NOTES OF THE NINTH MEETING OF
THE LEARNING AND TEACHING COMMITTEE
HELD ON 28 OCTOBER 2015, IN THE BOARDROOM, LANGSIDE CAMPUS
GLASGOW CLYDE COLLEGE

PRESENT:

G Troup, Chair
H Moran, Student President
M Yuille, Board Member

IN ATTENDANCE:

E Harris, Depute Principal
C McSkimming, Director of Quality and Performance
E Brownlie, Director of Learning and Teaching
J Gardner, College HMI

15.01　**WELCOME AND APOLOGIES**

G Troup welcomed everyone to the meeting and apologies were noted from A Linkston. Confirmation was received that the Committee was quorate. It was noted that a Staff Member will take up a place on this Committee and that this will be confirmed once the elections for a Teaching Member are completed.

G Troup welcomed J Gardner and asked those present to introduce themselves.

15.02　**DECLARATION OF INTERESTS**

No declarations of interests were received.

15.03　**MINUTES OF THE MEETING HELD ON 21 MAY 2015**

The Minute of the meeting held on 21 May 2015 was accepted as a true record of events.

15.04　**MATTERS ARISING**

All actions were complete. It was agreed that an action grid will be provided for future meetings.

E Brownlie took the opportunity of informing Committee Members that STEM Assured Status has now been achieved.

PRESENTATION: PORTFOLIO 2016/17

G Troup invited E Harris to provide the meeting with an overview of the Portfolio.

E Harris delivered a presentation outlining the background to Regional Outcome Agreements (ROA), the work undertaken to develop an economic and skills analysis and identifying cross Region issues and solutions to address these issues. Members noted that current curriculum decisions do play back to the economic and skills analysis undertaken for the 2013/14 ROA.

E Harris informed Members that the Region is currently evaluating delivery of the ROA 2014-15 targets. In response to a query from M Yuille, E Harris confirmed that there are no issues relating to Glasgow Clyde College (GCC) in terms of activity and Performance Indicators (PIs).

Those present noted that the Region is also monitoring the delivery of the ROA 2015/16 targets and that the Glasgow Colleges Regional Board (GCRB) Performance and Resources Committee has asked the 3 colleges to report on progress. E Harris agreed to bring the most up-to-date progress report and the 2014/15 self-evaluation report to the next Learning and Teaching Committee.

E Harris explained that prior to the 2015/16 ROA there were no specific outcomes per College.   However, in 2015/16 colleges have stated contributions to PIs, WSUMs, articulation etc.   E Harris briefly outlined a scenario that could result where one college under-delivers in an area but another over-delivers in the same area, which would mean that the Regional target is met. If such a case was to arise, E Harris indicated that the Scottish Funding Council (SFC) would expect the colleges to discuss the reasons for this happening.

E Harris reiterated that the first set of data for 2015/16 are being collected and that the monitoring process will begin in November. In response to a query from M Yuille regarding why WSUMs were being used and not credits, E Harris stated that the ROAs were developed before the SFC changed WSUMs to credits. Members noted that the change to credits has been challenging as SFC had used a formula to convert WSUMs to credits that was based on 2013/14 data as its baseline; however, that data did not take cognisance of changes to portfolios made as a result of mergers. Members noted that the implementation of the model within Clyde have been debated at length with the SFC.

E Harris turned the discussion to the ROA 2016/17 currently under development. Members noted that in terms of a regional portfolio, a Regional Curriculum and Estates Review (CER) had been carried out over 2013/14 to ensure the right provision was in the right place by looking at the areas were provision was duplicated and areas of potential growth and decline across the Glasgow Colleges. Members noted that the CER was finalised by October 2014 and that an implementation plan had been drawn up. Those present noted that the CER spans 5 years; however, the bulk of change will occur during the first 3 years.

Members noted that within the framework of CER, GCC have committed to reduce delivery in Transition and Supported Learning (specifically General Education) and Creative Industries.

E Harris then outlined the position with the new City of Glasgow College campus and the agreement that Glasgow Kelvin College and GCC, under the CER decisions, would support City of Glasgow to optimise the use of their new facilities in city centre. In response to a query from G Troup as to the timescale for that to happen, E Harris indicated that the new Riverside Campus was open and the new Campus in Cathedral Street would open Summer 2016, pointing out that the CER has a target for City of Glasgow's WSUM target to increase from circa 180,000 to 210,000 over a 2 – 3 year period. The Committee noted that the Shamrock Street campus at Glasgow Kelvin will close in Summer 2016.

The Committee noted that agreement has been reached that GCC and Glasgow Kelvin will transfer WSUMs to City of Glasgow: last year GCC transferred 3,500 WSUMs, with a further 2,000 credits this year. GCC are growing life science provision and will receive 2,000 credits from Kelvin in 2016/17. E Harris clarified that in order to accommodate these additional credits, 4,000 will have to be removed in total.

G Troup queried whether, at a regional level, there is an understanding of core local delivery by subject area. E Harris indicated that each College is still able to implement its own local delivery strategy while inputting to regional discussions. For example GCC wish to ensure that there is a breadth of provision by trying to provide most things in local campuses while providing depth of provision by developing programmes from SCQF Level 4 to Degree level.

E Brownlie took the opportunity of informing the meeting that Curriculum Pathways, linked across all 3 colleges, have been developed that will assist students making decisions about which programmes to apply for.

M Yuille sought clarification as to what the impact would be on students and staff of moving credits to City of Glasgow College. E Harris indicated that for GCC there will be an impact, stressing that Directors of Faculty and Heads of Curriculum have all been involved in discussions relating to making changes to subject areas and identifying courses that could be reduced. The output from these discussions will be taken to regional discussions where they will be firmed up. After that the next stage would be to talk to Unions and then staff. E Harris confirmed that the Directors of Faculty and Heads of Curriculum in the 2 areas being most impacted have had discussions about the reductions. With regard to the impact on students, E Harris intimated that any impact would be minimised as most reductions would still result in programmes being offered by GCC but on fewer sites.

Those present noted that the Glasgow Colleges have opened a VS Scheme, confirming that SFC will provide funding for the Scheme. In response to a query from M Yuille, E Harris confirmed that the Scheme was similar across the region and was agreed with SFC. All staff had been provided with a context statement explaining the main areas of reduction.

E Harris explained that in a number of areas reductions will be achievable through natural staff turnover.

E Harris indicated that a list of courses has been drawn up that make up the 4,000 credits which will be shared, at regional level. Members noted that for GCC the majority of the changes relates to scaling back provision: Kelvin College is making more distinctive choices around stopping programme areas.

G Troup thanked E Harris for this update and requested that the Committee receive progress reports in terms of impacts. E Harris agreed to provide the next meeting with a summary of the portfolio proposals in terms of movement with the Organisation Development Committee receiving updates on the impact on staffing.

M Yuille enquired how the College risk manages programmes either failing or over recruiting. E Harris explained that when developing the portfolio a retention level is built in which provides greater accuracy against outcome, plus a "buffer" of approximately an additional 1% above target is planned. Regular monitoring allows the College to identify early on where programmes are unlikely to meet targets and take action. Members noted that the retention level is not a blanket one as every class group is considered on an individual basis. The College Management Team monitor this data at every meeting.

G Troup thanked E Harris for presenting the information on the Curriculum.

15.05 **THE ANNUAL QUALITY REPORT**

G Troup invited C McSkimming to update the meeting on the Annual Quality Report.

C McSkimming talked to the report issued with the agenda, rehearsing the background to the report, timescales involved and summarising the impact and activities undertaken during 2014/15. Those present noted that the purpose of the report is to give SFC assurance that the activities within the College are in line with their guidance. Members noted the Report has to be submitted to the SFC by 30 October 2015.

M Yuille sought comments on the data in the retention/outcome table relating to part time further education (PTFE) which shows the College to be much lower than the regional and national figures. C McSkimming indicated that at the point of the College's Education Scotland Review, it was known that the College was more than 10% behind the National average and that, as part of the Review preparation, the College carried out greater analysis and found the variance in the data is partly attributable to the context of Glasgow having a higher percentage of people from socially deprived postcodes and that GCC offers longer PT compared to other colleges. As a result of carrying out that analysis, the College worked on addressing the issues by redesigning programmes and delivery models which has resulted in a 5% increase in PTFE attainment figures.

E Brownlie indicated that the College data relating to partial success is high, explaining that partial success is when learners get to the end of their course but do not complete the award.

M Yuille stated that focussing on the reasons why the College is below par and ensuring the delivery is above par would give learners the best chance. C McSkimming concurred intimating that is what the College has been doing over the past year, citing changes to ESOL programmes as an example.

G Troup referred to section 2 of the report and asked how the College disseminates good practice. C McSkimming reported that all EV reports are posted to the intranet with all practice highlighted. In addition, regular reports are given to CMT and then circulated to staff. In response to a further query from G Troup, C McSkimming stated that the reports are not currently available to students. E Brownlie outlined the formal staff bulletins and Food for Thought sessions where staff share good practice, Blogs on eLearning good practice and Drop In sessions. E Harris suggested that it would be useful if students were involved in the Food for Thought sessions either saying what was working well or indicating what practices were not working for students.

E Brownlie highlighted that quality improvement activities around support areas, such as ICT and Learning Resources, are now coming through. G Troup sought clarification on whether work was more system led. C McSkimming reported that the support areas had undergone more upheaval than teaching staff as a result of merger with a new structure, job description, roles, new self-evaluation and systems. .

G Troup thanked C McSkimming for taking Members through the report and suggested adding a section at the end of the report that included details of the STEM Assured Status and also sought some reflection from SFC. M Yuille suggested that including such in an Executive Summary may be useful. C McSkimming sought and received confirmation that the amended report does not need to be put before the full Committee and that it will be sufficient for the Chair of the Committee to see the Executive Summary text.

G Troup thanked sought approval from Committee Members to approve the Annual Report.

The Learning and Teaching Committee **approved** the Annual Quality Report and recommend it to the Board of Management.

15.06 **2014/15 WSUMS**

G Troup referred to the paper issued with the agenda and asked E Harris to talk to the report.

E Harris outlined the background to the WSUMs Audit and those present noted that the College had submitted a claim for 167,913 WSUMs, which is 0.9% above the SFC target of 166,381 WSUM.

E Harris outlined the 3 areas were WSUMs had declined and the reasons why this was the case. Members noted that the decline in social studies was due to the GCC long term decision to reduce general education provision. In response to a query from M Yuille, E Brownlie explained the difference between students categorised as DPG18 and ELS. E Harris indicated that Glasgow as a region has a lower level of ELS students compared to the National position; however, Glasgow as a region has a higher incidence of DPG18 students. E Harris clarified that students cannot be categorised in both areas so cannot be double funded.

G Troup sought and received confirmation that the SFC would not look to claw back the over delivery. M Yuille asked if that would remain the case if SFC looked at Glasgow Region rather than GCC. E Harris stated that any under/over delivery situation would have to be debated at a Regional level.

G Troup thanked E Harris for this update.

The Learning and Teaching Committee **noted** the report on 2014/15 WSUMs.

15.07 **TARGET WSUMS/CREDITS 2015-2016**

E Harris was invited to talk to the report on target WSUMs/Credits for 2015/16.

E Harris briefly outlined the change the funding methodology from WSUMs to Credits being implemented in 2015/16. Committee Members noted that the SFC has set a target of 128,044 credits. However, given this is the first year the new methodology has been in place, it is difficult to predict what outcome will be; therefore, the College has set a target of 130,270 credits to ensure the SFC targets can be met.

E Harris informed Members that the College records how many students have enrolled, how many still have to enrol, how many have withdrawn etc which allows the College to monitor credit levels. To date there are 122,000 credits on the system with 9,500 to start in January, bringing the College to 131,000 credits. Those present noted that the College did not anticipate any difficulties in recruiting to courses, although it was acknowledged that two NC schools-college programmes had not run.

In response to a query as to why that may have been the case, J Gardner (observer) was invited to comment and indicated that some schools do not wish to release students for 1 or 2 days as they are mindful of their own costs.

E Brownlie reminded the meeting that differing entry requirements between colleges can also impact on programme recruitment.

M Yuille sought and received confirmation that the College set target had been approved by the Board of Management.

G Troup requested that future updates provide comparison data in one table.

E Brownlie raised the issue of 200 HN students, funded by Universities, and E Harris confirmed that although these 200 students are equivalent to 2,000 credits they are not seen as such and do not appear in reports.

The Learning and Teaching Committee **noted** the report on Target WSUMs/ Credits for 2015/16.

15.08 **2014/15 DRAFT PERFORMANCE INDICATORS ACADEMIC YEAR 2014/15**

G Troup referred to the report issued with the agenda and invited C McSkimming to take Committee Members through the content.

C McSkimming outlined the background to the Performance Indicator (PI) data and those present noted that the SFC publish PI data each January for the previous year, ergo this year's confirmed PI data will not be available until 2016. However, it is possible to obtain an early summary of the draft high level PIs.

C McSkimming then took Members through the data in detail, indicating that the data will be shared with staff, at a course and class level, which will allow further analysis to be carried out.

G Troup indicated that the Table Headers in the annexe were incorrect.

M Yuille queried the figures for PTFE outcome where were different to the figures in the earlier report. C McSkimming indicated that the figures had been rounded up and took cognisance of the 5% increase detailed earlier in the meeting.

G Troup thanked C McSkimming for the update and requested a further report in the Spring.

The Learning and Teaching Committee **noted** the report on draft Performance Indicators.

15.09 **STUDENT PRESIDENT'S REPORT**

G Troup thanked H Moran for providing the report issues with the agenda and invited her to talk to the report.

H Moran rehearsed the background to the recent election of herself and two Vice Presidents and the work being undertaken to put a Student Executive Team in place and developing a work plan for the year.

Members noted that the Presidents have a solid platform with a Development and Admin Officer in place which provides assistance in developing the Association. H Moran reported that the majority of class reps and executive officers are in place with the first meeting takes place the following day. G Troup enquired how many class reps there are and H Moran reported that there are 2 per class so there are approximately 400 – 600 representatives. To date 10 Executive Officer posts have been confirmed, including ESOL, Welfare, Wellbeing and LGBT.

The Committee noted that the Association is working with NUS and SPARQS with training sessions on strategic planning and time management already taking place.

Members noted that H Moran has been elected to the Regional Board which is beneficial for the students. H Moran informed the meeting that the Student Association wished to put the tensions of the previous year behind and work at developing communication links and positive relationships with the Board.

H Moran reported that due to the lateness of elections there was no opportunity for a fuller handover from the previous Student President so there has been a knowledge gap; however, members noted that the former Student President and Vice President have been very supportive and willing to help and a formal handover will take place. H Moran tabled information from SPARQS on a framework for developing a successful Student Association. In response to a query from G Troup, H Moran explained that the Vox Box is a mobile video unit that allows students to record their opinions. H Moran indicated the intention to have focussed discussion items.

The Committee were informed that, as a result of undertaking NUS training on strategic planning, the Association have developed a work plan for the year and H Moran outlined some of the planned activity including working for the LGBT Charter, cultural exchanges between students and preparing for the Annual Engagement Visit in February.

G Troup enquired if Student Presidents have informal meetings with senior managers. H Moran indicated that scheduling meetings has been an issue as the 2 Vice Presidents are part time only so any meetings have to be worked around their timetables. M Yuille queried whether the Vice Presidents being part time was a student or College decision. E Harris explained the background to the various options for the Student Association structure that were debated by the previous Board. Members noted that the College had a residual funding pot for 2015/16 of approximately £90k from SFC allocated to fund the Student Association; however, going forward the Board had to consider a structure that was financially sustainable and had decided not to commit to 3 full time sabbatical posts at this point in time but to have a structure of 1 full time and 2 part time posts and review again. E Harris indicated that the current structure had only been agreed for one year, so a revised proposal will be brought to a future meeting of the Board.

The Learning and Teaching Committee **noted** the Student President's Report.

15.10 **COMPLAINTS REPORT**

G Troup invited C McSkimming to talk to the report issued with the agenda.

C McSkimming rehearsed the legislative requirements of recording complaints on how the College meets these requirements. The meeting noted that the College works with the Scottish Public Services Ombudsman (SPSO) very closely and has adopted their complaints model. C McSkimming indicated that she sits on the Complaints Advisory Committee as work is being undertaken to harmonise processes across the sector, such as identifying categories of complaint that will work across the sector and allow better comparisons to be made.

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C McSkimming then referred to the data included in the report, highlighting that an area that requires further work by the College is "Lessons "Learned" where there is a need to ensure staff understand that not only do they have empowerment to resolve complaints but they also need to record actions taken. G Troup queried whether this is linked with the turnaround times for responses. C McSkimming agreed that it could do and that there is a need to look at response times as the timescales are being breached too often.

M Yuille sought and received confirmation of the complaint process that is followed when a complaint is received. In response to a further query from M Yuille, C McSkimming indicated that there can be instances when the manager of the area being complained about carries out the investigation; however, C McSkimming assured the meeting that all responses are reviewed and approved by herself before issue. E Harris indicated that, if necessary, there is scope to seek that a Director in another area carries out the investigation.

M Yuille enquired if any complaint responses are referred to an external verifier. C McSkimming reported that any complaints relating to Awards are forwarded to the appropriate awarding body. C McSkimming also explained that complainants who are unhappy with responses are entitled to take their complaint to the SPSO. Members noted that 2 complaints have so far been forwarded to the SPSO.

Members noted that the College is now seeking feedback from complainants on the complaints handling process which is proving challenging as many complainants believe their complaint is being re-opened.

M Yuille queried the PI data contained within the Complaints Annual Report and asked how the figure of 112.5 % escalated complaints closed within 40 working days (extension) had been calculated. C McSkimming stated data is based on SPSO figures and agreed to ascertain how that figure came about.

The Learning and Teaching Committee **noted** the Complaints Report.

15.11   **EV SUMMARY**

C McSkimming was invited by the Committee Chair to talk to the report issued with the agenda.

C McSkimming outlined the External and Internal Verification actions undertaken by the College throughout the year to ensure standards are maintained and driven forward.

Committee members noted the process has evolved since merger which explains why there appears to be an increase in the number of "holds". C McSkimming explained the process of "holds" and stressed that these have not effected students nor is there any detriment to students.

The Learning and Teaching Committee **noted** the report on verification activity.

15.12 **STUDENT SATISFACTION SURVEY 2015 RESULTS**

C McSkimming explained that student feedback is a key aspect of the College's quality framework and as such an annual student survey is carried out. In addition, this year the College participated in a pre-pilot Student Satisfaction and Engagement Survey in conjunction with the SFC.

Those present then discussed the results in detail.

C McSkimming indicated that SFC have become much more involved in student engagement and have decided to look at national benchmarking. To that end a sector pre pilot study has taken place, involving the College, which is working on testing questions on behalf of SFC before rolling out the study as a pilot scheme. Members noted that the data from the Pre Pilot Study is strictly confidential and for internal use only.

C McSkimming reported that the College were happy with where it sat within pre pilot results.

M Yuille queried if student satisfaction was being looked at on a Regional basis. E Harris reported that should the SFC pilot become national then the Region would look at how to link into the national approach. Discussion then ensued around the potential of regional colleges benchmarking data being considerably different to that of assigned colleges. C McSkimming stated that colleges would need to use same questions as a start point. E Harris assured the Committee that it will be possible to interact with SFC if the College believes the pilot is not the sensible way to approach this issue. E Harris concurred that it is often necessary to remind SFC that what may work for a Region may not work in a multi-college region which is why the College is represented on as many national sector level bodies.

The Learning and Teaching Committee **noted** the Student Satisfaction Survey 2015 Results.

15.13 **ANY OTHER BUSINESS**

There were no other items of business.

15.14 **EQUALITIES IMPACT ASSESSMENT ON DECISIONS MADE**

No items discussed had an equality impact.

15.15 **REVIEW OF PAPERS**

G Troup thanked C McSkimming for producing the papers. It was suggested that consideration be given for future updates on such aspects, as credits and PIs be part of a set of strategic KPIs. M Yuille indicated that it would be useful to have a summary covering items such as recruitment, retention and key measures presented to each Board meeting.

It was agreed that the Regional Outcome Agreement would be placed on the Board secured site.

E Harris thanked everyone and indicated that if there were any further queries they should not hesitate to contact her or colleagues.

DATE OF NEXT MEETING

The next meeting of the Learning and Teaching Committee is set for 2.00 pm on 17 February 2016, Boardroom, Langside Campus.