

Board of Management

Students, Staff & Equalities Committee

Date of Meeting	Wednesday 17 May 2023
Paper No.	SSEC3-D
Agenda Item	4.4
Subject of Paper	Student Partnership Agreement - Revised v2
FOISA Status	Disclosable
Primary Contact	Megan McClellan/Josh Taylor
Date of production	9 May 2023
Action	For Approval

1. Recommendations

To review the revisions of the Student Partnership Agreement (SPA) and endorse for approval at the Board of Management on June 21st, 2023.

2. Purpose

The purpose of this paper is to present the revised Student Partnership Agreement (SPA) and offer an overview of any significant changes to the [original agreement signed in 2017](#) following review with students and City Partnership Forum.

3. Consultation

The College's Student Academic Experience Strategy has driven the revision of this agreement through its Aim 3.6:

Work in Partnership with the Student body to deliver a refreshed Student Partnership Agreement identifying key areas for development agreed between CitySA and the College.

To review effectively, consultation work was completed with existing members of the City Partnership Forum, our SA Staff who worked on the SPA agenda and conducted focus groups with Class Reps (approx. 30 students). Data regarding engagement with the [Vocaleyes System](#), which was originally adopted to drive idea generation for the SPA, was also reviewed. Finally, the draft of the revised SPA has been agreed in principle with Student Parliament, the City Partnership Forum and the College Secretary.

4. Key Insights

Student Partnership Agreements (SPAs) were first outlined in the Scottish Government's 2011 paper [Putting Learners at the Centre](#), which proposed a document setting out how students and their institutions interact. In essence, Student Partnership Agreements are a way in which students' associations and institutions can promote ways in which students can interact with staff at their institution to improve quality. Unlike other agreements that work in retrospect in response to student feedback, the City SPA seeks to gather current student ideas for improvements (through online means) and create partnered projects to address.

4.1 Lessons Learned

The previous Student Partnership Agreement worked effectively in its first years of running, with successes including the launch of Staff Awards and student input to the VLE tender. However, declining student engagement in our [Vocaleyes](#) portal, reactive responses to lockdown and feedback gathered from Stakeholders led to the following lessons learned:

- Taking topics only from Strategy Documents often made it difficult for students to engage meaningfully
- Having outputs in line with timelines created unrealistic expectations and disallowed for long term projects
- Using only one feedback feed (Vocaleyes) missed trends and priorities from other feedback sources (such as College Surveys)
- Any digital system used to gather feedback should have a contemporary user interface with regular developments built in
- Items taken forward to City Partnership Agreement often could be resolved elsewhere (E.g., Directly with Departments, College Committees)

4.2 Proposed changes.

After piloting a new system in the most recent years, the following changes to our SPA will ensure that we continue to engage in current student feedback whilst embedding actions within existing quality and improvement systems around the college.

A full draft of the revised SPA is attached and below is a quick summary of the key changes proposed.

Previously	Proposed Change
Students engaged with a pre-decided Strategy based Topic once a block	Topics are determined from tracking trends across student feedback systems across the year
Student feedback/ideas came through Vocaleyes	Student Feedback/ideas can come from any official college feedback system
City Partnership Forum agrees on projects to take forward and what partnerships should be established between the SA and College Staff	City Partnership Forum will be updated regarding SA success and challenges of addressing feedback with departments and/or committees
City Partnership Forum will also receive proposals for partnership working from college partners seeking student involvement	The City Partnership Forum will annually review and approve requests for SA membership requests on College Boards & Committees

5. Impact and Implications

Updating our SPA in line with lessons learned supports the recommendations of the 2021 SFC Review, which includes how institutions and students' associations will work together to shape and enhance the learning experience.

Expanding the scope of student feedback methods, utilised within the SPA, increases the opportunities for students to engage and does not penalise for choosing one system over the other. Additionally having topics being driven by student interest ensures the focus is on what they want to engage with.

Feedback systems to be used are pre-existing within the college and are already Equality Impact assessed.

There is no additional cost, financial or staff resource, to running the SPA with these revised changes.

CITY OF GLASGOW
COLLEGE

CITY*sø
students' associa-

STUDENT PARTNERSHIP AGREEMENT



Let Learning Flourish

INTRODUCTION

Students and staff at City of Glasgow College share many similar goals. The Student Partnership Agreement states how City of Glasgow College Students' Association (known as CitySA) and City of Glasgow College (the College) will work in partnership to enhance the student experience.

The Student Partnership Agreement is reviewed annually, and the themes and priorities are agreed in consultation with students and staff. The Agreement is not intended to limit or restrict students in anyway and students are actively

encouraged to provide feedback on other areas, both local and college wide, to improve or enhance their student experience.

The purpose of this Student Partnership Agreement is to emphasise our partnership approach to improving and enhancing the student experience and enable both organisations to bring intentionality to ongoing and future partnership activity.

[Space for Signatures]



THE STUDENTS' ASSOCIATION

CitySA exists to represent the interests of all students studying at the College and to provide a platform for students to express their views on all aspects of college life, including student learning, living and support. Through the Class Representation System, student feedback systems, election of a Presidential Team and Student Officers who are active members of the Board of Management, Faculty Boards and Committees students can contribute to the work and life of the college and have their views heard and acted upon. CitySA and the College enjoy a positive, constructive, and mature relationship based on mutual respect which allows CitySA and the College to act as critical friends to each other when necessary.

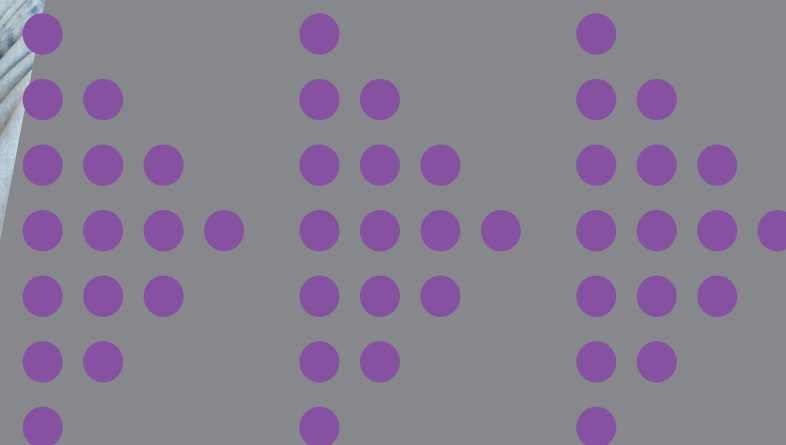
 [CLICK HERE](#)

STUDENT REPRESENTATION AT CITY OF GLASGOW COLLEGE

CitySA is responsible for overseeing the formal mechanisms for student engagement through the College's student representative structures. Student Representatives are invited onto committees and working groups relating to the student experience across all levels of governance and are actively engaged in the decision-making processes. The main representative roles are our sabbatical Student President and three paid part time Vice Presidents. Our Presidential team sit alongside our elected Executive Officers and Faculty Reps to act as our Student Parliament and represent students in our more formal committees and working groups.

To ensure that every student at the College can have their voice heard, each course is required to support the election of a Class Representative who can speak on behalf of their peers on all matters related to their learning experience. Class Representatives are also given the opportunity to contribute to end-of-year review discussions, which take place across the College with the aim of enhancing the quality of the learning experience on each course. These meetings are also informed by our Student Experience and Student Satisfaction and Engagement Surveys through which all students can express their opinion. Class Representatives elect Faculty Representatives who become members of the Student Parliament of the Students' Association. Faculty Representatives are able to raise issues and challenges within College decision making forums such as the Academic Board and other college committees. To ensure that the diversity of our student body is represented within the decisions made by the Students' Association, there are a variety of Executive Officer roles set aside on the Student Parliament which are annually reviewed and updated to reflect the current representational needs of our students.

Training and ongoing support is provided for all student representatives by CitySA and Student Engagement Team



HOW THE STUDENT PARTNERSHIP AGREEMENT WORKS

New themes will be brought forward annually by the student community:

- Themes/topics will be identified from feedback trends gathered in our college wide feedback systems such as College Surveys, Class Rep Systems, etc.
- Themes/topics would then be reviewed by Student Parliament to identify areas of work to take forward for discussion on behalf of students.
- These themes will be brought forward to relevant boards and committees and, if the appropriate members of staff to support these pieces of work are not identified, or the committees are unable to support the pieces of work, they will be brought forward to the City Partnership Forum.
- The Forum will discuss and agree which areas of work can be taken forward in the current year, which can be deferred to a future year or why a theme cannot be taken forward. The Forum will propose which college and student partners need to be involved and a member of the Forum would be identified to work with the SA to initiate.
- Feedback will be provided by CitySA to students on the outcome of different ideas via the relevant feedback loop as to whether a partnership has been agreed (tangible outcome) or if no further progress can be made at this time (learning outcome).

[Flow Diagram representing above – TBC]





FURTHER RESPONSIBILITIES OF THE CITY PARTNERSHIP FORUM

The City Partnership Forum will also be responsible for sharing outcomes with the wider college as well as monitoring the resources needed to complete achieve the above.

Updates from the Forum will be provided by the Vice Principal of Student Experience and CitySA, to the Student Experience Group and the Student Academic Experience Committee respectively, biannually in October and April.

Requests for student representation on College Boards, Committees and Working Groups will be reviewed every year by the forum to ensure resources is appropriately used. Additionally, any significant changes to CitySA resources that would impact their ability to carry out this work must first be brought to the City Partnership Forum.

Membership of the groups involved:

Student Parliament – Presidential Team, Executive Officers, Faculty Reps and Students Association Coordinator (acting as a supporting role).

City Partnership Forum – Core membership of Vice Principal of Student Experience, College Secretary (Representing the BoM), Director of Student Experience, Director of Performance (Representing the Principal), Student Engagement Manager, Students' Association Coordinator and Students' Association Presidential Team.

Representatives from College Faculties, Senior Management and sparqs/NUS will be invited on an ad hoc basis depending on the matters being discussed.



CiTY OF GLASGOW COLLEGE

City Campus:

190 Cathedral Street

Glasgow G4 0RF

t: 0141 375 5555

www.cityofglasgowcollege.ac.uk

INSPIRATION | EXCELLENCE | INNOVATION

Scottish Charity Number SC036198

