

Borders College

Student Experience Committee

Thursday 29 November 2018 at 10.00 am in Room 0.039

Actions

Item	Action	Responsibility and Date
03/18	<u>David</u> Timetables are not understood by students as they are printed with course codes, not course names. Robert will take this forward to investigate the issue further with a view to a resolution.	Robert
03/18	<u>Gregor</u> The HNC sports students have gaps in their timetables and constantly have room changes. The Facebook group set up was working well, but it may be easier for students to receive text messages. Lynne queried why this group had so many room changes as staff should work to their timetables and will investigate this further.	Lynne
03/18	<u>Amy</u> The NC Animal Care class at Newtown campus begins slightly later to accommodate students using the college bus from Gala campus which arrives late. This is a disruption to the class and teaching time is lost. Jayne agreed, however, if classes started late and finished later it would affect the lunch schedule. Classes cannot finish late at the end of the day due to the bus timetable Clare added that it was difficult relying on public transport to get students to Newtown campus and it was agreed that this was an ongoing issue. Douglas suggested that he would arrange a meeting with Cameron Pringle, Lead Rep, Clare, Jayne, Amy and himself to discuss this further.	Douglas
03/18	<u>Ann</u> There are concerns with the progress of theory work within the Level 3 Diploma in Professional Cookery. There has not been one week where the timetable has been followed. This is partly due to lots of rewarding events and the 'Field to Fork' initiative in collaboration with Gamekeeping students. Lynne will discuss this further with Joanne George, CLM for this area.	Lynne
03/18	<u>David</u> The HNC AIT students asked if their whole timetable could be condensed into one college day. Lynne replied that this would not be possible; however, she will arrange a meeting with the class and Joanne George, CLM to discuss their timetable further.	Lynne
03/18	<u>Wendy</u> The HNC Hairdressing students have queried their lunch breaks on their timetable as each week for one day they have a two hour lunch break and for two days they have thirty minutes lunch break. Lynne stated that she was unaware of this, but would gladly look into this further.	Lynne
04/18	<u>David</u> Business students submit homework, but do not receive feedback. Lynne agreed to take this forward and discuss further with staff.	Lynne
04/18	<u>Kirsty</u> Higher Health students receive no feedback regarding their progress from lecturers. Jayne agreed to take this forward and discuss further with staff.	Jayne

05/18	It was agreed that Pravin, Head of Finance and Procurement should be invited to future meetings. Douglas will invite Pravin to the next meeting.	Douglas
05/18	<u>Douglas</u> Douglas suggested for Amy and himself to be invited to the CLM meeting during April/May to discuss further the induction support process for next session. Lynne agreed to arrange this.	Lynne
05/18	<u>Douglas</u> Feedback for the IT services had a comment reporting an 'inconsistent service'. Scott asked Douglas to forward this to him.	Douglas
05/18	<u>Ann</u> The Hospitality students asked if they could have Wi-Fi in the kitchens. Lynne replied that this could be a health and safety issue due to the food production. Scott agreed to look into this suggestion.	Scott
05/18	Douglas asked if the evening students could access hot water in the library. Robert agreed to take this forward and investigate further.	Robert
05/18	<u>Douglas</u> On the basis of the student facilities feedback, the Student Association will arrange for sub committees to meet (Student Association and CLM's) to discuss further Newtown campus, Sport and Art.	Douglas
06/18	The Student Association has been made aware of students at Newtown campus continuing to use homophobic/transphobic/sexist language, despite sanctions. Douglas will take this issue forward.	Douglas
06/18	The SA will arrange to meet with J Louth and A Winwood to discuss the recruitment of Lead Reps before the next SEC meeting.	Amy

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MINUTE

ITEM	Chair: Douglas Jardine, SA President	ACTION
01/18	<p>Present <u>Lead Reps</u> David Elder, Business, Events and Heritage Tourism and BCSA Vice President (Education) Douglas Jardine, SA President Ann Letham, Business, Events and Heritage Tourism, BCSA Vice President Activities Gregor Nixon, Sport and Outdoor Activities Wendy Ross, Creative Industries Kirsty Wilson, Health, Care and Social Care</p> <p><u>Staff</u> Lynne Gilchrist, Assistant Principal, Creative Industries, Business and Sport Jayne Gracie, Assistant Principal, Care, Access and Rural Skills Amy Hamilton, SA Officer Robert Hewitt, Facilities Manager Davie Lowe, Assistant Principal, Construction, Essential Skills and Transitions and STEM Susan Maltman, Curricular Administrator (minutes) Scott Moncrieff, ISLT Manager Clare Nairn, Student Services Manager</p> <p>Welcome Douglas welcomed and thanked everyone for attending the first meeting of the Student Experience Committee. Douglas also thanked Amy for her hard work in putting together this first meeting.</p> <p>Introductions around the table followed.</p>	
02/18	<p>Apologies Heather Anderson, Vice Principal Sue Donaldson, Early Education and Supported Programmes Duncan Murray, Early Education and Supported Programmes</p>	
03/18	<p>Curriculum <i>How good is the college at designing a curriculum that works well for students?</i></p> <p><u>Timetables</u> Feedback had highlighted the organisation of timetables and the confusion of using course codes rather than course titles.</p> <p><u>Wendy</u> Due to students receiving the timetables late it had been very hard for students to organise their lives outside of college hours. Lynne replied that this year had seen exceptional circumstances due to internal re-organisation and the finalisation of timetables were therefore late. This shouldn't happen again.</p> <p><u>David</u> Timetables are not understood by students as they are printed with course codes, not course names. Robert will take this forward to investigate the issue further with a view to a resolution.</p>	<p>Robert</p>

Kirsty

The Higher Health students reported that they have one very long day on their timetables. Due to Higher Biology (a mandatory subject for progression) being delivered as an evening class these students are in college all day and in the evening. Jayne replied that the route will be explained clearly in advance next year and the timetabling will also be reviewed.

Gregor

The HNC sports students have gaps in their timetables and constantly have room changes. The Facebook group set up was working well, but it could be easier for students to receive text messages. Lynne queried why this group had so many room changes as staff should work to their timetables and will investigate this further.

Lynne

Robert

On particular days of the week the campus is full to capacity. A domino effect may occur if one class is moved and there are no spare rooms for flexibility. Davie added that it was good that this matter had been raised at this meeting. Robert stated that there was no short term fix, but that working closely with CLMs will hopefully address this for next year.

Amy (on behalf of Animal Care students)

The NC Animal Care class at Newtown campus begins slightly later to accommodate students using the college bus leaving from Gala campus, which arrives late. This is a disruption to the class and teaching time is lost.

Jayne agreed, however, if classes started later and finished later it would affect the lunch schedule for both students and staff. Classes cannot finish late at the end of the day due to the bus timetable.

Clare added that it was difficult relying on public transport to get students to Newtown campus and it was agreed that this was an ongoing issue.

Douglas suggested that he could arrange a meeting with Cameron Pringle Lead Rep Newtown campus, Jayne, Amy and himself to discuss this further.

Douglas

Ann

There are concerns with the progress of theory work within the Level 3 Diploma in Professional Cookery. There has not been one week where the timetable has been followed. This is partly due to lots of rewarding events and the 'Field to Fork' initiative in collaboration with Gamekeeping students.

Lynne will discuss this further with Joanne George, CLM for this area.

Lynne

David

The HNC AIT students asked if their whole timetable could be condensed into one college day. Lynne replied that this would not be possible; however, she will arrange a meeting with the class and Joanne George, CLM to discuss their timetable further.

Lynne

Wendy

The HNC Hairdressing students have queried their lunch breaks on their timetable as each week for one day they have a two hour lunch break and for two days they have thirty minutes lunch break.

Lynne stated that she was unaware of this, but would gladly look into this further.

Lynne

Core Skills

Wendy

Level 3 Beauty Therapy students have highlighted that more numeracy/business within their course would be beneficial. Lynne replied that later modules in the course provided the opportunity to study these.

Douglas

Douglas reported that positive feedback had been received for a number of Core Skills classes.

	<p><u>Communication</u> On some courses student communication using Facebook works well and Lead Reps agreed with this. D Lowe stated that Facebook was beneficial to those students who use this method and J Gracie added that it should only be there for current students.</p> <p><u>Articulation</u> Douglas reported that some universities did not guarantee places for a number of courses and that clear clarification on the progress within courses is required for next year. Lynne replied that entry requirements to university courses are an individual's responsibility and that guaranteed places for college students was difficult to secure at present. Articulation is in place and the college continues to work with universities on this matter. Clare added that the decision can also be down to the universities who can be as selective as they want to be.</p>	
04/18	<p>Learning and Teaching Approaches</p> <p><u>Douglas</u> Douglas reported that positive feedback had been received and staff were giving students a good experience.</p> <p>Mixed feedback was received relating to digital technology, but mainly positive towards the different learning methods.</p> <p>Some feedback received from students queried if they were on an appropriate level of core skills.</p> <p><u>Wendy</u> NC Art and Design students are limited in their range of resources, but she wasn't sure what resources they referred to.</p> <p><u>Kirsty</u> The Higher Health class can be disruptive and were split between students working on their assessment and some not interested. Jayne agreed with this and added that staff were aware of the situation monitoring this and providing extra support.</p> <p><u>Gregor</u> External speakers/trainers have been visiting the HNC Sports group and this has had a positive effect for the group. This group would like external visitors to visit on a regular basis as the majority of the remainder of their learning is based around power points. Lynne asked if this would be applicable to lower levels and Gregor replied yes they would also benefit. To apply our coaching skills practically and not just in the classroom is what all groups would prefer.</p> <p>Lead Reps agreed that Moodle was slightly complicated and should also be made easier for students to locate.</p> <p><u>Amy (on behalf of Computing students)</u> These groups would prefer more digital learning opportunities. Jimmy Louth, CLM held a Focus Group meeting with NC Computing students who asked for additional interactive material and more interaction with lecturing staff. J Louth, CLM has discussed this further with staff.</p> <p><u>Amy (on behalf of Supported Learning students)</u> These groups would prefer more activity on seasonal projects. They all enjoy practical lessons and find them interesting.</p> <p><u>Ann</u> Hospitality groups have no concerns and everything is excellent.</p>	

	<p><u>David</u> The Business groups feel that there is little difference between IT Level 5 and Level 6. Lynne replied that Joanne George, CLM had this in hand. HMC AIT students would like their work reprinted due to the poor copies for them to work on and would also like work updated on Moodle. Lynne replied that Lesley Johnson, Learning and Teaching Enhancement and Joanne George, CLM were working on these issues.</p> <p>Feedback from staff to students</p> <p><u>Douglas</u> General feedback received highlighted that time for more individual/study work would be beneficial.</p> <p><u>Ann</u> Everything is fine with Hospitality students.</p> <p><u>David</u> Business students submit homework, but do not receive feedback. Lynne agreed to take this forward and discuss further with staff.</p> <p><u>Amy (on behalf of Computing students)</u> These groups would like more feedback for tests given to them before their final assessments. Davie replied that lecturers had been made aware of this.</p> <p><u>Gregor</u> These groups would like more ongoing lecturer feedback to take them to their final assessments.</p> <p><u>Kirsty</u> Higher Health students receive no feedback regarding their progress from lecturers. Jayne agreed to take this forward and discuss further with staff.</p> <p><u>Wendy</u> HNC Visual Communication students had a great permanent lecturer, but now have a new temporary lecturer and things are not settled. Lynne replied that the new temporary lecturer had just started at college and time is required for settling in with the group.</p>	<p style="text-align: right;">Lynne</p> <p style="text-align: right;">Jayne</p>
05/18	<p>Services to Support Learning</p> <p><u>Douglas</u> Douglas, Amy, Jayne, Clare, Cameron and the new Newtown campus CLM will meet separately to discuss a number of specific issues at Newtown campus.</p> <p><u>Clare</u> It has been noted that new staff are not as knowledgeable on where Student Services are based at Gala campus and the support available for their students.</p> <p>It was agreed that students enrolling late in the term do not receive the same induction experience.</p> <p><u>David</u> David raised the tone of some letters which are sent from the Finance Dept. and asked if the team were able to speak to students in the first instance to give guidance and support.</p> <p>Clare replied that student funding must follow Government guidelines and therefore the Bursary team must request the correct paperwork/information. However, this matter will be addressed by the Bursary team.</p> <p>It was agreed that Pravin, Head of Finance and Procurement should be invited to future meetings. Douglas will invite Pravin to the next meeting.</p>	<p style="text-align: right;">Douglas</p>

How good is the college at supporting students

Douglas

A range of cross-college staff have been complimented on the support they give. However, there still remains inconsistency as received by the mixed responses on the levels of service received.

Wendy

A map for new students (paper or online) would be beneficial.

Robert replied that Reception had a stock of maps for anyone to borrow and that a map is also online. Wendy replied that the college should be aware that not every student has access to the internet at outside of college. Robert suggested that a map should possibly be available in induction packs.

Douglas stated that maps should be more visible for new students and Lynne added that maps would be especially useful for students enrolling late. Robert agreed to ensure that maps would be made more visible in the Reception area.

Robert

Kirsty

Higher Health Care students can't thank Student Services enough for their support for a student in their group.

Gregor

Posters around campus are very good for promoting the support available and for extra information.

Clare/Robert

Sanitary products have been taken out of the toilets due to the sewage system being blocked by them. However, students can ask the Student Services team in the Advice Centre for any product and these remain free. Posters are across campus with this information.

Gregor

The sports students starting late at college don't remember receiving any paperwork or information for the induction process.

Clare replied that all information for new students is available online.

Davie suggested that maybe a short informative video clip could be shown to new students at the beginning of the session.

Douglas

Douglas suggested for Amy and himself to be invited to the CLM meeting during April/May to discuss further induction support for next session.

Lynne agreed to arrange this.

Lynne

IT Services

Douglas

Douglas reported that students had complimented the help given by the ISLT staff.

However, feedback had been received for the IT services with a comment reporting an 'inconsistent service'. Scott asked Douglas to forward this to him.

Douglas

Scott

Will investigate the possibility of adding Adobe software to personal and bursary laptops for a specific class.

The internet access at ISEC (Ian Stark Equestrian Centre) has been poor due to the remoteness of the centre. Scott and his team have increased the bandwidth available and now have instructed BT to lay new cabling to the building to provide a wired internet connection for the first time. Lynne added that the Horse Care staff and students find it very beneficial for the courses to be delivered at ISEC.

Ricoh printers will expand their service to allow printing from laptops. Hopefully this will be in place for 2019.

	<p>The Learning Support team received great feedback from the students.</p> <p><u>Wendy</u> There is a Level 1 Hairdressing student who requires support and the lecturer is aware of this. Clare replied that a 'blue' request form should be completed and returned to the Course Tutor to send to the Learning Support team.</p>	
	<p>Due to the time Douglas decided to close the meeting and due to the success of this first meeting asked everyone to go and relay this to everyone in college.</p>	