

FE Public Information – Learner Satisfaction survey

Guidance on hyperlink-embedded method for linking the Learner Satisfaction survey with your college or provider survey

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Providers are able to link their own survey to the Learner Satisfaction survey so that their learners can respond to both surveys in one sitting. To comply with the **Data Protection Act**, please follow these instructions.

- 1 To enable providers to link the Learner Satisfaction survey with their own survey, here is a methodology and wording that takes into account the requirements of the Data Protection Act. This wording must be used in conjunction with this method in order to inform learners where their data will be sent at the end of the survey.
- 2 The hyperlink-embedded methodology used to allow the linking will work:
 - a across a college or provider intranet
 - b across email
 - c or any other Microsoft Office document.

It is therefore suitable to be used in most college and provider environments where internet access is available. Details on the methodology follow in Annex A.

- 3 The suggested wording to be placed on the college or provider intranet or in the text of the email must be placed above the links to the surveys.

<p>In all cases the FE Public Information, Learner Satisfaction survey must be the first link.</p>

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The suggested text follows below:

You can answer the FE Public Information Learner Satisfaction survey and <provider name> survey here in one go. Your answers for each survey will go to different places. The two surveys are separate but some questions may be similar.

To begin, please follow the first link. This link takes you to the Learner Satisfaction survey, which is a national survey and learners all over England are taking part. The answers to the Learner Satisfaction survey go to the research companies Ipsos MORI and RCU. They will add your answers to the Learner Satisfaction survey questions to the answers from other learners. They will hold the data on the Skills Funding Agency's behalf and send the Skills Funding Agency the total number of learners giving each answer. None of your lecturers, trainers or supervisors will be able to see your own answers. When you have finished this first survey (which only takes a few minutes) you will be asked to click "submit." This will bring you back to this page.

<link to the FE Public Information Learner Satisfaction survey>

Once you have finished the Learner Satisfaction survey, please follow the link below to the <provider name> survey. The answers to the separate <the provider name> survey go to <provider name and/or their contractors>. The <provider name> survey is held and processed independently of the Skills Funding Agency and the Learner Satisfaction survey. Please ask members of staff from <provider name> if you are not sure who will see your replies.

- 4 The technical details of how to set up the system shown in Annex A should be straight forward for a member of your staff with IT knowledge to follow.

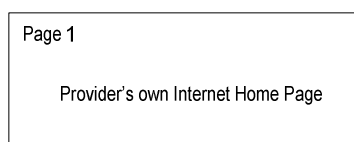
Annex A

Technical information for loose linking

1. Each diagram shows a series of web pages to take you from the starting page to the completion of both surveys.

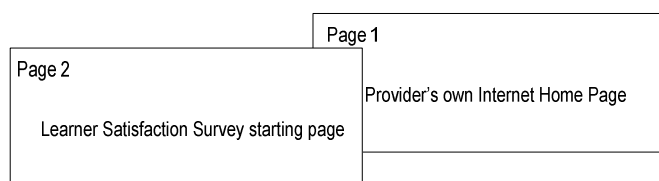
Step 1

2. Colleges or providers need to set up a link from their internet home page, or their intranet or a Word or Excel document. The links need to be set up from this page. Using the wording suggested the learner is instructed to click on the first link.



Step 2

3. The first link would take the learner to the FE Public Information, Learner Satisfaction survey by firing up a new Internet Explorer Browser page. The original page, your college or provider's own internet home page would stay open in the window behind.



4. Providers are advised to access the survey from the Ipsos MORI site at [\[link to survey\]](#).

Step 3

5. Colleges or providers are asked to advise their learners to complete all questions in the Learner Satisfaction survey and then click on the submit button on the screen.

6. This would send the Learner Satisfaction survey data directly over the internet to the Ipsos MORI server using 128-bit encryption. This is widely used and a highly secure method.

Step 4

7. Having clicked on the finish button, the Learner Satisfaction survey (shown as page 2) would close. This would leave page 1, your college or provider Home page, still open. This would allow the learner to click on the second link, which could be your college or provider's own survey, or the survey run for you by your contractor. This link would fire open a further window in Internet Explorer and the learner could complete this survey. The data from this survey would be then sent directly to your provider's contractor or your provider's own systems. The point to note is that this data exchange would occur completely separately to the FE Public Information, Learner Satisfaction survey data exchange and the data will go to a different place, specified by your organisation.

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