

Board of Management Learning and Teaching Committee

Date of Meeting	Tuesday 19 September 2017
Paper No.	LTC1-K
Agenda Item	12
Subject of Paper	Learning and Teaching Questionnaire 2016/17
FOISA Status	Disclosable
Primary Contact	Douglas Dickson, Performance and Improvement Director
Date of production	11th September 2017
Action	For noting

1. Recommendations

The Committee are asked to note and discuss this paper.

2. Purpose of report

This report provides an overview of the College Learning and Teaching survey for academic year 2016/17.

3. Context and Discussion

During academic year 2016/17 there are 2 student surveys –

Impressions Questionnaire

Issued - November

The purpose of this questionnaire is 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.

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 Impressions Questionnaire.

The Learning and Teaching survey was modified in academic year 2016/17 as follows –

- The question set was reduced to remove questions that duplicated other surveys and also to respond to student requests to ensure surveys are shorter.
- The results from the survey were analysed by the Customer Relationship Manager. The purpose of this analysis allows trends – positive and negative – to be identified within Faculties, Areas and Courses but more importantly to allow improvement actions to be devised to benefit the students experience at College.
- Faculties were then 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.
- 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

(B) Impressions Questionnaire Results 2016/17

The results from the Impressions questionnaire are attached at Appendix 1 with a comparison to academic year 2015/16.

- 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 this survey results –
 - Q8 & Q29 - Enhancement of the training of class representatives to engage with their class groups.
 - Q10 – The Student association has started a programme of work marketing where they are involved in change.
 - Q27 -Timetabling has been incorporated as part of the Curriculum Planning 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 CADM 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.

Learning and Teaching Questionnaire Question Comparison

	LEARNING & TEACHING QUESTIONNAIRE	2016/17	2015/16
QS1	SCOTTISH FUNDING COUNCIL	78	78
Q1	Overall, I am satisfied with my College experience	84	84
Q2	Staff regularly discuss my progress with me	73	71
Q3	Staff encourage students to take responsibility for their learning	89	89
Q4	I am able to influence learning on my course	78	77
Q5	I receive useful feedback which informs future learning	77	76
Q6	The way I'm taught helps me learn	77	77
Q7	My time at College has helped me develop knowledge & skills for the workplace	83	82
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	79	82
Q10	The college Students' Association influences change	53	62
QS2	LEARNING EXPERIENCE	84	84
Q11	My lecturers use different ways to help me learn	82	84
Q12	Learning and Teaching materials are good	83	80
Q13	My course material on 'MyCity' is up to date	82	87
Q14	'MyCity' has had a positive impact on my learning	84	85
Q15	Learning Support provide useful assistance and support relevant to my learning experience	82	85
Q16	I am satisfied with the support available from the Learning Support Team	83	86
Q17	Course activity and the learning and teaching materials I use take account of Equality, Diversity & Inclusion ie ensuring, fairness, opportunity and respect	88	91
Q18	I believe all students at the College are treated equally and fairly by their fellow students	84	87
Q19	I am making good progress	88	NQ
Q21	I would recommend my course	84	84

Q22	I would recommend City of Glasgow College as a place to study	87	NQ
Q23	Opportunities were available to get involved in the wider activities of the College	79	75
QS3	ASSESSMENT	78	83
Q24	Assessment tasks are made clear to me	81	86
Q25	Assessment tasks are spread across the course	77	80
Q26	Lecturers tell me what I am doing well and how I can get better	76	83
QS4	ORGANISATION	68	75
Q27	The course is well organised	68	76
Q28	When my lecturer is away, suitable alternative arrangements are made	69	73
Q29	I express my views through my Class Representatives	64	NQ
Q30	Do you feel your guidance sessions is used effectively	71	NQ