

CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Student Experience Committee Update	Purpose: For Approval <input type="checkbox"/> For Discussion <input type="checkbox"/> For Information <input checked="" type="checkbox"/>	
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Purpose: To update the Committee on the new Student Experience Committee and its associated benefits and impact		
Linked to Strategic Goal 3: Provide a high quality College experience.		
Executive Summary: During an evaluation of the Faculty Council system, BCSA identified the following; -Attendance at Faculty Council typically drops throughout the year which suggests a decline in student engagement -Class representatives often report being unable to attend Faculty Council meetings as a result of other commitments, meaning the system is not always accessible to those who are required to engage with it. -A large proportion of issues raised at Faculty Councils are those experienced by individual students, and therefore not reflective of the student experience as a whole. - Students view the system as being inefficient with slow resolution to student issues In 2018, BCSA introduced the 'Student Experience Committee', with the objective to create a student representative system that was more efficient and more representative of the student experience at Borders College. The new system relies on a holistic approach to quality enhancement, seeking the involvement of range of college managers with responsibilities for improving the student experience. Crucially, the new system will mean a move away from some of the key elements of the current 'Faculty Council' model, which are outlined in this paper.		
Recommendation: N/A		
Previous Committee Approvals:		
For publication <input type="checkbox"/>	For publication with redactions <input type="checkbox"/>	Not for publication <input type="checkbox"/>

Comparison of Student Representative Systems at Borders College

Overview of Faculty Council System

- Membership: Class Representatives, BCSA staff and officers, curriculum managers (PLs and HOFs) and administrative staff.
- Meetings per year: 24
- Chaired by Faculty Council Chair
- Class Representatives responsible for collecting/presenting class feedback
- Feedback collected by reps via paper-based reporting mechanism (Class Rep Planner)

Opportunities

- Improve attendance/engagement - attendance at Faculty Council typically dropped throughout each academic year (24% decrease in 2016/17 from meeting 1 to meeting 3)
- Create a system more representative of the wider student experience - a large proportion of issues raised and recorded at Faculty Councils were those experienced by individual students, and therefore not reflective of the student experience as a whole.
- Enable swifter resolution of issues – student reported becoming frustrated by the systems lack of efficiency.

Overview of Student Experience Committee (SEC)

- Membership: Lead Representatives, SA officers and staff, APs and college managers
- Meetings per year: 3
- Chaired by Student President/VP
- Addition of 'Class Rep Conferences' before each SEC (3 per year)
- Class feedback collected by class reps using Moodle feedback tool
- Lead Reps responsible for working with BCSA to produce class rep reports based of feedback
- SEC questions aligned to *How Good Is Our College?* themes

Benefits of new system

- Introduction of online feedback tool allows the monitoring and identification of issues that are representative of the broader student experience
- Introduction of 'Class Rep Conferences' provide additional opportunities for BCSA to engage with and support class reps
- Reduction in meeting time affords BCSA the opportunity to develop a community of engaged Lead and Class Reps through an offer of training opportunities (*e.g.* SMHFAT, class rep conferences and full day off-site student representative training)
- Alignment with *HGIOC* provides a streamlined approach to evaluating the student experience across a number of themes (*e.g.* learning, teaching & assessment, services to support learning, wellbeing equality & inclusion), allowing students to contribute productively to the college's evaluative processes and help drive improvements to the student experience
- Giving more responsibility to Lead Reps the Students' Association has built a group of engaged student representatives who work to improve the student experience
- Building relationships with Lead Reps supports succession planning
- Swifter resolution of student issues by ensuring all managers relevant to the student experience are in attendance at SEC, where immediate solutions are often proposed

- Focusing the class rep role on building strong relationships with classmates enables the collection of more valuable feedback
- Using the Moodle feedback tool helps identify the most important and widespread issues to be reported at SEC, making meetings productive and meaningful
- Development of a whole-college approach to student representation

Impact

- Succession – Two Lead Reps stood for election as President in 2018/19
- Positive feedback from students with regards to the effectiveness of the system;
“Students like how they get a voice through the SEC to change things on their course and around the college” – Skills for Learning & Work Yr 1
“We have had several opportunities to give our feedback both online and in person. We feel listened to.” – NC Business Management L6
“Class Rep meetings are taken seriously.” – NC Business Management L6
- Issues resolved more quickly than in previous years e.g. changes to timetables, increasing student support at Newtown and positive changes to curriculum structure
- Lead Reps work collaboratively with curriculum and support staff to improve student experience

Student Feedback - Key Themes

- Assessment and feedback
 - Some students would like more detailed feedback to improve their understanding
 - Most students have assessment schedules
 - Mock assessments used effectively in most cases
- Curriculum/Timetables
 - Some reports of last minute changes
 - Some suggestions that organisation of timetables could be improved
 - Students enjoy the range of topics they learn
- VLE/Wifi
 - Opportunities to improve Moodle layout
 - Some students report not being enrolled correctly on Moodle
 - Issues with connecting to WiFi
- Student Support
 - Library is a fantastic resource
 - Support staff are friendly and helpful
 - Good awareness among students of where to go for help
 - On the whole, students view the college as an inclusive environment
- Teaching methods
 - Overreliance on PowerPoint/independent study in some areas
 - Students enjoy freedom to explore topics of interest
 - Staff are very engaging
 - Lessons are well organised, interesting & relevant