

Student Satisfaction Survey 2011

Summary

We provided courses for 73 people in 2011 over the Easter and summer periods. From those attending, we received 70 completed feedback forms (96%). Excluding the concerns about the facilities, we are meeting or exceeding our students' expectations.

Introduction

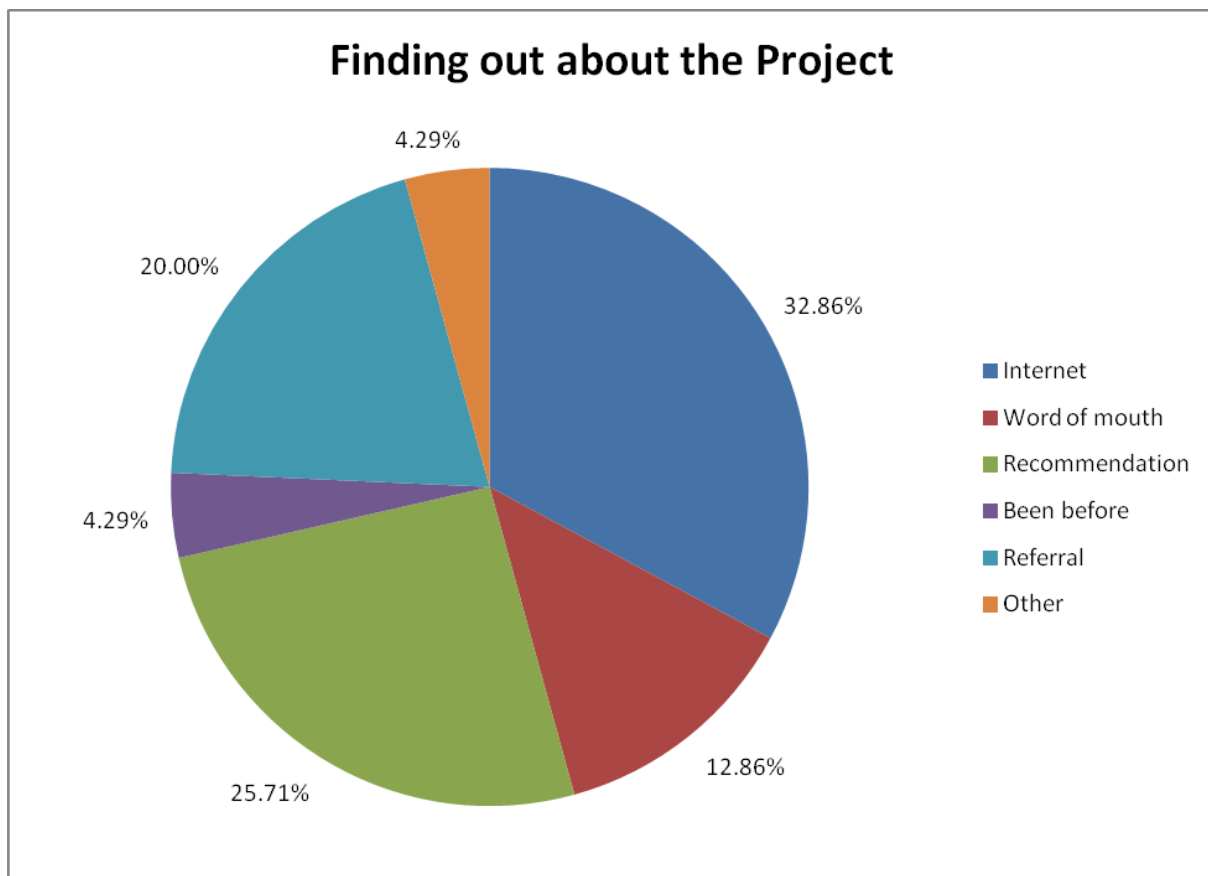
We provided field courses for 73 people during Easter and summer 2011. As usual, we asked everyone to complete a satisfaction survey on their last day. We had 70 forms returned. This is a return rate of 96% and thus the findings are representative. Note this does not include the LJMU students who came as a formal part of their course (23 second years in late March, 42 second years in late September and 60 'Freshers' in the same week).

Details

Each of the forms has been analysed. A detailed breakdown of the responses to each question follows.

Q1: Finding out about the Project

We asked how people found out about the Project:



The 'Others' were:

- Poulton newspaper
- Flyer at University
- BABAO

Notice the importance of the internet in finding us and thus the importance of our website.

Q2: Easy to Contact

Nearly everyone (99%) found us easy to contact.

Q3: Method used to Contact

Most (90%) used email; the rest used the phone or 'other'.

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Q4: Information about the Course

One person (1%) thought the information was 'Bad'; 7% thought we were 'Average', 86% 'Good' and 6% 'Other'. The 'Others' were:

- Fantastic
- By far the best
- Excellent
- Very good

Q5: Cost of Course

Most (93%) thought we were good value. Four people (6%) thought we were cheap (and encouraged us to charge more).

Q6: Site Facilities

This is the only category where we fell below a 90% satisfaction score. Only 67% thought the facilities were 'Just right'; 31% thought they 'Could do with some improvement' and one person thought they were 'Dreadful'

The suggestions were:

- More, closer or better toilets (x10)
- Better office/museum/bone cabins (x7)
- Another tent (x4)
- Benches are dangerous
- Students should clean their tools
- Seats in the bone cabin for the talks

Q7: Teaching

The majority (87%) thought the teaching was 'Excellent'; the rest thought we were 'Good'

Q8: Would recommend to others

Most (97%) would recommend us to others.

Q9: Would come again

Most (97%) would come again.

Narrative Questions

Most of the narrative comments were positive and we will use those in promoting ourselves and the courses. Bernard's archery presentations were particularly well received and enjoyed.

Some of the negative ones have been noted earlier under improvements to the facilities. The others were:

- Difficulty in finding us on the first day
- The wasps ☺
- Campsite is a bit isolated
- Half an hour longer working day (x2)
- Have the museum visit at the end
- Transportation problems
- Give OS grid reference for site
- Site is too remote
- Better directions
- Provide lunch (at an extra cost)
- A beer at the end of the week

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More undercover work space
Shuttle bus along Straight Mile

Conclusions

We are meeting or exceeding most of our students' expectations. We receive many plaudits for our course and Mike and Alan are often specifically mentioned very positively by name.

In the spirit of continuous improvement, we might want to review:

Our toilet facilities.
Transportation for those without cars.