

Student Experience Committee

Monday 28 October 2019, 10.00 to 11.00 a.m. in the Board Room

MINUTE

ITEM	Chair: Ann Letham, President Student Association	ACTION
01/19	<p><b>Present</b>  <u>Lead Reps</u>                      Tony Hinton, Lead Rep, Creative Industries                      Debbie Lazarri, Lead Rep, STEM                      Liam Crawford, Lead Rep, Rural Skills                      Merijn Schepens, Lead Rep, Rural Skills                      Olivia Robertson, Lead Rep, Early Ed and Support Programmes</p> <p><u>Staff</u>                      Connor Bradley, Project Manager - Digitalisation                      Amy Brydon, Student Association Development and Equalities Officer                      David Elder, Business, Events and Heritage Tourism and BCSA Vice President (Education)                      Lynne Gilchrist, Assistant Principal, Creative Industries and Sport                      Jayne Gracie, Assistant Principal, Care, Access and Rural Skills                      Davie Lowe, Assistant Principal, Construction, STEM and Essential Skills                      Susan Maltman, Curricular Administrator (minutes)                      Jamie McIntyre, Learning Centre/Library Manager                      Clare Nairn, Head of Student Services                      Janet Robertson, Director of Business and Improvement</p> <p><b>Welcome and Introduction from Chair</b>                      Ann welcomed everyone and emphasised how important this meeting was for giving feedback to college staff.</p> <p>Connor added that he would need to leave the meeting early.</p> <p>Ann asked everyone to introduce themselves.</p>	
02/19	<p><b>Apologies for Absence</b>                      Heather Anderson, Vice Principal                      Kayleigh Ellison, Lead Rep, Business Events and Heritage Tourism                      Kerry Glass, Lead Rep, Creative Industries                      Jennifer Knox, Lead Rep, HND Sport and Coaching                      Scott Moncrieff, ISLT Manager</p>	
03/19	<p><b>Approval of Previous Minutes and Matters Arising</b>                      The previous minutes were approved by David and seconded by Lynne.                      All actions were found to be complete.</p>	
04/19	<p><b>Annual Learner Feedback Survey Report 2018/19 (Janet Robertson)</b>                      Janet gave a report and added that the response from students had been high and that this information is reviewed very carefully.</p> <p>Deryk Laidlaw, Data Analyst is breaking down information and focusing on each individual course to provide the college with a specific understating.</p>	

	<p>It was agreed that there was a challenge for the Student Association to communicate to new students the great work it has carried out previously and continues to carry out throughout the year.</p> <p>David added that he had already introduced the Student Association to some classes and that he would like to take this forward with Janet by arranging a meeting.</p>	
05/19	<p><b>Services to Support Learning</b></p> <p><b><i>a) How good is the college at promoting and signposting support services?</i></b></p> <p><u>Tony – Creative Industries</u> Overall positive. It would be good to promote the student portal more so that students are aware of this.</p> <p><u>Debbie – STEM</u> Mixed opinion. Some students know there is support, but not sure where to go for it. Other students feel that support is good.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u> Mainly good. Learning support lacking slightly during theory classes. Agreed that It would be beneficial to students to promote the portal.</p> <p><u>Induction</u> Debbie added that Induction Day would be a good opportunity for the college to promote the portal.</p> <p>Lynne replied that the college had been working on updating the student induction experience and staff had guidelines to follow.</p> <p>Lynne, Amy and Ann agreed that they could work together to take this suggestion forward.</p> <p>Ann suggested that for students who are at college now an email could be sent to highlight the Student Portal. Ann agreed to action this.</p> <p>Lynne explained that Induction doesn't mean only the first day, but continues over the first few weeks of college life. Jamie and Clare agreed that staggered induction is more suited for college students.</p> <p>Amy added that the Focus Group meetings would also give staff more information to work on.</p> <p><b><i>b) How good is the college at supporting students?</i></b></p> <p>Clare explained that for specific support to be arranged for some student's takes time. The first few weeks the Learning Support team use their time for referrals and contacts and understanding the level of support required within groups. Ann added that there was a much-improved 44% positive feedback from students to this question.</p> <p>Debbie stated that she thought smaller theory classes gave students a more positive experience and was more beneficial for them.</p> <p>Lynne replied that small classes were not financially viable for the college. Debbie stated that some classes are too big. Jayne agreed with Lynne and added that at this meeting staff have to be honest with Reps and confirm that classes cannot become small.</p> <p><u>Tony – Creative Industries</u> A few of the Hairdressing/Beauty students have had bad experiences with support staff and a few students were finding it very hard to sort out their finances. Clare agreed to investigate this further.</p>	<p><b>Ann</b></p> <p><b>Clare</b></p>

Clare added that finance was always an issue and could be very complex for some students due to the requirements of the law. It can also be difficult to access relevant information. Clare added that she was aware that this caused frustrations for students, but the Learning Support staff do their best and they have to abide by legislation.

Liam/Merijn – Rural Skills (Newtown)

Merijn reported that the Achievement Coach at Newtown was amazing.

Olivia – Early Ed and Supported Programmes

Students would like more assistance in classes. Jayne replied that there was at present one Classroom Assistant for each class, but took note of this.

Ann reminded Reps that if students needed more information relating to support the Student Association was there to help and Clare added that students could also access the college website for additional information.

**c) How good is the college's IT services?**

Tony – Creative Industries

Overall positive. Any minor issues have been resolved.

Debbie - STEM

Although support was good the laptops in the TTC building were very poor. A Smartboard and laptops are also required in Room 017. Connor replied that he would look into what is required for this room and meanwhile he was trying to ensure that every student eventually would have a mobile device.

**Connor**

Liam/Merijn – Rural Skills (Newtown)

Feedback mainly positive. Someone to help with IT issues at the campus would be beneficial. When using One Note the computers are much slower.

Some lecturers don't know how to use some of the technology, e.g. Smartboards. Jayne replied that training had been arranged for staff in December.

Connor replied that the 'slow' issue was the age of the devices and not due to using One Note and added that the technology at Newtown was at present being reviewed.

Olivia – Early Ed and Supported Programmes

Wi-Fi is slow in some areas of the college and especially in the workshops.

In addition:

Ann enquired about the proxy settings and Connor replied that external parties were working on this at present.

David highlighted that the IT Induction video for new students on how to print was far too speedy for students to relate to.

In addition, staff should be trained first on Office 365 before trying to access and include students on this platform. Connor agreed that this was valid feedback for the ISLT team.

Connor added that some areas in the college use Office 365 more than others and that a lecturer shouldn't use this platform if they don't feel comfortable with it.

Ann stated that most students print in the library and staff are very helpful.

**d) How good are the college's facilities?**

Tony – Creative Industries

Overall positive. Everyone loves using the library.

	<p>Hairdressing students complained of a lack of space in the salon and that they are moved around a lot for theory classes. Lynne replied that classes do have to swap rooms to accommodate online assessments within the dedicated rooms. The salon can hold up to eighty people.</p> <p>Graphic Design students would like an IMac, but realise the cost implications. Lynne replied that purchase of an IMac was being reviewed.</p> <p><u>Debbie - STEM</u> All positive.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u> Lack of food options and the Access Food Kitchen is good, but should come on the busier days at the campus and advertise when they are there. Olivia agreed that the Access students do need to advertise more of what they can offer and agreed to take this forward.</p> <p>Ann reported that students had given feedback that they were grateful for the sanitary provision the Student Association supplies.</p> <p><b>e) How good is the Students' Association</b> <u>Tony – Creative Industries</u> Some students are not aware of the role of the Student Association.</p> <p><u>Debbie - STEM</u> All really good.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u> We feel overlooked slightly, but we know that you are working on this. Ann added that Cameron Pringle was the new VP for Tweedbank, Newtown and ISEC.</p> <p><u>Olivia – Early Ed and Supported Programmes</u> All really good, but maybe more posters.</p>	<b>Olivia</b>
<b>06/19</b>	<p><b>Curriculum Design</b> <u>Tony – Creative Industries</u> Mostly positive. The hairdressing students felt there were some timetabling issues relating to their units. Lynne replied that at present she was reviewing HNC Hairdressing.</p> <p><u>Debbie - STEM</u> The Electrical Engineering timetable for assessments is not always accurate.</p> <p>The Motor Vehicle students would prefer to spend more time in the workshop.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u> Animal Care students would prefer more experience off campus, i.e. relevant trips. Jayne stated that not all lecturers have a licence for driving a college mini bus to be able to take students off campus. Staff would need to be trained and the course is very intense.</p> <p><u>Olivia – Early Ed and Supported Programmes</u> Everything is really good.</p> <p><u>David – Vice President, Education</u> Timetables need to be available much earlier for students to be able to arrange child-care, working hours, etc. These do not need to be detailed, but knowing the days of the week the course will run would be very beneficial for students.</p>	

	Lynne replied that going forward this could be done, however, only under 'subject to change'.	
07/19	<p><b>Teaching Methods and Student Evaluation</b>  <b><i>How good is the college at making sure lessons are interesting and relevant for students?</i></b></p> <p><u>Tony – Creative Industries</u>  All very good.</p> <p><u>Debbie - STEM</u>  Motor Vehicle L1 'A' group students gave a negative response. Davie agreed to discuss this further with this cohort of students.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u>  All very positive.</p> <p>Jayne stated that additional details from students relating to this question is very useful.</p> <p>Davie added that if there are issues which relate to this question these should be reported as soon as possible to the CLM to be resolved faster.</p> <p><u>Olivia – Early Ed and Supported Programmes</u>  Students say that there is too much writing and its not so interesting, therefore would prefer a trip or a 'movie afternoon' sometimes. Jayne agreed to take this forward.</p> <p><b><i>How good is the college at involving students in the evaluation of learning and teaching?</i></b></p> <p><u>Tony – Creative Industries</u>  HNC Hairdressing students complained about their Comms class.</p> <p><u>Debbie - STEM</u>  Negative response from Motor Vehicle L1 'A' and 'B' groups. Staff are not asking for feedback from the students.  Davie replied that he had concerns with this response, especially as it related to both L1 groups and therefore will take this forward.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u>  There was a split opinion amongst the student groups.</p> <p><u>Olivia – Early Ed and Supported Programmes</u>  All really good, but more fun would be nice to balance out work.</p>	<p><b>Davie</b></p> <p><b>Jayne</b></p> <p><b>Davie</b></p>
08/19	<p><b>Equality and Inclusion</b>  <b><i>a) How good is the college at supporting students who experience barriers to learning?</i></b></p> <p><u>Tony – Creative Industries</u>  Mostly positive. The Hairdressing students felt that students needing support during assessments should be separated from the class.</p> <p><u>Debbie - STEM</u>  All positive.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u>  Students felt that support that is more specific should be put in place for some students.</p>	

	<p>Clare replied that the Learning Support team are always happy to help and have been to all areas within the college highlighting their availability for support/help. Students can discuss the help required with the team so that their needs are met.  <u>Olivia – Early Ed and Supported Programmes</u>  Very good and helpful.</p> <p><b><i>b) How good is the college at promoting and celebrating equality and diversity?</i></b>  <u>Tony – Creative Industries</u>  Overwhelmingly positive.</p> <p><u>Debbie - STEM</u>  All positive. The Electrical Engineering students felt that everyone was accepted and valued.</p> <p><u>Liam/Merijn – Rural Skills (Newtown)</u>  One negative comment relating to bullying, which Liam and Merijn are currently looking into further. Ann added that there were designated college staff who could help in this situation if needed.</p> <p><u>Olivia – Early Ed and Supported Programmes</u>  Some of the boys let out anger quite a lot in the class. Amy agreed to investigate this further.</p> <p>David congratulated Amy on her new post as Equalities Officer.</p>	<p><b>Amy</b></p>
<p><b>09/19</b></p>	<p><b>Students' Association Update (Ann Letham)</b>  Ann circulated her report for everyone to read the Students' Association update. Ann added that Cameron Pringle was now the VP for Tweedbank, Newtown and ISEC.</p>	
<p><b>10/19</b></p>	<p><b>College Update</b>  Clare highlighted that the Student Portal held information for all student services. On this portal there is 24/7 mental health online resources and that there had been substantial registrations within the first month of college.</p> <p>Clare asked the Reps to continue to give feedback on student services for the college to improve their student support.</p> <p>Davie added that this meeting was a great forum for discussing all aspects of student life and hopefully Reps can spread this amongst student groups. In addition, students should remember to report to their Course Tutor or the CLM if there is anything they wish to discuss further. Following up on smaller classroom sizes. Davie agreed with Lynne that this could not be taken forward due to the size of the campus.</p> <p>Jayne referred to the gender imbalance topic and added that it was difficult to try and capture students to remedy this.</p> <p><u>Jamie – Library Manager</u>  The Library had been very busy over the month of September and that there had been complaints, re noise and behaviour of some students. It is up to everyone to ensure that the library is used as it should be.  There are many great things going on in the library, which students can access through their Course Tutors.</p> <p><u>Janet - Director of Business and Improvement</u>  Janet stated that this meeting today is key in the cycle of feedback for the Student Feedback Procedure. The meeting helps to connect from last session to this session and critical for new students to know what has been and what could happen in this session.</p>	

	<p>Going forward the Student Portal will be made more accessible and observations have begun and will continue.</p> <p>Ann stated that everyone was working hard on any feedback received.</p> <p><u>Student Association</u> Amy thanked the Lead Reps for their hard work collecting feedback from their student groups.</p> <p>Amy highlighted that on Wednesday at 3.30 pm bags of food will be on sale for £1.</p> <p>The college Christmas Fayre has been arranged on Thursday 5<sup>th</sup> December. Lynne Black, Enterprise Innovator will be contacting curricular areas to try and involve more staff/students in this event.</p>	
<p><b>11/19</b></p>	<p><b>Any Other Business</b></p> <p><u>Tony – Creative Industries</u></p> <p><u>Comms classes</u> Students feel that there are many issues, which include class sizes being too big and some students being bored and others needing more support with a specific topic. Davie replied that there was a lack of lecturing staff available to deliver Comms. David added that one hour was too short and that students can't achieve very much in this short time. Davie agreed to take this forward.</p> <p>Ann stated that a Focus Group meeting with relevant staff in attendance could be arranged to discuss the issues of this topic further. Ann and David will take this forward.</p> <p><u>Debbie – STEM</u> Motor Vehicle L1 students asked for less attitude from the Transport Administrator. Clare agreed to investigate this further.</p> <p>The lateness of buses getting to college was highlighted and the Reps were informed that this was out with the college's control and any issues arising should be directed at the contractors of the bus service.</p> <p>Ann thanked everyone for their attendance and contribution to the meeting.</p> <p>David reminded everyone that it was Jamie's last meeting due to taking up a new post in Edinburgh.</p> <p><u>Student reports</u> For more detailed reports on the topics discussed today, please contact the Student Association.</p>	<p><b>Davie</b></p> <p><b>Ann/David</b></p> <p><b>Clare</b></p>