

SENIOR MANAGEMENT TEAM

APPENDIX 1

FULL TIME STUDENTS	Strongly agree		Agree		Overall Satisfaction		Disagree		Strongly disagree	
	2015*	2016	2015	2016	2015	2016	2015	2016	2015	2016
CLD questions – Glasgow Clyde College										
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%

CLD questions - Scotland	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	41.31%	39.8%	47.87%	50.3%	89.18%	90.1%	8.39%	8.0%	2.41%	2.0%

*n.b. 2014-2015 was a pilot year involving 16 colleges, including Glasgow Clyde College

Actions resulting from 2015-2016 Student Satisfaction Surveys are proposed as follows:

	Action	Responsible	Date
1.	Improve dissemination and understanding of annual report on student satisfaction at college level through staff briefings and publish on the Staff Intranet	CMcS	Feb 2017
2.	Align all question in the Early Impressions and Student Satisfaction Surveys	EB	March 2017
3.	Improve the information available to applicants on the progress of their applications through changes to the admissions process	Admissions Group	June 2017

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4.	Engage the E-learning team in developing a short introduction to funding for applicants Add the link to further information on funding to pre-enrolment information sent to applicants in their joining instructions Consider 'funding clinics' pre-enrolment for applicants from June onwards	J Edmonstone	May 2017
		CAPs	May 2017
		Student Advice	June 2017
5.	Devise short workshops or advice sessions for teaching staff on providing challenge in learning	Teaching Fellows	Aug 2017
6.	Investigate issues raised with regard to variability in wireless access across campuses	Head of ICT and ICT Users	Aug 2017
7.	Improve student satisfaction with toilets, recreation areas and canteen facilities through close working with GCCSA and more student involvement in discussion and decisions	DM and GCCSA	Aug 2017
8.	Increase the number of respondents to surveys, particularly part time and distance learners, through targeted measures including better information to teaching staff, promotion through GCCSA and 'you said' we did' campaign.	EB and SMT	Aug 2017

This action plan will be taken forward by the lead person in the 'responsible column and progress reviewed in May 2017.

CMcS Jan 2017