

Board of Management

Student Staff and Equalities Committee

Date of Meeting	Wednesday 6 May 2020
Paper No.	SSEC3-E
Agenda Item	5.3
Subject of Paper	Update – Post 17 March Activity
FOISA Status	Disclosable
Primary Contact	John Gribben, HR Director
Date of production	April 2020
Action	For Discussion

Recommendations:

- To note and discuss some examples of staff engagement post college closure for face to face learning on 17 March 2020.

1. Key Points

- 1.1** This report does not supplant the weekly updates provided to Board members, nor any other more comprehensive or individual reports from Faculties, Directorates or Students' Association.

2. Purpose of Report

- 2.1** The purpose of this report is to provide an outline of some activity related to communication and engagement with staff and students. It is in no way comprehensive or exhaustive; its purpose is to provide a representative summary of activity since the College ceased face-to-face teaching on 17 March and moved to the emergency approaches we now operate within.

3. Content

- 3.1** *Headline activity from support services is as follows:*

- Staff and student welfare and wellbeing at the forefront of all activity
- Staff portal / Resource hub created with advice guidance and tips on health and well-being
- Staff magazine created and produced monthly to share stories from home/remote working and highlighting how staff and students are going "above and beyond" during this crisis period; this is available on staff hub
- Staff FAQs available and kept up to date with info on Covid-19, with details on assessment and support
- Student FAQs also available and kept up to date with guidance on support available and info on exams and assessments
- Weekly branded email from Principal to staff updating on Government policy decisions impacting the college as well as messages of support and thanks
- Communications protocol revised and in place regarding all staff emails to limit email fatigue limited impacting on staff messaging
- Increased and regular production and promotion of work of staff and students during crisis to media across Scotland and UK
- Social media platforms supporting the above, and we are responding to staff and students via that means when necessary
- Regular branded email also being issued to Alumni and stakeholders from Principal
- Informal and formal engagement with recognised Trade Unions continue
- Board of Management messages also shared with all-staff via branded email alert.

- The rollout of Microsoft Teams to ensure staff can continue to communicate and engage with each other
- Technical and access queries for remote working were quickly resolved. Enquiries have reduced, and the IT team have adapted its guidance and training methods to support staff remotely
- Currently being piloted is an initiative to give staff the ability to connect their desk phone extension number to their personal mobile number. This enables calls to be made freely using Wi-Fi and allows staff to access their voicemail remotely. Once rolled out this will replicate the full college desktop environment at home.
- For a number of Faculties and classes, Students now have the ability to access files from the college
- Over 350 laptops to staff and students have been issued, including 200 on the day the College closed; all laptops had to be checked and issued using the new Asset Tracking App.
- There have been 437 responses to the IT Customer Satisfaction staff Survey, and the majority of the feedback has been positive.
- Regular meetings are scheduled with the three Glasgow Colleges HR Directors.

3.2 Headline activity from Faculties is as follows

- Regular communication and engagement with staff and students across all Faculties
- Increase in the number of team meetings to ensure needs are being met
- A number of reports of staff and students going above and beyond what would normally be expected, demonstrating how flexible students and lecturers are in the approach to ensuring learning is not disrupted
- Stylists are creating 'do it yourself' home videos and uploading them through the Amethyst Instagram and Facebook page
- As an alternative to face to face learning within the classroom, lecturers and students are uploading photos and videos of their lessons. This approach is being utilised within the cooking, hair & beauty and sports departments.
- The Design team has been key in assisting the NHS by producing 30,000 visors by using 3D printers and laser cutters at the College.
- Without having the ability to showcase artwork in the College, students are displaying their artwork on Instagram, which provides the opportunity for their skills to be recognised further afield.
- Although there are Cadets at sea, finishing off their sea time and some required to remain on cargo ships, the students are able to remain in contact and continue their learning remotely.

- Within the ESOL department, a two way text model has been piloted as a way to communicate with students and has proved to be successful
- Faculties are keeping records of students they are unable to get in touch with
- Overall, Faculties report that they are doing well, and a lot of positive energy is around, despite the crises and very challenging circumstances
- Staff are becoming more resilient to new temporary ways of working.

4. Finance & Resource Implications

- 4.1** There are significant finance and resource implications associated with post closure of the college and cessation of face-to-face teaching. These will require further and more detailed work