

Meeting of the Learning, Teaching & Student Experience Committee

MINUTE OF THE 3rd MEETING HELD ON TUESDAY 25 FEBRUARY 2025 AT 1500 HRS (LTSEC3), CITY CAMPUS, ROOM C.06.106

Present	
Roddy Gillespie	Don MacKeen
Laura Heggie	Ciara McCarthy
Ewart Keep (Remote)	Charandeep Singh (Remote)
Paul Little	
In Attendance	
Claire Carney	May Miller
Megan Frickleton (Interpreter)	Drew McGowan
Roy Gardner	Derek Robertson
Jon Gray	Tain Stevenson (Interpreter)
Lisa Hardy	Ann Butcher (Minute)
Apologies for absence	
Audrey Sullivan	Valeria Ramos

In the absence of A Sullivan, it was agreed that R Gillespie convene the meeting.

Item LTSEC3-1	Apologies for Absence	
Paper No:	Lead: Convener	Action requested: Note
Decision/Noted	Apologies were received from A Sullivan and V Ramos.	

Item LTSEC3-2	Declarations of Interest	
Paper No:	Lead: Convener	Action requested: Note
Decision/Noted	There were no declarations of interest.	

Item LTSEC3-3.1	Minute of the meeting held on 12 November 2025	
Paper No: LTSEC3-A	Lead: Convener	Action requested: Approve
Decision/Noted	That the minute was approved.	

Due to another commitment, D MacKeen gave his apologies and left the meeting during the following discussion.

Item LTSEC3-4.1	Directorate Presentation: Student Support (Wellbeing & Finance)	
Paper No: Verbal	Lead: L Hardy	Action requested: Discuss
Discussion/ Matters Arising	L Hardy, Head of Student Support and Wellbeing, provided an overview of the Student Support and Wellbeing team including student advisors, student counsellors and external partnerships. Student advisors serve as	

first point of contact for students offering support on a range of wellbeing and welfare issues, distribution of discretionary funds, career guidance, and delivering workshops, events and staff training. It was noted that both drop in and appointment services are available to students. Student counsellors also provide wellbeing assessments and offer short term counselling sessions. Additionally, external partnerships with organisations such as STAY Project and Crossreach provide further support, often with quicker access to appropriate services.

A year-on-year comparison of interactions shows a significant increase from 2020-21 to 2023-24 with funding and personal wellbeing being the most common areas of support. The Committee noted the slight decrease during 2023-24 was linked to industrial action. Students seek support for a wide range of complex issues from suicidal ideation, anxiety and homelessness to money/finance, bullying, domestic abuse and safeguarding. The number of individuals supported annually with direct one-to-one support with staff was highlighted.

The College supports significant numbers of Care Experienced (CE) students with numbers increasing annually. Two student advisers serve as named contacts, offering continuous support throughout their learner journeys. This includes pre-entry tours, assistance with funding, 2 weekly attendance check-ins with curriculum teams and support for UCAS applications. Statistically, those engaging in support are more likely to maintain their place on their course.

Short-term financial support is available to relevant students through discretionary funds covering a variety of expenses such as living costs, accommodation and travel. Additional support is also provided through the Maritime Trust for Nautical Science and Marine Engineering students and the Nairn Trust for CE, Glasgow based and Scottish Index of Multiple Deprivation (SIMD) students. Students supported by discretionary funds and other services have a higher retention rate compared to the College average. The support provided positively contributes to student retention.

C Carney highlighted the significant workload undertaken by the team noting that they continue to deal with matters beyond what they should be responsible for. They consistently do their best with the available time and resources, delivering excellent results. She praised their innovative approach to utilising funding opportunities for staff, making these available from the start of their term.

L Heggie commended the team for being creative however noted that Further Education (FE) student uptake was lower than Higher Education (HE) students. The Committee noted that monthly funding awards are lower for HE students however all students with funding issues are fully supported. It was also noted that funding is not automatically deducted from students who fail to attend, and the team will fully engage with them and offer support before funding is stopped.

E Keep reflected on the Scottish Government and Scottish Funding Council's (SFC) current perception and understanding of the scale of required support which has evolved over the past 20-25 years. He emphasised the growing need for more support and the importance of thinking differently about how to deliver services to students. D Robertson also highlighted the current changes in tertiary education including

sources of funding and whether this support will continue in the same way.

P Little highly commended the team and mentioned that the Tertiary Education and Training (Funding and Governance) (Scotland) Bill referred to the transfer of funding to the SFC, but not exclusively. His greater concern was how the funding would be allocated, noting that students could be at risk of losing out. He emphasised that support for students will continue to grow rapidly and must be carefully considered to avoid negative impacts on their learning. He also pointed out that funding from trusts will need to be relied on, in addition to other sources of funding.

R Gillespie thanked L Hardy for her presentation, and recognised the significant efforts and work being undertaken by the team.

Decision/Noted

To discuss the update on Student Support and Wellbeing.

L Hardy left the meeting.

Item LTSEC3-4.2		Students' Association (SA) Update	
Paper No: LTSEC3-B	Lead: C McCarthy	Action requested: Discuss	
Discussion/ Matters Arising	<p>C McCarthy provided an update on Class Reps, noting that 83% have been elected. The overall target for 50% of classes to have trained Class Reps has seen an increase from February 2024 which may be attributed to growth in student contact time and the implementation of Class Rep rewards. 68 training sessions have been offered to Class Reps with the majority facilitated by Faculty Ambassadors with support from the student engagement team.</p> <p>Usage of the previously reported Class Rep opt-out system has been minimal, and it is no longer being promoted to staff. Staff are still invited to share feedback on the system with the aim of making improvements for next academic year.</p> <p>Building on the success of last year's Class Rep rewards scheme, engagement continues to grow with 133 receiving Bronze rewards, 22 receiving Silver and 2 receiving Gold. C McCarthy thanked the Hospitality and Leisure team for their partnership in the scheme.</p> <p>Monthly Class Rep meetings continue, with feedback from students helping to shape the meeting themes. February and March topics will focus on City Attributes, and Progression and Pathways. C Carney informed that the City Attributes working group will review feedback received to make further improvements.</p> <p>So far, two Student Parliament meetings have been held during 2024-25, with the 5th meeting scheduled next Monday. Faculty Ambassador posts continue to be successful, with consistent attendance being recorded compared to previous years.</p> <p>The Big Student Elections are now underway for the 2025-26 Presidential Team and voting will take place from 17 – 20 March. Students are being signposted to the election webpages for information on this process.</p> <p>R Gillespie thanked C McCarthy for the update on progress.</p>		

Decision/Noted

To discuss the report.

Item LTSEC3-4.3 My Student Experience Survey 2023-24		
Paper No: LTSEC3-C	Lead: J Gray	Action requested: Discuss
Discussion/ Matters Arising	<p>J Gray provided a brief overview of the My Student Experience Survey outcomes for 2023-24. The survey takes place annually in October and student views on a variety of College experiences are gathered. The results are analysed at College, Faculty, curriculum and course levels with areas for improvement and actions developed to increase student satisfaction and retention rates.</p> <p>The student response rate of 56.8% was highlighted, showing a 21pp increase from the previous year. All Faculty areas saw an improvement in their response rates. Student satisfaction has also improved across all questions however dissatisfaction with funding information, guidance and timetabling, communication and timing of assessments were reported. Feedback also suggested that online learning materials should be kept up to date and reviewed annually. There was also a clear request for a consistent approach to the introduction of Canvas.</p> <p>L Heggie commented that it was great to see such engagement. She noted that while all satisfaction-based questions showed improvement, student funding information remained unchanged, maintaining the increase achieved last year. She suggested undertaking lower-level direct surveys to better understand the reasons behind this. D Robertson informed that this was being considered but highlighted the complexity of various funding pots. Although a lot of information is provided, it can be confusing, especially for FE students, as different pots serve different purposes and communication around this needs to be improved. J Gray added that the consistent satisfaction level suggests that an additional micro survey should be considered.</p> <p>E Keep congratulated the team on achieving an impressive response rate. He noted that the survey showed some pushback and confusion from students regarding City Attributes. He emphasised the need to communicate that employers are not only looking for specific skills but also value a broader understanding of generic attributes. C Carney added that the feedback is being reviewed by the City Attributes Working Group to ensure a valuable product is developed which is welcomed by students and staff.</p> <p>J Gray reported that the SFC National Student Satisfaction and Engagement Survey will take place in March with results reported early next academic year. C Carney highlighted that Scotland is the only country not participating in the UK-wide survey and suggested this should be further reviewed by the SFC.</p>	
Decision/Noted	To discuss the report.	

Item LTSEC3-4.4	Annual Complaint Handling Report 2023-24
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Paper No: LTSEC3-D	Lead: J Gray	Action requested: Discuss
Discussion/ Matters Arising	<p>J Gray presented the College complaints statistics for 2023-24 including an analysis of the volume and type of complaints, their outcomes and the time taken to process. Complaint reports are produced quarterly with updates provided to relevant Committees and an annual report is published on the College Website.</p> <p>The Audit and Assurance Committee conducted a deep-dive discussion at the September 2024 meeting. The Committee was reassured by the decline in reported complaints and noted that the handling process was reviewed in appropriate detail. J Gray emphasised that this review was not intended to downplay complaints but was to ensure that outcomes continue to drive enhancements to the student experience. The report is currently being reviewed in line with the new Tertiary Quality Enhancement Framework (TQEF) which will be used to assess annual progress.</p> <p>L Heggie thanked J Gray for the information and headline figures provided. She noted that 8 complaints from 2023-24 are still open from 2023-24. J Gray confirmed that this number has gone down since the report was published but admitted the process can be slow, as investigations often involve multiple staff and student groups. He reassured everyone that all actions are tracked to make sure they are completed. L Heggie acknowledged that the process is thorough but stressed the need to consider the wellbeing of those affected, especially since the process can be long and complex. J Gray explained that individuals can raise concerns directly with the Scottish Public Services Ombudsman (SPSO), and while no sanctions have been put in place so far, he agreed the process could be more efficient. R Gillespie added that it is important to balance fairness and trust in the process, listening to students while also considering the stress it may cause those involved.</p>	
Decision/Noted	<p>To discuss the Annual Complaint Handling Report 2023-24. To note the number of complaints handled has declined.</p>	

Item LTSEC3-4.5	Learning, Teaching & Student Experience Update	
Paper No: LTSEC3-E	Lead: C Carney/D Robertson	Action requested: Discuss
Discussion/ Matters Arising	<p>C Carney reported that the focus remains on enhancing student success and attainment. Work on the Student Success Framework, led by D Robertson, is progressing in consultation with staff and students across the College. Curriculum teams share collective responsibility for ensuring this is effectively embedded in programme delivery.</p> <p>Recruitment for 2025-26 remains strong with applications up 12% on first choice applications compared to the same time last year. The challenge now is to maintain the interest of applicants from now until the start of the academic year. The Student Transition and Induction Group (STIG) will plan 'keep warm' events and work with the student experience team to provide relevant information to support their continued interest before and after their arrival.</p> <p>Projects funded through the Learning and Teaching Fund for 2024-25</p>	

were highlighted. All projects, supported by the Learning and Teaching Academy (LTA), will complete in May 2025. Sharing of practice was provided at the recent Learning and Teaching Conference and will be provided on the LTA portal.

The 5th Learning and Teaching Conference, held on 21 January 2025, was one of the largest in the tertiary sector. It provided a platform for staff and external speakers to share practices and learn from colleagues and contributors. Students played a key role in filming, coordinating audio and lighting, and capturing insights through vox pops, showcasing partnership and engagement. Next year's Conference will be held on 20 January.

Early involvement in the Tertiary Quality Enhancement Framework (TQEF) has ensured that the College quality systems and processes are aligned.

D Robertson provided an update on the 4-year plan for developing learning spaces across the College. The year 1 pilot focussing on the development of 14 learning spaces (10 classrooms and 4 specialist areas) is currently in the procurement phase. An evaluation will take place at the start of next academic year to inform developments for years 2-4.

The new Head of the LTA, Dr Vic Boyd joined in December 2024, supported by two secondees from the learning and teaching staff who are supporting enquiries into effective learning and teaching practice, establishing a practitioner network, overseeing development of the learning and teaching fund projects and supporting the development of the Student Success Framework (SSF).

The pilot of the new SSF is underway involving one curriculum team from each Faculty using the SSF as a tool to review activities within the framework's themes. The performance team is also considering how the SSF aligns with the internal review requirements under the new TQEF.

The College is in discussions with the University of Strathclyde to renew the contract for the delivery of the Teaching Qualification for Further Education (TQFE) programme. Updates to the Memorandum of Understanding to extend the lecturer secondment to the programme team is being considered. Issues related to the General Teaching Council for Scotland (GTCS) registration were highlighted. P Little suggested exploring the concept of a tertiary teaching qualification. D Robertson confirmed that the College continues to collaborate with universities including the cross-sector Scottish Tertiary Enhancement Programme (STEP) where he plays a key leadership role.

Decision/Noted

To discuss the Learning, Teaching and Student Experience update.

Item LTSEC3-4.6		Strategic Risk Review
Paper No: LTSEC3-F	Lead: D McGowan	Action requested: Discuss
Discussion/ Matters Arising	<p>The strategic risks reported to the Committee were submitted for review, with no changes to risk scores proposed during the quarterly review.</p> <p>R Gillespie highlighted the ongoing development of learning spaces and the need for capital investment, questioning whether this is being</p>	

	<p>addressed. D McGowan referred to SR28, failure to manage strategic, physical and digital assets and infrastructure effectively, confirming that this matter is reported to and reviewed by the Development Committee.</p> <p>P Little referenced SR2, failure to establish an optimal pedagogical model emphasising that the proposed innovation centre may require a broader consideration of the changing nature of pedagogy. The Committee acknowledged that the new Head of the LTA will focus on enhancing the pedagogical model.</p> <p>Referring to SR 27, failure to prepare for the impact and harness the capabilities of Artificial Intelligence (AI), the Committee noted that updated guidance on AI for staff and students is currently being updated.</p>
Decision/Noted	<p>That the Strategic Risk Register for risks reported to the Committee was approved with no changes proposed.</p> <p>To note the associated Risk Management Action Plans.</p>

Item LTSEC3-5.1	Annual Self Evaluation Action Plan 2023-24	
Paper No: LTSEC3-G	Lead: J Gray	Action requested: Note
Decision/Noted	<p>To note the College's Self Evaluation Action Plan (SEAP) 2023-24 produced in response to the new TQEF. The Committee noted that due to the tight timescale, the inaugural SEAP was informed by cross College discussion and approved by the Principal for submission to the SFC. Future submissions will be discussed at this Committee before final approval.</p>	

Item LTSEC3-5.2	Audited Student Funding Support 2023-24	
Paper No: LTSEC3-H	Lead: B Deeley	Action requested: Note
Decision/Noted	To note the audited student support funds expenditure for 2023-24.	

Item LTSEC3-5.3	Student Recruitment 2024-25 (FT January Start Programmes)	
Paper No: LTSEC3-I	Lead: B Deeley	Action requested: Note
Decision/Noted	To note the high-level summary of student recruitment activity for the full time January 2025 intake.	

Item LTSEC3-5.4	Academic Board Minutes – 31 October 2024	
Paper No: LTSEC3-J	Lead: P Little	Action requested: Note
Decision/Noted	To note the Academic Board minute of the meeting held on 31 October 2024.	

Item LTSEC3-6	Any Other Notified Business	
Paper No: Verbal	Lead: Convener	Action requested: Note

Decision/Noted	<p>C Carney</p> <p>P Little informed the Committee that C Carney will be leaving the College in April. He acknowledged her as a dynamic and standout Vice Principal. An interim position will be advertised internally, with plans to update the current job description and advertise externally. This will be officially announced at the All Managers meeting on Friday.</p> <p>C Carney expressed her appreciation for the Committee's support, particularly highlighting her collaboration A Sullivan and the significant achievements made through the Student Academic Experience Strategy. She thanked the Committee for their ongoing support.</p> <p>On behalf of the Committee, R Gillespie thanked C Carney for her hard work and resilience, wishing her all the best for the future.</p>
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Item LTSEC3-7	Review of Meeting	
Paper No: Verbal	Lead: Convener	Action requested: Note
Decision/Noted	Members highlighted the increased response rate for the My Student Experience Survey and agreed that the improved student satisfaction rates should be highlighted to the Board in the Governance Report prepared by D McGowan.	

Item LTSEC3-8	Disclosability of Papers	
Paper No: Verbal	Lead: Convener	Action requested: Note
Decision/Noted	Noted without change.	

Item LTSEC3-9	Date of Next Meeting	
Paper No: Verbal	Lead: Convener	Action requested: Note
Decision/Noted	Tuesday 27 May 2025	

The meeting closed at 1700 hrs.

ACTIONS FROM MEETING

Item	Description	Owner	Target Date
	None		

ACTIONS FROM PREVIOUS MEETINGS

Item	Description	Owner	Target Date
LTSEC1-6 17 09 24	AONB, Committee Vice Convener: Any member interested in taking on the role to contact D McGowan.	All Members	ASAP