Satisfaction Survey Results

Presenting the results from our Award participant and Award team satisfaction surveys during the period July 2015 to May 2017

The Duke of Edinburgh’s International Award Foundation

October 2017
Version: 1.0
## Version control

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<td>05 October 2017</td>
<td>Amy Pearce and Jon Eilenberg</td>
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1 Introduction

The Duke of Edinburgh’s International Award Foundation (the Foundation) runs satisfaction surveys for both Award participants and the adults involved in the delivery of the Award (our ‘Award Teams’). These surveys enable us to gain an understanding of how participants and Award Teams perceive and experience the Award. Such information is useful for identifying support needs of our participants and Award Teams, helps us to maintain the high quality of the Award, and informs us as we make plans for the continuing growth of the Award worldwide.

The surveys are run online via SurveyMonkey, and are open to respondents from all Independent Award Centres (IACs) and National Award Operator (NAO) Award Units, although at the moment they are only available in English. Award participants are invited to take part in the surveys when they finish their Awards, and Award Teams are asked to complete the surveys as part of their licence reviews. Award Units may also be asked to share the web link to the survey with their participants during the licence review process to ensure a representative amount of responses is gained.

This report presents the results of the satisfaction surveys produced in 2015, by analysing the data collected since the launch of the surveys in July 2015 until May 2017. Section 2 briefly explains the methodology, whilst sections 3 and 4 deal with the findings from the participant and Award team surveys respectively. Section 5 draws up a conclusion, and section 6 contains the two surveys as appendices. Since May 2017, the Foundation has been using an updated version of the satisfaction surveys, for more information on the 2015 satisfaction surveys, or the new versions of the surveys, please contact the Foundation’s research team at research@intaward.org.
2 Methodology

The satisfaction surveys were carried out online via Survey Monkey. Responses where no or only demographic questions were answered were removed, as were responses where only the first few closed questions were answered, and these were answered all with the same answer choice. Within the demographics reporting, question responses that did not make sense were deleted and reported as blank answers. All completely blank responses were not counted.

The answers to the closed-ended questions have been analysed using descriptive statistics and Excel. The answers to the open-ended questions has been analysed using an NVivo word frequency query where similar words were grouped and irrelevant words cut out.
3 Participant Surveys

The participant survey was launched on 10 July 2015. Since the survey’s launch, we received a total of 8826 responses (as at 29 May 2017), with 7858 of those being complete responses that we have used for this analysis and reporting. Participants may have completed the survey at the end of their Award, or during their Award.

3.1 Demographics

Responses were collected from October 2015 to May 2017. The majority of results were received in May/June 2016. The ages of respondents ranged from 13 to 25 (since the Award requires participants to be aged 14 to 24), and the mean age of respondents was 15. The majority of respondents were female, and most had completed or were working towards their Bronze Award. Respondents came from 67 countries, from all four regions that split into the Foundation’s Regional Offices (Africa, Americas, Asia Pacific (APR), and Europe, Mediterranean and Arab States (EMAS) Regions). In terms of geography, some countries were over-represented, such as Australia (28% of responses) and UAE (15% of responses).
3.2 Findings

3.2.1 Overall satisfaction

Overall there were very positive rates regarding participants enjoying the Award. 91% of respondents found the Award fun, enjoyable and challenging, and only 2% disagreed with this statement. One of the guiding principles of the Award is that it is Individual; individuals design their own programme, which can be tailored to suit their personal circumstances, choices and local provision. As such, 89% of participants felt they were able to plan their programmes and choose their own activities, however fewer (78%) agreed that there were enough different activities to choose from locally.

3.2.2 Continuing to next level

68% of Bronze and Silver respondents said they were planning to continue to the next Award level. 25% of the respondents were already Award holders, and were therefore continuing participants (they had already completed their Bronze or Silver Award at the time of answering the survey and were working towards the next level). When asked to elaborate on why they were planning to complete the next level of their Award, the respondents who did plan to continue used words such as ‘challenge’, ‘enjoyment’ and ‘love’. Respondents who did not plan to continue used words such as ‘studying’, ‘exams’ and ‘busy’.

3.2.3 Recommending the Award

The participants’ enthusiasm for the Award also influenced their willingness to recommend it. 97% of participants would recommend the Award to others, and when asked to elaborate they used words such as ‘fun’, ‘enjoyment’ and ‘challenging’.
3.2.4 Teamwork and friends

Although the Award is predominantly an individual programme, there are sections which require teamwork. This includes the Adventurous Journey section and the Residential Project section at Gold level, and through their chosen activities for the Skill, Physical Recreation and Service sections, the participants will socialise with peers, fellow Award participants, or new people. The results from our satisfaction survey demonstrate that the respondents acquired, or exercised, the ability to respect and support their Award peers. The results also show that the Award can give young people the opportunity to make new friends.
The guide for participants (a resource to help young people through their Award journey) seems to not be very well known as around 27% of participants were either unsure whether the guide was useful for them, or rated this as not applicable.

3.2.5 Skills and interests

Participants were asked what new skills and interests they have developed through the Award, below is the word cloud for the general data set:

The 50 most frequent words used by respondents describing which skills they had developed.

This finding indicates that the respondents had developed expected skills and interests, such as leadership and communication, but also surprising ones, such as cooking. This might be an area for further investigation.

3.2.6 Award teams

In order for the Award to run, the Foundation relies on licensed Award Units, schools, youth clubs and organisations who are licensed to deliver the Award, and their Award teams, the adults who are involved in the delivery of the Award. Our Award teams support and mentor our participants through their Award journeys, and are therefore vital to the delivery of the Award, and are important people in a participants’ Award experience.

We asked the respondents some questions about the support they received from their Award teams. 71% of the respondents felt that they were given all the help, training and information they needed to take part in the Award, whilst 89% felt they knew who to contact for help and 86% felt their Award Leader was supportive and encouraging. There is still room for improvement on these scores, but they are positive results. The results were slightly less positive when the participants were asked about their progress and achievements being regularly reviewed (71 % agreed), and about the Award group having discussions together (77% agreed).
3.2.7 Certificates and philosophy

All Award participants should receive a certificate and pin when completing, which may be presented to them at an event. The results here suggest that these events are either not widely known or not enjoyable (see below graph). At the same time, a relatively high proportion of respondents indicated that they had been informed of the main ideas and benefits of the Award and its fundamental aim.¹

![Graph showing survey results]

¹ The Guiding Principles of the Award. This resource can be accessed at: http://www.intaward.org/resource/guiding-principles-0
4 Award Team Surveys

The survey was launched on 10 July 2015. Since the survey’s launch, we have received a total of 877 responses (as at 8 May 2017), with 801 of those being complete responses that we have used for this analysis and reporting.

4.1 Demographics

Responses were collected from November 2015 to May 2017. The majority of results were received in April, May, and June 2016. Respondents were from 44 countries, with some countries over-represented, such as UAE (15% of respondents) and China (13%). Ages of the Award Team range from 14 to 73 years old, with the average (mean) age being 36.

Gender of Award Team Respondents

![Gender Pie Chart]

21% of all Award Team respondents did the Award themselves: 143 are Bronze, 79 are Silver, and 50 are Gold Award Holders.

4.2 Findings

4.2.1 Motivation and acknowledgment

We asked our Award teams to state if they agreed with two statements regarding their motivations for their involvement with the Award. 87% of the respondents agreed that they were involved in the Award because of a hobby, interest or skill, and 94% indicated that they were involved due to their interest in the development of young people.
We asked the Award teams three questions that were also in the participant survey, as shown below:

- **I always receive a positive response when I tell people I am involved with the Award.**
  - Agree, 88%
  - Uncertain, 9%
  - N/A, 1%

- **I was told about the main ideas and benefits of the Award and its commitment to young people.**
  - Agree, 95%
  - Uncertain, 3%
  - N/A, 1%

- **Anyone aged 14 or over in my centre/school/organisation/community can take part in the Award if they want to.**
  - Agree, 96%
  - Uncertain, 3%
  - Disagree, 1%

Interestingly, the Award team respondents rated the reputation of the Award higher than the participants; 88% always receive a positive response to being involved with the Award, rather than 82% of participants. This rating suggests the adult respondents experienced a slightly higher degree of acknowledgement than the participants.

More Award team respondents than participants had been told about the main ideas and benefits of the Award and its commitment to young people (4 percentage points), perhaps since this forms part of the content for the training Award teams undergo. The Award team respondents also gave a slightly higher rating (5 percentage points) than the participants for whether everybody from their organisation/community can take part in the Award.

It is vital that our Award teams feel valued and recognised for the valuable work that they do with Award participants and for the Award delivery in their Award Unit. 89% felt their skills are valued and given recognition, while only 77% feel that they had the opportunity to develop/change their role.
4.2.2 Award strengths and weaknesses

We asked our Award teams what the strengths and weaknesses of the Award are:

**Strengths:**

**Weaknesses:**

It is noticeable that the most frequent word in the answers to the ‘weaknesses of the Award’ question is ORB. In September 2017, our entire Award Operator network has transferred to the new system: ORB Next Generation. Having developed the new system by gathering feedback and performing testing with current ORB users, we have been receiving positive feedback about the system, and therefore expect to see a decline in the mentions of ORB as a negative about Award delivery in our satisfaction surveys in the near future.
4.2.3 Benefitting from and recommending the Award.

93% of Award Team respondents felt they benefitted from being involved with the Award and 98% of would recommend others to volunteer for the Award.

Do you feel you benefit from being involved with the Award?  

<table>
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<th>Yes</th>
<th>No</th>
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<td>742</td>
<td>13</td>
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Would you recommend others to volunteer for the Award?

<table>
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<th>Yes</th>
<th>No</th>
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<tr>
<td>743</td>
<td>12</td>
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When asked to elaborate on why they felt they benefitted from the Award, Award teams described being able to interact with their young people outside of the classroom environment and build relationships with them. They most frequently used words included ‘opportunity’, ‘relationships’, ‘environments’.

*The 50 most frequent words used by respondents describing how they had benefitted from the Award.*
The results show that not only did the Award team respondents feel that being involved in the Award benefitted them, but also that their contribution was of benefit to young people. 93% of the Award team respondents agreed with the statement ‘I believe my contribution is of benefit to young people’.

4.2.4 Award Co-ordinators

Award Co-ordinators coordinate other Award staff, liaise with senior management, and work with The Foundation to ensure smooth operation of the Award in their organisation. There may be one Award Co-ordinator or multiple within one award Unit. We asked three questions within the Award team satisfaction survey regarding the work of the Award Co-ordinator:

The Award Co-ordinator has offered the support and information that I need.

- Agree, 92%
- Uncertain, 3%
- Disagree, 1%
- N/A, 4%

I receive relevant information and timely updates from the Award Co-ordinator.

- Agree, 86%
- Uncertain, 7%
- Disagree, 2%
- N/A, 5%

I receive regular training updates from the Award Co-ordinator.

- Agree, 73%
- Uncertain, 11%
- Disagree, 8%
- N/A, 8%

However, these three results should be read with caution, since this question was available to all survey respondents (including those fulfilling the Award Co-ordinator role), and it is not clear which particular respondents chose ‘Not Applicable’ for these questions. The training updates may therefore be needed from the Foundation, rather than the Award Co-ordinators.
Two questions reflected the support/resources received from the Foundation/National Award Operator:

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<th>Agree, 70%</th>
<th>Uncertain, 19%</th>
<th>Disagree, 5%</th>
<th>N/A, 7%</th>
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<td>I have received a role description explaining my responsibilities and those of the school/organisation.</td>
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<tr>
<th>Agree, 81%</th>
<th>Uncertain, 11%</th>
<th>Disagree, 5%</th>
<th>N/A, 3%</th>
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<tr>
<td>The Duke of Edinburgh's International Award Handbook is useful to me when I need information.</td>
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Note that 19% of our Award teams had not received a role description, or were unaware that they had received this. Similarly, only 70% of respondents felt the Handbook for Award Leaders was useful to them. A new version of the handbook is due in the autumn of 2017, and it is hoped that this new version (to be available in soft and hard copy) will be a more useful resource for Award teams.
5 Conclusion and Next Steps

Here we have presented the feedback from two of our stakeholder groups on their Award experience, collected through satisfaction surveys. Overall, the findings look positive, but there are areas in which we can improve. As discussed throughout this document, we aim to use these results to improve the services, support and resources we provide to Award Operators, Award Units and subsequently Award participants, and to inform our plans for the future growth of the Award.

The results presented here are all of the results collected from our 2015 satisfaction surveys. Unfortunately, the design of these surveys does not allow us to disaggregate the data in terms of at risk and marginalised participants or Award unit types, and some of the double-barrelled questions leave uncertainty on what the answers mean. Therefore, we have gone through a consultation process with Award Operators and internal staff to develop new versions of the surveys which have been open since May 2017. This will give us a better understanding of the satisfaction level of participants and Award teams, and we can analyse the data in more detail. We will also use the new surveys to monitor how our Award participants and Award Teams experience the Award, to help us ensure the high quality delivery of the Award, and to inform us as we continue to expand the reach of the Award to more schools, organisations and young people. We hope to share the results of the new surveys with you soon.

Regarding the findings in this report, the next steps include working with Foundation colleagues in operations and communication to identify the key findings of this report and make recommendations. These key findings and recommendation will be published as a separate document in order to give a quick overview of the evaluation of and learning from the research presented here.

Finally, if you’d like any more information on this report or the Foundation’s satisfaction surveys, please contact our research team at research@intaward.org.
6 Appendices

6.1 2015 Participant Satisfaction Survey

Participant Satisfaction Survey

This survey is designed to understand the experience of the participants of the Duke of Edinburgh’s International Award (the Award) and see the strengths and weaknesses of the Award from participants’ perspective.

Your contribution will help us improve the delivery of the Award in your country.

1. What is your age?

2. What is your gender?
   - Male
   - Female

3. In what level of the Award are you currently taking part or have just completed?
   - Bronze
   - Silver
   - Gold

4. In which country are you currently based? (Drop down menu)
   *There is an ‘other’ option here – please name the country if it is not in this list.

5. What is the name of the school/organisation that you completed this award at? (Drop down menu)
   *There is an ‘other’ option here – please name the school/organisation if it is not in this list.

6. Have you completed any other levels of the Award before?
   - Yes
   - No

7. If yes, which level of the award did you previously complete?
   - Bronze
   - Silver
   - Gold

For the following questions, please rate your response on the scale from strongly agree to strongly disagree.
Satisfaction Survey Results
October 2017

Strongly Agree  Agree  Uncertain  Disagree  Strongly Disagree  Not Applicable

8. Anyone aged 14 or over in my school/centre/organisation/community can take part in the Award if they want to.

9. I was told about the main ideas and benefits of the Award.

10. I always receive a positive response when I tell people I am doing the Award

11. I am given all the help, training and information I need to take part in the Award.

12. I think that there are enough different activities to choose from and take part in locally, for each section of the award

13. I am able to plan my own programme and make choices about the activities that I take part in.

14. The Guide for Participants is useful to me when I need information.

15. My Award Leader encourages and supports me.

16. I know who to contact if I have a problem whilst taking part in my Award programme.

17. My Award Leader encourages the group to discuss what we are doing and how the group is run.

18. I find the Award a fun, enjoyable and challenging experience.

19. My progress and achievements through the award are reviewed regularly.

20. There are enjoyable presentation events for people to receive their Awards.

21. I respect other people in my Award group and have learnt to support them in their activities.

22. I am making new friends through participating in the Award

23. Which section of the Award have you enjoyed the most? (drop down menu)

24. Which section of the Award have you enjoyed the least? (drop down menu)

25. What new skills and interests have you developed through the Award?

26. Would you recommend the Award to others? Yes / No / Unsure

Why?
27. Are you going on to the next level of the Award? Yes / No / Unsure

Why?

28. How has your life changed as a result of being involved in the Award?
6.2 2015 Award Team Satisfaction Survey

"If there is one thing which the experience of the scheme re-affirms and re-emphasises time and again, it is the involvement and dedication of adults that is absolutely critical to its success." HRH Prince Philip, The Duke of Edinburgh

This survey is designed to understand the experience of the Award Leaders and other adult volunteers of the Award and see the strengths and weaknesses of the Award from their perspective. The results of this survey will be used as part of your school's/organisation's licence review process.

Thank you very much for taking part in this survey.

1. What is your age?

2. What is your gender?
   Male   Female

3. In which country are you currently based? (drop down menu)
   *There is an ‘other’ option here – please name the country if it is not in this list.

4. What is the name of the school/organisation with which you are involved with the Award? (drop down menu*)
   *There is an ‘other’ option here – please name the school/organisation if it is not in this list.

5. Are you an Award Holder?
   Yes   No

6. If yes, which level(s) of the Award have you completed?
   Bronze   Silver   Gold

For the following questions, please rate your response on the scale from strongly agree to strongly disagree.

Strongly Agree  Agree  Uncertain  Disagree  Strongly Disagree

Not Applicable
7. Anyone aged 14 or over in my centre/school/organisation/community can take part in the Award if they want to.

8. I was told about the main ideas and benefits of the Award and its commitment to young people.

9. The Award Co-ordinator has offered the support and information that I need.

10. I have received a role description explaining my responsibilities and those of the school/organisation.

11. I have been offered opportunities to develop/change my role.

12. I receive relevant information and timely updates from the Award Co-ordinator.

13. I receive regular training updates from the Award Co-ordinator.

14. The Duke of Edinburgh's International Award Handbook is useful to me when I need information.

15. I am involved in the delivery of the Award because of my hobby/special interest/skill.

16. I feel that my skills are valued and given recognition.

17. I am involved in the delivery of the Award because I am interested in the personal development of young people.

18. I believe my contribution is of benefit to young people.

19. I always receive a positive response when I tell people I am involved with the Award.

20. Do you feel you benefit from being involved with the Award? Yes / No / Unsure

   Why?

21. Would you recommend others to volunteer for the Award? Yes / No / Unsure

   Why?

22. What are the strengths of the Award?
23. What are the weaknesses of the Award?

24. How has your life changed as a result of being involved in the Award?