

Student Satisfaction Survey 2024

National Report



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Introduction

A key priority in Rehab Group's strategy, Delivering our Future 2021-2026, is 'amplifying the voice' of the people that use our services. The annual Student Satisfaction Survey captures extensive feedback from students regarding their experience on their student journey in National Learning Network (NLN). This feedback acts as a basis for enhancing the student experience. This report provides an overview of the survey's national results for 2024 and a comparative analysis of key areas.

Review of Student Satisfaction Survey

A comprehensive review and analysis of the 2023 Student Satisfaction Survey was conducted by the Quality Assurance and Improvement team. In line with the principles of Co-Production, this involved:

- Consultation with students in three NLN centres – Clonmel, Limerick (Jutland) and Roslyn College including members of the Local Advocacy Committee (LAC). Participants in the focus groups reviewed the survey questions, the survey flow and the language used throughout the survey.
- Consultation with NLN students regarding the design of a main image for the Student Satisfaction Survey.
- Incorporation of feedback from management and staff nationally.

The Quality Assurance and Improvement team reviewed the 2023 NLN Student Satisfaction Survey and student surveys used by other educational institutions and service providers. The team considered the inclusion of additional questions that could add value and how best to communicate the survey results. The overall outcomes from the survey review were as follows:

- Revision of the survey instructions.
- Revision of the phrasing and length of survey questions and the inclusion of examples with some survey questions.
- Inclusion of questions relating to Travel, revision of questions relating to Facilities, Equipment, Certification, Work Placement, Teaching and Learning and Quality of Life.
- Development of a poster for each centre showing a summary of the centre results.
- More detailed analysis and presentation of survey results to management.

Methodology

The focus of the survey is to capture student satisfaction with National Learning Network and to identify any areas that could be improved to ensure a first-class student experience. The 2024 survey consisted of 50 questions, grouped under the following areas in line with the student journey.

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

2024 Student Satisfaction Survey

By completing this survey, students created a large and valuable data set of their experience and engagement with NLN. This feedback assists NLN to identify areas of strength and areas that require further development or improvement.

The Quality Assurance and Improvement team are very grateful to the students for their time and contribution to this survey and to the support provided by management and staff.

To commemorate the 75th anniversary of the founding of Rehab Group, the 75 comments below highlight the satisfaction expressed by students with the different stages of their student journey.

The Application Process

The people and administration were very co-operative, I wasn't afraid to ask any questions and it helped with my confidence before I joined the course. • The application process worked perfectly for me when I underwent it. • The application process is perfect the way it is. • The application was pretty straight forward and easy to read. • I thought the application process ran smoothly and have no complaints. • It's well organised. • It is very efficient, I came to NLN and was given a tour and met the course instructor. She was very helpful and informative and gave me an application form and a tour and overview of the course. • From my experience, I was very satisfied. • It was extremely easy and made easier by the very helpful staff and management. • I felt my application was processed quickly. • I found it quick and easy. • Application process was so smooth and efficient. The manager and instructor were so welcoming and answered any question I had.

Facilities

We have great facilities. • I'm satisfied with the facilities we have. • Very good, they are clean and tidy, have anything I need and if I asked for anything, it's not long and it's here to use. • I'm happy with the facilities. • They're all brilliant and safe for me. There were no problems in any room I was in. • The facilities are perfect and they meet my standards. • I have always been satisfied with everything in the building. • 100% satisfied. • The facilities are excellent, lots of natural light and space. • I am fully satisfied with facilities. Always clean and comfortable.

Equipment

All the equipment seems modern and up to date. • Everything is perfect here. • I'm satisfied with everything. • It is fit for purpose. • Equipment up to date and in good condition. • I think the equipment is more than sufficient.

Student Supports

Supports are excellent. • At the moment I am happy with the student support system we have. • I feel well enough supported at the current time. • Student supports seem good. • The people here have been very good to me and offered me all the support I could need. • The supports are very good. There's a lot of staff that can assist us. • Student support is very good. • They offer the students the best support in the best possible way. • I got a lot of support from staff, there is no way it can be any bigger and better. • I am very satisfied with the support from my instructors, RO, RT, Psychologist and my peers.

Work Placement

It's fantastic. • I'm happy with the placements. • Everything is positive for me. • I'm happy how it's going. • I think the work placement was really good, my instructor helped me go to a place where I could learn more about what I really wanted to expand knowledge on and found it really good for confidence. • I love my work placement. • Everything is positive for me • 100%, couldn't ask for better.

Student Induction

The Student Induction that NLN have is great it was explained very well. • I found it very inclusive, I understood what I needed to. • I was satisfied with the way it was presented. • Everything was clear and accessible to me. Thank you so much. • I think it's very good it covers everything that I needed to know about the centre like rules and assessment. • Found it good and clear and easy to understand. • Student induction was well done. • It is very informative and the folder is a great reference grid. • It is very easy online.

Individual Planning

I found the planning process really good and found the help very useful for preparing to work or go to further education. • The individual planning that I have done was really good. • All organised well here. • Everything was prepared and good. • I am happy with how the individual planning process is. • Good support given between RO and instructor.

Certification

I'm happy with my certification. • It's perfect. • The assessments do not need to be improved because they are already perfect. • Very good so far. • I like the certification on my course.

Teaching and Learning

It's flawless, nice and friendly. • I am very happy with the way the course is run. • I'm satisfied with everything. • So far after 3 months I find the course excellent. • The programme has been very helpful and enlightening for my own personal development and I appreciate what you've done for me! • I'm extremely satisfied with it. • Happy out. • Everything is good. • I am satisfied with my course and I really enjoy it.

Analysis of Survey Results

The Quality Assurance and Improvement team conducted an analysis of survey results. A detailed summary of these results is outlined below. The statistics are based on the average number of students on programmes and services for the period in which the survey was live.

Overall Survey Response

A total of 1,675 students responded to the Student Satisfaction Survey in 2024 which represents a national response rate of 72%. This is a decrease of 3% on 2023.

Regional Response Rate

Region	Response
West/Northwest	98%
East/Northeast	67%
South	67%
Southeast	66%
Midlands/West	63%

Highest Centre Response Rate

Centre	Response
Carrick-on-Shannon	100%
Cavan	100%
Letterkenny	100%
Limerick (Jutland)	100%
Monaghan	100%
Sligo	100%
Swords	91%
Castlebar	87%
Tullamore	82%
Kilkenny	80%
Castlerea	79%
Limerick (Raheen)	76%
Carlow	74%
Clonmel	73%
Dundalk	73%

Note:

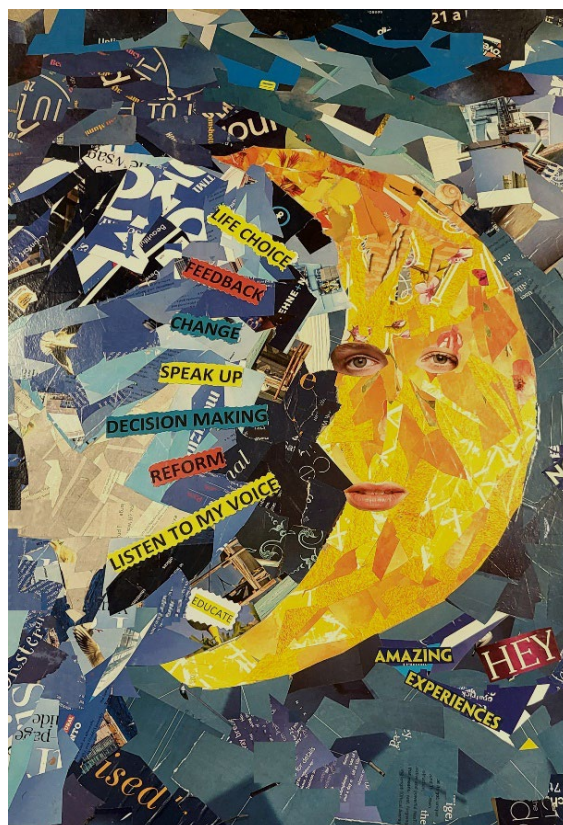
The term 'Programme' refers to all programmes and services in NLN. The term 'Student' refers to all persons participating in an NLN programme. The term 'Staff' refers to all personnel involved in the delivery of an NLN programme.

Summary

15 out of 34 centres (44%) exceeded the national response rate.

In comparison to the response rate recorded in the 2023 Student Satisfaction Survey, an increase in 8% was recorded in the South, with a decrease recorded in the other four regions.

The response rate in the West/Northwest exceeded the national response rate by 26%, whilst the other four regions were below the national response rate.



The 2024 Student Satisfaction Survey image was produced by students Alison O'Keeffe and Ryan O'Mahony on the Directions programme, NLN Hollyhill, Cork with the support of their instructor, Adrian Brady.

Regional Response Rate

The tables below show the regional and centre response rates and how they compare to the national response rate of 72%.

East/Northeast Region (67%)

Two out of seven centres exceeded the national response rate.

NLN Centre	% Response
Swords	91%
Dundalk	73%
Tallaght	68%
Phibsboro	67%
Roslyn College	58%
Ballyfermot	54%
Navan	54%

Southeast Region (66%)

Three out of seven centres exceeded the national response rate.

NLN Centre	% Response
Kilkenny	80%
Carlow	74%
Clonmel	73%
Kildare	63%
Waterford	63%
Wexford	55%
Bray	52%

Midlands/West Region (63%)

Two out of eight centres exceeded the national response rate.

NLN Centre	% Response
Tullamore	82%
Castlerea	79%
Portlaoise	68%
Galway	65%
Athlone	60%
Longford	60%
Mullingar	48%
Quest	47%

West/Northwest Region (98%)

All six centres exceeded the national response rate.

NLN Centre	% Response
Carrick-on-Shannon	100%
Cavan	100%
Letterkenny	100%
Monaghan	100%
Sligo	100%
Castlebar	87%

South Region (67%)

The two Limerick centres exceeded the national response rate.

NLN Centre	% Response
Limerick (Jutland)	100%
Limerick (Raheen)	76%
Bantry	67%
Tralee	63%
Hollyhill	62%
Seward House	34%

Summary

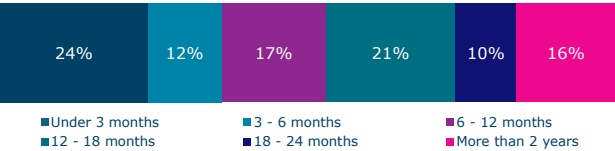
44% of centres equalled or exceeded the response rate in the 2023 Student Satisfaction Survey.

The response rate in the West/Northwest was over 30% greater than the other four regions with five out of six centres recording a response rate of 100%. One other centre, namely Limerick (Jutland) recorded a response rate of 100%.

General Details

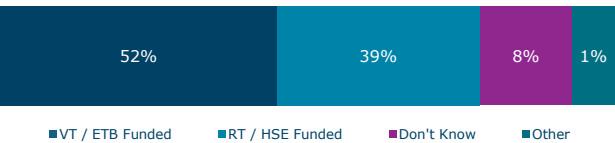
Students from 207 (91%) programmes completed the Student Satisfaction Survey.

Duration on Programme



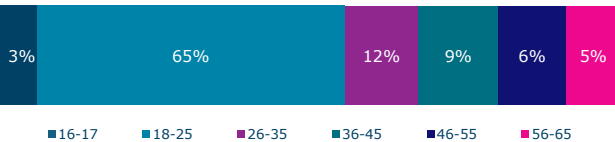
47% of students were attending their programme for more than one year. 58% of students in West/Northwest were attending for more than one year, whilst 30% of students in the South were attending for under 3 months.

Type of Programme



Similar to 2023, the highest response rate (52%) was from students completing Vocational Training (VT) programmes. An increase of 1% was recorded from students completing Rehabilitative Training (RT) programmes (39%). 8% of students were unsure about their programme type.

Age Profile



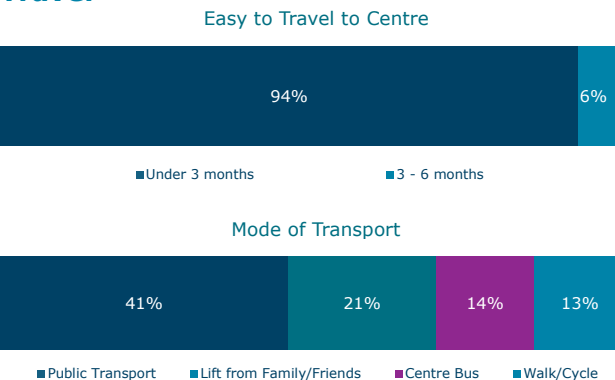
3% of responses were in the age range 16-17. Similar to 2023, the highest number of students (65%) attending programmes were in the age range 18-25. There was a 2% decrease in the age range 46-55 and a 1% increase in the age range 56 and over.

Gender



Although there was a 4% increase from females, the greatest number of responses was from males. There was a significant difference in the number of responses from males and females in the East/Northeast (62% male, 37% female) and Southeast (60% male, 37% female).

Travel



The most popular modes of transport identified were Public Transport (41%), Lift from Family/Friends (21%), Centre Bus (14%) and Walk/Cycle (13%). Public Transport is used by 59% of students in the East/Northeast compared to 19% of students in the Midlands/West. A Centre Bus is used by 25% of students in the Midlands/West, 24% of students in the West/Northwest compared to 4% in the Southeast and 5% in the East/Northeast.

Referral Source



As per 2023, the highest referral sources nationally were from Schools, Word of Mouth and the Health Service Executive (HSE) accounting for 69% of referrals. 5% of referrals were from Internet Searches and Social Media.

Application Process



Application Process Duration



The Application Process took less than 1 month for 60% of students and between 1 and 2 months for a further 33% in the Southeast. The process took more than 3 months for over 20% of students in the Midlands/West, South and West/Northwest. Minor changes were noted compared to 2023.

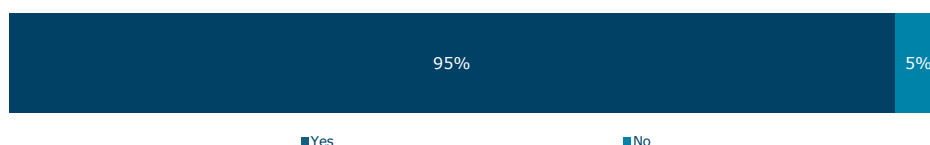
	2023	2024
Less than 1 month	48%	44%
Between 1 and 2 months	33%	38%
More than 3 months	19%	17%

12% of students provided suggestions for improvements to the Application Process. Some of the areas for improvement identified included reducing the length of the Application Form and Process, making an online version of the Application Form available and improving communication between the centre and applicants.

Student Induction



Student Induction Completion



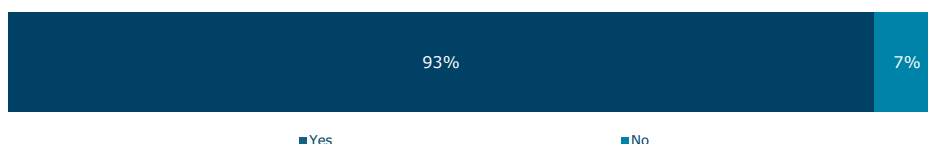
As per 2023, 95% of students had completed NLN Student Induction. Of the 5% (84 students) that had not completed it, 39 students were more than 3 months on their programme (41% of these students were in the East/Northeast and 25% were in the West/Northwest).

17% of students provided suggestions for improvements to Student Induction. Some of the areas for improvement identified included making the content shorter and including more group work.

Individual Planning



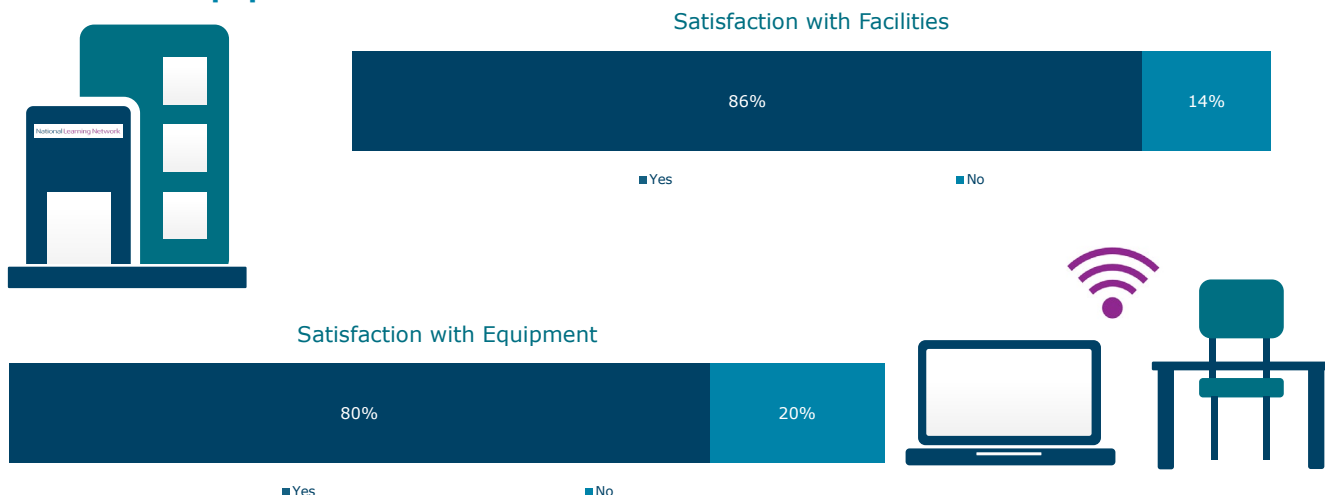
Individual Plans



Note: An Individual Plan should be in place for all students within the first three months, therefore students who were on their programme for less than 3 months are not included in these statistics.

12% of students provided suggestions for improvements to the Individual Planning Process. Some of the areas for improvement identified included providing further information on the process, providing examples of goals, increasing the frequency of reviews and reviewing the use of iplanit.


Facilities & Equipment



There was a higher level of satisfaction with facilities compared to equipment. The highest satisfaction rate (90%) with facilities was recorded in the South and the highest satisfaction rate (86%) with equipment was recorded in the Southeast. Over 25% of student in the East/Northeast and Midlands/West expressed dissatisfaction with equipment.

36% of students identified areas for improvement with facilities. Some of the areas for improvement identified included the building, the canteen, lighting, chairs and toilets. 38% of students identified areas for improvement with equipment. Some of the areas for improvement identified included the computers, the internet, the authentication process and passwords for logging in.

Student Supports



	2023	2024
Students know who to talk to if they need support	98%	99%
Are aware of the LAC and the work that they do	83%	88%
Know what to do if they have a compliment or complaint	93%	94%

100% of students in the Southeast knew who to talk to if they needed support, whilst 3% of students in the East/Northeast did not know. 94% of students in the Southeast were aware of the LAC, whilst 17% of students in the South and 15% of students in the Midlands/West were not aware. In relation to awareness of the Compliments and Complaints process, all centres recorded over 90%. Students in four out of five regions equalled or exceeded the national average in relation to knowledge of the Compliments and Complaints process, whilst 8% of students in the East/Northeast did not have knowledge.

In line with the introduction of the Assisted Decision Making (ADM) Act, 98% of students felt supported to make decisions about their programme.

19% of students provided suggestions for improvements to Student Supports. Some of the areas for improvement identified included improving the awareness, availability and flexibility of supports, the need to listen to students and the need for greater consultation with and involvement of students in their programme.

Certification



86% of students were completing certification on their programme.

The highest number of students completing certification was in the Southeast (96%) followed by the Midlands/West (92%).

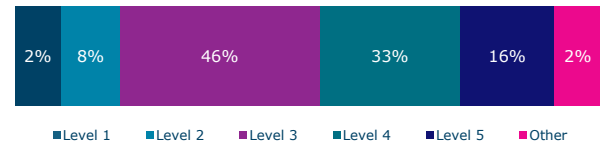
21% of students in the West/Northwest were not completing certification. This region had the highest number of Rehabilitative Training (RT) programmes (47%).

Awarding Bodies



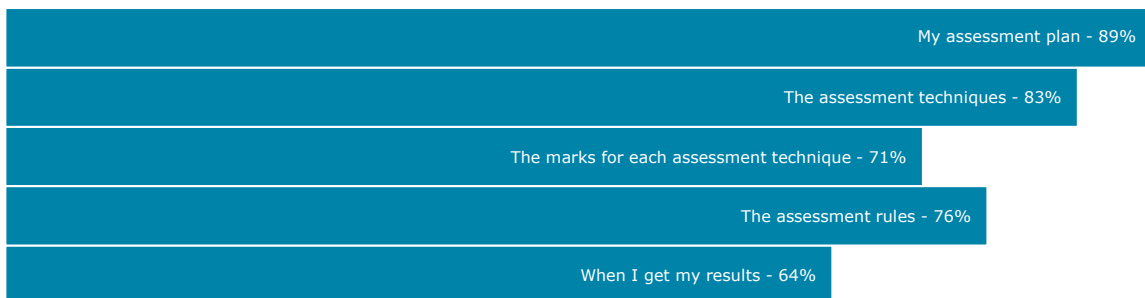
QQI is the primary award offered in NLN centres with 95% of student completing QQI certification. City & Guilds offered in the South and West/Northwest accounted for 1% of certification completed.

Certification Level



95% of students were completing certification at Level 3, Level 4 or Level 5. Whilst Level 3 remained the same as 2023, there was a 4% increase in the number of students completing certification at Level 4 and a 2% increase at Level 5. 19% of students in the West/Northwest were completing Level 1 or Level 2 certification.

In relation to the communication of information on the assessments process to students, the highest ratings were recorded in the Midlands/West and Southeast followed by the West/Northwest and South. The East/Northeast recorded below the national average in all areas.



A national satisfaction rating of 84% was recorded for assessments used on programmes.

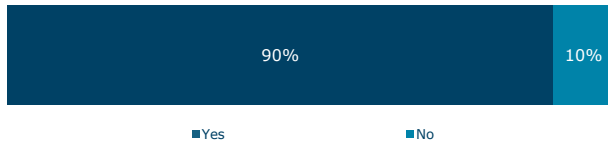
15% of students provided suggestions for improvements to Certification. Some of the areas for improvement identified included reducing written work, making assessments more up to date and improving communication in relation to assessments.

Work Placement



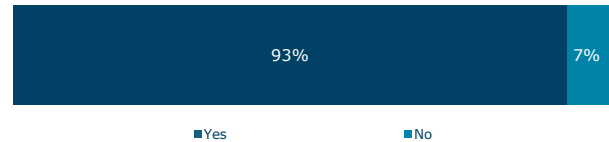
66% of students were completing Work Placement. Students completing Work Placement in the West/Northwest exceeded the national average by 5%, with students in the Midlands/West and Southeast exceeding by 2%. Students gave an average rating of 85% for the quality of their Work Placement with three out of the five regions exceeding this average, namely the West/Northwest, South and Southeast.

Work Placement Relevance



Work Placement for 14% of students in the Southeast was not related to their programme or area of interest.

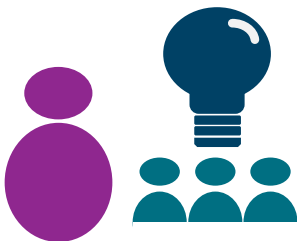
Staff Support



Support provided by staff to students in three out of five regions exceeded the national average, namely the South, Southeast and West/Northwest.

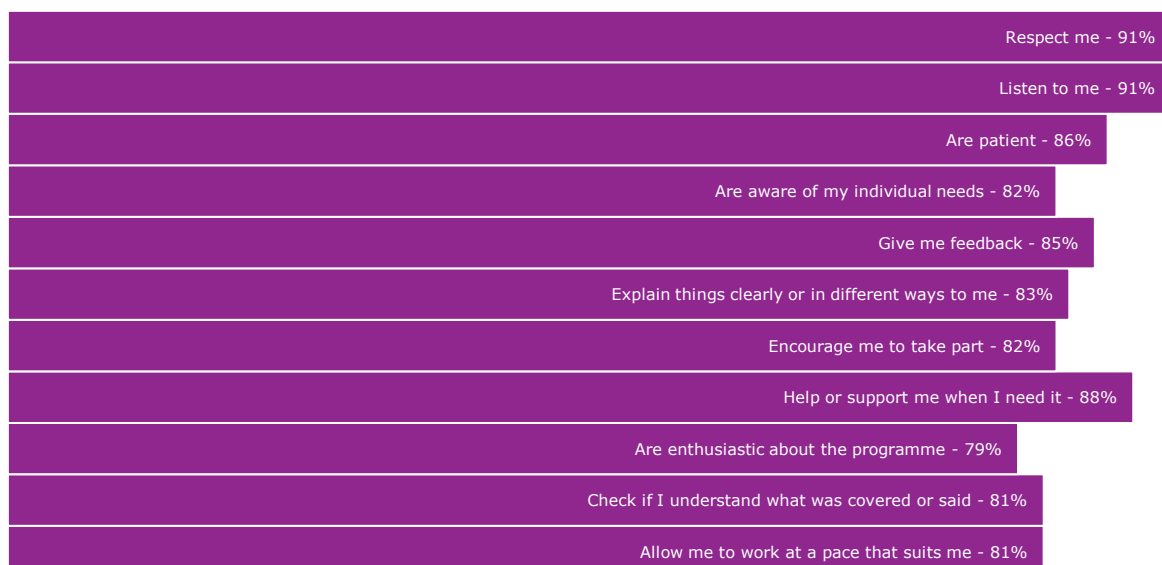
15% of students surveyed provided suggestions for improvements in the area Work Placement. Some of the areas for improvement identified included increasing the support from staff in selecting a work placement of interest, collating a list of local employers from previous work placements and increasing the amount of time spent on work placement.

Teaching and Learning

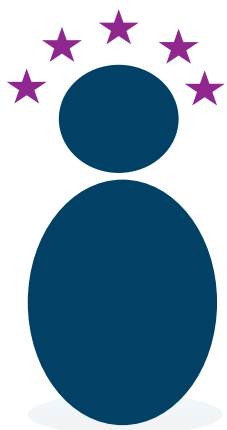


A 97% satisfaction rate was expressed by students in relation to their programme. Four out of five regions equalled or exceeded the national average with the exception of the Southeast (95%). 71% of students use the eLearning system. A rating of 79% was recorded in relation to technology used on programmes and 82% in relation to training materials. The three most popular technologies used by students were Microsoft 365 (35%), Kahoot! (22%) and Clipchamp (2%). Less than 1% used Minecraft Education, Microsoft Teams and Canva.

20% of students provided suggestions for improvements to their programme that included technology, facilities, equipment, course content and structure, e.g. cooking/baking, more trips. Three out of four regions exceeded the national average across all areas below, namely the Midlands/West, South and Southeast.



Overall Satisfaction

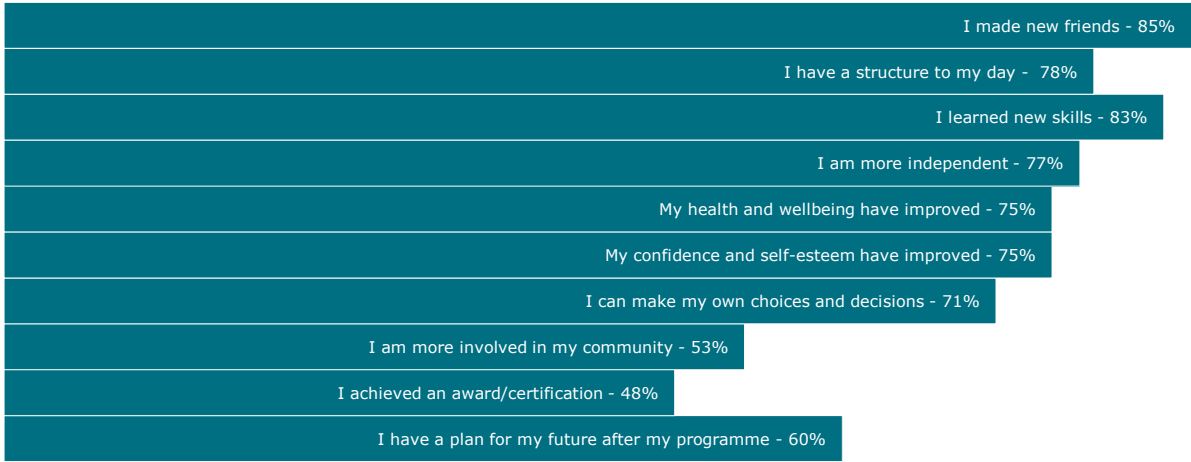


The overall satisfaction rate with NLN was 87%, an increase of 1% compared to 2023. 51% of students rated NLN as 'Excellent' and 36% rated NLN as 'Good'. Three out of five regions equalled or exceeded the national average namely the Midlands/West, South and West/Northwest.

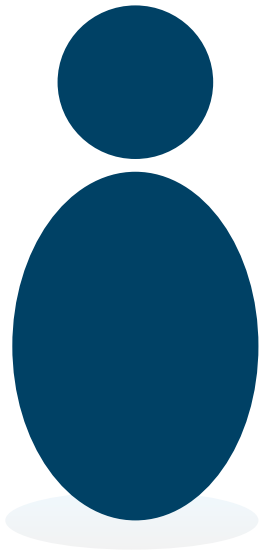
98% of students would recommend NLN to others. This was an increase of 3% compared to 2023. 99% of students in the South would recommend NLN to others.

98% of students stated that the quality of their life improved since they started their programme. This was an increase of 2% compared to 2023. In the South, 99% of students stated that the quality of their life improved since they started their programme.

The three highest areas identified by students in improving their quality of life were 'I made new friends' (85%), 'I learned new skills' (83%) and 'I have a structure to my day' (78%), whilst the lowest three areas identified were 'I achieved an award/certification' (48%), 'I am more involved in my community' (53%) and 'I have a plan for my future after my programme' (60%).



Comparative Analysis Summary



	2023	2024	
Student Response	1679	1675	↓
Average Satisfaction	86%	87%	↑
Facilities & Equipment	86%	83%	↓
Would Recommend NLN	95%	98%	↑
Programme Satisfaction	97%	97%	—
Improved Quality of Life	96%	98%	↑

Next Steps

Analysis of the 2024 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)

All Centre Managers are required to develop appropriate actions based on student responses to the survey. Actions must be added to the centre Quality Improvement Plan (QIP) by the Centre Manager and reviewed and updated on an ongoing basis until all actions are closed off. Updates on actions must be communicated to students and Regional Managers on a regular basis. 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 2024 Student Satisfaction Survey

To close off the 2024 Student Satisfaction Survey, all Centre Managers are required to complete a short questionnaire on the status of their actions generated from the Student Satisfaction Survey. Responses must be submitted via the QR code on the right by 30 April 2025.





LIFE CHOICE
FEEDBACK
CHANGE
SPEAK UP
DECISION MAKING
REFORM
LISTEN TO MY VOICE

EDUCATE

AMAZING

EXPERIENCES

HEY

Produced By

The Quality Assurance and Improvement Team
Quality and Governance Directorate

National Learning Network