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FDRE Education and Training Authority

Trainee Satisfaction Survey for TVET Program Accreditation

November, 2023

Addis Ababa, Ethiopia

Table of Contents

Abbreviation

DCT   Data Collection Tools

ETA   Education and Training Authority

TSS   Trainee Satisfaction Survey

1. Introduction

Program accreditation is a systematic and thorough process of assessing the performance of TVETI's program in accordance with established standards and enabling it to provide quality TVET. It looks at critical areas of program development and performance that can be assessed objectively. The program accreditation process will assess TVETI's program based on a set of nine standards which are formulated through wide stakeholder consultations, research and international best practice.

Education and Training Authority (ETA) was established in 2022, by a Council of Ministers Decree as an autonomous legal body, accountable to the Ministry of Education, to supervise the relevance and quality of TVET institutions through accreditation. One of the main objectives of ETA is to assess the relevance and quality of education and training offered by TVETIs. As part of the main requirements for accreditation the TVETI's are expected to conduct a self-evaluation.

Self-Evaluation is the phase of the accreditation process in which institutionally recognized group of professionals collect and review data about the program in order to identify strengths to be maintained and effectively address areas of improvement. This process can also be called as self-review, self-assessment, self-audit or self-evaluation. It is a mandatory step in the process of evaluation to obtain accreditation, and guarantee the program's compliance with standards via a transparent constructive self-evaluation and improvement process. A vital component of the self-evaluation process is obtaining feedback from trainees to identify strengths and areas for improvement and implement necessary corrective actions and changes. Hence, trainees have an essential role in the accreditation process.

1.1 Purpose of the document

The Guide to Trainee Satisfaction Survey document is developed to provide guidance to trainees in TVETI programs seeking accreditation to conduct the Trainee Satisfaction Surveys. It provides a step-by-step guidance for the process of generating the survey, administering the survey collecting and analyzing the data, and preparing the trainee satisfaction survey summary report.

1

1.2. Scope of the document

The completed Trainee Satisfaction Survey data and summary report are one part of the data sources used to evaluate TVET program for the purpose of quality assurance and accreditation. The survey questions are based on the TVET program accreditation Standards. The Survey Questions will be generated based on Trainee Satisfaction Survey Process and Procedure.

2. Processes and Procedures

The Trainee Satisfaction Survey may include the following procedures:

2.1. Establishment of trainee committee

2.2. Design of the survey

2.3. Implementation of the Survey

2.4. Analysis and Interpretation of the survey

2.5. Preparation of the survey report

2.1. Establishment of trainee committee

The TVET program obtains the applicable and current accreditation documents from ETA when it is ready to proceed with the accreditation process. The TVET program leadership will inform the TVET trainee body of the process and procedure for the Trainee Satisfaction Survey as outlined in this document. To ensure proper implementation of the survey, a trainee committee can be formed with representation of trainees from all years of the study program. The TVET trainee body leadership can play a vital role in this regard. The TVET trainee committee will have the responsibility for designing and conducting the survey, analyzing the response data, interpreting the results and preparing the summary report. For this reason, ensuring broad representation of the TVET trainee body on the Trainee Satisfaction survey committee is important.

2.2. Design of the Survey

To get trainee opinion data and then generate a Trainee Satisfaction Survey report, certain protocols, procedures and methods must be adhered to.

2.3. Implementation of the Survey

Please note that, ETA considers Trainee Satisfaction Survey to be critical, but it can only use the analysis if it is completed using the required survey items with the results presented in the required format.

- Include all of the survey listed in the required trainee opinion survey items below
- Encourage participation in the survey; aim for at least a 70% response rate for each class year of the TVET trainees.
- Specify in the "Methods" section the dates when surveys were administered to each class, the survey response rate for each class year, and the overall response rate. Describe any other methods used to collect information
- Note that the TVET program Accreditation Lead may ask for the survey and TSS to be redone if they do not contain the required items or are not reported in the required format.

2.4. Data Analysis and Interpretation

Responses will be compiled and analyzed using statistical data in a tabulated form to derive meaningful insights, trends and conclusions. Quantitative data will be supplemented with qualitative analysis to capture nuanced feedback and sentiments.

2.5. Survey Report

The trainee's satisfaction survey report includes a narrative and the data tables for each item in the survey. The following are guidelines for writing some of the TSS Report sections:

- "Methods" Begin with a description of the method(s) used to gather trainee opinion data, including the survey of trainees in all classes. Include the dates when surveys were administered and a response rate table that displays the number and percent of trainees responding to the survey for each class year and overall. If applicable, also include the number of trainees participating in other methods used by trainees to collect opinions from their classmates, such as class meetings or focus groups.

3

- "Executive Summary". Follow the "Methods" section with an executive summary. Use the summary to highlight the major findings and organize it by accreditation elements or by some other framework (e.g., curriculum, trainee services).
- "Narrative". In the narrative that follows the executive summary, concisely summarize the results of the trainee opinion survey, organizing the findings by topic areas (e.g., curriculum, trainee services). Note the areas in which the program is doing well and areas in which it needs improvement, documenting conclusions using data from the survey. Note any recent changes (e.g., curriculum revisions or changes in trainee services) that may reflect differences in how each class rated an item or other reasons for areas of trainee concern or differences across classes. DO NOT INCLUDE individual trainee data or individual trainee comments.

  However, you may include as illustrations in the "Narrative" section comments that are representative of a large number of trainee responses and/or include a synthesis of similar comments from a number of trainees.
- In the "Numerical Tables" section, include a table for each item on the survey. For each item, the ETA requires providing the number and percent of trainees who selected satisfied and very satisfied combined, dissatisfied and very dissatisfied combined and N/A. These must be presented in total and by class year.

3. Required Trainee Opinion Survey Items

Instruction:

The ETA requires that the trainee opinion survey include, at a minimum, the following items and that you use the scale below.

The response data includes topics that relate to ETA TVET program accreditation requirements and that are required for program DCT.

You may add survey items as needed to reflect the distinctive characteristics of your program or to address other issues of particular importance to TVET program trainees.

The following questions are statements used to assess trainee satisfaction about Teaching Learning Process in the TVET program in your institution. Please indicate the degree of your agreement or disagreement with each statement by ticking (x) on one of the five alternatives
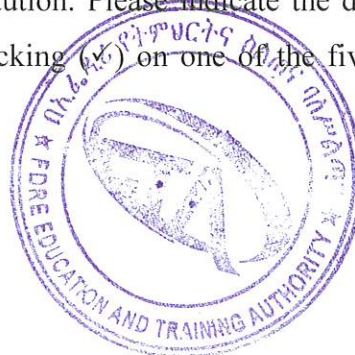
beside each statement from 1 to 5 and select N/A if the statement is not applicable to you and at your institution.

Please indicate your level of satisfaction, using the following scale:

1 = Very dissatisfied

2 = Dissatisfied
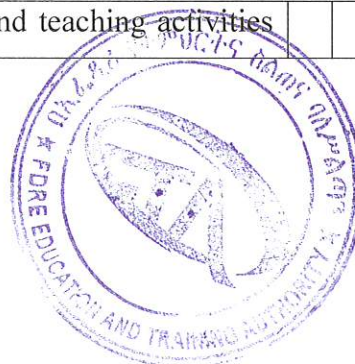
3 = Satisfied

4 = Very satisfied

N/A = No opportunity to assess/Have not experienced this

4. Questions for Trainee Satisfaction Survey

Standard 1: Program Goal and Outcomes						
No	Questions	1	2	3	4	N/A
1	Communication of the program goal and learning outcomes					
Standard 2: Curriculum, Training Material and Delivery						
1	Participation in the curriculum development process					
2	Inclusion of trainees feedback in the curriculum					
3	Provision of general information about the program					
4	Utilization of training equipment and tools					
5	Adequacy of the delivery of cooperative trainings					
Standard 3: Assessment						
1	Provision of information about the frequency, methods, and criteria of trainee assessment.					
2	Availability of various assessment methods and tools					
3	Consistency of assessment with the learning-teaching					
4	Provision of trainees' timely, specific, and actionable feedback on assessment result					
5	Availability of a functional mechanism for trainees to appeal and					

	dispute resolution				
6	Provision of special support to trainees with poor performance				
7	Quality and fairness of formative and summative assessments				
8	Adequacy of supervision in practical settings				
9	Adequacy of practical skills assessment				
10	Adequacy of training related to Inter professional collaborative skills				
Standard 4: Trainee					
1	Clarity and fairness of trainee selection and admission criteria				
2	Communication of trainee selection and admission policy				
3	Availability of a clear policy and appropriate mechanisms for appeal on trainee selection.				
4	Availability of a well-defined policies and mechanisms to facilitate trainee transfer within and between institutions.				
5	Provision of academic and non-academic support services				
6	Availability of a mechanism to identify and assist trainees who are in need of training.				
7	Availability of appeals and grievance handling mechanisms				
8	Adequacy of representation in academic and non-academic activities.				
9	Availability of comprehensive trainee handbook which indicates the support system and its accessibilities				
10	Availability of a dedicated focal person for trainee support service				
11	Adequacy of safety and security at campus and at practical attachment				
12	Adequacy of trainee relaxation space at the campus				
13	Adequacy of study space at the campus				
Standard 5: Trainer					
1	Participation in staff performance evaluation				
2	Adequacy of staff to trainee ratio of the program				
Standard 6: Training Facilities and Resources					
1	Adequacy of educational resource for learning and teaching activities				

	including equipment and facilities for training.				
2	Appropriateness of the learning and teaching resources to the program				
3	Availability of physical facilities comply with relevant laws and safety regulation				
4	Availability of functional library with adequate capacity				
5	Availability of digital library				
6	Availability of up to date text and reference books				
7	Adequacy of facilities and resources to encourage research, technology transfer and incubations.				
8	Adequacy of facilities at the practical centers				
9	Accessibility of the skill labs to people with disabilities				
10	Availability of adequate chairs, tables, and labeled shelves in the skill lab.				
11	Accessibility of skill lab for independent practice.				
Standard 7: Industry Extension, Research, Technology Transfer and Incubation					
1	Involvement of trainees in industry extension services				
2	Adequacy of support for technology transfer and incubation.				
3	Participation in innovation workshops and skill competitions.				
Standard 8: Program Management					
1	Participation in the governance of the program.				
2	Availability of secured digital trainee information system				
Standard 9: Continual Quality Improvement					
1	Involvement in the operational process of continuous quality improvement initiatives.				

5. Reporting of Results –Required Tables in the trainee satisfaction survey

Develop a separate table for each survey item so that the data for all relevant class years are included in the same table. The required format for the tables is shown below. The column titled "Number of Total Responses/Response Rate to this Item" shows the total number of trainees responding to the item (N) divided by the total number of trainees in the class (%). For the other columns, please add very dissatisfied + dissatisfied (a + b) responses and satisfied + very

satisfied (c + d) responses. Calculate all response data percentages using the total number of responses **which includes N/A responses** as the denominator, and the type of response (e.g., satisfied/very satisfied) as the numerator. Response data percentages calculated any other way will need to be redone, which may cause delays for your program.

The following table format should be used for items where trainees in all years of the curriculum respond.

Table Title*								
Class	Number of Total Responses/Response Rate to this Item		Number and % of N/A Responses		Number and % of Dissatisfied/Very Dissatisfied Responses		Number and % of Satisfied/Very Satisfied Responses	
	N	%	N	%	N	%	N	%
Y1								
Y2								
Y3								
Y4								
Total								

*The table title should match the items listed in Appendix C: Required Trainee Opinion Survey Items. For example, the table title for #1 in the Required Trainee Opinion Survey Items would be "Accessibility of the Office of the Trainee Affairs."

If an item is specific to a set of trainees, such as an item about the clinical years/clerkships, the table can be modified to reflect the class (es) that can provide data based on their experience. If an item is directed to trainees who are or have been in the internship years, the following table format should be used:

Table Title								
Class*	Number of Total Responses/Response Rate to this Item		Number and % of N/A Responses		Number and % of Dissatisfied/Very Dissatisfied Responses		Number and % of Satisfied/Very Satisfied Responses	
	N	%	N	%	N	%	N	%

Y2								
Y3								
Y4								
Total								

* Delete any rows that include trainees who have not experienced the required internships.

9