

## EMA Pupil Survey results

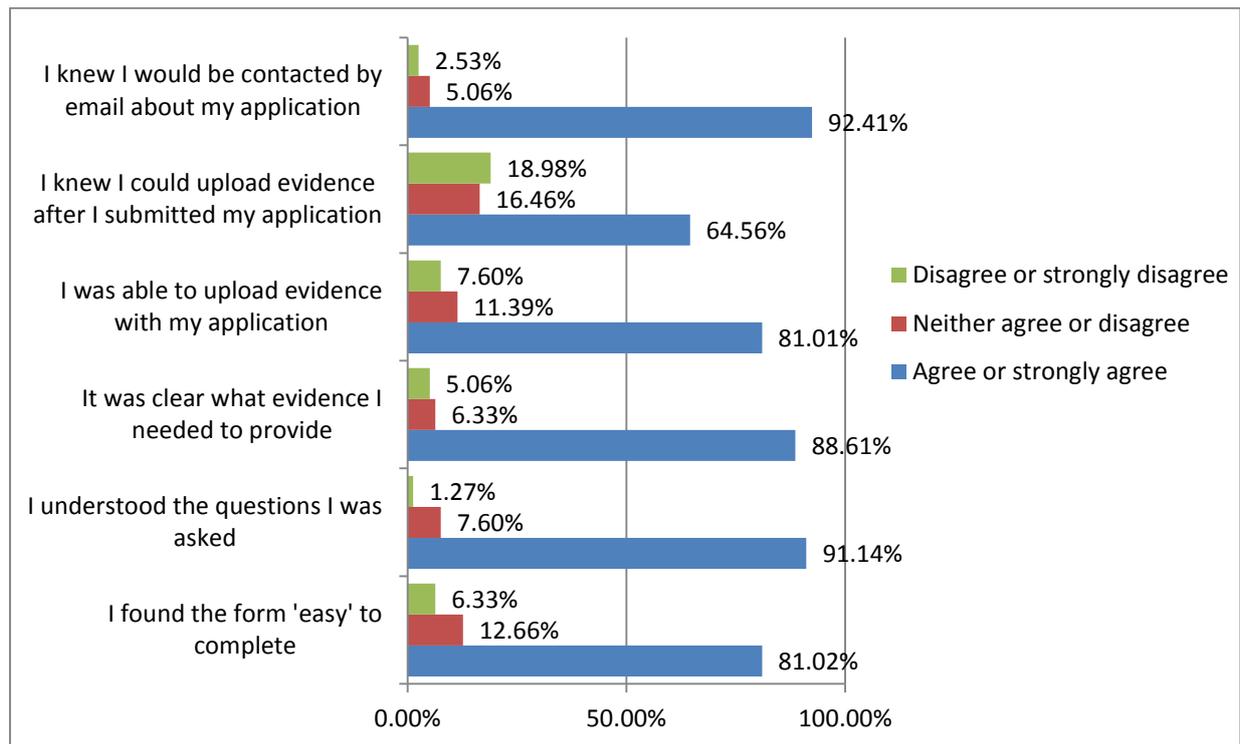
We ran a survey, between 11<sup>th</sup> March 2019 and the 1st April 2019 to ask young people for their views on how they found the process of applying for EMA, using our new online application form. The results of this survey will be used to make improvements to the online form. The survey received 79 responses. The results are presented below.

### Ease of Application

We asked respondents a number of questions about the ease of completing the new online application form. As can be seen in Figure 1:

- 81% of respondents agreed or strongly agreed that the form was easy to complete;
- 91% agreed or strongly agreed that they understood the questions asked;
- 89% agreed or strongly agreed that it was clear what evidence they needed to provide;
- 81% agreed or strongly agreed that they were able to upload evidence with their application;
- 65% agreed or strongly agreed that they knew they could upload evidence after they had submitted their application; and
- 92% agreed or strongly agreed that they knew they would be contacted by email about their application.

**FIGURE 1: DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?**

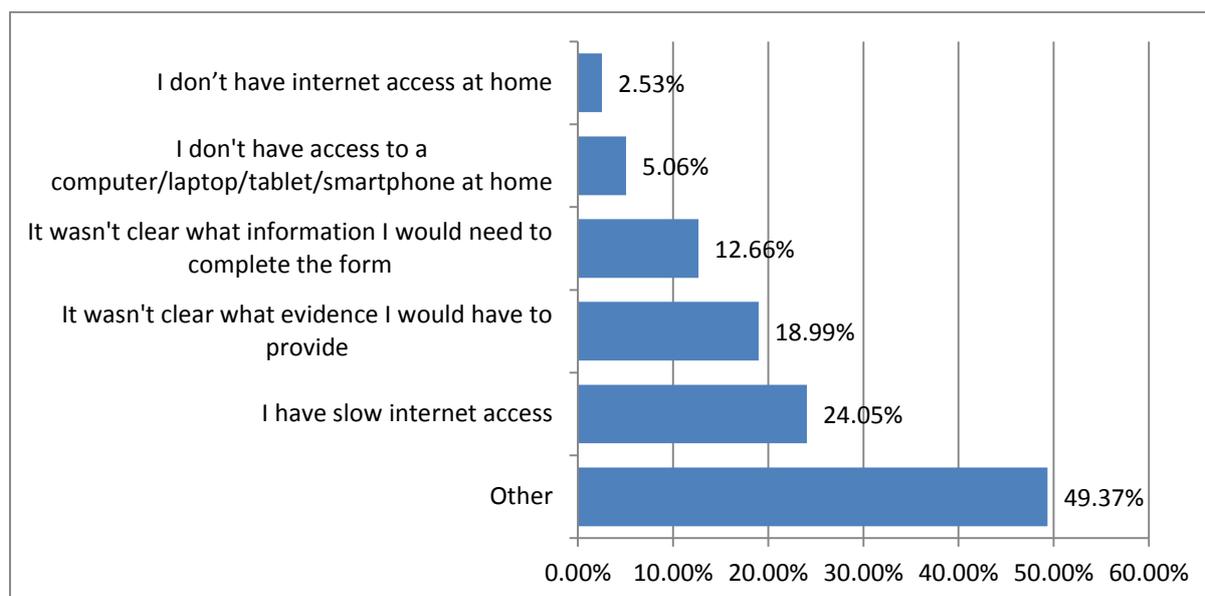


This suggests that, while the online application was clear and simple to complete, it was not entirely apparent that supporting evidence could be uploaded after applications were submitted.

### Barriers to applying for EMA online

We asked respondents whether they experienced any difficulties when making their application online. As can be seen in Figure 2, two of the biggest difficulties were having slow internet access (24%) and it not being clear what evidence they would need to provide (19%).

**FIGURE 2: WHICH, IF ANY, OF THE FOLLOWING DIFFICULTIES DID YOU HAVE WHEN MAKING YOUR APPLICATION?**



We asked respondents if they experienced any other difficulties when applying.

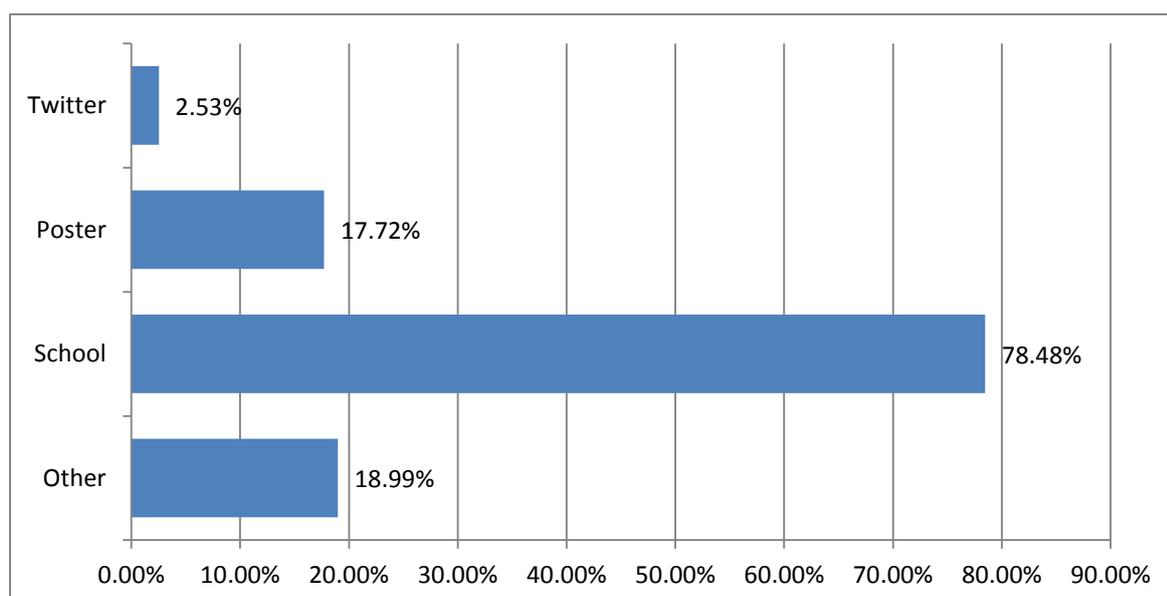
These included:

- Difficulties uploading evidence;
- An absence of appropriate course detail options for young people attending additional support for learning schools;
- Delays to the applications of looked after children due to them needing to provide confirmation from the Social Work department confirming their placement.

## Communications

We asked respondents where they heard about the online application form. As can be seen in Figure 3, the majority of respondents (78%) heard about the survey at school.

**FIGURE 3: WHERE DID YOU HEAR ABOUT THE ONLINE APPLICATION FORM?**



We asked respondents if they heard about the online application through any other channels. Answers included: the Falkirk Council website; word of mouth; and via a search engine.

### Suggestions for improvement

We asked respondents if they had any suggestions on how we can improve the form to make it easier for pupils to complete in future. Largely, respondents feel there are improvements to be made to the evidence upload function. They note that the instructions are unclear and believe applicants should be told what evidence they will need before they start their application. Other respondents pointed to the lack of support for applicants with additional needs. It was, again, highlighted that the form is impractical for young people who are not in mainstream education.