APPENDIX 1

Student Satisfaction Surveys

2015 2016

Cathy McSkimming October 2016

Introduction

Student feedback is a key component of the college quality framework and annual surveys available to all students in October and April/May are part of a suite of measures which include focus groups, local level questionnaires, audit, curriculum meetings and Student Association activities which contribute to providing evidence and information which is used to enhance learner engagement and improve quality.

Findings Early Impressions 2015

As a result of feedback from staff and students the early impressions survey was developed in 2015 based on a 5 point scale. The response range included very good, good, OK, poor and very poor, therefore allowing students to indicate average levels of satisfaction as well as providing the opportunity for further comment after each question.

Responses were collected and collated by class group and fed back to subject teams at this level to allow for analysis and consideration at local level. Responses were anonymised but comments included to allow greater understanding of the reasons for responses and discussion of actions for improvement. The October 2015 survey attracted 1955 responses from students across all modes of attendance and the overall results are attached as Table 1 at the end of this paper.

Questions were broken down into sections covering, application, pre-entry, learning so far, learning and teaching, facilities and services, general information and overall experience. In the analysis of results at college level and with the purpose of seeking to improve quality on a wider level, it was decided to gauge only very good and good responses as expressions of overall student satisfaction. The reasoning here is that a response of 'OK' only expresses good enough and indicates significant room for improvement.

The questions posed and responses including comments, provided a significant amount of data and detail to inform planning for improvement for 2016-2017 and highlights have been as follows:

- Overall 91.5 % of respondents were satisfied with their experience of Glasgow Clyde College.
- At application stage, 95.8% felt they were fairly treated, but there was further work to be done in assisting applicants in tracking the progress of their application, with satisfaction at 77.3%. This action has been taken forward by the Admissions group and various actions proposed and implemented, including email alerts to applicants.

2

- Only 60.8% of students responding felt satisfied with the advice they received about funding and combined with satisfaction regarding Bursaries/EMAs at 62.4 %, this was an area which has been under consideration and action planning. Online Bursary applications were introduced, further guidance on funding pre-entry devised and a variety of improvements to processes implemented.
- Feedback on learning and teaching was very positive overall, although areas for further improvement are currently under consideration. These were 'providing challenge in lessons' at 69.9% and staff 'asking for feedback on lessons' at 53.3%
- Feedback on facilities showed the lowest levels of student satisfaction in the provision of:
  - Wireless access 55.7%
  - Canteen 60.4%
  - Recreational spaces 64.8%
  - Toilets 61.7%

And this information was passed to the relevant support areas for action and discussion.

2015 was the first early impressions survey conducted as Glasgow Clyde College and the 2016 survey results will be compared to identify areas of improvement and further actions required.

Findings Student Surveys 2015 and 2016

In addition to the Early Impressions Survey and other forms of student engagement, the college administers an annual questionnaire to all students in April/May each year. Student feedback is a key component of the college quality framework and contributes to providing evidence and information which is used to support and enhance the learner experience and to improve quality.

Since 2014 the college has also incorporated a national set of questions into the survey created by the Scottish Funding Council (SFC) under the title *Student Satisfaction and Engagement Survey (SSES)* These standard questions are applied in all colleges and aim to collect sector information for benchmarking and results are shared with the sector.

The full survey in its current format was issued in both 2014 and 2015 which enables comparison of results across both years.   In order to avoid confusion and to be more consistent with the range of responses available in the SSES, students were asked to use four categories of response in this survey, these being very good, good, poor and very poor, therefore forcing them make a more definite choice regarding

3

satisfaction. As with the Early Impressions Survey, there was also the opportunity for further comment after each question.

Responses were again collected and collated by class group and fed back to subject teams to allow for analysis and consideration at local level. Responses were anonymised but comments included to allow greater understanding of the reasons for responses and discussion of actions for improvement. The 2014 -15 survey attracted 1661 responses from students across all modes of attendance. As student feedback is a key element of reflection and review all staff worked to improve on these figures in 2015-2016 and 2552 responses were received. Although an improvement, this remains an area for further improvement. Particularly difficult areas to gather responses from include part time and evening students and this will be a targeted action for April 2017.

The survey is broken into sections which commence with the national questions agreed with SFC and then break into sections covering, learning and teaching, facilities and services, general information and safeguarding. In the analysis of results at college level, and with the purpose of seeking to improve quality on a wider level, it was decided to gauge only very good and good responses as expressions of overall student satisfaction and to look at not only percentage satisfaction levels overall, but to compare results over the two years, assigning green status where results had improved, amber where they remained static or dropped slightly and red for significant differences.

The responses including comments provided a significant amount of data and detail to inform planning for improvement for 2016-2017 and result highlights have been as follows:

Overall student satisfaction had remained at a very high level, with 96.4 % of students stating that they were satisfied with their college experience. This is the same result as in 2014-15, but an increase on the 91.5% satisfaction on the early impressions survey in October 2015.

Results from other questions remain in the 80-95% rang, with all questions relating to learning and teaching scoring 90% and above. The lowest levels of satisfaction recorded lay with student access to the college wireless network. The college is aware of problems with access in certain areas and building and has been working very hard since merger to address problems, including substantial investment in time and resource to resolve issues. Nevertheless, student expectation is that further work is required and this is under discussion at senior management level.

In all categories it is reassuring that levels of satisfaction over the 2 year period have increased or remain very close to previous levels, with variations of no more than 1 or 2% and that there were no areas with significant drops in satisfaction levels. Given that survey responses increased by over 50% in the period, there appears to be evidence that the student experience remains positive. There is still room to improve the number of responses, particularly from part time students.

4

In all learning and teaching categories results are fed back by class group with comments to allow discussion and reflection at team level and results along with comments are supplied to support areas to inform self-evaluation and review. As a result of the survey, actions are taken and a number of 'you said, we did' comments are highlighted on posters throughout the college and shared with the Student Association.

In addition, actions taken as a result of student feedback, comments and survey results include changes to Bursary processes and information on funding sent out by the college and appears to have supported an increase in satisfaction levels of 8.8%.

98.7% of students regard Glasgow Clyde College as a safe place to study and there has been an increase in student awareness of who to ask for help if they feel unsafe. Raising awareness was an action from the 2014-15 survey and was promoted by both staff and the Student Association. Among the questions set by SFC nationally it is also positive to see slight increases in satisfaction levels in 8 of the 9 questions, and 97.4% of students stating that staff encourage them to take responsibility for their own learning, 91^% being able to influence learning on their course and 93.3 % advising that their time at college has helped them develop knowledge and skills for the workplace are testament to the high quality learning and teaching taking place across the college.

Conclusions

- Overall student satisfaction levels remain very high
- The majority of survey results have improved or remained almost static over a 2 year period
- Survey responses have increased by over 50%, although further improvement is still required
- Lower levels of satisfaction, e.g. wireless network access are a high priority for the college and further actions are planned
- Comments and individual responses are used to inform improvement and there is evidence of this through self – evaluation in both teaching and support areas.

Recommendations

- Actions are required to improve student response rates to ensure that a wide spread of student feedback is included and considered.
- The Student Association should be asked to become more involved in survey creation, distribution and dissemination

- Awareness of survey results should be raised with staff and students and successes and improvements celebrated
- Teaching and support areas should be asked to highlight improvement actions based in feedback so that these are shared more widely.
- Question ranges in the October and April/May surveys should be aligned to allow for clearer comparisons over time.

TABLE 1   **EARLY IMPRESSIONS SURVEY 2015**

Section 1

Applying to college	Very Good	Good	Satisfaction	OK	Poor	Very Poor
	2015	2015		2015	2015	2015
How would you rate the following:						
Information available online	38.0%	49.9%	**87.9%**	10.9%	0.9%	0.3%
Ease of making an application	43.1%	43.6%	**86.7%**	12.0%	1.0%	0.3%
the Interview (if applicable)	50.6%	40.0%	**90.6%**	8.1%	1.0%	0.3%
tracking the progress of your application	37.7%	39.6%	**77.3%**	17.7%	3.7%	1.3%

	Yes	No
Do you feel you were treated fairly at application stage	95.80%	4.20%

Section 2

In preparation for starting college	Very Good	Good	Satisfaction	OK	Poor	Very Poor
	2015	2015		2015	2015	2015
How would you rate the following:						
Information you got on your first day	46.3%	37.4%	**83.7%**	12.8%	2.5%	1.0%
Enrolling and getting your student card	56.3%	34.2%	**90.5%**	8.3%	1.0%	0.2%
Advice you got about funding	28.6%	32.2%	**60.8%**	26.8%	7.9%	4.5%
Introduction to the college and your course	48.7%	38.6%	**87.3%**	10.5%	1.4%	0.5%

7

Section 3	Learning so far	Very Good	Good	Satisfaction	OK	Poor	Very Poor
		2015	2015		2015	2015	2015
	How would you rate the following:						
	Subjects on your course	46.2%	44.4%	**90.6%**	8.7%	0.5%	0.2%
	Timetabling of classes	46.8%	37.6%	**84.4%**	11.9%	2.3%	1.4%
	Classrooms/Workshops	39.8%	44.0%	**83.8%**	13.2%	2.2%	0.8%
	Specialised Equipment	36.2%	43.0%	**79.2%**	17.5%	2.6%	0.7%
	Learning Materials	39.7%	44.9%	**84.6%**	13.0%	1.7%	0.7%
	Access to IT	47.0%	38.5%	**85.5%**	11.5%	2.3%	<u>0.7%</u>
	VLE	42.6%	38.0%	**80.6%**	15.4%	2.6%	1.4%

Section 4	Learning and Teaching	Always	Often	Satisfaction	Sometimes	Rarely	Never
		2015	2015		2015	2015	2015
	Have you found the lessons interesting	42.4%	46.3%	**88.7%**	10.2%	0.9%	0.2%
	Have you found the lessons motivating	36.1%	42.4%	**78.5%**	17.8%	3.3%	0.4%
	Have you found the lessons challenging	31.4%	38.5%	**69.9%**	25.1%	4.3%	0.7%
	Do teaching staff include a variety of teaching approaches?	45.0%	39.3%	**84.3%**	13.2%	2.4%	0.1%
	Do teaching staff involve you in lesson planning and scheduling assessments?	46.2%	32.8%	**79.0%**	14.5%	5.1%	1.4%
	Do teaching staff ask for feedback on their lessons?	26.7%	26.6%	**53.3%**	22.9%	15.1%	8.7%
	Do teaching staff prepare you for assessments?	68.9%	24.7%	**93.6%**	560%	1%	0%
	Do teaching staff provide assessment feedback?	63.9%	22.1%	**86.0%**	6.8%	1.6%	0.2%

8

Section 5	Facilities and services	Very Good	Good	Satisfaction	OK	Poor	Very Poor
		2015	2015		2015	2015	2015
	How would you rate the following:						
	Guidance and support you've had so far?	48.2%	38.2%	86.4%	12.3%	0.9%	0.4%
	Reception	39.0%	46.6%	85.6%	13.1%	1.0%	0.3%
	Student Advice Centre	36.4%	44.9%	81.3%	15.8%	1.7%	1.2%
	Bursaries / EMA	28.8%	33.6%	62.4%	24.0%	8.4%	5.2%
	Library	46.4%	40.5%	86.9%	11.5%	1.0%	0.6%
	Extended Learning Support	41.5%	42.4%	83.9%	13.8%	1.5%	0.8%
	Wireless Access	25.4%	30.3%	55.7%	23.1%	11.4%	9.8%
	Canteen	24.1%	36.3%	60.4%	26.5%	8.1%	5.0%
	Recreational Spaces	25.7%	39.1%	64.8%	26.8%	5.6%	2.8%
	Gym	37.5%	37.0%	74.5%	20.7%	2.1%	2.7%
	Nursery	44.0%	35.2%	79.2%	17.4%	1.9%	1.5%
	Multi-faith room	37.9%	37.5%	75.4%	20.3%	1.9%	2.4%
	Toilets	23.2%	38.5%	61.7%	28.4%	6.5%	3.4%
	Cleanliness throughout the college	35.7%	48.5%	84.2%	14.4%	1.1%	0.3%

Section 6	General Information	YES	NO
		2015	2015
	Do you feel Glasgow Clyde College promotes equality and diversity?	**98.2%**	1.8%
	Do you feel Glasgow Clyde College is a safe place to study?	**98.9%**	1.1%

9

If you felt unsafe in college or in your life outside college, would you feel able to ask a member of staff for help?	**87.6%**	12.4%

Section 7

Overall Experience	Very Good	Good	Satisfaction	OK	Poor	Very Poor
	2015	2015	2015	2015	2015	2015
How have you found your overall experience at Glasgow Clyde College so far?	47.4%	44.1%	**91.5%**	8.0%	0.4%	0.1%

TABLE 2 **STUDENT SURVEY COMPARISON 2015 vs 2016**

Section 1	CLD questions	Strongly agree		Agree		Overall Satisfaction		Disagree		Strongly disagree	
		2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
	Overall I'm satisfied with my college experience	41.50%	42.90%	55.00%	53.50%	96.50%	96.40%	3.00%	2.80%	0.50%	0.80%
	Staff regularly discuss progress with me	32.10%	33.80%	56.40%	55.80%	88.50%	89.60%	10.10%	9.10%	1.40%	1.30%
	Staff encourage students to take responsibility for their learning	45.20%	49.80%	52.00%	47.60%	97.20%	97.40%	2.30%	2.00%	0.50%	0.60%
	*I am able to influence learning on my course	31.50%	30.80%	55.90%	60.80%	87.40%	91.60%	11.40%	7.60%	1.20%	0.80%
	The way I'm taught helps me learn	34.80%	36.00%	56.30%	55.90%	91.10%	91.90%	7.80%	6.40%	1.10%	1.70%
	My time at college has helped me develop knowledge and skills for the workplace	44.60%	45.80%	48.20%	47.50%	92.80%	93.30%	6.10%	5.40%	1.10%	1.30%
	I believe student suggestions are taken seriously	28.00%	26.90%	55.90%	57.30%	83.90%	84.20%	12.90%	13.10%	3.20%	2.70%
	I believe all students at the college are treated equally and fairly by staff	40.20%	41.80%	49.30%	48.50%	89.50%	90.30%	8.20%	7.50%	2.30%	2.20%
	The college Students' Association influences change for the better	24.00%	24.60%	59.50%	66.30%	83.50%	90.90%	12.20%	6.20%	4.30%	2.90%

*Question wording different from last year where this question was worded 'Staff involve me in planning coursework and scheduling assessments'

Section 2

Learning and teaching	Very Good		Good		Overall Satisfaction		Poor		Very Poor	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
How would you rate										
Subjects on your course	42.80%	48.60%	52.70%	48.40%	95.50%	97.00%	3.80%	2.50%	0.70%	0.50%
Timetabling of classes	42.30%	43.30%	47.50%	49.10%	89.80%	92.40%	8.40%	6.50%	1.80%	1.10%
Classrooms/workshops	38.40%	38.30%	52.20%	54.50%	90.60%	92.80%	8%	6.60%	1.40%	0.60%
Learning materials/resources	40.30%	39.20%	51.30%	54.70%	91.60%	93.90%	7%	5.50%	1.40%	0.60%
Access to IT (new for 2016)	n/a	43.60%	n/a	46.50%	n/a	90.10%	n/a	8.50%	n/a	1.40%
VLE	37.90%	38.80%	53.20%	52%	91.10%	90.80%	6.50%	7.60%	2.40%	1.60%
Guidance /Support	42.60%	42%	50.20%	50.70%	92.80%	92.70%	5.70%	6%	1.50%	1.30%

Section 3

Support facilities	Very Good		Good		Overall Satisfaction		Poor		Very Poor	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
How would you rate										
Student Funding (Bursaries/EMA)	33.90%	37.90%	42.80%	47.60%	76.70%	85.50%	14.20%	9.30%	9.10%	5.20%
Finance Office (Fees)	30.50%	31.60%	56.90%	58.20%	87.40%	89.80%	9.30%	7.60%	3.30%	2.60%
Learning Inclusion	31.80%	35.70%	65.20%	58.80%	97.00%	94.50%	2.40%	4.50%	0.60%	1.00%
Library	45.80%	46.20%	51.20%	50.50%	97.00%	96.70%	2.20%	2.60%	0.80%	0.70%
Reception	41.40%	39.10%	56.20%	57.60%	97.60%	96.70%	1.40%	2.20%	1.00%	1.10%
Student Advice centre	37.10%	38.30%	56.70%	55.50%	93.80%	93.80%	4.40%	4.40%	1.80%	1.80%
Wireless Network	25.10%	19.80%	44.60%	40.80%	69.70%	60.60%	17.60%	23.40%	12.70%	16%

Section 4	General College facilities	Very Good		Good		Overall Satisfaction		Poor		Very Poor	
		2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
	How would you rate										
	Catering Services	27%	23.90%	55.70%	57.40%	82.70%	81.30%	11.40%	13.20%	5.90%	5.50%
	Multi Faith Room	32.90%	33.90%	60.50%	59.80%	93.40%	93.70%	4.40%	4%	2.20%	2.30%
	Nursery	34.40%	39.50%	60.70%	56.90%	95.10%	96.40%	3.20%	2.30%	1.70%	1.30%
	Recreational facilities	26%	22.40%	66%	67.80%	92.00%	90.20%	5.40%	7.20%	2.60%	2.60%
	Sports facilities	35.70%	33%	56.30%	54.20%	92.00%	87.20%	5.20%	9.20%	2.80%	3.60%
	Toilets	21.40%	20.60%	60.50%	61.90%	81.90%	82.50%	12.50%	12.30%	5.60%	5.20%
	Cleanliness	34.50%	33.30%	59.80%	61.10%	94.30%	94.40%	5.20%	4.70%	0.55	0.90%

Section 5	Safeguarding					
		2015	2016	2015	2016	
		YES	YES	NO	NO	
	Do you feel Glasgow Clyde College is a safe place to study?	98.90%	98.70%	1.10%	1.30%	0.20%
	If you felt unsafe in college or in your life outside college, would you feel able to ask a member of staff for help?	81.10%	87.30%	18.90%	12.70%	6.70%