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Mr I Wilson  
Principal  
Wyggeston and Queen Elizabeth I College  
University Road  
Leicester  
LE1 7RJ

Dear Mr Wilson

Ofsted survey: good practice in capturing the user voice

Thank you for your college's hospitality and co-operation during my visit on 16 December 2008 to look at work on capturing the user voice. I am particularly grateful to the managers and teaching staff for all their hard work in preparing the programme and background documentation and for giving up their time during the visit. Please pass on my thanks to the students who gave up their time to talk to me.

The visit provided valuable information which will contribute to our national evaluation and reporting. Published reports are likely to list the names of the contributing institutions, but individual institutions will not be identified in the main text without their consent.

The evidence used to inform the judgements made included: interviews with staff and students, the college self assessment report, several documents made available to me including policies, reports of meetings, marketing literature and data analyses.

Features of good practice observed

- Particularly effective use of a wide range of data gathered from the college's learner involvement strategy.
- Visible promotion of the commitment to learner involvement through a range of media.
- Continuous improvement in learning, social and welfare facilities through learner feedback.
- Palpably open culture with mutual respect evident between staff and learners
- Rapid response to reviewing tutorial support arrangements following learner feedback.
- Very good individualised learning programmes.

## Areas for development

- More overt identification in the self-assessment report of the effect of learner involvement on the Every Child Matters outcomes.

I hope these observations are useful as you continue to develop the user voice in your college.

As explained previously, a copy of this letter will be published on Ofsted's website. It will also be available to the team for your next institutional inspection.

Yours sincerely

Clive Blanchette  
Additional Inspector