



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|--------------------------------------|
| 3732 | Albury Wodonga Community College Ltd |

Section 1 Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement | 783 | 423 | 54% |
| Employer satisfaction | | | |

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

A slight increase in response rate from previous year (up from 50.3%) By 2019 all surveys will be online to support sustainable business practices. Youth cohort reluctant to complete as is time-consuming, 'boring', 'too many questions',



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

Overall Satisfaction has increased from 76% in 2016 to 84.9% in 2017, Scores across all areas resulted in an overall increase to 80.4%. Training Resources has shown a 10% increase on previous year results due to responding to student feedback in 2016 survey, particularly in regard to use of tablets as a learning resource..

What does the survey feedback tell you about your organisation's performance?

A 10% increase over all scales.

Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

Feedback regarding delayed marking by trainers has been addressed.

How will/do you monitor the effectiveness of these actions?

Department coordinators have implemented regular monitoring of assessment marking to ensure timely response.