

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION QUALITY INDICATORS FOR 2017 STUDENTS

FROM: 3977 Narre Community Learning Centre Inc

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	142	Nil
Total number of surveys received	44	Nil
Response rate (per cent)	31%	Nil

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

More wellbeing support workers have been employed to help manage the needs of more high risk students. More educational support workers have been employed to assist students within the classrooms.

The feedback from the students enrolled in Youth courses was positive. Comments were made on the good support provided by the educators and their ability to meet individual needs. Specific comments included that the students liked “learning new stuff,” the “work was more hands-on” and “the environment of learning.” Students commented on the fact that there was no bullying.

There was a comment about the improvement needed in relation to the internet connection. To address this, there has been the introduction of a new service provider, Omni Connect. An IT staff member has been employed 2.5 days per week to assist with setting up a more effective, reliable system.

In addition to student surveys, we surveyed parents/guardians/care givers of our students who are enrolled in Youth courses. We received 14 responses. Overall feedback was as follows:

Staff communicated well with parents/guardians/care givers regarding their young people’s progress and behaviour, their feedback was welcomed, concerns were responded to appropriately and efficiently, individual assistance was provided to their young people when required and that they had seen positive changes in their

young people since they had attended NCLC. They felt that staff at NCLC understood that students learn differently and therefore applied different styles of teaching to meet their learning needs. Comments about the aspects that really helped their young people focussed on small class sizes, individual attention to help with schoolwork, the young people can work at their own pace, there is ready access to teachers for advice, help with career choices and support with personal issues, and that the Pre-CAL program helped their young people to improve their confidence to continue studying. One specific comments was: "My child was able to complete schoolwork and pass subjects which was not happening before at other schools."

The feedback from the adult literacy students was also positive. Students had stated that their English skills were "better than before" and that their reading, writing, speaking and listening skills had improved. Students were "happy to be in the class" and the teachers were thanked for their work.

All of the above feedback has been provided to relevant trainers.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

All students are enrolled in either VCAL, Pre-CAL and CGEA, therefore no employers' feedback has been included.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

See above