Item 07

GLASGOW KELVIN COLLEGE

Academic Board - 01 September 2023

Summary of Learner Feedback Feedback 2022-23

Report by John Gallagher, Head of Quality

1. Introduction

This report is intended to apprise members of the feedback that students provided to the College during session 2022-23, and to outline the actions that the College will take as a result of that feedback.

2. Student Feedback Processes

The College sought student feedback via three main processes. The results of each of these are summarised in the following sub-sections of this report.

2.1 Stop and Check

The annual Stop and Check survey is sent out during block one in each academic year.

In session 2022-23, the survey was created using Microsoft Forms and promoted to learners via their course tutors. Course tutors had the responsibility to ensure that their class groups had access to the survey and participated. The survey was also sent out to students via email and Microsoft Teams.

A total of 1,873 responses were collected, which is a 102% increase on the previous year, highlighting the success of the new approach.

Many of the questions remained unchanged from the previous year, thus allowing for a direct comparison between 2021 and 2022. Learners are also given the opportunity to leave additional comments at the end of the survey.

2.1.1 Stop and Check Responses

		Yes	Not Sure	No
Do you feel that you are on the right course?	2021	93%	6%	1%
	2022	**93%**	**6%**	**1%**

Of the eighteen learners who feel they are not on the correct course, only two are not satisfied with the course. The others indicated they are either quite or very satisfied with the course. Reasons given for negative responses are:

- feeling the course is becoming harder.
- courses have merged and contain aspects they don't enjoy.

		Yes	Not Sure	No
Do you understand what you will have to do on the course?	2021	95%	5%	0%
	2022	**96%**	**3.5%**	**0.5%**

The learner comments did not expand on the reasons for not fully understanding what is expected of them.

		Yes	Not Sure	No
Do you know how to get support?	2021	86%	11%	3%
	2022	**86%**	**11%**	**3%**

A few learners have commented on travel expenses and how to apply for them.

Most learners feel well supported by teaching staff and support departments.

		Very Satisfied	Quite Satisfied	Not satisfied
Overall, how satisfied are you with your college experience to date?	2021	56%	40%	4%
	2022	**52%**	**47%**	**1%**

Twenty-seven learners indicated that they were not satisfied with their college experience for a variety of reasons. These comments have been forwarded to faculties to investigate.

The two questions below were added to this year's survey to gather additional feedback relating to online and in campus learning, and why students chose to attend Glasgow Kelvin College.

		Yes	Not sure	No
Are you happy with the number of classes which are delivered face to face on campus and the number delivered online?	**2022**	**89%**	**7%**	**4%**

The majority of learners are happy with the current delivery, this gives learners some flexibility to learn at home, but with the majority of time being in campus.

Why did you choose to attend Glasgow Kelvin College?	
I live close to the campus	15%
Family/friend recommendation	11%
Reputation	5%
Had the course I wanted	62%
Other	7%

Some other reasons given are:

- have attended here in previous years.
- it will allow them to progress to their chosen career path.
- it is part of their university course.

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2.1.2 Stop and Check Conclusion

Overall, the very and quite satisfied rates have increased since the previous year by 3% making the total 99%. Faculty managers and Class Tutors taking ownership of the Stop and Check survey has meant a substantial increase in response rates. The "Stop and Check" survey is conducted during Block 1 each year. Last session's responses were collected using a Microsoft Form questionnaire which was distributed via the MyKelvin app. 926 forms were returned and the results of these were shared with teaching staff through various committees and forums.

2.2. Student Focus Groups

A number of student focus groups were undertaken during 2022-23, led the College's Learner Engagement Officer. The focus groups were selected from three campuses and included class groups from SCQF level 4 to HND.

Each of the groups were asked the same questions and a summary of the responses is shown below.

<u>How is your experience to date?</u>
Almost all learners reported that they were enjoying their college experience. Most were complementary regarding lecturing staff and stated that they felt supported during their time at college. Learners especially enjoyed the practical elements of their courses.

<u>Are you happy with the online/in campus split?</u>
A small number of programmes had returned to campus full time and the remainder had some element of online learning. Some learners embraced online learning, as it allowed for some flexibility with their external commitments. However, most learners stated that they would prefer to be back in college full time, especially when it came to the practical elements of the course. Some also felt disconnected from the class and tutors when learning online and didn't feel online learning to be as effective.

<u>Do you know how to access support by teaching staff and support departments?</u>

Learners indicated that in the event of issues arising they would contact their course tutor or another lecturer in the first instance. Most learners were aware of how to access support departments, either in person or online, but a few classes did not know.

<u>Do you feel you are able to express your views on aspects of college life?</u>
Most of the classes spoken to had a Class Representative in place and the learners knew they could speak to them regarding any issues. Learners were aware of college surveys and are participating in them. Some learners were aware of the Students' Association and their role within the college. Most learners stated that they would approach their lecturers in the first instance with any issues.

<u>What do you think of the college resources?</u>
Learners were enjoying the newly refurbished facilities, especially in the library and common rooms areas. They felt it is now more 'student friendly'. Learners also commented positively on the gym facilities and exercise classes that were available to them.

Learners commented on the toilet facilities and felt that they were not being cleaned as much as they should be. Comments were also made regarding the pricing of the canteen food, saying that it is too expensive.

2.3 Student Satisfaction and Engagement Survey

The Student Satisfaction and Engagement Survey is conducted annually at the request of the Scottish Funding Council. The survey was sent out to learners in April 2023, and a total of 1,275 responses were received across all modes of attendance. This represents a significant increase on the 711 responses that were returned last session.

Thirteen questions are created by the Scottish Funding Council and the College added a further six questions to collect information related to the effectiveness of college services.

Learners are also given the opportunity to leave additional comments at the end of the survey. 173 comments were left by learners; many of these commented very favourably about the level of support provided by teaching staff.

2.3.1 The Questions set by the Scottish Funding Council

Academic year		Strongly Agree/ Agree %
2023	Overall, I am satisfied with my college experience	95
2022		92
2023	Staff regularly discuss my progress with me	92
2022		88
2023	Staff encourage students to take responsibility for their learning	98
2022		99
2023	I am able to influence learning on my course	93
2022		92
2023	I receive useful feedback which informs my future learning	94
2022		83
2023	The way I'm taught helps me learn	93
2022		89
2023	My time at college has helped me develop knowledge and skills for the workplace	95
2022		91
2023	I believe students suggestions are taken seriously	88
2022		89
2023	I believe all students are treated equally and fairly by staff	91
2022		91
2023	Any changes in my course or teaching has been communicated well	90
2022		85
2023	The online learning materials for my course have helped me learn	92
2022		87
2023	I feel that I am part of the college community	87
2022		80

Academic year		Strongly Agree/Agree %	Strongly Disagree/Disagree %	Don't Know %
2023	The College Students' Association influences change for the better	58	4	38
2022		51	5	44

The overall satisfaction, at 95%, is a very positive result, and shows 3% increase on the previous session. Overall, eleven responses show an improvement on the previous session, with two slight decreases.

2.3.2 The Questions set by the College

Academic year		Strongly Agree/ Agree %
2023	College Facilities met my needs (e.g refectory, social areas, toilets, etc.)	77
2022		73
2023	ICT Services met my needs (e.g., ICT support, laptop loan, etc.)	94
2022		92
2023	Admissions Services met my needs (e.g., College website, applications process, etc.)	97
2022		96
2023	Student Support Services met my needs (e.g., learner support, counselling, guidance, etc.)	93
2022		96
2023	College Library Services met my needs (e.g., library facilities, learning resources, etc.)	96
2022		92
2023	Student Funding and Finance Services met my needs (e.g. bursary, childcare, fees, etc.)	90
2022		88

The results of the questions relating to college services are, once again, very positive. The only exception being Student Support Services. This may be due to the very high demand for counselling services which led at times to extended waiting times for access.

2.4 Summary of 2022-23 Student Feedback

Around 1,000 survey respondents made a comment on their College experience. This is a summary of their views.

A) Positive Aspects:

Supportive and helpful teachers/tutors: Students appreciated the dedication, support, and knowledge of their teachers and tutors. They valued the guidance and assistance received during their studies.

Enjoyable college experience: Many students had a great experience at the college, finding it enjoyable to study there. They felt comfortable on campus and appreciated the overall college atmosphere.

Responding to student feedback: A number of students responded positively to instances where lecturers had altered course delivery in response to student feedback.

Access to resources: Students mentioned the availability of tools, materials, and facilities that were beneficial for their studies, such as loaned laptops and library resources. These resources supported their learning and academic progress.

Personal support: Students received support from college staff during challenging times in their personal lives. They appreciated being able to discuss their circumstances and felt that the staff cared about their well-being.

B) Areas for Improvement:

Healthy food options: Students mentioned the lack of healthy food choices in the college canteen, including the absence of fruits and limited healthy options.

Overcrowding: Concerns were raised about limited spaces leading to overcrowding, especially the Springburn library.

Class management and student behaviour: Some students mentioned disciplinary issues, inappropriate student behaviours and asked for staff to better address negative classroom behaviours.

Communication and feedback: Students expressed the need for improved communication from student representatives and college staff regarding class updates and information, such as class cancelations. Some also asked for more constructive feedback on assessments.

Facilities and resources: Students mentioned areas that require improvement, with a particular focus on toilet facilities. Students also asked for access to hot water, and microwaves to make their own food and drinks.

3. Impact on Students

The areas for improvement identified through student feedback will be addressed through operational and quality enhancement planning during 2023-24.

4. Resource Implications

Additional Estates resources may be required to support improvements in student toilet facilities and more affordable canteen options.

5. Equalities

Some survey respondents asked for more support for asylum seekers and their specific needs. This will be further explored directly with students in this academic year.

6. Risk and Assurance

This report provides assurance that the College is seeking learner feedback on the services it provides and using student views to inform and improve our service delivery.

7. Data Protection

There are no specific data protection issues arising in this report.

8. Environmental and Sustainability

There are no specific environmental and sustainability issues arising from this report.

9. Recommendations

Members are recommended to note the contents of the report.

10. Further Information

Members can obtain additional information on the contents of this report from John Gallagher, Quality Enhancement Manager (jgallagher@glasgowkelvin.ac.uk) or Robin Ashton, Vice Principal Curriculum and Quality Enhancement (rashton@glasgowkelvin.ac.uk)

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Date: 29/08/2023