Item 11
For Discussion and Noting

GLASGOW KELVIN COLLEGE

Learning and Teaching Committee – 10 September 2025

Summary of Student Feedback 2025-26

Report by Quality Enhancement and Development Manager

1. Introduction

This report is intended to apprise members of the feedback that students provided to the College during session 2024-25, and to outline the actions that the College will take as a result of that feedback.

2. Student Feedback Processes

The College sought student feedback via three surveys which were conducted during the session. These were supplemented by student focus groups in Blocks 1 and 2. The results of these are summarised in the following sub-sections of this report. Further student focus groups were conducted in Block 3 with a focus on support service areas.

2.1 Block 1 Stop and Check Survey

The purpose of the Block 1 Stop and Check Survey Early was to provide students with an early opportunity to provide feedback on their experience at the College.

The survey questions were made available on an MS Form and the survey was promoted to learners via faculty managers and course tutors during weeks 6 and 7 of Block 1.

A total of 2,075 responses were received, which included 53% of all full-time FE students and 68% of all full-time HE students.

The six questions remain unchanged from last session. Students were also given the opportunity to leave additional comments at the end of the survey. The results of the survey are shown in Appendix 1.

2.2. Block 2 Student Experience Survey

The purpose of the Block 2 Student Experience Survey was to provide students with the opportunity to feedback on their experiences of learning and teaching approaches and learning resources.

The survey was opened in mid-November conducted from mid-January to early February 2024.

A total of 1705 responses were collected, which included 53% of all Full-Time Further Education students and 64% of all Full-Time Higher Education students.

The results of the Block 2 Student Experience Survey are shown in Appendix 2

2.3. Student Focus Groups

A number of student focus groups were conducted to allow students to provide more detailed responses to the same questions that were asked in the surveys.

The programmes selected for the focus were taken from a wide range of curricular areas in the College. The focus groups took place across all three campuses and included further education, higher education, full-time and part-time programmes.

Each of the programmes selected for the focus groups was on a quality improvement Impact Plan.

The feedback from the focus groups was given to the Senior Curriculum Manager for dissemination and discussion with the course team and for consideration within the Impact Plan.

In addition, a series of focus groups were conducted with students across all campuses in May 2025 to gather feedback on the effectiveness of support services in the College. The findings from these were passed onto support service areas to assist with improvement planning in their self-evaluation reports.

2.4. Student Satisfaction and Engagement Survey

The Student Satisfaction and Engagement Survey is conducted annually at the request of the Scottish Funding Council. The survey was made available to all students during a six-week window in March and April 2025.

A total of 1357 responses were received across all modes of attendance. This included 44% of all full-time FE students and 41% of all full-time HE students.

Thirteen questions are created by the Scottish Funding Council and the College added a further six questions to collect information related to the effectiveness of college services.

Students are also given the opportunity to leave additional comments at the end of the survey. 247 comments were left by learners; many of these commented very favourably about the level of support provided by teaching staff.

The results of the survey are shown in tabulated format in Appendix 3 alongside a comparison with those from the previous two sessions.

Appendix 4 shows a comparison of the results across each campus.

2.5. Summary of the Results of Student Feedback

The Block 1 and Bock 2 Stop and Check surveys provided very similar results to the previous year. The students' comments from individual programmes provided a number of positive aspects as well as some areas for improvement. These were made available to Curriculum Managers and to support service area managers for discussion with their teams.

Overall, students reported a high level of satisfaction with their college experience, with the majority of comments being positive. Many praised the quality of teaching, supportive lecturers, and the friendly, welcoming atmosphere across campuses. Students highlighted the helpfulness of staff, particularly library and guidance services, and valued the personalised support offered by lecturers, which helped them feel more confident and prepared for their next steps, such as progressing to university or entering employment.

Students especially enjoyed interactive activities, hands-on learning, and the variety of teaching methods, which kept lessons engaging and helped them better understand challenging subjects such as mathematics. Many also expressed appreciation for the extra help available when needed.

While over half of the comments were brief and positive — with responses such as “All good” and “I am enjoying my course” — some areas for improvement were highlighted. These included requests for clearer guidance on assessments, better communication about events, and improved toilet facilities. A small number of students raised concerns about large class sizes, library noise levels, and initial confusion around course expectations.

Although the overall profile of responses across the campuses is fairly consistent, some minor differences do exist. Theses have been fed back to faculty managers and support service managers for consideration in their operational planning and quality enhancement activities during the current session.

2.6. Actions Taken by the College in Response to Student Feedback in 2024-25

Many of the feedback comments made by students have led to improvement actions across the College, examples of these are given below:

- The new Student Hub area on the ground floor ib Springburn has been opened for student recreation. This allow for the library to be used for quiet study and groupwork.
- A second year has been provided for the HNC Costume Design students to allow them to obtain an HND.
- Our new cleaning contractor has been made aware of the on-going issues with toilet graffiti, vandalism and cleanliness, and we will work closely with them throughout the new session to ensure that toilets are kept clean and operational.
- Additional Lapsafe bays have added to two campuses. These have been monitored to ensure that they are meeting demand.
- The student app, MyKelvin, is being launched with improved functionality and user experience.
- Increased opportunities have been provided to ensure that our staff are trained to support with additional learning needs and mental health issues.
- Six new disabled parking bays have been provided
- Wifi access points have been moved on the 1st floor at the East End campus to increase signal strength and coverage.

- Microwave ovens and access to hot water have been provided an all three campuses.

3. Impact on Students

The areas for improvement identified through student feedback will be addressed through operational and quality enhancement planning during 2024-25.

4. Resource Implications

Additional resources may be required to support improvements in student facilities and services across the campuses.

5. Equalities

Some survey respondents asked for more support for asylum seekers and their specific needs. This will be further explored directly with students 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: 02/09/2025

Appendix 1

Results of the Block 1 Stop and Check Survey 2024-25

		Yes	Not Sure	No
Do you feel that you are on the right course?	**2024**	**93.4%**	**5.9%**	**0.6%**
	2023	93.2%	6.1%	0.7%

		Yes	Not Sure	No
Do you understand what you will have to do on the course?	**2024**	**96.0%**	**3.7%**	**0.4%**
	2023	95.9%	4.0%	0.2%

		Yes	Not Sure	No
Are you happy with the type of learning and teaching provided?	**2024**	**91.2%**	**N/A**	**N/A**
	2023	91.4%	7%	2%

		Yes	Not Sure	No
Do you know how to get support?	**2024**	**87.2%**	**10.5%**	**2.3%**
	2023	87.1%	10.7%	2.2%

		Yes	Not Sure	No
Are you satisfied with College Services?	**2024**	**78.3%**	**18.1%**	**3.5%**
	2023	77.9%	18.3%	3.7%

		Very Satisfied	Quite Satisfied	Not satisfied
Overall, how satisfied are you with your college experience to date?	**2024**	**54.9%**	**43.0%**	**2.1%**
	2023	**55.7%**	**42.1%**	**2.2%**

Appendix 2

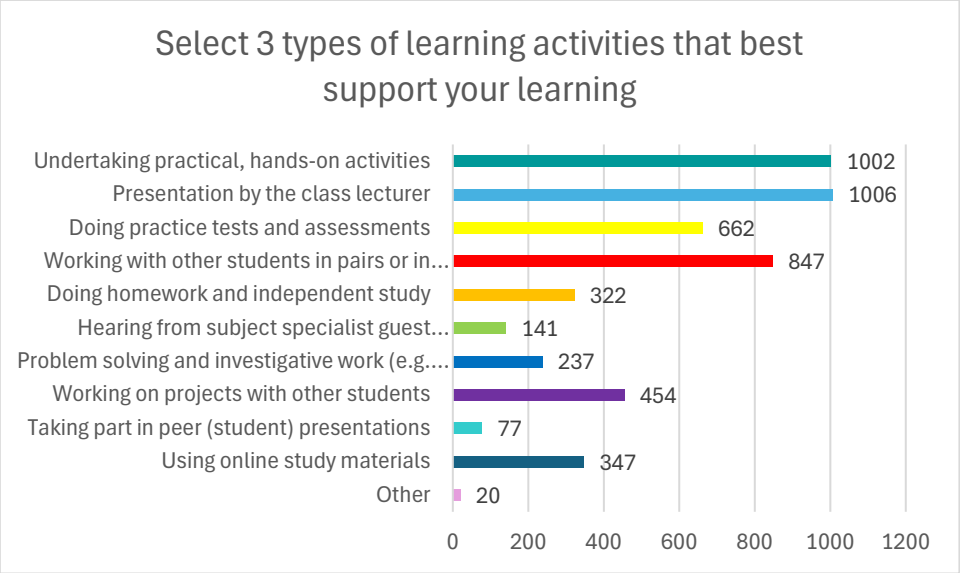
Results of the Block 2 Student Experience Survey 2024-25

		Very well	Quite well	Not well
How well do the learning environments support your learning?	**2024-25**	**53%**	**45%**	**2%**
	2023-24	51%	46%	3%

		Very well	Quite well	Not well
How well do learning materials support your learning?	**2024-25**	**55%**	**42%**	**3%**
	2023-24	50%	47%	3%

		Very well	Quite well	Not well
How well does the course team explain your learning goals and your progress?	**2024-25**	**58%**	**39%**	**3%**
	2023-24	50%	47%	3%

Select 3 of the following types of learning activities which best support your 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?**

Appendix 3

Results of the Student Satisfaction and Engagement Survey

	2021-22	2022-23	2023-24	2024-25	Change on last year	Change on 21-22
Overall, I am satisfied with my college experience	92%	95%	96%	96%	**0%**	+4%
Staff regularly discuss my progress with me	88%	92%	91%	91%	**0%**	+3%
Staff encourage students to take responsibility for their learning	99%	98%	98%	98%	**0%**	-1%
I am able to influence learning on my course	92%	93%	93%	93%	**0%**	+1%
I receive useful feedback which informs my future learning	93%	94%	93%	93%	**0%**	0%
The way I'm taught helps me learn	89%	93%	93%	92%	**-1%**	+3%
My time at college has helped me develop knowledge and skills for the workplace	91%	96%	94%	95%	**+1%**	+4%
I believe students suggestions are taken seriously	89%	88%	89%	88%	**-1%**	-1%
I believe all students are treated equally and fairly by staff	91%	92%	93%	93%	**0%**	+2%
Any changes in my course or teaching have been communicated well	85%	90%	91%	89%	**-2%**	+4%
The online learning materials for my course have helped me learn	87%	91%	92%	92%	**0%**	+5%
I feel that I am part of the college community	80%	87%	86%	88%	**+2%**	+8%
The College Students' Association influences change for the better.	91%	94%	93%	95%	**+2%**	+4%
College Facilities met my needs.	73%	77%	87%	86%	**-1%**	+13%
Student Support Services met my needs.	96%	93%	95%	95%	**0%**	-1%
ICT Services met my needs.	92%	94%	95%	96%	**+1%**	+4%
Admissions Services met my needs	96%	97%	96%	96%	**0%**	0%
College Library Services met my needs.	92%	96%	94%	96%	**+2%**	+4%
Student Funding and Finance services met my needs.	88%	90%	91%	88%	**-3%**	0%

Appendix 4

Comparison of the Student Satisfaction Results Across Each Campus

	All	SB	EE	EH
Overall, I am satisfied with my college experience	96%	95%	96%	100%
Staff regularly discuss my progress with me	91%	89%	91%	97%
Staff encourage students to take responsibility for their learning	98%	98%	99%	99%
I am able to influence learning on my course	93%	91%	95%	96%
I receive useful feedback which informs my future learning	93%	91%	96%	97%
The way I'm taught helps me learn	92%	91%	94%	95%
My time at college has helped me develop knowledge and skills for the workplace	95%	95%	97%	99%
I believe students suggestions are taken seriously	88%	88%	88%	93%
I believe all students are treated equally and fairly by staff	93%	93%	93%	93%
Any changes in my course or teaching have been communicated well	89%	88%	90%	97%
The online learning materials for my course have helped me learn	92%	93%	95%	93%
I feel that I am part of the college community	88%	88%	91%	93%
The College Students' Association influences change for the better.	95%	93%	98%	97%
College Facilities met my needs.	86%	85%	89%	89%
Student Support Services met my needs.	95%	93%	95%	97%
ICT Services met my needs.	96%	96%	94%	95%
Admissions Services met my needs	96%	96%	95%	99%
College Library Services met my needs.	96%	95%	98%	100%
Student Funding and Finance services met my needs.	88%	88%	88%	97%