Name of Provider: Herefordshire and Ludlow College
UKPRN: 10003023

Teaching Excellence and Student Outcomes Framework
Year Three Provider Submission

Provider Context

Herefordshire and Ludlow College is a medium-sized further education college primarily serving the populations of Herefordshire and Shropshire. The College delivers high quality vocational and academic education and training to young people and adults from both local and wider communities across all subject sector areas.

The College operates from three main campuses: Hereford, Holme Lacy and Ludlow College, and through County Training, a training provider that is mainly based in Shropshire, delivering apprenticeships, study programmes and community-based courses.

The College's mission is 'Success for our students'. This is underpinned by a vision statement setting out the College's intention to give its students the best possible education, training and personal support so they may gain employment in their chosen vocation, further develop their career, progress to higher education, realise their full potential, and make a positive contribution to the community.

In 2012-13, the College became an associate partner college of the University of Worcester, with which it delivers a number of degrees and foundation degrees. The College has also maintained a longstanding association with the University of Warwick to provide courses in Education and Training. This partnership forms part of the West Midlands Centre for Excellence in Teacher Training, initially established in 2007. The College also receives direct funding from HEFCE and runs HNC and HND qualifications awarded by Pearson.

Teaching Quality

The core metrics indicate scores of 84% and 80% respectively for ‘teaching on my course’ and ‘assessment and feedback’. National Student Survey (NSS) scores are showing significant improvement compared to 2017 (please refer to appendix A). The teaching on my course response has improved from 79% in 2016 to 91% in 2017. A significant increase in overall satisfaction has also been evidenced, from 71% in 2016 to 90% in 2017.

In addition to the NSS, the College runs an annual learner voice survey for higher education students; supported by QDP services (please refer to appendix B). The results of this are very good with 85% reporting the ‘teaching on your course’ is good or outstanding. 99% of higher education students report they enjoy their lessons with 97% agreeing they get enough help from their tutor. 99% of students report they know when their work has to be handed in, 96% report ‘my work is marked quickly’, and 93% agree that ‘teachers tell them what they are doing well – how I can get better’. 98% of higher education students would recommend their course to a friend.

Learning Environment

The core metrics indicate a score of 80% for ‘academic support’. The strength and effectiveness of the College in preparing students to study higher education and in supporting students academically and pastorally was noted as good practice during the QAA Higher Education Review in 2014.

The QAA review team identified the following features of good practice at Herefordshire and Ludlow College:

- The design of programmes enables students to acquire additional vocationally relevant accreditations (Expectation B1).
- The effective preparation of students for higher level study (Expectation B4).
- The utilisation of a dynamic register enables the monitoring and support of students at risk (Expectation B4).
- The effectiveness of the extensive embedded academic and pastoral support systems (Expectation B4).

The contextual data shows the College successfully recruits from widening participation regions and performs well in NSS scores for teaching quality and academic support. The POLAR classification looks at how likely young people are to participate in HE across the UK and shows how this varies by area. POLAR classifies local areas into five groups, based on the proportion of 18 year olds who enter higher education aged 18 or 19. These groups range from quintile 1 areas, with the lowest participation of young people (most disadvantaged), up to quintile 5 areas with the highest rates (most advantaged). According to the metric data, 12% of Herefordshire and Ludlow's full and part-time higher education students are domiciled in quintile 1, 28% in quintile 2 and 23% in quintile 3. Therefore 63% of the college's higher education students are from low participation (1-3) neighbourhoods.

In the annual learner voice survey, 95% of higher education students reported they knew how to get extra support to help them learn. 93% reported they were clear about their targets and 95% found one to one reviews were helpful. 98% of higher education students agreed they were developing the skills they needed to get a job.

The core metrics show continuation rates are slightly better than benchmark (87.3% versus benchmark of 86.9%) for full-time students. The split metrics also confirm that continuation rates are above benchmark at the 3 standard deviation and three percentage point level for students domiciled in quintiles 1 and 2. This illustrates the strength of the academic support and high teaching quality, given the high percentage of students in low participation neighborhoods (POLAR quintiles 1-3).

Furthermore the contextual data from the metrics show 79% of full-time and 70% of part-time students have low or non-tariff entry qualifications. A significant number of students are returning to education, with the contextual data showing 37% of full-time and 38% part-time students aged over 30.The high continuation rates further illustrate that the College is providing effective academic support and high quality teaching.

Employment and Further Study

The College operates across Herefordshire and Shropshire. However, all of the College's higher education provision is taught from the Herefordshire campuses. This is important when examining the employment and further study results.

The core metrics show an employment or further study rate of 97% for full-time graduates (benchmark 96.7%) and 100% for part-time graduates (benchmark of 97.4%). Herefordshire and Ludlow College graduates are outperforming the general employment trends in Herefordshire. The fact that graduates can secure employment at these levels further suggests high teaching quality and academic support at the College.

The core metrics indicate that full-time graduates perform above benchmark in 'highly skilled employment or further study', 74.6% (versus benchmark of 70.7%) and just below the benchmark, 74.1% (versus benchmark of 74.4%) for part-time graduates. These metrics are in the top 10% of absolute performance.

Table 1. Employment by Occupation in Herefordshire

Employment by occupation (Jul 2016-Jun 2017)

	Herefordshire, County Of (Numbers)	Herefordshire, County Of (%)	West Midlands (%)	Great Britain (%)
Soc 2010 Major Group 1-3	35,600	38.6	40.3	45.5
1 Managers, Directors And Senior Officials	9,800	10.6	10.0	10.7
2 Professional Occupations	13,100	14.1	17.3	20.3
3 Associate Professional & Technical	12,700	13.7	12.9	14.3
Soc 2010 Major Group 4-5	25,400	27.6	21.7	20.7
4 Administrative & Secretarial	9,400	10.2	10.6	10.3
5 Skilled Trades Occupations	16,000	17.2	11.0	10.3
Soc 2010 Major Group 6-7	15,500	16.8	16.8	16.8
6 Caring, Leisure And Other Service Occupations	10,400	11.2	9.3	9.2
7 Sales And Customer Service Occs	5,100	5.5	7.5	7.5
Soc 2010 Major Group 8-9	15,700	17.0	21.1	17.0
8 Process Plant & Machine Operatives	6,000	6.5	8.2	6.3
9 Elementary Occupations	9,700	10.4	12.8	10.6

Source: ONS annual population survey
Notes: Numbers and % are for those of 16+
% is a proportion of all persons in employment

(Taken from https://www.nomisweb.co.uk/reports/lmp/la/1946157169/report.aspx?town=hereford, *accessed 20 December 2017)*

The Nomis data indicate there are fewer Standard Occupational Classification (SOC) 2010 Major Group 1-3 positions in Herefordshire: 38.6% versus a Great Britain average of 45.5% (-6.9%). The graduate employment locations as indicated in the TEF Map for the College show that the majority of students take up local employment in line with their domicile prior to entry. 71% of students are categorised as local. We know from the data in table 1 that in Herefordshire graduates have a lesser chance of being employed in a SOC 2010 Major Group 1-3 position compared to Great Britain as a whole. Nevertheless 74.6% of graduates who studied full-time and 74.1% who studied part-time have secured highly skilled employment or have gone on to further study. This suggests Herefordshire and Ludlow College graduates are outperforming the employment by occupation trends in Herefordshire.

The split metrics also confirm that students domiciled in quintiles 1 and 2 are above the benchmark at the 1.96 standard deviation and 2 percentage point level for highly skilled employment or further study, and male students are above benchmark at the 3 standard deviation and three percentage point level for highly skilled employment or further study.

In terms of weekly earnings, Herefordshire performs less well against the Great Britain median (£448.4 versus £552.3). The contextual data reports 74% of the College's higher education students are female. There is an even greater gap in earnings for females in Herefordshire against the Great Britain median (£375.9 versus £494.0).

Table 2. Gross Median Weekly Earnings (£)

Earnings by place of work (2017)	Herefordshire, County Of (Pounds)	West Midlands (Pounds)	Great Britain (Pounds)
Gross Weekly Pay			
Full-Time Workers	448.4	514.9	552.3
Male Full-Time Workers	487.4	562.0	594.1
Female Full-Time Workers	375.9	451.4	494.0
Hourly Pay - Excluding Overtime			
Full-Time Workers	10.30	12.91	13.99
Male Full-Time Workers	10.61	13.50	14.56
Female Full-Time Workers	9.57	11.87	13.17

Source: ONS annual survey of hours and earnings - workplace analysis
Notes: Median earnings in pounds for employees working in the area.

(Taken from https://www.nomisweb.co.uk/reports/lmp/la/1946157169/report.aspx?town=hereford, *accessed 20 December 2017)*

Summary

The College demonstrates strong recruitment from the lower quintiles of POLAR3. The metrics show the College is performing strongly across teaching quality, assessment and feedback, academic support and continuation.

The majority of graduates continue to live locally on completion of their studies, and employment data suggests this gives fewer opportunities to gain SOC 2010 Major Group 1-3 positions. However, the progression of graduates to employment or further study is above benchmark (and in the top 10% of absolute performance) and graduates are outperforming Herefordshire for highly skilled employment or further study.

Name of Provider: Herefordshire and Ludlow College
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Appendix A

2017 NSS Results

Category	Metric	The teaching on my course	1. Staff are good at explaining things.	2. Staff have made the subject interesting.	3. The course is intellectually stimulating.	4. My course has challenged me to achieve my best work.	Learning opportunities	5. My course has provided me with opportunities to explore ideas or concepts in depth.	6. My course has provided me with opportunities to bring information and ideas together from different topics.	7. My course has provided me with opportunities to apply what I have learnt.	Assessment and feedback	8. The criteria used in marking have been clear in advance.	9. Marking and assessment has been fair.	10. Feedback on my work has been timely.	11. I have received helpful comments on my work.	Academic support	12. I have been able to contact staff when I needed to.	13. I have received sufficient advice and guidance in relation to my course.	14. Good advice was available when I needed to make study choices on my course.	Organisation and management	15. The course is well organised and running smoothly.	16. The timetable works efficiently for me.	17. Any changes in the course or teaching have been communicated effectively.	Learning resources	18. The IT resources and facilities provided have supported my learning well.	19. The library resources (e.g. books, online services and learning spaces) have supported my learning well.	20. I have been able to access course-specific resources (e.g. equipment, facilities, software, collections) when I needed to.	Learning community	21. I feel part of a community of staff and students.	22. I have had the right opportunities to work with other students as part of my course.	Student Voice	23. I have had the right opportunities to provide feedback on my course.	24. Staff value students' views and opinions about the course.	25. It is clear how students' feedback on the course has been acted on.	26. The students' union (association or guild) effectively represents students' academic interests.	Overall satisfaction
Herefordshire and Ludlow College (1	% Agree	90.52	89.66	87.93	87.93	96.55	94.25	93.1	93.1	96.55	78.45	77.19	82.76	74.14	79.31	86.78	91.38	86.21	82.14	81.03	74.14	94.83	74.14	68.68	58.62	71.93	75	87.07	79.31	94.83	75.43	89.66	86.21	69.64	53.85	89.66
Herefordshire and Ludlow College (1	Sector-wide % Agree	84.62	88.99	82.64	85.25	81.68	83.55	84.41	84.83	81.47	73.39	72.86	73.4	73.04	74.35	79.91	86.06	78.89	74.75	75.27	70.55	78.56	76.77	85.15	83.23	86.35	86.13	77.24	70.26	84.44	69.18	83.84	75.52	60.23	56.79	84.18
Herefordshire and Ludlow College (1	(5) Definitely Agree Count	90	18	21	24	27	86	32	24	30	91	21	23	23	24	66	27	21	18	60	17	23	20	43	12	17	14	55	22	33	80	24	26	21	9	28
Herefordshire and Ludlow College (1	(4) Mostly Agree Count	120	34	30	27	29	78	22	30	26	90	23	25	20	22	83	26	29	28	81	26	32	23	74	22	24	28	46	24	22	89	28	24	18	19	24
Herefordshire and Ludlow College (1	(3) Neither Count	20	5	6	7	2	8	3	3	2	35	9	7	9	10	14	2	5	7	25	11	2	12	39	18	11	10	12	9	3	43	5	5	14	19	5
Herefordshire and Ludlow College (1	(2) Mostly Disagree Count	2	1	1	0	0	2	1	1	0	11	3	2	4	2	8	3	2	3	6	3	1	2	9	3	3	3	3	3	0	10	1	3	2	4	1
Herefordshire and Ludlow College (1	(1) Definitely Disagree Count	0	0	0	0	0	0	0	0	0	4	1	1	2	0	1	0	1	0	2	1	0	1	6	3	2	1	0	0	0	2	0	0	1	1	0
Herefordshire and Ludlow College (1	(6) Not Applicable Count	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	0	2	0	0	0	0	3	0	1	2	0	0	0	8	0	0	2	6	0
Herefordshire and Ludlow College (1	Population (headcount)	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70
Herefordshire and Ludlow College (1	Number of Respondents (fpe)	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58
Herefordshire and Ludlow College (1	Number of Respondents (headcount)	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58	58
Herefordshire and Ludlow College (1	Response Rate	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83	83
Top quartile	% Agree	89.97	93.51	88.83	90.91	86.67	88.33	89.67	89.18	86.18	79.17	78.68	79.17	78.37	80.55	85.73	91.23	84.93	81.04	83.22	81.04	85.24	83.44	87.78	86.22	88.18	89.13	83.87	79.48	88.37	75.76	88.84	81.91	68.9	63.05	91.13
Top quartile	Sector-wide % Agree	89.97	93.51	88.83	90.91	86.67	88.33	89.67	89.18	86.18	79.17	78.68	79.17	78.37	80.55	85.73	91.23	84.93	81.04	83.22	81.04	85.24	83.44	87.78	86.22	88.18	89.13	83.87	79.48	88.37	75.76	88.84	81.91	68.9	63.05	91.13
Top quartile	(5) Definitely Agree Count	39589	8371	8469	11686	11063	33184	11500	11188	10496	31555	8413	7287	7849	8006	31191	12588	9403	9200	28168	7952	10557	9659	33553	10708	11816	11029	21562	10088	11474	35186	11595	10047	7358	6186	11865
Top quartile	(4) Mostly Agree Count	38927	12033	10903	8145	7846	24569	8054	8236	8279	37484	8730	9960	9239	9555	24591	7298	9117	8176	26138	9732	8026	8380	23376	7967	7266	8143	14897	7206	7691	29910	7727	7738	7525	6920	7919
Top quartile	(3) Neither Count	5677	869	1624	1286	1898	4965	1499	1643	1823	10390	2602	2803	2495	2490	5892	1148	2040	2704	6178	2381	1734	2063	5059	1894	1582	1583	4194	2606	1588	13172	1534	2407	4120	5111	1062
Top quartile	(2) Mostly Disagree Count	2370	436	646	535	753	2132	615	588	929	5561	1442	1204	1575	1340	2522	573	916	1033	3292	1180	1029	1083	2067	772	717	578	2007	1275	732	5185	680	1035	1921	1549	598
Top quartile	(1) Definitely Disagree Count	696	110	166	162	258	522	138	126	258	2190	602	532	646	410	849	191	331	327	1466	577	456	433	754	318	260	176	786	583	203	2395	212	486	677	1020	266
Top quartile	(6) Not Applicable Count	69	13	24	18	14	124	26	51	47	148	43	46	28	31	451	34	25	392	254	10	30	214	687	173	191	323	218	74	144	1480	84	119	231	1046	122
Top quartile	Population (headcount)	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736	29736
Top quartile	Number of Respondents (fpe)	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832
Top quartile	Number of Respondents (headcount)	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832	21832
Top quartile	Response Rate	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73	73
England	% Agree	84.58	88.92	82.54	85.19	81.75	83.66	84.49	84.86	81.68	73.76	72.98	73.37	73.9	74.88	79.97	85.86	78.93	75.1	75.37	70.91	78.43	76.85	84.99	83.03	86.21	85.99	77.12	70.36	84.12	69.36	83.63	75.63	60.8	57.1	84.11
England	Sector-wide % Agree	84.58	88.92	82.54	85.19	81.75	83.66	84.49	84.86	81.68	73.76	72.98	73.37	73.9	74.88	79.97	85.86	78.93	75.1	75.37	70.91	78.43	76.85	84.99	83.03	86.21	85.99	77.12	70.36	84.12	69.36	83.63	75.63	60.8	57.1	84.11
England	(5) Definitely Agree Count	375584	75729	77074	112354	110427	325570	111249	108997	105324	319873	84592	72999	82577	79705	294684	121700	87995	84989	257694	68509	99056	90129	348256	108598	126086	113572	195743	85129	110614	323502	109339	94507	65522	54134	105775
England	(4) Mostly Agree Count	496572	153319	135421	107388	100444	321289	106654	109696	104939	440883	103601	116033	107906	113343	319399	99274	115399	104726	323174	114422	103022	105730	302593	103756	94424	104413	199994	95499	104495	378715	105421	99157	89244	84893	110123
England	(3) Neither Count	97488	17104	28460	23457	28467	78295	24982	25741	27572	141695	35334	39290	32662	34409	90468	19959	31450	39059	94912	37242	27030	30640	69510	26179	20893	22438	67376	42493	24883	194776	25655	37359	58847	72915	20753
England	(2) Mostly Disagree Count	46200	8964	12779	10962	13495	36336	11424	10395	14517	88259	23247	19516	23322	22174	44771	11381	16278	17112	61708	23676	18894	19138	30994	11593	9999	9402	33299	21879	11420	75742	11750	16443	28376	19173	13238
England	(1) Definitely Disagree Count	15052	2462	3707	3783	5100	11551	3591	2889	5071	40396	11102	9814	11289	8191	18355	5044	6582	6729	33042	14144	9665	9233	13669	5615	4374	3680	16027	11736	4291	38159	4637	8591	12550	12381	6798
England	(6) Not Applicable Count	1804	597	734	231	242	1484	275	457	752	1594	299	523	419	353	6848	817	471	5560	3995	182	508	3305	9503	2434	2399	4670	3911	1439	2472	21806	1373	2118	3636	14679	1488
England	Population (headcount)	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097	383097
England	Number of Respondents (fpe)	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175
England	Number of Respondents (headcount)	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175	258175
England	Response Rate	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67	67

Appendix B

Survey:	Student Voice 2016/17
Report By:	**Learner Type**
	HE
Difference from:	All Respondents
Ext. Benchmark:	480,986 learners from 101 colleges within the 'All Data' QDP national benchmark.
Report style:	Combined Graphical, Rated, Questionnaire order
Filtered by:	All Respondents
Respondents:	141

Age		
16 - 19	20	14.2%
20+	120	85.1%
Not Answered	1	0.7%

Gender		
Male	43	30.5%
Female	96	68.1%
Prefer not to answer	1	0.7%
Not Answered	1	0.7%

Ethnicity		
White: English/Welsh/Scottish/Northern Irish/British	131	92.9%
Irish	0	0.0%
Gypsy or Irish Traveller	0	0.0%
Any Other White Background	5	3.5%
White & Black Caribbean	0	0.0%
White & Black African	0	0.0%
White & Asian	0	0.0%
Any Other Mixed/Multiple Ethnic background	1	0.7%
Indian	0	0.0%

Ethnicity		
Pakistani	0	0.0%
Bangladeshi	0	0.0%
Chinese	0	0.0%
Any other Asian background	1	0.7%
African	0	0.0%
Caribbean	1	0.7%
Any Other Black/African/Caribbean background	1	0.7%
Arab	0	0.0%
Any other ethnic group	0	0.0%
Not known/not provided	0	0.0%
Not Answered	1	0.7%

Name of Provider: Herefordshire and Ludlow College
UKPRN: 10003023

Survey:	Student Voice 2016/17
Report By:	**Learner Type**
	HE
Difference from:	All Respondents
Ext. Benchmark:	480,986 learners from 101 colleges within the 'All Data' QDP national benchmark.
Report style:	Combined Graphical, Rated, Questionnaire order
Filtered by:	All Respondents
Respondents:	141

How good is the teaching on your course?		
Unsatisfactory	1	0.7%
Satisfactory	14	9.9%
Good	66	46.8%
Outstanding	54	38.3%
Not Answered	6	4.3%

Do you have a full or part-time job?		
Yes	125	88.7%
No	15	10.6%
Not Answered	1	0.7%

If you do not have a job, are you volunteering?		
Yes	23	16.3%
No	10	7.1%
N/A	90	63.8%
Not Answered	18	12.8%

Is your work-volunteering helping prepare for future?		
Yes	97	68.8%
No	3	2.1%

Is your work-volunteering helping prepare for future?		
N/A	31	22.0%
Not Answered	10	7.1%

Name of Provider: Herefordshire and Ludlow College
UKPRN: 10003023

Survey: Student Voice 2016/17

Report By: **Learner Type**
HE

Difference from: All Respondents
Ext. Benchmark: 480,986 learners from 101 colleges within the 'All Data' QDP national benchmark.
Report style: Combined Graphical, Rated, Questionnaire order
Filtered by: All Respondents
Respondents: 141

About you	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
4 I feel safe at the College	139	122	13	2	2	2	1.2	3.8	97

Induction/Introduction to course	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
5 I felt welcome on my first day at College	136	107	27	1	1	5	1.2	3.8	99
6 I know when I have to come to college-on time	139	135	4	0	0	2	1.0	4.0	100
7 My college Induction helped me to settle in	132	73	51	7	1	9	1.5	3.5	94
8 I know how I am expected to behave	139	126	13	0	0	2	1.1	3.9	100

About your course	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
9 I am doing well	139	75	56	8	0	2	1.5	3.5	94
10 I enjoy my lessons	140	88	50	2	0	1	1.4	3.6	99
11 Teachers encourage me to behave well	138	106	27	5	0	3	1.3	3.7	96
12 My tutors use different ways to help me learn	138	74	51	12	1	3	1.6	3.4	91
13 I get enough help from my tutor	137	92	41	4	0	4	1.4	3.6	97
14 I know what I need to do to improve	139	88	44	6	1	2	1.4	3.6	95

Assignments & Feedback	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
16 I do not have too much work to do	136	84	37	14	1	5	1.5	3.5	89
17 I know when my work has to be handed in	138	120	16	2	0	3	1.1	3.9	99
18 My work is marked quickly	136	74	56	5	1	5	1.5	3.5	96

Name of Provider: Herefordshire and Ludlow College
UKPRN: 10003023

Survey: Student Voice 2016/17

Report By: **Learner Type**
HE

Difference from: All Respondents
Ext. Benchmark: 480,986 learners from 101 colleges within the 'All Data' QDP national benchmark.
Report style: Combined Graphical, Rated, Questionnaire order
Filtered by: All Respondents
Respondents: 141

	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
19 Teachers tell that doing well-how I can get better	133	79	45	9	0	8	1.5	3.5	93
Assignments & Feedback									
20 College is helping me develop my skills in English	96	44	42	7	3	45	1.7	3.3	90
21 College is helping me to develop skills in maths	86	45	20	9	12	55	1.9	3.1	76

And lastly	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
22 I know what I can do when my course ends	134	83	40	11	0	7	1.5	3.5	92
23 I would recommend my course to a friend	137	91	43	2	1	4	1.4	3.6	98
24 I would recommend the College to a friend	134	95	35	3	1	7	1.3	3.7	97

Before you started	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
25 The guidance I was given by the College was good	139	69	64	5	1	2	1.6	3.4	96
26 Infor I was given about my course was helpful	139	76	52	8	3	2	1.6	3.4	92

About your course (continued)	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
27 I am clear about my targets	138	78	50	10	0	3	1.5	3.5	93
28 One to one reviews are helpful to me	113	80	27	5	1	28	1.4	3.6	95
29 I am developing the skills I need to get a job	130	86	42	2	0	11	1.4	3.6	98

The support I receive	Return Count	Agree Completely	Agree Mostly	Disagree Mostly	Disagree Completely	Not Answered	Mean Score	Reverse Mean Score	Agree%
30 I know how to get extra support to help me learn	135	89	39	7	0	6	1.4	3.6	95