Board of Management

Learning and Teaching Committee

Date of Meeting	**Tuesday 5 February 2019**
Paper No.	**LTC3-I**
Agenda Item	**14**
Subject of Paper	**My Student Experience Questionnaire Results 2018/19**
FOISA Status	**Disclosable**
Primary Contact	**Douglas Dickson, Performance and Improvement Director**
Date of production	**21 January 2019**
Action	**For Noting**

1. Purpose of Paper

1.1 The attached report provides an overview of the results from the 2018/19 My Student Experience questionnaire. The second questionnaire will contain the SFC learning and teaching questions and will be administered in March/April 2019.

1.2 Strategic Context and Key Points

1.3 City of Glasgow College's strategic intent is to 'Ensure that the student experience of the College is inspirational.' Through improvements to student satisfaction this ensures that this intent becomes reality.

- There are overall high levels of satisfaction identified by students.
- Further investigation on areas with agreement below 80% is taking place so that improvements may be identified and fed back to students.
- Perception questions demonstrate strong levels of statisfaction, at College level, with students' courses (91%) and the College (94%).

The questionnaire was administered to 10,628 full time and part time HE and FE students. All results are available at College, Faculty and Course level on the dashboard. The questionnaire contains 26 questions, each of which are allocated an owner, the questions cover teaching and support areas. The College has adopted 12 questions from the National Student Survey.

Overall satisfaction in each question and question set has improved from 2017/18 of the orders of 1 – 3 %. This may suggest the approach adopted in 2017/18, outlined below, may be improving satisfaction -

- o Where areas, at College level, are below 80% satisfaction question owners have been asked to scrutinise these further along with the free range comments from these questions. Improvements to the student experience will be developed and actions taken will be fed back to students through class representatives, MyCity and College plasma screen.
- o At course level CHs have been asked to examine areas below 80% with student represenatives at the next Course Improvement and Action Meeting (CIAM). The Student Association has shared class questionnaire results with class respresentatives and worked with them to preprare to contribute to CIAM discussion so that solution to student issues may be developed. CHs with class representatives are able to feed these improvements to students.

1.4   **Impact and Implications**

1.5   This report identifies that almost all students identify high levels of satisfaction with their experience at City of Glasgow College.

A1. SATISFACTION RATINGS BY 4 FACULTIES AND QUESTION SETS

STUDENT SURVEY IMPROVEMENT PLANNING		Session:	2018/19
SURVEY DETAILS			

Survey:	My Student Experience		
Question Set Rating Key	>=95%	>=80% < 95%	< 80%

FACULTY BENCHMARK

Question Sets		Faculties & College 2018/19% and (2017/18)				
		Creative Ind.	**Ed.& Humanities**	**Hosp & Leisure**	**Naut. & STEM**	**College**
QS1	Before Starting Your Course	88%	87%	88%	87%	87%
QS2	Induction Onto Your Course	83%	83%	87%	82%	84%
QS3	Learning & Teaching	86%	86%	87%	84%	86%
QS4	Library and IT Resources	89%	92%	92%	88%	91%
QS5	College Facilities	80%	84%	81%	83%	82%
QS6	Student Representation	83%	87%	88%	83%	86%
QS7	EDI Fairness, Opportunity and Respect	94%	95%	95%	94%	95%
QS8	Recommend College to a friend	93%	94%	95%	92%	94%
All Sets	Overall *	87%	88%	88%	86%	87%

Although the survey took place under the 6 Faculty structure the student satisfaction ratings from each course period were re-aligned to the new four Faculty structure and supporting Curriculum structure to facilitate action planning for improvement going forward with the 4 Faculty structure.

Faculty Key:

Creative Ind. = Creative Industries, Ed & Humanities = Education and Humanities,

Hosp. & Leisure = Hospitality & Leisure, Naut. & STEM = Nautical & STEM

Question Set Key:

QS1 = Before Starting Your Course; QS2 +Induction onto Your Course
QS3 = Learning & Teaching; QS4 = Library & IT Resources
QS5 = College Facilities; QS6 = Student Representation;
QS7 = EDI Fairness, Opportunity & Respect; QS8 = Recommend College to a friend

Other observations: Customer Perception

Question Set 3, Learning and Teaching comprises of seven questions covering specific issues such as interaction with staff, course material, course management, assessments as well as the broader Question 17 "Overall I am satisfied with the Quality of My course", designed to gauge the students' perception of their course. Question Set 3 returned satisfaction ratings in the range 85-88% across the six Faculties (average 86%) while Question 17 outscores the average by +5% with returned satisfaction ratings in the range of 89-92% across the Faculties (average 91%).

A more pronounced positive perception 'gap' is observed when comparing the average satisfaction rating of all Question Sets across the Faculties with the satisfaction rating for Question Set 8, which comprises the single Question 29 "To what extent would you recommend City of Glasgow College to your friends", a question designed to gauge the students' perception of College life. The average satisfaction ratings for all Question Sets are the range of 86-89% (average 87%) while that average satisfaction ratings for Question 29 are in the range 92-95% (average 94%).

% Return Rates

Following a slight dip in the return rates in 2017/18 these have recovered.

Student Satisfaction by 4 Faculties and Question sets

The Student Satisfaction rating by for the 4 Faculty Structure of Creative Industries, Education & Humanities, Hospitality & Leisure and Nautical & STEM are shown below for information. Note there a comparison with 'Previous year' was not carried out.

% Student Satisfaction by Question Set and Faculty

% Student Satisfaction by Faculty and Question set
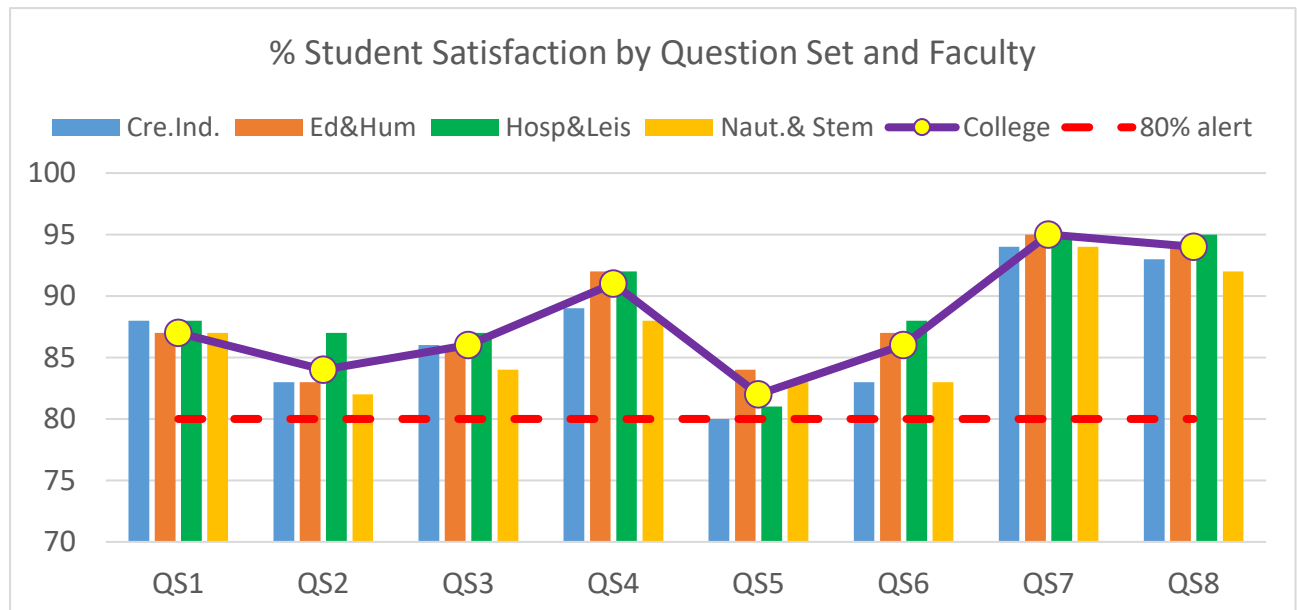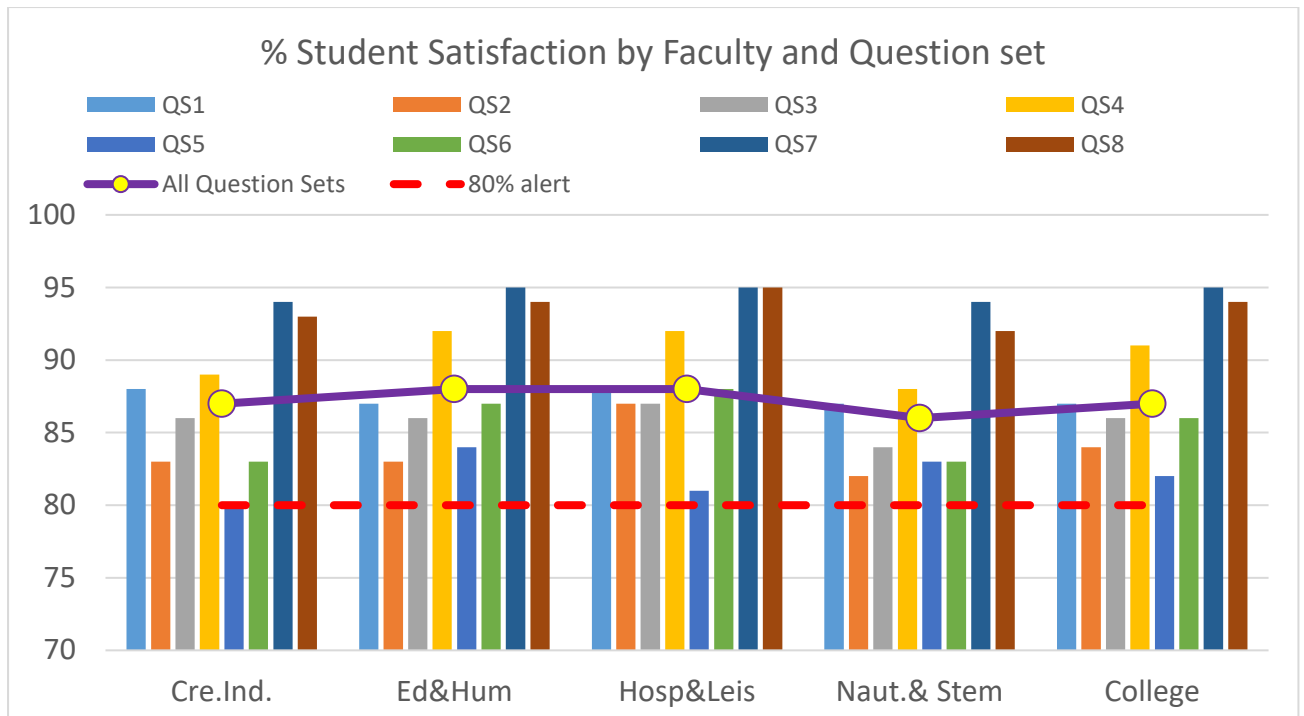
The overall Student Satisfaction rating of the 4 Faculties fall into the range of 86-88% given a College performance of 87%.

A2. SATISFACTION RATINGS FOR COLLEGE BY QUESTION

Q	Question Sets and Questions	18/19	17/18
QS1	**Before Starting College Summary**	87%	84%
1	Before applying I was able to access sufficient information about the College and its courses	89%	88%
2	Before applying I was able to access sufficient information relating to funding	79%	69%
3	I was treated fairly throughout the application process	92%	91%
5	The online application and enrolment process was straightforward	89%	88%
QS2	**Induction Onto Your Course**	**84%**	**82%**
6	Induction to my course was engaging and informative	85%	83%
7	I was aware of how to access support from Student Services and Learning Support	83%	81%
QS3	**Learning and Teaching**	**86%**	**83%**
8	Staff are good at explaining things	87%	84%
9	The criteria used to mark my assessments has been clear in advance	84%	86%
10	The course material is interesting and engaging	88%	80%
11	I have received helpful comments on my work	84%	82%
12	I have been able to contact my lecturers when I need to	88%	86%
13	Any changes in the course or teaching are communicated effectively	85%	80%
14	The course is well organised and running smoothly	86%	77%
15	I believe student suggestions about my course are taken seriously	83%	79%
16	The timetable works efficiently for me	85%	83%
17	Overall I am satisfied with the quality of my course	91%	88%
QS4	**Library and IT Resources**	**91%**	**88%**
18	The library resources (e.g. books online services and learning spaces) support my learning well	91%	90%

19	MyCity supports my learning well	90%	88%
20	The IT resources and facilities provided support my learning well	91%	88%
QS5	**College Facilities**	**82%**	**77%**
21	Access to College buildings and facilities is easy	91%	89%
22	The catering service offers a good selection of products at its outlets	78%	73%
23	I am satisfied with the quality of the food offered	75%	69%
QS6	**Student Representation**	**86%**	**84%**
25	I am aware of the system and process for electing student representatives (class reps)	86%	84%
QS7	ED & I: Fairness, Opportunity & Respect	**95%**	**94%**
26	I am aware I have the right to be treated fairly and with respect	95%	94%
27	I understand I have a responsibility to treat others fairly and with respect	96%	95%
28	I believe City of Glasgow College is committed to improving Equality, Diversity and Inclusion	94%	93%
QS8	**Satisfaction**	**94%**	**92%**
29	To what extent would you recommend City of Glasgow College to your friends	94%	92%

A3. Questions with Satisfaction Rating >=90%

Question Set	Q. No.	Question	Satisfaction Rating 2018/19	Satisfaction Rating 2017/18
QS7	27	I Understand I Have A Responsibility To Treat Others Fairly And With Respect	96%	95%
QS7	26	I am aware I have the right to be treated fairly and with respect	95%	94%
QS7	28	I believe City of Glasgow College is committed to improving Equality, Diversity and Inclusion	94%	93%
QS8	29	To what extent would you recommend City of Glasgow College to your friends	94%	92%
QS1	3	I was treated fairly throughout the application process	92%	91%
QS3	17	Overall I am satisfied with the quality of my course	91%	88%
QS4	18	The library resources (e.g. books online services and learning spaces) support my learning well	91%	90%
QS4	20	The IT resources and facilities provided support my learning well	91%	88%
QS5	21	Access to College buildings and facilities is easy	91%	89%
QS4	19	MyCity supports my learning well	90%	88%

The immediate observation is that all of the 10 questions that returned a satisfaction rating of >=90% show an improvement from the previous year. The improvements are of the order of +1% to +3% and of course could be considered as incremental, which may be expected of such high performing questions. However a shift of the same order of the magnitude in the opposite direction would have left only 3 questions in this table, the perennial high performers of Equality, Diversity and Inclusiveness.

Equality, Diversity and Inclusiveness

All three questions within this Question Set returned ratings in the mid-90s to give an overall rating of 96%. (N.B. There are a number of comments in the free text about disabled access e.g. lifts, toilets which will be addressed Question Set 3 Action plan.

Library & IT Resources

All three questions associated with the Question Set now show satisfaction ratings in the range 90/91%.

A4. Questions with Satisfaction Rating < 80%

The College has established a satisfaction rating of <80% to identify an area for improvement and associated action plan for any question or question set.

Question Set	Q. No.	Question	Satisfaction Rating 2018/19	Satisfaction Rating 2017/18
QS1	2	Before applying I was able to access sufficient information relating to funding	79%	69%
QS5	22	The catering service offers a good selection of products at its outlets	78%	73%
QS5	23	I am satisfied with the quality of the food offered	75%	69%

The immediate observation is that as well as returning satisfaction rating of <80% all three questions delivered a significant improvement on the previous year in the range of 5-10%.

B. Areas for Improvement

The College has established a satisfaction rating of <80% to identify an area for improvement and associated action plan for any question or question set.

B.1 Question Set QS1 'Before starting College'

Question 2

Question Set	Q. No.	Question	Satisfaction Rating 2018/19	Satisfaction Rating 2017/18
QS1	2	Before applying I was able to access sufficient information relating to funding	79%	69%

It should be noted that in the Academic Session 2017/18 Question 2 was worded as follows "*Applying For Student Funding Was Easy*" and returned a student satisfaction rating of 69%. There has been a significant improvement to a rating of 79%, although it is difficult to determine what impact the change of the question had on that improvement.

The % student satisfaction across the 'new' Faculties gives a fairly consistent result in the range 78-80% against the College average of 79%.

% Student Satisfaction Q2 'funding information' by 4 Faculty
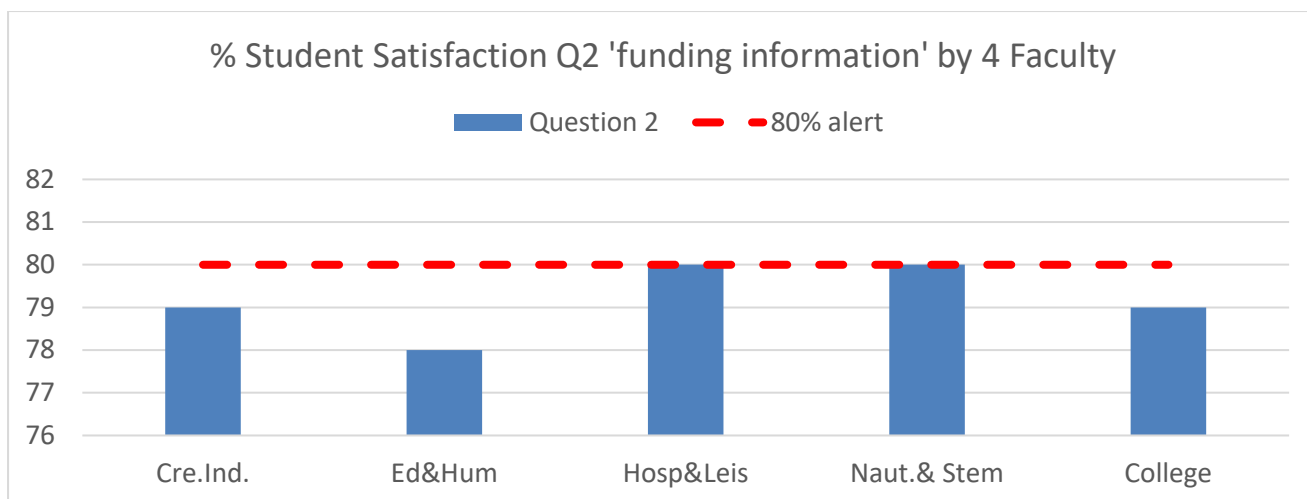
Student Comments

There were only 8 instances of student comments in the free text box in the survey that referred to funding and 2 others to bursary. Of these 3 related to student's dissatisfaction with the information provided (or lack of it).

Those student comments which make reference to funding, bursaries, loans etc. have been collated and a copy issued to Student Experience Director for further analysis and action planning.

B.2 Question Set QS5 'College Facilities'

Question Set	Q.No	Qa	Satisfaction Rating 2018/19	Satisfaction Rating 2017/18
QS5		College Facilities	**82**	**77**
QS5	Q21	Access to College buildings and facilities is easy	91	89
QS5	Q22	The catering service offers a good selection of products at its outlets	78	73
QS5	Q23	I am satisfied with the quality of the food offered	75	69

The Question Set has improved form 77% to 82% driven by improvements in each of the three questions that make up the set.

Question 21: Access to College Buildings and Facilities is Easy

Although Question 21 has an encouraging rating of 91% a review of the student comments associated with access is conducted to identify any specific issues that can be addressed. The remarks have been collated and copied to the Head of Estates for further analysis and action planning.

Student Remarks

There a few remarks regarding the disabled lift not working, disabled toilet doors not locking, broken locks on accessible showers. One student remarked "Too many closed doors to be independent around the building. Push pads should be available especially as this is a state of the art building'.

The majority of the remarks, as was the case last year, are associated with queuing for lifts, closely followed for the demands for student parking. Several comments about overcrowded toilets while for others they are hard to find. The remarks regarding the security barriers have declined significantly.

Question 22: The Catering Service Offers A Good Selection Of Products At Its Outlets

Although Student Satisfaction rating remains below 80% is has significantly improved to 78% from 73 % in the previous year.

Question 23: I Am Satisfied With The Quality Of The Food Offered

Although Student Satisfaction rating remains below 80% is has significantly improved to 75% from 69 % in the previous year.

In this year's questionnaire a free text box was added prompting students to offer specific comments on the catering service -

> " Do you have any general comments about the catering service provided within the College (For example, things you think are successful or ideas you have on how the service could be improved)"

Of the 7807 students that participated in the questionnaire just over 1300 provided feedback on the catering service – an excellent response.

There were a considerable number of favourable remarks about the service which were heavily outnumbered by those that identified areas for improvement.

As was the case in the previous year price was the major issue with a strong sentiment expressed that these prices did not reflect that affordable by College's customer base, namely students with little disposable income. For many the price did not reflect value for money with regards to quality and to some extent quantity. The need to pay 10p for a sachet of sauce continues to irk some students.

With regard to choice the lack of healthy options was a concern. Those options specifically identified fell into the distribution Vegan (45%), Vegetarian (30%), Halal (15%) and Gluten-free (10%).

Long queues remain a strong first (and lasting) impression of the catering service, while the most common solution offered to this problem is the provision of microwave ovens to heat students pre-prepared lunches.

The remarks have been collated and copied to the Head of Facilities for further analysis and action planning.

C. Actions for Improvement Planning

An SMT lead supported by an Operational Manager is tasked with developing actions to address the issues students have identified with the view to feeding back to students by the end of February 2019.

Question Set / Question	Question	Satisfaction Rating 2018/19	Leads
QS1	**Before Starting College Summary**		
Q2	Before applying I was able to access sufficient information relating to funding	79%	Gillian Plunkett/Brian Deeley
QS5	**College Facilities Summary**		
Q22	The catering service offers a good selection of products at its outlets	78%	Fares Samara/Fergal McCauley
Q23	I am satisfied with the quality of the food offered	75%	Fares Samara/Fergal McCauley
Open Comments	Queues at catering outlets during lunch hours	N/A	Sheila Lodge/Joanna Campbell

Three time-frames proposed for implementing solutions are -

- Short term –action completed by end of February 2019
- Medium term – action completed by end of June 2019
- Long term – action completed by December 2019