

Glasgow Kelvin College

Learning and Teaching Committee 20th November 2024

**2023-24 National Student Satisfaction Data and 2024-25 Start of Term Student
Feedback**

Report by Quality Enhancement and Development Manager

1. Introduction

The purpose of this report is to provide a comparison of the College students' responses to the 2023-24 Scottish Funding Council's Student Satisfaction and Engagement Survey (SSES) with the recently published national returns and to inform members of College-level student feedback activities which have been conducted across the first term of the 2024-25 academic year.

2. Student Feedback Activities

2.1 College Students' Responses to the SSES Compared to the Sector

The Scottish Funding Council recently published the results of the national SSES. The full report is available on the Scottish Funding Council's website [here](#).

A comparison of the responses by Glasgow Kelvin College students and the sector is shown in Appendix 1.

Although the satisfaction rates across all thirteen questions are very high, almost all of the College responses are slightly higher than the national averages, particularly for responses related to the delivery of learning and teaching. There are also some notable exceptions where the College satisfaction is significantly higher than the national satisfaction level. This can be observed across all modes of attendance, although it is most obvious in Higher Education Full-time programmes.

2.2 Start of Term Stop and Check Survey

A Stop and Check survey was conducted during weeks four and five to give students the opportunity to feedback on their early experiences at the College.

The survey questions were made available on an MS Form and the survey was promoted learners via faculty managers and course tutors. A total of 2,075 responses were received.

The six questions remain unchanged from last session and a direct comparison is shown between last session and this session.

Students were also given the opportunity to leave additional comments at the end of

the survey. The responses to the survey questions were as follows:

		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
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%

		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%

		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%

There is very little variation, year-on-year, with the responses to the six questions shown above. The responses continue to show a very positive satisfaction rate for each of the questions posed.

Appendix 2 shows how the responses varied across each of the three campuses and also provides separate responses for males and for females. The campus and gender breakdowns also show relatively minor variations

Five hundred and fifty-nine students also provided feedback in response to the open question at the end of form.

More than half of the comments left were very brief, with short responses such as “All good”, and “I am enjoying my course”, etc. Many students expressed gratitude for the support that they received from class lecturers, also highlighting that they enjoyed the learning environment and the company of their peers on campus. Some concerns were raised about class sizes being too large at the very start of term or about initially being unclear about expectations. Students also provided feedback that they preferred interactive activities and appreciated the extra help available for more challenging subjects like mathematics. There continues to be a strong preference for face-to-face classes over online learning for better engagement, although a small minority preferred a blended approach.

Overall students felt that they were enjoying their college experience and appreciated the dedication of staff.

The full results of the survey, including all comments, are made available to faculty managers and support service managers, and will be discussed at the October and November course team meetings.

2.3 Meet the Managers Meeting

A meeting with senior college managers was organised in partnership with the Student Association on 10th October 2024. The purpose of the meeting was to allow student representatives the opportunity to ask questions of senior managers and to raise issues of concern. An invitation was extended to all class representatives to attend.

At the meeting, participants discussed a number of topics, including issues concerning the cleanliness of some toilets, laptop charging, parking and acceptance of the digital student card by outside organisations. Any issues outstanding are currently being progressed by College departments.

2.4 Student Focus Groups

The classes selected for the focus groups this year have all been identified as ‘amber, medium-risk programmes’ within our quality enhancement arrangements. Focus group activity has been started with a number of student focus groups due to take place over the next few weeks. The student views will then be considered by course teams as part of their Improving Performance and Course Transformation (IMPACT) plans.

The results from the focus groups will be fed back directly to programme managers to allow them to consider any issues that arise.

3. Resource Implications

There are a small number of resource matters arising from the students’ comments. These are being considered by Faculty managers and course teams.

4. Impact on Students

The College will use the student feedback gathered to identify actions to improve the student experience.

5. Risk and Assurance

This report provides assurance that the College has in place arrangements to encourage student feedback and to respond to this. There are no risks arising from this report.

6. Equality

There are no equality matters arising from this report.

7. Data Protection

There are no data protection matters arising from this report.

8. Environmental and Sustainability

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

9. Recommendations

Members are recommended to note the contents of this report.

10. Further Information

Further information may be obtained from the Quality Enhancement and Development Manager or from the Vice Principal Curriculum and Quality.

College Responses vs. National Responses to the 2023-24 SSES

Survey Statement	FE Full-time	GKC FEFT	FE Part-time	GKC FEPT	HE Full-time	GKC HEFT	HE Part-time	GKC HEPT
1. Overall, I am satisfied with my college experience.	94%	96%	96%	94%	88%	95%	89%	92%
2. Staff regularly discuss my progress with me.	90%	90%	91%	98%	84%	87%	84%	85%
3. Staff encourage students to take responsibility for their learning.	97%	98%	97%	98%	96%	98%	97%	100%
4. I am able to influence learning on my course.	92%	94%	94%	92%	85%	91%	86%	90%
5. I receive useful feedback which informs my future learning.	92%	93%	94%	97%	88%	91%	87%	93%
6. The way I'm taught helps me learn.	91%	94%	93%	95%	83%	89%	86%	90%
7. My time at college has helped me develop knowledge and skills for the workplace.	93%	95%	94%	96%	89%	93%	89%	91%
8. I believe student suggestions are taken seriously.	86%	91%	91%	91%	78%	82%	84%	93%
9. I believe all students at the college are treated equally and fairly by staff.	89%	92%	94%	94%	87%	91%	93%	98%
10. Any change in my course or teaching has been communicated well.	87%	92%	92%	93%	78%	88%	82%	95%
11. The online learning materials for my course have helped me learn.	88%	91%	89%	91%	88%	90%	91%	97%
12. I feel that I am part of the college community.	88%	88%	88%	87%	79%	82%	77%	79%
13. The college Students' Association influences change for the better.	91%	94%	94%	96%	81%	89%	88%	89%

Appendix 2

Breakdown of Student Survey Responses by Campus and Gender

	East- End	Easter- house	Spring- burn	Male	Female	All
1. Do you feel that you are on the right course?	94	95	93	92	95	94
2. Do you understand what you will have to do on the course?	95	97	96	95	97	96
3. Do you know how to get support?	88	91	86	86	88	87
4. Are you satisfied with College services?	77	79	79	76	81	78
5. Are you happy with the type of learning provided?	92	96	90	91	92	91
6. Overall, how satisfied are you with your college experience to date?	99	99	98	97	99	98