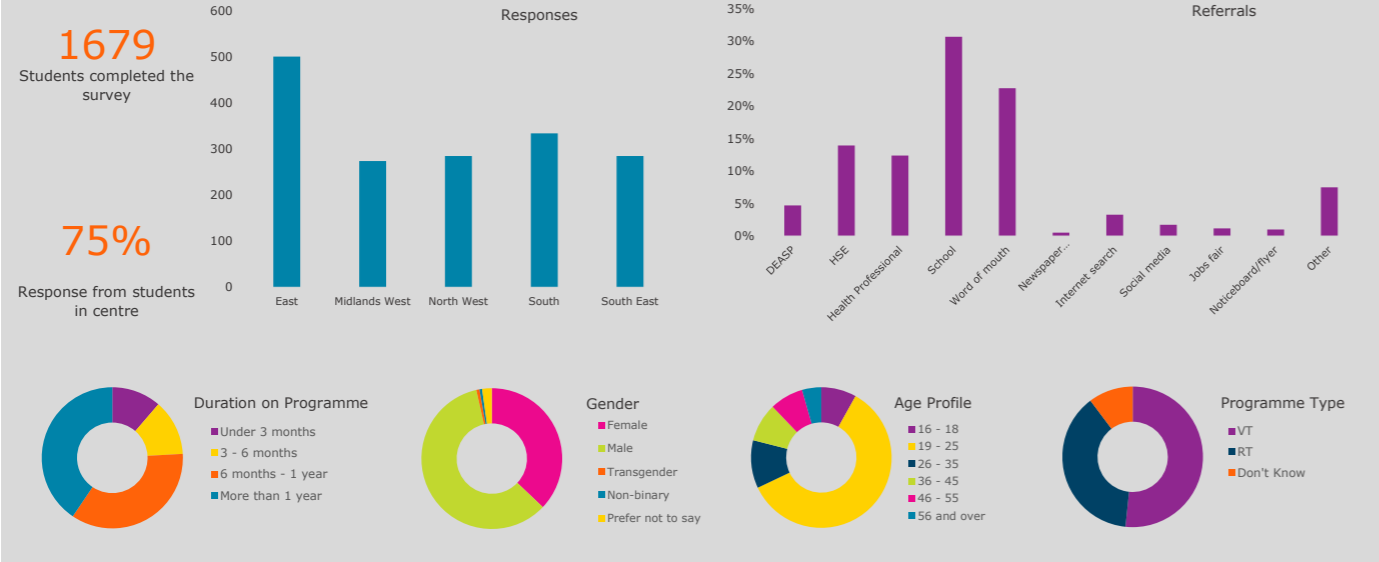
All centre managers are required to complete a review of the Student Satisfaction Survey results for their centre by the end of Q1, 2024. Responses to this short review should be submitted via the QR code.



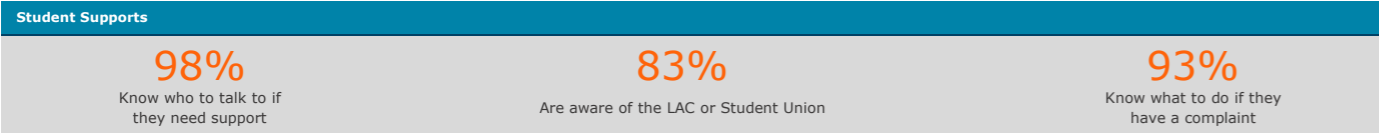
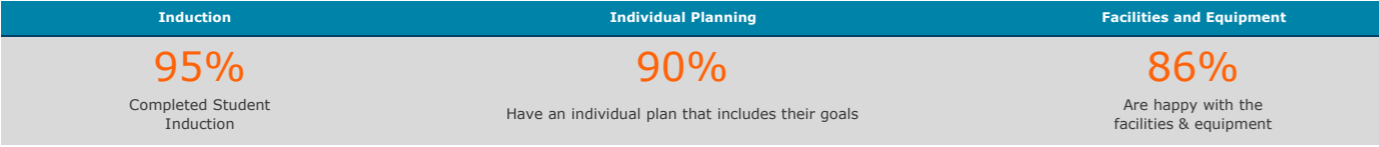
Student Satisfaction Survey 2023

National Statistics

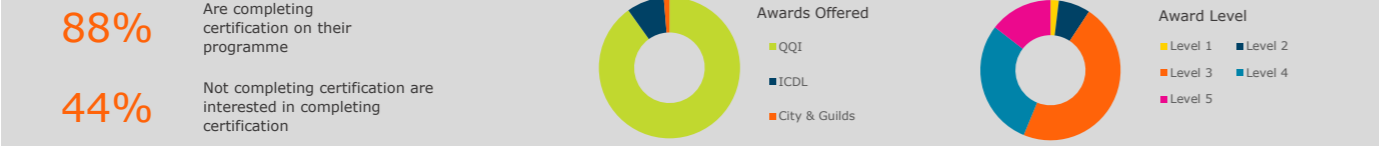
General Details



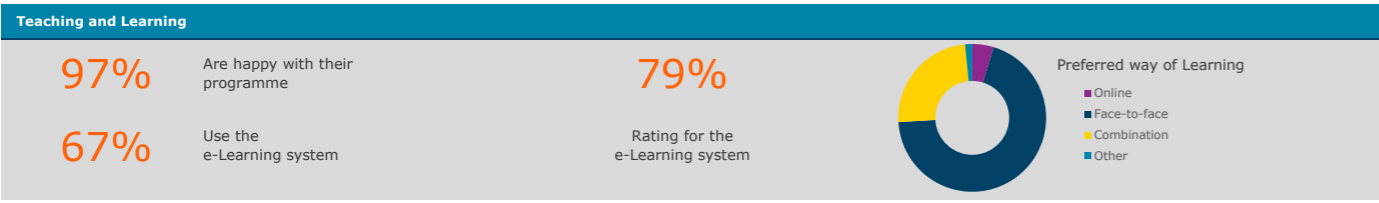
Application Process



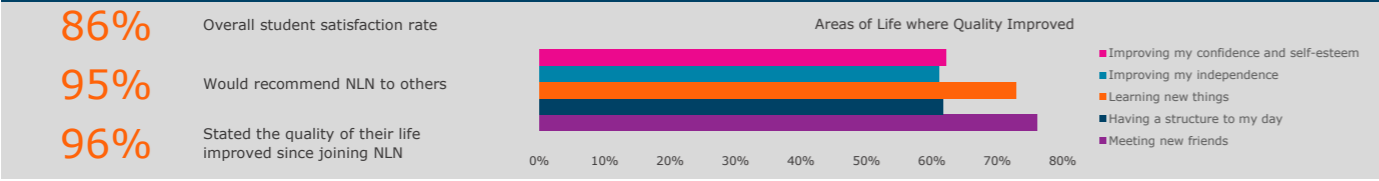
Certification



Work Placement



Overall Satisfaction



Produced By
The Quality Assurance and Improvement Team
Quality and Governance Directorate
2023
