

Board of Management Learning & Teaching Committee

Date of Meeting	Tuesday 24 April 2018
Paper No.	LTC4-D
Agenda Item	6
Subject of Paper	Student Experience Strategy Update
Status of Paper	Disclosable
Primary Contact	Joanna Campbell, Vice Principal – Student Experience
Date of Paper	29 March 2018
Action Required	For Discussion

1. **Recommendation**

The Learning and Teaching Committee is asked to **discuss** the content of this paper on the progress of the Student Experience Strategy to date.

2. **Purpose of Report**

This paper outlines current activity and progress to date in achieving the aims on the Student Experience Strategy. The paper focuses on the three initiatives that have been agreed to take forward the strategy over the next three years; City Learning 4.0, Widening Access and The Student Partnership Agreement.

3. **Context**

The Student Experience Strategy was implemented in Spring 2017. The strategy aims to converge the student engagement and also the learning and teaching strategies together under the overarching single Student Experience Strategy. The Strategy is one of 5 strategies to allow the college to deliver the Blue Ocean Strategy 2017-2025 and focuses specifically on Strategic Priorities 1 and 2 however, it should be acknowledged that there is overlap with other strategic priorities.

Three Initiatives were identified to progress the aims of the student experience strategy; Student Partnership Agreement, City Learning 4.0 and a Widening Access Initiative. By way of update each of the three initiatives are summarised as follows:

3.1 **City Learning 4.0**

Much of the work in supporting the implementation of City Learning 4.0 has been carried out by the newly formed Centre of Technical and Professional Education.

The work of the COTPE is currently in the process of ensuring that the platforms that are available across the College are fully utilised in supporting students while using the College's leverage to attract new technical partners to support learning across the College and beyond.

The COTPE has begun to develop a pipeline of innovative pedagogy. To enable this to happen, the Innovation Catalyst Fund was launched in December 2017 and a number of cross college projects have now been agreed and plans are well established to realise these.

Furthermore, the COTPE has been working to develop communities of practice to share pedagogical practice which further enhances learning and teaching across and beyond the College. Louise Jones from Google has

helped initiate this process with the launch of a Google Teach Meet at City Campus early in April.

Working is ongoing with IT to make most of current infrastructure and to shape future systems to support students accessing learning and assessments on their own devices and a new digitally enabled offering from City.

City of Glasgow College have been invited to present at the College Expo event in June organised by the College Development Network and will be contributing to #OER18 the UK conference for innovations in digital learning around open practice.

In April and May, we will be asking all staff to take part in the Jisc Digital Capabilities survey. We are piloting this approach which allows staff and the College to develop a picture of digital capability across the College. We are one of 100 organisations across the UK who have been invited to try out the new survey tool from Jisc. Committee members can access the survey Visit <https://jisc.potential.ly> Choose City of Glasgow College from the drop down list of institutions and use the code DCAP17!

A series of workshops to support City Learning 4.0 are being proposed as part of the One City event and this will form the main theme of the staff development event in June 18.

For information, the most recent edition of the COTPE update can also be accessed [here](#).

3.2 Widening Access

A harmonised guidance statement has been developed and appears on all 3 College websites in relation applying for a course and availability of careers advice.

A clearing system from August each year is now in place across the Region for applications/admissions. To also aid this process is the sharing of information on recruitment and supply/demand issues to assist with any unmet demand for places on courses. Work continues to create a common application portal.

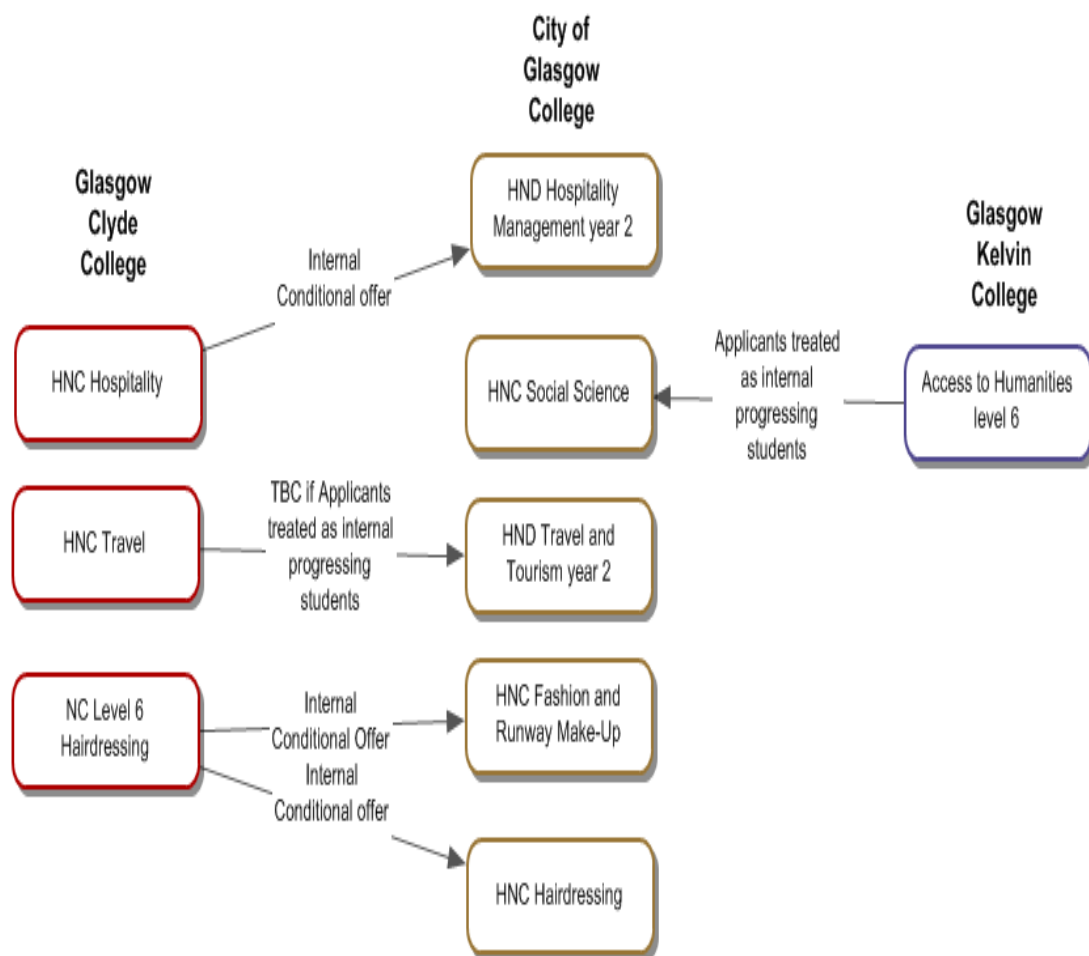
As part of the introduction of the General Data Protection Register (GDPR), a review is needed of the Data Protection Statement on applications with a view to sharing application data information. This is ongoing at present.

All of the 44 existing year 2 Foundation Apprenticeship (FA) students have been contacted regarding the potential progression to HNC/D courses. An agreement is now in place that the following completion of the FA these students will be guaranteed a place on the relevant HNC/D qualification and therefore be treated as internal progressing applicants in the following areas:

- HNC Engineering Systems
- HNC Mechanical Engineering
- HNC Social Science
- HNC Social Services
- HNC Financial Services
- HNC/D Construction
- HND Architectural Technology
- HND Built Environment
- HND Quantity Surveying
- HNC Web Development
- HND Computing Technical Support
- HNC Games Development
- HNC/D Information Technology

A review of Inter-college progression arrangements to City of Glasgow College have been developed and in the first year the following progression pathways are in place:

- From Glasgow Kelvin – Access Humanities to HNC Social Science
- From Glasgow Clyde – HNC Hospitality to HND Year 2 Hospitality, NC Level 6 Hairdressing to HNC Hairdressing and HNC Fashion Make up and HNC Make Up Artistry
- HNC travel to HND Year 2 Travel and Tourism
- Work is ongoing through the regional Admissions Lead to progress other areas for inter-college progression.



Finally, a National Articulation Forum has been established and meets for the first time in May 18. This will provide an opportunity for Colleges and Universities to work collaboratively to address the recommendations from the Commission on Widening Access (COWA).

The Forum will bring together sectoral strategic leadership, expert practitioners and stakeholders and will engage widely. It will re-establish and take forward centralised support for articulation which the Council has recognised as valuable (and for which the Council has previously provided direct support through the national inter-hub network) but with a wider remit:

- To provide strategic guidance and challenge thinking on articulation policy and practice in Scotland.
- To serve as an efficient shared resource to analyse, report and advise on the development and potential growth of articulation routes and to address issues and opportunities.

- To source expert advice and research and development work in support of continuous improvement.
- To promote the collection, collation and dissemination of data and information about articulation.
- To promote and disseminate success and best practice in articulation.

Given the college's position providing the highest volume of articulating student in Scotland and having the broadest range of University partnerships, we are a key stakeholder in this area and therefore have been asked to represent the college sector on the forum.

The expectation of the group is that this will lead to further opportunities to widen access for all.

3.3 Student Partnership Agreement

Using the MyVoice digital platform, the Students' Association have devised a unique way to make the Student Partnership Agreement at City a live and dynamic process which brings forward fresh ideas from the student body each block.

Following on from progress reported to the Committee in February 2018, there have been a number of further developments.

The College has 15,369 student members logged on the MyVoice platform, 1,204 members have contributed 300 ideas which have received 16,135 ratings, 247 replies and 840 comments. Total interactions to date through the MyVoice platform are 17,522.

The next City Partnership Forum is on 16 May where more ideas for partnership working will be brought forward from the students. As we approach the end of the term, the Students' Association will undertake an evaluation of the Student Partnership Agreement and the MyVoice platform looking for areas for improvements and ways to further integrate the process with student satisfaction and engagement.

4. Finance and Resource Implications

An outline of cost associated with the Student Experience Strategy, specifically COPTE, have previously been approved by SMT. There could be resource implications for staff development for each of the three initiatives however to date these have been incorporated within the Organisational Development budget. All other activity associated with achieving the aims of the Student Experience Strategy are within agreed budget allocations.

5. Risks

The risks associated with this paper are captured in risk MAPs 1,2,3,8,13 and 21.