

GLASGOW KELVIN COLLEGE

Learning and Teaching Committee – 28 February 2024

2023-24 Learner Experience Survey

Report by Quality Enhancement and Development Manager

1. Introduction

This report is intended to apprise members of the feedback the results of a Student Experience Survey that was conducted from mid-January to early February 2024 and to outline the actions that the College will take as a result of that feedback.

In addition to this Student Experience Survey, students were asked in Block 1 about their early experiences of the College, and in Block 3, the College will ask students to participate in the national Student Satisfaction and Engagement Survey, which is conducted by the Scottish Funding Council.

2. Student Feedback Processes

The Student Experience Survey is a new survey intended to gather feedback from class groups on their views on the learning, teaching and assessment offered and their thoughts on how this could improve their learning experience and effectiveness.

The survey was created using Microsoft Forms and promoted to learners via the faculty managers and course tutors. Course tutors had the responsibility to ensure that their class groups had access to the survey and participated. The survey was also sent out to students via email and Microsoft Teams.

A total of 1,597 responses were collected, which included 52% of all Full-Time Further Education students and 65% of all Full-Time Higher Education students.

As this was a new format for the Block 2 survey, there are no comparable results with previous years.

2.1 Student Experience Survey Results

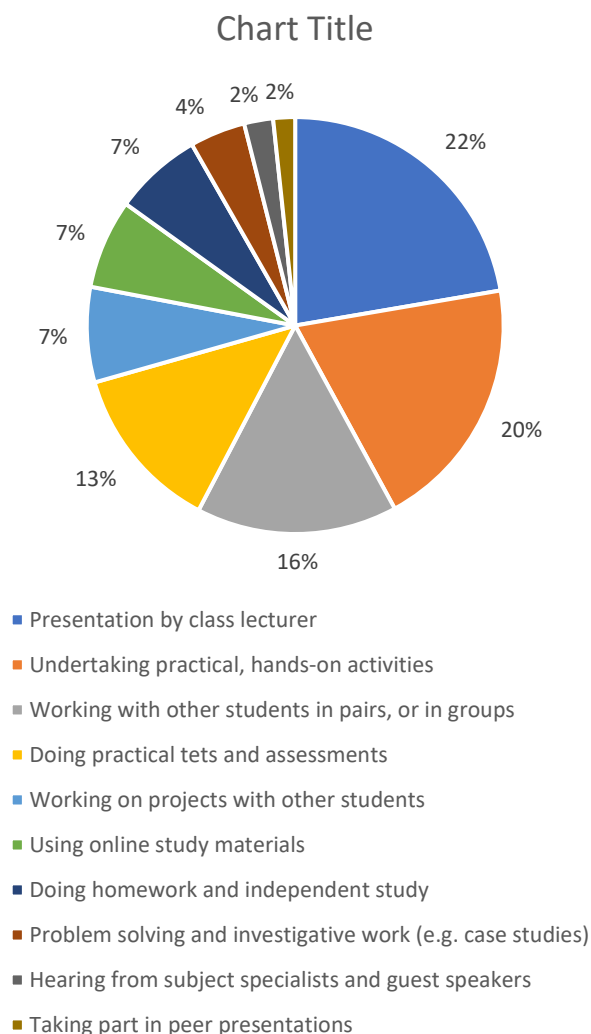
The survey consisted of six questions and the responses to these are indicated below.

	Very Well	Quite Well	Not Well
1. How well do the learning environments support your learning?	51%	46%	3%

	Very Well	Quite Well	Not Well
2. How well do learning materials support your learning?	50%	47%	3%

	Very Well	Quite Well	Not Well
3. How well does the course team explain your learning goals and your progress?	50%	47%	3%

4. Select 3 of the following types of learning activities which best support learning



In addition to the four questions above, students were asked the following two questions:

5. If we could do one thing to improve your learning experience at the College, what would it be?

6. Do you have any other feedback on your learning experience at the College?

The responses given to questions 5 and 6 were often course specific. The results of these have been made available, by class group, to faculty managers to share with their teams.

The most commonly occurring topics related to the effectiveness of interactive learning, group activities, the balance between theory and practice, and personalised feedback in enhancing understanding. A significant number of students expressed a strong preference for on-campus learning as it was a personalised experience and they felt that it was easier to interact with the class group and with their lecturer.

In general, most students either expressed satisfaction with their learning experience or suggested no changes to the learning and teaching activities on their programme.

Particular mention was made of the supportive learning environment in the College in general, and of the efforts of lecturers and support staff.

3. Impact on Students

The areas for improvement identified through student feedback will be addressed through operational and quality enhancement planning during 2023-24.

4. Resource Implications

There are no significant additional resource requirements associated with this report.

5. Equalities

Some survey respondents asked for more language support for those with English as a second or other language. This will be further explored directly with teaching teams in this academic year.

6. Risk and Assurance

This report provides assurance that the College is seeking learner feedback on the services it provides and using student views to inform and improve our service delivery.

7. Data Protection

There are no specific data protection issues arising in this report.

8. Environmental and Sustainability

There are no specific environmental and sustainability issues arising from this report.

9. Recommendations

Members are recommended to note the contents of the report.

10. Further Information

Members can obtain additional information on the contents of this report from John Gallagher, Quality Enhancement Manager (jgallagher@glasgowkelvin.ac.uk) or Robin Ashton, Vice Principal Curriculum and Quality Enhancement (rashton@glasgowkelvin.ac.uk)

Glasgow Kelvin College

JG/RA

Date: 21/02/2024