



Learn. To Change.

Listen. To Change.

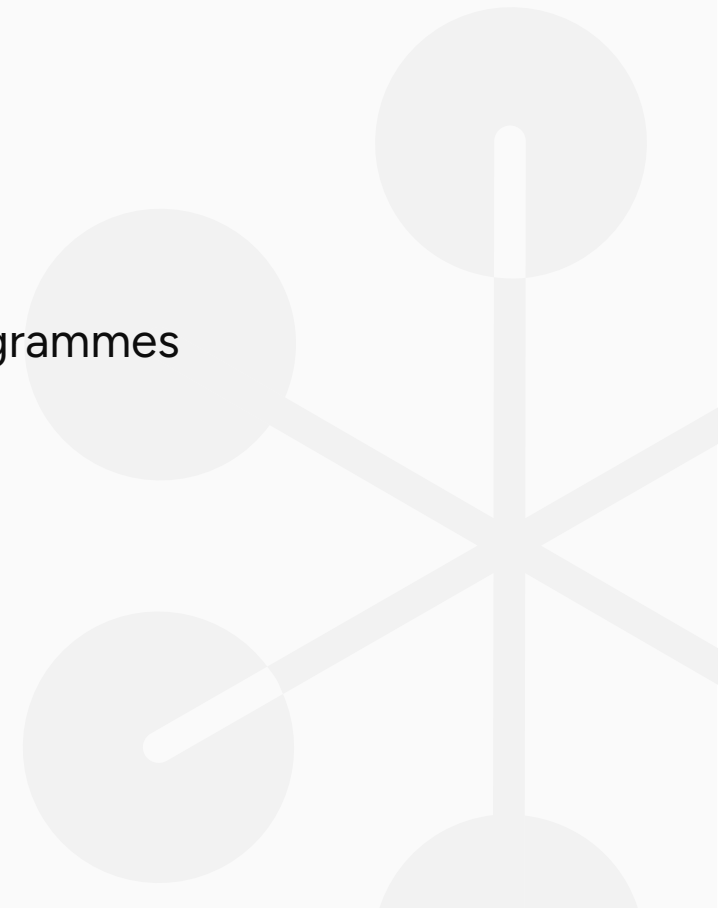
Your feedback matters

July-24

Listen. To Change.

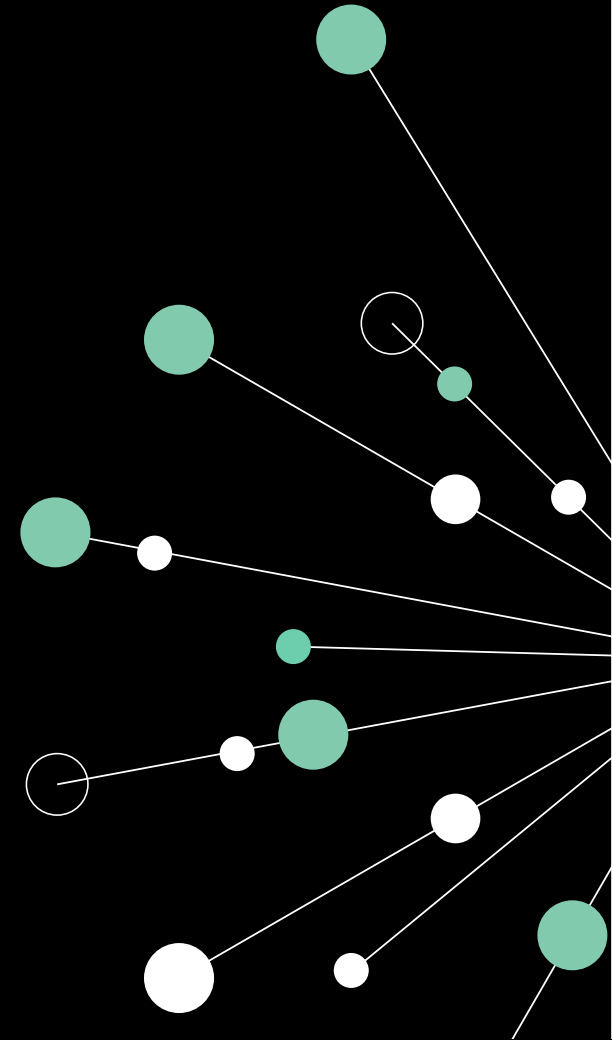
Content in this edition reflecting on the Summer Term

- 1** Pulse survey results – thanks for your feedback on the live workshops
- 2** Improvements made in the Summer Term – with updates from the Programmes
- 3** Ongoing activity – what we'll be focussing on in the Autumn Term



Pulse Surveys

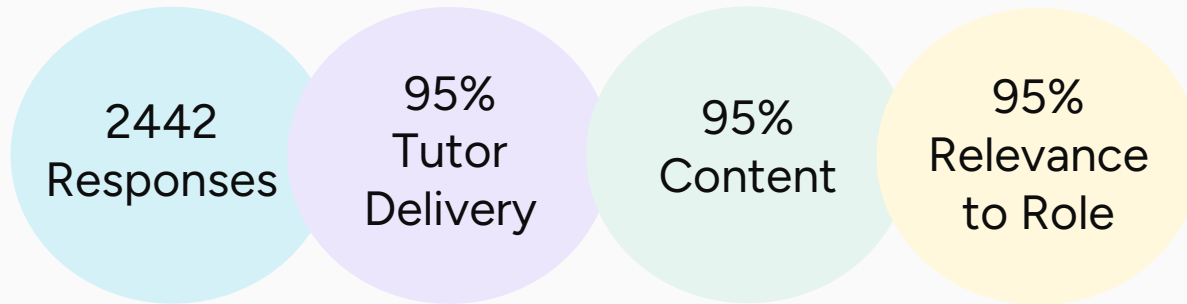
Summer Term feedback



We have seen a record-breaking term for Pulse results in that we have received an increase in responses (up by 4%) and an uplift against each of our targets.

With an overall target of 86% we are thrilled to report that tutor delivery satisfaction is up 2% to 95%, content satisfaction is up 3% to 95%, and not to be outdone, the relevance of sessions to role has also received a 2% increase in satisfaction to 95%.

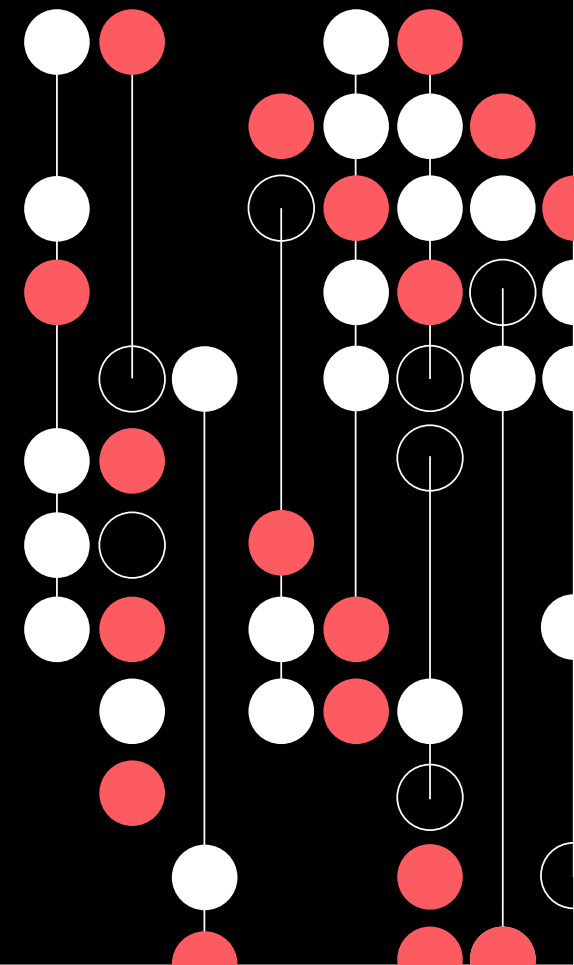
Pulse Survey Results Summer 24



Thank you for completing the **Pulse Survey** at the end of each workshop, your feedback drives our continual improvement initiatives enabling us to prioritise the most important areas to you.



Summer Term Improvements



Attendance and registration

You've shared your frustrations with us regarding the process for recording attendance and the communications that are shared as result. Improvements have been made with the launch of additional options for tutors to record attendance more accurately including; late, left early and authorised absence

Communication

Survey feedback tells us that you find it confusing to know who to contact when you need help. The Support Routes flyer has been revised to provide further clarity and can be found on the learner portal. It has also included in new term communications from the Academic Services Team.

Academic Services Team

You may not realise that our Academic Services team do so much more than just manage the **Academic Services inbox** academicservices@qa.com, (formerly known as the DA Admin inbox). The team has recently undergone a name change and has a new email address, but is still your go-to team for the processes that support you as you progress through your apprenticeship. They collaborate closely with internal teams and university partners to ensure adherence to university regulations and support the following activities:

- Overseeing term-on-term transitions
- Facilitating learner progression
- Coordinating learner scheduling
- Advising on mitigating circumstances

News from our Programmes

Artificial Intelligence - materials have been reviewed and rewritten for new intakes, moving away from PowerPoint to e-text to be delivered in the QA learning platform. New e-texts provide a more extensive narrative around key points and reduce the number of source materials learners need to use.

CMDA - it was recognised that learners required more time than allocated to prepare for their Research Project Proposal. Drop-in sessions and office hours were made available to give a greater amount of preparation in advance of next term. Feedback from the sessions suggests that this was greatly received.

DUX – following some issues with learners’ exposure to UX design software in the workplace, a discussion took place with a key client to ensure that the employer understood their commitment to supporting their apprentices’ learning. As a result, the employer has now launched their own in-house training programme where learners are taught about relevant UX design tools.

DMDA – to prepare learners for their Work-Based project an introductory video was produced that was sent to all learners, which serves to demystify this module (and its relationship to the EPA), as well as to underscore the significance of the module and to give learners some re-assurance about the support they will receive.

PMDA – it was noted that there was a need for more advice for learners on how to achieve their professional qualification as part of the programme. An advice session has since been implemented for the PMDA Intermediary Qualification at Level 5 lead by Toby Collins, giving learners the opportunity to gain valuable guidance.

DTS L7 - it was noted that the number of office hours needed to be increased to enable all learners on core modules to attend and gain benefit. Sessions now take place twice a week and have been extended to week 12.

Cyber Security - learners noticed the programme synopsis on QA’s website was no longer available and highlighted its relevance for planning ahead of subsequent terms. To address this, the programme team collated the Cyber Security programme synopsis and made it available on the programme’s Canvas page for all learners in the programme.

DTS 6 – following previous delays in marking draft feedback a new approach to allocation and monitoring of draft marking was introduced. As a result, there was not a single delayed draft feedback across the programme of almost 1000 students.

Senior Leader – it was felt that formative feedback on assignments was needed, and this was provided in the form of additional office hours. This initiative proved successful, as all students who attended the module successfully submitted their assignments. This effort was particularly crucial, given that it was supporting the last large cohort on the programme.

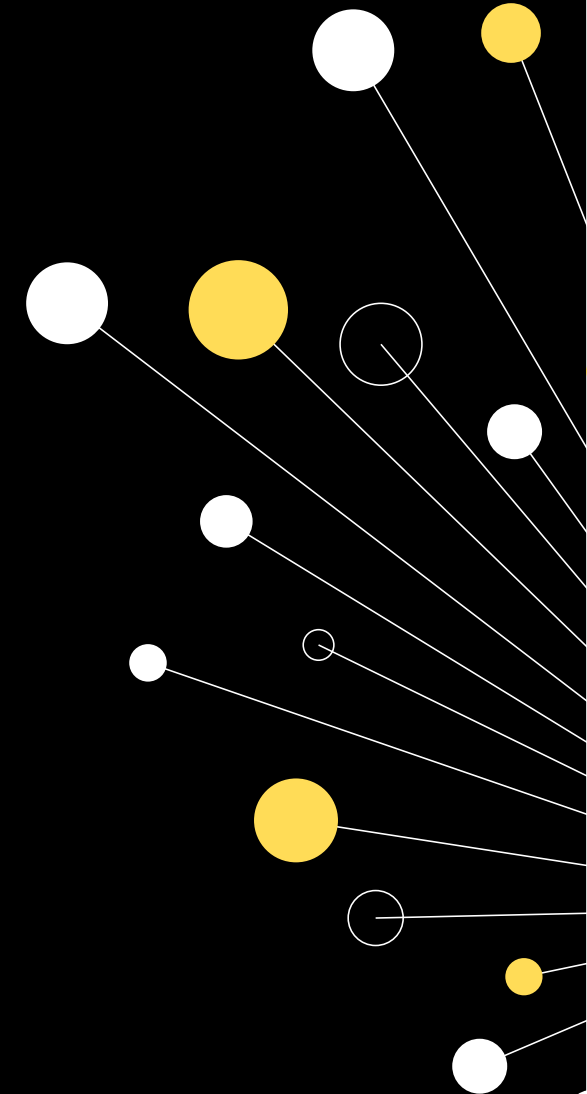
Review of surveys sent to Degree Apprentices

We've listened to your feedback regarding the range of surveys you're asked to complete and fixed an issue that meant that some learners were being asked to complete additional surveys after workshops – these were being sent in error. For those that remain, we've aligned the questions to a new set of quality standards of excellence and surveys are now shorter and easier to complete. You will now receive surveys as follows:

When available	Week 6	Every 6 months	Each workshop	End of each term	Last day of learning	Within 3 months of completion
What	Start of Programme survey	On Programme survey	Pulse survey	End of Term Survey	End of Programme survey	Destination survey
Frequency	Completed once	Completed every 6 months	Completed after each workshop	At the end of every taught term	Completed at the end of learning	Completed within 3 months of completion

Please do continue to share your feedback. It helps us to understand what is going well and where to prioritise improvements.

Ongoing activity



Schedules

We have been working very hard to reduce the number of rescheduled workshops to minimise the impact on your timetable. We have seen some improvements and are striving to reduce the number even further. Unfortunately, most of the disruption is caused by sickness which is always difficult to mitigate. However, we are continuing to look at how we minimise the impact on you. We were really pleased to be able to publish schedules a week earlier than planned and hope that you and your employer benefitted from early sight of your academic commitments for next term.

Learner Voice

Thank you so much to all the student reps, old and new, that joined us for Learner Voice sessions this term. We've received positive comments around the delivery of workshops and the engagement of tutors. Learners have welcomed the new style of Canvas stating it is now easier to navigate. There was also positive feedback regarding the library team putting reasonable adjustments in place, and the availability of ACE workshops. Learners are seeing more cameras on in sessions which has been welcomed. In terms of improvements, reps fed back that recent changes of DLCs and Skills Coaches and inconsistent approaches between coaches had caused some tension. Some learners still expressed negativity towards breakout rooms, and it was noted that multiple tutors teaching one module can be difficult with learners having to adapt to differences in teaching style and approach. All of the above is combined with survey feedback to focus our attention for future developments. If you'd like to get involved, please contact retentionandcareersteam@qa.com

Industry Talk Forums

Don't miss out on the opportunity to attend the Industry Talk Forums. [Industry Talk Forums Summer 2024 \(qa.com\)](https://qa.com) These have been well received with 45 learners attending the first session and 61 attending the second. Recordings are available on the learner portal.



Thank you for reading

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