

Student Experience Committee

Teams Meeting 1

Monday 26th October 2020 at 10.00 am

ACTIONS

Item	Actions	Responsibility
04/20	A Letham added that she had concerns that the negative feedback received from the survey came from students with a disability. A Letham suggested that an action plan within a separate meeting should be arranged to try and reduce barriers.	A Letham
04/20	A Letham suggested a separate meeting should be arranged to discuss further the students with anxiety or other issues and who have not yet contacted S McFadyen for support.	A Letham
05/20	A Brydon reported that students with disabilities do have more login/online issues and suggested that a referral form accessed on the student portal could provide a more specific request. This would also be beneficial to ISLT staff. A switch from using a general Helpdesk email to requesting specific support through the student portal could be the way forward and I Hogg agreed to investigate this option further.	I Hogg
07/20	A Brydon suggested that a blog to keep students updated would be useful. Staff could add/update their own information/news to the blog and that way everyone could work together. C Nairn stated that she would be attending the Digital Transformation Project meeting and offered to take this suggestion forward for further discussion.	C Nairn

Borders College Student Experience Committee

Minutes of Teams Meeting 1 Monday 26th October 2020 at 10.00 am

Present: Heather Anderson, Vice Principal
 Amy Brydon, Students' Association Support Officer
 Ian Hogg, ISLT
 Ann Letham, BCSA President
 David Lowe, Assistant Principal
 Susan Maltman, Curricular Administrator (Minutes)
 Sarah McFadyen, Mental Health and Well-Being Officer
 Clare Nairn, Head of Student Services

Item	Minute	Action
01/20	Welcome and Introduction from the Chair Ann welcomed everyone to the meeting.	
02/20	Apologies for Absence <u>Staff</u> Lynne Gilchrist, Assistant Principal Jayne Gracie Scott Moncrieff, Head of ISLT <u>Lead Reps</u> Donna McGhie Ryan Murdie	
03/20	Minutes of Previous Meeting and Matters Arising It was agreed that the minute of the previous meeting (18 th June 2020) was a true and accurate account. <u>Actions</u> <u>Item 05/20 (A Letham)</u> A Letham confirmed that she had met with S Moncrieff to discuss ISLT feedback - <i>actioned</i> . <u>Item 05/20 (A Brydon, A Letham, C Nairn)</u> A meeting was held to introduce new reporting processes for bullying and harassment and staff agreed that this was ongoing. A Brydon added that the college was awaiting outcomes for further development. <u>Item 05/20 (K Ellison)</u> C Nairn confirmed that there had been no discussion to date with K Ellison relating to learning support provision. However, this topic will be discussed further with a view to a different approach. A Letham informed the meeting that K Ellison is now one of three new Disability Officers within the college.	
04/20	Student Support A Letham stated that the student feedback from the recent student survey had been overwhelmingly positive. Everyone in attendance agreed.	

However, A Letham added that she had concerns that the negative feedback received came from students with a disability. Ann suggested that an action plan within a separate meeting should be arranged to try and reduce barriers.

A Brydon agreed and referred to the statistics, which highlighted that Care Experience students and students with mental health issues were not engaging with Student Services. A Brydon added that maybe more action should be taken to promote these services.

C Nairn replied that staff are proactive with students with mental health issues and ensuring that students are aware of what support is available. Positive outcomes have already been recorded. Ensuring enough information is given to students in need of support is the way forward rather than looking at the negative responses.

A Letham reiterated that the results from the student feedback were still positive, but actions should be focused on students who responded negatively.

H Anderson asked if the survey was sent to students from all modes of delivery. A Brydon replied that the survey included all HE, FE, F/T and P/T students, but going forward evening and leisure class students could be included. H Anderson added that schools had their own feedback system in place.

H Anderson reported that Care Experience student PPI's were looking poor (16 to 18 year olds) and possibly the college should be focusing more on these students.

H Anderson also asked should we provide support for school pupils and do they know about support available at college.

C Nairn explained that schools already had a robust level of support for pupils and at present the college didn't provide support within Schools Academy.

C Nairn reported that statistics show that the number of students who have been withdrawn from college due to mental health issues up to the October break had been much lower than previous years. C Nairn added that the online delivery of classes is a more suitable learning experience for these students.

A Brydon agreed that the online approach suited these students, but how much was being done to ensure students are introduced to every support service offered within college. Students should be aware of services and get to know the faces of support staff as soon as possible. C Nairn added that the schools were a vulnerable area and although the induction/transition to college was well received, more staff could engage.

S McFadyen agreed that students with mental health issues prefer the online approach to learning; however, she felt that she was only dealing with students who have severe mental health issues and not reaching to students with anxiety or feeling low and asked how do we get help to these students.

(H Anderson left the meeting)

A Letham

	<p>C Nairn suggested that S McFadyen could introduce herself to student groups to raise awareness of the support she can offer. C Nairn reported that Funding Council money is only specific to mental health and she is presently trying to find creative ways to secure additional funding for extended support. A Brydon added that C Nairn could also approach the Student Association for funding support.</p> <p>C Nairn suggested using the staff newsletter to direct staff to the student portal to raise their awareness of what support is available for their students. A Letham suggested a separate meeting should be arranged to discuss further the students with anxiety or other issues and who have not yet contacted S McFayden for support.</p> <p>A Letham announced the new Disability Officers team: David Hutchison Ryan Murdie Kayleigh Ellison</p> <p>A Letham reiterated her concern, re new students with disabilities coming to college within an online delivery approach. These students in their feedback were negative and therefore their support needs to be targeted.</p>	A Letham
05/20	<p>ISLT I Hogg explained the challenges ISLT had met with at the beginning of term by supporting students to enable them to continue with the online delivery of their courses. Most students used the Helpdesk email system and questions/issues were often vague. A Brydon stated that everyone empathised with this situation and asked if the Helpdesk system would allow for questions to be designed specifically for students requesting help to make it easier for ISLT to give support.</p> <p>D Lowe commented that some lecturers might automatically direct their students to the Helpdesk email system instead of solving the issue quicker by offering help at the time.</p> <p>A Brydon reported that students with disabilities do have more login/online issues and suggested that a referral form accessed on the student portal could provide a more specific request. This would also be beneficial to ISLT staff. A switch from using a general Helpdesk email to requesting specific support through the student portal could be the way forward and I Hogg agreed to investigate this option further.</p> <p>A Letham reminded everyone that new students would be starting college in January and it would be beneficial if this issue could be addressed as soon as possible.</p> <p>A Letham added that funding for digital support/help with connectivity had to be a priority for the college.</p> <p>I Hogg left the meeting.</p>	I Hogg

06/20	Student Association Update (A Letham) Ann will email her report to me	
07/20	College Update A Brydon reported that she had been involved working on equality outcomes and as a result A Letham had been facilitating many of the recent student events. Appointments between curricular teams and support services would be arranged going forward. Every four years quality outcomes/actions must be reviewed and A Brydon reported that meetings with college teams would be arranged to discuss initial thoughts. A Brydon reported that she had held a few Focus Group meetings with students. A Brydon concluded that the recent student survey had been very beneficial and valuable feedback/information captured from it. C Nairn reported that the Student Support team were preparing for the return of students onto campus. One member of staff from the team will be present every morning on campus on a rota system. Students on campus can drop in to speak to staff. However, students working off campus should make an appointment to meet the relevant staff member available. C Nairn added that curricular communication would be needed with lecturing staff so that students on campus would know which relevant member of the Student Support team was available. A Letham felt that some off campus students might prefer a 'face to face' meeting and C Nairn replied that this could be arranged through the Achievement Coach or the college Facebook site. D Lowe reported that the student survey highlighted that students who had applied for practical courses were not having the experience expected due to working online at home. However, these students were being prepared to come onto campus before the Christmas break and this will hopefully keep them motivated. S McFadyen reported that at the end of last session she was unable to contact students for a follow up during the summer breaks as their emails had been shut down. It was agreed that in future an alternative contact method or keeping emails open for these students would have to apply. A Letham highlighted the challenge for both the Student Association and college to make students aware of what they have been doing. A Letham welcomed any suggestions which might help get the message across to students. D Lowe reverted back to S McFadyen's report and added that apprentices within his faculty are students for up to four years and they can contact staff throughout the summer break and update their work on online diaries.	

	<p>A Brydon suggested that a blog to keep students updated would be useful. Staff could add/update their own information/news to the blog and that way everyone could work together.</p> <p>C Nairn stated that she would be attending the Digital Transformation Project meeting and offered to take this suggestion forward for further discussion.</p> <p>D Lowe added that the Student Experience Committee could also feed in to student blogs with any development made from the various areas within the group.</p>	<p>C Nairn</p>
<p>08/20</p>	<p>Any Other Business</p> <p>A Letham again reiterated that the feedback from the student survey had been overwhelmingly positive and thanked everyone for attending today's meeting.</p> <p>Meeting closed.</p>	

DRAFT