

The Big Student Survey Results (Oct 2020)

Total responses – 364

FE – 58%

HE – 28%

Prefer not to say – 14%

- Respondents rated their college experience as **4.2/5**.
- Respondents rated the usefulness of the online induction module as **3.9/5**.
- **95%** respondents think the college is welcoming and inclusive.

“I feel like I can talk to anyone about any problems and they actually listen. I know that I have support if I have any struggles during my course.”

“I felt amazingly welcome into this college. I’ve never felt this happy about education until I arrived here.”

“I get nervous going to new places but honestly College feels like home sometimes.”

“Our course tutor gave us a really warm welcome and lots of information prior to starting which helped a lot. I also enjoyed the BCSA sessions in the first week.”

“I just don’t feel as I am getting the full experience of the course regarding practical work.”

“Felt very welcome. Happy to say I feel safe in the environment.”

“I am a foreigner. I started college 3 years ago. All I could feel at the beginning of each year was acceptance and inclusion.”

- **88%** respondents are confident they have all the information required to make a good start on their course.

“I was sent the wrong subject diary and even the wrong videos to set up my loan laptop. So much more could be done to ease these issues.”

“I’ve received a lot of detailed and easily understood information that’s helped me to do the work I’m given very effectively.”

“We are informed on all the information that we need, whether that’s online or in the form of books from the library.”

“Finding information was quite clunky, not always accessible and sometimes not available but was ironed out quickly when problems arose.”

“It’s a lot to take in with different tutors having different methods of submitting work etc. It’s been a lot, but it will get easier as we go along I’m sure.”

“We have not received much information from lecturers, and if we have it has been very confusing and being changed every 5 minutes.”

- **88%** respondents feel able to participate fully in their lessons.

"I would prefer more practical to do as most of it is just a lot of listening which does get tiring after a while."

"I feel confident enough to participate in classes, also feel it is always the same people who do."

"Sometimes the internet is a bit dodgy. Not mine, the tutors."

"I have had help from family members to watch my youngest son but still within my home so I still get slightly distracted."

"Far too many members of the class. Forty members is far too big for an online class."

"I have dyslexia so sometimes when a question is read out to class I take longer to think about an answer than other people. I don't think this disability is known enough of how it affects young people with learning and processing information."

"Because of my brain condition, it takes me longer to process things. I write things down as they are spoken and I write things up at night. I don't like to be put on the spot."

- **91%** respondents feel their lecturers have prepared them well for starting to study.

"All my lecturers have been welcoming and taking the time to explain how the distance learning will work this year. Those that have problems with tech have been supported."

"I think given the current circumstances everyone has done amazing at preparing us and helping us feel as comfortable as possible in this new way of learning."

"All my lecturers are really kind and patient. I am a "mature" student so the IT side of things is a bit challenging for me, but they have been so helpful and I really appreciate it."

"They have done a great job of ensuring all of the class have plenty resources accessible to us. The lecturers I have are very supportive with our class work and will take the time to talk to us, making sure we all have a clear understanding of every lesson."

- **92%** know where to find their learning materials.

"As I've had to download so many apps, why not have all learning materials in one place."

"Using online learning materials are more useful than paper learning materials."

"I don't like doing my work online. I would prefer to have a paper copy that I fill in as technology is not reliable."

"They have done a great job of ensuring all of the class have plenty resources accessible to us. The lecturers I have are very supportive with our class work and will take the time to talk to us, making sure we all have a clear understanding of every lesson."

- **82%** are able to learn and study at home easily.

“When we get a break I can lie on my bed and I feel more confident at home because you feel you are not getting judged on what you’re good at and what you’re not.”

“Having 2 children, I have to juggle everything when they are home from school. Their homework, my work, also running a house. More difficult when I am learning from home also.”

“I wouldn’t be able to do this course if it wasn’t online for kids and work etc.”

“Due to some technical difficulties it can sometimes be more frustrating than if I was in a classroom.”

“It can be very isolating.”

“Very difficult as my housing situation is all over the place.”

“Yes, however I do think college should offer help to cover the costs of being at home, It’s now going to be more expensive over the winter to heat my home.”

- **87%** of respondents who used the ISLT Heldesk reported having had a positive experience.
- **91%** of respondents who have had contact with their Achievement Coach reported having had a positive experience.

“Amazing support offered by my achievement coach. I had to change my class groups as the other timetable didn’t fit with my caring role for a family member. I e-mail the achievement coach and within an hour I had been swapped over to the other tutor group.”

- **85%** of respondents who have had contact with Student Services reporting having had a positive experience.

“They are very helpful and supportive no matter if it’s a small problem or a big problem they are there for you.”

“I got an e-mail from the Mental Health Officer which made it clear you can go speak to her.”

“They make you feel welcome and happy to talk too.”

- **86%** of respondents who have had contact with the Learning Support team reported having had a positive experience.

“The learning support team are really lovely. I spoke to one of them about my mental health and autism and they explained how they could help me learn and things, and it made me feel really optimistic and calm about starting up college again.”

- **78%** of respondents who have had contact with the Student Funding team reported having had a positive experience.

“Really helpful, problem got resolved within a couple of hours.”

“They should have a contact number as it’s not very good communicating with them through e-mail, especially when you need to change something ASAP.”

“Very distressing, asking for doctors letters and proof of family breakdown and not accepting letters or e-mails, making things incredibly difficult for people that genuinely need help.”

“Student funding team was very helpful, responded quickly and solved my problem.”

- **85%** of respondents are aware of the Students’ Association.

“I know it’s been difficult for BCSA to organise things this year because of COVID but I’ve been enjoying what they’ve done so far for the events I’ve joined.”

“The breakfast club was a really good way to start the day.”

“They are doing really well at getting the student involved and making sure we are ok even when we are not on campus.”

- **92%** of respondents know who to speak to if they have a concern about their course.
- **83%** of respondents have had the opportunity to feed back to lecturers on the quality of their lessons.

Additional Comments -

“My college experience has been amazing. I’ve loved the past few years. I’ve had struggles but I’ve has supportive lecturers and college staff, friends and peers and I’ve learned to be a little calmer in social situations.”

“Long may the great experience and learning continue and a massive well done to everyone who has worked so hard to get all the online learning up and running so smoothly.”