

**Glasgow Kelvin College
Academic Board - 01 November 2024**

Block One Student Feedback

Report by Quality Enhancement and Development Manager

1. Introduction

The purpose of this report is to apprise members of student feedback activities which have been conducted across the College during Block 1.

2. Student Feedback Activities

2.1 Block One Stop and Check Survey

A Stop and Check survey was conducted during weeks four and five in Block 1 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
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Do you know how to get support?	2024	87.2%	10.5%	2.3%
	2023	87.1%	10.7%	2.2%

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

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

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

Five hundred and fifty-nine comments were also made in response to the open question at the end of form.

Appendix 1 shows how the responses varied across each of the three campuses and also provides separate responses for males and for females.

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.

The campus and gender breakdowns also show relatively minor variations

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 and about initially being unclear about expectations.

Students 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 dedicated 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 course team meetings.

2.2 Meet the Managers

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.

A summary of the issues raised by the student representatives are collated and shown in Appendix 2.

2.3 Student Focus Groups

A number of student focus groups are being arranged over the next few weeks to seek student views on their early experience as students at the College. The classes selected for the focus groups are all on amber, medium-risk programmes.

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 is a small number of course-specific resource matters arising from the students' comments. These are being considered by course teams.

4. Impact on Students

There are no significant impacts on students arising from this report, although course teams will identify actions to improve the student experience on their programmes.

5. Risk and Assurance

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 Vice Principal (Curriculum and Quality) or from the Quality Enhancement and Development Manager

Glasgow Kelvin College
JG/RA
October 2024

Breakdown of Student Survey Responses by Campus and Gender

	EE	EH	S	M	F	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 student 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

Summary from the Meet The Managers' Meeting

Curriculum and Quality Enhancement: Students request clearer communication from teaching staff about expectations to ensure progress. Additionally, students ask for more access to materials like course handbooks, class notes, and lesson handouts in advance, which would be helpful for staying on track, especially if absent.	Concerns about teaching quality, such as tutor attendance and feedback, should be raised by Class Representatives at course team meetings. Reps are encouraged to gather feedback from classmates beforehand.
Student Support Services: Students request more career counselling, including UCAS support, internships, and placements.	The college partners with Skills Development Scotland for career advice, and support is available through the Advice, Guidance & Learner Support team. Interest in support groups or study clubs should be directed to the Student Association. Extra time for assessments (10 minutes per hour for language barriers) is regulated by SQA, not the college. University progression support is available through the Advice, Guidance & Learner Support team. For non-native English speakers, ESOL support is provided, and the college employs an ESOL Support Officer to help with language challenges.
Digital and ICT Operations Laptops from trolleys and Lapsafe are often not fully charged. MyKelvin crashes frequently. There are travel discount issues using digital IDs.	ICT staff are investigating this. Students can report issues through the Student Association. Loaned devices like Chromebooks are less efficient, but laptops are available through Lapsafe. MyKelvin app has not always been functioning as expected, and alternative solutions are being considered. Digital student IDs cause issues with travel/discounts, but First Bus and some companies accept them. Students can also use UNiDAYS for discounts.
Estates and Corporate Services Cleanliness of toilets. Better access to period products. Heavy doors cause accessibility issues	Toilets at Springburn are under strain, but are cleaned regularly, and long-term solutions are being explored. Period products access will improve, and hand-gel is available in toilets. Accessibility

	issues, including heavy doors, are being addressed.
Operations: Students request more support for funding eligibility and application processes. Access to kitchen facilities. Students asked for longer opening hours for facilities like the gym and library, but hours vary by campus and access is provided whenever possible. Student parking availability.	The Funding team is improving campus presence and simplifying guidance communications. Providing access to microwaves or kettles was explored but is not possible due to health and safety concerns.. Opening hours vary according to campus and access is provided whenever possible. The College has limited parking facilities but all campuses are served by good public transport and cycle routes.