

Board of Management Learning & Teaching Committee

Date of Meeting	Wednesday 5 September 2018
Paper No.	LTC1-J
Agenda Item	13
Subject of Paper	Learning and Teaching Questionnaire 2017/18
FOISA Status	Disclosable
Primary Contact	Douglas Dickson, Performance and Improvement Director
Date of production	27 August 2018
Action	For Noting

1. Recommendations

The Committee are asked to note the information in this paper.

2. Purpose of report

This report provides an overview of the College Learning and Teaching survey for academic year 2017/18.

3. Context and Discussion

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

My Student Experience Questionnaire

Issued - November

The purpose of this questionnaire was 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.

My Learning and Teaching Questionnaire

Issued - May

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 Learning and Teaching Questionnaire.

The Learning and Teaching survey was modified in academic year 2017/18 as follows –

- The question set was revised to reduce the question set in response to student comments that the survey is too long.
- Live 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 broken down into Question Set
- Faculties were 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.

The results from the Impressions questionnaire are attached at Appendix 1 with a comparison to academic year 2016/17.

- Each Faculty was asked to address where satisfaction was below 80% in either the Faculty or the Curriculum Area in any question so that improvement can be introduced where College satisfaction is low or has fallen.
- Specific actions have been introduced based on survey results –
 - Q10 – At the end of Block 2 a specific information campaign, see below, using the College’s video screens was undertaken to publicise the work of the Student Association. This campaign has had a positive effect on the perception of the –



- Q2 - Enhancement have been introduced in the assessment process to ensure feedback is offered and is visible to students.
- Q 4, 5, 6 & 8 – Revision to course meetings and further training of staff in the process has been scheduled.
- Q9 & 11 – The EDI module has been incorporated within the guidance process.
- Q28 - HR has streamlined the recruitment process of Lecturers.
- Q29 & Q10 -Finger on the Pulse has been modified to ensure that there is a more effective feedback loop. In addition a Student Partnership agreement has been established to provide students with a more effective voice in giving feedback.

4. Impact and implications

Where the results at Faculty contributed to a satisfaction of below 80% each Faculty prepared a plan address satisfaction which is captured in Operational Plan of Faculty Directors to ensure improvement to the student experience.

Curriculum Areas are able to use the analysis of the questionnaires within the Course Action and Improvement Meeting (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 Impressions questionnaire will inform part of the College's Education Scotland Evaluation Report and Enhancement Plan.

Appendix 1

Learning and Teaching Questionnaire Question Comparison

		2017/18	2016/17
Q1	Overall, I am satisfied with my College experience	81	84
Q2	Staff regularly discuss my progress with me	70	73
Q3	Staff encourage students to take responsibility for their learning	85	89
Q4	I am able to influence learning on my course	75	78
Q5	I receive useful feedback which informs future learning	75	77
Q6	The way I'm taught helps me learn	75	77
Q7	My time at College has helped me develop knowledge & skills for the workplace	80	83
Q8	I believe student suggestions are taken seriously	67	67
Q9	I believe all students at the College are treated equally and fairly by staff	78	79
Q10	The college Students' Association influences change	89	53
Q11	Learning and Teaching at City of Glasgow College represents me, my background and experiences	79	NQ
Q12	Learning at City of Glasgow College is accessible	86	NQ
Q13	I am treated fairly by other students	86	NQ
NQ = New Question			