

LEARNERS FEEDBACK

MARCH 2025

WESTERN ISLES LEARNING SHOP

The Western Isles Learning Shop offers and provides a comfortable environment for adults looking to learn and develop new skills.



In February & March 2025 learners were asked about their experiences within the Learning Shop. Staff in the Learning Shop will use this feedback to help improve the service.



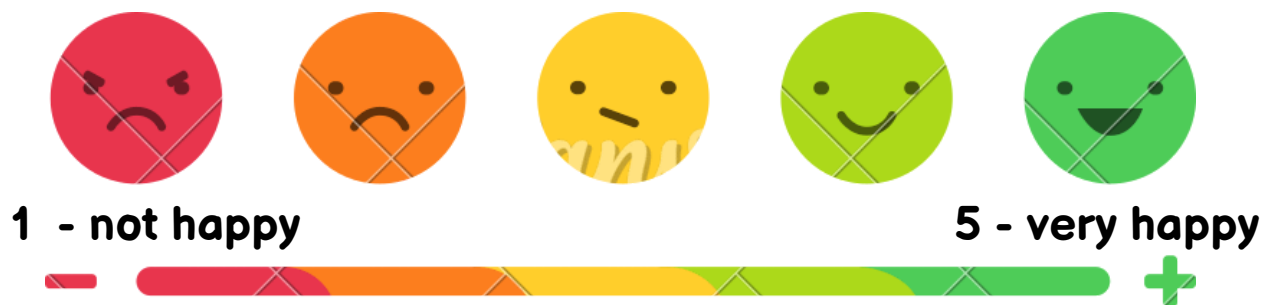
Learners were asked how happy they were
with the support from the team at the
Learning Shop?



Learners rated this as 5.

All learners were very happy with their learning.

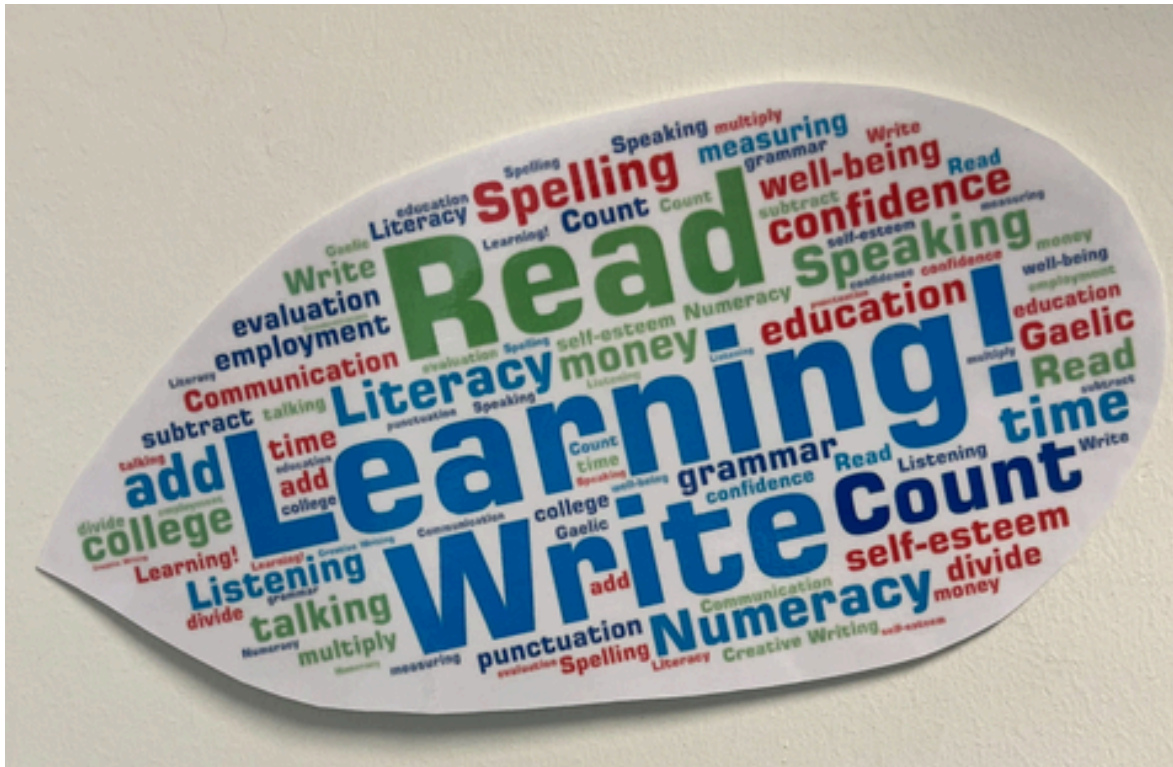
Learners were asked how happy they were with their learning at the Learning Shop.



Learners rated this as 4.96.

Almost all learners were very happy with their learning.

Almost all learners are working on what they want to learn.



93% of learners feel able to tell their tutor if they want to work on something else.
7% were not sure.

All learners feel they are treated with respect
in the Learning Shop, by both other learners
and tutors / staff



Almost all of the learners know who to speak to
if their tutor is not available.

Learners also said...

"The learning shop is good. I can learn what I want to learn. Tutor asked me what I wanted to learn. I would like to learn about music and cars."

"The building is really nice, the town hall was smaller. They make a good cup of tea and are very kind, I never got that in school."

"The time suits me. I feel very welcome here."

"I get out of it what I want, to help my son with his Gaelic. Amazing Service. More parents should take advantage of this opportunity."

"This is something I have wanted to do for years. I hope to progress to get a printer and learn how to use it. In the future I want to learn more Gaelic."

"Very Happy."

"This has been a positive experience. Really nice. Positive interaction with our tutor."

Learners also said...

"I want to keep learning more English - speaking, writing and listening in English."

"My tutor is easy to get on with and is very supportive. I want to progress onto more as I have only just started"

"The Learning Shop taught me to read. I have been here for a long time, if I didn't like it I wouldn't have come back. Staff help me"

"Wishing I had come here sooner, when I was 16. I have better communication here. It is nice and quiet to focus on work."

"Duolingo helped me with my Gaelic spelling, reading and listening. The ingredient missing was speaking - the Learning Shop helps me with that. My tutor is very patient."

"The Learning Shop helped me with vocabulary for work. I also get help with booking tickets for things."

Learners also said...

"I want to work on the computer to write stories"

"My tutor helps me on a Friday and I work hard"

"I want to keep learning more English - speaking, writing and listening in English."

"The Learning Shop helps. I don't have many others I can speak English with. I can speak with my tutor. Very Nice project."

"5 star treatment - The Learning Shop is first class!"

"It has been a good experience at the Learning Shop. I've managed to write a short story in Gaelic. I am going to get a Gaelic Youth Scotland Award for this. I feel good about this. I feel more confident with my Gaelic speaking. I also work on my creative writing in the Learning Shop. Its helps me a lot, especially when using the correct punctuation."

Learners also said...

"The Learning Shop is doing very well. One to one is very good, its perfect! I started at the Learning Shop and after a few months I got a job. The staff supported me to get the job and also working towards my driving lessons. My tutor is so helpful."

"A very friendly environment. We want to learn with our tutor. The Learning Shop is very helpful. Our tutor reassures us that if I feel stressed we can stop."

"I am very happy at the Learning Shop, it is very friendly. I feel respected."

"The support in the Learning Shop helped me get a flat. With the help from the Learning Shop I got my forklift driving licence. The Learning Shop should get a pool table, coffee machine and PlayStation 5."

"The Learning Shop has helped me manage my timetables."

Next Steps

Thank you to all the learners for sharing their views on the Learning Shop.

Staff will remind learners to speak to Morag or another member of the team if they arrive and are not met by their tutor.

Some learners indicated that they would be happy to join a learners forum. Some other learners were happy to feedback online or over the phone but would not be able to attend a meeting.