Item 19a
For Information

GLASGOW KELVIN COLLEGE

BOARD OF MANAGEMENT ACADEMIC BOARD

MINUTE

Minute of the meeting of the Academic Board held on Friday 30 August 2024 at 1.30pm via MS Teams

1. Sederunt

Robin Ashton (Chair);
Tracy Leavy (Director of Wellbeing, Development and Creative Services) (WDCS);
Peter Brown (Director of Apprenticeship, Skills and Curriculum) (SEA);
Jason Quinn (Director of Digital and Information Services);
James Davidson (Lecturer);
Gerry Harkins (Lecturer);
George McGuire (Senior Curriculum Manager);
John Gallagher (Quality Enhancement & Development Manager);
Gary Sharp (Student Support Services Manager);
Alastair McGhee (Director of Student Experience and Enterprise);
Monica McKerlie (Head of Student Support Services);
Amrit Bedi (Equalities and Inclusion Lead); and
Mae Smillie (Head of Student Information Services).

In Attendance

Annette McKenna (Governance and Executive Support Manager (purpose of the minute);
John Clarke (Senior Curriculum Manager); and
Donald Higgins-Durnan (Corporate Support & Administration Manager).

2. Apologies

Arlene Sweeney (Learner, Engagement Officer);
Chantell McCallum (President, Student Association);
Ryan Donachie (President, Student Association); and
Katie McAnenay (Team Leader, Library Services).

3. Academic Board Terms of Reference – For Review

It was confirmed that the meeting was quorate with 13 members in attendance.

R Ashton shared on screen, the draft revised Terms of Reference. He informed members that the proposed amendments related to title changes and are denoted in red text.

M McKerlie highlighted that the composition stated, *'the Student Association President or Vice President'*. She noted that the role of Vice President does not now exist and should be removed.

Members discussed the remit of the Academic Board and agreed that this should include partnership with the Student Association and to monitor and review student engagement.

Members of the Academic Board agreed to:

i) consider the attached Terms of Reference; and
ii) endorse the Terms of Reference, subject to any proposed changes, for approval by the Learning and Teaching Committee in September 2024.

4. Declarations of Interest
No declarations of interest were received.

5. Minute of the Previous Meeting held on 19 April 2024
The minute of the meeting was accepted as an accurate record of the business conducted on 19 April 2024.

6. Matters arising from Minute of Previous Meetings held on 19 April 2024 Matters arising

Teaching Development Activity Update
R Ashton noted that this would be considered at Item 10.

Item 7 – Learner Behaviour and Student Disciplinary Procedure
J Quinn informed members that he had met with M McKerlie and G Sharp and that a process had been established to ensure that the Student Charter is made available to students during the induction stage.

R Ashton noted that the Marketing Team had produced Student Charter posters and other student support posters, for inclusion in classrooms.

Item 8 – Student Association Priorities Update
G Sharp provided members with an update on the outcome of the 2024/25 Student Association Sabbatical Presidents roles; Ryan Donachie and Chantell McCallum had been elected. He informed members that they would, going forward, attend Academic Board meetings.

Item 9 - Update in the Use of Artificial Intelligence Technologies in Learning, Teaching and Assessment
G Sharp informed members that he had not yet attended a meeting of the Artificial Intelligence Working Group as the first meeting of academic year 2024/25 had not yet taken place.

The Chair brought forward Item 12 to allow the Corporate Support and Administration Manager to leave the meeting following the presentation of his report.

12. Commendations and Complaints Handling Annual Report 2023-24
The Corporate Support and Administration Manager spoke to the content of the report that sought to provide members of the Academic Board with an overview and update in relation to Commendations and Complaints received over Academic Year (AY) 2023-24.

D Higgins-Durnan took members through the content of the report and provided members with a summary of the categories and numbers of complaints as set out in page 7 of the report. He highlighted that there had been a 5% decrease in complaints compared to AY 2022/23.

Furthermore, he informed members that 97% of stage 1 complaints had been dealt with in line with the maximum 10-day timescale. He further informed members that 60% of stage 2 complaints had been dealt with in line with the 20-day timescale. He provided

members with an overview of the reasons for the delays that included Industrial Action and academic holidays. He provided a summary of the learning identified and improvements made following complaints, that were noted on page 11 of the report.

In addition, he provided members with an overview of the 44 commendations received.

He noted that 190 letters of comfort had been provided to students who raised complaints during the period of Industrial Action.

J Quinn commented on the well-managed process for dealing with complaints related to Industrial Action; he thought the numbers would be higher. R Ashton noted that the communications and support provided to students during the Industrial Action had assisted with the number of complaints received. M McKerlie echoed the comments made by J Quinn and R Ashton.

J Quinn noted the positive increase in commendations for 2023/24 compared to 2022/23.

R Ashton highlighted that only 35 complaints had been received with 15,701 students enrolled, he thanked all involved in supporting the students. He thanked D Higgins-Duran for presenting his report.

Members of the Academic Board agreed to:

i) note the contents of this report and its appendix;
ii) note that the College complaints procedure in place is in line with the Scottish Public Sector Ombudsman (SPSO) guidance as far as it can be;
iii) note the publication of the report (Appendix 1) on the College website, complying with SPSO reporting requirements following approval by the Learning and Teaching Committee; and
iv) request that the Director of Estates and Corporate Services and Corporate Support and Administration Manager bring forward an annual report for session 2024-25 to an appropriate future meeting of the Academic Board.

D Higgins-Durnan left the meeting at this point.

7. Education Scotland Annual Engagement Report

The Vice Principal Curriculum and Quality Enhancement spoke to the content of the report that sought to provide members with the outcome of the Annual Engagement Review visit undertaken by Education Scotland (ES) in w/b 13 May 2024.

R Ashton reminded members that the main reason for the visit was to undertake an assessment on progress made by the College to progress improvement actions identified at the ES last visit.

He provided a summary of the letter and report provided by ES, attached as appendix 1 to his report. He informed that no main points for action were identified and that two areas for consideration had been highlighted; to enhance the learner representation and student meta-skills development.

He further informed members that the positive outcome of the ES visit was a credit to all staff across the College. He added that students ILPs would allow for recording students' meta-skills. In addition, he noted that G Sharp was working hard with the Student Association (SA) to get class representatives in place to assist with raising the profile of the SA.

He invited comments and questions from members.

J Quinn commented that this was a monumental turnaround from the previous report.

G Sharp added that the comments in the report related to the SA were reasonable.

R Ashton noted that at future meetings of the Academic Board, members would start to review the new quality arrangements; ES Reviews are not part of the new arrangements.

Members of the Academic Board agreed to:

i) note the positive Education Scotland Annual Engagement Report; and
ii) note that the Board's Learning and Teaching Committee will review the report in more detail with Iain Beach, the College HMIe, on the 11th of September 2024.

8. Student Association Priorities Update

The Student Support Services Manager spoke the content of the report in the absence of the Student Association Presidents. The report sought to provide members with an update on the progress made by the SA and activities / priorities for the year ahead.

G Sharp informed members that the two SA Presidents took up office on 1 July 2024. He provided a summary of the Freshers Festival, Partnership with BaxterStorey and work undertaken with the Active Campus Coordinator.

He highlighted the ongoing work in relation to the Student Mental Health Agreement and the 'Kelvin Student Association' rebrand. He added that a priority for 2024/25 was to raise the profile of the SA in response to feedback from ES.

He informed members that the Partnership Agreement between the SA and the College would be presented to the Board of Management on 9 October 2024.

R Ashton highlighted that the recruitment of the SA Executive Committee and class representatives is the main aim for SA in the coming weeks.

Members of the Academic Board agreed to note the contents of the report.

9. Quality Update

The Quality Enhancement and Development Manager spoke to the content of the report that sought to provide members with an update on quality issues at the start of the current session.

J Gallagher took members through his report. He highlighted the number of External Verification events hosted during 2023/24. He noted that most had been successful, however, two events had been disrupted due to insufficient evidence; these are still outstanding.

He drew members' attention to the Impact Plans set out in section 2.3 and provided members with an overview of progress made by faculties. He noted that the new RAG-Rating for 2024-25 has been issued to faculty managers and is now being taken forward.

Members of the Academic Board agreed to note the contents of the report.

10. Teaching Development Activity Update

J Clarke shared his screen and delivered a detailed presentation to members; this supplemented his report. The report and presentation sought to provide members with

an overview of Teaching Development initiatives that had two main strands; Teaching Development Leads (TDL) and Teaching Activity Groups (TAG).

He provided an overview of the remit of the TDLs and time provided for development projects. He added that all projects are initiated by the lecturers which ensures buy-in with a collaborative approach taken; projects range from course-specific improvements to college-wide initiatives, maximizing impact on student learning experiences. He provided examples for TDL projects so far.

He also provided an overview of the remit and format of the TAG that encourages peer discussions, on an informal basis. He added that they were currently piloting TeacherMatic AI Technology, continuous improvement in an informal way.

Furthermore, he provided members with a summary of the current activity and status of projects and the planned activity for session 2024/25.

In response to a question from M McKerlie, J Clarke informed that the 'readiness for college' project is at present for a specific group, not cross-college.

P Brown noted that it would be beneficial to measure the impact of TDLs and the TAG to show how it has improved college metrics throughout the year; show the outcomes. He added that it would be useful to add this activity to faculty Operational Plans.

R Ashton thanked J Clarke for delivering his presentation to members.

Members of the Academic Board agreed to note the contents of the report.

J Clark left the meeting at this point.

11. Indicative 2022-23 Retention Data and 2023-24 Recruitment Data

The Vice Principal Curriculum and Quality Enhancement spoke to the content of the report that sought to provide early indications of two key metrics related to the College's curriculum delivery; indicative 2023/24 Student Retention Data and indicative 2024/25 Recruitment Data.

R Ashton provided members with an overview of his report. He drew members' attention to the charts on page 2 of the report that set out the student withdrawal trends for the years 2020/21 to 2023/24 and by months in 2020/21 to 2023/24. He highlighted the reason most of the College students withdraw is that they don't complete the course, not that they fail. He added that course outcomes are not available yet due to the Industrial Action.

J Quinn drew members' attention to section 3 of the report and highlighted that the recruitment figures are positive and on course to meet the credit target. He added a caveat that 'physical attendance' is required to be monitored as this is sitting at the 90% mark.

R Ashton noted that recruitment is going well and looking positive. He added that enrolment and withdrawal data would be considered at the next meeting of the Academic Board.

Members of the Academic Board agreed to note the contents of the report.

13. Summary of Student Satisfaction Feedback

The Quality Enhancement and Development Manager spoke to the content of the report

that sought to apprise members of the feedback that students provided to the College during session 2023/24 and to outline the actions that will be taken as a result.

J Gallagher took members through the process and purpose of the student surveys undertaken in 2023/24; this included the Student Satisfaction Survey conducted annually at the request of the Scottish Funding Council (SFC).

Members discussed the timing of the surveys throughout the academic year and ways of encouraging students to complete them.

J Quinn commented that the Block 2 response rate was healthy then the national survey in April slowed down a bit. He added that the SFC expects more than 50% completion rate.

In response to a question from M McKerlie, J Gallagher agreed to review the 100% figure for the student satisfaction result for Easthouse at the 'student funding and finance services met my needs' question.

P Brown commented that it was helpful to see the data from different campuses. He added that it might be worth analyzing this against withdrawal rates. R Ashton added that it would also be helpful to review the results through subject areas as it would be good to share good practice for the areas that have high response rates.

Members of the Academic Board agreed to note the contents of the report.

14. Scottish Funding Council College Performance Indicators 2022-23

The Vice Principal Curriculum and Quality Enhancement spoke to the content of the report that sought to highlight the key messages from the SFC analysis of 2022/23 student outcomes and how this relates to similar college level data at the College.

He provided members with a summary of the College position in relation to the national results as shown in the SFC report accessed via a link in the report. He highlighted that the figures showed that the College's PIs had improved, and its improvement rate is getting nearer to the national average.

Members of the Academic Board agreed to:

i) note the contents of the report;
ii) note that the national data shows that the level of improvement at Glasgow Kelvin College in student outcome rates was greater than national improvement levels in 2022-23 but that a gap remains between overall College and national performance levels; and
iii) note that the national and college level data sets provided by SFC will be integrated within the College's quality evaluation and enhancement arrangements to drive further improvements.

R Ashton asked members to email him their thoughts on the focus / topics for deep dive discussions to be considered this academic year, that covered the Academic Board's remit.

15. Resource Implications – Issues to be considered as a consequence of the consideration of the above agenda items

Members agreed that no issues had arisen as a consequence of the business conducted at the meeting.

16. Impact on Students – Issues to be considered as a consequence of the consideration of the above agenda items.

Members agreed that no issues had arisen as a consequence of the business conducted at the meeting.

17. Risk Management – Issues to be considered as a consequence of the consideration of the above agenda items.

Members agreed that no issues had arisen as a consequence of the business conducted at the meeting.

18. Equality Management – Issues to be considered as a consequence of the consideration of the above agenda items.

Members agreed that no issues had arisen as a consequence of the business conducted at the meeting.

19. Data Protection – Issues to be considered as a consequence of the consideration of the above agenda items.

Members agreed that no issues had arisen as a consequence of the business conducted at the meeting.

20. Environmental and Sustainability – Issues to be considered as a consequence of the consideration of the above agenda items.

Members agreed that no issues had arisen as a consequence of the business conducted at the meeting.

21. Closure

The meeting closed at 2.45pm

22. Date of Next Meeting

01 November 2024 - MS Teams