
LEARNING AND TEACHING COMMITTEE

Date of Meeting	15 February 2017
Paper Title	SFC Publication Student Satisfaction 2015/16
Agenda Item	17.07
Paper Number	17.07A
Responsible Officer	Catherine McSkimming – Assistant Principal
Status	Disclosable
Action	For Information

1. Report Purpose

The purpose of this report is to provide an update on SFC guidance for Student Satisfaction and Engagement as well as proposals for improving the outcomes of student satisfaction surveys carried out in Glasgow Clyde College which will contribute to discussions on the Regional Outcome Agreement (ROA) for 2017-2018.

2. Recommendations

The Learning and Teaching Committee are asked to **NOTE** this report

3. Background/Objective/Discussion/Proposal/

SFC Guidance Document GD212016 – ‘College Outcome Agreement Guidance 2017-18 to 2019-20’ contains the following section on student satisfaction and engagement.

‘Recognising the need to develop the evidence base for student satisfaction and engagement, working with colleges, National Union of Students Scotland (NUSS), Student Participation in Quality Scotland (sparqs), Scottish Government and other relevant agencies, SFC established a working group to develop a survey which would offer a set of measures of student satisfaction and engagement. A national pilot survey was conducted in March – April 2016. Learning from this exercise was shared with the sector at an event in September 2016.

Further guidance on the sector-wide survey for AY 2016-17 will follow by the end of 2016. For the AY 2017-18 Outcome Agreement we will expect to discuss college regions’ ambitions with respect to student satisfaction and engagement as

part of the Outcome Agreement process, and we will monitor progress on an annual basis.'

The Student Satisfaction and Engagement Survey (SSES) is a national survey distributed by SFC and consists of 9 questions. It is incorporated into the college all student survey distributed in April/May and the results are collated and sent to SFC in accordance with guidance issued. A report on national results is then distributed by SFC and used for benchmarking on student satisfaction by the college. From 2017-2018 Question 1 from the SSES will be incorporated as an Outcome Agreement national measure for 2017-18 OAs.

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

Overall, college results identify:

- 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 exist in a small number of areas, e.g. wireless network access and these are a high priority for the College with further actions planned; and
- comments and individual responses are used to inform improvement and there is evidence of this through self-evaluation in both teaching and support areas.

A number of recommendations are made for action during 2016-2017 including plans to further increase student response rates, especially for part time students. The contents of Appendix 1, as well as the Student satisfaction Survey Report 2015-2016, will contribute to ROA discussions and target setting for student satisfaction.

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 specific legal implications raised by this paper

6. Financial Implications

Although there are no specific financial implications raised by this paper,.

7.

8. Regional Outcome Agreement Implications

Failure to agree regional targets, and falls in student recruitment, retention and satisfaction at Glasgow Clyde College could lead to failure to meet overall regional and SFC targets and affect future College funding

9. Has an Equality Impact Assessment been carried out (NA)