

**Actions**

Item	Action	Responsibility and Date
04/18	<p><u>Kirsty</u> Lecturers haven't enrolled the Nat 4 Care group on Moodle and these students can't access their Moodle courses. Connor replied that lecturers should add their course code to enable students to access this resource. Lynne will inform Jayne.</p>	Lynne/Jayne
04/18	<p><u>Josh</u> Computing groups would like more physical teaching and not just online, especially as not all required material for assessments is available on Moodle. Davie agreed to take this forward.</p>	Davie
06/18	<p><u>Kirsty</u> Nat 5 Care students have experienced delays in receiving feedback from Block 1. Jayne agreed to take this forward.</p>	Jayne
06/18	<p><u>Josh</u> Computing students are unsure of specifics on what they need to learn relating to their assessments. Davie agreed to take this forward.</p>	Davie
07/18	<p><u>Newtown</u> Provision of e-books has increased at Newtown, although usage is low. Jamie asked what kind of provision would the college like for Newtown? Jamie will take forward the concerns of Newtown students, re the library service provision at Newtown.</p>	Jamie
07/18	<p><u>Wendy</u> NC Art students felt that books were targeted more for Heriot Watt students. Lynne added that students can request from Jamie books required. Jamie stated that he would arrange to meet with Niall and Siobhan to discuss this further.</p>	Jamie
10/18	<p><u>EIS strike action</u> The EIS strike action may include staff withholding assessments grades from college management. David and Amy will email all college students to notify them of the situation and how it may affect them. Students can request from their Course Tutor their results and take this information themselves to the college management. Lead Reps were asked to inform their groups of these arrangements. David agreed to also send this email to Assistant Principals and the Executive Management.</p>	<p>Amy/ David</p> <p>Lead Reps</p> <p>David</p>
11/18	<p><u>Lynne's' update</u> Lynne reported that she will lead a 'working party' representing 'student induction' which will be held on Thursday 7 March in the morning. Lynne agreed to send email invitations to this meeting (including Jamie, College Librarian – see item 12/18).</p>	Lynne
12/18	<p>Jamie reported that 'health and wellbeing' books/audio books are available within the library and could everyone pass this information on to students. Jamie will notify the student support services and BCSA of what is available.</p>	Jamie

Student Experience Committee

Tuesday 5 March 2019 at 10.00 a.m. in the Board Room

MINUTE

ITEM	Chair: David Elder	ACTION
01/18	<p><b>Present</b></p> <p><u>Lead Reps</u>                      David Elder, Business, Events and Heritage Tourism and BCSA Vice President (Education)                      Ann Letham, Business, Events and Heritage Tourism, BCSA Vice President Activities                      Gregor Nixon, Sport and Outdoor Activities                      Wendy Ross, Creative Industries                      Josh Thomson, STEM                      Kirsty Wilson, Health, Care and Social Care</p> <p><u>Staff</u>                      Connor Bradley, Project Manager Digitalisation                      Joe Devlin, BCSA Admin (observer)                      Lynne Gilchrist, Assistant Principal, Creative Industries, Business and Sport                      Jayne Gracie, Assistant Principal, Care, Access and Rural Skills (arrived 10.25 a.m.)                      Amy Hamilton, BCSA Officer                      Davie Lowe, Assistant Principal, Construction, Essential Skills &amp; Transitions &amp; STEM                      Jamie McIntyre, Learning Centre/Library Manager                      Susan Maltman, Curricular Administrator (minutes)                      Scott Moncrieff, ISLT Manager                      Clare Nairn, Student Services Manager                      Janet Robertson, Director of Business and Improvement</p>	
02/18	<p><b>Welcome and approval of previous minute</b>                      David welcomed everyone to the second Student Experience Committee meeting.</p> <p>Glen Turnbull, Publications Assistant took photographs of everyone present. David explained that the photograph will be used as part of the BCSA presentation which will be given at the Sparqs 'student engagement for all' annual conference in Edinburgh on Thursday 28 March 2019.</p> <p>David asked for approval of the previous minute and this was given by Lynne.</p>	
03/18	<p><b>Apologies for Absence</b>                      Heather Anderson, Vice Principal                      Robert Hewitt, Facilities Manager                      Douglas Jardine, BCSA President                      Duncan Murray, Early Education and Supported Programmes</p>	
04/18	<p><b>Curriculum (Block 2)</b>  <i>How good is the college at designing a curriculum that works well for students?</i></p> <p><u>Chair's report</u>                      Business L6 felt that short notice changes had been made to timetables making it difficult to arrange childcare.</p> <p>HNC Computing reported that not all courses are available on Moodle. Angela is working with ISLT to investigate further.</p> <p>The Access to Nursing have acknowledged the positive changes which have been made to their curriculum.</p>	

	<p><u>Gregor</u> Units are all relevant and timetabling is good (through Facebook). Lecturers try to group classes within the same area of the campus to avoid too much movement. Lynne added that the new timetabling for next session should alleviate this issue.</p> <p><u>Kirsty</u> Lecturers haven't enrolled the Nat 4 Care group on Moodle and these students can't access their Moodle courses. Connor replied that lecturers should add their course code to enable students to access this resource. Lynne will inform Jayne.</p> <p><u>Wendy</u> Beauty Therapy L2 felt that one week's notice for an extra class in the morning made it difficult to arrange childcare. Lynne apologised for this.</p> <p><u>Josh</u> Computing groups would like more physical teaching and not just online, especially as not all required material for assessments is available on Moodle. Davie agreed to take this forward.</p> <p><u>Ann</u> Communication with the CLM is very good.</p>	<p><b>Lynne/ Jayne</b></p> <p><b>Davie</b></p>
<p><b>05/18</b></p>	<p><b>Learning and Teaching Approaches</b> <i>How good is the College at making sure lessons are interesting and relevant for students?</i></p> <p><u>Chair's report</u> Sport and HNC Animal Care students: would prefer a more interactive approach; e.g. practical activity and video clips.</p> <p>HNC Computing students: not enough direct teaching.</p> <p>NC Art: students: have been very positive re their teaching methods and freedom to explore.</p> <p>Higher Health students: lecturers adapt to suit the needs of students.</p> <p>Animal Care students: great improvements and interesting and relevant lessons. Skills for Independence students: find it hard to use Bursary laptops and a facility to charge them. (Laptops stay in college).</p> <p><u>Kirsty</u> Everyone is happy with their lessons.</p> <p><u>Gregor</u> Everything is going well, but Sports groups would like more external speakers to be invited to college. Lynne agreed and added that she will be working with staff to make lessons more interactive.</p> <p><u>Wendy</u> Everything is going well.</p> <p><u>Josh</u> HNC Computing find Monday mornings can be difficult for self-motivation as they are not taught lessons (too much independent study) and this means low class input.</p> <p>NC Computing reported that there is lack of materials from lecturers for the students who are ahead of their work and waiting for others to catch up.</p> <p><u>Ann</u> There is a lot of work on Moodle which is not used or Hospitality students don't have time to do. Lynne added that Virtual Kitchen is a fantastic tool for students and can also be accessed out with college.</p>	

<p><b>06/18</b></p>	<p><b>Student Assessment &amp; Feedback</b>  <i>How good is the college at making sure assessment approaches meet the needs of students?</i>  <u>Chair's report</u>  Nat 4 Care, HNC Admin and IT would like more specific feedback in order to improve their understanding/learning.</p> <p>HNC Admin &amp; IT, HNC Animal Care, Catering L3: a few classes are not given enough notice of the dates of assessments.</p> <p>Most classes reported having assessment schedules and a clear understanding of assessment criteria.</p> <p><u>Gregor</u> Well communicated.</p> <p><u>Kirsty</u> Nat 5 Care students have experienced delays in receiving feedback from Block 1. Jayne agreed to take this forward.</p> <p><u>Wendy</u> No issues and staff are easy to approach.</p> <p><u>Josh</u> Computing students are unsure of specifics on what they need to learn relating to their assessments. Davie agreed to take this forward.</p> <p><u>Ann</u> The Hospitality students are behind with assessments, but this is due to the nature of their course and the volume of practical work. Lynne confirmed that these students will catch up with their assessments before the end of session.</p>	<p><b>Jayne</b></p> <p><b>Davie</b></p>
<p><b>07/18</b></p>	<p><b>Services to Support Learning</b>  <i>How good is the college at promoting and signposting support services?</i>  <u>Chair's report</u>  HNC Animal Care: More of a presence from Student Services and BCSA at Newtown. David added that the BCSA were down by one member being absent at present. However, BCSA continue to run their Breakfast Club at the campus.</p> <p>Students at Newtown feel left out, however, Clare reported that Student Services were looking carefully at what was in place and what provision would be required at the campus</p> <p><u>Kirsty</u> Nat 4 Care students feel that more support is needed for 'care learners', i.e. students who have left their family to live on their own. Clare took note of this feedback.</p> <p><u>Gregor</u> Sport groups know where support is available and are aware of the sign posting.</p> <p><u>Wendy</u> NC Art students weren't aware of support services within college.</p> <p><u>Josh</u> Groups felt that information was good to have in classrooms (but not in corridors) and it would be more beneficial to have leaflets handed out twice during the session to remind students what support was available.</p> <p><u>Ann</u> All groups are happy with the college support. How good is the campus library?</p>	

	<p><b><u>Gala</u></b> Very good, friendly helpful staff and great customer service, but sometimes the library can be too noisy. There are times when Macs are not available.</p> <p><b><u>Newtown</u></b> Students feel that the library services are inadequate with no provision.</p> <p><u>Jamie, College Librarian</u></p> <p><b><u>Gala</u></b> Jamie replied that there is a 'silent study' room in the library, but if it seems too noisy staff will roam the facility to check on this. Library staff don't supervise what students do on the computers/mobile devices (e.g. watching You Tube, etc.). However, they will try and help a student find a computer/mobile device to work on.</p> <p><b><u>Newtown</u></b> Provision of e-books has increased at Newtown, although usage is low. Jamie asked what kind of provision would the college like for Newtown? Jamie will take forward the concerns of Newtown students, re the library service provision at Newtown.</p> <p><u>Wendy</u> NC Art students felt that books were targeted more for Heriot Watt students. Lynne added that students can request from Jamie the books they require. Jamie stated that he would arrange to meet with Niall and Siobhan, (lecturers) to discuss this further.</p> <p><u>Gregor</u> Excellent service.</p> <p><u>Josh</u> Students don't use the library service.</p> <p><u>Ann</u> All are happy with the service.</p>	<p><b>Jamie</b></p> <p><b>Jamie</b></p>
<p><b>08/18</b></p>	<p><b>Using the Student Voice to Improve the College</b> <i>How good is the college at finding out what students think about their college experience?</i></p> <p><b><u>Chair's report</u></b> HNC Computing, NC Computing, HNC Admin &amp; IT: these students are aware of opportunity to feedback, but sometimes there is no improvement.</p> <p><u>Wendy</u> Students thought that questions were repetitive in the student surveys and didn't cover the areas important to them. Amy and David explained that there was a reason for this and it was to discuss/analyse the answers to the questions at different times of the academic session. Wendy asked if students could be informed of the reason.</p> <p><u>Kirsty</u> Everything is fine.</p> <p><u>Gregor</u> Actions had been addressed and this was good. The Class Rep system works well, but class meetings are not frequent enough. More informal meetings would be good for students and Lynne suggested that classes should request this from their Course Tutor or if necessary the CLM.</p> <p><u>Josh</u> There had been no Lead Rep at the previous Student Experience meeting (29 November 2018) and therefore there was nothing in the minute to reflect their issues.</p>	

	<p><u>Ann</u> Everything is fine. Lynne stated that the questions which reappear and are the same are important for the college to collate for the national survey and could Reps encourage their groups to complete this.</p> <p>Janet agreed and added that at present there aren't enough return rates across Scottish colleges and feedback needs to increase for a more complete picture.</p> <p><u>Video</u> Ann has completed a video for the college to send to students to encourage them to participate in the Student Online survey.</p> <p><u>Josh</u> HNC Computing students have completed the survey today.</p>	
09/18	<p><b>Equality &amp; Inclusion</b> <i>How good is the college at supporting those with barriers to learning?</i> <u>Chair's report</u> Most students are very complimentary of learning support. However, some feel that the team can sometimes be hard to contact.</p> <p>Some HN groups feel that there is not enough support for them. However, HN students should be made aware that they are not entitled to learning support. Clare added that a lot of background work was being accomplished for students progressing forward higher courses and that the team were aware of support needed for high level groups.</p> <p><u>Kirsty</u> No problems with learning support.</p> <p><u>Wendy</u> Support very good.</p> <p><u>David</u> Students with unseen injuries are very grateful that the college is delivering a course for them as they had previously felt a disregard towards them. Lynne stated that students also have to be aware that delivering an additional course affects so many other areas (including space) and this is why it takes a long time to address.</p> <p><u>Gregor</u> Good support.</p> <p><u>Josh</u> Students know about learning support, but don't receive any information. Clare agreed that understanding what support means can be confusing for students; however, there is dedicated learning support for all NC groups.</p> <p><u>Ann</u> Students are all happy.</p> <p>David reiterated that learning support mainly had fantastic feedback.</p> <p>How good is the college at promoting and celebrating equality and diversity?</p> <p>Students enjoy BCSA events (e.g. Refreshers and Pet a Pooch). However, students have reported a lack of events at Newtown.</p> <p><u>Wendy</u> All happy with equality and inclusion.</p>	

	<p><u>Kirsty</u> All happy with equality and inclusion.</p> <p><u>Gregor</u> All happy with equality and inclusion.</p> <p><u>Ann</u> All happy with equality and inclusion.</p> <p><u>Josh</u> All happy with equality and inclusion.</p> <p><u>Inclusiveness - Chair's report</u> Students felt that the college is a diverse place and is inclusive of LGBT and ESOL students.</p> <p>Supported students feel very well accommodated for.</p> <p>Specific mention to Iona Cranston for being an excellent role model for students. SABI have a real appreciation of their course.</p> <p>Students recognise that there should be better support for those with invisible illnesses.</p>	
10/18	<p><b>Students' Association Update – Chair' report</b></p> <p><u>Vote for President</u> Voting for the 2019-20 Student President is presently live and closes on Friday 8 March.</p> <p><u>Sparqs Annual Conference – 28 March 2019</u> BCSA have been invited to give a presentation at the Sparqs Annual Conference in Edinburgh focusing on the 'student experience'.</p> <p><u>EIS strike action</u> The EIS strike action may include staff withholding assessments grades from college management. David and Amy will email all college students to notify them of the situation and how it may affect them. Students can request from their Course Tutor their results and take this information themselves to the college management. Lead Reps were asked to inform their groups of these arrangements. David agreed to also send this email to Assistant Principals and the Executive Management.</p>	<p><b>Amy/ David</b></p> <p><b>Lead Reps</b></p> <p><b>David</b></p>
11/18	<p><b>College Update</b></p> <p><u>Lynne's' update</u> Lynne reported that she will lead a 'working party' representing 'student induction' which will be held on Thursday 7 March in the morning. Lynne agreed to send email invitations to this meeting.</p> <p>Lynne congratulated BCSA on their invitation to give a presentation at the Sparqs Annual Conference in Edinburgh.</p> <p>Lynne highlighted the 'good news' which reflected the recent achievements of students:</p> <ul style="list-style-type: none"> <li>• Field to Fork competition was won once again with the collaboration of Hospitality and Gamekeeping students.</li> <li>• Hospitality students catered for the Doddie Weir charity dinner, which raised over three thousand pounds for the Doddie foundation.</li> <li>• Four mountain bikers won the endurance competition at the Strathpuffer mixed quad event in the Scottish Highlands.</li> <li>• Hairdressing students won five medals at last month's Scottish competition held in Edinburgh</li> </ul>	<p><b>Lynne</b></p>

	<p>Lynne congratulated all students participating in these events.</p> <p><u>Connor's update</u></p> <ul style="list-style-type: none"> <li>• Connor reported that students with their own mobile devices (BYOD) now had the wireless printing facility. With the future of more students with mobile devices the expansion is in place for the BYOD scheme.</li> <li>• Moodle standardisation is in process and ISLT is presently working closely with staff.</li> <li>• Guidance is being given to staff by ISLT on where/how to use videos in class.</li> <li>• Digital skills amongst staff will be reviewed and especially the use of Office 365. At present Office 365 is not linked with college accounts and ISLT are working on this to bring it all together (also with students Office 365).</li> <li>• The STEM digital hub in Hawick is in progress and working under the SOSEP project.</li> </ul>	
<p><b>12/18</b></p>	<p><b>AOCB</b></p> <p><u>Good practice</u> Janet reported that the Learning and Teaching Enhancement specialists will focus on 'how well are we doing' and will access classes and speak to student groups to share good practice.</p> <p><u>I-Learning hub</u> Amy explained the future facility changes ahead and the new I-Learning hub which will be made available for students to work independently with electronic devices.</p> <p><u>Facility changes</u> Wendy stated that students from her groups felt that they would not benefit from the changes. Lynne suggested that a separate meeting should be held to discuss this further with the CLM.</p> <p><u>Library information</u> Jamie asked if he could be included in the invitations to the 'working party' meeting to discuss further student induction. Lynne agreed to add Jamie to the invitation list.</p> <p>Jamie reported that 'health and wellbeing' books/audio books are available within the library and could everyone pass this information on to students. Jamie will notify the student support services and BCSA of what is available.</p> <p>Jamie added that the library is moving forward to try and focus on including all students within its service and ensure all students have access.</p>	<p><b>Lynne</b></p> <p><b>Jamie</b></p>
<p><b>13/18</b></p>	<p><b>Date and time of next meeting</b> Monday 29<sup>th</sup> April 2019 at 10.00 am.</p>	