

GLASGOW KELVIN COLLEGE**Learning and Teaching Committee – 08 May 2024****Student Satisfaction and Engagement Survey 2023-24****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 2023-24, and to outline the actions that the College will take as a result of that feedback.

2. Student Satisfaction and Engagement Survey (SSES) 2023-24

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 2024.

A total of 1,426 responses were received across all modes of attendance. This represents an increase of 151 compared to last session.

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 College 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. The same information is shown graphically in Appendix 2.

Overall, the responses continue to show a high level of satisfaction across all areas of the College. Of particular note is the substantial increase in satisfaction with college facilities. That question related to the social areas, the refectory and the toilet facilities.

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

Overall, many students expressed satisfaction with their college experience, highlighting supportive lecturers, valuable learning opportunities, and a welcoming atmosphere.

They appreciated the quality of teaching, practical aspects of the courses, and support services provided by the college.

Some concerns were raised about issues such as cleanliness in facilities, noisy environments, lack of healthy food options, and disruptions caused by strikes. Some students also mention challenges with assessment deadlines and the need for more resources and quiet study areas.

3. Impact on Students

These student feedback results and comments will be shared with College teams and areas for improvement addressed through quality enhancement arrangements.

4. Environmental and Sustainability

There are no specific environmental and sustainability implications arising in this report.

5. Resource Implications

There are no specific resource implications arising in this report.

6. 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.

7. Risk and Assurance

This report provides assurance that the College collects and responds to student feedback and that overall, students report a high degree of satisfaction with College services.

8. Data Protection

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

9. Recommendations

Members are recommended to note the contents of the report.

10. Further Information

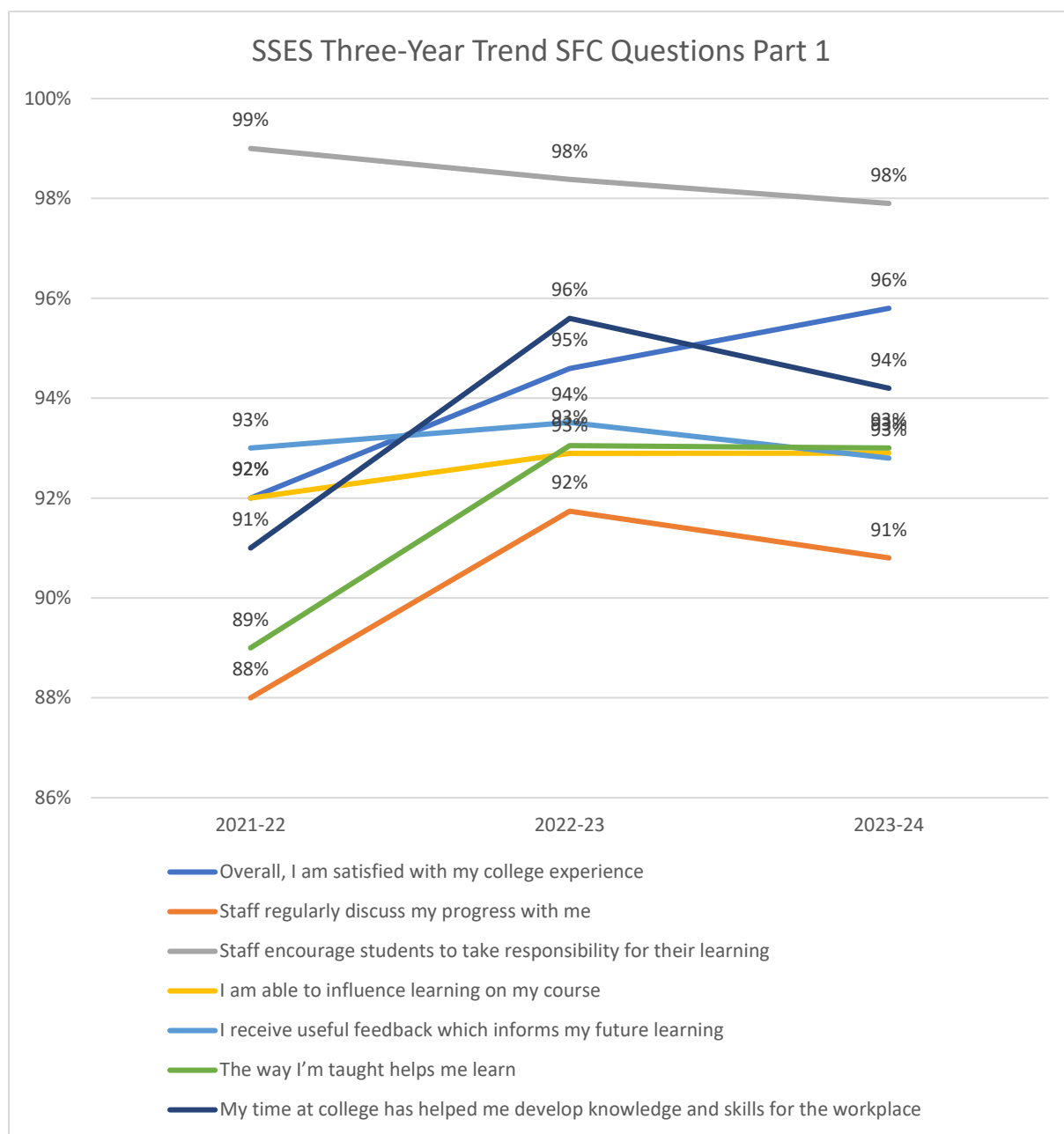
Members can obtain additional information on the contents of this report from John Gallagher, Quality Enhancement Manager (jgallagher@glasgowkelvin.ac.uk) or Robin Ashton, Vice Principal Curriculum and Quality Enhancement (rashton@glasgowkelvin.ac.uk)

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

	2021- 22	2022- 23	2023- 24	Change on last year	Change on 2021-22
Overall, I am satisfied with my college experience	92%	95%	96%	1%	4%
Staff regularly discuss my progress with me	88%	92%	91%	-1%	3%
Staff encourage students to take responsibility for their learning	99%	98%	98%	0%	-1%
I am able to influence learning on my course	92%	93%	93%	0%	1%
I receive useful feedback which informs my future learning	93%	94%	93%	-1%	0%
The way I'm taught helps me learn	89%	93%	93%	0%	4%
My time at college has helped me develop knowledge and skills for the workplace	91%	96%	94%	-1%	3%
I believe students suggestions are taken seriously	89%	88%	89%	1%	0%
I believe all students are treated equally and fairly by staff	91%	92%	93%	0%	2%
Any changes in my course or teaching has been communicated well	85%	90%	91%	1%	6%
The online learning materials for my course have helped me learn	87%	91%	92%	1%	5%
I feel that I am part of the college community	80%	87%	86%	-1%	6%
The College Students' Association influences change for the better.	91%	94%	93%	0%	2%
College Facilities met my needs.	73%	77%	87%	10%	14%
Student Support Services met my needs.	96%	93%	95%	2%	-1%
ICT Services met my needs.	92%	94%	95%	1%	3%
Admissions Services met my needs	96%	97%	96%	-1%	0%
College Library Services met my needs.	92%	96%	94%	-2%	2%
Student Funding and Finance services met my needs.	88%	90%	91%	1%	3%

Appendix 2

Graphical Representations of SSES Three-year Trend from 2021-22 to 2023-24



SSSES Three-Year Trend SFC Questions Part 2

