

Please could you take the time to answer the following questions.

Some sections may not be relevant so please leave them blank.

There is a space at the end, should you wish to expand on your answers or make comments

Please return your questionnaires in the envelope provided. There is no need to add your name.

TOTAL SENT OUT: 300

TOTAL COMPLETED: 120

Response rate:40%

While your son or daughter has been at BHASVIC.....					
If you have had concerns about your son's or daughter's progress at the College, have you known whom to contact?	Yes A1= 46 A2 = 36			No A1 = 4 A2 = 8	
Do you feel that you are kept well-informed about events and activities at BHASVIC?	Very well 16%	Quite well 43%	Adequately 21%	Not very well 16%	Not at all 3%
Do you feel that you are kept informed about your son or daughter's progress?	Very well 23%	Quite well 42%	Adequately 19%	Not very well 14%	Not at all 2%
If you have needed to contact us, was the speed of response?	Very prompt 22%	Prompt 52%	Adequate 18%	Delayed 3%	No response 5%
How satisfied were you with the way that the college dealt with your request/concern?	Very satisfied 39%	Satisfied 48%	Not very satisfied 8%	Dissatisfied 5%	
How far have you felt that you have been able to develop a mutually supportive relationship with the College?	Very well 12%	Well 26%	Adequately 42%	Not very well 15%	Not at all 4%
If you have contacted the College during this academic year, how satisfied were you with your experience of our new automated phone system?	Very satisfied 10%	Satisfied 35%	Not applicable 47%	Dissatisfied 4%	Very dissatisfied 4%

Starting at College (for parents of 1st year students only)					
How well do you feel that your son or daughter was advised and supported by the College during their application process?	Very well 42%	Quite well 33%	Adequately 20%	Not very well 5%	Not at all 0%

How well do you feel the College handled the enrolment of your son or daughter?	Very well 55%	Quite well 36%	Adequately 9%	Not very well 0%	Very poorly 0%
How well supported has your son or daughter been in making the transition between the demands of School and College work?	Very well 29%	Quite well 57%	Adequately 9%	Not very well 3%	Very poorly 4%
How well has your son or daughter been able to cope with the demands of college life?	Very well 30%	Quite well 57%	Adequately 2%	Not very well 10%	Very poorly
Moving on from BHASVIC (for parents of final year students)					
How well did you feel that your son or daughter has been supported through the higher education application process?	Very well 33%	Quite well 40%	Not applicable 8%	Not very 19%	Not supported 0%
How well did you feel that your son or daughter has been supported in his or her preparation for employment or further training?	Very well 17%	Quite well 15%	Not applicable 45%	Not very 19%	Not supported 4%

Enrichment Opportunities

How satisfied are you with the range of extra-curricular activities, to which your son or daughter has had access?	Very satisfied 11%	Satisfied 75%	Dissatisfied 12%	Very dissatisfied 1%	
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Complaints Procedure:

In the event that you had to make a complaint of any sort, how responsive were BHASVIC staff?	Very responsive 4%	Quite responsive 4%	Not applicable 88%	Not very responsive 2%	Unresponsive 2%
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Additional Comments:

Is there anything you would like to see improved in the college?

Overall Satisfaction			
In overall terms, have you been satisfied by your son/daughter's experience of BHASVIC?	Yes 95%	No 5%	

If you have any urgent concerns we would ask that you contact your son/daughter's Senior Tutor directly.