

GLASGOW KELVIN COLLEGE

Academic Board – 6 May 2022

Student Satisfaction and Engagement Survey

Report by Learner Engagement Officer

1. Introduction

Members will be aware of the implementation of a national student satisfaction survey, by the Scottish Funding Council throughout Scotland's Colleges. This is to promote a standardised way of engaging learners to give meaningful feedback, the Scottish Funding Council do not intend this to be used in a comparative way amongst the colleges. The results set out the strengths and areas for development which learners have highlighted in respect to their learning and teaching experience, and general college experience.

2. Activities Undertaken

As in the previous year, a Microsoft Form was used to collect learner responses of the survey. As the survey is anonymous, we did not need to collect any data from individual learners, complying fully with GDPR processes. A link to the survey was sent to all learners using a variety of mechanisms, including, learners email addresses, Microsoft Teams, social media channels and MyKelvin. Teaching staff were also sent reminders on a regular basis from the Vice Principal Curriculum & Quality.

Altogether 711 learners completed the survey, compared to 811 the previous year, which is a decrease in participation of 12%.

Responses included learners from all faculties and a wide range of courses including full time and part time.

3. Findings

Thirteen of the questions were created by the Scottish Funding Council. Three additional questions which were added last academic year, means that we can compare the results of the questions this year. The other nine questions incorporated by the college allows learners to feedback on support services. These questions were updated slightly last academic year to take into consideration the Covid-19 situation. Learners are given the opportunity to leave additional comments at the end of the survey, of which there are 173, which are mostly positive but a few issues around staff sickness and lack of cover in specific areas have arisen.

Academic year		Strongly Agree/ Agree %
2022	Overall, I am satisfied with my college experience	92
2021		83
2022	Staff regularly discuss my progress with me	88
2021		85
2022	Staff encourage students to take responsibility for their learning	99
2021		96
2022	I am able to influence learning on my course	92
2021		88
2022	I receive useful feedback which informs my future learning	93
2021		87
2022	The way I'm taught helps me learn	89
2021		80
2022	My time at college has helped me develop knowledge and skills for the workplace	91
2021		85
2022	I believe students suggestions are taken seriously	89
2021		87
2022	I believe all students are treated equally and fairly by staff	91
2021		92
2022	Any changes in my course or teaching has been communicated well	85
2021		85
2022	The online learning materials for my course have helped me learn	87
2021		83
2022	I feel that I am part of the college community	80
2021		71

Almost all of the questions above have seen increases in the strongly agree/agree, some significant, with an increase of 9% of the overall satisfaction. The questions "I believe all students are treated equally and fairly by staff", is the only question to have a decrease, which is 1% and "Any changes in my course or teaching has been communicated well", has remained the same as the previous year.

Learning and Teaching Approaches

A number of learners report positive experiences within their course and comment that lecturers are supportive and encouraging.

Learner Engagement

Although the lowest figures to come from the survey are regarding the Student Association, there has been an increase of 9% in the strongly agree/agree. This

increase could be a result of the new Digital and Social Media Assistant who has helped to promote and increase online engagement with learners. Although 44% of learners are still unsure about what the Student Association does within the college, more efforts will be made to increase learner engagement at the beginning on the new academic year.

Academic year		Strongly Agree/Agree %	Strongly Disagree/Disagree %	Don't Know %
2022	The College Students' Association influences change for the better	51	5	44
2021		42	4	53

College Facilities and Support

The table below are questions asked regarding the facilities and support services within the college. Almost all question responses have increased this year, with only "Student Funding services (e.g. bursary, childcare, etc. met my needs)", staying the same.

Academic year		Strongly Agree/Agree %
2022	My online learning experience met my needs	77
2021		73
2022	I had access to sufficient ICT resources for my learning	92
2021		91
2022	My experience for applying for a course was positive	96
2021		97
2022	When I needed Advice & Guidance, this was available	96
2021		95
2022	When I needed Learner Support, this was available	94
2021		92
2022	College Library and Flexible Learning Centre services met my needs	92
2021		89
2022	Student Funding services (e.g. bursary, childcare, etc. met my needs)	88
2021		88
2022	College Finance services (fees etc.) met my needs	93
2021		92

As you can see from the last question, there has been an increase of 3% of learners who would recommend the college to friends and family. Given the challenging situation over the past academic year, this is a positive result for the college.

Academic year		Strongly Agree/ Agree %
2022	Overall, I would recommend Glasgow Kelvin College to a friend/family member	95
2021		92

4. Conclusion

Almost all question have increased positively from last academic year. Comments from learners will be passed to the appropriate faculty/department if improvements are required.

For the next academic year we will look to increase responses from learners, this may include reintroducing paper copies of the survey, as we have done in previous years. Due to Covid-19 this was not an option, but with restrictions easing and the return to a more normal way of working this may help.

It should be noted that the survey was conducted between March 7 2022 until April 29 2022 and at the time there was some industrial action in place.

5. Resources Implications

No resource implications.

6. Equalities

No equality issues.

7. Risk and Assurance

No risk implications

8. Data Protection

No data protection issues.

9. Recommendations

Members are recommended to note the contents of this report.

10. Further Information

Further information on any aspect of this report can be obtained from Arlene Sweeney, Learner Engagement Officer.

Glasgow Kelvin College
AS
29/04/2022