

CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Annual Learner Satisfaction Survey Report 2017-18	Purpose: For Approval <input type="checkbox"/> For Discussion <input checked="" type="checkbox"/> For Information <input type="checkbox"/>												
Prepared by: J Robertson	Date: 25 May 2018												
Purpose: To inform the Curriculum and Quality Committee of student satisfaction levels for 2017-18													
Linked to Strategic Goal 3: Provide a high quality College experience.													
Executive Summary:													
<p>The annual student survey includes the National Student Satisfaction Survey (NSSS), which we integrate into our longstanding annual learner survey at section 1. The SFC will publish the results of the NSSS for all colleges, which can then be used for benchmarking. The report includes a comparison with the previous year's survey.</p> <p>This year we took the opportunity to review the survey content and we have reduced the number of non-NSSS questions as a result. A number of additional questions added in over previous years to seek feedback on specific issues relevant at particular times, were removed as not currently relevant.</p> <p>The survey was completed online by 489 full time and 107 part time students. The response rate of 47% represents a reduction compared with last year. There may be a number of reasons for this: an unusually high response late in 2016/17, timing of the survey either side of the Easter break, change in responsibilities around carrying out the survey (course tutor to achievement coach).</p> <p>The threshold for action remains 87%.</p>													
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;">Results</th> <th style="width: 20%;">2015/16</th> <th style="width: 20%;">2016/17</th> <th style="width: 30%;">2017/18</th> </tr> </thead> <tbody> <tr> <td>No of questions >87%</td> <td>34 (59%)</td> <td>45 (63%)</td> <td>25 (83%)</td> </tr> <tr> <td>No of questions <=87%</td> <td>24 (41%)</td> <td>26 (37%)</td> <td>5 (17%)</td> </tr> </tbody> </table>		Results	2015/16	2016/17	2017/18	No of questions >87%	34 (59%)	45 (63%)	25 (83%)	No of questions <=87%	24 (41%)	26 (37%)	5 (17%)
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<p>Overall satisfaction rates were high, the majority achieving over 90%. However, there remain a number of questions where satisfaction levels have not achieved the 87% benchmark. Line managers have received the survey results for their particular areas; where satisfaction levels fall below 87% they have responded with plans for improvement. The College will produce a short presentation, which it will share with students, setting out plans for improvement, in response to the survey result.</p> <p>The areas where learner satisfaction fell below 87% are as follows:</p> <ul style="list-style-type: none"> • I believe student suggestions are taken seriously • I believe all students at the college are treated equally and fairly by staff • The College Students' Association influences change for the better • 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 <p>The results of this survey are an important source for self-evaluation and the enhancement plan for 2018/19.</p>													

Recommendation: N/A		
Previous Committee Approvals:		
For publication <input checked="" type="checkbox"/>	For publication with redactions <input type="checkbox"/>	Not for publication <input type="checkbox"/>

BORDERS



COLLEGE

ANNUAL LEARNER FEEDBACK SURVEY REPORT

SESSION 2017/18

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

Over the years the number of ways in which student feedback is gathered has increased. Student feedback is requested through Focus Groups, Faculty Councils, individual department surveys etc and the feedback collected covers a range of college services. With this in mind the Annual Learner Feedback Survey has been revised this year which has significantly reduced the number of questions.

This report covers mainstream, BDU and certificated Evening Class responses.

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.

1344 students were selected to be included in the survey and 632 completed surveys were received. This represents a response rate of 47%. The breakdown of the student responses by their mode of attendance was as follows:

Full-Time:	489
Part-Time:	107
Distance/Flexible:	36

PLEASE NOTE:

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

The figures for the Don't Know responses have also not been included in the overall percentage analysis. However, the number of "Don't Know" responses has still been included in the charts. This will allow the appropriate staff to work towards increasing the students' knowledge/awareness for this area.

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.

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.

2. 2016/17 UPDATE ON ACTIONS TAKEN

Due to the revision of the survey this year, only the questions that are still included in the survey have an update noted below. This does not mean that we have forgotten about the other actions/recommendations they will have been acted on and feedback given to students via Faculty Councils, Student Reps, Course Tutors or Achievement Coaches.

Out of the remaining questions there are 4 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 – 78% in 16/17 (71.5% in 15/16)

We are aware of the need to continue to provide up-to-date progress on any student suggestions on a regular basis. The proposed change from Faculty Councils to Student Experience Committee should lead to an improvement in communications.

The College Students' Association influences change for the better – 84% in 16/17 (72% in 15/16)

The **Class Rep Planner** was modified to encourage more accurate and detailed responses. Sections for '*what we do well*' and '*what we can do better*' were added under each planner question in order to collect more balanced and detailed feedback. In response to rep feedback, questions were adapted so they were more clearly understood. We also gave consideration to the point in the year class reps discussed questions with classmates. For example, questions about assessment schedules and teaching resources were asked early in the year, and evaluative questions were asked towards the end of the year.

The **timings of Faculty Council meetings** were revised where possible so that students were able to provide feedback earlier in the year. In addition to Faculty Council meetings, 'Ask Angela' and 'Buzz the Boss' initiatives were established to provide alternative routes for the student voice. All actions and outcomes were communicated to students.

A '**You Said, We Did**' display was created at Galashiels and Newtown campuses to demonstrate the impact of class rep feedback from the previous year.

I know what to do if I disagree with my lecturer's marking of my assessment – 85% in 16/17 (87% in 15/16)

Course Tutors will continue to stress the Appeal Procedure during Student Induction and a reminder to be instigated at Student Experience Committee mid-year.

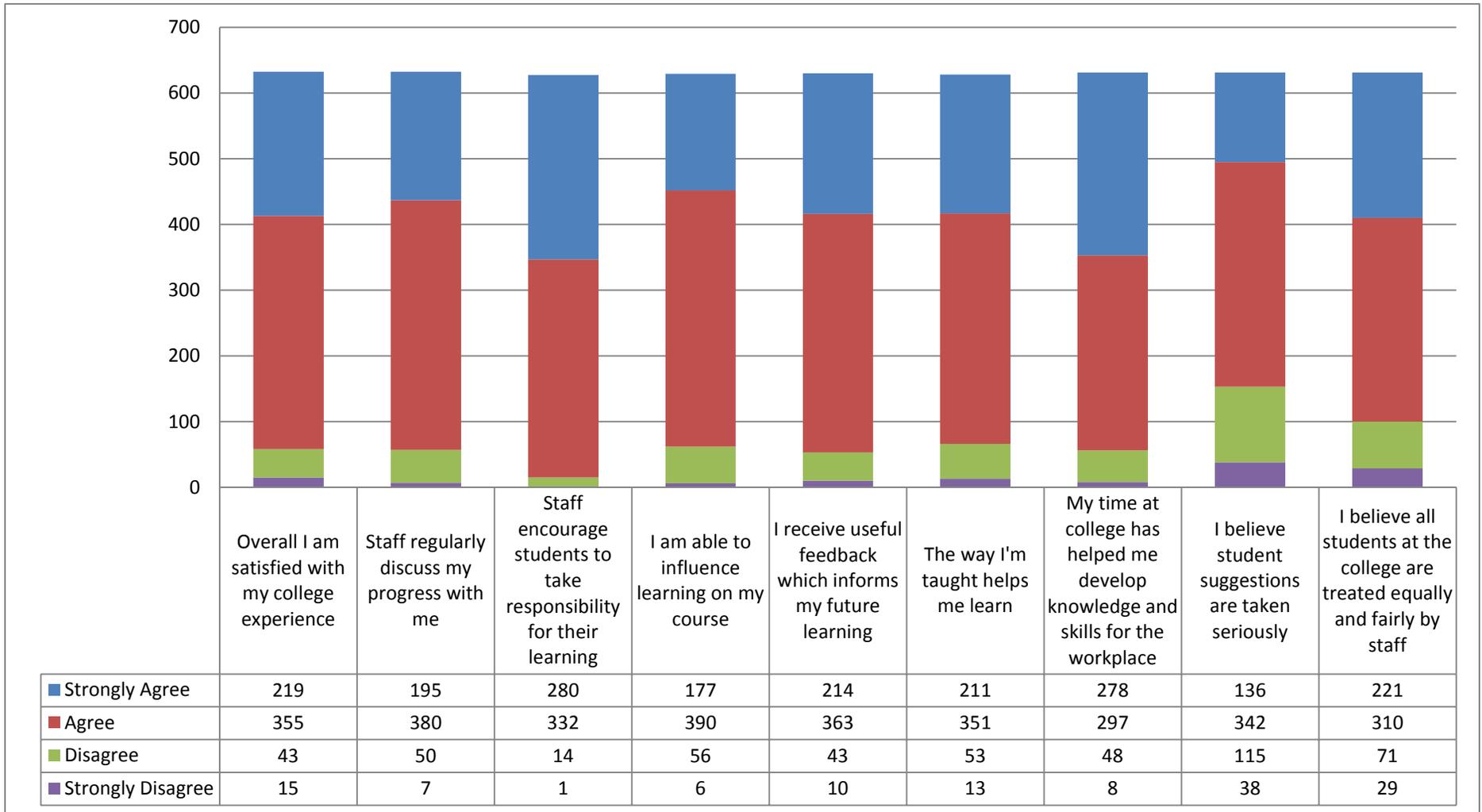
I know how to make an appeal against an assessment decision – 75% in 16/17 (question wording changed from – I know how to make a complaint or appeal against a decision) (84% in 15/16)

The process of appealing an assessment decision must be discussed at the first Student Experience Committee next academic year.

ANALYSIS OF RESPONSES FROM 2017/18

SECTION 1 – The National Student Satisfaction and Engagement Survey

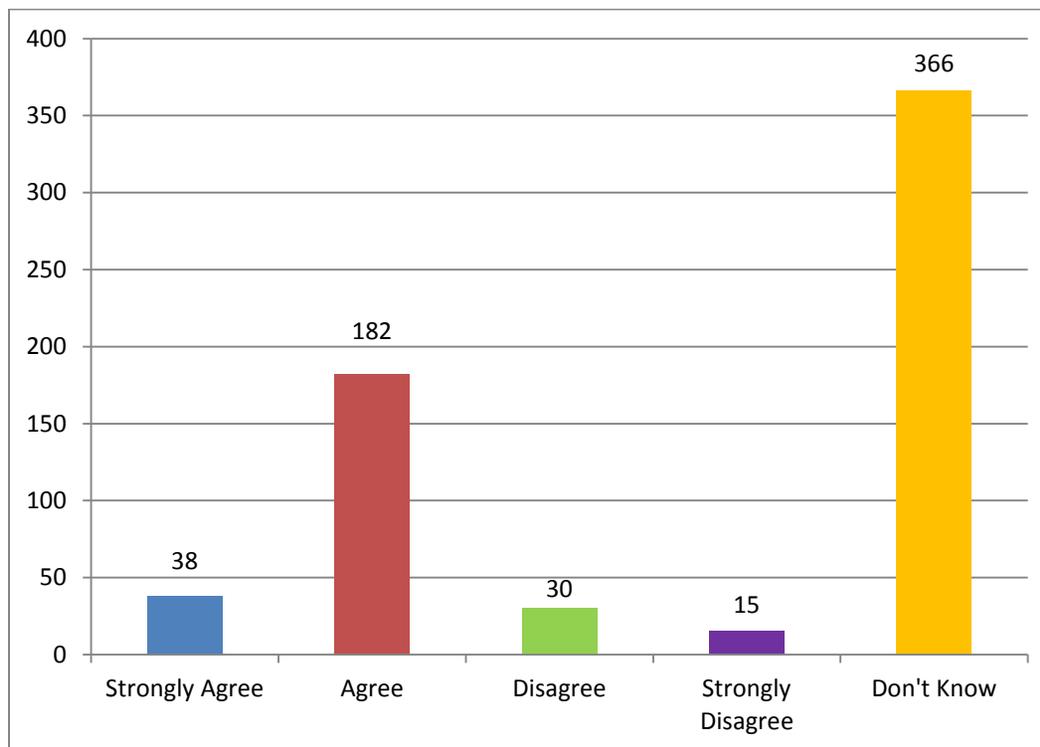
Please select ONE response do you agree with the following statements?:



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	35%	56%	7%	2%	91%
Staff regularly discuss my progress with me	31%	60%	8%	1%	91%
Staff encourage students to take responsibility for their learning	45%	53%	2%	0%	98%
I am able to influence learning on my course	28%	62%	9%	1%	90%
I receive useful feedback which informs my future learning	34%	58%	7%	2%	92%
The way I'm taught helps me learn	34%	56%	8%	2%	90%
My time at college has helped me develop knowledge and skills for the workplace	44%	47%	8%	1%	91%
I believe student suggestions are taken seriously	22%	54%	18%	6%	76%
I believe all students at the college are treated equally and fairly by staff	35%	49%	11%	5%	84%

The College Students' Association influences change for the better:

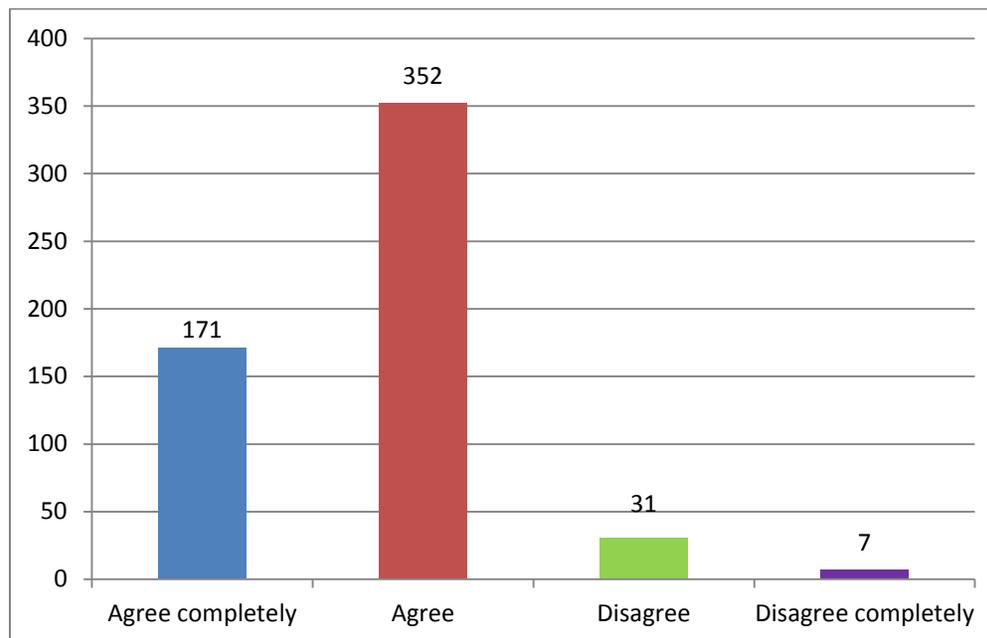


In terms of percentages the figures above relate to:

	Response Percentage	Satisfaction Rating
Strongly Agree	14%	83%
Agree	69%	
Disagree	11%	
Strongly Disagree	6%	

SECTION 2 – Core Skills and Learning Support

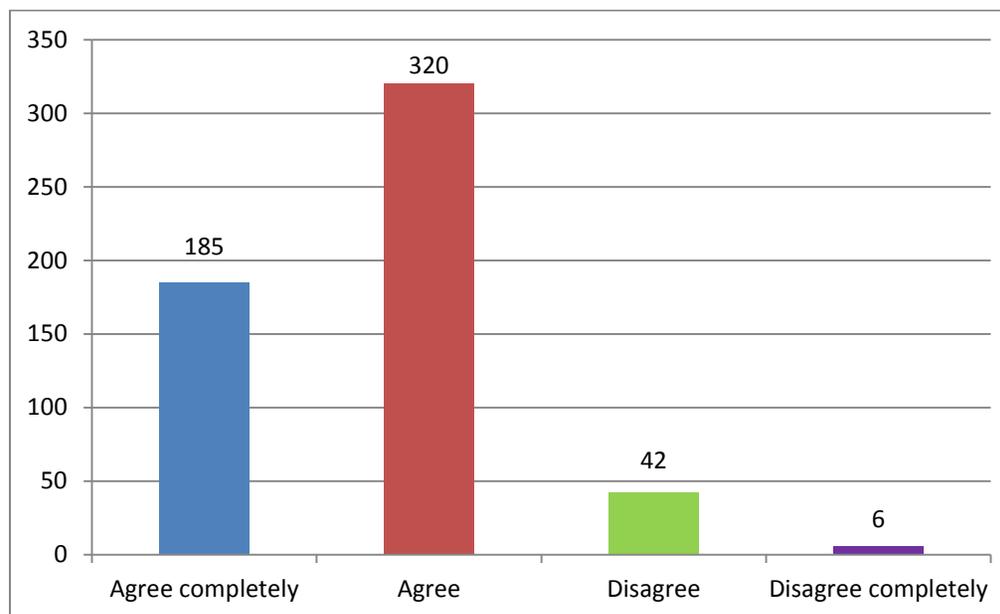
I am progressing well on my Core Skills:



In terms of percentages the figures above relate to:

	Response Percentage	Satisfaction Rating
Completely Agree	30%	93%
Agree	63%	
Disagree	6%	
Disagree Completely	1%	

I know how to get additional Learning Support for my course if required:

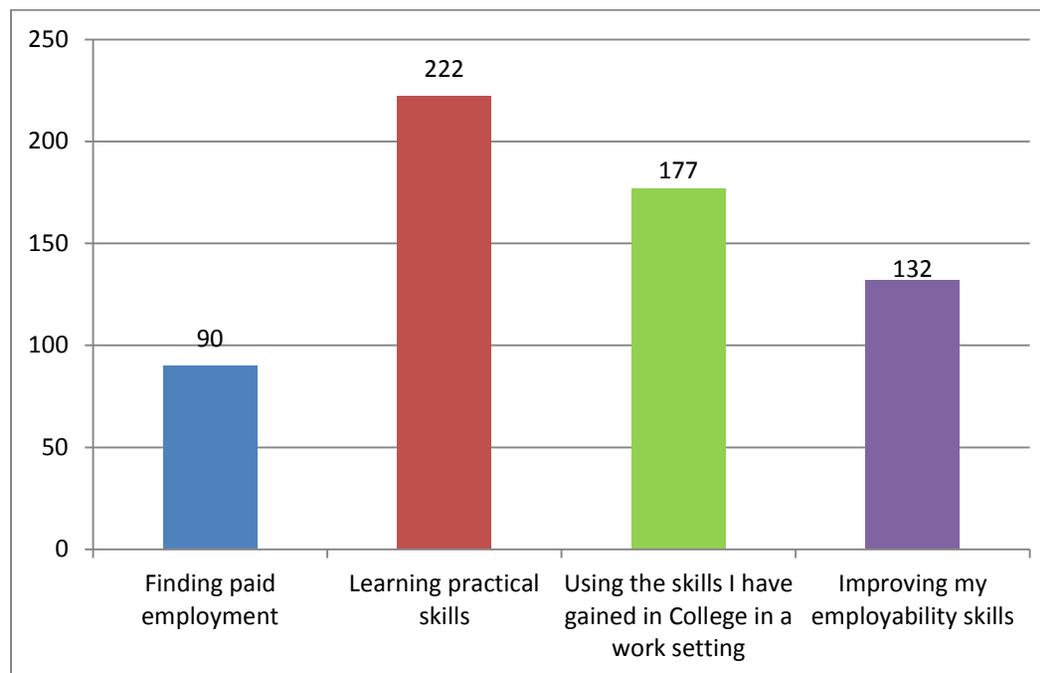


In terms of percentages the figures above relate to:

	Response Percentage	Satisfaction Rating
Completely Agree	33%	91%
Agree	58%	
Disagree	8%	
Disagree Completely	1%	

SECTION 3 – Work Placement

If you have experienced Work Placement, what have been the main benefits for you?:

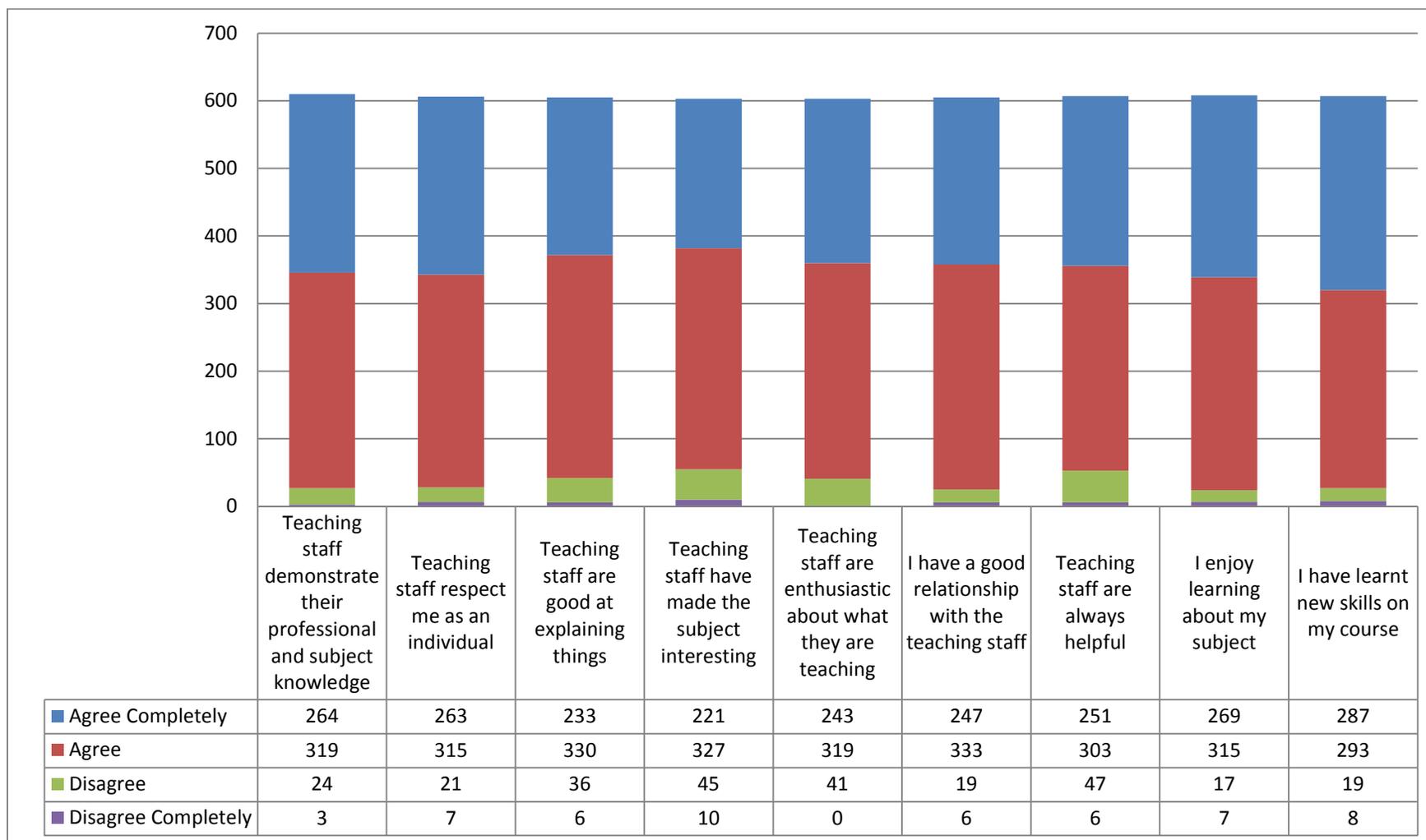


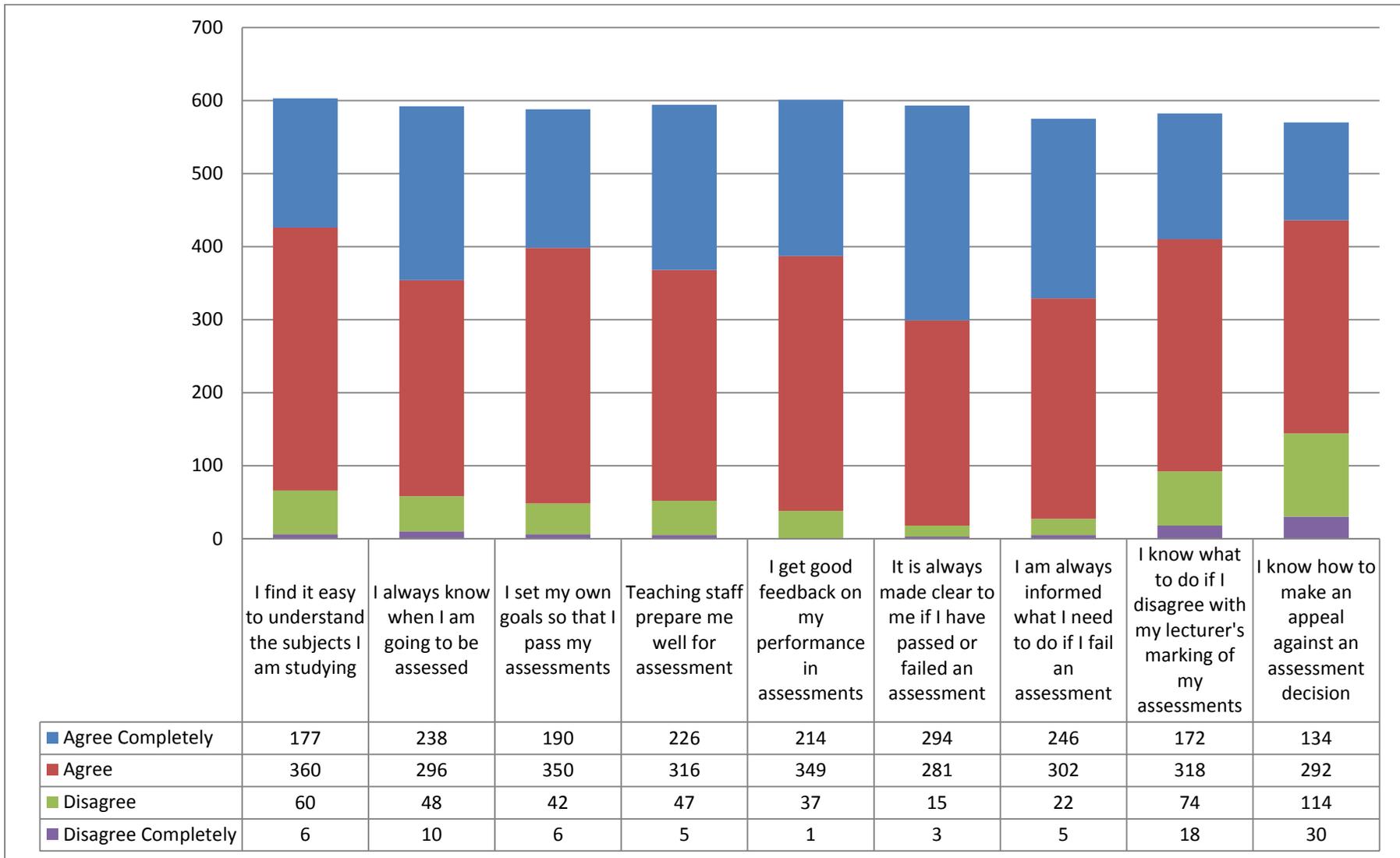
In terms of percentages the figures above relate to:

Finding paid employment	-	14%
Learning practical skills	-	36%
Using the skills I have gained in college in a work setting	-	29%
Improving my employability	-	21%

SECTION 4 – Teaching, Learning and Assessment

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





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%	96%
Teaching staff respect me as an individual	40%	58%	2%	0%	95%
Teaching staff are good at explaining things	34%	59%	6%	1%	93%
Teaching staff have made the subject interesting	31%	61%	7%	1%	91%
Teaching staff are enthusiastic about what they are teaching	35%	59%	5%	1%	93%
I have a good relationship with teaching staff	36%	60.5%	3%	0.5%	96%
Teaching staff are always helpful	36.5%	57%	6%	0.5%	91%
I enjoy learning about my subject	38.5%	58%	3%	0.5%	96%
I have learnt new skills on my course	42%	55.5%	2%	0.5%	96%
I find it easy to understand the subjects I am studying	30%	62%	7%	1%	89%
I always know when I am going to be assessed	37%	57%	5%	1%	90%
I set my own goals so that I pass my assessments	27%	66%	6%	1%	92%
Teaching staff prepare me well for assessment	33%	61%	5%	1%	91%
I get good feedback on my performance in assessments	36%	61%	3%	0%	94%
It is always made clear to me if I have passed or failed an assessment	43%	55%	2%	0%	97%
I am always informed what I need to do if I fail an assessment	37%	60%	3%	0%	95%
I know what to do if I disagree with my lecturer's marking of my assessments	26%	59%	13%	2%	84%
I know how to make an appeal against an assessment decision	21%	54%	20%	5%	75%

3 CONCLUSIONS/RECOMMENDATIONS

OVERALL SURVEY RESULTS

	16/17 (%)	17/18 (%)
No of questions =>87%	45 (63%)	25 (83%)
	16/17 (%)	17/18 (%)
No of questions <87%	26 (37%)	5 (17%)

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%, 5 of the applicable questions fell under the 87% satisfaction rating.

Under 87%

I believe student suggestions are taken seriously – 76% (78% in 16/17)

There were no comments made that related directly to this question.

Comments & Actions Taken/Further Recommendations:

The faculty council system is being replaced with Student Experience Committee and Lead Representatives which will provide better communications and clear responses to students about issues they raise.

I believe all students at the college are treated equally and fairly by staff – 84% (87% in 16/17)

Only two comments were made relating to this question. Both related to the horse care area with 1 disagreeing with them being moved to the Galashiels Campus and the other feeling that some are favored because of their riding ability.

Comments & Actions Taken/Further Recommendations:

The faculty council system is being replaced with Student Experience Committee and Lead Representatives which will provide better communications and clearly responses to students about issues they raise.

Heads of Faculty and those who report to them will carry out focus groups early in block 1 which will include a question on this topic and will address any perceived or real unfair treatment quickly.

The College Students' Association influences change for the better – 83% (84% in 16/17)

There were only two comments made. One student indicated that they did not know who the Students' Association are and the other stated that they had never seen or spoken with them.

Comments & Actions Taken/Further Recommendations:

- Key changes to the class representative system in AY 2018/19 will provide a more representative view of the student experience and swifter resolution of student issues.
- BCSA will provide opportunities for class reps to engage more readily with the Students' Association through an offer of social opportunities
- BCSA will take a more active role in supporting class reps with the introduction of quarterly Class Rep Conferences, giving class reps an opportunity to seek advice and guidance related to their role.
- BCSA will produce quarterly updates on activities and actions/outcomes from class rep feedback

I know what to do if I disagree with my lecturer's marking of my assessments – 84% (85% in 16/17)

Only 3 comments were made that related to this question. 1 was positive stating that the marking was good and very thought out. The remaining 2 comments indicated that they did not know or had received no information.

Comments & Actions Taken/Further Recommendations:

The Head of Student Services is creating a programme of induction activities for the start of the academic year which will include clear guidelines on the rights of students.

I know how to make an appeal against an assessment decision – 75% (75% in 16/17)

Only 2 comments were made that related to this question. The students indicated that they did not know or had received no information.

Comments & Actions Taken/Further Recommendations:

The Head of Student Services is creating a programme of induction activities for the start of the academic year which will include clear guidelines on the rights of students.