

Board of Management Learning and Teaching Committee

Date of Meeting	Tuesday 6 February 2018
Paper No.	LTC3-H
Agenda Item	12
Subject of Paper	My Student Experience 2017/18
FOISA Status	Disclosable
Primary Contact	Douglas Dickson, Performance and Improvement Director
Date of production	29 January 2018
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 My Student Experience survey in academic year 2017/18.

3. Context and Discussion

During academic year 2017/18 there are 2 student surveys –

My Student Experience 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.

National Student Satisfaction and Engagement Questionnaire Issued - April

This questionnaire includes the 10 mandatory SFC student satisfaction questions which are published as part of the Regional Outcome Agreement.

(A) Enhancements to the My Student Experience Questionnaire.

The Impressions survey was retitled as the My Student Experience questionnaire in academic year 2017/18. The changes made were –

- The question set was revised in association with the Student Association and stakeholders to ensure that any questions asked would lead to action in enhancing the student experience.
- The process was more closely aligned with course evaluations (Course Improvement and Action Meeting (CIAM))
- The results from the survey were provided to class representatives in advance of CIAM meetings.
- Results are made available to Faculties 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
- High level analysis of results was presented at SMT and work groups formed to develop solutions to issues identified.
- Communication is provided to students identifying where issues are resolved.

(B) My Student Experience Results 2017/18

The results from the Impressions questionnaire are attached at Appendix 1.

- Each Curriculum Area was asked to address where satisfaction was below 80% in any question and improvement is planned at Course Improvement and Action Meetings. This means that action plans have been created that will then contribute to the development of improvement in student satisfaction.
- SMT members are working to identify resolutions to areas of low student satisfaction in –
 - Catering Services Questions 22 & 23
 - Timetabling Question 15
 - Funding Question 2
 - Responding to student suggestions Question 14
 - Course organisation Question 15

4. Impact and implications

Overall College solutions to the issues, above, will result in enhancement of the student experience and will have a positive impact on student satisfaction.

Curriculum Areas are able to use the analysis of the questionnaires within the CIAM 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 My Student Experience questionnaire will inform part of the College's Education Scotland Evaluation Report and Enhancement Plan.

Appendix 1 – My Student Experience Results 2017/18

QS1	Before Starting College Summary	84
1	Before Applying I Was Able To Access Sufficient Information About The College And Its Courses	88
2	Applying For Student Funding Was Easy	69
3	I Was Treated Fairly Throughout The Application Process	91
5	The Online Application And Enrolment Process Was Straightforward	88
QS2	Induction Summary	82
6	Induction To My Course Was Engaging And Informative	83
7	I Was Aware Of How To Access Support From Student Services And Learning Support	81
QS3	Learning And Teaching Summary	83
8	Staff Are Good At Explaining Things	84
9	The Course Material Is Interesting And Engaging	86
10	The Criteria Used To Mark My Assessments Has Been Clear In Advance	80
11	I Have Received Helpful Comments On My Work	82
12	I Have Been Able To Contact My Lecturers When I Need To	86
13	Any Changes In The Course Or Teaching Are Communicated Effectively	80
14	I Believe Student Suggestions About My Course Are Taken Seriously	77
15	The Course Is Well Organised And Running Smoothly	79
16	The Timetable Works Efficiently For Me	83
17	Overall, I Am Satisfied With The Quality Of My Course	88
QS4	Library And It Resources Summary	88
18	The Library Resources (Eg Books, Online Services And Learning	90

	Spaces) Support My Learning Well	
19	MyCity Supports My Learning Well	88
20	The ItT Resources And Facilities Provided Support My Learning Well	88
QS5	College Facilities Summary	77
21	Access To College Buildings And Facilities Is Easy	89
22	The Catering Service Offers A Good Selection Of Products At Its Outlets	73
23	I Am Satisfied With The Quality Of The Food Offered	69
QS6	Student Reps Summary	84
24	I Am Aware Of The System And Process For Electing Student Representatives	84
QS7	ED&I Fairness, Opportunity & Respect Summary	94
25	I Am Aware I Have The Right To Be Treated Fairly And With Respect	94
26	I Understand I Have A Responsibility To Treat Others Fairly And With Respect	95
27	I Believe City Of Glasgow College Is Committed To Improving Equality, Diversity And Inclusion	93
QS8	Satisfaction Summary	92
28	To What Extent Would You Recommend City Of Glasgow College To Your Friends	92