



Connexions User Survey 2017

Connexions User Survey - 2017

Background

During February and March 2017 Connexions Advisers (CA) asked year 11 students in Trafford schools to complete a user survey. Connexions Advisers who saw young people outside of a Trafford school during February and March 2016 also asked young people to complete the survey.

The Connexions database (IYSS) was used to identify the year 11 cohort for each school.

What happens next?

The data captured on this survey will inform an action plan drawn up by SMT with timescales and will be reviewed as part of the Connexions Continuous Improvement Plan.

The responses will be used against results next year to identify how the Connexions Service has progressed in meeting the needs and demands of users and against last year's results to identify how effective recent changes to the service have been.

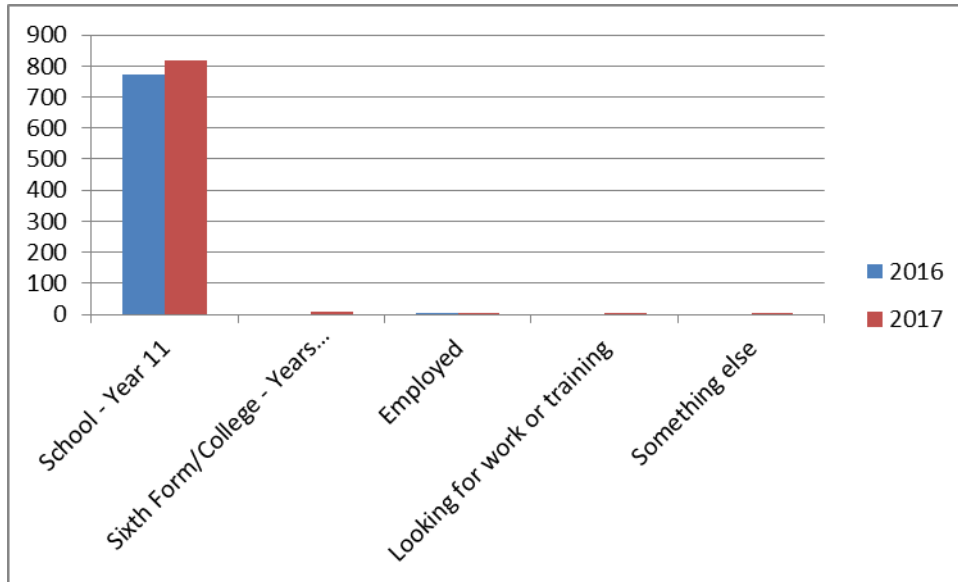
Number of Responses

834 responses were received.

Please tell us what best describes your current situation

Below identifies what best describes the respondents current situation.

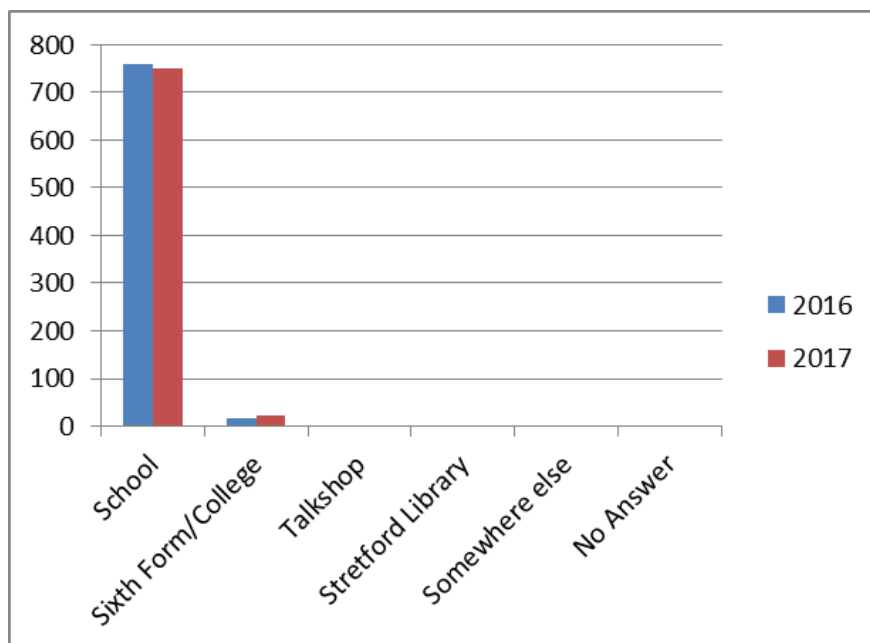
820	School - Year 11	3	Employed / in training
7	Sixth Form / College - Years 12, 13 or 14	3	Looking for work or training
2	Something else		



Where do you normally see a Connexions Adviser?

Below identifies where the respondents normally see a Connexions Adviser.

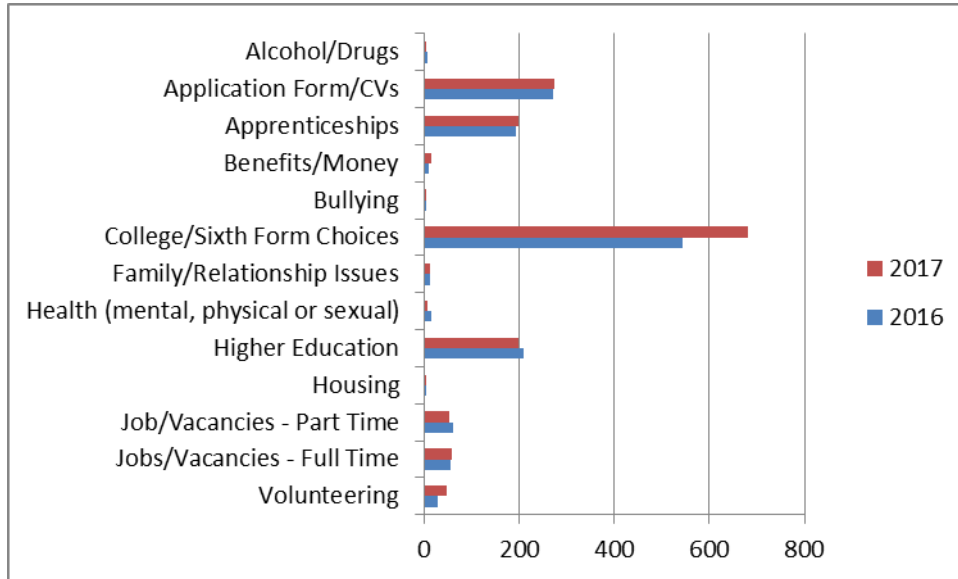
750	School	1	Stretford Library
23	Sixth Form / College	3	Somewhere else
2	Sale Talkshop	0	No answer



What information, advice and guidance did you ask for help with? (please tick as many that apply)

Below identifies what information, advice and guidance the respondents asked for help with.

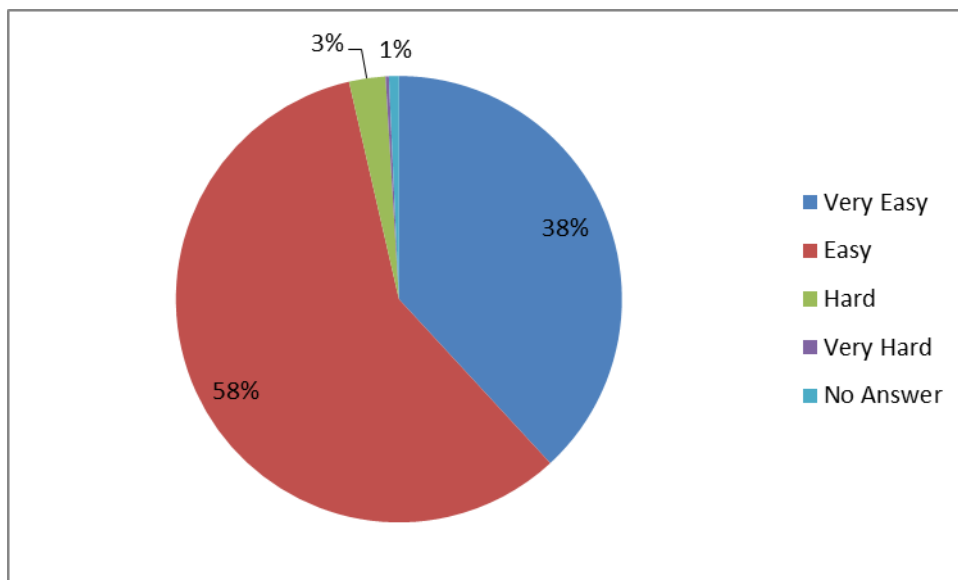
1	Alcohol or Drugs	7	Health (mental, physical or sexual)
273	Application Forms / CVs	198	Higher Education
199	Apprenticeships	3	Housing
14	Benefits / Money	52	Jobs / Vacancies - Full Time
1	Bullying	59	Jobs / Vacancies - Part Time
680	College / Sixth Form Choices	48	Volunteering
11	Family / Relationship Issues		



How easy did you find it to see your CA?

The table below shows all responses

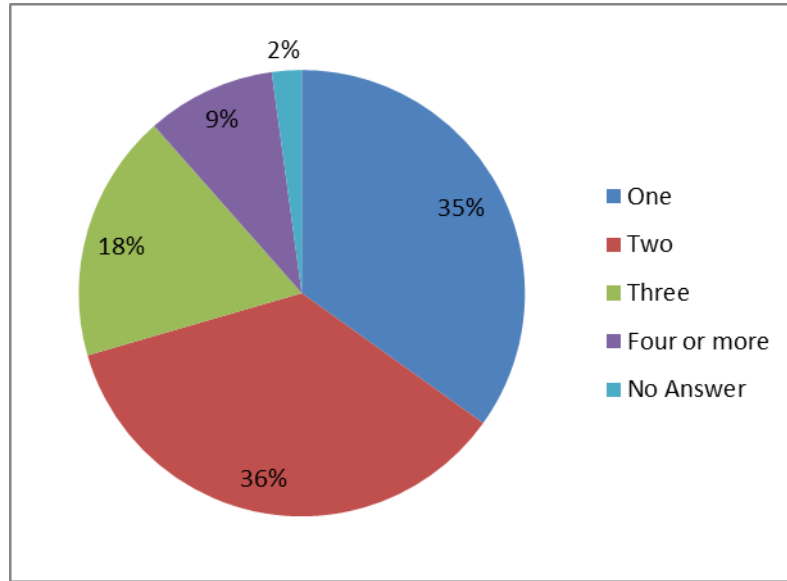
Response	No Answer	Very Easy	Easy	Hard	Very Hard	Grand Total
2017	6	318	486	22	2	834
2016	7	260	444	20	6	737



How many times have you seen your CA?

The table below shows all responses

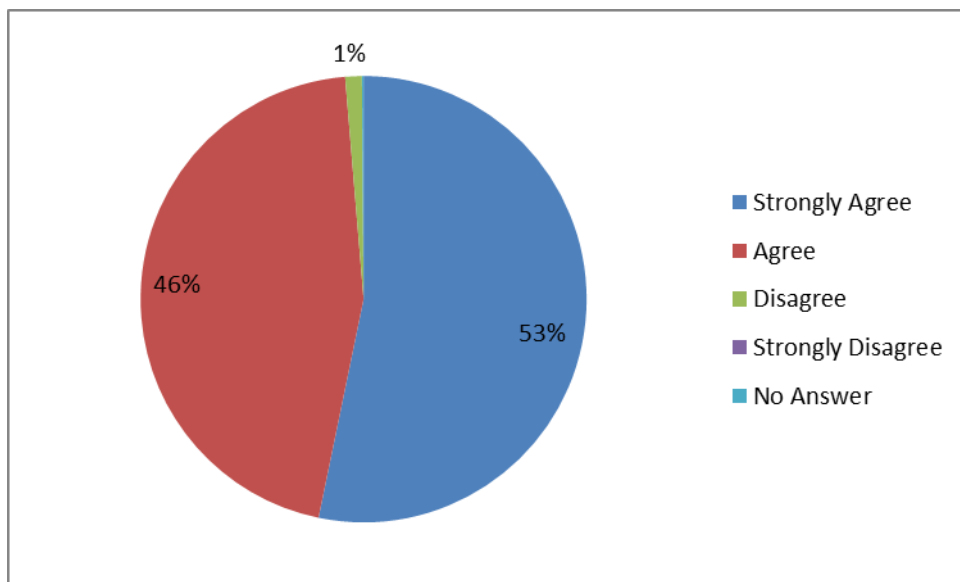
Response	No Answer	One	Two	Three	Four or more	Grand Total
2017	18	291	297	150	78	834
2016	5	243	299	118	72	737



Thinking about the contact you had with your CA please tick to show us how much you agree / disagree with each statement.

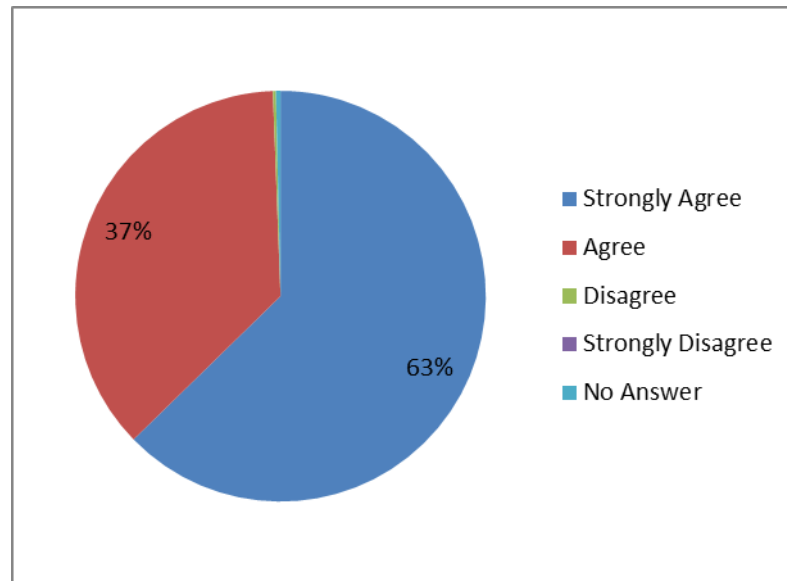
My CA was knowledgeable about the options available to me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	1	444	379	10	0	834
2016	4	329	397	6	1	737



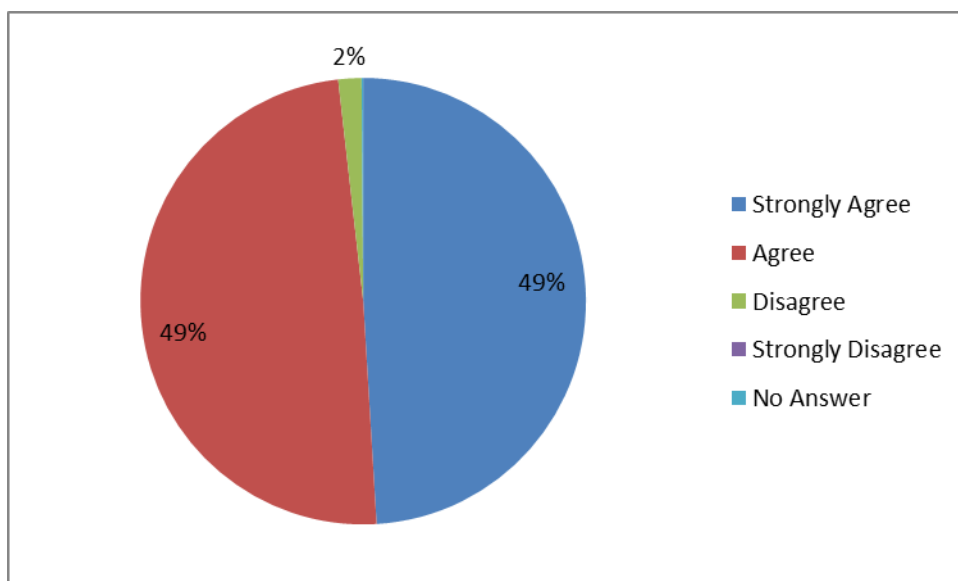
My CA listened to me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	3	523	306	2	0	834
2016	5	417	313	1	1	737



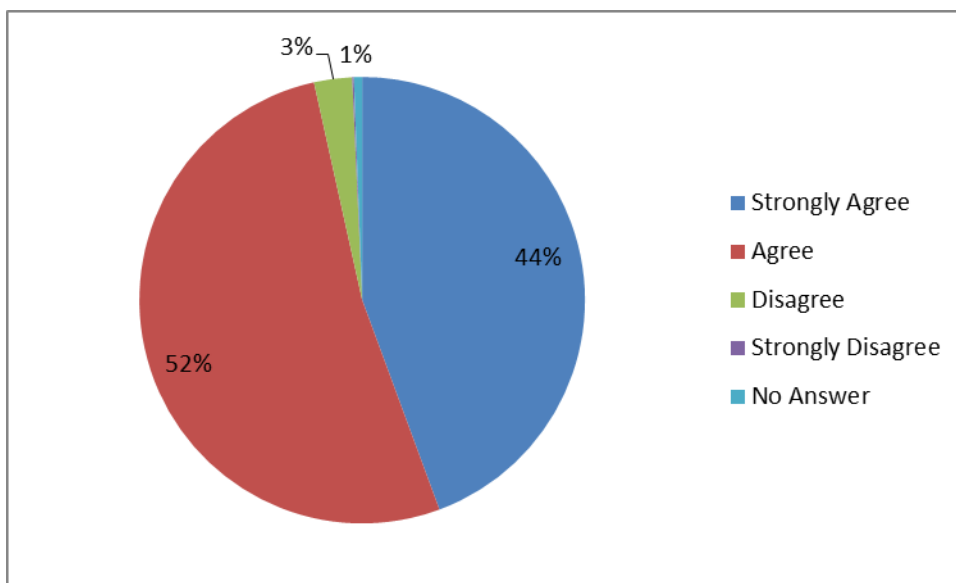
I was happy with the support I received from my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	1	409	410	14	0	834
2016	5	377	338	15	2	737



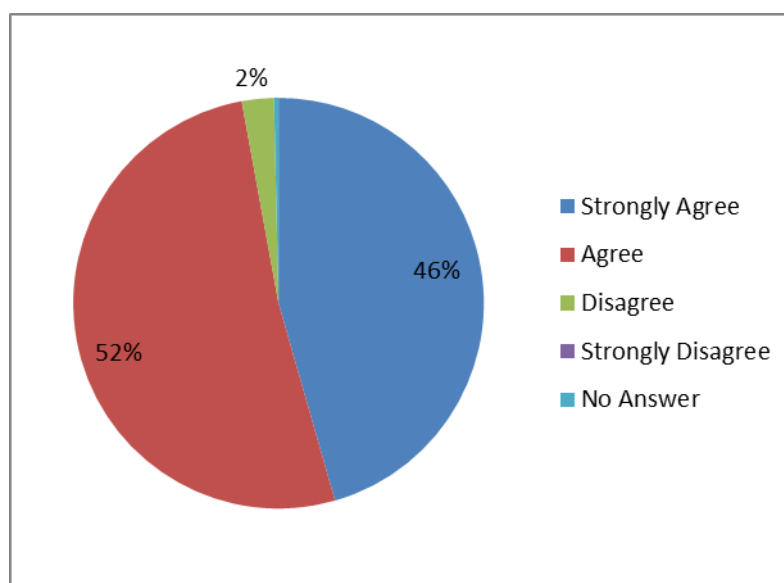
My CA helped with all the issues I raised

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	5	270	435	23	1	834
2016	6	298	418	13	2	737



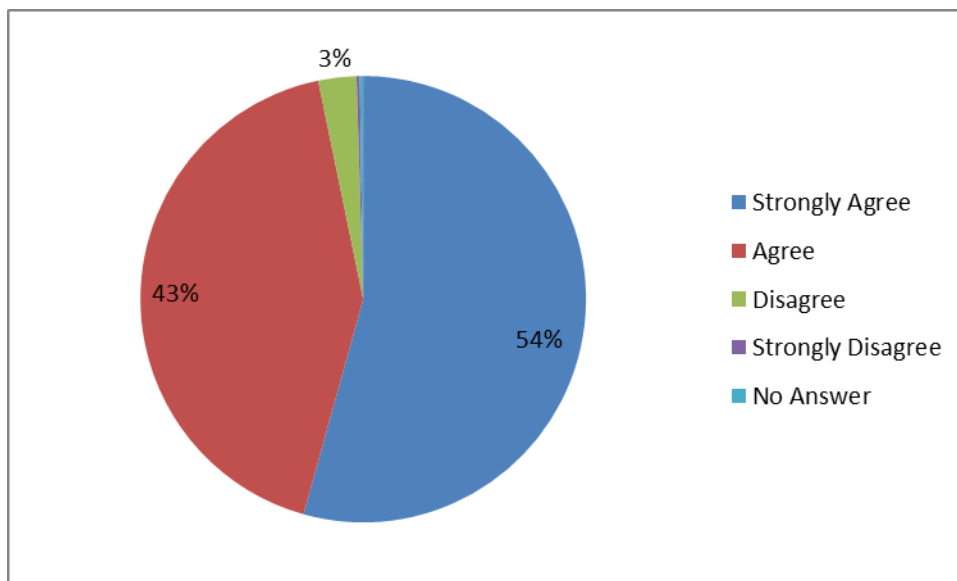
My CA gave me good independent advice

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	3	380	430	21	0	834
2016	7	316	394	19	1	737



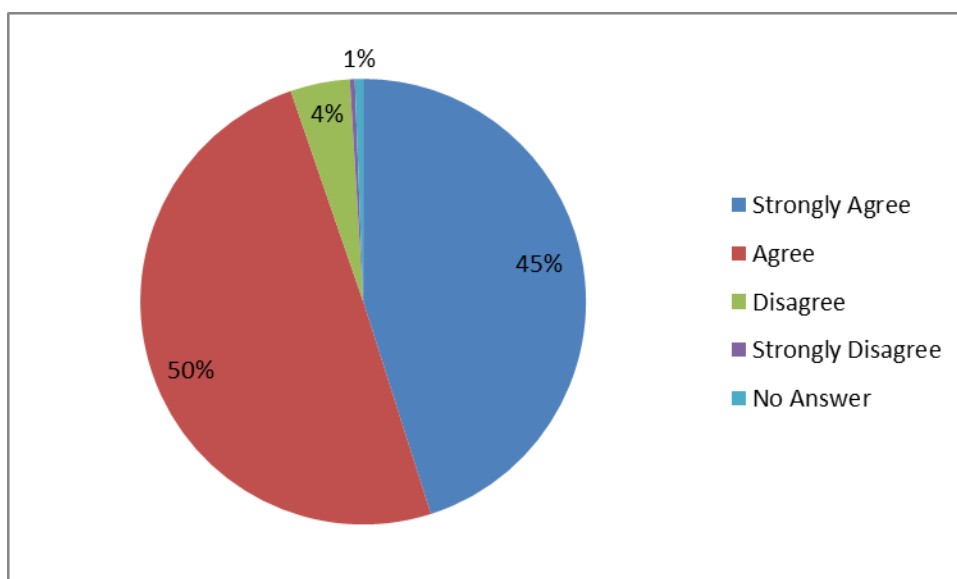
I was made aware of all the options I was interested in including apprenticeships / college / jobs / sixth form

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	2	453	354	23	2	834
2016	5	377	338	15	2	737



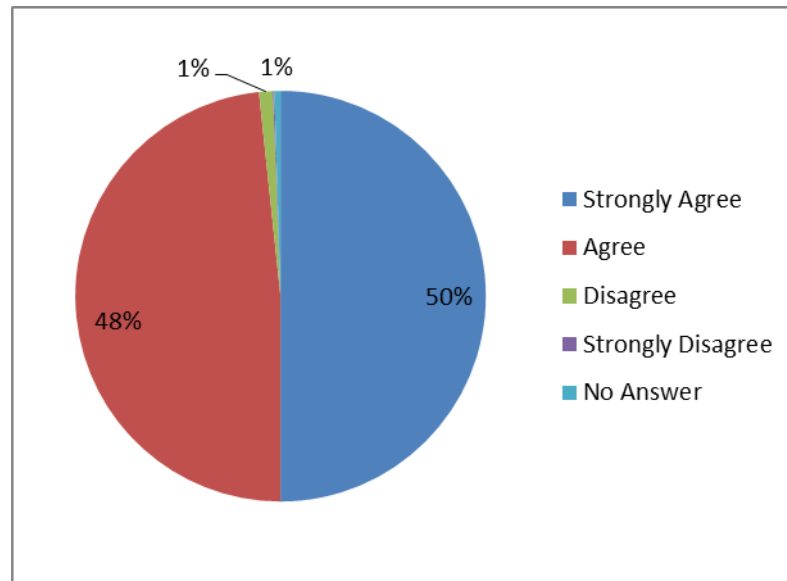
I was given the time I needed with my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	5	376	414	36	3	834
2016	7	317	386	25	2	737



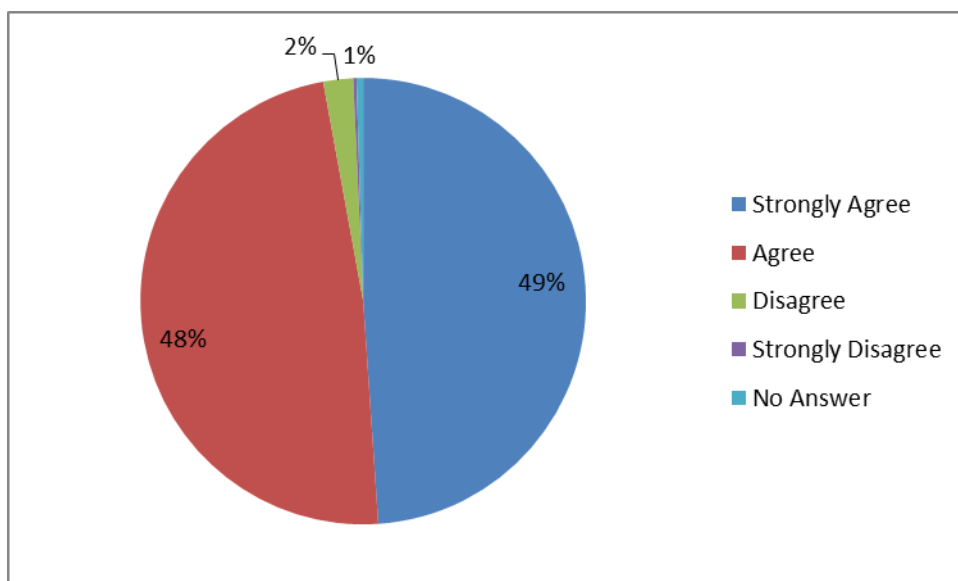
I felt comfortable and could talk confidentially to my CA

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	4	417	403	9	1	834
2016	5	349	373	8	2	737



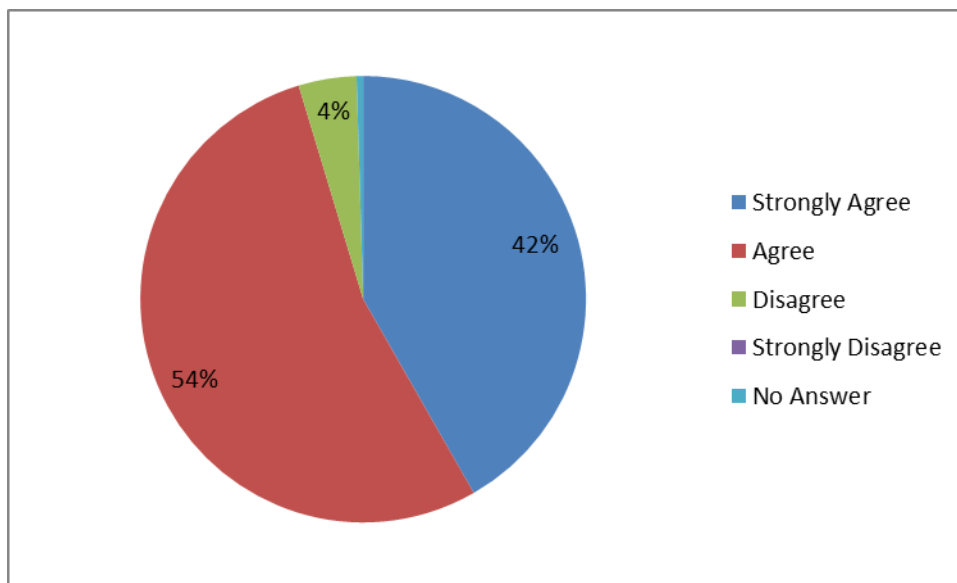
My CA did everything they promised to do for me

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	4	408	402	18	2	834
2016	10	297	410	18	2	737



At the end of the interview I knew what actions I needed to take

Response	No Answer	Strongly Agree	Agree	Disagree	Strongly Disagree	Grand Total
2017	4	348	447	35	0	834
2016	9	297	399	34	1	737



CONNEXIONS USER SURVEY

Please help us to improve the Connexions Service that you receive in Trafford by taking 3 minutes to complete **both sides** of this survey.

Please only complete the survey if you have had a one to one interview with a Trafford Connexions Adviser (CA) since September 2016

Please tell us what best describes your current situation

- | | |
|--------------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> School - Year 11 | <input type="checkbox"/> Employed / in training |
| <input type="checkbox"/> Sixth Form / College - Years 12, 13 or 14 | <input type="checkbox"/> Looking for work or training |
| <input type="checkbox"/> Something else - please tell us _____ | |

Where do you normally see a CA?

- | | |
|-----------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> School | <input type="checkbox"/> Normally contact via Facebook / Email |
| <input type="checkbox"/> Sixth Form / College | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Stretford Library | _____ |
| <input type="checkbox"/> Talkshop Sale | |

What information, advice and guidance did you ask for help with? (please tick as many that apply)

- | | |
|-------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Alcohol or Drugs | <input type="checkbox"/> Health (mental, physical or sexual) |
| <input type="checkbox"/> Application Forms / CVs | <input type="checkbox"/> Higher Education |
| <input type="checkbox"/> Apprenticeships | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Benefits / Money | <input type="checkbox"/> Jobs / Vacancies - Full Time |
| <input type="checkbox"/> Bullying | <input type="checkbox"/> Jobs / Vacancies - Part Time |
| <input type="checkbox"/> College / Sixth Form Choices | <input type="checkbox"/> Volunteering |
| <input type="checkbox"/> Family / Relationship Issues | |

How easy did you find it to see your CA?

- | | | | |
|------------------------------------|-------------------------------|-------------------------------|------------------------------------|
| <input type="checkbox"/> Very Easy | <input type="checkbox"/> Easy | <input type="checkbox"/> Hard | <input type="checkbox"/> Very Hard |
|------------------------------------|-------------------------------|-------------------------------|------------------------------------|

How many times have you seen your CA?

- | | | | |
|------------------------------|------------------------------|--------------------------------|---------------------------------------|
| <input type="checkbox"/> One | <input type="checkbox"/> Two | <input type="checkbox"/> Three | <input type="checkbox"/> Four or more |
|------------------------------|------------------------------|--------------------------------|---------------------------------------|

If you found it difficult to see your CA what would make it easier for you?

PLEASE TURN OVER

Thinking about the contact you had with your CA please tick to show us how much you agree / disagree with each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree
My CA was knowledgeable about the options available to me				
My CA listened to me				
I was happy with the support I received from my CA				
My CA helped with all the issues I raised				
My CA gave me good independent advice				
I was made aware of all the options I was interested in including apprenticeships / college / jobs / sixth form				
I was given the time I needed with my CA				
I felt comfortable and could talk confidentially to my CA				
My CA did everything they promised to do for me				
At the end of the interview I knew what actions I needed to take				

Please feel free to comment on your answers to these questions, or on any other aspect of the service you have received in the space below.

Thank you for your help in completing this survey.

The results and any recommendations will be published on the Connexions Trafford website (www.connexions-trafford.com).

For equal opportunities monitoring purposes please tick one of the following that you feel applies to you (this is to check everyone irrespective of background receives the same quality of service):

White

- British
- Irish
- Any other White Background

Please specify _____

Black or Black British

- Caribbean
- African
- Any other Black Background

Please specify _____

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian Background

Please specify _____

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed Background

Please specify _____

Chinese or other ethnic group

- Chinese
- Any other

Please specify _____

- Prefer not to say