

Meeting of the Learning, Teaching & Student Experience Committee

MINUTE OF THE 1st MEETING HELD ON TUESDAY 17 SEPTEMBER 2024 AT 1500 HRS (LTSEC1), CITY CAMPUS, ROOM C.06.106

Present	
Audrey Sullivan (Convener)	Paul Little
Roddy Gillespie	Don MacKeen
Laura Heggie	Ciara McCarthy
Ewart Keep	Charandeep Singh
In Attendance	
May Miller	Valeria Ramos
Claire Carney	Derek Robertson
Jon Gray	Ann Butcher (Minute)
Drew McGowan	
Apologies for absence	
None	

A Sullivan welcomed L Heggie, C McCarthy and V Ramos to their first meeting of the Committee.

Item LTSEC1-1	Apologies for Absence	
Paper No:	Lead: Convener	Action requested: Note
Decision/Noted	There were no apologies.	

Item LTSEC1-2	Declarations of Interest	
Paper No:	Lead: Convener	Action requested: Note
Decision/Noted	There were no declarations of interest.	

Item LTSEC1-3.1	Minute of the meeting held on 28 May 2024	
Paper No: LTSEC1-A	Lead: Convener	Action requested: Approve
Decision/Noted	That the minute was approved, subject to one amendment. All outstanding actions have now been implemented.	

Item LTSEC1-3.2	Learning, Teaching & Student Experience Committee Annual Report 2023-24	
Paper No: LTSEC1-B	Lead: D McGowan	Action requested: Approve
Discussion/ Matters Arising	D McGowan presented the Committee's high-level review and record of activity and decision-making throughout academic year 2023-24. A minor amendment to the City Attributes section and the addition of an award	



section were agreed.

A Sullivan referenced the decrease in attendance last year. Recognising that Learning and Teaching is the core business of the College, she encouraged members to make every effort to attend the meetings.

Decision/Noted

To approve the Committee’s Annual Report for 2023-24, subject to agreed amendments.

Item LTSEC1-4.1 Students’ Association Update

**Paper No:
LTSEC1-C**

Lead: C McCarthy/V Ramos

Action requested: Discuss

**Discussion/
Matters Arising**

C McCarthy highlighted the key areas of work undertaken by the Students’ Association (SA) particularly in relation to the SA representation systems. The SA team continues to engage with class representatives, with the reward system implemented last year remaining in place. Currently around 16% of classes have an elected rep and this number is expected to increase as courses settle and more elections take place.

Four Faculty Ambassadors (FAs) are now in place to enhance the student experience by assisting with student feedback and Faculty Boards. This new paid role combines the previous associate trainer and Faculty rep positions ensuring more consistent engagement at Faculty Board level along with other commitments. FA’s also sit on the Student Parliament alongside the existing Presidential team, with the remaining seats to be filled through elections later this month. Student participation at all levels and involvement in elections is encouraged and continues to be well received. P Little suggested exploring the potential addition of an International Officer, which will be further considered.

The student pantry has been relocated to the SA café outlet on City Campus, with a newly installed counter now available at Riverside. This resource continues to support student wellbeing by providing essential access to food and other necessities. Efforts to improve and develop the service, including recruiting additional volunteers is ongoing. The pantry is supported by FAs and receives donations from charities and supermarkets, with potential grant funding also being explored. L Heggie suggested investigating membership in the Scottish Pantry Network for additional general guidance and support, which will be pursued. P Little commended the SA for their continued efforts in assisting students most in need.

Members were also pleased to note that the Sensory room, recommended by the Student Parliament, will be established by mid-October. It was noted that access will be restricted to specific student groups recommended for its use. A general discussion followed on the use of the term ‘safe space’, with concerns raised about its potential negative implications. It was agreed that alternative wording should be considered. A Sullivan thanked all staff and students involved.

Decision/Noted

To discuss the report.

Item LTSEC1-4.2 Learning, Teaching and Student Experience (LTSE) Update

Paper No: LTSEC1-D	Lead: C Carney/D Robertson	Action requested: Discuss
Discussion/ Matters Arising	<p>C Carney provided an update on progress of LTSE. She informed members that planning for student induction and transition began earlier this year and highlighted the success of the induction and welcome week activities, held two weeks before the start of the 2024-25 academic year. These events were attended by approximately 6,500 students. This start of year exercise has already been evaluated, with lessons learned influencing the approach for 2025-26.</p> <p>Conclusion of the ongoing national industrial action and Action Short of Strike (ASOS) marks the best start to the academic year in several years. The focus now shifts to student attainment and success, with the development of the Student Success Framework helping to better understand how to support students in teaching methods and content. A Learning and Teaching fund was also launched last week, with the aim to support innovative practice in course development and design and to improve student success and the learner experience. E Keep commended this initiative. C Carney further confirmed that a meeting with the Arm's Length Foundation to consider the funding application for City Attributes is expected to take place in early October.</p> <p>C Carney provided an update on completion of resulting for 2023-24. 2.3% of results have still to be finalised, with some still outstanding due to staff absences. She acknowledged that a small number of results could not be provided due to lost teaching time which is being addressed by infilling students into other courses. She assured that all student concerns raised have been addressed and that there will be no negative impact on student progression.</p> <p>D MacKeen expressed some concern about the reduction of learning support assistants in English for Speakers of Other Languages (ESOL) and Supported Education courses, emphasising the ongoing challenges faced by lecturers who rely on this specialised role. A Sullivan acknowledged the concern and pointed out that the broader College-wide support system had shifted to the learning support model which is now working well. She considered this to be an operational matter beyond the Committee's strategic remit and recommended that it be addressed by the College's management team.</p> <p>C Carney reminded the group that the previous support model was unsustainable, and the number of learning support lecturers had transitioned to an increased number of student learning support advisers offering more general support across the College. D Robertson highlighted the importance of Personal Learning Support Plans for students with challenging and evolving needs. He considered the need for improved communication with lecturers about how learning materials can be made more accessible, especially once relevant students have been identified. This matter will be further discussed offline with appropriate curriculum teams. P Little expressed concern that this matter was raised by a Board member that is personally affected and suggested that an interest should have been declared.</p> <p>D Robertson advised that the first cohort of students in the new University of Strathclyde TQFE programme completed in June 2024 with 16 new staff members commencing during August. Feedback from partners and</p>	

lecturers has been positive. A member of staff also commenced a one day a week secondment to the team at Strathclyde. A final TQFE research project 'AI Think, Therefore I Am' has also been shortlisted at the CDN Research Project of the Year Awards.

A Sullivan was pleased to note improvements in the induction process emphasising its importance, serving as an introduction towards a successful student journey. She shared her positive experience attending the recent induction event which she found inspiring. To gain a deeper understanding of the College, she encouraged other members to participate in similar events and requested that Deans inform them when relevant activities are taking place. Members were reminded that the Learning and Teaching Conference will be held on 21 January 2025.

Decision/Noted

To discuss the update report.

Item LTSEC1-4.3		New Tertiary Quality Enhancement Framework Arrangements	
Paper No: LTSEC1-E	Lead: J Gray	Action requested: Discuss	
Discussion/ Matters Arising	<p>J Gray provided an overview of the new quality assurance and enhancement framework (TQEF) for Scotland's colleges and universities. The new framework includes a shared set of principles, 5 key delivery pillars and outputs and, draws on the strengths of the college and university sectors existing arrangements.</p> <p>An Outcome Agreement return will be completed, and a new Outcome Framework will then be established through discussion with the SFC. The framework includes annual monitoring with the SFC, and a performance review every 3-5 years. A Self-Evaluation and Action Plan (SEAP) will be submitted annually, with the first due in November 2024. The College will undergo a Tertiary Quality Enhancement Review (TQER) to assess its academic standards, learning quality and student success. The College will be advised of the date for review later this year. The Student Partnership in Quality Scotland (SPARQS) Student Learner Experience model will be embedded to ensure students are central to the College's quality approach.</p> <p>J Gray assured that the systems currently in place for gathering information for enhancement will be built on through this new process, making them more focused and purposeful. C Carney added that although this was not an easy task, the College has been integrating this approach into its systems over the past year by ensuring that processes and templates are updated, helping to familiarise staff with the terminology and language of the new TQEF.</p> <p>A Sullivan was pleased and encouraged to see that the College is well positioned to transition to the new framework. However, she was concerned about staff perceptions and reminded that it is important to communicate to staff that the sector is working towards a more coherent reporting mechanism, helping them to understand why these changes are necessary. This will ensure staff are informed about the process and purpose behind the new reporting requirements.</p>		
Decision/Noted	To discuss the report.		

Item LTSEC1-4.4		SFC Student Satisfaction and Engagement Survey Results 2023-24	
Paper No: LTSEC1-F	Lead: J Gray	Action requested: Discuss	
Discussion/ Matters Arising	<p>The internal results of the national student satisfaction survey were submitted for discussion and was taken as read. The Committee congratulated the College, SA and Faculties for the efforts made in terms of the increase in the highest ever response rate for the College and indeed the sector (from 46% to 55%) and that the satisfaction had been sustained at 85%, despite the industrial dispute.</p> <p>C Singh noted that the College's satisfaction levels remain below the sector average. J Gray explained that the sector average is approximately 92-94%, and the higher response rates from smaller colleges tend to skew the overall figure.</p> <p>Members highlighted the key areas for development, particularly Nautical and STEM's commitment to student engagement which is lowering the overall response and satisfaction rates. A Sullivan noted that these students often have professional backgrounds which can shape their expectations and levels of satisfaction. P Little added that the prolonged strike action significantly disrupted workshop operations and affected a contract with an external employer. J Gray assured the Committee that the Faculty has expressed their commitment to improving engagement which includes the support of female students and responding to survey feedback. All Faculties will continue to reflect on results and put preventative measures in place.</p> <p>A Sullivan acknowledged the excellent overall satisfaction levels across the College and while this was below the sector average, the Committee was pleased with the response rates. However, she emphasised that responses should be pushed into the 90% range, noting that Faculties are actively working on improvements to achieve this.</p>		
Decision/Noted	To discuss the update report.		

Item LTSEC1-4.5		Education Scotland Annual Engagement Visit Report	
Paper No: LTSEC1-G	Lead: J Gray	Action requested: Discuss	
Discussion/ Matters Arising	<p>An update on the outcome of the Annual Engagement Visit undertaken by Education Scotland in May 2024 was submitted. The Committee was pleased to note that Education Scotland were confident that the College has made satisfactory progress and has the capacity to continue to improve. The list of major strengths was highlighted and three areas for development will be progressed through the ongoing quality enhancement work.</p>		
Decision/Noted	To note the update report.		

J Gray left the meeting.

Item LTSEC1-4.6		Review of Corporate Caring Duties 2023-24	
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Paper No: LTSEC1-H	Lead: D Robertson	Action requested: Discuss
Discussion/ Matters Arising	<p>Information on the KPIs related to the College's corporate caring duties which includes Prevent, Safeguarding and Corporate Parenting Duties were submitted.</p> <p>D Robertson highlighted that the 2023-24 data shows that complete success for care experienced students falls below the overall student population, and they are more likely to achieve partial success. There is little difference in early withdrawals however care-experienced students have a higher number of further withdrawals (ie those that occur after 5 weeks for full-time courses or after 25% of the duration for other courses). Central support for care-experienced students is in place with advisers helping with a range of issues including financial and wellbeing matters. It was agreed that the College should continue to identify care-experienced students, engage with them from the start and make every effort to support them on their learner journey. The importance of collaboration with the support team was stressed to ensure these students receive the help they need.</p> <p>A Sullivan referred to the number of reported gender-based violence cases. While it was positive that incidents were reported and students received support and guidance on where to seek specialised assistance, there was still a need to widen this support to those who are reluctant to come forward. D Robertson informed that the College has been awarded the Emily Test Charter, which will help expand knowledge and improve reporting mechanisms. The best timing for broader publicity and announcements is currently under discussion. A Sullivan was delighted that the College had been awarded this Charter and commended this approach.</p> <p>D McGowan updated members on the College's current approach to Prevent and reported a positive outcome to recent Prevent referral. Communications to students are being refreshed and a policy is in place and made available on the website. Staff are also made aware of the risks to students through the provision of training and internal communications. Members noted that Police Scotland will address this issue at a future meeting of all managers. D McGowan assured members that the College regularly maintains collaborative relationships with relevant external agencies and institutions and attends the college sector Safeguarding Network.</p>	
Decision/Noted	To discuss the report.	

Item LTSEC1-4.7	Strategic Risk Review	
Paper No: LTSEC1-I	Lead: D McGowan	Action requested: Discuss
Discussion/ Matters Arising	<p>The strategic risks for the Committee's consideration were submitted for review. It was proposed that risk SR11, failure to achieve taught degree awarding (tDAP) powers, be removed. P Little explained that work to progress a tDAP application was suspended in 2022 due to the financial and funding challenges faced by the College. Although the financial position has recently improved, application is still not considered viable at this time and tDAP is no longer viewed as a strategic priority. Members agreed to remove SR11.</p>	

Given that the national dispute with College Employers Scotland and EIS-FELA has now concluded, the risk score for SR1, failure to support successful student outcomes and progression was reviewed. Members agreed that the Probability be reduced to 2, giving a new risk score of $5 \times 2 = 10$.

Decision/Noted

- To approve the removal of risk of SR11.
- To approve the reduced risk score for SR1 to 10 (Amber).
- To note the Risk Management Action Plans for risks reported to the Committee.

Item LTSEC1-5.1	Academic Board – 20 May 2024	
Paper No: LTSEC1-J	Lead: P Little	Action requested: Note
Decision/Noted	To note the Academic Board minute of the meeting held on 20 May 2024.	

Item LTSEC1-6	Any Other Notified Business	
Paper No: Verbal	Lead: Convener	Action requested: Note
Decision/Noted	<p>Committee Vice Convener A Sullivan suggested that it would be beneficial to appoint a Vice Convener for the Committee. She encouraged anyone interested in taking on the role to contact D McGowan.</p>	

Item LTSEC1-7	Review of Meeting	
Paper No: Verbal	Lead: Convener	Action requested: Note
Decision/Noted	No specific items were highlighted for the Board's attention.	

Item LTSEC1-8	Disclosability of Papers	
Paper No: Verbal	Lead: Convener	Action requested: Note
Decision/Noted	Noted without change.	

Item LTSEC1-9	Date of Next Meeting	
Paper No: Verbal	Lead: Convener	Action requested: Note
Decision/Noted	Tuesday 12 November 2024	

The meeting closed at 1725 hrs.

ACTIONS FROM MEETING

Item	Description	Owner	Target Date
LTSEC1-3.2 17 09 24	LTSEC Annual Report 2023-24: Update as agreed.	DM	ASAP
LTSEC1-4.7 17 09 24	Strategic Risk Review: Remove SR11 and reduce risk score for SR1 to 10 (Amber).	DM	ASAP
LTSEC1-6 17 09 24	AONB, Committee Vice Convener: Any member interested in taking on the role to contact D McGowan.	All Members	ASAP

ACTIONS FROM PREVIOUS MEETINGS

Item	Description	Owner	Target Date
LTSEC4-3.3 29 05 24	Student SMHA Draft: Recommend for Board approval.	LS/DM	BoM Mtg 19 06 24 Complete
LTSEC4-4.2 29 05 24	CitySA Impact Report 2023-24: Recommend for Board approval.	LS/DM	BoM Mtg 19 06 24 Complete