Framework for Excellence 2009/10: Learner Views Survey

Guidance on hyperlink-embedded method for linking the Framework for Excellence survey with your college or provider survey

In response to requests to link the Learner Views survey with a college or provider’s own survey, we have developed a method that takes into account the requirements of the Data Protection Act.

The hyperlink-embedded methodology used to allow the linking to work across a college or provider intranet, across email, or any other Microsoft Office document. It is therefore suitable to be used in most college and provider environments where internet access is available.

Text to accompany hyperlink-embedded method

If a provider chooses to link the Framework survey to their own survey, the wording below must be used in conjunction with the method outlined in this guidance note in order to inform learners where their data will be sent at the end of the survey.

The wording to be placed on the college or provider intranet or in the text of the email must be placed above the links to the surveys. In all cases the Framework for Excellence, Learner Views survey must be the first link. The text to be used is as follows:

You can answer the Framework for Excellence survey and <provider name> survey here in one go. Your answers for each survey will go to different places. The two surveys are separate but some questions may be the same.

To begin, please follow the first link. This link takes you to the Framework survey, which is a national survey and learners all over England will be taking part. The answers to the Framework survey go to the research companies Ipsos MORI and RCU. They will add up your answers to the Framework questions, along with the answers from other learners. They will hold the data on the Learning and Skills Council’s (LSC) behalf and send the LSC the total number of learners giving each answer. None of your lecturers, trainers or supervisors will be able to see your own answers. When you have finished this first survey (which only takes a few minutes) you will be asked to click “submit.” This will bring you back to this page.

<link to the Framework survey>
Once you have finished the Framework survey, please follow the link below to the <provider name> survey. The answers to the separate <provider name> survey go to <provider name and/or their contractors>. <The provider name> survey is held and processed independently of the LSC and the Framework survey. Please ask members of staff from <provider name> if you are not sure who will see your replies.

Technical information for hyperlink-embedded method (loose linking)

The technical details of how to set up the system should be straightforward for a member of your staff with IT knowledge.

Each diagram shows a series of web pages to take you from the starting page to the completion of both surveys.

**Step 1**

Colleges or providers need to set up a link from their internet home page, or their intranet or a Word of Excel document. The links need to be set up from this page. Using the wording suggested the learner is instructed to click on the first link.

**Step 2**

The first link would take the learner to the Framework for Excellence, Learner Views survey by opening up a new Internet Explorer Browser page. The original page, your college or provider’s own internet home page would stay open in the window behind.
Colleges or providers are advised to access the survey from the Ipsos MORI site at http://www.ipsos-mori.com/learnerviewssurvey/

**Step 3**

Colleges or providers are asked to advise their learners to complete all questions in the Framework for Excellence survey and then click on the submit button on the screen.

This would send the Framework for Excellence Learner Views survey data directly over the internet to the Ipsos MORI server using 128-bit encryption. This is widely used and a highly secure method.

**Step 4**

Having clicked on the finish button, the Framework for Excellence Learner Views survey (shown as page 2) would close. This would leave page 1, your college or provider home page, still open. This would allow the learner to click on the second link, which could be your college or provider's own survey, or the survey run for you by your contractor. This link would open a further window in Internet Explorer and the learner could complete this survey. The data from this survey would be then sent directly to your provider’s contractor or your provider’s own systems.

Please note is that this data exchange would occur completely separately to the Framework for Excellence, Learner Survey data exchange and the data will go to a different place, specified by your organisation.