

Student Experience Committee

Monday 29 April 2019 at 10.00 a.m. in the Board Room

Actions

Item	Action	Responsibility and Date
04/18	<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.	Lynne/Jayne
04/18	<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.	Davie
06/18	<u>Kirsty</u> Nat 5 Care students have experienced delays in receiving feedback from Block 1. Jayne agreed to take this forward.	Jayne
06/18	<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.	Davie
07/18	<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.	Jamie
07/18	<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.	Jamie
10/18	<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.	Amy/ David Lead Reps David
11/18	<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).	Lynne
12/18	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.	Jamie

MINUTE

ITEM	Chair: David Elder	ACTION
	<p>Present <u>Lead Reps</u> David Elder, Business, Events and Heritage Tourism and BCSA Vice President (Education) Rachael McIntosh, Rural Industries Wendy Ross, Creative Industries Kirsty Wilson, Health, Care and Social Care</p> <p><u>Staff</u> 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.) 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 (late)</p>	
01/18	<p>Welcome and Approval of Previous Minute David welcomed everyone to the last Student Experience Committee meeting for this session.</p> <p>David asked for approval of the previous minute and this was given by Lynne.</p> <p><u>Student experience 2018/19</u> An item on the agenda 'Annual Learner Feedback Survey Report 2018/19' which was to be brought to the Committee by Heather Anderson, Vice Principal was confirmed by Lynne as not available at the time of the meeting. Lynne added that when the results were available the CLMs will meet with Amy Hamilton, Student Association Development Officer for further discussion.</p>	
02/18	<p>Apologies for Absence Heather Anderson, Vice Principal Robert Hewitt, Facilities Manager Douglas Jardine, BCSA President Ann Letham, Hospitality Davie Lowe, Assistant Principal, Construction, Essential Skills and Transitions and STEM</p>	
03/18	<p>Actions from the Previous Meeting <u>Kirsty</u> Lecturers haven't enrolled the Nat 4 Care group on Moodle and these students can't access their Moodle courses The Nat 4 Care group can still only access two units on Moodle. Jayne replied that she wasn't aware that access remained an issue and agreed to take this forward to the Course Tutor.</p>	<p>Jayne</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>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>EIS strike action</u> The EIS strike action may include staff withholding assessments grades from college management. David will discuss this further under AOCB.</p> <p>All remaining actions were completed.</p>	<p>Ongoing Davie</p> <p>Ongoing Davie</p>
<p>04/18</p>	<p>Curriculum (Block 2) <i>How good is the college at designing a curriculum that works well for students?</i></p> <p><u>Chair's report on behalf of:</u></p> <ol style="list-style-type: none"> 1. Business Level 5 The Class feels like the college has been great but they do think with the staff being off there has not been enough time with the class. 2. HND Visual Comms – Graphic Design Course content on Moodle could be better organised or better layout. 3. Passport to Care Not really organised. We're not told when lecturers aren't in. 4. NC Computing We believe that the course is well organised along with the timetable, but we don't believe that much has changed with the feedback we have given. 5. Skills for Learning & Work – Year 1 The students fed back that they are not all told at the same time of timetable changes for instance one morning they were just told of a change in the car mechanics class and the rest of the class knew a few days earlier. – <p><u>Kirsty</u> Nat 5 Care students find that Friday is a long day in college and there are other days which are short. It was agreed that timetabling and room bookings govern the structure of the college week for all campus students.</p> <p><u>Wendy</u> The HNC hairdressing students feel that time is being wasted in Core Skills (Numeracy) classes as students were already at the correct level for their qualification. Lynne agreed to discuss this further with Veronica Blackwood, CLM to arrange for these students to join another subject within Core Skills classes.</p> <p><u>Rachael</u> The HNC Animal Care students were found to be three credits short (at Christmas) which would result in not achieving their full qualification this session. A few students have chosen to take on extra work in Block 2 to gain the three credits required.</p> <p><u>Strike action disruption</u> Lynne stated that the strike action this session had caused some disruption and that lecturers were not obliged to notify the college if they had decided to strike, therefore causing an impact on students' learning.</p>	

	<p>CLMs have been aware of this disruption to students and realise that extra work may need to be done before the end of session.</p> <p>Rachael asked when these strike days would take place and David confirmed the following dates: Wednesday 8th, Wednesday 15th and Thursday 16th May.</p> <p><i>How good is your Work Placement?</i></p> <p><u>Chair's report on behalf of:</u></p> <ol style="list-style-type: none"> 1. NC Business Management Level 6 Class agreed that this could be organised a lot better, whilst at placement it is good it is the 'getting started'. 2. Nat 4 Care The class feel very let down by the fact that they have never had the opportunity to go out on work placement due to PVG issues and therefore missing out on a vital part of the course work. <p><u>Kirsty</u> Kirsty added that these students (Nat 4 Care) are disappointed.</p> <p><u>Wendy</u> Students feel that it is a long period of time for work placements to be organised.</p> <p>Lynne stated that although there are expectations from the student there is also expectations from the provider.</p> <p>Students asked if it is a college holiday do they have to attend work placement. Lynne replied that a student can choose to attend as normal or take the college holiday.</p>	
<p>05/18</p>	<p>Learning and Teaching Approaches <i>How good is the College at making sure lessons are interesting and relevant for students?</i></p> <p><u>Chair's report on behalf of:</u></p> <ol style="list-style-type: none"> 1. NC Childcare and Development Many students believe the lecturers rely too much on the handouts and PowerPoints for learning. Handouts are good and reinforcing but it's better to learn first. 2. NC Computing We believe that our lecturers do use different techniques to teach us, but we are sometimes left confused when new things are being taught. <p><u>Kirsty</u> Overall very good.</p> <p><u>Wendy</u> Graphic Design students feel that they are not getting the feedback they would like from their lecturers. Lynne agreed to take this forward.</p> <p><u>Rachael</u> Everything is very good.</p>	<p>Lynne</p>
<p>06/18</p>	<p>Student Assessment & Feedback <i>How good is the College at ensuring assessment approaches meet the needs of students?</i></p>	

	<p><u>Chair's report on behalf of:</u></p> <ol style="list-style-type: none"> 1. HNC Computing Not enough step by step teaching when beginning units. (e.g. Introduction to Using Software) Would be helpful if the lecturers provided grades using the Grading section on Moodle. 2. NC Art & Design –Group B Whilst we do feedback sessions like this, some students felt that the information isn't being communicated back to us very soon. 3. NC Computing Our lecturers do ask for feedback on how the class is taught, but some of us feel that they don't check if we understand what we are being taught and were left to do it ourselves most of the time <p><u>Kirsty</u> Nat 4 Care students would prefer more feedback. Nat 5 Care students can't remember a time where they have been asked for their opinion from the lecturers on how a lesson has been taught. Perhaps anonymous feedback would be better as some students feel it would be awkward to tell the lecturer that their lesson wasn't very well delivered</p> <p><u>Wendy</u> Students are all happy.</p> <p><u>Rachael</u> Students are all happy.</p>	
07/18	<p><u>Attainment & Achievement</u> <i>How good is the college at making sure students get the best outcome in their course?</i></p> <p><u>Chair's report on behalf of:</u> Overall the reports from the following groups were very positive: NC Art & Design Group B HND Visual Comms – Graphic Design NVQ 111 Hairdressing Group A Nat 4 Care HNC Computing NC Computing</p> <p><u>Kirsty</u> Some students feel that others in their class are given additional support to help them achieve their qualification. This was discussed further and it was agreed that it was difficult, however, additional support was put in place for justifiable reasons and as part of the college support role.</p> <p><u>Wendy</u> Everything was fine.</p> <p><u>Rachael</u> Everything was fine.</p>	
08/18	<p><u>Services to Support Learning</u> <i>How good is the college at supporting students?</i></p> <p><u>Chair's report</u></p> <ol style="list-style-type: none"> 1. HNC Computing One student was told they may be asked to leave the college because he was "upset" (actual quote). Student services seem to be entirely staffed by women so perhaps they are less able to empathise and deal with male students. Another was told to provide proof of their Mental Disorder. 	

	<p>2. NC Childcare and Development Lots of sign posts about equality and LGBT, but not enough about mental health issues.</p> <p><u>Kirsty</u> Better signage to help students to look for the correct support service would be beneficial.</p> <p><u>Wendy</u> Everything is very good.</p> <p><u>Rachael</u> Everything is very good.</p> <p>Clare replied that the college regards signage to promote college services as an ongoing job.</p> <p>Rachael added that students had noticed at Newtown campus that more signposting had been put up when they returned after the Easter break.</p> <p>Clare reported that the college also had an additional Achievement Coach to support students.</p> <p><i>How good are the college's support services?</i></p> <p><u>Chair's report on behalf of:</u></p> <ol style="list-style-type: none"> 1. It was reported that overall the college support services give a valuable service to students, although NAT 4 Care feel that sometimes the staff misunderstand the issues. 2. HNC Animal Care Removing mental health support not beneficial -often go to lecturer as not sure where to else to go for support. <p><u>Kirsty</u> Good support.</p> <p><u>Wendy</u> Good support.</p> <p><u>Rachael</u> Newtown students feel that relevant support is not known and there isn't enough available at the campus.</p> <p>Clare replied that going forward Newtown's requirements need to be considered further. David added that the new Student Association President plans to be at Newtown campus on a weekly basis (including ISEC and Tweedbank sites).</p>	
09/18	<p>Using the Student Voice to Improve the College <i>How good is the College at finding out what students think of their course?</i></p> <p><u>Chair's report</u> Student groups felt that class meetings and the BCSA were a good way of getting their voice heard around the college.</p> <p><u>Kirsty</u> Nat 4 Care students don't feel comfortable speaking out about their lecturers or lessons and it would be more beneficial to students if feedback was anonymous. An anonymous feedback box and making students aware of where this would situated be a good idea.</p>	

	<p><u>Wendy</u> All the students know that it is there to be used.</p> <p><u>Rachael</u> Newtown students are too much out of the way and unsure of what the BCSA can provide.</p> <p>David replied that the new Student President has already stated that she will visit Newtown campus on a regular basis.</p>	
12/18	<p>College Update <i>An update from college staff</i> Lynne gave thanks to the Student Association, David and the Lead Reps for attending these meetings. Wendy added that it would be beneficial if Lead Reps could meet together one day per week to discuss topics.</p> <p>The new President and Student Association have new ideas for next session which they brought back from attending the Sparqs conference in Edinburgh last month.</p> <p>Sharon Johnstone and Andrew Johnson asked to meet with the Student Association to discuss in what way the EIS will proceed with the proposal of holding back student results. David will meet the Principal tomorrow to discuss this further.</p> <p>Lynne confirmed that student's results would not be affected and that students should not be concerned.</p> <p>David will update any information on social media for students.</p>	
12/18	<p>AOCB <i>Is there anything else you would like to add that has not already been covered?</i></p> <p>It was agreed that there was nothing else to report.</p>	
13/18	<p>Date and time of next meeting This will be scheduled next session, 2019-20</p>	