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CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Annual Learner Satisfaction Survey Report 2016-17	**Purpose:** **For Approval** ☐ **For Discussion** ☒ **For Information** ☐
Prepared by: D Killean	**Date:** 15 May 2017

Purpose: To inform the Curriculum and Quality Committee of student satisfaction levels for 2016-17

Linked to Strategic Goal 3: Provide a high quality College experience.

Executive Summary:

The annual student survey includes the National Student Satisfaction Survey (NSSS). It is integrated into our longstanding annual survey with the national survey questions being asked as section 1. The results of the NSSS will be published by the SFC for all colleges which can then be used for benchmarking. This year each response has a unique identifier which allows greater analysis of the national responses by student characteristics such as age and gender. The report includes a comparison with the previous year's survey. This year's survey includes some new questions to gather information on student satisfaction with the assessment process which is generally high.

The survey was completed online by 730 full time and 283 part time students. This is a significant increase in responses compared with last year.
The threshold for action remains 87%.

Results	15/16	16/17
No of questions >87%	34 (59%)	45 (63%)
No of questions <=87%	24 (41%)	26 (37%)

Overall satisfaction rates were high; however there is an increase in the number of questions where satisfaction levels haven't achieved the 87% benchmark. Line managers have been issued with the survey results for their particular areas and where satisfaction levels fall below 87% they have responded with plans for improvement. The College is producing a short presentation which it will share with students, setting out its plans for improvement in response to the survey result.

The areas where learner satisfaction fell below 87% are as follows:

- Student suggestions treated seriously and being treated equally and fairly
- Student Association influencing change for the better
- Having difficulty with the process of applying for courses, student funding.
- Support from staff for learning, welfare, student funding and transport.
- Students' essential skills development (Communication, Numeracy, IT and Work Experience)
- Being able to give feedback on lessons
- Having complaints treated seriously and making appeals
- Student representation at faculty and college level
- Complaints and appeals
- The adequacy of teaching space, classroom comfort, equipment and IT resources
- The size of the social space and the availability, quality and price of food

• Reliability of Wi-Fi The results of this survey are an important source for self-evaluation and the enhancement plan for 2017/18.		
Recommendation: N/A		
Previous Committee Approvals:		
For publication ☒	**For publication with redactions** ☐	**Not for publication** ☐

BORDERS COLLEGE

ANNUAL LEARNER FEEDBACK SURVEY REPORT

SESSION 2016/17

1. SURVEY RATIONALE & METHODOLOGY

The College carries out one Annual Learner Feedback Survey each session in order to gather feedback from students on various aspects of their College experience. Focus groups also take place throughout the year with students to gather additional feedback.

The National Student Satisfaction and Engagement Survey was inserted at the beginning of the survey following guidance received from the Scottish Funding Council.

Some questions were changed or removed due to the National Student Satisfaction and Engagement Survey having very similar questions.

This report covers all of the mainstream responses, other than the results shown for the national survey as these cover mainstream, BDU and Evening Classes.

The link to the survey was available via the Student Portal for mainstream classes, paper forms were issued to evening class students and BDU candidates were sent the survey via e-mail.

1519 students were selected to be included in the survey and 1013 completed surveys were received. This represents a response rate of 67%. The breakdown of the student responses by their mode of attendance was as follows:

Full-Time: 730
Part-Time: 229
Distance/Flexible: 54

PLEASE NOTE:
The Not Applicable responses are not shown in the report as they are excluded from the overall percentage analysis.

This year the figures for the Don’t Know responses have not been included in the overall percentage analysis. However, the number of “Don’t Know” responses has still been included in the charts, in order that the appropriate staff can work towards increasing the students’ knowledge/awareness for these areas. For those questions where the satisfaction rating is below 87%, the overall satisfaction ratings for the previous year have been adjusted in this report in order to compare them like for like.

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For appropriate questions, where the satisfaction rating is below 87%, a selection of comments has been included in the Conclusions/Recommendations section. There are some questions included in the survey that were included to gather information only – therefore they are not included in the Conclusions/Recommendations section if they are below 87%.

For the purpose of this report the comments have had spelling and grammar corrected.

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2. 2015/16 UPDATE ON ACTIONS TAKEN

Last year's survey contained 24 questions that had a satisfaction rating below 87%. Here is a brief update on the actions the College has taken as a result of feedback received:

I believe student suggestions are taken seriously – 71.5%

This question was part of the national survey which had a general comments section at the end. There were not a lot of comments that related to this question. A couple of students commented that they felt their suggestions were not taken seriously and that there was little or no point in them making further suggestions.

Comments & Actions Taken/Further Recommendations:

The Students' Association has created a useful booklet explaining the faculty councils to students. They have also included standard questions for each of the faculty meeting and this has resulted in an improvement in the responses to this question. Further responses are included at the conclusions section.

I believe all students at the college are treated equally and fairly by staff – 79%

Again, this question was part of the national survey which had a general comments section at the end. Looking through the comments there was one issue that appeared on several occasions. Students commented that they felt that they worked hard to stick to the deadlines set for assessments, and other students were given chance after chance to submit their assessment with no reprimand. The students who commented regarded this as an inequality.

Comments & Actions Taken/Further Recommendations:

The satisfaction rate has risen to 87% for this question but staff must continue to treat all students fairly and equally.

It was easy to apply for a Bursary/EMA (FE only) – 44%

Students commented that they found it difficult to apply for a bursary and found the online system frustrating/stressful and complicated. They also stated that it was not clear what was required and that it took a long time to sort funding out. Some students commented that they preferred the paper based process.

Comments & Actions Taken/Further Recommendations:

The legislative requirements to meet the strict policy regulations continue to make student funding applications a complex system.

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Working alongside the Library team we provided greater support to students to manage the uploading of documents freeing up the funding team to concentrate on the processing of awards.

We will continue to work with the Library team to provide printers to enable students to scan and upload any documents required.

I was given enough information to apply for SAAS funding (HE only) – 73%

There were no comments made regarding the SAAS funding.

Comments & Actions Taken/Further Recommendations:

The welfare advisor is on hand and liaises closely with the HE student groups to ensure they are aware of and to support them through the SAAS funding process.

A welfare advisor will be available throughout this summer to assist any students who require advice and guidance to help them make their SAAS application.

I received good information and advice from Admissions – 83%

Only 3 comments were made relating to Admissions. One student stated that due to their dyslexia they found it difficult to apply to college. Another student stated that they did not get their first choice of course and were offered another course but received very little information about the new course. The third student stated that they found it easy to apply to college.

Comments & Actions Taken/Further Recommendations:

We continue to provide help and information as required and work with the departments and SDS to provide additional guidance when required.

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I received good information and advice from Student Funding – 72%

There were not a lot of comments made relating to student funding. The students who did comment felt it took a long time to get the information, not enough information received at the start of their course. One student indicated that they only found out by accident that they could apply for fuel costs as opposed to having a bus pass.

Comments & Actions Taken/Further Recommendations:

We will continue to support students with the correct information and advice to enable them to maximise their funding options.

I received good information and advice from Student Welfare – 81%

Only one comment was made that specifically related to student welfare and the student stated that they didn't ask for any information.

Comments & Actions Taken/Further Recommendations:

Staff will continue to be proactive in offering any help, support and advice that students may require in order to help with any difficult situations they find themselves in.

I received good information and advice about Transport – 81%

Again there were only a few comments that related to transport. Students commented that they received no help with transport, others stated that they had to find their own way due to the information being vague. Others commented that the bus pass ends over the study week which meant they could not come in to college to study.

Comments & Actions Taken/Further Recommendations:

Reliance on public services for the majority of our transport service, over which the College has no control, and its link to entitlement to student funding often results in dissatisfaction in the service. We continue to work with Scottish Borders Council who manages the service for us in order to ensure timeous and accurate information and advice is available. Information monitors are in the main Scottish Borders Campus and the development of a Transport 'App' has made the updating and monitoring of available information easier.

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I am getting better at doing presentations to other students and my lecturers – 80.5%

Students who commented stated that they struggled with presentations due to lack of confidence. Others stated that they had not started presentations yet. A couple of students stated that they were already competent at doing presentations.

Comments & Actions Taken/Further Recommendations:

The responses have remained static for this but identification of opportunities for students to develop their presentation skills will be carried out.

My reading skills have improved since starting at College – 80%

Some students stated that their reading skills were fine already; others commented that they found this difficult due to their disabilities. Other students felt that their reading had either stayed the same or had improved.

Comments & Actions Taken/Further Recommendations:

This has reduced slightly which may be due to a delay in recruitment of the full learning support team. There are further plans for summer schools and actions shown within the conclusions section of this report.

My numeracy skills have improved since starting at College – 79%

Some students felt their numeracy was still the same and it was already at an appropriate level. Others felt they were not confident or stated that they had never found numeracy easy. A couple of students felt that due to the size of the class it was difficult for the lecturer to get round all the students to help.

Comments & Actions Taken/Further Recommendations:

This has reduced slightly and actions have been identified within the conclusions area including a summer school.

Did the College prepare you well for work placement? – 80%

Some students stated that they had found their own work placement and others stated that they received help to find one. Students also stated that they felt the college had helped them with the skills they have required for their placement.

Comments & Actions Taken/Further Recommendations:

The College has carried out an Internal Review of work placements in response to the publication of the Work Placement Standards by Education Scotland. There are several recommendations within the report and these will be implemented for academic year 2017-18. These include building the Work Placement Unit into course structures which will ensure students have completed work placement preparation prior to attending their placement.

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I am able to influence the teaching methods used on my course – 76%

There were not a lot of comments regarding students being able to influence the teaching methods. The majority of comments indicated that the students felt they were able to influence the teaching methods. Some students stated that were able to make comments and the lecturer would try and adapt to suit their needs. A couple of students stated that they wouldn't know how to influence the teaching methods.

Comments & Actions Taken/Further Recommendations:

This has improved to 88% and indicate that staff are responding to students requests on teaching methods. Staff will continue to seek the students preference on teaching methods.

Lecturers ask me to comment on their lessons and teaching approaches – 65%

There were mixed comments from students with some saying they were asked to comment and others stating that they weren't asked. Some students stated that their comments lead to changes and others felt no changes were made. A few students stated that the classes and staff are good.

Comments & Actions Taken/Further Recommendations:

This has improved but is still below the threshold. Actions have been identified and are shown within the conclusions section. These include discussion at meetings on lesson evaluation methods used by staff.

The Students Association represents us well – 79%

Again mixed comments from students ranging from poor communication to they're great and all very friendly. A few students stated that they send contributions for this to be brought up at meetings and nothing changes.

Comments & Actions Taken/Further Recommendations:

The Students Association will continue to ensure effective representation of students on smaller campuses by scheduling regular officer visits to Newtown and Tweedbank campuses to gather feedback about the student experience.

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The Class Representative system work well – 59%

Again mixed comments from students with some indicating that they thought it worked well and others stated that it was a waste of time. Other students stated that their class rep did not feedback to them.

Comments & Actions Taken/Further Recommendations:

This has improved significantly and the faculties will continue to have two representatives per class. Further actions are shown within the conclusions section.

I know what has been discussed at the Faculty Council – 64%

Students commented that they don't hear anything back, don't know what has been discussed and no feedback is given.

Comments & Actions Taken/Further Recommendations:

This has improved due to targeted training by the Students' Association and further actions are shown within the conclusions section.

I was satisfied with the way my complaint was dealt with by the College – 66%

Students stated that they felt nothing was done whilst others stated that their problem had been resolved. Some students stated that they had not heard back and others stated that their problem was dealt with quickly.

Comments & Actions Taken/Further Recommendations:

The College has publicised the complaints handling process more via the website and leaflets are available at reception. However, this has not had the desired effect with a similar pattern emerging in the 2016/17 survey results.

I know how to make a complaint or appeal against a decision – 84%

Not very many comments but those who did comment stated that they did not know how to and others stated that they would like to know how to.

Comments & Actions Taken/Further Recommendations:

Although a high satisfaction rate, it has reduced slightly. Heads of Faculty will continue to ensure students are informed during the induction period and will highlight this at a faculty council meeting.

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The classrooms are comfortable and well equipped – 75%

The majority of the comments made stated that the classrooms were too small for their class size. Other comments stated that there were not enough computers for everyone or the classrooms were not suitable for their class needs.

Comments & Actions Taken/Further Recommendations:

Significant amount of work has gone into improving the classroom facilities over the past year which has led to a 10% increase in satisfaction this year.

I enjoy the food available at the campus – 70%

Students commented that they felt the food was overpriced/too expensive, not enough variety and the food choices were very repetitive. Others stated that the food was not hot enough when served (particularly the chips) and they would like to see healthier options available. Students not from the SBC Campus stated that they only have a vending machine which left them with a very limited choice.

Comments & Actions Taken/Further Recommendations:

Our catering providers at Galashiels Baxter Storey have now completed its second year, Baxter Storey are audited by an independent catering organisation on their catering provision and still retain a high score with Auditors.

It's clear we have a lot of work to do in particular at Newtown campus which scored very low on food provision, this is largely based on the use of vending machines and poor external food provision and over the next year we will be focusing our attention on trying to significantly improve the overall provision.

The social space at the campus is adequate – 65%

Comments made by students indicated that they find it difficult to find a seat at lunchtimes due to there not being enough seats available. Others stated that the social space was adequate.

Comments & Actions Taken/Further Recommendations:

The major refurbishment of the Union at Galashiels has significantly improved the seating capacity and environment students can now enjoy. We have also developed some external areas that students can now enjoy during periods of good weather. We recognise that further work and investment is required at our Newtown campus to improve social space.

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The IT equipment works well and meets my needs – 77.5%

Student's comments in the main related to the lack of computers in classrooms and in the library. They also stated that the computers were very slow and that the technology needs to be updated. Some students also stated that the internet does not work well.

Comments & Actions Taken/Further Recommendations:

The majority of computers in the college where purchased in 2009 when the college relocated; which makes them 8 years old. Budget allocation for the ISLT strategy was not found and was only 50% of planned budget. If this is an indication of probable budget this refresh program will take 4 years as the refresh model will become 6 years. It is likely that it will not keep pace with the change in technology. The delivery of the internet will be increase with the infrastructure refresh but the older machine will mask this.

The wireless network works well and meets my needs – 67%

Students commented that they found the Wi-Fi very slow and it sometimes loses the connection or doesn't work at all.

Comments & Actions Taken/Further Recommendations:

The procurement process has made this a slower process than expected with one company pulling out having been awarded the contract. Project plans are showing completion in July/August 2017.

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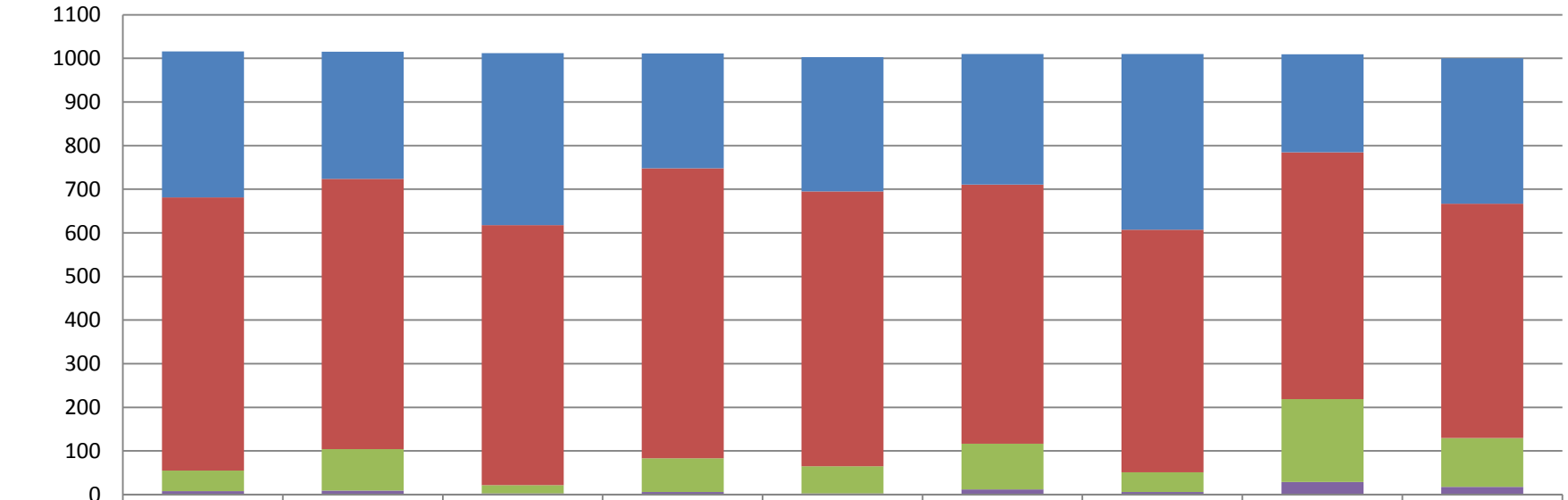
ANALYSIS OF RESPONSES FROM 2016/17

SECTION 1 – The National Student Satisfaction and Engagement Survey

Please select ONE response do you agree with the following statements?:



	Overall, I am satisfied with my college experience	Staff regularly discuss my progress with me	Staff encourage students to take responsibility for their learning	I am able to influence learning on my course	I receive useful feedback which informs my future learning	The way I'm taught helps me learn	My time at college has helped me develop knowledge and skills for the workplace	I believe student suggestions are taken seriously	I believe all students at the college are treated equally and fairly by staff
Strongly Agree	335	291	394	263	308	299	403	224	333
Agree	626	620	596	665	630	594	556	566	537
Disagree	47	95	19	77	62	105	45	190	112
Strongly Disagree	8	9	3	6	3	12	6	29	18

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In terms of percentages the figures above relate to:

	Strongly Agree	Agree	Disagree	Strongly Disagree	**Satisfaction Rating**
Overall I am satisfied with my college experience	33%	61.5	4.5%	1%	**94.5%**
Staff regularly discuss my progress with me	29%	61%	9%	1%	**90%**
Staff encourage students to take responsibility for their learning	39%	59%	2%	0%	**98%**
I am able to influence learning on my course	26%	66%	7.5%	0.5%	**92%**
I receive useful feedback which informs my future learning	31%	63%	6%	0%	**94%**
The way I'm taught helps me learn	30%	59%	10%	1%	**89%**
My time at college has helped me develop knowledge and skills for the workplace	40%	55%	4%	1%	**95%**
I believe student suggestions are taken seriously	22%	56%	19%	3%	**78%**
I believe all students at the college are treated equally and fairly by staff	33%	54%	11%	2%	**87%**

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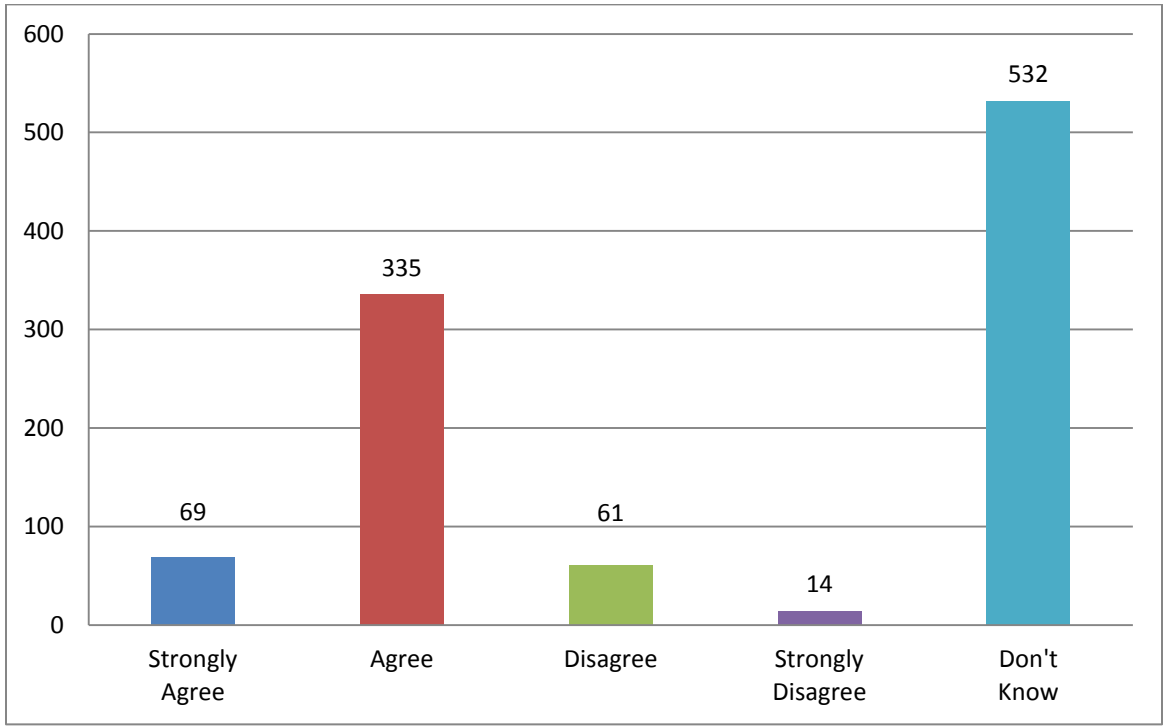
The College Students' Association influences change for the better:



In terms of percentages the figures above relate to:

	Response Percentage	Satisfaction Rating
Strongly Agree	14%	**84%**
Agree	70%	
Disagree	13%	
Strongly Disagree	3%	

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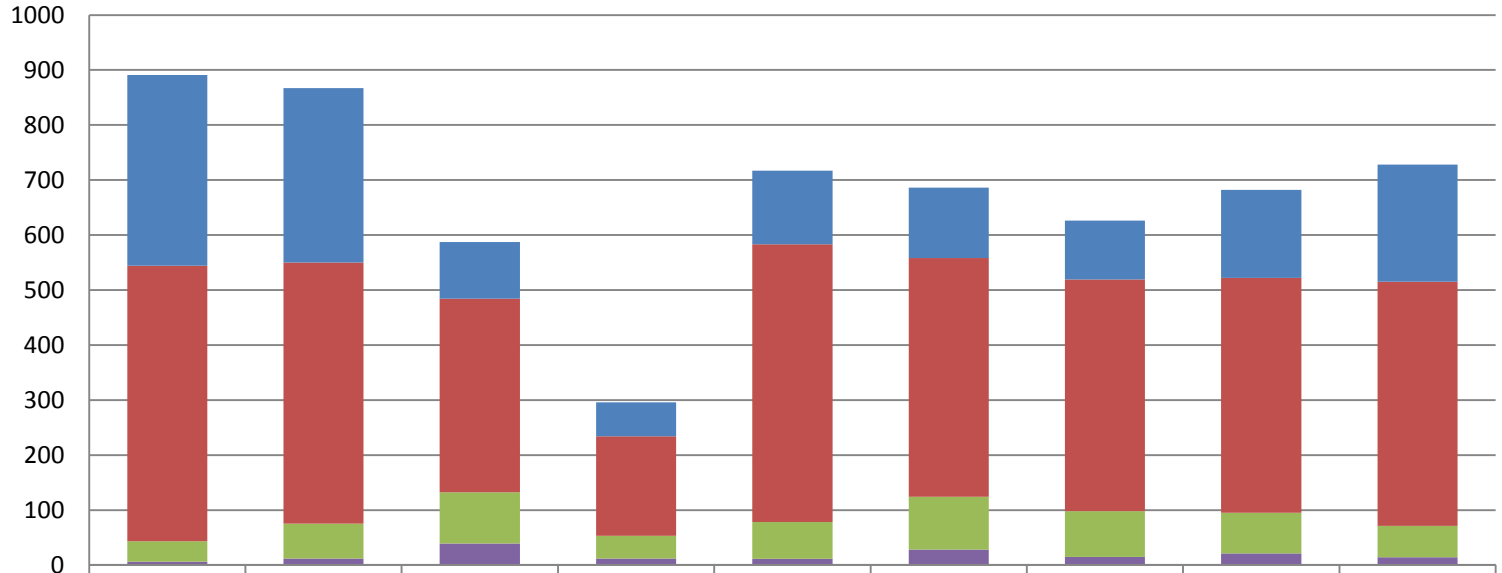
SECTION 2 – Information, Guidance and Support

How much do you agree with the following statements?:



	I found it easy to apply for my course at College	I was given enough information about the College and my course at interview	FE Students Only - I was given enough information to apply for a Bursary/EMA	HE Students Only (HNC/HND) - I was given enough information to apply for SAAS funding	I received the information and advice I needed from Admissions	I received the information and advice I needed from Student Funding	I received the information and advice I needed from Student Welfare	I received the information and advice I needed about Transport	The staff in the Advice Centre are accessible and helpful
Agree Completely	347	317	103	62	134	128	107	160	213
Agree	501	475	352	181	505	434	421	427	444
Disagree	37	63	93	41	67	96	83	74	57
Disagree Completely	6	12	39	12	11	28	15	21	14

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In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	Satisfaction Rating
I found it easy to apply for my course at College	39%	56%	4%	1%	**95%**
I was given enough information about the College and my course at interview	37%	55%	7%	1%	**92%**
FE Students Only – I was given enough information to apply for a Bursary/EMA	17.5%	60%	16%	6.5%	**77.5%**
HE Students Only - I was given enough information to apply for SAAS funding	21%	61%	14%	4%	**82%**
I received the information and advice I needed from Admissions	19%	70%	9%	2%	**89%**
I received the information and advice I needed from Student Funding	19%	63%	14%	4%	**82%**
I received the information and advice I needed from Student Welfare	17%	62%	13%	3%	**84%**
I received the information and advice I needed about Transport	23%	63%	11%	3%	**86%**
The staff in the Advice Centre are accessible and helpful	29%	61%	8%	2%	**90%**

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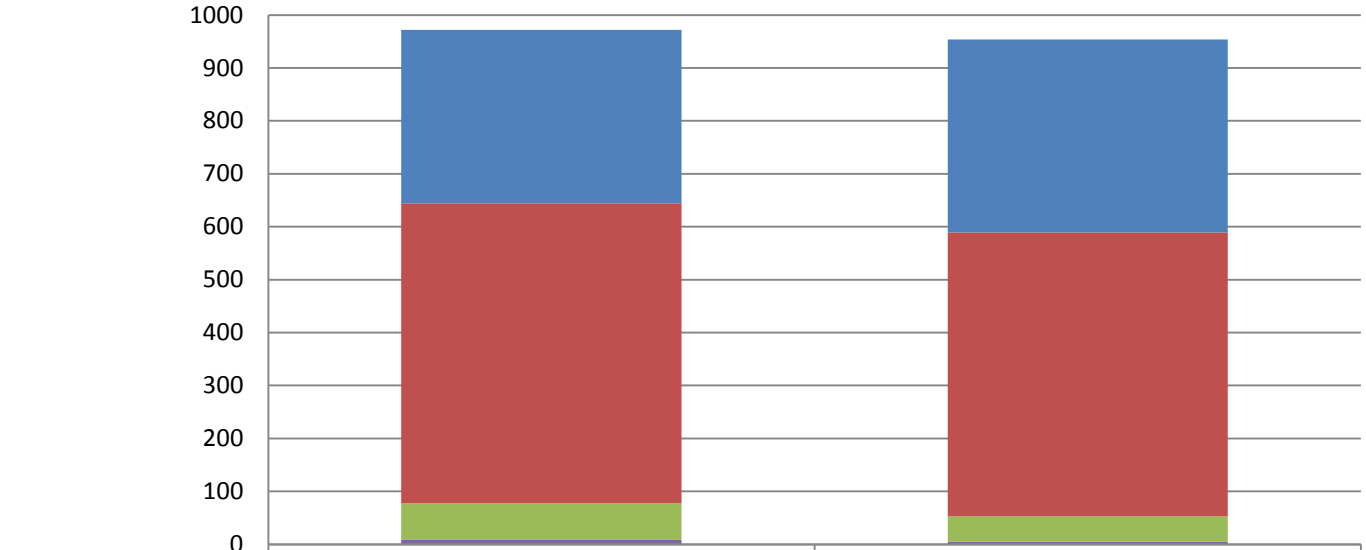
SECTION 2 – Meeting the Needs of Learners

How much do you agree with the following statements?:



	My course is what I expected and is meeting my needs	I am making good progress and passing my assessments
Agree Completely	328	365
Agree	566	536
Disagree	70	48
Disagree Completely	8	5

In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
My course is what I expected and is meeting my needs	34%	58%	7%	1%	**92%**
I am making good progress and passing my assessments	38%	56%	5%	0%	**94%**

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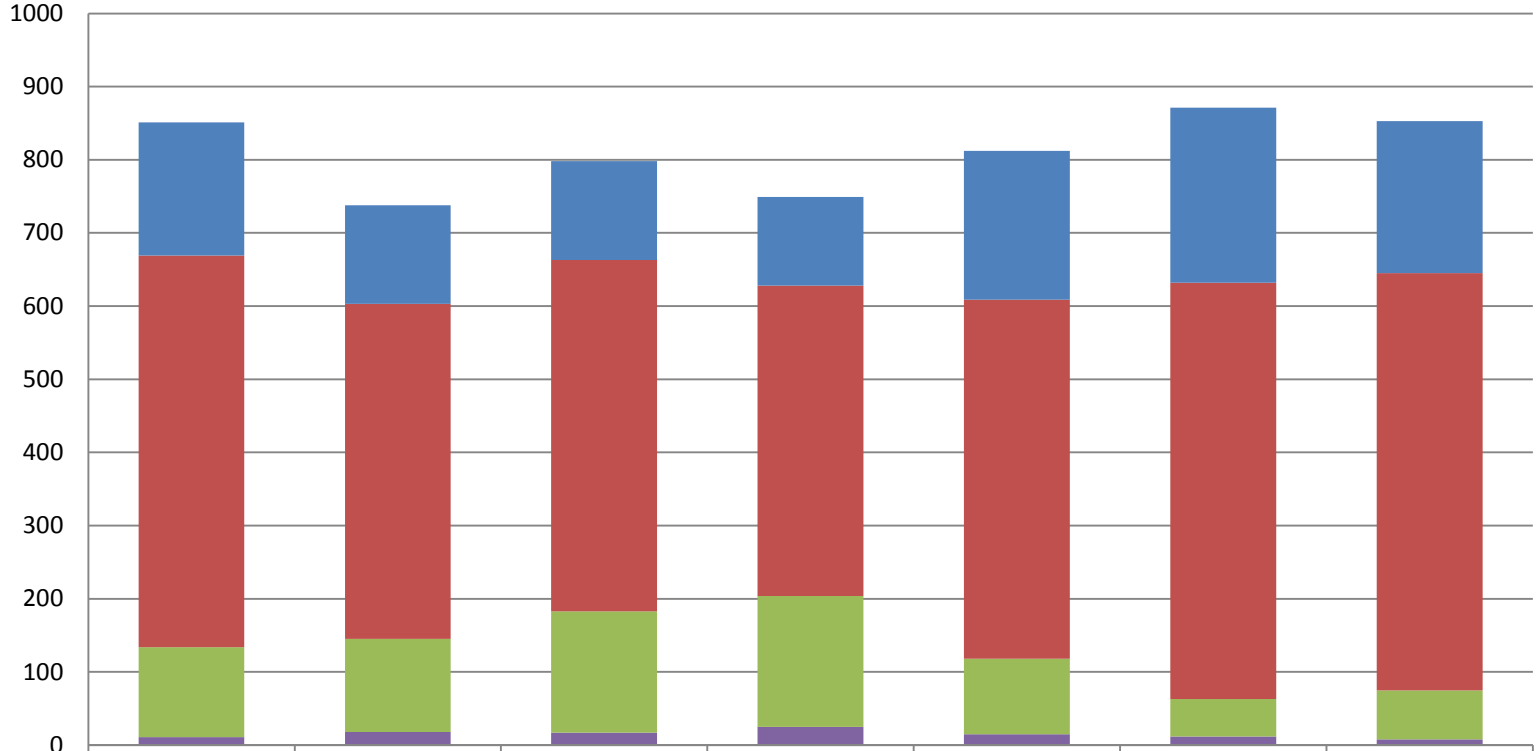
Essential Skills – How much do you agree with the following statements?:



	My written work has got better since starting at college	I am getting better at doing presentations to other students and my lecturers	My reading skills have improved since starting at college	My numeracy skills have improved since starting at college	My IT skills have improved from being at college	I am getting better at working with others	I am getting better at solving problems
Agree Completely	182	135	135	121	203	239	208
Agree	535	458	480	424	491	569	570
Disagree	123	127	166	179	103	51	67
Disagree Completely	11	18	17	25	15	12	8

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In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
My written work has got better since starting at College	21%	63%	15%	1%	**84%**
I am getting better at doing presentations to other students and my lecturers	18.5%	62%	17%	2.5%	**80.5%**
My reading skills have improved since starting at College	17%	60%	21%	2%	**77%**
My numeracy skills have improved since starting at College	16%	57%	24%	3%	**73%**
My IT skills have improved from being at College	25%	60%	13%	2%	**85%**
I am getting better at working with others	27.5%	65%	6%	1.5%	**92.5%**
I am getting better at solving problems	24%	67%	8%	1%	**91%**

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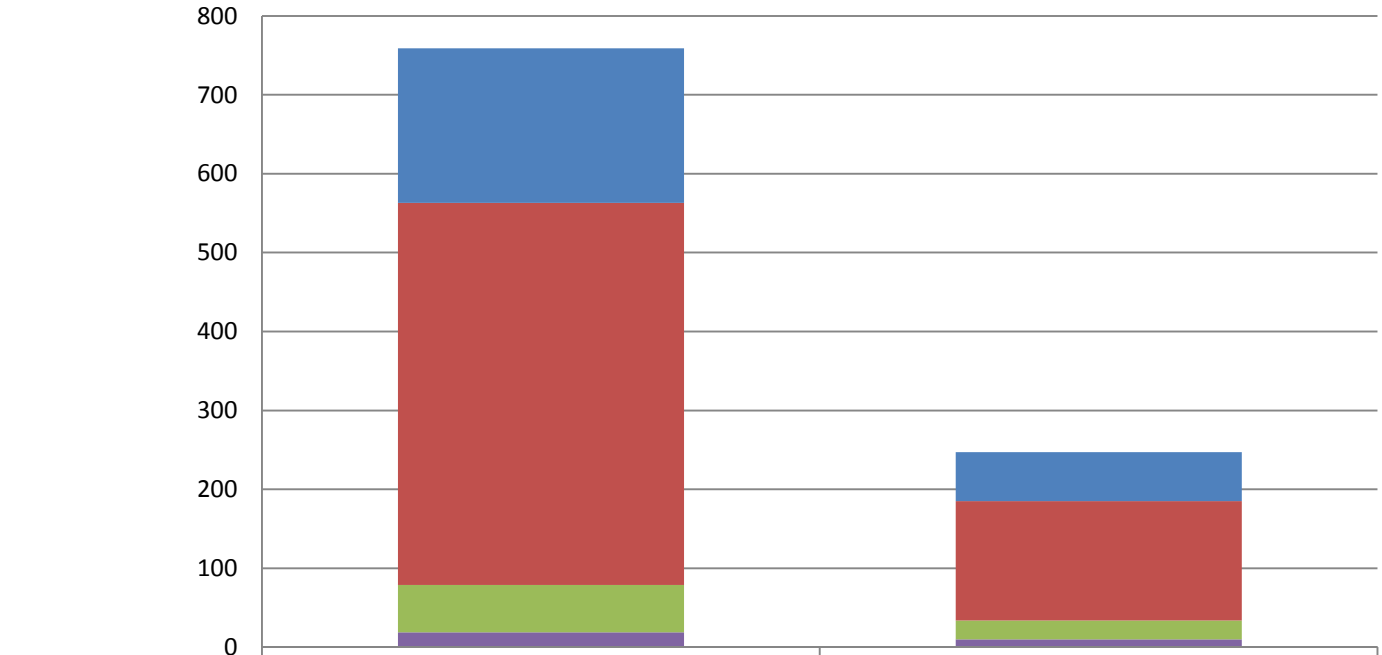
Learning Support – How much do you agree with the following statements?



	I know how to get additional learning support for my course if required.	Additional learning support is helping me with my studies.
Agree completely	196	62
Agree	484	151
Disagree	60	24
Disagree completely	19	10

In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
I know how to get additional learning support for my course if required	26%	64%	8%	2%	**90%**
Additional learning support is helping me with my studies	25%	61%	10%	4%	**86%**

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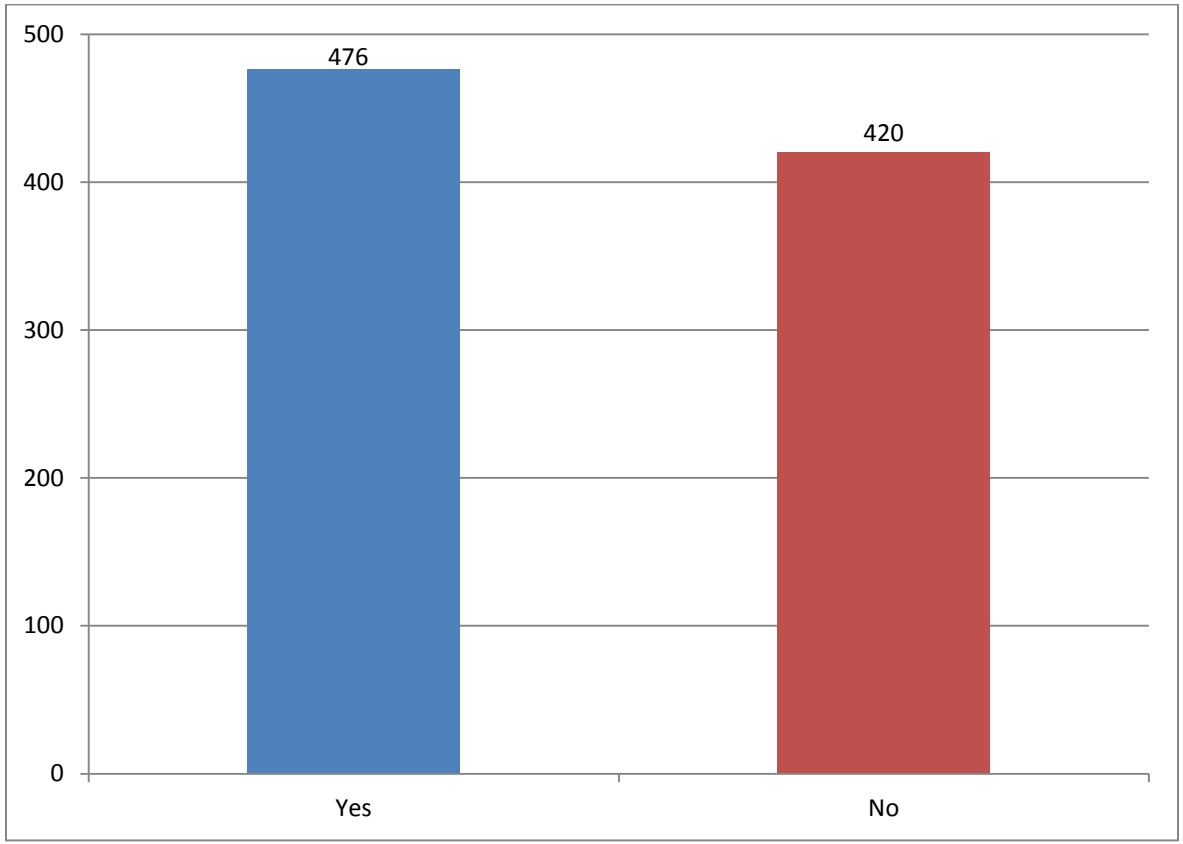
SECTION 3 – Work Placement

Does your Block 1 timetable include a work placement?



In terms of percentages the figures above relate to:

Yes	-	53%
No	-	47%

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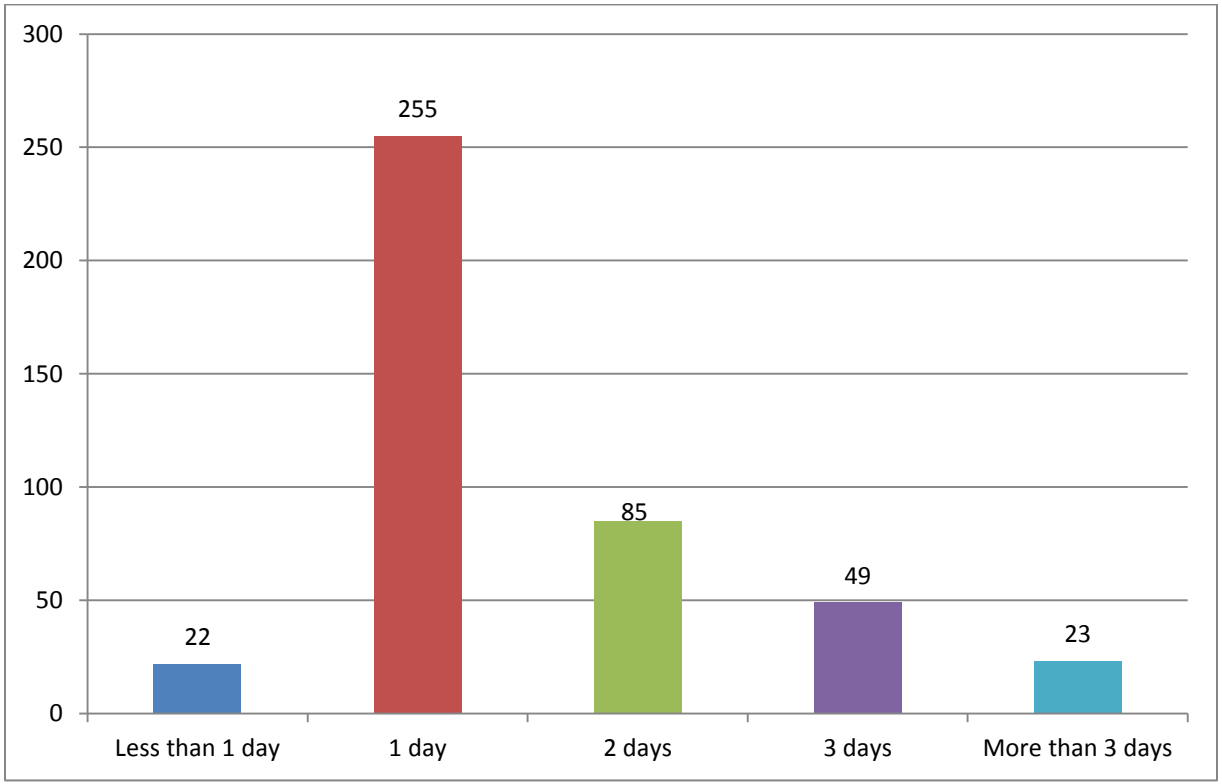
How many days per week on average do you spend on work placement?



In terms of percentages the figures above relate to:

Less than 1 day	-	5%
1 day	-	59%
2 days	-	20%
3 days	-	11%
More than 3 days	-	5%

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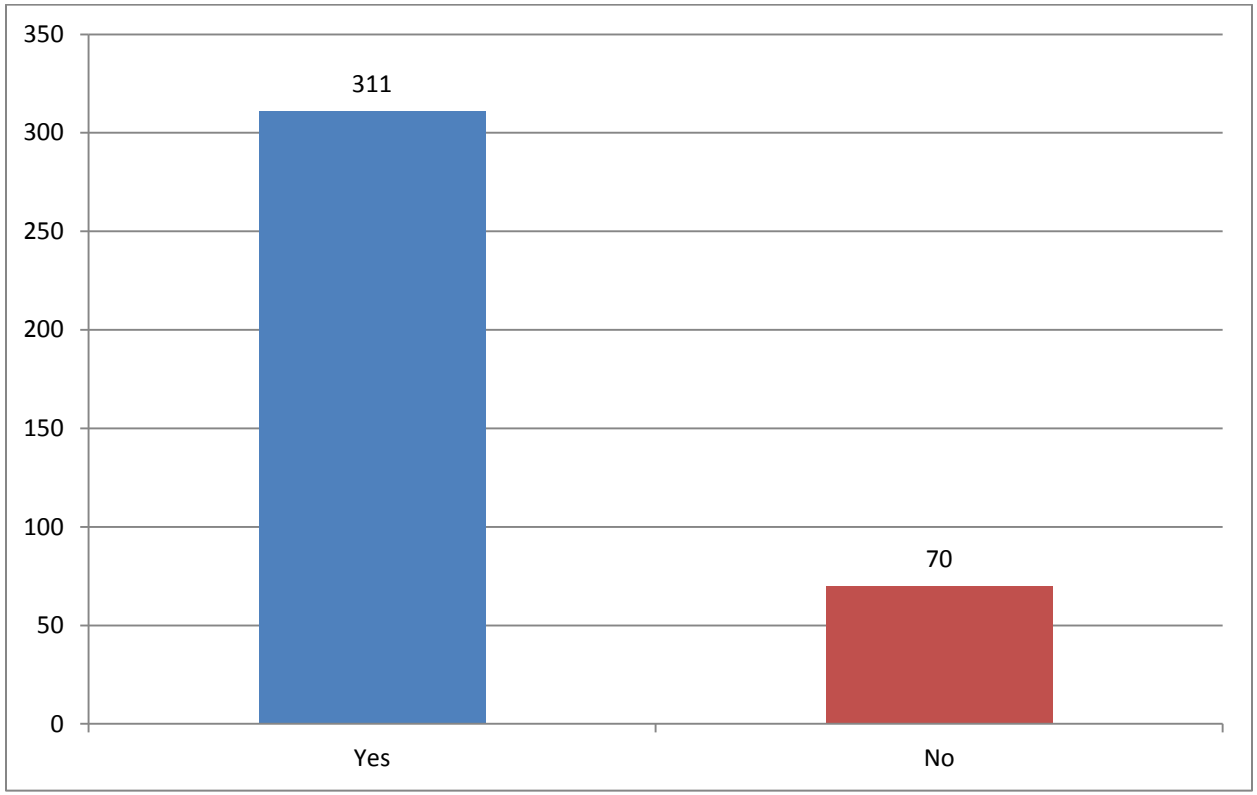
Did the College prepare you well for work placement?



In terms of percentages the figures above relate to:

Yes - 82%
No - 18%

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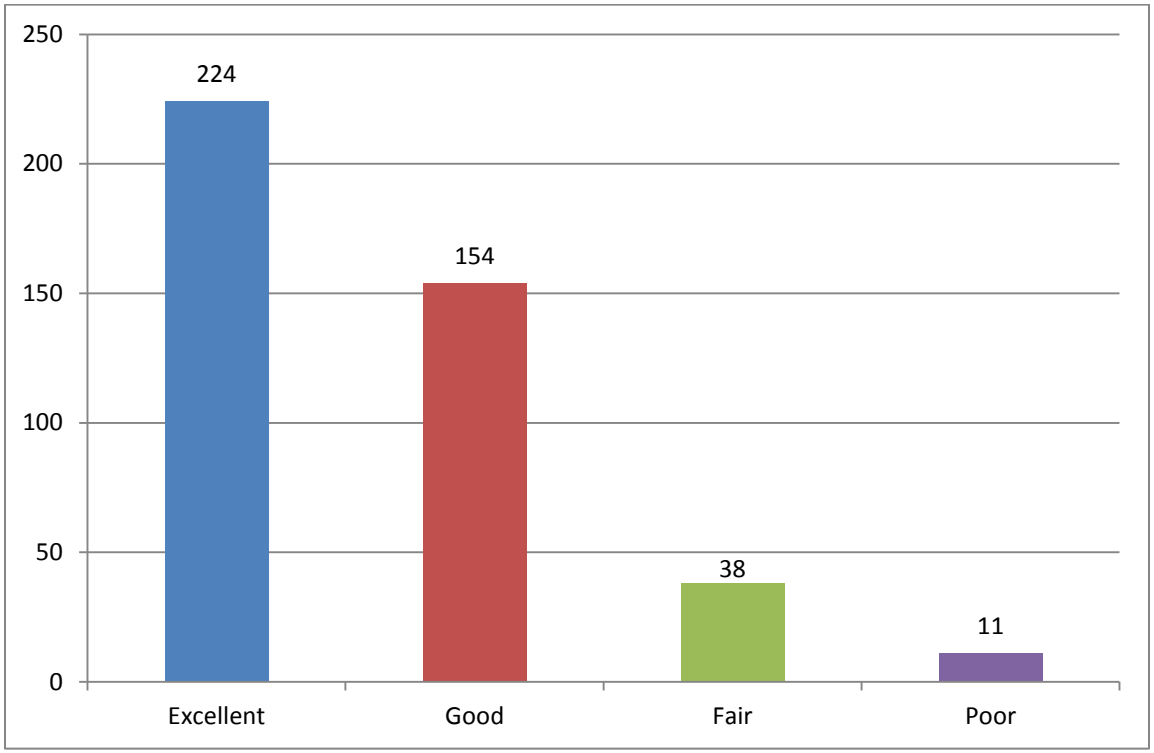
Please rate your work placement:



In terms of percentages the figures above relate to:

Excellent	-	52%
Good	-	36%
Fair	-	9%
Poor	-	3%

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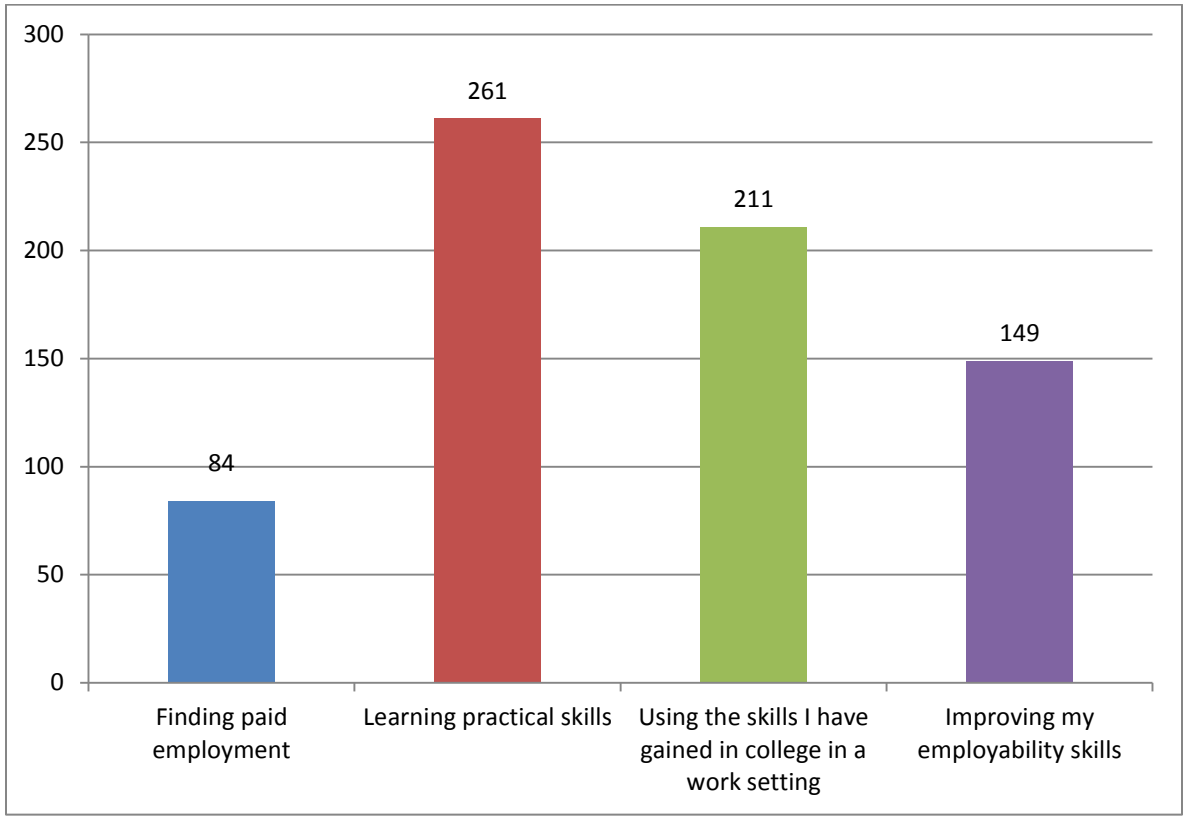
What have the been the main benefits of work placement for you?



In terms of percentages the figures above relate to:

Finding paid employment	-	12%
Learning practical skills	-	37%
Using the skills I have gained in college in a work setting	-	30%
Improving my employability	-	21%

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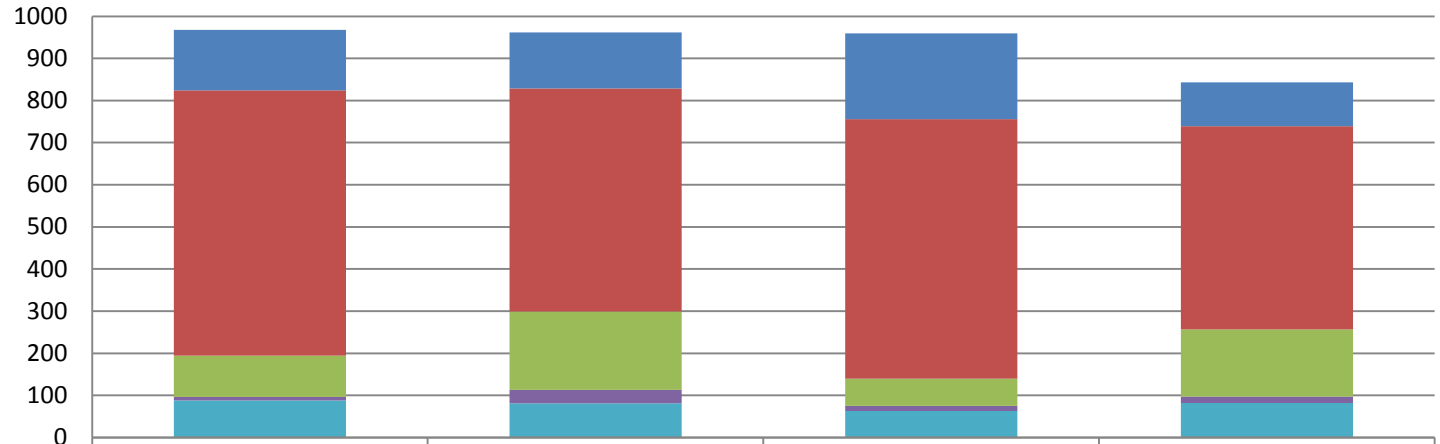
SECTION 4 – Being Involved in Class

How much do you agree with the following statements?



	I am able to influence the teaching methods used on my course	Lecturers ask me to comment on their lessons and teaching approaches	My views and ideas are taken seriously by lecturers	I am able to select topics of interest to me in lessons
Agree Completely	144	133	203	104
Agree	630	530	616	482
Disagree	98	186	65	160
Disagree Completely	8	32	12	15
Don't know	88	81	63	82

In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
I am able to influence the teaching methods used on my course	16%	72%	11%	1%	**88%**
Lecturers ask me to comment on their lessons and teaching approaches	15%	60%	21%	4%	**75%**
My views and ideas are taken seriously by lecturers	23%	69%	7%	1%	**92%**
I am able to select topics of interest to me in lessons	14%	63%	21%	2%	**77%**

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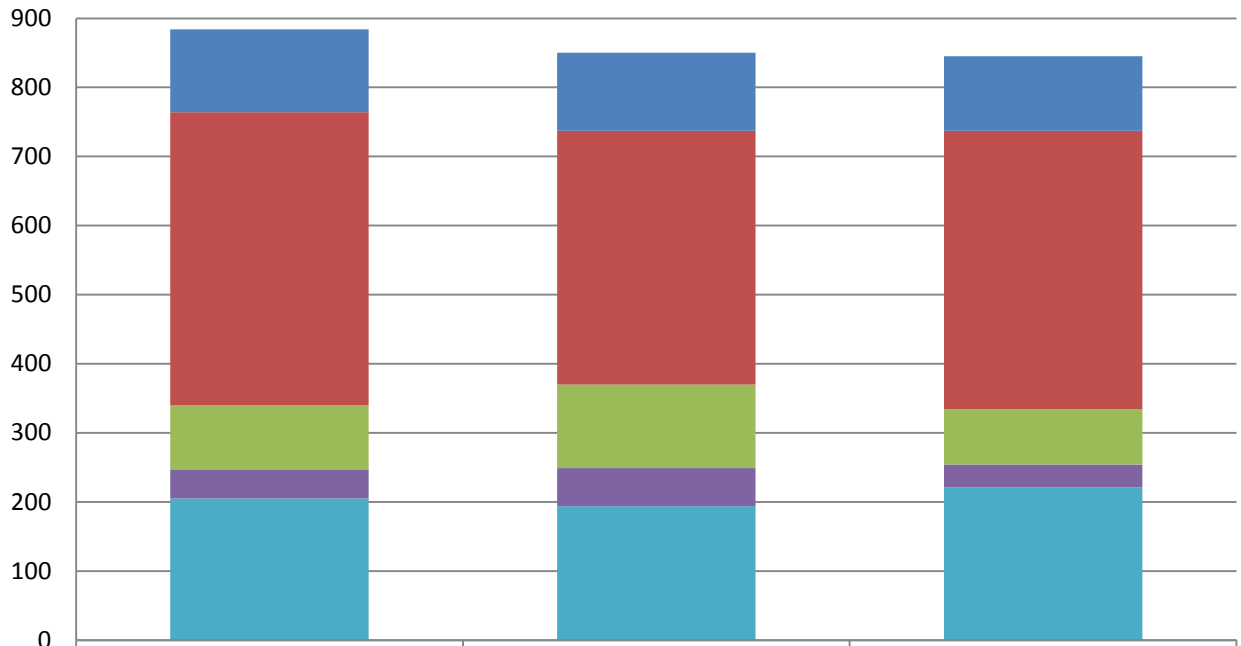
How much do you agree with the following statements about student representation?



	The Class Representative system works well	I know what has been discussed at the Faculty Council	The Students Association represents us well
Agree Completely	120	113	108
Agree	424	367	403
Disagree	94	121	80
Disagree Completely	41	55	33
Don't know	205	194	221

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
The Class Representative system works well	18%	62%	14%	6%	**80%**
I know what has been discussed at the Faculty Council	17%	56%	18.5%	8.5%	**73%**
The Students Association represents us well	17%	65%	13%	5%	**82%**

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How might the College Students Association improve their services?

The comments from this question were sent to the appropriate staff members for their information/action.

The main areas students commented on were as follows:

- Be in the public eye more
- Promote themselves and services more
- Meet more and interact more
- Keep students up to date and ask their opinions
- They are doing a good job
- Nothing as it works well
- Take on board what students are saying
- Don’t know/unsure how they could improve
- Don’t know who they are

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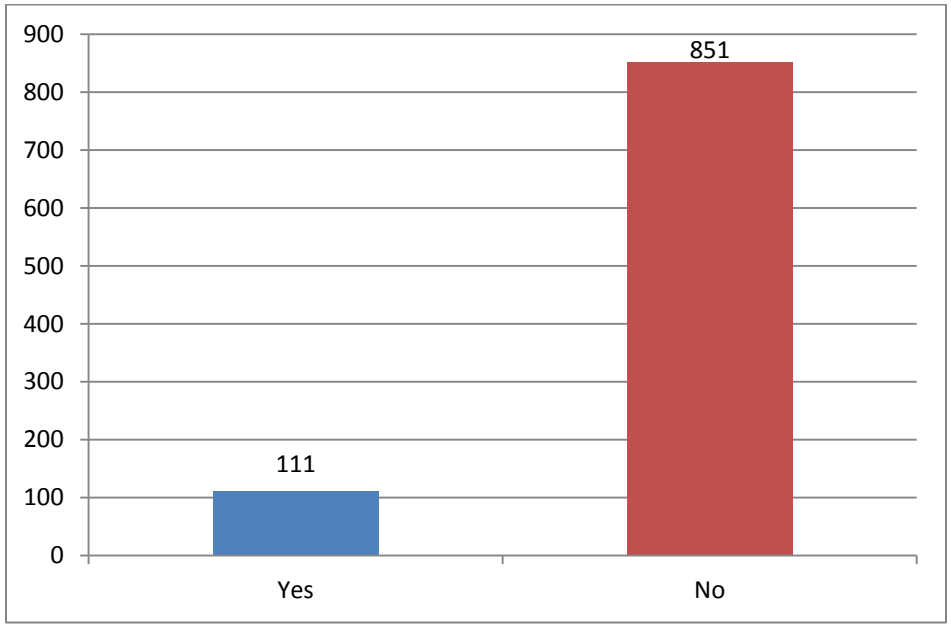
Complaints

I have had reason to complain about the way I have been treated at College:



In terms of percentages the figures above relate to: **Yes – 12%**
No – 88%

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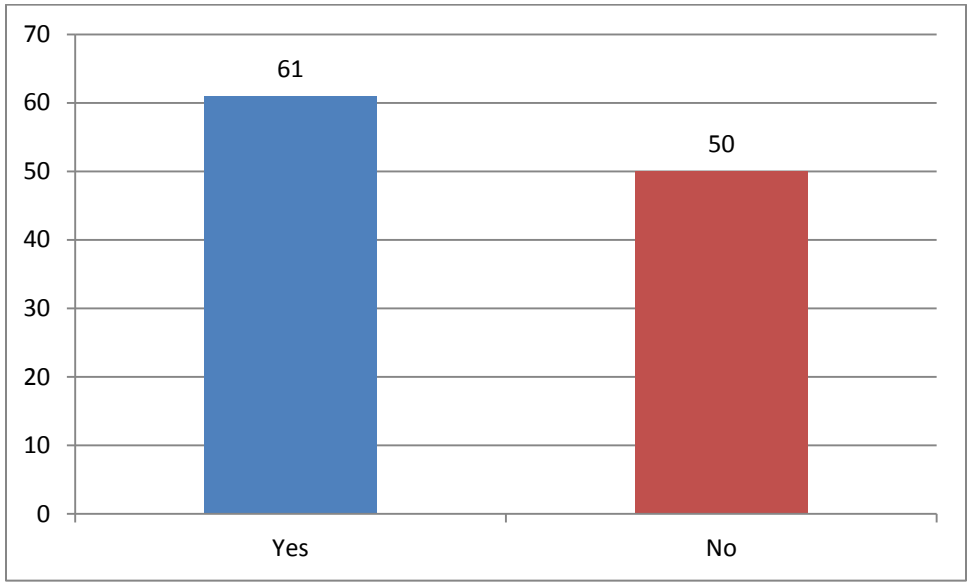
I was satisfied with the way my complaint was dealt with by the College:



In terms of percentages the figures above relate to: **Yes – 55%**
No – 45%

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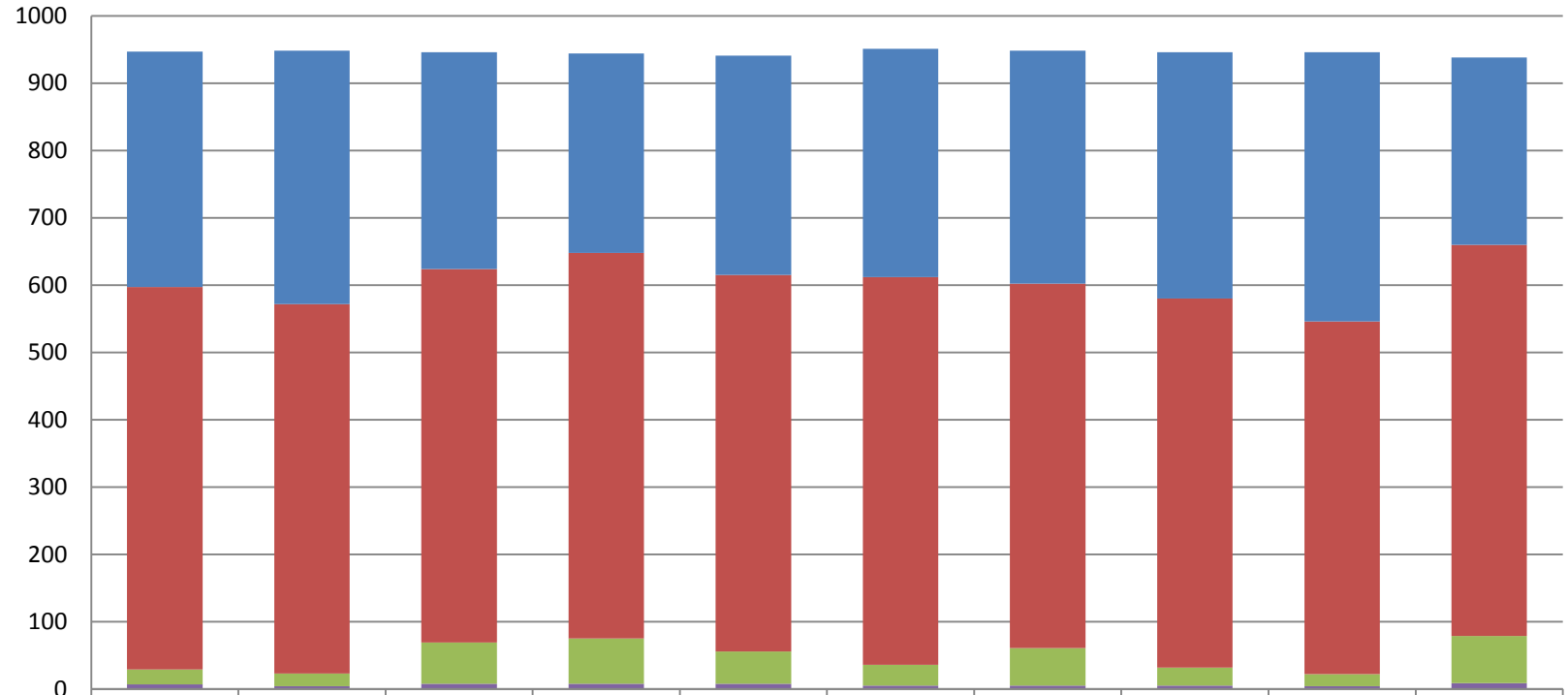
SECTION 5 – Teaching, Learning and Assessment

How much do you agree with the following statements about teaching and learning?



	Teaching staff demonstrate their professional and subject knowledge	Teaching staff respect me as an individual	Teaching staff are good at explaining things	Teaching staff have made the subject interesting	Teaching staff are enthusiastic about what they are teaching	I have a good relationship with the teaching staff	Teaching staff are always helpful	I enjoy learning about my subject	I have learnt new skills on my course	I find it easy to understand the subjects I am studying
Agree Completely	350	376	322	296	326	339	346	366	400	278
Agree	568	549	555	573	559	576	541	548	524	581
Disagree	22	19	61	67	48	31	56	27	18	70
Disagree Completely	7	4	8	8	8	5	5	5	4	9

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In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
Teaching staff demonstrated their professional and subject knowledge	37%	60%	2%	1%	**97%**
Teaching staff respect me as an individual	40%	58%	2%	0%	**98%**
Teaching staff are good at explaining things	34%	59%	6%	1%	**93%**
Teaching staff have made the subject interesting	31%	61%	7%	1%	**92%**
Teaching staff are enthusiastic about what they are teaching	35%	59%	5%	1%	**94%**
I have a good relationship with teaching staff	36%	60.5%	3%	0.5%	**96.5%**
Teaching staff are always helpful	36.5%	57%	6%	0.5%	**93.5%**
I enjoy learning about my subject	38.5%	58%	3%	0.5%	**96.5%**
I have learnt new skills on my course	42%	55.5%	2%	0.5%	**97.5%**
I find it easy to understand the subjects I am studying	30%	62%	7%	1%	**92%**

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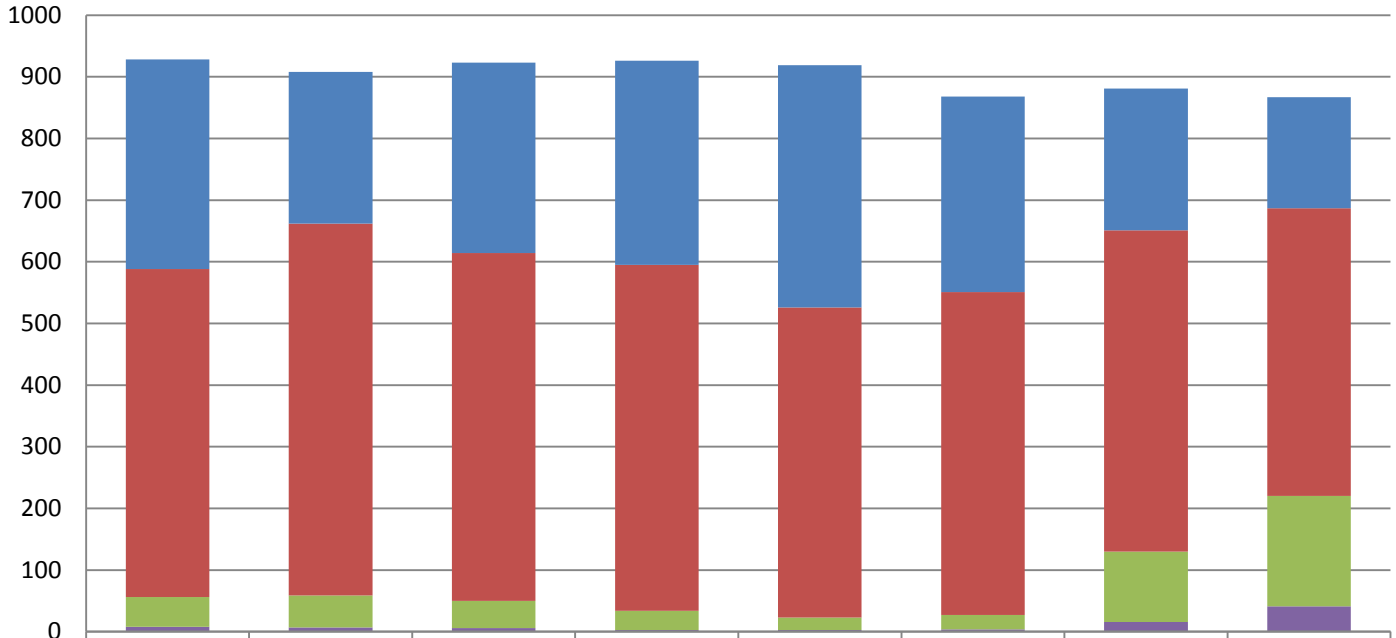
How much do you agree with the following statements about assessment?



	I always know when I am going to be assessed	I set my own goals so that I pass my assessments	Teaching staff prepare me well for assessment	I get good feedback on my performance in assessments	It is always made clear to me if I have passed or failed an assessment	I am always informed what I need to do if I fail an assessment	I know what to do if I disagree with my lecturer's marking of my assessments	I know how to make an appeal against an assessment decision
Agree Completely	340	246	309	331	393	317	230	180
Agree	532	603	564	561	503	524	521	467
Disagree	48	52	44	31	20	23	114	179
Disagree Completely	8	7	6	3	3	4	16	41

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In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
I always know when I am going to be assessed	37%	57%	5%	1%	**94%**
I set my own goals so that I pass my assessments	27%	66%	6%	1%	**98%**
Teaching staff prepare me well for assessment	33%	61%	5%	1%	**94%**
I get good feedback on my performance in assessments	36%	61%	3%	0%	**97%**
It is always made clear to me if I have passed or failed an assessment	43%	55%	2%	0%	**98%**
I am always informed what I need to do if I fail an assessment	37%	60%	3%	0%	**97%**
I know what to do if I disagree with my lecturer's marking of my assessments	26%	59%	13%	2%	**85%**
I know how to make an appeal against an assessment decision	21%	54%	20%	5%	**75%**

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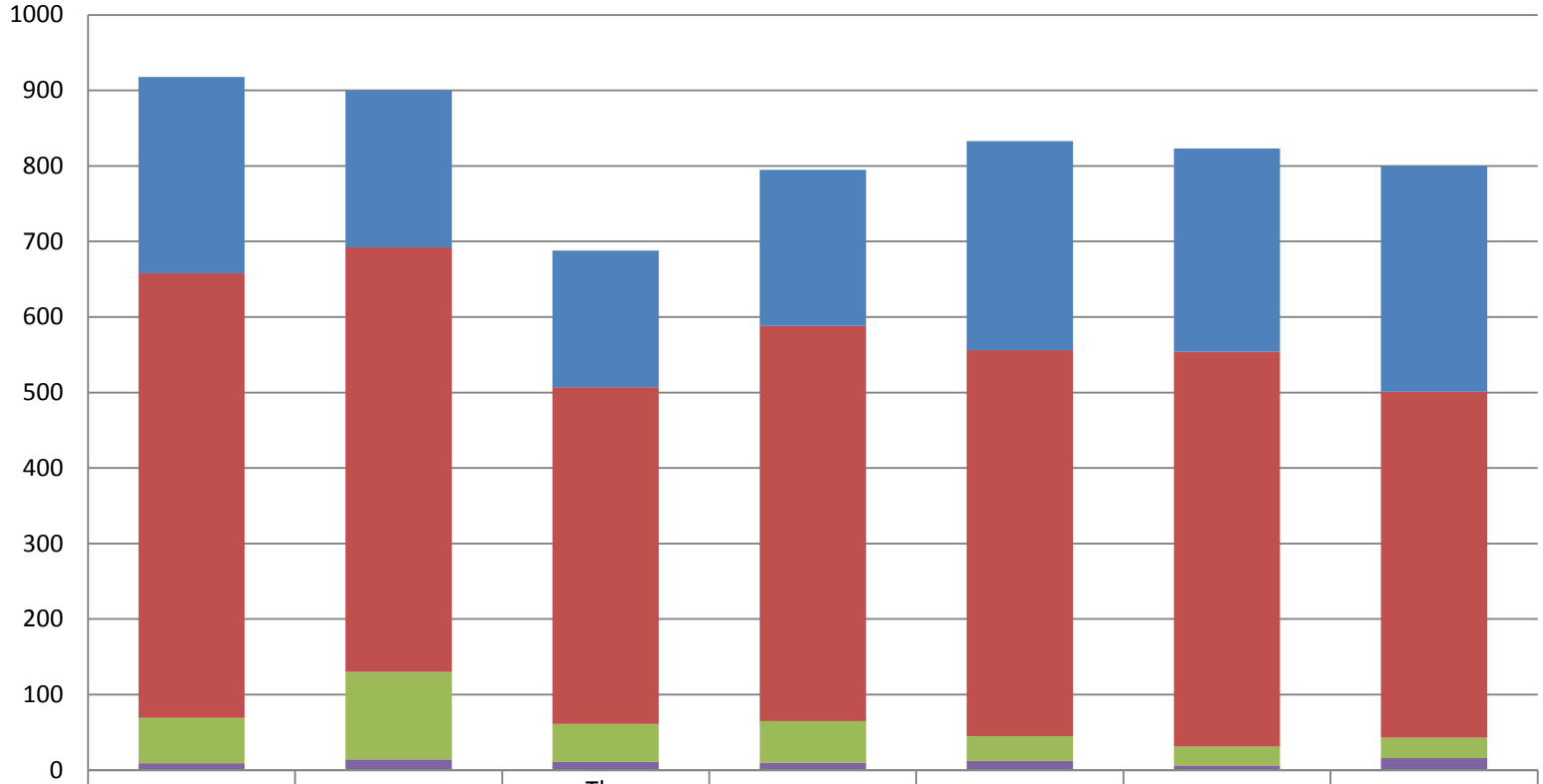
SECTION 6 – Use of College Facilities and Resources

College Services



	The college is well equipped to deliver my course	The classrooms are comfortable and well equipped	The workshops/salons /kitchens used on my course meet my needs to learn practical skills	The library has the books and journals I need for my studies	The library is well equipped with computers	The printing and copying facilities in the library meet my needs	The library staff are polite and helpful
Agree Completely	260	208	181	207	277	269	299
Agree	589	562	446	523	511	523	458
Disagree	60	116	50	55	33	25	27
Disagree Completely	9	14	11	10	12	6	16

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In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
The College is well equipped to deliver my course	28%	64%	7%	1%	**92%**
The classrooms are comfortable and well equipped	23%	62%	13%	2%	**85%**
The workshops/salons/kitchens used on my course meets my needs to learn practical skills	26%	65%	7%	2%	**91%**
The library has the books and journals I need for my studies	26%	66%	7%	1%	**92%**
The library is well equipped with computers	33%	61.5%	4%	1.5%	**94.5%**
The printing and copying facilities in the library meet my needs	32.5%	63.5%	3%	1%	**96%**
The library staff are polite and helpful	37.5%	57%	3.5%	2%	**94.5%**

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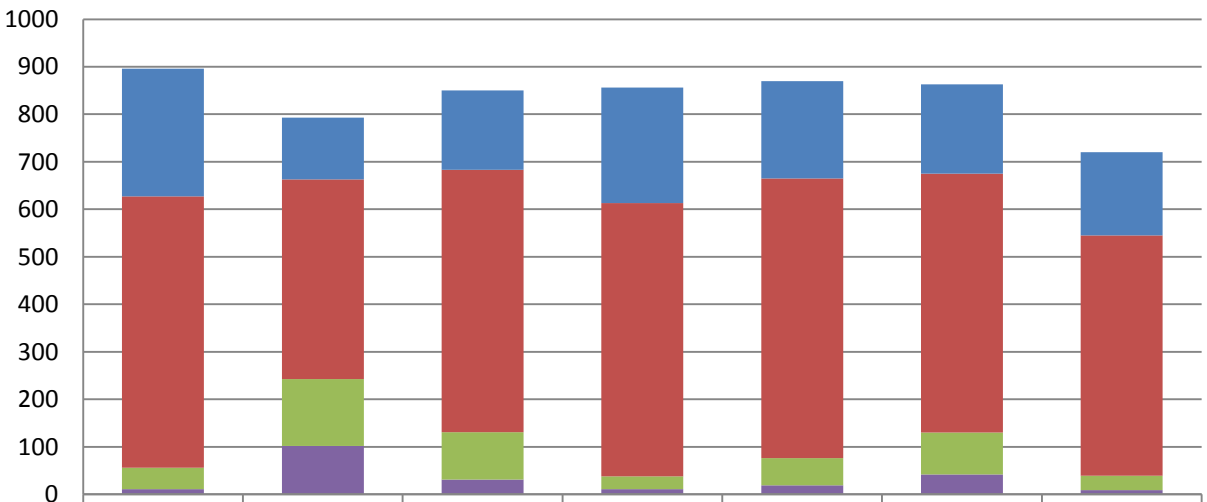

	The campus is kept clean and well looked after	I enjoy the food available at the campus	The social space at the campus is adequate	The facilities staff are polite and helpful	The IT equipment works well and meets my needs	The wireless network works well and meets my needs	The helpdesk has been useful in sorting computer problems
Agree Completely	269	130	167	243	205	188	175
Agree	571	420	552	575	589	545	506
Disagree	45	141	100	27	57	88	30
Disagree Completely	11	102	31	11	19	42	9

In terms of percentages the figures above relate to:

	Agree Completely	Agree	Disagree	Disagree Completely	**Satisfaction Rating**
The campus is kept clean and well looked after	30%	64%	5%	1%	**94%**
I enjoy the food available at the campus	16%	53%	18%	13%	**69%**
The social space at the campus is adequate	19.5%	65%	12%	5%	**84.5%**
The facilities staff are polite and helpful	28.5%	67%	3%	1.5%	**95.5%**
The IT equipment works well and meets my needs	23.5%	68%	6.5%	2%	**91.5%**
The wireless network works well and meets my needs	22%	63%	10%	5%	**85%**
The helpdesk has been useful in sorting computer problems	24.5%	70.5%	4%	1%	**95%**

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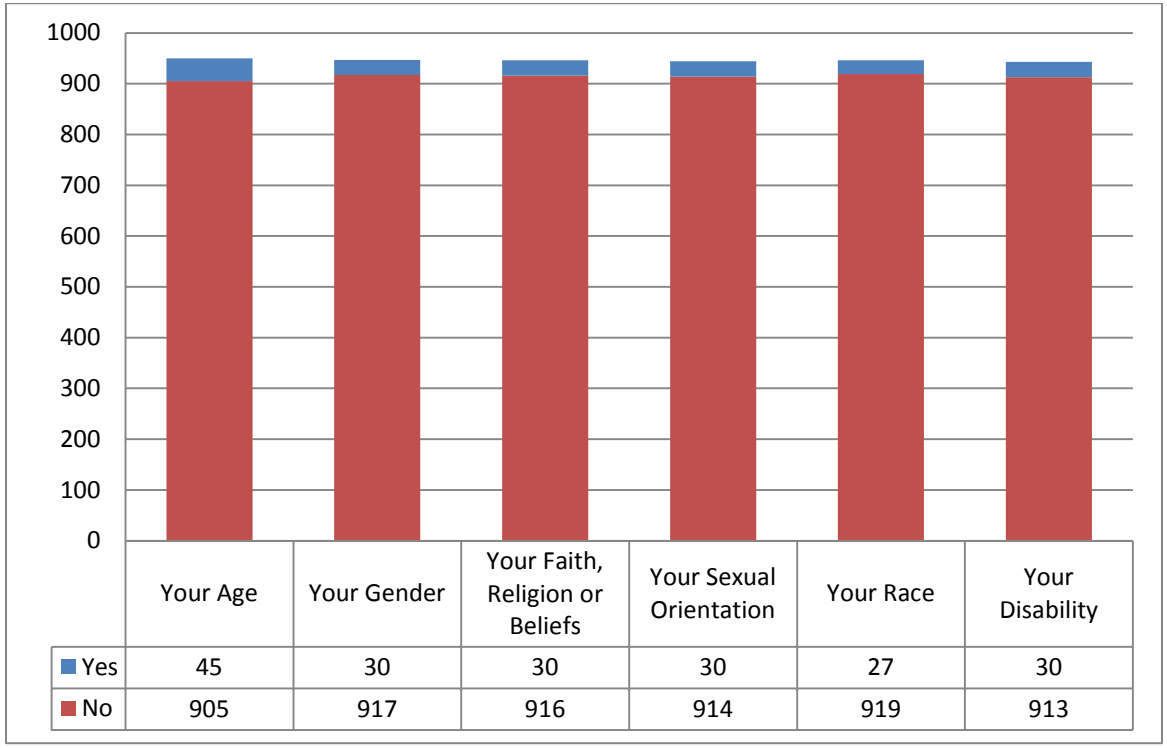
SECTION 7 – Being Treated Fairly at College

Have you ever been treated badly at College because of:



	Your Age	Your Gender	Your Faith, Religion or Beliefs	Your Sexual Orientation	Your Race	Your Disability
Yes	45	30	30	30	27	30
No	905	917	916	914	919	913

In terms of percentages the figures above relate to:

	Yes	No
Your Age	5%	95%
Your Gender	3%	97%
Your Faith, religion or Beliefs	3%	97%
Your Sexual Orientation	3%	97%
Your Race	3%	97%
Your Disability	3%	97%

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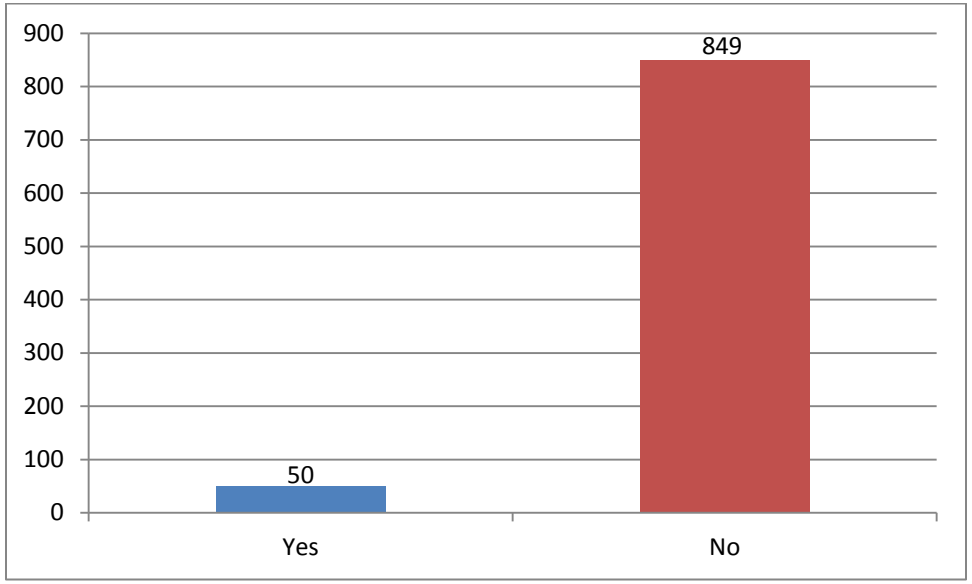
Have you ever been bullied, harrassed or victimised whilst at College?



In terms of percentages the figures above relate to: **Yes - 6%**
No - 94%

If you responded Yes to either question 1 or 2 in this section, did you inform the College and did the College take action resolve the situation?

The comments from this question were sent to the appropriate staff members for their information/action. There were mixed responses from the students with most indicating that they had informed the College, however a minority chose not to do so.. Most commented that action was taken once they informed staff and the issue was resolved, while a few stated that nothing got done or the action made no difference.

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3 CONCLUSIONS/RECOMMENDATIONS

OVERALL SURVEY RESULTS

	15/16 (%)	16/17 (%)
No of questions =>87%	34 (59%)	45 (63%)

	15/16 (%)	16/17 (%)
No of questions <87%	24 (41%)	26 (37%)

The results from the responses received have been issued to faculties and relevant support departments for their information/further scrutiny. The satisfaction rating is set at 87%, 24 of the applicable questions fell under the 87% satisfaction rating.

Under 87%

I believe student suggestions are taken seriously – 78% (71.5% in 15/16)
This question was part of the national survey which had a general comments section at the end. There were not a lot of comments that related to this question. One student commented that in the 4 years they had attended Borders College they had never seen, heard or noticed any changes that have been asked or advised by students. Other students used the comments section to suggest comments which have been forwarded on to the faculties.

Comments & Actions Taken/Further Recommendations:
All student suggestions must be taken seriously and feedback must be provided to them clearly stating the outcome of their suggestion, particularly when their suggestion is not able to be progressed. It is important that students receive feedback from the faculty council meetings where many of the suggestions are discussed. It is hoped that the process of feedback will improve through implementation of the new role of Achievement Coach.

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The College Students' Association influences change for the better – 84% (72% in 15/16)
Again this question was part of the national survey and there were not a lot of comments made. A couple of students indicated that they would like to see more meetings to discuss changes and for the suggested changes to be taken more seriously. One student commented that as they were a mature student they did not get involved and other stated that they had helped them.

Comments & Actions Taken/Further Recommendations:
As a result of the feedback received the Students' Association will:

- Revise timings of the Faculty Council meetings to ensure students have the opportunity to feedback on issues earlier in the academic year (Oct, Dec, Feb), with an additional 'drop in' session scheduled in April.
- Conduct a review of the current Class Rep Planner to encourage more accurate and detailed responses which will allow a quicker resolution.
- Create a series of communications boards for Faculty Council updates (e.g. 'you said, we did, and class rep information).

I was given enough information to apply for a Bursary/EMA (FE only) – 77.5% (question wording changed from – It was easy to apply for a Bursary/EMA) (44% in 15/16)
Student comments indicated that they did not like the application process. The students stated that they found it confusing, difficult and problematic. They also stated that they felt too much information was required and some commented that it should be made clearer what documents will be required. The length of time taken to process applications was also a concern for the students who left comments.

Comments & Actions Taken/Further Recommendations:
We have experienced a 33.5% increase in satisfaction rates compared to last year when we introduced our new online student funding application service.

The legislative requirements to meet the strict policy regulations continue to make student funding applications a complex system.

Working alongside the Library team we provided greater support to students to manage the uploading of documents freeing up the funding team to concentrate on the processing of awards.

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The online system sends an automated evidence required checklist to all students following submission of their funding application. Follow up reminders are then sent automatically every 2 weeks until the outstanding evidence has been provided and approved.

This year turnaround time for award decisions was much improved with students who had been in a position to provide all the required evidence to support their application receiving decisions with an average 2 week period.

Delays will continue to exist where students are unable to source or provide the required information or where they are relying upon external agencies to provide the information they require. However, whenever the risk is such that a final copy of evidence can be accepted in due course, provisional awards are being made in lieu of evidence being supplied.

A series of clinics and drop in advice and support sessions are scheduled for the summer term and, for the first year, a welfare advisor will be available throughout this summer to assist any students who require advice and guidance to help them make their application.

We will continue to work with the Library team to provide printers to enable students to scan and upload any documents required.

I was given enough information to apply for SAAS funding (HE only) – 82% (73% in 2015/16)
There was only one comment made regarding SAAS funding. The student felt that there was little support with problems involving SAAS.

Comments & Actions Taken/Further Recommendations:
There has been a rise in satisfaction for this service this academic year also and the welfare advisor is on hand and liaises closely with the HE student groups to ensure they are aware of and to support them through the SAAS funding process.

In this case we are unsure if the one student comment was directly related to the support provided by the College team member or the service provided through the SAAS call centre which is where all students are referred to resolve any issues which arise with SAAS awards and payments.

Again, for the first year, a welfare advisor will be available throughout this summer to assist any students who require advice and guidance to help them make their SAAS application.

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I received the information and advice I needed from Student Funding – 82% (question wording changed from – I received good information and advice from Student Funding) (72% in 15/16)
There were not a lot of comments made relating to student funding. A couple of students commented that they were unhappy with the help they had received.

Comments & Actions Taken/Further Recommendations:
This is another area where we have seen a significant rise in satisfaction levels.

As in the past, the vast majority of student comments relate to the student funding process and the need for large amounts of information and the time it takes to finalise funding awards if evidence is not immediately available.

We continue to encounter student situations that are becoming more complex each year and students become very frustrated at the bureaucratic and legislative requirements surrounding student funding awards.

This presents as students finding the staff and/or the advice unhelpful, not understanding or being difficult.

Provisional awards, in lieu of backup evidence, will be made when circumstances or the level of risk in doing this allows.

Staff within the Advice Centre are aware that the process leads to students feeling unhappy and continue to explain and support students as best they can, however when you are feeding back that a student has been unsuccessful in securing funding or that we require further information to enable us to make a decision, students find these situations difficult to accept.

I received the information and advice I needed from Student Welfare – 84% (question wording changed from – I received good information and advice Student Welfare) (81% in 15/16)
There were no comments made regarding Student Welfare

Comments & Actions Taken/Further Recommendations:
Satisfaction in this area has also risen slightly. Welfare staff continue to be proactive in offering help, support and advice in order to help with the many difficult circumstances students find themselves encountering.

A dedicated service to support students from the most disadvantaged backgrounds is in place and we are in a position to provide welfare support throughout the summer months this year to help students with any issues that may arise, particularly with financial advice and guidance which tends to be the largest demand area in preparation for the new academic year.

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I received the information and advice I needed about Transport – 86% (question wording changed from – I received good information and advice about Transport) (81% in 15/16)
There were not a lot of comments made relating to transport. A couple of students stated that they did not like the application process and they found it difficult. Others commented that they received no help to find transport and were told to go and look it up – one student stated that it would be useful if the College had bus timetables available.

Comments & Actions Taken/Further Recommendations:
Satisfaction regarding transport has again risen in this area.

Public transport timetable screens are available in the two main common areas of the College displaying all bus and train times from all the bus stops in and around the town/campus. A Transport App was developed and is used by the majority of students giving them access to transport news, updates.

We encourage students to make use of the national Traveline App/Web which enables them to get timetables, journey planners etc for all their travel needs throughout the region. This is important preparation for them in wider life skills and employability skills.

Students travelling on the contracted college bus services are provided with a full timetable for that service.
Students with additional needs are supported with their travel preparation, many of them travelling in specific taxi services or undertaking independent travel training as part of their programme.

My written work has got better since starting at College – 84% (87% in 15/16)
The majority of the comments made regarding the Essential Skills questions indicated that the students felt they were at the same level, were at a higher level or already had the skills before starting College. One student commented that the lack of a scribe was not useful.

Comments & Actions Taken/Further Recommendations:
All full time students have a target level of core skills within their programme which enables them to develop their writing skills. The college is introducing Summer Schools to support their transition to college. These Summer Schools will provide sessions on writing skills.

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I am getting better at doing presentations to other students and my lecturers – 80.5% (80.5% in 15/16)
The majority of the comments made regarding the Essential Skills questions indicated that the students felt they were at the same level, were at a higher level or already had the skills before starting College. One student commented that they were not doing presentations and another stated that they still get anxious.

Comments & Actions Taken/Further Recommendations:
Although many courses contain the requirement to carry out formal presentations, several courses don't require this. Heads of Faculty will discuss the course content with Programme Leaders to identify opportunities for students to develop these skills.

My reading skills have improved since starting at College – 77% (80% in 15/16)
The majority of the comments made regarding the Essential Skills questions indicated that the students felt they were at the same level, were at a higher level or already had the skills before starting College. A couple of students stated that they struggle with reading.

Comments & Actions Taken/Further Recommendations:
All full time students have a target level of core skills within their programme which enables them to develop their writing skills. The college is introducing Summer Schools to support their transition to college. These Summer Schools will provide sessions on reading skills.

My numeracy skills have improved since starting at College – 73% (79% in 15/16)
The majority of the comments made regarding the Essential Skills questions indicated that the students felt they were at the same level, were at a higher level or already had the skills before starting College. Some students commented that they are not doing numeracy. One student commented that they have learnt new skills and another stated that they are struggling with numeracy.

Comments & Actions Taken/Further Recommendations:
Heads of Faculty are to review their course structures to identify where students are developing their numeracy skills. A summary sheet indicating where students are making progress with their core skills should be produced for each course.

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My IT skills have improved from being at College – 85% (87% in 15/16)
The majority of the comments made regarding the Essential Skills questions indicated that the students felt they were at the same level, were at a higher level or already had the skills before starting College. One student commented that ICT has been below standard and has felt like a complete waste of time.

Comments & Actions Taken/Further Recommendations:
Heads of Faculty are to review their course structures to identify where students are developing their IT skills. A summary sheet indicating where students are making progress with their core skills should be produced for each course.

Additional learning support is helping me with my studies – 86% (91% in 15/16)
There were not a lot of comments made regarding learning support. A couple of students stated that they had asked for help but had not heard anything back or never received help. Others felt that for all there was support in place for assessments there should be more learning support help in class. A couple of students also commented that it took a while to get the help.

Comments & Actions Taken/Further Recommendations:
We have implemented a student information guide on DSA applications through SAAS and a Learning Specialist has attended a DSA information session for learners planning to progress to higher education. This will allow us to identify DSA support requirements and plan these for next academic session.

We have now set key performance indicators in an endeavor to address concerns raised regarding the time it takes to be assessed and support put in place. We aim to respond to learning support requests submitted by learners or course tutors within 28 days of receipt and are setting up a system to monitor progress.

We are committed to encouraging learners to be independent and are implementing a range of technologies to enhance the learning experience.

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Did the College prepare you well for work placement? – 82% (80% in 15/16)
A lot of students commented that they commenced their work placement before they started their course and some stated that they were apprentices. Some students commented that they had been well prepared while others stated that they had struggled to find a work placement.

Comments & Actions Taken/Further Recommendations:
The College has carried out an Internal Review of work placements in response to the publication of the Work Placement Standards by Education Scotland. There are several recommendations within the report and these will be implemented for academic year 2017-18. These include building the Work Placement Unit into course structures which will ensure students have completed work placement preparation prior to attending their placement.

Lecturers ask me to comment on their lessons and teaching approaches – 75% (69% in 15/16)
There was a mix of responses from students with some indicating that they are not asked and others indicating they were. A couple of students stated that their lecturers were very helpful when they were asked to comment.

Comments & Actions Taken/Further Recommendations:
Lecturing staff to use the Lesson Evaluation Methods shown within the Enhance Booklet on a frequent basis. Programme Leaders (PLs) to discuss, methods used and changes made by staff, at their weekly/fortnightly staff meeting. These will be summarized at block team meetings and individual staff reviews carried out by PLs.

I am able to select topics of interest to me in lessons – 77% (new question)
There were not a lot of commented made regarding selecting topics of interest. A couple of students stated that the topics are set and they are relevant to their course. One student stated that they did not get a choice.

Comments & Actions Taken/Further Recommendations:
Lecturing staff to discuss opportunities within the unit they are teaching for students to select topics with their PLs. This should be carried out at the start of the academic year and then these will be summarized at block team meetings.

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The Class Representative system work well – 80% (71% in 15/16)
Students commented that they felt their comments had resulted in no action or changes being made. Others stated that their class reps did not feedback and some do not attend the meetings at all. A few students stated that they did not have a class rep.

Comments & Actions Taken/Further Recommendations:
The college is introducing a new role called Achievement Coach and this individual will support the class representatives to feedback following a faculty council meeting. Each faculty to create an area for class representatives on noticeboards including their photo so all students are provided with up-to-date information.

I know what has been discussed at the Faculty Council – 73% (67% in 15/16)
Students commented that they did not know what has been discussed due to the lack of feedback. A couple of students stated that issues that are raised lead to very little change.

Comments & Actions Taken/Further Recommendations:
Each faculty to create an area for class representatives on noticeboards which will provide an area for the minutes of faculty council meetings to be displayed.

The Students Association represents us well – 82% (79% in 15/16)
There were not a lot of comments regarding the Students Association in the Being Involved section. A few students commented that they knew Amy and Kevin but did not know about the Students Association. One student commented that they found Amy and Kevin friendly and approachable.

Comments & Actions Taken/Further Recommendations:
As a result of the feedback received the Students' Association will:

- Develop electronic reporting system to record and feedback on individual and class issues raised with the Students' Association.
- Commit to a larger investment in promotional materials and student events to increase engagement and profile of the Students' Association
- Aim to create a student officer role with a focus on development of the student community (e.g. clubs and societies) to provide more opportunity for students to meet likeminded people.
- Regular Student President drop-in sessions in visible student locations.

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I was satisfied with the way my complaint was dealt with by the College – 55% (66% in 15/16)
Some students felt they were not listened to, not taken seriously and nothing was done. A couple of students said they had received no feedback or acknowledgement. Other students stated that action was taken and the problem was sorted.

Comments & Actions Taken/Further Recommendations:
The number of students indicating that they had raised a complaint (109) is far in excess of those recorded through the College's complaints handling procedure. There are a couple of possible reasons this may be the case. Staff are not recording complaints they have managed at the frontline, students believe they have raised a complaint where staff don't recognize it as such. In nearly half the cases the students have been unsatisfied with the outcome of their complaint. With most of these complaints not being handled through the complaints handling procedure the opportunity to escalate the complaint has not been afforded to the student.

The College will require staff to manage complaints following its complaints handling procedure, informing students of the procedure at induction.

I know what to do if I disagree with my lecturer's marking of my assessment – 85% (87% in 15/16)
There were only a couple of comments and the students stated that they were not sure what to do with one stating that this had not been explained to them.

Comments & Actions Taken/Further Recommendations:
Heads of Faculty will ensure that this is discussed with students during Induction and to be included at a Faculty Council meeting.

I know how to make an appeal against an assessment decision – 75% (question wording changed from – I know how to make a complaint or appeal against a decision) (84% in 15/16)
Again there were not a lot of comments made. A couple of students stated that they were not sure what to do and others stated that they did not know they could.

Comments & Actions Taken/Further Recommendations:
Update the student handbook to state "Do you know what to do if you are unhappy with an assessment decision? This is called an Appeal". Heads of Faculty will ensure that this is discussed with students during Induction and to be included at a Faculty Council meeting.

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The classrooms are comfortable and well equipped – 85% (75% in 15/16)
There were not a lot of comments made regarding classrooms. The students who commented stated that they felt there were not enough computers in the rooms and that classrooms were sometimes not cleaned. Other students commented that they felt their classroom was too small but this had been rectified and one student stated that they liked their classroom.

Comments & Actions Taken/Further Recommendations:
Significant amount of work has gone into improving the classroom facilities over the past year, we have increased the amount of classrooms available with the introduction of the new Fujitsu room, room 35 and a reintroduced two smaller classrooms within the tower, this has helped alleviate some of the space issues we were having in the previous year which has resulted in an increase in positive response from 75% in 2015/16 to 85%. We are still working hard to improve the classroom facilities further and plan for some additional alterations this summer to improve this further. The College is also implementing new timetabling software which will help improve the efficient usage of rooms and minimize the impact on the Union due to improved staggering of breaks.

I enjoy the food available at the campus – 69% (70% in 15/16)
Students commented that they felt the food was overpriced/too expensive, not enough variety and the food choices were very repetitive. Others stated that they would like to see healthier options available at reasonable prices – examples of prices were giving to show that unhealthier food is cheaper than healthier options (i.e. chocolate bar 75p but a pot of fruit was £1.15). Students at the Newtown Campus stated that they would like more options available to them in the vending machines – again healthier options. A couple of students stated that they would like to have a microwave available to heat their own food. Some evening students also stated that they would like to see the canteen open at night as they come straight from work and have no time to have their evening meal before they arrive.

Comments & Actions Taken/Further Recommendations:
Our catering providers at Galashiels Baxter Storey have now completed its second year, Baxter Storey are audited by an independent catering organisation on their catering provision and still retain high score with Auditors stating ‘Baxter storey are providing an excellent service with very few customer complaints’. Whilst the overall score has come down the score for Galashiels has gone up marginally over the past year.

It’s clear we have a lot of work to do in particular at Newtown campus which scored very low on food provision, this is largely based on the use of vending machines and poor external food provision and over the next year we will be focusing our attention on trying to significantly improve the overall provision.

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Baxter Storey are required to provide details of their costs which are agreed by the College, and whilst we do acknowledge prices can be more expensive than larger retails outlets such as Asda and Tesco these are regularly compared to other Colleges across Scotland to ensure we are receiving value for money.

The social space at the campus is adequate – 84.5% (65% in 15/16)
There were not a lot of comments made regarding the social space. The students who did comment stated that they felt there were not enough seats during break times.

Comments & Actions Taken/Further Recommendations:
The major refurbishment of the Union at Galashiels has significantly improved the seating capacity and environment students can now enjoy, complaints around not being enough seats at breaks times has reduced dramatically and we have seen a significant scoring increase on last year from 65% in 2015/16 to 85% in 2016/17. We have also developed some external areas that students can now enjoy during periods of good weather. We recognise that further work and investment is required at our Newtown campus to improve social space.

The wireless network works well and meets my needs – 85% (67% in 15/16)
There were only a few comments made regarding the wireless network. Students stated that they found the Wi-Fi slow; it does not work sometimes or doesn't work at all.

Comments & Actions Taken/Further Recommendations:
Plans are in place to upgrade the wireless network; however the procurement process has made this a slower process than expected with one company pulling out having been awarded the contract. Project plans are showing completion in July/August 2017.

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