

Student Satisfaction Survey 2018 - Analysis of Results: 127 responses

Background

- During the months of May and June 2018k 127 self-administered Student Satisfaction Survey questionnaires were distributed and collected among current Literacy Council students.
- The purpose of this survey was:
 1. To understand the satisfaction level of the current students in regard to their school
 2. To find out if studying English has helped them perform better.
 3. To ensure the instruction is at the appropriate level.
 4. To measure how staff and tutors treat students.
 5. To ascertain the one thing they most liked about the Literacy Council programs.
 5. To request suggestions to improve the school.
- The results are summarized below:
 - 1. Are you satisfied with the school?**
 - 100% of the students said they were satisfied with the school.
 - 2. Has studying English helped you to perform better?**
 - 91% said yes. 9% didn't respond.
 - 3. Is your English class at the right level for you?**
 - 90% said yes. 10% didn't respond.
 - 4. How were you treated by the Literacy Council Staff?**

- 72% said treatment was excellent. 20% said it was very good. 8% didn't respond.

5. How were you treated by your tutor or teacher?

- 69% said treatment was excellent. 20% said it was very good. 11% didn't respond.

6. What is the one thing you like the most about the Literacy Council?

- Classes are available Monday through Friday, morning and evening.
- Teachers give us confidence to speak in class.
- Everyone is friendly, helpful and patient. "It's my second home."
- Conversation class.
- Group practice involving all the students in the class.

7. Are there improvements that you could suggest?

- More English for every day life.
- More speaking in front of class and writing on white board.
- Use a textbook and assign homework.
- Have a private tutor.

8. What are your goals?

- To communicate, including at work.
- To get an education - GED or college.
- Find a job, or a better job.
- To practice my profession.