

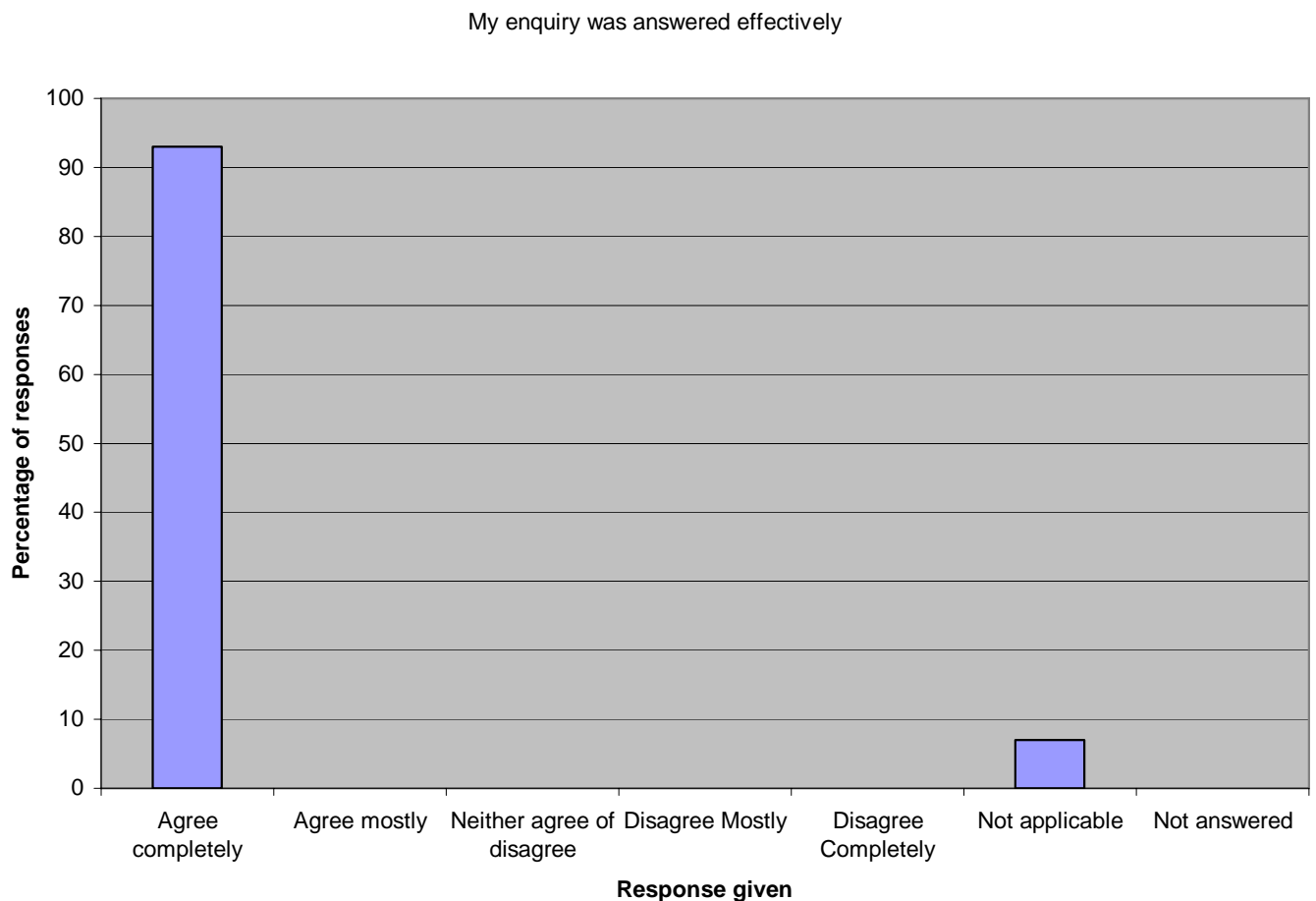
TO: Marie Harris
FROM: Carolynn Jones
DATE: 29 April 03
SUBJECT: Employer Survey

Thirty surveys were sent out to companies that have used our services over the past twelve months and a 67% response rate was achieved. From these responses 70% were completed correctly and in full and 30% were returned with comments. Comments are discussed in section 1.11 of the report.

1.0 FINDINGS

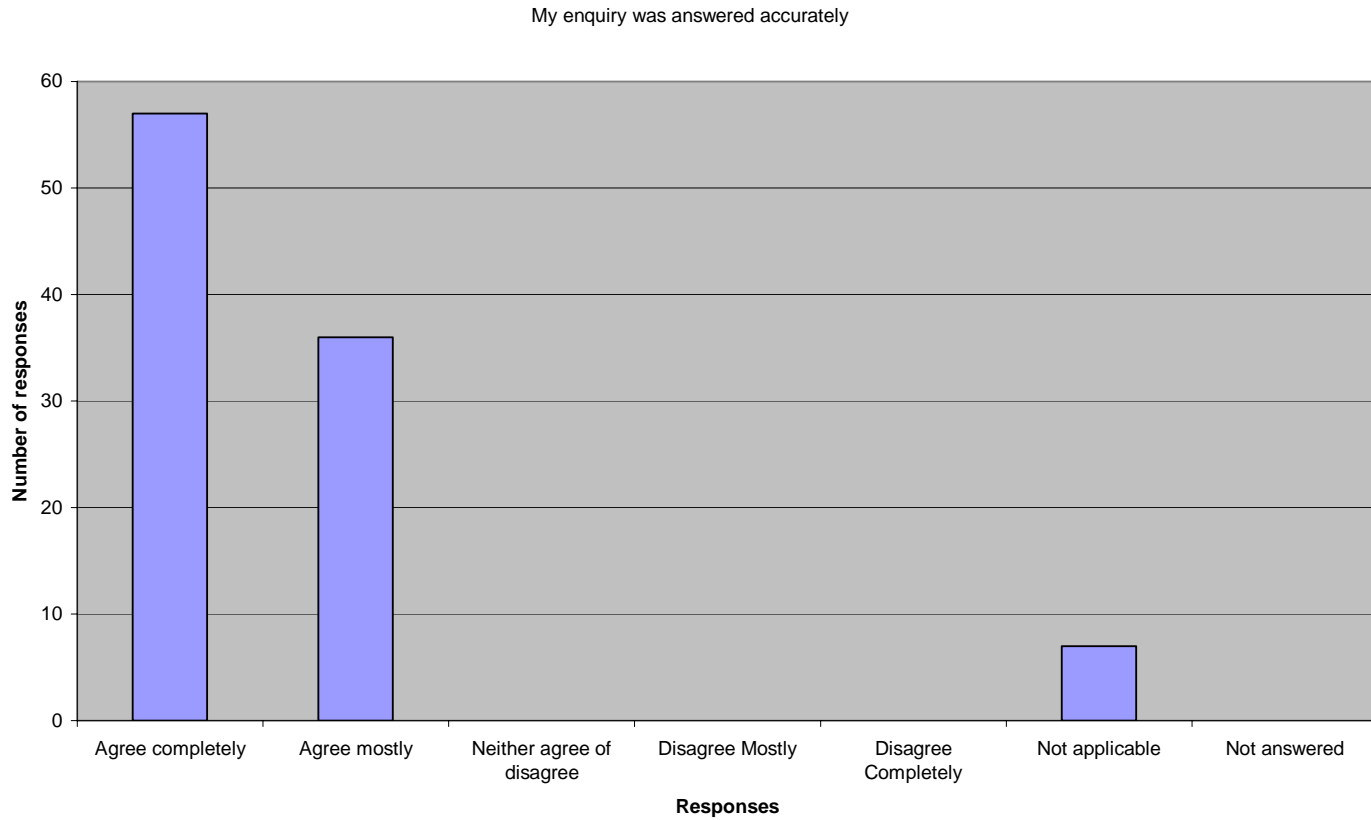
1.1 Enquiry answered effectively

The graph below Shows that 93% of respondents agreed completely that their enquiry was answered effectively and 7% felt that the was question was not applicable to them.



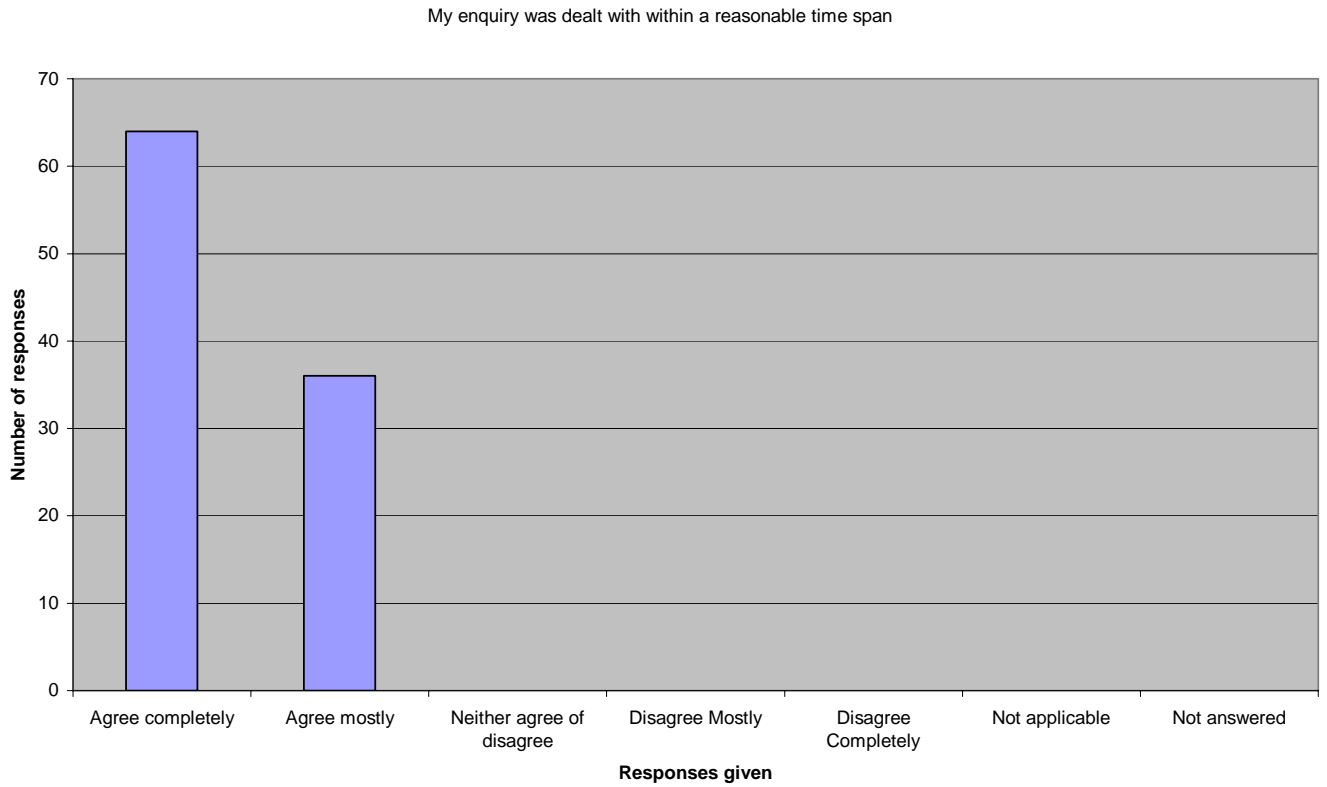
1.2 Enquiry answered accurately

The graph below shows that 57% of respondents agreed completely that their enquiry was answered accurately, 36% agreed mostly that their enquiry was answered accurately and 7% felt that the question was not applicable to them.



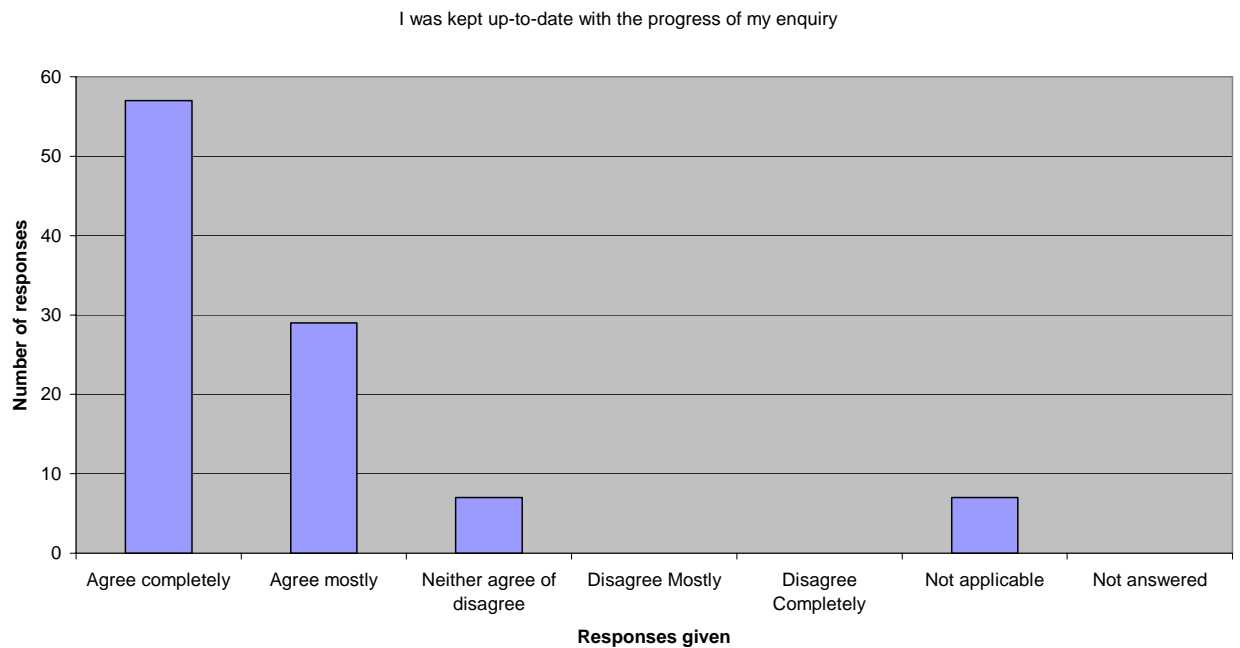
1.3 Enquiry dealt with within a reasonable time span

The graph below shows that 64% of respondents agreed completely that their enquiry was dealt with within a reasonable time span, and 36% agreed mostly that their enquiry was dealt with within a reasonable time span.



1.4 Kept up-to-date with progress of enquiry

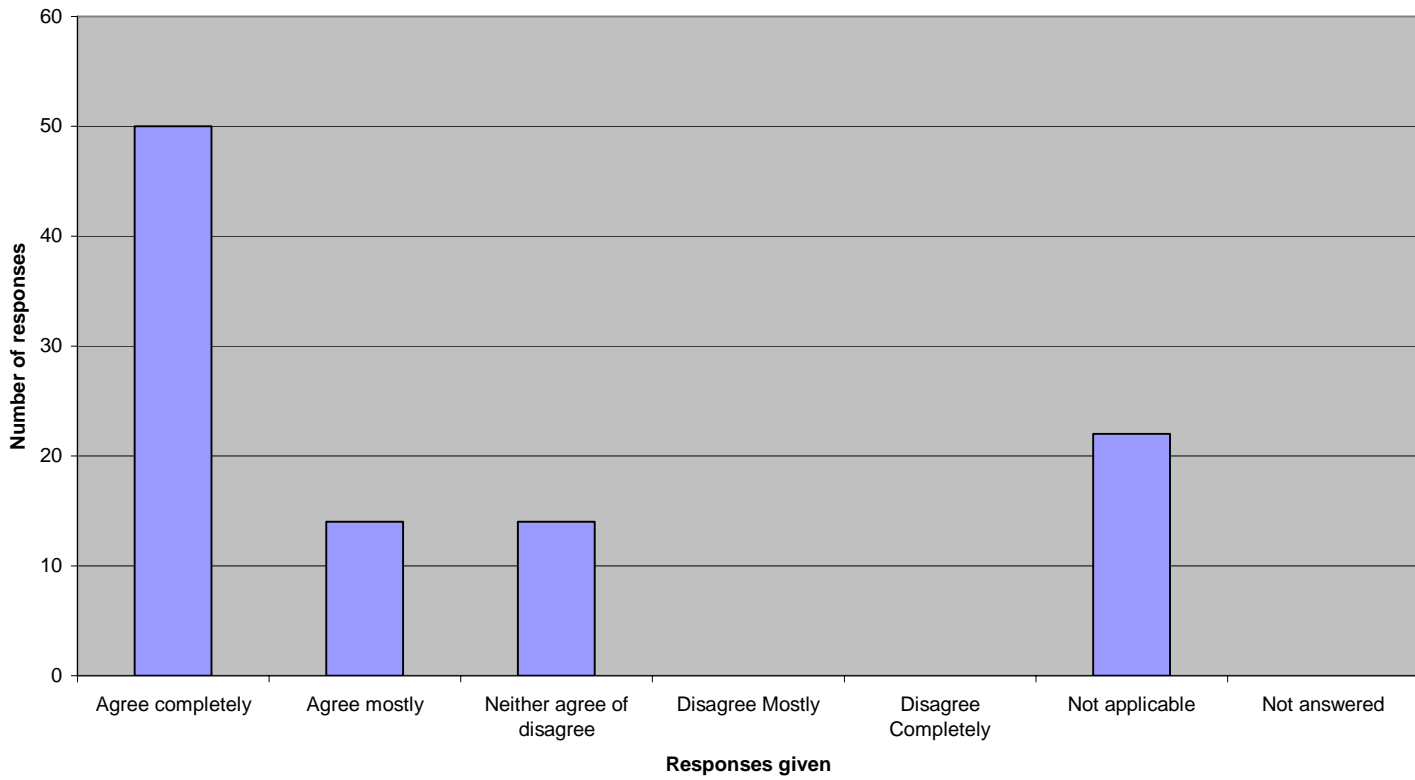
The graph below shows that 57% of respondents agreed completely that they were kept up-to-date with the progress of their enquiry, 29% agreed mostly that they were kept up-to-date with the progress of their enquiry, 7% neither agreed or disagreed and 7% felt that the question was not applicable to them.



1.5 Sufficient pre-course information

The graph below shows that 50% of respondents agreed completely that they received sufficient pre-course information, 14% agreed mostly that they received sufficient pre-course information, 14% neither agreed or disagreed, and 22% felt that the question was not applicable to them.

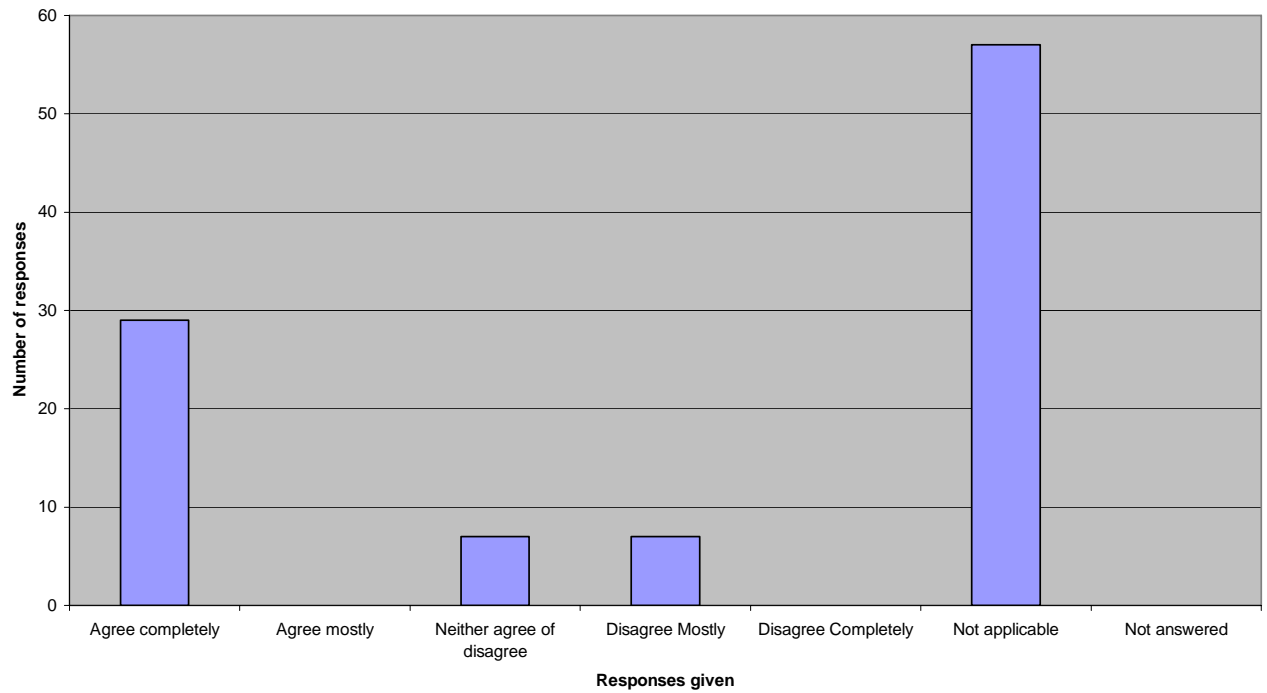
I received sufficient pre-course information



1.6 Accurate information received on funding

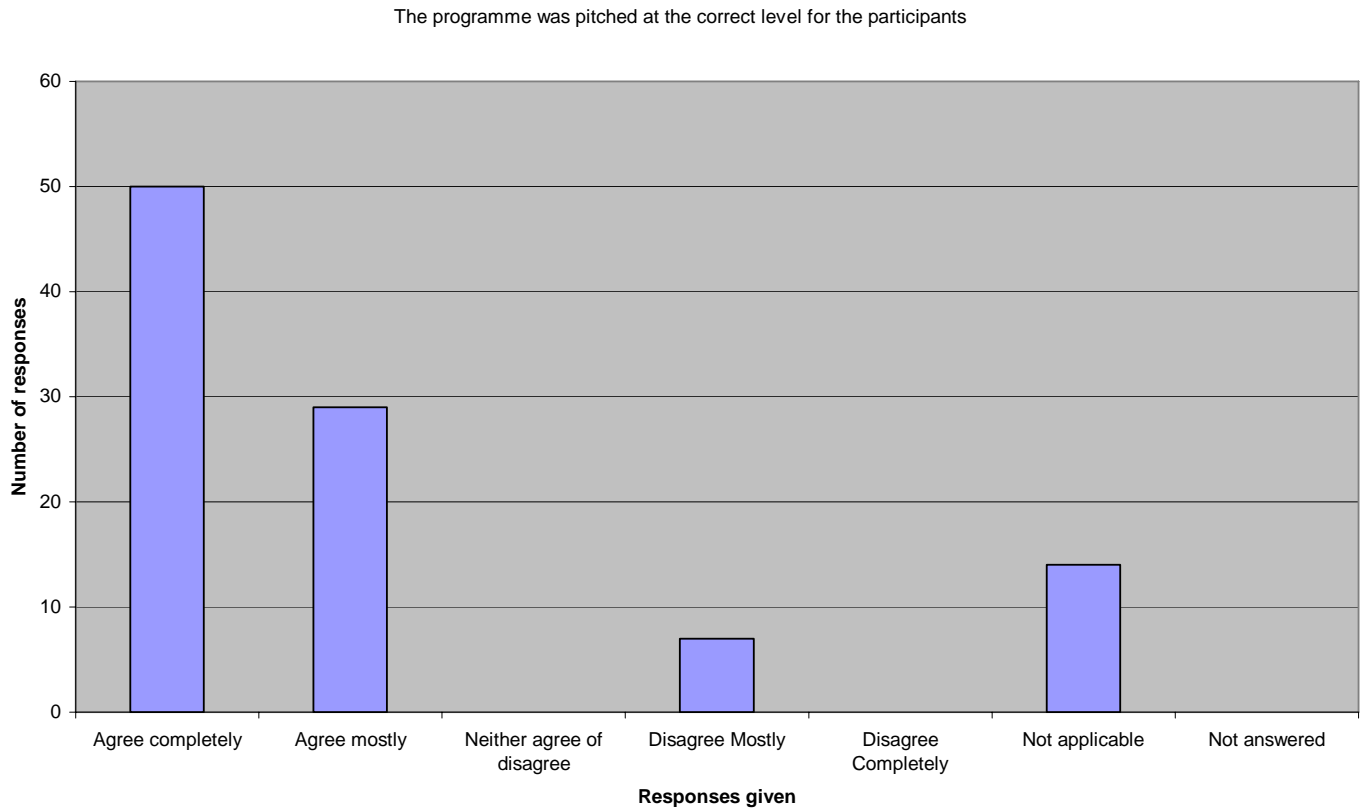
29% of respondents agreed completely that accurate information was received by them on funding, 7% neither agreed or disagreed, 7% disagreed mostly, and 57% felt that the question was not applicable to them.

Accurate information was given on funding that may be available to help pay for the training



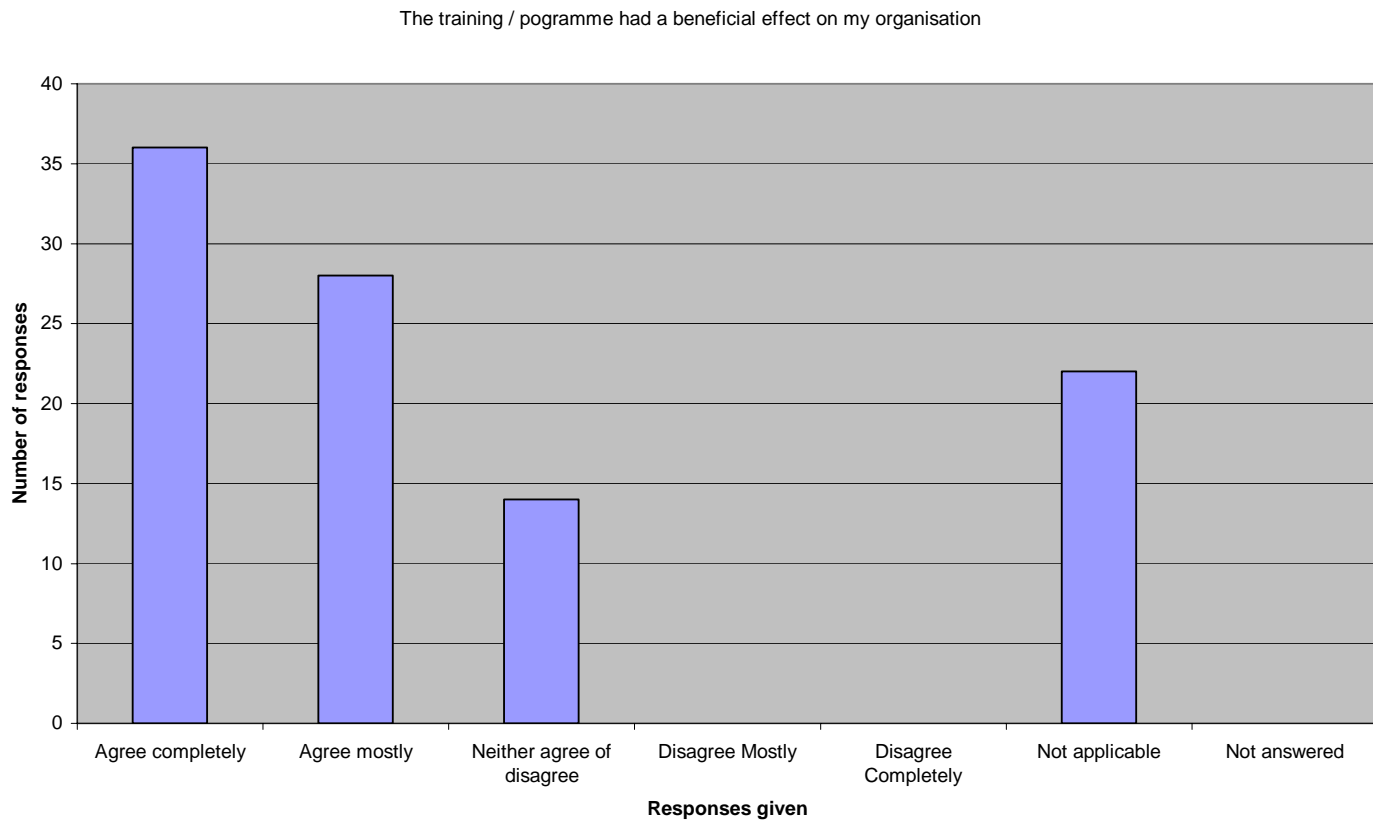
1.7 Programme pitched at correct level for participants

The graph below shows that 50% of respondents agreed completely that the programme was pitched at the correct level for the participants, 29% agreed mostly that the programme was pitched at the correct level for the participants, 7% disagreed mostly, and 14% felt that the question was not applicable to them.



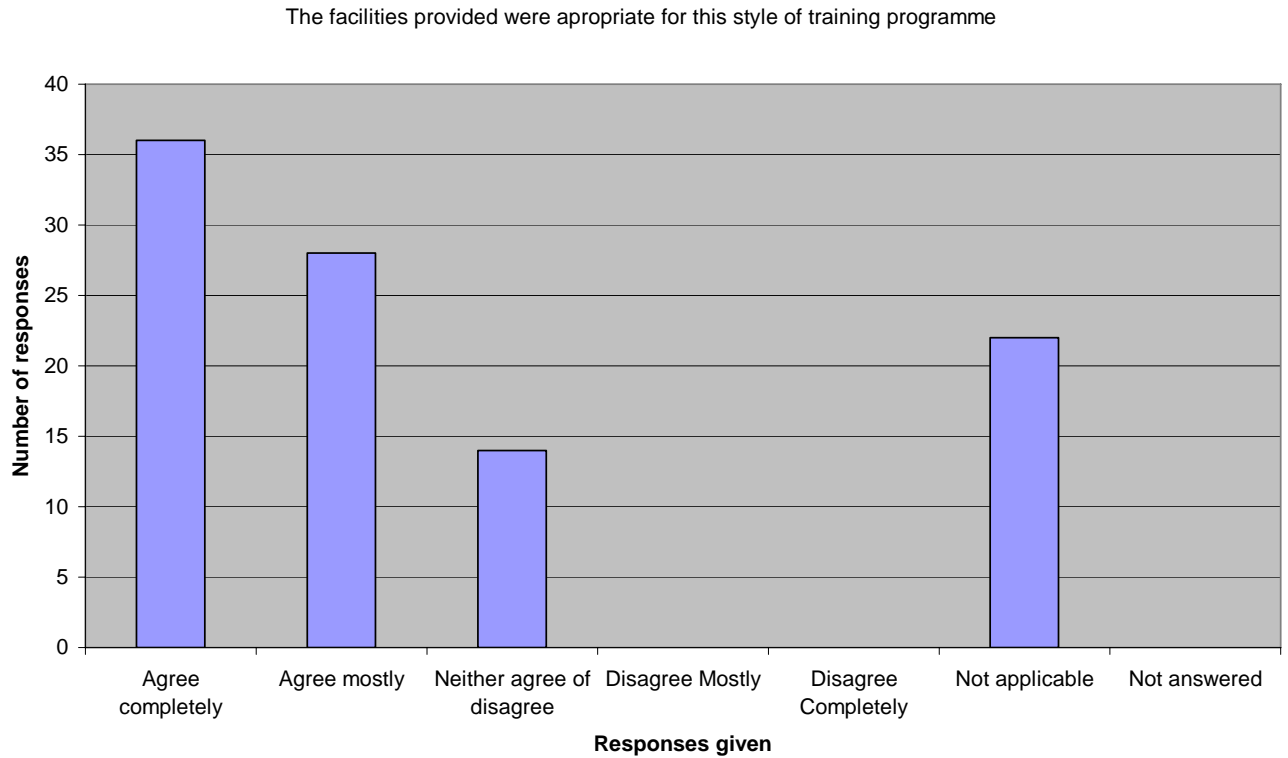
1.8 Training / programme had beneficial effect on organisation

The graph below shows that 36% of respondents agreed completely that their training / programme had a beneficial effect on the organisation, 28% agreed mostly that the training / programme had a beneficial effect on the organisation, 14% neither agreed or disagreed, and 22% felt that the question was not applicable to them.



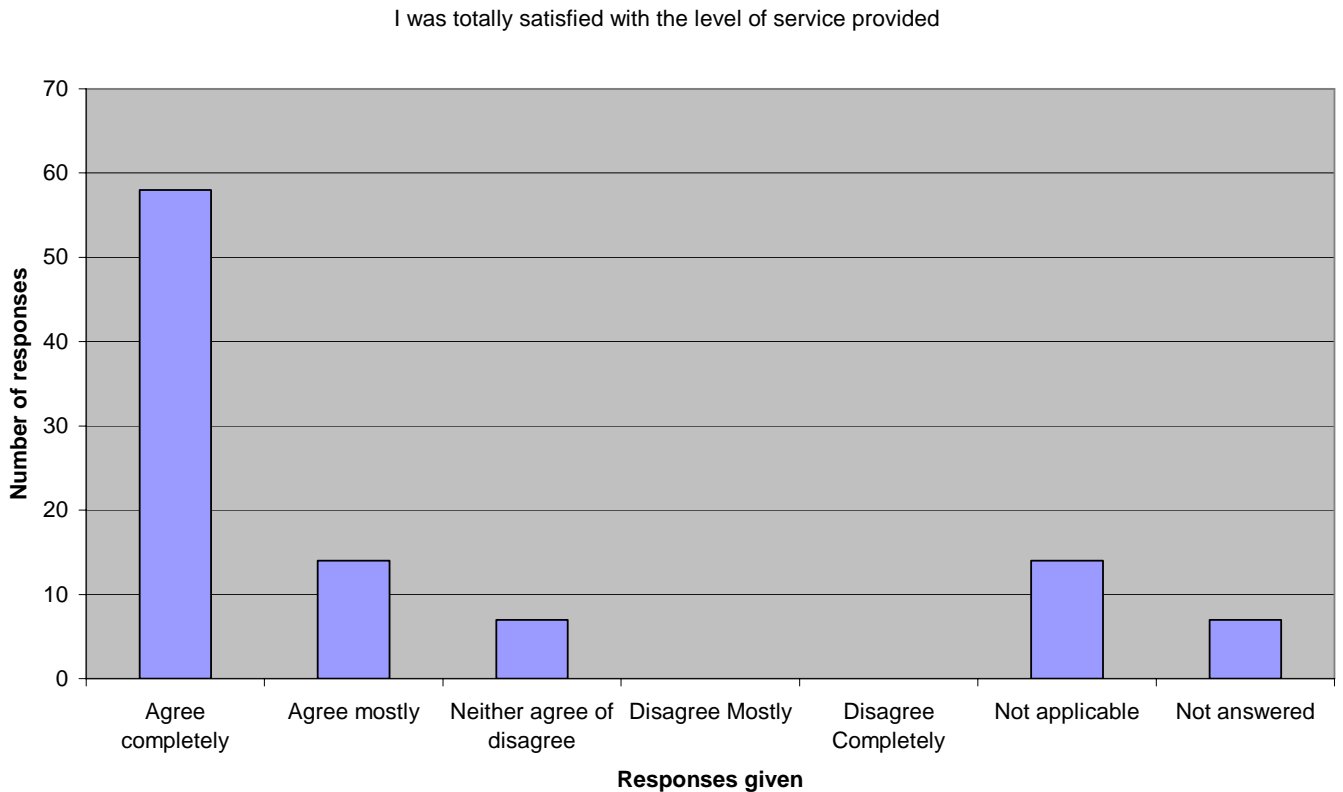
1.9 Appropriate facilities

The graph below shows that 36% of respondents agreed completely that the facilities provided were appropriate for the style of training that took place, 28% agreed mostly that the facilities provided were appropriate for the style of training that took place, 14% neither agreed or disagreed, and 22% felt that the question was not applicable to them.



1.10 Total satisfaction

The graph below shows that 58% of respondents agreed completely that they were totally satisfied with the level of service that was provided, 14% agreed mostly that they were totally satisfied with the level of service that was provided, 7% neither agreed or disagreed, 14% felt that the question was not applicable to them and 7% did not answer the question.



1.11 Other comments

Other comments returned with the surveys include:

- *Overall pleased with the service provided*
- *It went 'OK'. Reasonable response times and service.*
- *Everything was satisfactory*
- *I have been very impressed with all aspects of the training and organisation from the College*

- *The course was excellent and very informative and I found Crawley College staff to be very pleasant and helpful*
- *Will use again*
- *Generally happy*
- *Good work, good at keeping up-to-date*