GLASGOW KELVIN COLLEGE

Academic Board – 02 May 2025

Student Satisfaction and Engagement Survey 2024-25

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 Satisfaction and Engagement Survey (SSES) 2024-25

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, using Microsoft Form, during a six-week window in March and April 2025.

A total of 1357 responses were received across all modes of attendance. This included 43.9% of all full-time FE students and 41.4% 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.

2.1 The Results of the Survey

The results of the survey are shown in tabulated format in Appendix 1, alongside a comparison with those from the previous two sessions. Overall, the responses continue to show a high level of satisfaction across all areas of the College.

The comments from students were largely brief and very positive, although a small number of students highlighted areas for improvement

Most students reported excellent teaching, supportive lecturers, and feeling prepared for next steps (e.g. university, career). Students praised the welcoming atmosphere, helpful staff, and personalised support. Students enjoy hands-on experiences, varied teaching methods, and encouragement from lecturers. Many found library staff helpful and guidance services useful.

Some students asked for clearer guidance on assessments and deadlines, and more notification of student events. The toilets were described as often being dirty or broken, and the library was too noisy for serious studying.

3. Resource Implications

The areas for improvement will be addressed by the implementation of the Quality priorities for 2024-25.

4. Equalities

The College will ensure that all of our students are provided with the necessary resources and support that they require to participate fully in remote learning activities

5. Risk and Assurance

There are no specific risks arising from the contents of this report.

6. Data Protection

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

7. Recommendations

Members are recommended to note the contents of the report.

8. 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: 29/04/2025

Glasgow Kelvin College

Item 10
For Discussion and Noting

Appendix 1

SSES Three-year Comparison from 2021-22 to 2023-24

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