

# User Satisfaction Survey (2010-2011)

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## 1. Preamble and Overall Satisfaction

This is the fifth year this particular survey has run. Again the survey is web based and we continue with the platform of Bristol Online Surveys (BOS). With the exception of undergraduate degree courses, which are surveyed by the LSE Teaching Quality Assurance and Review Office (TQARO), all scheduled courses<sup>1</sup> are included in this survey as are Additional Services/1-2-1 and private group tuition<sup>2</sup>.

People who took the survey were asked which service they received or course they took and how they found it. Additionally we asked how they found the registration or service process and any services received at the Language Centre Enquiries and Study Area.

Anybody who rated a service as unsatisfactory was given the opportunity to follow up this rating with a free text answer. These comments will be passed onto the relevant Co-ordinator for investigation. If the respondent gave contact details then the Co-ordinator will also have the option to contact the individual who made them. This also applies to the final question where general comments were invited via a free text response. Here respondents were able to expand on issues within the survey or to comment on something that was not covered by the survey.

This exercise serves as an indication of how the services we provide have been received. Constant feedback is received via teachers, Co-ordinators Office hours, the Centre Reception and our online Instant Feedback Form. The survey will also provide a springboard for further, more qualitative, investigation of specific areas should it be deemed necessary.

Many people do receive more than one type of service so the survey was designed to be as much, 'catch all', as possible. Those who did were invited to respond to the survey for each type of service they received. Emails were sent out on 01, February 2011 inviting people to take part. Those invited included everyone who had signed up for a course or service<sup>3</sup> including those who, for whatever reason, had withdrawn and not completed or were no longer attending. The survey closed at 12:00 on 11, February 2011.

A total of **223** complete responses were received. This is lower than in recent years and accountable for the facts that we ran an additional EAP Insessional Support Survey in the Michaelmas Term and that we have fewer registrations this year on the MFL Certificate Course Programme. Nevertheless a healthy sample size was achieved.

As always, when looking at the data for individual courses or aspects of our activities, please bear in mind the number of responses received. All data returned has been included here. There is no cut-off for sections of the survey that received a low return<sup>4</sup>. The actual number of responses received is included in the tables.

Below is the overall rating given for all Language Centre activities.

All Language Centre Programmes and Services					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
6.7%	15.7%	20.2%	35.0%	22.4%	223

The next section gives an overall rating for the registration process. Subsequent sections give breakdowns for specific programmes and their respective registration process. The MFL Certificate Course programme is also presented language by language.

<sup>1</sup> The survey includes courses run over the last calendar year. This includes LN903 EAP Foundation Course (2009-10) and the 2010 EAP Pre-sessional Programme.

<sup>2</sup> This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 February 2010 onwards.

<sup>3</sup> This includes services such as 1-2-1 tuition, private group tuition, proofreading, translation services etc. from 1 February 2010 onwards.

<sup>4</sup> Any section that returned no quantitative data is shown as zero responses.

The following two tables are included as background to the survey. The first table of results when measured against an analysis of what we know about 'where people came from' compares favourably. Therefore, we can be confident that the survey is a representative sample of users of the Language Centre:

LSE undergraduate student	16.1%
LSE taught Masters student	63.7%
LSE research student (Phd/MPhil/MRes)	3.1%
LSE staff member (Academic/Teaching/Research)	1.8%
LSE staff member (Support/Administrative)	4.9%
LSE alumni	2.2%
University of London student	2.7%
University of London staff	0.0%
University of London alumni	1.3%
Other	4.2%

It is also interesting to note the response to the question. 'Please tell us how you found out about the Language Centre and the services we provide?'

From a friend or colleague	15.2%
From induction literature my LSE Department sent to me	11.2%
At my Departmental Induction	17.9%
From the 'Welcome' email sent by the LSE Language Centre	3.1%
From my LSE offer letter and information	4.5%
Via the LSE Training web site	0.9%
Via the LSE Language Centre web site	26.9%
Via the Orientation 2010 street fair	10.3%
Via the Re-Orientation 2010 street fair	0.0%
Via an internet search	6.3%
Other	3.7%

## 2. Overall Registration Process

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
5.4%	20.2%	28.3%	28.7%	17.4%	223

## 3. LN901-LN903 EAP Foundation Programme<sup>5</sup>

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	0.0%	0.0%	100.0%	0.0%	1

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	0.0%	100.0%	0.0%	0.0%	1

## 4. LN904-LN907 EAP Presessional Programme<sup>6</sup>

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	16.7%	33.3%	33.3%	16.7%	6

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	16.7%	33.3%	33.3%	16.7%	6

## 5. LN701-LN807 Modern Foreign Language Certificate Course Programme

Overall						
	Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Responses
Arabic	11.1%	22.2%	5.6%	33.3%	27.8%	18
Business Chinese (CIBL)	0.0%	20.0%	40.0%	20.0%	20.0%	5
French	11.4%	18.2%	27.3%	29.5%	13.6%	44
German	0.0%	5.9%	47.1%	41.2%	5.8%	17
Italian	33.3%	16.7%	16.7%	16.7%	16.6%	6
Japanese	0.0%	20.0%	20.0%	20.0%	40.0%	5
Mandarin	25.0%	33.3%	25.0%	16.7%	0.0%	12
Portuguese	0.0%	0.0%	0.0%	50.0%	50.0%	2
Russian	0.0%	0.0%	0.0%	100.0%	0.0%	6
Spanish	0.0%	16.1%	9.7%	51.6%	22.6%	31
ALL	6.7%	15.7%	20.2%	35.0%	22.4%	223

<sup>5</sup> This programme is also looked at in a separate, more detailed, survey.

<sup>6</sup> This programme is also looked at in a separate, more detailed, survey.

Registration/Service Process						
	Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Responses
Arabic	11.1%	22.2%	33.3%	16.7%	16.7%	18
Business Chinese (CIBL)	0.0%	20.0%	20.0%	40.0%	20.0%	5
French	6.8%	20.5%	18.2%	36.4%	18.1%	44
German	0.0%	11.8%	47.1%	17.6%	23.5%	17
Italian	0.0%	33.3%	33.3%	16.7%	16.7%	6
Japanese	20.0%	40.0%	0.0%	0.0%	40.0%	5
Mandarin	8.3%	58.3%	16.7%	8.3%	8.4%	12
Portuguese	0.0%	0.0%	50.0%	0.0%	50.0%	2
Russian	0.0%	0.0%	33.3%	50.0%	16.7%	6
Spanish	3.2%	6.5%	32.3%	41.9%	16.1%	31
ALL	5.4%	20.2%	28.3%	28.7%	17.4%	223

## 6. LN973-LN988 EAP Skills/Option Classes<sup>7</sup>

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	28.6%	0.0%	28.6%	42.8%	7

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	42.9%	14.3%	28.6%	14.2%	7

## 7. Academic Writing (LN961-LN967 & LN991-LN997)<sup>8</sup>

Overall (LN961-LN967)					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	11.9%	19.0%	26.2%	42.9%	42

Registration/Service Process (LN961-LN967)					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
0.0%	21.4%	31.0%	31.0%	16.6%	42

Overall (LN991-LN997)					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
11.1%	11.1%	22.2%	38.9%	16.7%	18

Registration/Service Process (LN991-LN997)					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
16.7%	16.7%	27.8%	27.8%	11.0%	18

<sup>7</sup> This programme is also looked at in a separate, more detailed, survey.

<sup>8</sup> This programme is also looked at in a separate, more detailed, survey.

## 8. Additional Services and 1-2-1 private and group tuition

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
33.3%	0.0%	0.0%	33.3%	33.4%	3

Registration/Service Process					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
33.3%	0.0%	33.3%	0.0%	33.4%	3

## 9. Language Centre Enquiries and Study Area (service received)

Overall					
Unsatisfactory	Satisfactory	Good	Very Good	Excellent	Number of Responses
3.1%	20.2%	32.3%	31.4%	13.0%	223

## 10. General Comments

At the end of the survey an open response was invited for any general (positive or otherwise) comments about the Language Centre.

Throughout the survey any question that provoked 'unsatisfactory' as a response a follow up question was then asked to ascertain why a service was deemed to be so. The questions where this was a possibility were concerning 'how people found the course/service they received', 'how people found the registration process' and finally 'how people found the service they received from the Language Centre Enquiries and Study Area.

These comments, along with the general ones, have been passed onto Co-ordinators and the Director of the Language Centre. If the respondent gave contact details then the relevant Co-ordinator will also have the option to contact the individual who made them. This also applies to the final question where more general comments were invited in such cases any such contact would be made by the Director of the Language Centre.

Further analysis and filtering of results is also possible for individual language sections on request by Co-ordinators along with the usual information that can sometimes be useful in the planning and preparation of courses such as student origin, language backgrounds and what LSE programme a student is following.

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Friday, 11 February 2011