

**PROJECT DEVELOPMENT 2008/9**

**Survey of 15 project workers based in or using ALC in 2008/9**

When you first started to operate from the Centre did you have any particular expectations ?	Yes	NO	Total	Graded above average
	10	5	15	
	Yes	NO		

<b>Were your expectations met?</b>	10		10	100%

How would you grade the quality of the service you received from the reception service?							
	Very Poor	Poor	Adequate	Good	Very Good		Graded above average
<b>Responsiveness</b>		1	1	8	5	15	87%
<b>Usefulness of Support</b>	1		1	4	6	11	91%
<b>Organisation</b>	1		1	6	5	12	92%
<b>Effectiveness</b>			2	4	5	11	82%

**What improvements, could be made or additional services provided at Reception?**

To ensure adequate cover during opening hours. ( This has improved over the past year) More polite staff, enquiries, referrals, advice at this point would be useful. To be redecorated if affordable. To answer the telephone quickly (5) More cooperation To be more attentive and receptive Could be a bit more professional

How would you grade the quality of the service you received from Elephant Jobs staff in general?							
	Very Poor	Poor	Adequate	Good	Very Good		Graded above average
<b>Responsiveness</b>				7	5	12	100%
<b>Usefulness of Advice</b>				6	5	11	100%
<b>Organisation</b>			1	6	5	12	92%
<b>Effectiveness</b>			1	4	5	10	90%

Are our existing facilities adequate for your needs?							
Facility	Poor	OK	Good	Very Good			Graded above average
<b>Computers</b>		4	4	7	15		73%
<b>Telephone System</b>		3	4	7	14		79%
<b>P/copy</b>		3	7		10		70%
<b>IT Networks</b>		2	7		9		78%
<b>Kitchen</b>	1	3	2		6		33%

Do you know about, understand and actively support the Environmental Action Plan ?							
	YES	NO					
<b>Know About</b>			7	5	12		
<b>Understand</b>			4	1	5		
<b>Support</b>			6	1	7		

**What improvements could be made or additional services provided at Aylesbury Learning Centre?**

Bigger room, full time. Having full time English course at higher level.(5) Provision of wash up liquid and sponge, Sandwiches or biscuits to go along with tea or coffee. And hot water and heaters to be more effective in the building during the cold weather and where needed. Renovation of the building according to decent homes and provision of sandwiches or biscuits. More funding for additional resources and refurbishment.Effective heating system and Hot water in the building.(3) Free sandwiches. General outlook of the centre could be brought up to standard.To be a more friendly and welcoming environment. Easy access of sign board where the centre is located. Applications such as WORD should be updated regularly. Provisions of more computers as there are more clients using the centre.

**Survey of ALC Users 2008-9**

Why did you first contact EJ/Aylesbury Learning Centre? Was it because you wanted to find out	Unit	No	%age				
	ESOL Classes	16	28%				
	IT Training	13	23%				
	Business Skills (EE)	10	18%				
	Sewing Classes	7	12%				
	Careers Advice & Guidance	7	12%				
	Soc Enterprise/Project Dev	3	5%				
Other	To gain more knowledge (1)	1	2%				
	Total	57	100%				

When you first came to us were you?							
	Unemployed	30	53%				
	No response	8	14%				
	Employed	5	9%				
	Training	5	9%				
	Full-Time Education	4	7%				
	Self-Employed	3	5%				
Other	Pensioner/Retired	2	4%				
	Total	57	100%				

When you first came to us did you have any particular expectations?							
	YES	40	70%				
	NO	17	30%				
	Total	57	100%				

**If Yes-what were they**  
 To learn English (15) Business Education (4) Assistance for Job search (3) Improve IT Skill (3) To improve myself (2) To receive Help (1) Advice (1) Ladies & Men Fashion (1) Admin. Experience (1) To setup voluntary group (1) To be more enlighten (1)

Were your expectations met?							
	YES	52	91%				
	NO	5	9%				
	Total	57	100%				

How would you grade the quality of the service you received from the centre?	Very Poor	Poor	Adequate	Good	Very Good	Total	Above average rate
<b>Responsiveness</b>	0	0	3	21	26	50	94%
<b>Usefulness of Advice</b>	0	1	3	25	21	50	92%
<b>Organisation</b>	1	0	5	22	21	49	88%
<b>Effectiveness</b>	0	0	12	13	22	47	74%

**What improvements, could be made or additional services provided at Reception?**  
 Answer telephone quickly (9) A little more receptive Keep upgrading the existing ones More smile on their faces Faster computers Co-operation

How would you grade the quality of the service you received from the project/s of your choice?	Very Poor	Poor	Adequate	Good	Very Good	Total	Above average rate
<b>Responsiveness</b>	1	0	4	33	35	73	93%
<b>Usefulness of Advice</b>	0	0	2	32	31	65	97%
<b>Organisation</b>	0	0	5	28	31	64	92%
<b>Effectiveness</b>	1	1	9	20	32	63	83%

Are our existing facilities adequate for your needs?	Facility	Poor	Adequate	Good	Very Good	Total	Above average rate
	Computers	8	4	18	17	47	74%
	Telephone	6	8	17	11	42	67%
	Library	7	12	15	9	43	56%
	Advisers	3	5	16	16	40	80%

**What improvements, could be made or additional services provided at Aylesbury Learning Centre?**  
 Too cold (6) IT held in IT (4) Use of phone (4) Bigger room (3) Full time English (3) job search(2) Introduction of social care More reading classes More training for the employed