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## LEARNING AND TEACHING COMMITTEE MEETING

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Date of Meeting	9 November 2016
Paper Title	Student Satisfaction Surveys Annual Report 2015-2016
Agenda Item	16.43
Paper Number	16.43A
Responsible Officer	Catherine McSkimming / Eric Brownlie – Assistant Principals
Status	Disclosable
Action	For Information

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### 1. Report Purpose

The purpose of this report is to provide a summary of the outcomes of the student satisfaction surveys carried out in Glasgow Clyde College during the 2015-2016 session.

### 2. Recommendations

The Learning & Teaching Committee are asked to **NOTE** this paper

### 3. Background

Student feedback is a key component of the college quality framework and annual surveys which are made 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.

Results are collated and fed back to teaching and support areas at class and unit level and used to inform self -evaluation and identify areas for improvement. The annual report on surveys is supplied as Appendix 1 (16.43A).

Results identify:

- 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 for the April May survey have increased by over 50%, although further improvement is still required
- Lower levels of satisfaction in a small number of areas, 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.

And a number of recommendations are made for action during 2016-2017 including plans to further increase student response rates, especially for part time students. .

See Appendix 1 (16.43A)

#### **4. Risk Analysis**

Failure to regularly monitor and evaluate feedback and action plan for student satisfaction and improvement could result in loss of student engagement and lead to reductions in recruitment and retention.

#### **5. Legal Implications**

There are no legal implications raised by this paper

#### **6. Financial Implications**

Although there are no specific financial implications raised by this paper, falls in student recruitment and retention could lead to failure to meet SFC targets and affect future college funding.

#### **7. Regional Outcome Agreement Implications**

Although there are no current implications for the Regional Outcome Agreement raised by this paper, falls in student recruitment and retention at Glasgow Clyde College could lead to failure to meet regional SFC targets and affect future regional funding.

#### **8. Has an Equality Impact Assessment been carried out (Y/N/NA)**

n/a