

Board of Management Learning and Teaching Committee

Date of Meeting	Tuesday 2 May 2017
Paper No.	LTC4-G
Agenda Item	10
Subject of Paper	Impressions Questionnaire 2016/17
FOISA Status	Disclosable
Primary Contact	Douglas Dickson, Performance and Improvement Director
Date of production	24th April 2017
Action	For noting

1. Recommendations

The Committee are asked to note and discuss this paper.

2. Purpose of report

This report provides an overview of the College Impressions survey for academic year 2016/17.

3. Context and Discussion

During academic year 2016/17 there are 2 student surveys –

Impressions Questionnaire

Issued - November

The purpose of this questionnaire is to identify the initial impressions of the College from our new students and those that continue. The questionnaire focuses on College processes prior to the student starting their chosen course, induction to the course, initial learning and teaching and resources and equality diversity and inclusion.

Learning and Teaching Questionnaire

Issued - April

This questionnaire is designed to focus on the learning experience of students, assessment practice, course organisation and course guidance. This questionnaire also includes the 10 mandatory SFC student satisfaction questions.

(A) Enhancements to the Impressions Questionnaire.

The Impressions survey was modified in academic year 2016/17 as follows –

- The question set was reduced to remove questions that duplicated other surveys and also to respond to student requests to ensure surveys are shorter.
- The results from the survey were analysed by the Customer Relationship Manager. The purpose of this analysis allows trends – positive and negative – to be identified within Faculties, Areas and Courses but more importantly to allow improvement actions to be devised to benefit the students experience at College.
- Faculties were then able to discuss the outcome of the questionnaires within their management meetings and develop improvement actions where satisfaction is lower than target. These actions are captured in Faculty Operational Plans.
- Results are made available on the Dashboard showing –
 - Faculty benchmarked vs other Faculties and College overall
 - Faculty comparison with previous year
 - Faculty broken down into Curriculum Areas
 - Faculty broke down into Question Set

(B) Impressions Questionnaire Results 2016/17

The results from the Impressions questionnaire are attached at Appendix 1 with a comparison to academic year 2015/16.

- Each Faculty Director was asked to address where satisfaction was below 80% in either the Faculty or the Curriculum Area in any question. This means that action plans have been created that will then contribute to the development of improvement where College satisfaction is low or has fallen.
- At the College level the trend from the Impressions questionnaire shows that the question relating to teaching accommodation (question 14) was below 80%. In analysing this further lower 3 Faculties recorded ratings of $\geq 80\%$ with Nautical returning the top rating of 89%. Three Faculties recorded ratings of $< 80\%$ in the range 70-78%. The 3 Faculties with satisfaction below 80% were all situated on City campus. Faculty action plans suggest that improvements to the timetabling process at College and Faculty level should ensure a better match of accommodation to courses.
- The Impressions questionnaire indicates that the catering questions receive low satisfaction ratings. Baxter Storey has been working to undertake further analysis with students to identify improvements.

4. Impact and implications

Where the results at Faculty contributed to a satisfaction of below 80% each Faculty prepared an action plan to address this. The action plan is captured in Operational Plan of Faculty Directors and Curriculum Heads to ensure improvement to the student experience.

Curriculum Areas are able to use the analysis of the questionnaires within the CADM process to develop plans to address improvements; the benefit of this process is that it means that discussion can be held with the students present to understand which actions would lead to improvement.

The output from the Impressions questionnaire will inform part of the College's Education Scotland Evaluation Report and Enhancement Plan.

APPENDIX 1: Impressions Survey Question Set

No.	Question	2015/ 16	2016/ 17	College 2016/17
BEFORE STARTING YOUR COURSE				
1	I was able to access sufficient information about the College and its courses before I applied	91	89	-2
2	I was able to access sufficient information about student finance and funding before I applied	85	80	-5
3	I was fairly treated throughout the application process	94	93	-1
	Overall	90	87	-3
INDUCTION ONTO YOUR COURSE				
5	The enrolment process was well organised	86	83	-3
6	The introduction to my course , the College and its facilities was good	89	83	-6
7	The online College Induction for Students used by my lecturer during induction was useful	85	80	-5
8	I am aware of online learning space MyCity	92	93	+1
9	I was able to access Student Services for useful additional assistance and support	87	86	-1
10	I was able to access Learning Support for useful additional assistance and support	87	86	-1
11	I am aware of the system and process for electing student representatives (class reps)	86	83	-3
	Overall	88	85	-3
LEARNING AND TEACHING				
12	I am satisfied with the organisation of my course	86	80	-6
13	The course is meeting my early expectations	89	83	-6
14	Teaching accommodation (e.g. classrooms, workshops or labs) meets my learning needs*	82*	76	-6

	Overall	86	80	-6
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*included under college Facilities section in 2015/16

No.	Question	2015/ 16	2016/ 17	College 2016/17
	COLLEGE FACILITIES			
15	Signposting of College buildings and facilities is clear	84	80	-4
16	Access to College buildings and facilities is easy	82	84	+2
17	I am satisfied with the College toilets	67	68	+1
	Overall	78	77	
	CATERING FACILITIES			
18	The catering service offers a good selection at its outlets	n/a	77	
19	I am satisfied with the brands on offer with the catering facilities	n/a	77	
20	I am satisfied with the quality of food on offer	n/a	75	
	Overall	73	76	+3
	EQUALITY, DIVERSITY AND INCLUSION : Fairness, Opportunity & Respect			
21	City of Glasgow College is committed to advancing Equality, Diversity and Inclusion, i.e. ensuring fairness, opportunity and respect	95	94	-1
22	I am confident in fulfilling my responsibilities in relation to Equality, Diversity and Inclusion i.e. ensuring fairness, opportunity and respect	95	94	-1
23	I am confident in expressing /exercising my rights in relation to Equality, diversity and Inclusion, i.e. ensuring fairness, opportunity and respect	95	94	-1
24	I feel safe at the College		93	
	Overall	95	94	-1