GLASGOW KELVIN COLLEGE

Learning and Teaching Committee – 23rd November 2022

SFC Student Satisfaction and Engagement Survey 2021-22

Report by Vice Principal Curriculum and Quality Enhancement

1. Introduction

This report brings to the attention of members the Scottish Funding Council Statistical Publication: *Student Satisfaction and Engagement Survey 2021-22*.

2. SFC Student Satisfaction and Engagement Survey 2018-19

In November 1st 2022, the SFC published a statistical publication on the national Student Satisfaction and Engagement Survey for 2021-22.

This report is an overview of student satisfaction and response rates for students across Scotland's colleges. Just over 31,000 college students responded to the survey, with almost 9 out of 10 students reporting that they were satisfied with their college experience. Around 93%-94% of Further Education students reported satisfaction compared to 86%-89% of Higher Education students. Overall satisfaction levels have increased in 2021-22 (FEFT +4.1%, FTHE +5.4%, PTFE +1.7%, PTHE +5.0%) compared with 2020-21 and are back to near pre-pandemic levels

The report includes a summary on Page 13 of student satisfaction and response rates for all of Scotland's colleges. Members should note that the College executive intends to improve response rates for the 2022-23 survey using similar approaches to the recent Block 1 stop and check survey where we achieved a response rate of around 54%.

3. Resource Implications

There are no resource implications arising directly from this report.

4. Impact on Students

There are no direct impacts on students arising from this report.

5. Equalities Implications

There are no equalities implications arising directly from this report.

6. Risk and Assurance

This report provides assurance that student satisfaction response rates are similar to national average levels. However, it also highlights that the College needs to improve survey response rates to ensure a more robust data set is collected for the College.

7. Data Protection

There are no data protection implications arising directly from this report.

8. Recommendations

Members are recommended to note the contents of the report and its appendix.

9. Further Information

Members can obtain additional information on the contents of this report from Robin Ashton, Vice Principal Curriculum and Quality Enhancement. Glasgow Kelvin College RA 08/11/22



Student Satisfaction and Engagement Survey 2021-22



SFC STATISTICS REFERENCE: SFC/ST/2022 ISSUE DATE: 01/11/2022

STUDENT SATISFACTION AND ENGAGEMENT SUR 262/1-22

ISSUE DATE:	1 November 2022
REFERENCE:	SFC/S/107/2022
SUMMARY:	To inform stakeholders of the publication of the college 2021 Student Satisfaction and Engagement Su((SS)ES)utcomes.
FAO:	Principals and Chairs of Scotland's colleges, students, parents, guardians and the general public
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This is an official statistics publication.

All official statistics should comply with the UK Statistics Authority's Code of Practice to Official Statistics which promotes the production and dissemination of official statistics that inform decision making. Find out more about theode of Practice for Official Statistics at the UK Statistics Authority's website

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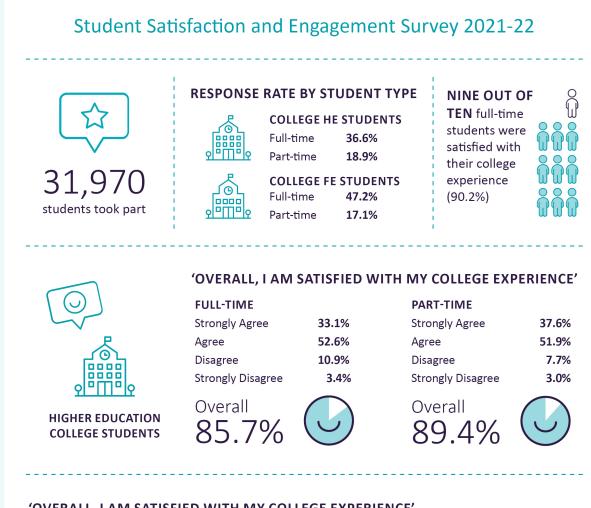
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EXECUTIVE SUMMARY 2002212 FIGURES

- The studentsatisfaction survey for 2022 was carried out over an eighteek period between 7 March and 29 April 2022. Takeademic year was again not provide as COVID impacted learning and teaching particularly at the start of the academic year with more online learning than face to faceoweverteaching was not asseverely disrupted as it was during 200-21. SFC continued to work with colleges to support students to complete successfully and to ensure students did not lose out becaute dfficult circumstances surrounding their studies.
- 2. In total nine out of 10 fultime students were satisfied with their college experience (90.2%) 92.7% and 85.7% of fultime FE and HE students respectively.
- 3. Satisfaction rates were higher for paintne studentsat 93.2% for Eand 89.4% for HE
- 4. Overall satisfaction levels have increased n 202122 (FEFT +4.1,% THE-5.4%, PTFE +1.7% PTHE 5.0%) compared with 202021 and are back to neap re-pandemic levels
- 5. 98,650 full-time and parttime college students were surveyed, with the following response rates:
 - 58,393full-time students of which 48% responded.
 - 40,257part-time students of which 17.3% sponded.



'OVERALL, I AM SATISFIED WITH MY COLLEGE EXPERIENCE'

FULL-TIME
Strongly Agree

Strongly Agree	41.8%
Agree	51.0%
Disagree	5.7%
Strongly Disagree	1.5%

Overall 92.7%



PART-TIME	
Strongly Agree	47.0%
Agree	46.9%
Disagree	4.6%
Strongly Disagree	1.6%

Overall 93.9%



FURTHER EDUCATION **COLLEGE STUDENTS**

PURPOSE

- 6. The SSES provides a means to evaluate and enhance college provision in Scotland through a national approach to monitoring student satisfaction and engagement. Over time, this will provide a consistent basis for college regions to evidence impact and improvement within their outcome agreements. With array support it is envisaged that it will help to strengthen the role of Students' Associations in representation and advocacy and will contribute to public accountability.
- 7. The survey asks students to rate the tite at is faction ('strongly agree', 'agree', 'disagree', and 'strongly disagree') on 13 statements.
 - The overall satisfaction figure is the key outcome agreement measure for student satisfaction and is based on the combined figure for 'strongly agree' **gnel**e'a for the statement 'overall, I am satisfied with my college experience'.
 - For the engagement statement '*the college students' association influences change for the better*' - students have the option of providing a 'don't know' responseHowever,our calculations to derive the levels of satisfaction exclude those 'don't know' responses.
- 8. Further information on the survey method, coverage and timing is available in separate guidance-College Student Satisfaction and Engagement Survey Guidance 2021

SSES ANALYSIS OF-FUME FURTHER EDUCATION STUDENTS

- Overall, 75% of all full time FE student enrolments starting in the academic year 20221 were surveyed during this period from 26 colleges. The other 265% fulltime students will have completed their studies prior to the survey period or withdrawn.
- Response rates remain variable college level ranging from 18%40 80.1%. At a sector level, the response rate was 4%2/16,092students), an increase of 4.0 percentage points (pp) from 20201.
- 11. Table 1 provides the responses to the following statem@nterall, I am satisfied with my college experience.'

Strongly Agree	Agree	Disagree	Strongly Disagree	Number Satisfied	Proportion Satisfied
6,726	8,199	924	243	14,925	07.7%
41.8%	51.0%	5.7%	1.5%	14,920	92.7%

Table 1: Full-time FE student satisfaction with their overall college experience 2021-22

- 12. Although we have published the results for all colleges of the 26 colleges with full-time FE students had response rates below 40% to comparing the results of colleges.
- 13. While the results are not directly comparable, Table 2 shows the results of FE satisfaction to a previous preoVID academic year 2019-andthe COVID academic year 202021. The overall satisfaction result 202122 has increased by 4 pp from the 2020-21 COVID/earfigure and is similar to the prepandemic satisfaction/evel, with nine out of 10 fulltime FE students satisfied with their college experience (92.7%)

Table 2: Full-time FE students satisfaction trend

FE full-time satisfaction trend				
2018-19	93.0%			
2020-21*	88.6%			
2021-22	92.7%			

As a result of the COVID pandemic and a national lockdown starting in the March 2020, the SSES did not take place in the academic year-20.19 n the 202021 academic year teaching waseverely impacted by COVID9 restrictions.

14. The survey includes 13 statements for each student group. Table 3 on the following page shows the results to each statement for **full**he FE students.

Table 3: Summary of student satisfaction results for full-time FE students at colleges
2021-22

FE Full-time	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Statement Response	Total Strongly agree and agree	Proportion Satisfied
SSES summary statement results	21-22	21-22	21-22	21-22	21-22	21-22	21-22
1. Overall, I am satisfied with my college experience.	6,726	8,199	924	243	16,092	14,925	92.7%
2. Staff regularly discuss my progress with me.	6,079	7,366	1,589	274	15,308	13,445	87.8%
 Staff encourage students to take responsibility for their learning. 	8,327	7,135	426	163	16,051	15,462	96.3%
4. I am able to influence learning on my course.	5,369	9,033	1,252	231	15,885	14,402	90.7%
5. I receive useful feedback which informs my future learning.	6,731	7,868	1,173	244	16,016	14,599	91.2%
6. The way I'm taught helps me learn.	6,050	8,172	1,394	357	15,973	14,222	89.0%
 My time at college has helped me develop knowledge and skills for the workplace. 	7,401	7,294	994	288	15,977	14,695	92.0%
8. I believe student suggestions are take seriously.	5,263	8,424	1,676	453	15,816	13,687	86.5%
9. I believe all students at the college ar treated equally and fairly by staff.	7,392	6,979	1,133	427	15,931	14,371	90.2%
10. Any change in my course or teachin has been communicated well.	6,036	7,633	1,754	542	15,965	13,669	85.6%
11. The online learning materials for my course have helped me learn.	5,652	7,956	1,722	626	15,956	13,608	85.3%
12. I feel that I am part of the college community.	5,333	8,242	1,837	462	15,874	13,575	85.5%
13. The college Students' Association influences change for the better.	3,239	6,412	477	293	10,421	9,651	92.6%

SSES ANALYSIS OF FUME-HIGHER EDUCATION STUDENTS

- 15. Overall,78% of all fultime HE student enrolments starting in the 2022 academic year were surveyed during the survey period. The othe% 22 HE fultime students will have completed their studies prior to the survey period or withdrawn.
- 16. The Highlands and Islds partner colleges and SRUC report the students within the

NSS University statistics. As a resolution 16 colleges are included within the SSES HE results.

- 17. Sector response rates for fullme HE students are636% in 202122, with rates at a college level ranging from 16.9% to .**3%**. This represents decreaseof 5.7 pp from 2020-21.
- 18. Table 4shows the overall satisfaction for **8**⁽²⁾/₍₂₎ full-time HE students at Scotland's colleges responding to the statement 'overall, I am satisfied with my college experience'.

Table 4: Full-time HE students' satisfaction with their overall college experience 2021-22

Strongly Agree	Agree	Disagree	Strongly Disagree	Number Satisfied	Proportion Satisfied
2,951	4,685	971	301	7,636	85.7%
33.1%	52.6%	10.9%	3.4%	7,000	03.1%

- 19. Although we have published the results for all colleges, ofrthe 16 colleges with full-time HE students had response rates below 40 are should therefore be taken when comparing the results of colleges. Response rates and satisfaction rates for full-time students at individual colleges are shown in Appendix A.
- 20. While the results are not directly comparable, Table 5 shows the results of HE satisfaction comparet a previous pre-COVID academic year 2018 and the COVID academic year 20201. Overall satisfaction 202122 has increased by 5p4p from the 202021 COVID year figure and is nteathe pre-pandemic satisfaction level, with more than eight out of 10 fulltime FE stdents satisfied with their college experience (7%).

Table 5: Full-time HE student satisfaction trend

HE full-time satisfaction trend				
2018-19	86.8%			
2020-21*	80.3%			
2021-22	85.7%			

As a result of the COVID pandemic and a national lockdown starting in the March 2020, the SSES did not take place in the academic year-20.19 n the 202021 academic year teaching wasseverely impacted by COVID9 restrictions

21. Table 6 shows the results to each satisfaction statement fotifue HE students

Table 6: Summary of student satisfaction results for full-time HE students at colleges	
2021-22	

HE Full-time	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Statement Response	Total Strongly agree and agree	Proportion Satisfied
SSES summary statement results	21-22	21-22	21-22	21-22	21-22	21-22	21-22
1. Overall, I am satisfied with my college experience.	2,951	4,685	971	301	8,908	7,636	85.7%
2. Staff regularly discuss my progress with me.	2,667	4,344	1,559	323	8,893	7,011	78.8%
3. Staff encourage students to take responsibility for their learning.	4,561	3,822	355	148	8,886	8,383	94.3%
4. I am able to influence learning on my course.	2,417	4,775	1,260	294	8,746	7,192	82.2%
5. I receive useful feedback which informs my future learning.	3,270	4,272	1,025	295	8,862	7,542	85.1%
6. The way I'm taught helps me learn.	2,567	4,470	1,383	424	8,844	7,037	79.6%
7. My time at college has helped me develop knowledge and skills for the workplace.	3,495	4,143	881	321	8,840	7,638	86.4%
8. I believe student suggestions are take seriously.	2,497	4,438	1,288	484	8,707	6,935	79.6%
 I believe all students at the college ar treated equally and fairly by staff. 	4,059	3,679	745	360	8,843	7,738	87.5%
10. Any change in my course or teachin has been communicated well.	2,889	3,954	1,448	568	8,859	6,843	77.2%
11. The online learning materials for my course have helped me learn.	3,254	4,318	925	358	8,855	7,572	85.5%
12. I feel that I am part of the college community.	2,219	4,213	1,695	597	8,724	6,432	73.7%
13. The college Students' Association influences change for the better.	1,285	2,938	359	166	4,748	4,223	88.9%

22. The results for the fullime HE students acrossearly all statements, including overall satisfaction, were less positive than for the fulline FE students. HE students are encouraged to be more independent in their learning which may explain some of the variances across the two groups. However, there is a need to better understand these differences.

SSES COMPARISON OF-**FIME** AND PARTIME SATISFACTION RATES

23. Table 7 below allows for the comparison of satisfaction rates for bolthin and part-time FE and HE students at colleges.

Table 7: Student satisfaction comparisons for full-time and part-time FE and HE students2021-22

SSES comparison of full-time and part-time satisfaction rates	FE Full-time	FE Part-time	HE Full-time	HE Part-time	
SSES statements	Satisfaction rates				
1. Overall, I am satisfied with my college experience	92.7%	93.9%	85.7%	89.4%	
2. Staff regularly discuss my progress with me.	87.8%	89.1%	78.8%	82.6%	
3. Staff encourage students to take responsibility for their learning.	96.3%	97.1%	94.3%	95.8%	
4. I am able to influence learning on my course.	90.7%	91.3%	82.2%	82.8%	
5. I receive useful feedback which informs my future learning.	91.2%	91.6%	85.1%	88.0%	
6. The way I'm taught helps me learn.	89.0%	91.5%	79.6%	84.4%	
7. My time at college has helped me develop knowledge and skills for the workplace.	92.0%	92.0%	86.4%	89.9%	
8. I believe student suggestions are taken seriously.	86.5%	89.9%	79.6%	83.7%	
9. I believe all students at the college are treated equally and fairly by staff.	90.2%	93.3%	87.5%	92.6%	
10. Any change in my course or teaching has been communicated well.	85.6%	90.1%	77.2%	83.5%	
11. The online learning materials for my course have helped me learn.	85.3%	84.6%	85.5%	87.3%	
12. I feel that I am part of the college community.	85.5%	83.6%	73.7%	70.4%	
13. The college Students' Association influences change for the better.	92.6%	94.4%	88.9%	88.4%	

24. The satisfaction rate for E partime students is highrethan for FE ull-time students for all survey statements apart from the online learning aterial for my course have helpedme learn and 'I feel that I am part of the college community

- 25. The satisfaction rate for HE paintne students is higher than for HE fullhe students for all survey statements apart frothfeel that I am part of the college community' and 'The college Student's Association influences changes for the better
- 26. Likeprevious years the highest level of satisfaction for-time and partime FE and HE students is given for the statement 'staff encourage students to take responsibility for their own learning'.
- 27. When looking at satisfaction rates across level and mode of study, students are generally lesssatisfied when asked if they feel 'part of the college community'. The proportion of students who did feel part of the college community, howewees still relatively high, particularly for FE students where four in five students agreed that they felt part of the college community.
- 28. Response rates for patime students are lower than for fullime students at both FE and HE levels.
 - FE parttime 17.1% compared to **4**.2% for FE fulltime.
 - HE parttime 18.9% compared to 366% for HE fulltime.
- 29. Nineout of 10 fulltime and parttime studentrespondentswere satisfied with their college experience 0.2% and 93.2% respectively

APPENDIX A: FUTIME SURVEY RESPONSE AND SATISFACTION RATES BY COLLEGE

	F	E	HE		
College	Response Satisfaction		Response	Satisfaction	
	rate	rate	rate	rate	
Argyll*	71.3%	98.6%	_	_	
Ayrshire	37.9%	95.6%	29.6%	89.8%	
Borders	58.4%	95.9%	49.1%	84.9%	
City of Glasgow	35.0%	85.7%	28.8%	75.8%	
Dumfries and Galloway	40.4%	91.2%	62.6%	88.4%	
Dundee and Angus	50.5%	96.3%	52.1%	95.5%	
Edinburgh	21.2%	91.9%	21.3%	82.4%	
Fife	72.9%	90.9%	71.3%	87.4%	
Forth Valley	33.0%	89.0%	16.9%	90.9%	
Glasgow Clyde	54.0%	95.9%	57.0%	88.2%	
Glasgow Kelvin	30.9%	92.1%	17.5%	90.8%	
Inverness*	51.8%	91.3%	_	_	
Outer Hebrides (Lews Castle)*	30.8%	93.8%	-	_	
Moray*	58.6%	92.8%	_	_	
New College Lanarkshire	80.1%	88.0%	33.3%	83.9%	
Newbattle Abbey	73.5%	97.2%	55.6%	80.0%	
North East Scotland	65.0%	95.8%	56.5%	89.2%	
North Highland*	36.6%	99.2%	_	_	
Orkney*	20.7%	100.0%	-	_	
Perth*	56.6%	92.3%	_	_	
Scotland's Rural College*	28.3%	93.8%	_	_	
Shetland	18.4%	87.0%	-	-	
South Lanarkshire	36.8%	89.4%	32.3%	80.6%	
WestCollege Scotland	34.7%	93.3%	27.7%	82.3%	
West Highland*	55.0%	98.2%	_	_	
West Lothian	28.9%	95.1%	28.1%	95.4%	
Scotland	47.2%	92.7%	36.6%	85.7%	

*UHI partner colleges and Scotland's Rural College (SRUC) HE level student satisfaction is reported in the <u>National Student Surve</u>(NSS)

APPENDIX B: PUBLICATION METADATA

Metadata Indicator	Description
Publication title	College Student Satisfaction and Engagement Surv 2021-22
Description	College student satisfaction data for fullhe and part time courses during the academic year 202022.
Theme	Education
Торіс	College Student Satisfaction information
Format	PDF
Data source(s)	Scotland's colleges student satisfaction survey (for Scotland's Rural College (SRUC) and the UHI partne colleges coverage is only for FE level students)
Date that data is acquired	31 May 20 2 2
Release date	01 November 2022
Frequency	Annual
Timeframe of data and timeliness	Academic year (1 August 2020 31 July 202), and limited trend data from academic year 2018. Data is not available for 20120 as the survey was cancelled because of the COVID pandemic.
Continuity of data	From 2015-16 aggregate student satisfaction data habeen submitted in Excel tables. Data for 20209 is not available as the survey was cancelled because of the COVID19 pandemic.
Revisions statement	There are no revisions to this publication
Enhancements relevant to this publication	The publishing of satisfaction and response rates at college level for fultime FE and HE students.
Concepts and definitions	Please see the ollege Student Satisfaction and Engagement Survey Guidance 2022
Relevance and key uses of the statistics	The results from the college student satisfaction publication are used by the Scottish Funding Council Scottish Government, Audit Scotland, Colleges Scotland, academics, and member of the general public to monitor college student satisfaction and to support policy development.
Official Statistics designation	Official Statistics
UK Statistics Authority Assessment	N/A
Last published	02 November 2021
Next published	31 October2023
Date of first publication	27 October 2017

APPENDIX C: GLOSSARY

College student satisfaction data - aggregate data from colleges based on the number of current students, at the point of survey, responding.

FE level - courses at SCQF or 'broadly comparable' level 6 and below.

HE level - courses at SCQF or 'broadly comparable' level 7 and above.

Full-time

• Programme of at least 600 planned notional hours or foneyear HNC at least 480 hours.

Part-time

- Selfcontained fulltime programme, i.e. one not supplemented by other periods of study of 18 weeks duration or less.
- Programme for which students areleased by their employer for periods of full-time attendance.
- Programme for which employer sponsored students are released by their employer for part of the week.
- Day programmes in which periods of evening or twilight study form an integral part of the programme.
- Programme held only in evening or twilight sessions or at weekends.

Student target group - students on courses of 160 hours or more in duration.

Survey timing - the period and the number of weeks the survey should be conducted. This is within an eightweek window between March and April and during this period, colleges will operate their survey for a period of size (and this could straddle the Spring break).