



Learner Feedback and the Quarterly Survey

Learner Feedback plays a significant role in deciding priorities and influencing strategy. There are a number of feedback interventions in place. In addition to impromptu day-to-day conversations with students and regular pop-in focus groups with classes, there are several routinised check-in points designed to gather feedback from individual learners.

The School Manager checks in with each student after their first two weeks, again at the mid-point, and once more towards the end of their course. The bi-weekly one-to-one meeting between each teacher and learner is another important channel for capturing feedback.

During New Student Induction, each member of the administration team is introduced, and it is emphasised that the school operates an open-door policy.

learner feedback is systematically collected and analysed at the end of each quarter.

The method used is a comprehensive online survey, with a minimum target completion rate of 70%. Learners are invited to evaluate all aspects of their experience at the school, with a particular focus on the classroom learning experience. The results of the survey inform the priorities in the school's continuous improvement cycle.

The survey includes a mix of numerical ratings, descriptive responses, and closed-question formats. Examples include:

- *Rate the helpfulness of reception staff from 1 to 5.*
- *Did you practise writing in class? Not enough / Too much / Just right.*
- *What is the best thing about DCI?*
- *What one thing would you change about DCI?*

Individual teachers can also review their own feedback; however, this process must be handled sensitively due to the confidential nature of the responses. DCI is proud of its strong commitment to incorporating learner feedback into strategic decision-making processes. It also recognises that, despite the challenges inherent in gathering and interpreting qualitative feedback, the results consistently show that the school is performing well in the view of its primary stakeholders.

Table 1 shows overview of the results. the questionnaire can be found at dublinci.com/iemas.

Table 1 : Numerical Feedback overview

		Good teaching	Agree	Strongly Agree	Total	Customer Service (1-5)	Top Marks (Customer Service)	Recommendation Rate
2021	Cycle 8	49%	48%	✓	97%	4.5	62%	89%
2022	Cycle 2	62%	34%	✓	96%	4.4	55%	86%
	Cycle 4	74%	21%	✓	95%	4.2	41%	74%
	Cycle 6	67%	27%	✓	94%	4.3	50%	78%
	Cycle 8	62%	32%	✓	94%	4.3	45%	75%
Average		66%	29%	95%	4.30	48%	78%	
2023	Cycle 2	61%	29%	✓	90%	4.1	42%	73%
	Cycle 4	66%	29%	✓	95%	4.4	56%	71%
	Cycle 6	62%	32%	✓	94%	4.2	45%	78%
	Cycle 8	55%	35%	✓	90%	4.2	53%	74%
Average		61%	31%	92%	4.23	49%	74%	
2024	Cycle 2	54%	35%	✓	89%	4.3	53%	76%
	Cycle 4	60%	29%	✓	89%	4.2	48%	71%
	Cycle 6	67%	13%	✓	80%	3.9	38%	50%
	Cycle 8	59%	35%	✓	94%	4.2	49%	65%
Average		60%	28%	88%	4.15	47%	66%	
2025	Cycle 2	61%	30%	✓	91%	4.3	52%	72%
	Cycle 4	55%	32%	✓	87%	4.4	64%	74%
	Cycle 6	59%	38%	✓	97%	4.5	64%	75%
	Cycle 8	62%	20%	✓	82%	4.3	53%	69%
Average		59%	30%	89%	4.38	58%	73%	
Target		60%	32%	92%	4.3	50%	75%	