

GLASGOW KELVIN COLLEGE

Learning and Teaching Committee – 26 February 2025

‘Meet the Managers’ Initiative

Report by Vice Principal Curriculum and Quality

1. Introduction

In 2023-24, the College worked with the Students’ Association to establish a new ‘Meet the Managers’ approach to improve the impact of student views on service delivery. This paper provides an update on the progress and impact of this initiative.

2. Meet the Managers Forum

Whilst there were already strong established arrangements for students to feedback on course delivery, there were fewer opportunities for students to feedback on, and influence, their wider out of class student experience.

To address this, arrangements were put in place to hold regular ‘Meet the Managers’ sessions where students were able to directly raise issues with College Senior Management. Three meetings are now arranged across the academic year. Following consultation this was decided to be online so as many students as possible across our three campuses could participate.

Prior to the meetings, Class Representatives and the Students’ Association consult with students on how wider services were working and if there are any issues we could address. They then prepare a PowerPoint highlighting both positive feedback and areas which could be improved (example attached as Appendix A).

At each Meet the Managers meeting, the Students’ Association present their findings to Senior College Service Managers from Digital, Estates, Catering and Student Funding Services. Managers have an opportunity to respond to issues raised and following this, Class Representatives can ask further questions directly of management.

After the meetings, managers consider the issues raised and develop a set of responses in a ‘you said – we did’ format which is shared with students (example attached at Appendix B).

Overall, the Meet the Managers initiative has proved to be successful in engaging with students and ensuring their views impact on College services and resources.

3. Impact on Students

By extending arrangements for responding to the student voice, the College has been able to modify its service delivery to better respond to student needs and preferences.

4. Resource Implications

The feedback from students has influenced our resource expenditure with more funds being prioritised to meet student needs.

5. Equality

There are no equalities implications arising directly from this report.

6. Risk and Assurance

This report provides assurance that the College is effectively encouraging and responding to the student voice.

7. Data Protection

There are no data protection implications arising directly from this report.

8. Recommendations

Members are recommended to:

- i. Note the establishment and positive impact of the meet the managers initiative on strengthening the student voice in shaping College service delivery.

9. Further Information

Members can obtain additional information on the contents of this report from Robin Ashton, Vice Principal Curriculum and Quality

Glasgow Kelvin College
RA
05/2/2025

Appendix A

Meet the Managers event

Chantell McCallum: President of Learning and Teaching



What works well within the College?

- The learning materials, equipment, amenities and facilities provided are high quality and relevant
- Staff are appreciated, approachable and supportive, which enhances the learning experience
- Block release students enjoy learning within the classroom and taking the skills/knowledge back into their place of work
- The college acknowledges and provides support for anyone who must re-adjust after being away from education for a long time
- Having the ability to work from different locations e.g. class, Library, sports centres etc.
- Timetables help students deal with other responsibilities e.g. employment and caring responsibilities
- There is a good atmosphere around the college and college staff work well as a joined-up team
- Students are encouraged to express their ideas and participate in important discussions
- The college provides free breakfast and hot drinks to students in the mornings
- Teams (and other technology) ensures everything is available on demand

What do students think the college could do to enhance student experience?

- A better way to communicate with students as too much information is being provided
- Microwaves and access to hot water should be available across all campuses
- Create a survey for students at the beginning of the year to assess students' interests and needs
- More opportunities for practical work, internships, placements and field trips
- Ensure campus defects/damages are fixed, e.g. ceiling outside room 401 has a missing tile - exposing internal pipes/possibility for leakage
- If timetables or rooms change, information is not being updated/communicated with students, who are being marked late when they have been trying to find their class
- Allocate bathrooms that are strictly only for a specific sex
- Ensure lecturers are trained to support with additional learning needs/mental health issues
- Support with breaking down work and providing clarity for what is expected from students
- Teaching staff need to be more organised and be at class on time
- Having a Careers Adviser on campus would be helpful
- Fix issues with the MyKelvin app and the authenticator

Block One Academic Year 24/25

Meet the Managers

The Glasgow Kelvin College Student Association organised this event on Thursday 10th October to provide an important opportunity for students to meet college Senior Managers in a live discussion about students' experience of the college.

Panellist management included:

- Robin Ashton – Vice Principal, Curriculum and Quality Enhancement
- Jeanette Evans – Vice Principal, Operations
- Lisa Clark – Director for Estates and Corporate Services
- Monica McKerlie – Head of Student Support Services
- Michelle Harding – Head of Digital and ICT Operations
- Michael Lacy – Estates Project Manager

In preparation for this event, the Student Association also obtained feedback from:

- **Class Representative feedback gathered from discussions with their class groups**
- **Student Association feedback obtained from speaking to students in-campus**

The feedback we were looking for related to two main areas:

- **What works well within the college?**
- **What could the College do to enhance student experience?**

You said...

As there are a lack of costume design courses throughout Scotland, the HN1 Costume design course would like to push for a second year opening in the college. As of now there are 15 of us fully interested and would be ready to take on a second year?

Is there a way to stop rooms being double booked?

Could tutorials be organised for students struggling with specific subjects?

Can the college do anything to provide more parking facilities for students?

Could students be provided with access to facilities e.g. microwave, kettle etc?

...we did

After considering this request and wider curriculum resources, a new costume course has been added for 25/26

The College has an online room booking system which only allows single bookings for rooms so this should not happen if all rooms are booked through our systems. We will send a communication to all Faculty staff to remind them that all rooms being used must be booked in advance.

We will place this on the agenda for our next Faculty management meeting. Subject to viable student demand and staffing availability, we will consider how to offer subject tutorials this academic year.

The college has limited parking facilities, but we have a small number of bicycles that can be borrowed by students. We are also in the process of installing 6 additional disabled student parking facilities at our Springburn Campus.

Student microwave and hot water facilities have now been set up in all campuses.

You said...

Bathroom facilities are not being cleaned and replenished as much as what they should be. Taps can also be too hot and some produce little or no water.

Can there be better access/availability of period products, especially in the gender inclusive bathroom, so everyone who needs them can use them?

...we did

We have spoken to our cleaning contractor and asked them to increase the checks on the most heavily used toilets. Our estates team have checked all taps and any found to be too hot or have a poor water supply will be adjusted. We have also installed signs directing students to report issues to reception.

The College is working on a relaunch of period poverty free sanitary products, which will include increased access and information posters explaining how to get them. This will be completed very soon. This will include a gender inclusive toilet. Period products will also be available discreetly at each Reception area.