

# Lead Scotland learner survey 2008 - 2009

## Dundee project



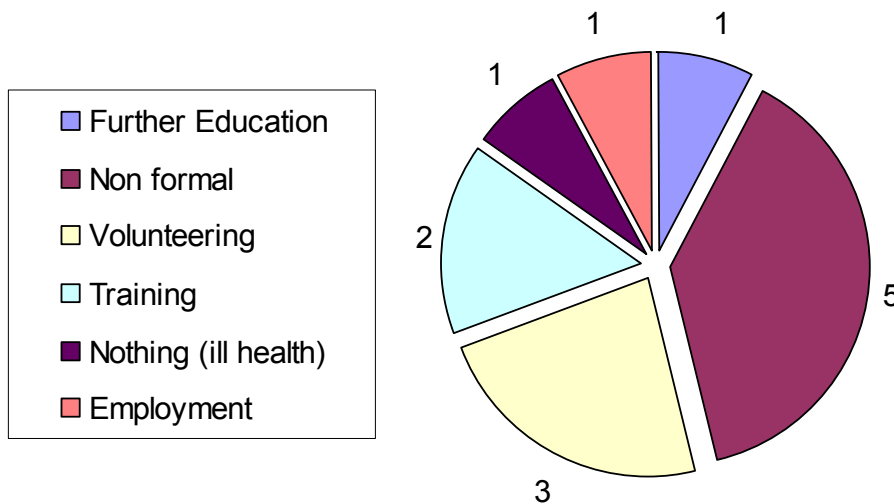
✔ 10 learners responded to this survey in Dundee

**We asked,** Are you currently learning with support from Lead Scotland?

✔ 7 said yes

✔ 3 said no (closed within the reporting period)

**We asked,** “Tell us what learning activities you are currently involved in?”



**We asked,** “Did the Organiser listen to what you wanted?”

✔ 9 said yes, one left blank

**We asked,** “Did the Organiser get the information that you needed?”

✔ 8 said yes, one said no, one left blank

**We asked,** “Would you have started learning if you hadn’t had Lead’s support?”

✔ 7 said **no**

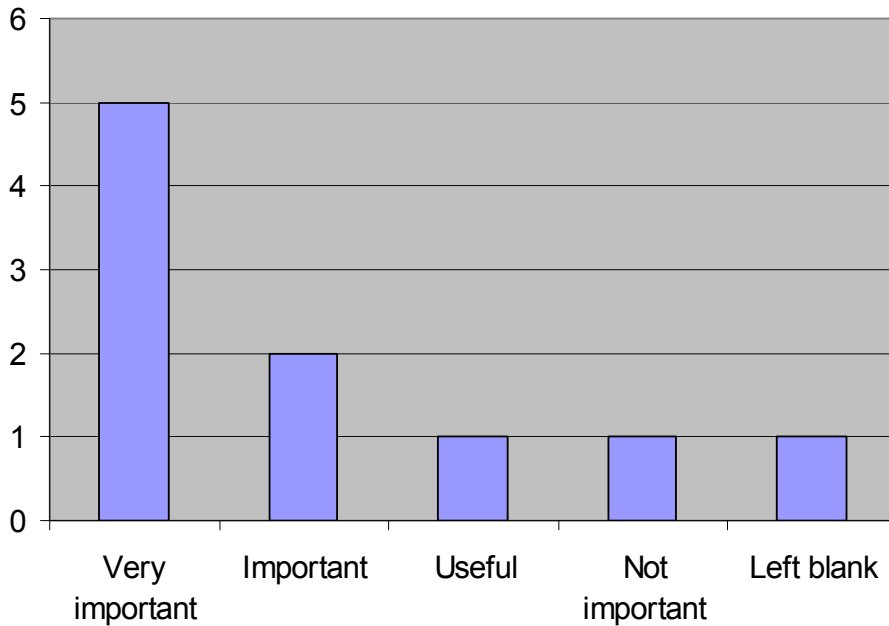
✔ 2 said **yes**

✔ One **left blank**

No, Lead gave me belief in myself

No, Although blind, Lead took me on without them being concerned of my disability

**We asked,** How important is it that Lead continues to offer a home visit as part of its service?



**We asked,** “Did you feel that the contact your organiser provided was as much as you needed?”

- 4 said yes
- 2 said much more
- 4 left blank

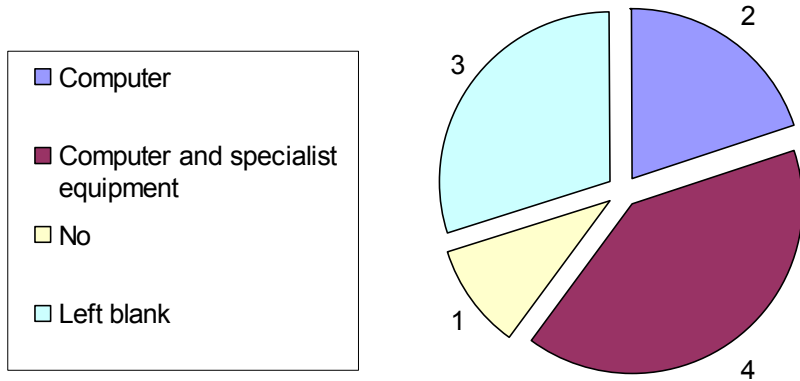
**We asked,** “Did you receive support from a Lead volunteer?”

- 8 said yes
- 1 said no
- 1 left blank

If yes, how would you rate the quality of the support offered by the volunteer(s)?



**We asked,** “Did you receive a loan of a computer or specialist computer equipment, eg trackball mouse, large keyboard, or specialist software like Jaws, zoomtext, etc?”



**We asked,** “Did having the computer and/or technology make a difference to your learning?” Please describe

- Made it easier for me to communicate, made learning interesting
- With being blind, Lead led me into another world. A world I can understand and control.
- It has helped me a lot

**We asked,** “What difference has being involved with Lead made to you?”

- I have been out of work for 13 years as I became a carer to my son and without the support I would still be at home
- It has made me more confident using a PC
- Able to take control of my own affairs
- Learned something new
- I enjoy my computer and am able to understand it a bit better than I did
- Made life easier
- Gave me encouragement to continue

**We asked,** “What do you think is unique about Lead’s services?”

“The fact that you have a worker where you can build a solid relationship with to further enhance your learning”

- Help for my needs was always there.
- They aim to please
- Patience, understand, working at home
- They are very patient
- To have contact with Organiser give a more personal touch.
- Its good, one to one learning. It doesn't have to be for a certificate.
- Very good and helpful

**We asked,** “Is there anything you feel would improve the quality of Lead’s services?”

“Am happy with all the support Lead has given me. I would have not been able to do it without them”

- They are doing fine as far as I am concerned
- 2 people said “nothing”
- More sophisticated technology
- Closer contact with Organiser
- Longer times with tutor.
- What they are doing is more than good

The survey template is available to view on the following two pages.

For further information, please contact our Dundee Learning Co-ordinator, [ajamieson@lead.org.uk](mailto:ajamieson@lead.org.uk), Lead Scotland, Mitchell Street Centre, Mitchell Street, Dundee, DD1 1DB, tel 01382 669532

# Lead Scotland Learner Survey 2008-2009



## About You

1 Which area do you live in:

- |               |                          |             |                          |
|---------------|--------------------------|-------------|--------------------------|
| Aberdeenshire | <input type="checkbox"/> | Highland    | <input type="checkbox"/> |
| Borders       | <input type="checkbox"/> | Inverclyde  | <input type="checkbox"/> |
| Dundee        | <input type="checkbox"/> | Lanarkshire | <input type="checkbox"/> |
| Fife          | <input type="checkbox"/> | Moray       | <input type="checkbox"/> |
| Glasgow       | <input type="checkbox"/> |             |                          |

2 Are you currently learning with support from Lead Scotland?

- Yes       No

3 Please tick all the activities you are currently involved in:

- Non formal learning, eg community class
- Further or Higher education
- Training
- Employment
- Volunteering
- Other

## Guidance

1 Did the Organiser:

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| Listen to what you wanted                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Get the information that you needed           | <input type="checkbox"/> | <input type="checkbox"/> |
| Support you to get started with your learning | <input type="checkbox"/> | <input type="checkbox"/> |

2 Would you have started learning if you hadn't had Lead's support?

- Yes       No      Please describe

## Ongoing support and communication

1 How important is it that Lead continues to offer a home visit as part of its service?

- Very important
- Important
- Useful
- Not important

2 Did you feel that the contact your organiser provided was as much as you needed?

## **Additional support**

1 Did you receive support from a Lead volunteer?  
 Yes  No

If yes, how would you rate the quality of the support offered by the volunteer(s)?

2 Did you receive a loan of:  
 A computer  
 Specialist computer equipment, eg trackball mouse, large keyboard, or specialist software like Jaws, zoomtext

Did having the computer and/or technology make a difference to your learning? Please describe

## **Quality of service**

1 What do you think is unique about Lead's services?

2 What difference has being involved with Lead made to you?

3 Is there anything you feel would improve the quality of Lead's services?

Many thanks for taking part in this survey – the results will be available on Lead's website, [www.lead.org.uk](http://www.lead.org.uk).