

Appendix

Frequently asked questions:

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1. What is the Return Rate and how is it used as a comparison?

The return rate shows the number of respondents expressed as a percentage of the total number targeted.

The survey WeST Staff Survey 2025's return rate has been compared against the school benchmark (built using data from other schools across the UK). The survey's Return Rate has been placed in the appropriate benchmark quintile to indicate how good/poor the return rate is. The return rate is categorised as follows:

Bottom Quintile very poor	4th Quintile poor	3rd Quintile average	2nd Quintile good	Top Quintile very good
is in the bottom fifth of return rates	is in the fourth fifth of return rates	is in the middle fifth of return rates	is in the second fifth of return rates	is in the top fifth of return rates
The return rate is in the lowest 20% of return rates achieved by schools	60% of schools achieved a better return but, 20% of schools achieved a worse return	40% of schools achieved a better return but, 40% of schools achieved a worse return	20% of schools achieved a better return but, 60% of schools achieved a worse return	The return rate is in the top 20% of return rates achieved by schools

2. What is the Agree% and how is it calculated?

The Agree Percentage is a measurement of the levels of satisfaction within the survey. It is the percentage of respondents who 'Agreed' (Completely, Strongly, Mostly etc.) with a rated statement. QDP recommend the Agree Percentage is used whenever you are reporting results to an external organisation or person or for marketing purposes.

The calculation is best illustrated by the use of an example. Using the Ofsted response scale and given the results below the Agree Percentage is calculated as follows:

Answer	Number of staff	Score	..which equals..	..an Agree Percentage of..
Strongly Agree	34	1	34	93% [calculated by (65/70) * 100]
Agree	31	1	31	
Disagree	4	0	0	
Strongly Disagree	1	0	0	
TOTALS	70		65	

3. What is a QDP Rating and how is it calculated?

The QDP Rating is a weighted score which can range from -100 to +100. It provides a much better means of comparison as the spread of the scores is wider and it takes into account the negative feedback received, which provides a better measure of the level of satisfaction. QDP recommend the use of the Rating Score, when comparing internally and externally as it provides a wider range of scores and measures the level of enthusiasm for a particular question. Using the same question and answers as above the Rating calculation is as follows:

Answer	Number of staff	Score	..which equals..	..a Rating of..
Strongly Agree	34	1	34	67 [calculated by (47/70) * 100]
Agree	31	0.5	15.5	
Disagree	4	-0.5	-2	
Strongly Disagree	1	-1	-1	
TOTALS	70		47	

Answering 'Strongly Agree' means staff are in 100% agreement with the statement. Answering 'Agree' means staff are in less agreement (The Ratings assumes 50% agreement). Answering 'Strongly Disagree' is taken as complete disagreement and scored as -100% . Finally 'Disagree', similarly to Agree is taken as -50% agreement. It can be seen from the calculation of the Agree % and the QDP Rating that the QDP Rating is much lower, 67 compared to 93. Across all the questions asked this provides a broader spectrum of answers and highlights the significant issues.

4. What is the Distance Travelled and how is it calculated?

The Distance Travelled compares the QDP Rating achieved for each question within the chosen Distance Travelled from survey, normally the similar survey run last year, against those achieved for the same question within this survey. A positive score indicates an improvement of the perception of staff over the period. A negative highlights a decline in satisfaction.

5. What is the External Benchmark and how is it calculated?

The External Benchmark compares the QDP Rating achieved for each question within your questionnaire with QDP's school benchmark. A positive score indicates Westcountry Schools Trust's rating is above the average score of the 227 schools included in the pot. A negative indicates the rating is below the average. This is further clarified by the use of Quartiles which are described below.

6. What is the External Benchmark Quartile and how is it calculated?

The External Benchmark Quartile gives an indication of the position of Westcountry Schools Trust when compared against the other 227 schools in terms the levels of satisfaction.

The Quartiles for each academic year are calculated at the start of the academic year. This is done by calculating the QDP Rating score for each question asked by each school in the last 3 years. They are then sorted into descending order divided into 4 based on the number of schools contributing. The score at each of these boundaries is the quartile's bottom score. For example if 100 schools had a QDP Rating for a question the score achieved by the 25th school would be the bottom of the A Quartile. The score achieved by the 50th would be the bottom of the B Quartile and so on.

The calculation will not provide equally spaced quartiles as it is based on the scores of the contributors at the point that each quarter boundary is found.

D Quartile	C Quartile	B Quartile	A Quartile
The score sits within the range of scores achieved by the lowest 25% of schools within the benchmark.	The score is below the average of scores achieved by the schools within the benchmark but is not in the lowest 25%.	The score is above the average of scores achieved by the schools within the benchmark but is not in the top 25%.	The score sits within the range of scores achieved by the top 25% of schools within the benchmark.

7. What is the Summary Difference and how is it calculation?

(Example data to calculate a Summary score)

Question in category	Survey Rating	Respondent Count	National (EB) Rating	EB Response Count
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I enjoy school very much	73	1050	Not available	Not available
I have friends at this school	73	722	Not available	Not available
I am encouraged to take exercise and keep fit	54	509	Not available	Not available
My teacher encourages me to work hard	59	622	Not available	Not available
I am taught well	78	1060	73	6603
My lessons are interesting	80	1066	Not available	Not available
I enjoy my lessons	67	1100	Not available	Not available

Summary difference figures are worked out using ‘*weighted averages*’. The **Rating** for each question is multiplied by its sample size and then added to a **Total Rating Score**. The total rating score is then divided by the total respondents to the 'Support' questions - producing the **Weighted Average**.

It is important to note here that when calculating External Benchmark (EB) summary figures, the respondent counts from each survey question are used, NOT the overall EB response counts. In the case of the highlighted question in the table above, the National EB Rating of 73 would be multiplied up by the survey respondent count of 1060, instead of the national EB flattened total of 6603. Please see the calculations below to support this:

Using the figures in the table above, the following calculations take place:

‘The Support I Receive’ - Summary Calculation (survey data)

$$\begin{aligned} & \frac{(73 \times 1050) + (73 \times 722) + (54 \times 509) + (59 \times 622) + (78 \times 1060) + (80 \times 1066) + (67 \times 1100)}{1050 + 722 + 509 + 622 + 1060 + 1066 + 1100} \\ &= \frac{435200}{6129} \\ &= 71 \end{aligned}$$

‘The Support I Receive’ - Summary Calculation (external benchmarking data)

$$\begin{aligned} & \frac{(0 \times 0) + (0 \times 0) + (0 \times 0) + (0 \times 0) + (73 \times 1060) + (0 \times 0) + (0 \times 0)}{(0 + 0 + 0 + 0 + 1060 + 0 + 0)} \\ &= \frac{77380}{1060} \\ &= 73 \end{aligned}$$

Therefore the Summary Difference is **71-73 = -2**