

Surrey Adult Learning (SAL) Enrolments Survey

Overview

Surrey County Council (SCC) are carrying out a survey of Surrey Adult Learning (SAL) and would like to hear from you to understand how the service can be shaped best to suit your needs and interests.

What is this survey about?

Surrey Adult Learning has seven centres across North and West Surrey and offers hundreds of courses. These courses range from languages, to arts and crafts classes, and include opportunities to gain a new skill for work, to improve basic maths, or to enjoy some healthy living classes with Yoga, Tai Chi or Pilates.

However, since COVID-19, we have noticed a drop in learner enrolments and are therefore keen to understand any contributing factors for why this has happened. SAL would also like to better understand the needs of learners with a view to shaping the direction of the service and courses offered.

To find out more about Surrey Adult Learning and our courses, please visit:

<https://www.surreycc.gov.uk/schools-and-learning/adult-learning>

Accessibility

This survey is compatible with speech recognition software and screen readers. Alternative versions of this survey (Screen Reader Accessible and Large Print) can be found at the bottom of this page under 'related

documents'. If you have any queries about the survey and/or require this survey in hard copy or a different alternative format, please contact us and we will do our best to assist you:

Email: adultlearning@surreycc.gov.uk

Telephone number: 0300 200 1044 (Open 9am to 3pm Monday to Friday, excluding bank holidays)

SMS: 07860 053 465

This survey will be open until midnight on **Sunday 14th January 2024**.

Prize Draw

If you complete the survey by midnight on Sunday 14th January (2024) then you could be entered into a prize draw and be in with a chance of winning a £50 voucher! We have 3 prizes up for grabs.

At the end of the survey, you'll be asked for your contact details so we can enter you into the draw. Please note entrants must be 18 years of age or above.

This survey complies with GDPR. If you require any further information about how we store and use the data you provide, please see our privacy policy below:

<https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/business-intelligence-and-analysis-research-service>

Your Surrey Adult Learning Course Preferences

Question 1. Have you completed a Surrey Adult Learning (SAL) course before?

Please select one option.

- Yes
- No
- Not sure

If you have completed any SAL courses before, please provide details in the space below:

Question 2. SAL offers over 800 courses that fall into eight different areas, selecting any of the following course areas (below), which would be most interesting to you?

Please select as many options as are applicable.

- Arts, Crafts and Photography
- Foreign Languages
- Employment and Computer Skills
- Cookery
- English, Maths and ESOL
- Humanities (Literature and Culture)
- Sport, Exercise, and Dance
- Family Learning
- Mental Health and Wellbeing Courses
- None of the Above

Question 3. Thinking about the reputation of Surrey Adult Learning and the quality of its courses, how would you rate its courses' quality?

Please select one option.

- Very high quality
- High quality
- Neither high nor low quality
- Low quality
- Very low quality
- Not sure

Question 4. Selecting all that apply (below), when looking to enrol on a course what would be your preferred day(s) of the week and time(s) of the day to attend?

Please select as many options as are applicable.

Monday

(9am - 12pm) Mornings

(12pm - 2pm) Lunchtimes

(2pm - 5pm) Afternoons

(5pm - 9pm) Evenings

No time on this day

Tuesday

(9am - 12pm) Mornings

(12pm - 2pm) Lunchtimes

(2pm - 5pm) Afternoons

(5pm - 9pm) Evenings

No time on this day

Wednesday

(9am - 12pm) Mornings

(12pm - 2pm) Lunchtimes

(2pm - 5pm) Afternoons

(5pm - 9pm) Evenings

No time on this day

Thursday

(9am - 12pm) Mornings

(12pm - 2pm) Lunchtimes

(2pm - 5pm) Afternoons

(5pm - 9pm) Evenings

No time on this day

Friday

(9am - 12pm) Mornings

(12pm - 2pm) Lunchtimes

(2pm - 5pm) Afternoons

(5pm - 9pm) Evenings

No time on this day

Question 5. Which of the following would be your preferred course delivery method?

Please select one option.

- Online (e.g. Zoom)
- In-person (e.g. at a Surrey Adult Learning Centre)
- Online and In-person
- No Preference
- Other (please detail below)

If you indicated "Other" for Question 5 (above), please provide further details in the space below:

Question 5a. You indicated in the previous question above that you would prefer to only attend SAL courses online - why do you prefer online courses over in-person courses?

Please select as many options as are applicable.

- Easier attendance arrangements
- Avoids car travel
- Avoids travel in the evenings/dark
- Avoids parking problems
- Reduce travel costs
- Reduce environmental impact / costs
- Support work-life balance
- Other

If you indicated "Other" for Question 5a (above), please provide further details in the space below:

Question 6. We currently have seven learning centres across Surrey. Which would be your preferred location(s) to attend an in-person course?

Please select as many options as are applicable.

- Camberley
- Esher
- Farnham
- Guildford
- Molesey
- Sunbury
- Woking
- None of the Above
- Other (please detail below)

If you indicated "Other" for Question 6 (above), please provide further details in the space below:

Question 7. Thinking about travel distance (in miles), how far would you be willing to travel to attend your ideal SAL course?

Please select one option.

- I would prefer not to travel (e.g. I prefer online courses)
- 1-5 miles
- 6-10 miles
- 11-15 miles
- 16-20 miles
- More than 20 miles

Question 8. Thinking about travel time (in minutes), how much time would you be willing to spend travelling to attend your ideal SAL course?

Please select one option.

- I would prefer not to travel (e.g. I prefer online courses)
- Between 1 and 15 minutes
- up to 30 minutes
- up to 45 minutes
- up to 60 minutes
- More than 60 minutes

Question 9. Thinking about travelling to your ideal SAL course, which of the following options are likely to be the main way you would get to your course?

Please select one option.

- Car
- Bus
- Train
- Cycle
- Walk
- Combination of Options (from above list)
- Other Travel Options (not listed)
- Prefer not to say

If you indicated that you would use a combination of travel options, or "Other Travel Options", to get to your ideal SAL course, please provide details in the space below:

Question 10. As part of this survey we would like to learn about residents' preferred methods of paying for SAL courses. Which of the following would be your preferred payment option?

Please select one option.

- Option 1 - Pay for full course up-front
- Option 2 - Spread costs in instalments
- Option 3 - Other / Something else (please specify below)

If you indicated "Other" for Question 10 (above), please provide further details in the space below:

Question 11. Thinking about the SAL courses that you have attended, or have thought about attending, how would you rate them for "course costs"?

Please select one option.

- Very affordable
- Affordable
- Neither affordable nor unaffordable
- Unaffordable
- Very unaffordable
- Not sure

Question 12. Do you have any additional comments on course costs and payment options for Surrey Adult Learning courses?

This question is optional - however, we would like to learn about any additional comments or thoughts on course costs and payment options in the space below:

Question 13. Thinking about the balance between family, work, and other barriers to attending your ideal SAL course, which of the following apply?

Please select all that apply:

- Commuting (time)
- Commuting (costs)
- Child minding (costs)
- Child minding (availability)
- Personal energy (too much happening in the week)
- Course costs
- Course centre location
- None of the above
- Other

If you indicated "Other" for Question 13 (above), please provide further details in the space below:

Social Media to Enrolment

Question 14. Since August 2022 Surrey Adult Learning have used social and other types of online media to promote courses - have you "clicked" onto any of these adverts?

Please select one option.

- Yes
- No
- Not sure

Social Media to Enrolment | Follow-up 1

Following your "clicking" onto a Surrey Adult Learning social and/or other online media promotion, did you enrol on a course?

Please select one option.

- Yes
- No
- Unsure / can't remember

If you enrolled on a course following your "clicking" onto a SAL online promotion, please provide course details in the space below:

Social Media to Enrolment | Follow-up 2

If you have "clicked" onto a recent online social media promotion by Surrey Adult Learning, but did not enrol on a course, why did you decide not to enrol?

Please select all that apply:

- Cost (e.g. course too expensive)
- Schedule (e.g. course's day/time not practical)
- Distance (e.g. too far to travel)
- Work-Life Balance Demands (e.g. childminding etc.)
- None of the above
- Other

If you indicated "Other" for the question (above), please provide further details in the space below:

Final Thoughts?

Is there anything else you'd like to share about adult learning courses in Surrey?

This question is optional - however, we'd love to hear about any thoughts, comments or ideas that you'd like to share about SAL courses... in the space below.

Demographics

Which borough do you live in?

Please select one option.

- Elmbridge
- Epsom & Ewell
- Guildford
- Mole Valley
- Reigate & Banstead
- Runnymede
- Spelthorne
- Surrey Heath
- Tandridge
- Waverley
- Woking
- Prefer not to say
- Somewhere else / not listed above (please detail below)

If you have indicated that you live in another area not listed above, please detail this area in the space below:

What is your age?

Please select one option.

- 18-24
- 25-29
- 30-39
- 40-49
- 50-59

- 60-69
- 70-74
- 75+
- Prefer not to say

What is your gender?

Please select one option.

- Female
- Male
- Non-binary
- Other
- Prefer not to say

If you responded "Other" to the above question, and would like to provide further details, please do so here:

Do you have an additional need and/or disability?

Please select one option.

- Yes
- No
- Prefer not to say

What is the highest level of education you have completed?

Please select one option.

- No educational qualifications
- Secondary school up to 16 years (e.g., GCSEs, O Levels, Level 1 or 2 diplomas/NVQ or equivalent)
- Further education (e.g., A-levels, BTEC, Level 3 diplomas/NVQs or equivalent)
- Foundation degree or certificate of higher education (Level 4 or 5 diploma/NVQ)
- University (bachelor's degree, Level 6 diploma or NVQ)
- Post-graduate degree (Master's degree, doctorate, PhD, Level 7 diploma/NVQ)
- Prefer not to say

Please tell us about the total annual income of your household (before tax and deductions, but including any benefits/allowances).

Please select one option.

- Below £10, 000
- £10,001 to £20,000
- £20,001 to £30,000
- £30,001 to £40,000
- £40,001 to £50,000
- £50,001 to £60,000
- £60,001 to £80,000
- £80,001 to £100,000
- Above £100,000
- Prefer not to say

Which of the following categories best describes your employment status?

Please select one option.

- Employed - full time (more than 25 hours per week)
- Employed - part time (less than 25 hours per week)
- Not Employed - looking for work
- Not Employed - not looking for work
- Retired (whether receiving a pension or not)
- Long-term Sick or Disabled - unable to work
- Student (full-time)
- Stay at home Parent
- None of the above
- Prefer not to say

Prize Draw

As mentioned at the start, if you complete the survey by midnight on Friday 15th December 2023 you can enter a prize draw and be in with a chance of winning one of three £50 voucher prizes!

If you are interested in entering this prize draw then please enter your details below (terms and conditions are available on this survey's introductory page).

Please note entrants must be 18 years of age or above.

If you are not interested in entering this prize draw then please leave these fields blank and select "continue" to submit your survey responses.

What is your name?

Please provide your name in the space below:

What is your email address?

Please provide your email address in the space below:

Submitting your answers

Thank you for spending time to complete this research survey. Your participation is greatly appreciated and will help us develop Surrey Adult Learning's courses and the services we provide.

If you are completing this survey electronically, it can be returned to:

adultlearning@surreycc.gov.uk

If you are completing this survey via paper, it can be returned by hand or post to:

FAO Surrey Adult Learning Enrolments Survey 2023

Surrey Adult Learning – Woking

Hoebrook Close

Westfield

Woking

Surrey

GU22 9PE

Further information

If you have any questions or you would like the survey in a different format, please contact the Surrey Adult Learning team as follows:

Telephone: 0300 200 1044

Email: adultlearning@surreycc.gov.uk