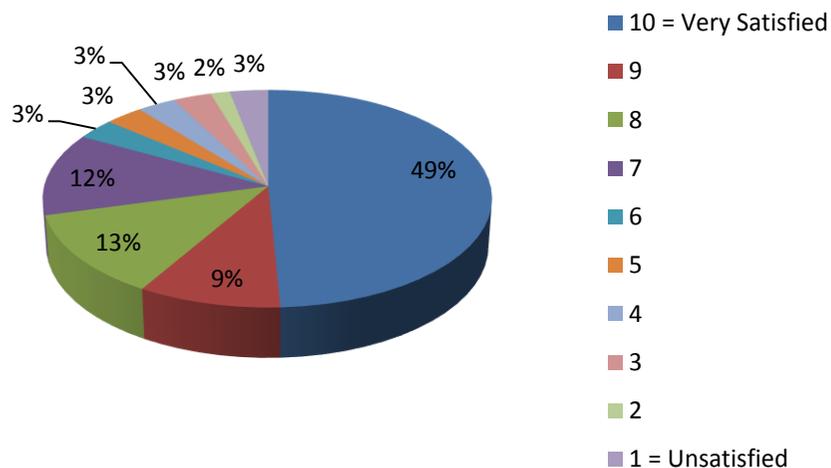# Support Satisfaction Survey 2016 report

2014-15

On a scale of 1- 10 how happy are you with the overall support you have received from your support workers (1= Very Unhappy 10=Very Happy)?

Legend:
- 10 = Very Satisfied
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 = Unsatisfied

2015-16
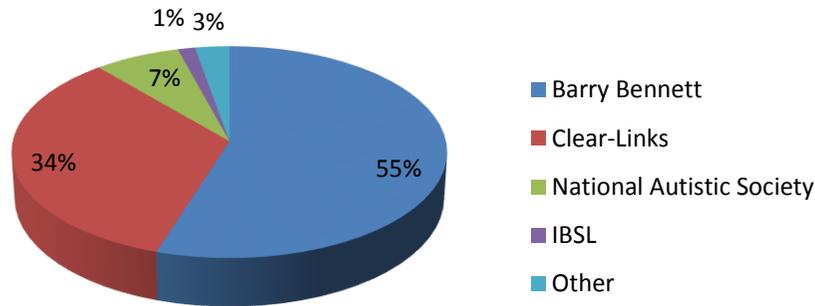
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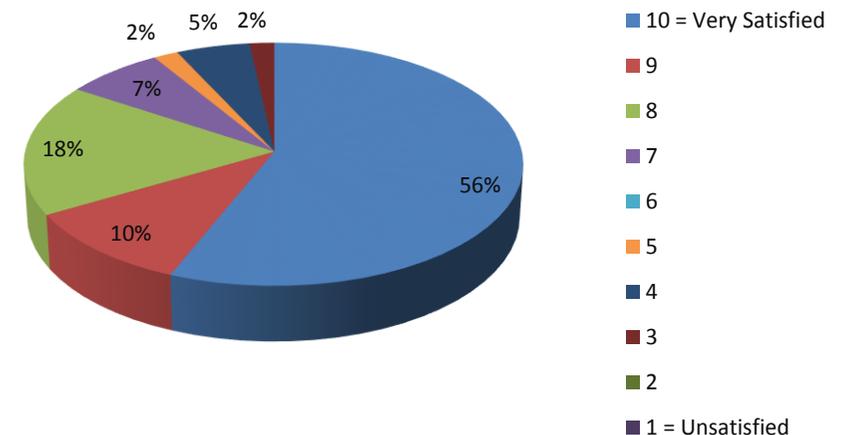
Statistic show a 7% increase in students whom rated their support as a 10 (Very Happy with support) and a 3% reduction in students whom rated their support as a 1 (Very Unhappy with support) as no student rated their support as unsatisfactory. Overall the figures show a 4% increase in satisfaction, with 89% of students having rated their support satisfaction of 5 or higher in 2014/15, whereas in 2015/16 93% of students rated the support with 5 or higher.
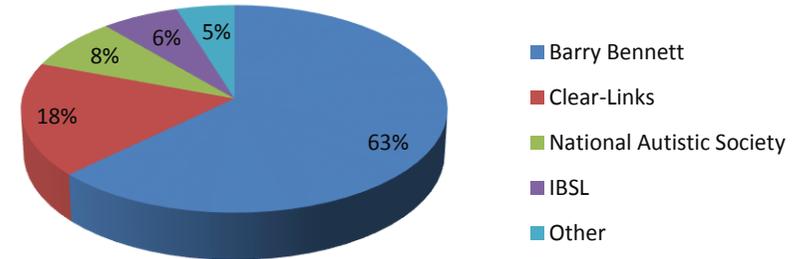
Which of the following organisations is providing your study support?

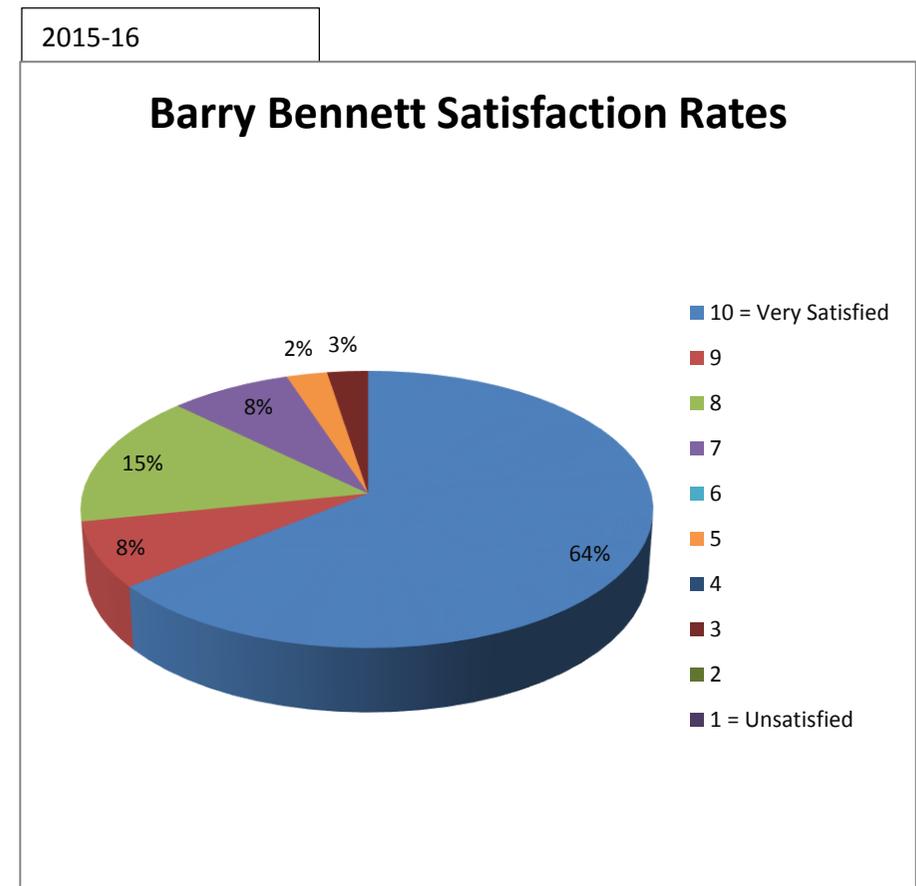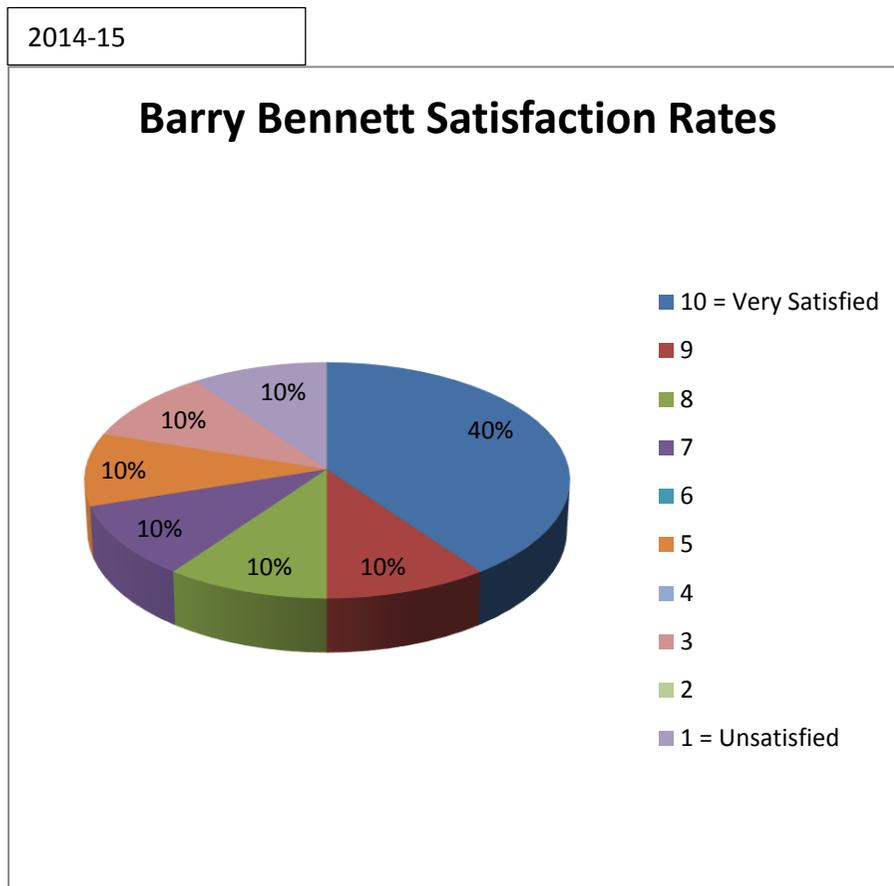1% 3%
7%
34%
55%

- Barry Bennett
- Clear-Links
- National Autistic Society
- IBSL
- Other

Which of the following organisations is providing your study support?

6% 5%
8%
18%
63%

- Barry Bennett
- Clear-Links
- National Autistic Society
- IBSL
- Other

The above statistics show the continued change in support providers following the introduction of an approved supplier list to Disability Services. Between the two academic years, Clear-Links saw their proportion fall from 34% to 18%, whilst Barry Bennett saw their proportion rise from 55% to 63%. The National Autistic Society saw a small rise (from 7% to 8%).

Barry Bennett statistics

2014-15

Barry Bennett Satisfaction Rates

Legend
10 = Very Satisfied
9
8
7
6
5
4
3
2
1 = Unsatisfied

- 40%
- 10%
- 10%
- 10%
- 10%
- 10%
- 10%

2015-16

Barry Bennett Satisfaction Rates

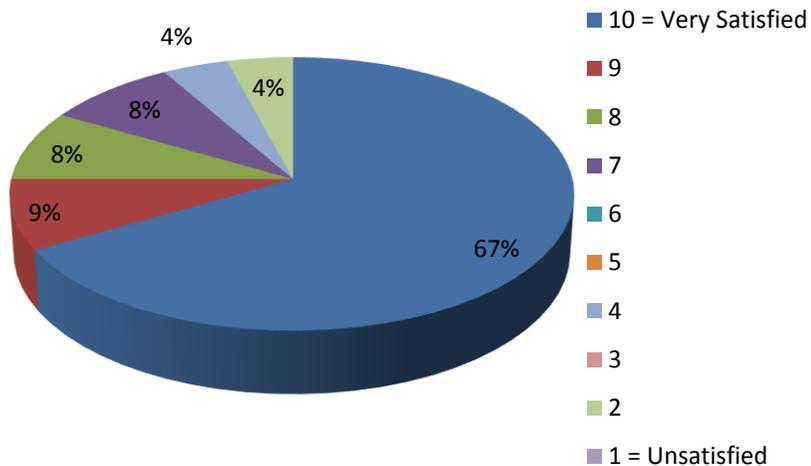| Legend |
|--------|
| 10 = Very Satisfied |
| 9 |
| 8 |
| 7 |
| 6 |
| 5 |
| 4 |
| 3 |
| 2 |
| 1 = Unsatisfied |

- 64%
- 8%
- 15%
- 8%
- 2%
- 3%

Statistics show satisfaction rates for Barry Bennetts have increased. In 2014-15 90% of participants rated their support 5 or higher. In 2015-16 97% of participants rated their support 5 or higher, a 10% increase between the academic years.
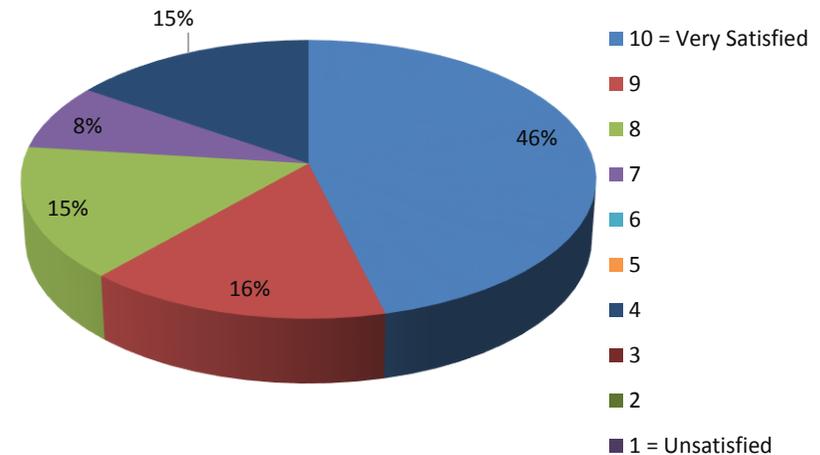
L:\Student Centre\SRS\Common\Disability Services\Student Survey & Feedback\Surveys\201516 Surveys\Support Satisfaction Survey 2016 report.docx

Clear Links statistics

2014-15

Clear Links satisfaction rates

- 10 = Very Satisfied
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 = Unsatisfied

4%
4%
8%
8%
9%
67%

2015-16

Clear Links satisfaction rates

- 10 = Very Satisfied
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1 = Unsatisfied

15%
8%
15%
46%
16%
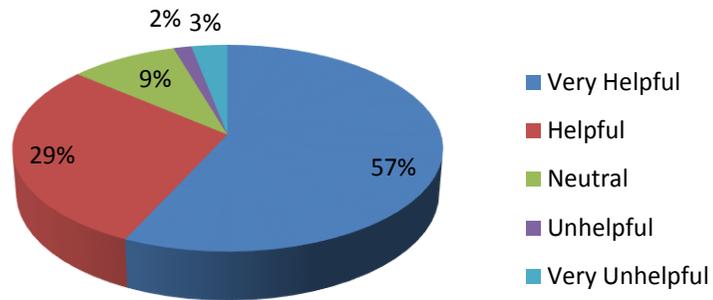
Statistics show satisfaction rates for Clear-Links have decreased. In 2014-15 92% of participants rated their support 5 or higher. In 2015-16 85% of participants rated their support 5 or higher, a 7% decrease between the academic years. However the results could be skewed; 24 students answered this question in 2014-15 whereas 11 students answered this question in 2015-16, therefore the results for this year may not be an accurate representation of the student population.
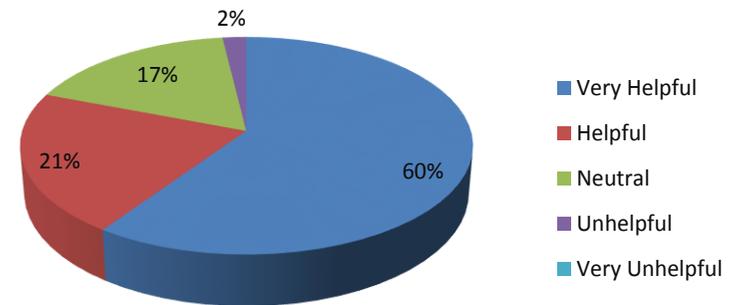
**How helpful has the support
been in assisting your studies?**

2% 3%

9%

29%

57%

- Very Helpful
- Helpful
- Neutral
- Unhelpful
- Very Unhelpful

**How helpful has the support
been in assisting your studies?**

2%

17%

21%

60%

- Very Helpful
- Helpful
- Neutral
- Unhelpful
- Very Unhelpful

In 2014-15, 86% of students asked rated their support Helpful (29%) or Very Helpful (57%) in assisting their studies. In 2015-16, 81% of students asked rated their support Helpful (21%) or Very Helpful (60%). This is a decrease on last year, however the amount of students who found their support Unhelpful or Very Unhelpful decreased by 3%.
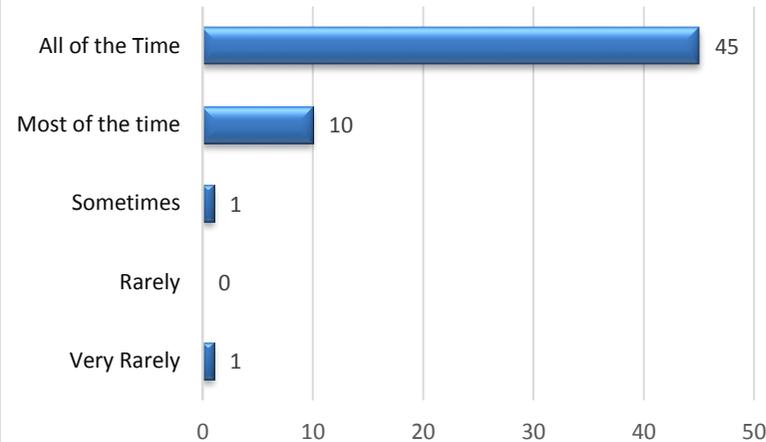
2014-15

Does your support worker turn up at the booked time?

Response	Value
All of the Time	60
Most of the time	5
Sometimes	0
Rarely	0
Very Rarely	0
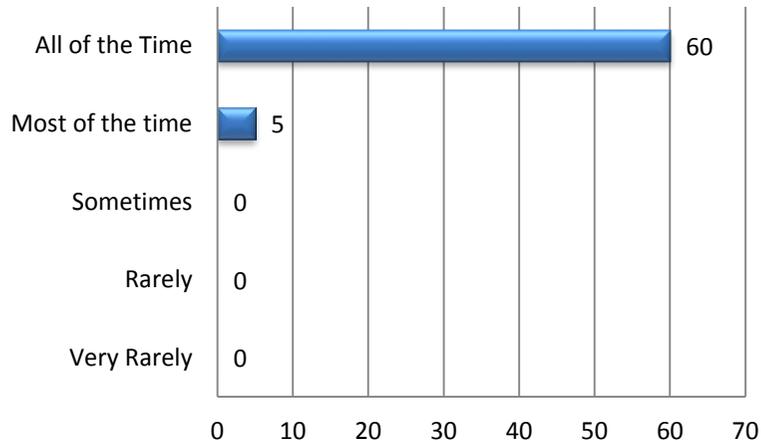
2015-16

Does your support worker turn up at the booked time?

| Response	Value
All of the Time	45
Most of the time	10
Sometimes	1
Rarely	0
Very Rarely	1

In 2014-15, 87% of students advised their support worker turned up at the booked time all of the time. 13% of students advised their support worker turned up at the booked time most of the time. None of the respondents reported their support worker turned up sometimes, rarely or very rarely.

In 2015-16, 79% of students advised their support worker turned up at the booked time all of the time, a drop of 8% on last year. 18% of students advised their support worker turned up at the booked time most of the time (an increase of 5%).
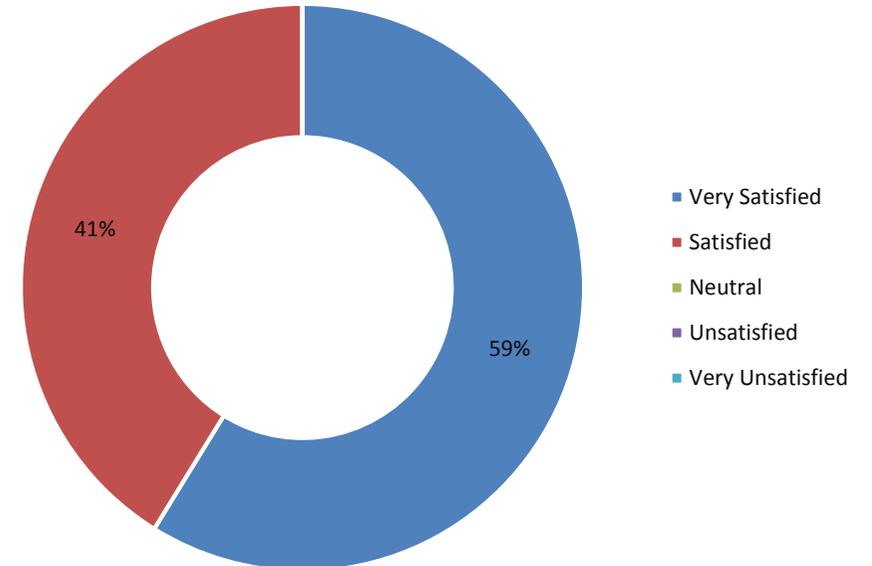
How satisfied were you with the level of communication over the phone?
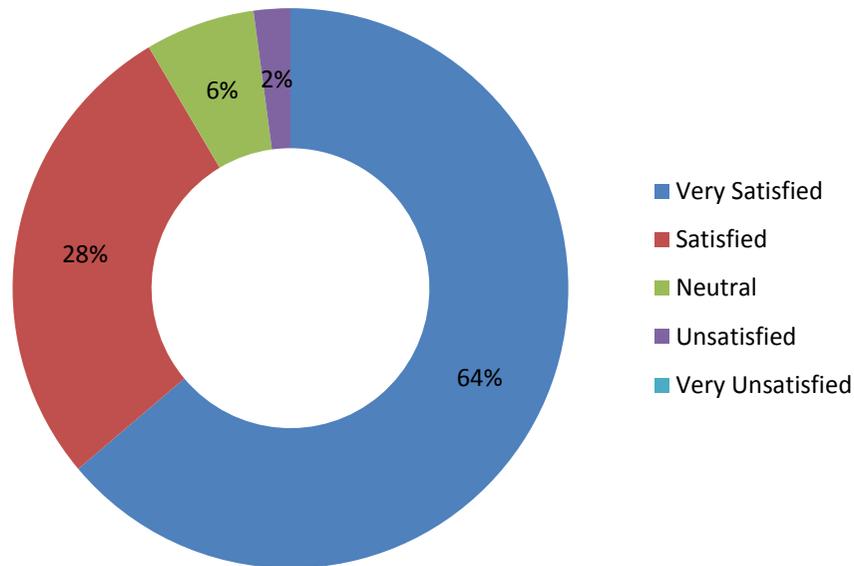
2% | 6% | 28% | 64%

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

How satisfied were you with the level of communication over the phone?

41% | 59%

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

In 2014-15, 92% of student participants were either satisfied or very satisfied with the level of communication provided by their support provider over the phone. This improved to 100% of students in 2015-16 who were either satisfied or very satisfied with the level of communication provided by their support worker over the phone.