

Literacy and Basic Skills

Learner Satisfaction Survey – Instructions (2011-2012 Mid-Year)

What is the Literacy and Basic Skills (LBS) Program Learner Satisfaction Survey?

The Learner Satisfaction Survey is part of the LBS Continuous Improvement Performance Management System (CIPMS). All LBS delivery organizations are required to:

- administer a survey of seven questions to all exiting learners who receive training using the **learner satisfaction survey instrument ENG.doc** in the package;
- record the results of the surveys on the 2011-12 **Learner Satisfaction Survey Mid Year Results Spreadsheet.xls** ; and
- submit this information to the Ministry as indicated in the timeline for implementation chart via the online reporting tool
- In addition, organizations should **email individual spreadsheet results to their LBS Consultant** and keep a copy for their file for future monitoring purposes as stipulated in the LBS agreement with the ministry.

What are the reporting timelines for 2011-2012?

November 1, 2011 Organizations report on the results of the survey for the first half of the fiscal year, including data from **April 1, 2011 to September 30, 2011**.

May 29, 2012 Organizations report on the results of the survey for fiscal year-end, including data from April 1, 2011 to March 31, 2012.

Why is MTCU asking LBS delivery organizations to survey learners and report the results?

MTCU is committed to implementing a performance management system. Learner satisfaction is one of the core measures of success. When fully developed, the LBS performance management system will also address the other core measures of efficiency and effectiveness.

The LBS Learner Satisfaction Survey was developed based on established principles of an effective performance management system.

How is the survey administered?

LBS organizations must ask all learners who exit the program (excluding those who left after assessment) to complete the Literacy and Basic Skills (LBS) Learner Satisfaction Survey using the “Learner Satisfaction Survey Instrument ENG.doc upon exit or as soon as possible after the exit. The reason for this policy is that it is easier to get a response while the events being surveyed are fresh in a person’s mind, and at the same time have the client reflect on their entire experience in the program. Also, the goal of the survey is to assess the learner’s satisfaction with the training they received and not the long-term results he/she obtained from participating in the training.

Based on their expertise and judgment, LBS organizations can decide whether to have learners complete the survey on their own or to have a staff person read and explain the survey to the learners. In order to minimize bias, it is recommended that someone other than an instructor, wherever possible, administer the learner satisfaction survey.

Organizations can save time and resources if they administer the learner satisfaction survey at the same time that they gather information for ‘status at exit’ to report on the LBS-IMS.

Although it is not required, MTCU suggests that organizations add questions to this survey that are specific to their needs. These questions and their results will not be reported to MTCU, but can be used by organizations to better assess specific aspects of their service that they wish to evaluate and improve upon.

How do organizations calculate the results of the surveys?

All LBS organizations will use the attached MS Excel spreadsheet, **2011-12 Learner Satisfaction Survey Mid-Year Results Spreadsheet.xls** to enter the results of the survey.

The Excel file must be saved using the file naming format:

“LSS Organization Name EOIS Site # MY 1112”

The survey should be administered at the time the learner exits the program. The results can be entered in the MS Excel spreadsheet on an ongoing basis, but will be reported to MTCU twice in the year as indicated in the timeline on page 1.

IMPORTANT:

Please note that the MS Excel file will automatically calculate the scores. **(DO NOT enter any data in the cells highlighted in yellow).**

If no learners have exited the program during the reporting period, enter zero under the number of exits cell on the spreadsheet and submit the survey results using the online reporting tool. Please ensure total exits reported on the survey match exits (minus learners leaving after assessment) recorded on the LBS-IMS for the reporting period.

How do we complete the Learner Satisfaction Survey Results Spreadsheet?

Suppose that 10 learners completed the LBS Learner Satisfaction Survey. For question (4) “The staff of this LBS agency treated me fairly”, the organization received the following responses:

Response	Response Value (A)	Number of Learners Who Responded (B)	Score (A x B)
Strongly Disagree	1	0	0
Disagree	2	0	0
Do not Agree or Disagree	3	2	6
Agree	4	5	20
Strongly Agree	5	2	10
No Answer	0	1	0
TOTAL		10	36

Note how the total score for the response is calculated.

Two learners marked “Do Not Agree or Disagree”. This response has a response value of 3, thus the score ($2 \times 3 = 6$) is 6.

The score for the 5 learners who answered “Agree” is $5 \times 4 = 20$.

The score for “Strongly Agree” is $2 \times 5 = 10$.

The number of learners who circled “No Answer” is not included in the calculation (Value is 0).

Therefore, the number of learners whose responses are considered is 9. The total score for the 9 learners is 36.

The maximum score if all 9 learners answered “Strongly Agree” would be 45.

In this example, the organization achieved a satisfaction score of $36 \div 45 = 80\%$ for question 4.

How do organizations report the results of the survey to MTCU?

Organizations are required to submit their survey results directly to MTCU using an online reporting tool

How do I use this online tool?

Organizations are required to submit their survey results directly to MTCU using an online reporting tool. In addition, organizations should email individual spreadsheet results to their LBS Consultant.

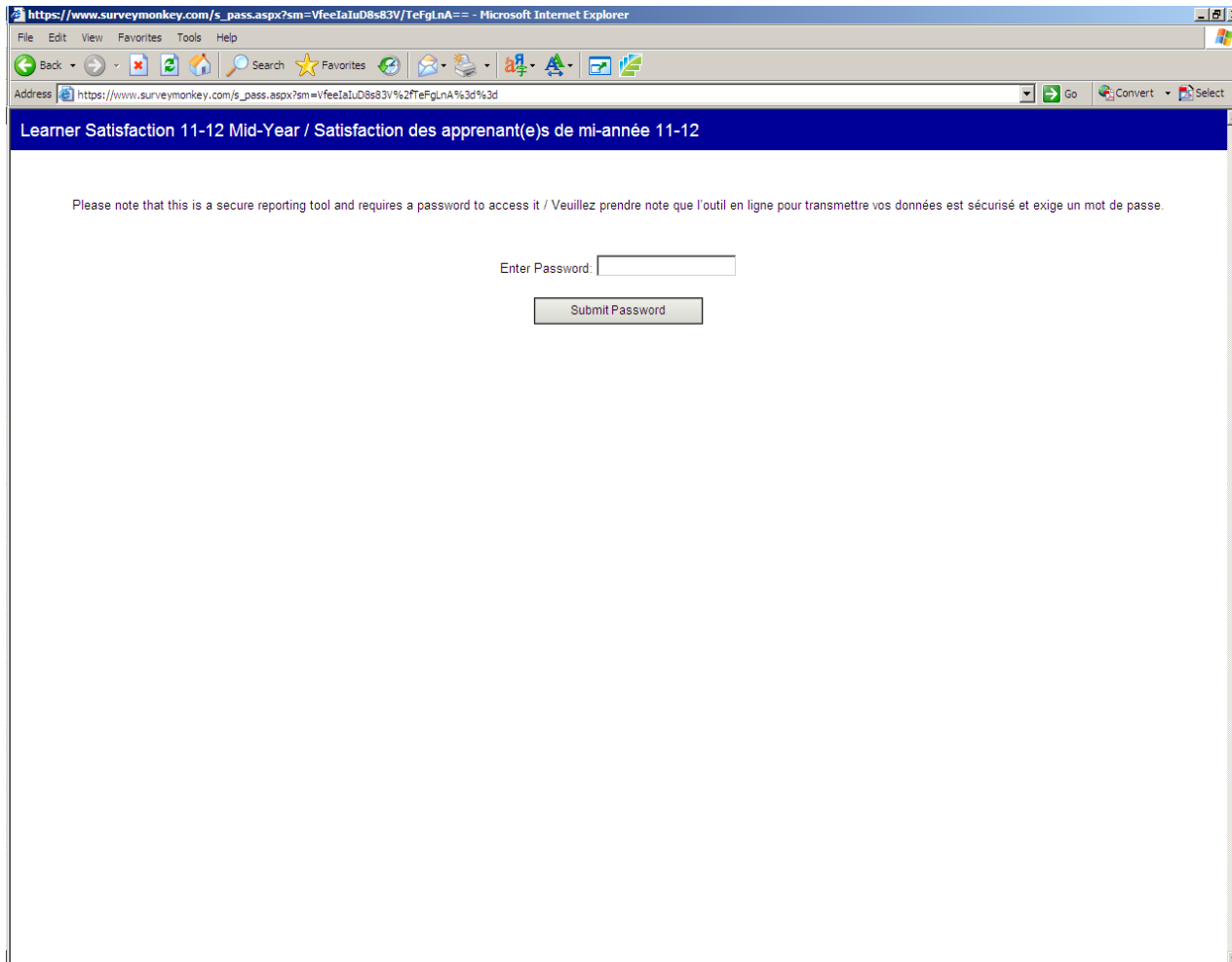
Please submit your agency results to MTCU using the online reporting tool by November 1, 2011. Copy and paste the following link in its entirety to obtain access to online reporting tool:

<https://www.surveymonkey.com/s/lbslss1112>

Please note that this is a secure reporting tool and requires a password to access it.

Password: **literacy**

Please read the following instructions carefully before completing the form



Step 1: Enter Password

- This form is password protected. The password is **literacy** (use lowercase).
- Click **Submit Password** to move to the next screen.
- Should you encounter any problems entering your password please contact your MTCU consultant during business hours.

Learner Satisfaction 11-12 Mid-Year / Satisfaction des apprenant(e)s de mi-année 11-12

Organization Summary Reports - Sommaire des rapports des organismes

11%

LITERACY AND BASIC SKILLS - ALPHABÉTISATION ET FORMATION DE BASE

Please read the LBS Learner Satisfaction Survey Instructions before completing this form.

Veuillez lire les directives au sujet des résultats des sondages sur la satisfaction des apprenants et apprenantes, affichées sur le site: <http://www.tcu.gov.on.ca/eng/eopg/programs/training.html>, avant de remplir ce formulaire.

* indicates a required field / indique un champ obligatoire

*** Site Information / Renseignements sur le point de service**

Name of organization / Nom de l'organisme

First Name / Nom

Last Name / Nom de famille

Email / Courriel

Telephone / Téléphone

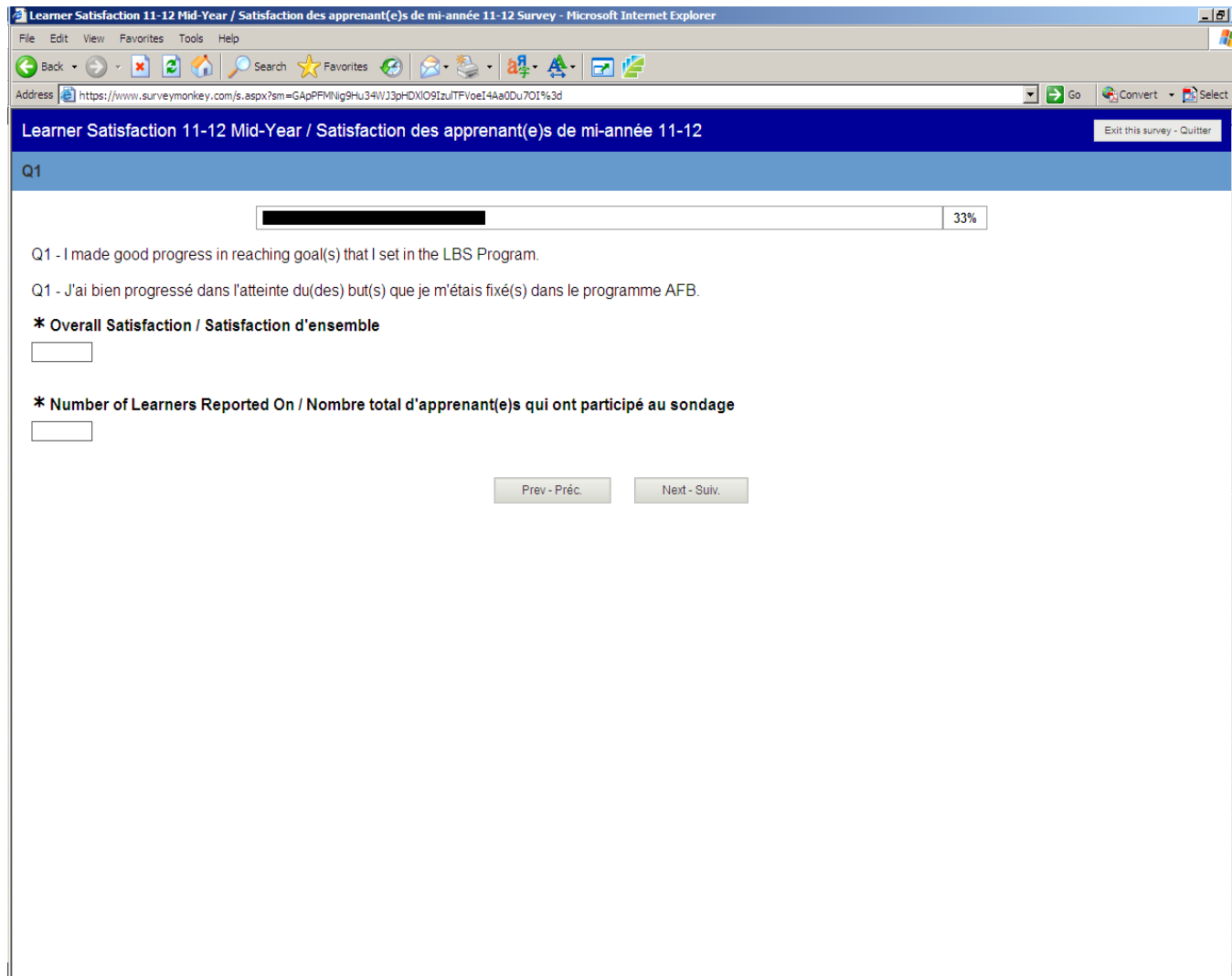
Site Name / Nom du site

EOIS Site # / No du point de service (SIEO)

Next - Suiv.

Step 2: Organization Details

- **Name of Organization -** Please enter your OrganizationName exactly as listed on your 2011-2012 business plan. Do not use short forms or abbreviations.
- **First Name / Last Name –** Name of person completing the survey
- **Email –** Email of person completing the survey
- **Telephone –** Telephone number of person completing the survey
- **Site Name -** Please enter your Site Name exactly as listed on your 2011-2012 business plan for the site you are reporting. Do not use short forms or abbreviations.
- **EOIS Site # –** This is listed on your 2011-2012 Schedule B



Step 3 – Reporting Overall Satisfaction

- Each question has an individual reporting screen for ease of use.
- Using the results on the **Learner Satisfaction Survey Results Excel Spreadsheet** enter the corresponding data for each question i.e. enter the data in the cells highlighted yellow.
- Click on **Next** to advance to the next question.
- Repeat process for all seven (7) questions.
- Please note that you can use the **Prev** button to view and/or edit previously entered data at any time.

