

MINUTES OF A MEETING OF THE BOARD OF LEICESTER COLLEGE CORPORATION:



STUDENT LIAISON COMMITTEE HELD ON 10 MAY 2018 AT 2.00pm

Present:

Verity Hancock (Principal) Chair
Brigitte Heller (Governor)
Mohammed Tokaria (Student Governor) (Chair from 3.00pm)
Tom Wilson (Governor)

In Attendance:

| | |
|-----------------|---|
| Louise Hazel | Director of Governance and Policy |
| Lyn Landon | PA to Director of Governance and Policy (notes) |
| David Jackson | Director of Student Services (Item 4) |
| Gretta Tharratt | Head of Learner Engagement and Equalities |
| Neil Challinor | Head of Quality Improvement (Item 5) |
| Harjinder Singh | LEET |
| Craig Whitehill | LEET |

Student Super Representatives and Student Union representatives

Action

1. DECLARATIONS OF INTEREST

1.1 There were no declarations of interest.

2. APOLOGIES FOR ABSENCE

2.1 There were no apologies for absence.

3. MINUTES AND MATTERS ARISING FROM THE LAST MEETING DATED 28 FEBRUARY 2018

3.1 The minutes of the last meeting were signed as a true record.
Any matters arising from the minutes would be discussed at
today's meeting.

4. RESPONSES TO ISSUES RAISED AT THE LAST MEETING

4.1 The Director of Student Services gave responses to the issues
raised at the last meeting and highlighted the following:

4.2 All letters to students inviting them to interview will now have the
relevant information regarding what to wear, what to bring with
them etc.

- 4.3 The Director of IT has been investigating the complaints regarding OneDrive. Actions have been scheduled for the next Programme Area Manager (PAM) forum and ICT would be present at the next Freshers' Fair. There is a working group convened to look at Windows 10 and training would also be made available for staff.
- 4.4 UCAS drop-in sessions have been organised as well as emails and telephone guidance would be sent out to help students prepare for HE. Universities will be visiting the College to speak on UCAS and to help students with personal statements. The Careers team would also be available to assist students with personal statements and they would be available for 1:1 sessions for any issues relating to Higher Education.
- 4.5 The LEAP programme is being redesigned for the next academic year to make this more relevant to different student groups and Vice-Principals have been asked to look into this. There have also been several months of vacancies for Learning Coaches and this with staff sickness, has affected the delivery of the LEAP programme for some students. This problem has now been resolved.
- 4.6. There were comments regarding negativity with a member of staff's attitude regarding an autistic student. It was confirmed that all teaching staff and Learning Coaches should have the knowledge on where to refer students and how to support them. Students were also asked that they needed to declare their support requirements on their application form and assistance for them would be put in place.

Questions raised:

- 4.7 Students asked whether they were required to complete a Talkback form if they felt that they were having problems with lecturing staff.
- 4.8 The Principal replied that it would be better in the first instance to speak with the manager of the lecturer, however if students felt that they needed to respond via Talkback that would be acceptable, but it was not necessary to complete a form.
- 4.9 One student stated that he did not know anything about Talkback forms until these were mentioned at a previous Student Liaison Committee meeting.
- 4.10 The Principal stated that information regarding Talkback forms was covered in student welcomes; staff needed to make sure that students were aware of these, especially if students missed induction for any reasons.
- 4.11 Governors thanked the Director of Student Services for his responses to questions raised.**

DJ

5. LEARNER SURVEY

The Quality Development Manager, Neil Challinor presented the results of the Learner Survey for 2018 and highlighted the following:

- 5.1 The Learner Survey took place between 8-13 January 2018 and over 7000 surveys were sent out with a return of 4,000 (67%). This is a slight decrease from the response rate of last year (68%).
- 5.2 The overall satisfaction score for the College was 91%, which is a 2% increase in overall satisfaction as compared to last year.
- 5.3 Five Curriculum areas were above the overall satisfaction score and four below. The overall satisfaction rate was 91% and the following was reported:
 - 97% of the students said they feel safe in the College
 - 96% were interested in their class
 - 61% reported food in the refectories were value for money
 - 80% reported that the toilets were clean.
- 5.4 In terms of safeguarding 86% had taken Prevent training and 86% said they understood the training.
- 5.5 It was confirmed that the results of the survey were discussed with Curriculum areas to consider whether improvements were necessary.

Questions

- 5.6 Students asked whether this was the only survey sent out and also queried whether it was too early to send out during January. They suggested it would be better carrying out surveys later in the year, to get a clearer view of the student experience.
- 5.7 The Quality Development Manager confirmed that analysis of the data took a considerable amount of time. However, the Quality team would be looking at faster ways to get results and the time of the year that the survey was sent could also be investigated.
- 5.8 The Quality department were also looking at other ways to capture the student voice.
- 5.9 The Principal commented that surveys were only one way of collecting feedback for students and if there were issues or feedback they wanted to give, they should not wait for the survey.
- 5.10 Governors thanked the Quality Development Manager for his presentation.**

6. FEEDBACK FROM COURSE REPRESENTATIVES:

6.1 Harjinder from the Learner Engagement and Enrichment Team (LEET) introduced course representatives who provided feedback to the Committee in response to the following questions:

6.2 Question 1:

Looking back on the year, what worked well for you in terms of teaching styles and methods of learning? Have you any particularly good examples? How involved did you feel in your learning?

6.3 “The content of the course was good as was the environment, however feedback from lecturers could have been improved.” (Level 3 Extended Diploma Creative Media)

6.4 “Some of the teaching staff use Moodle, but some do not. The use of Moodle should be standard for all of the tutors and there are some staff do not use this at all. There are some staff that are really good and give links to interesting sites, which although may not always be relevant to assignments, help in our learning experience. There have been some problems with some of the teaching staff, there is a handful of staff which are good and some not so good. We have some staff that expect us to teach ourselves and just provide PowerPoint presentations.” (Games Development, Level 3)

Response: *The Principal has had detailed discussions with the Director of that particular Curriculum area and this is being investigated.*

6.5 “Some staff did improve their teaching methods when Ofsted were in College, but have now gone back to their old way of teaching which is not so good.” (Games Development, Level 3)

Response: *The Principal confirmed that this is the reason that the College has a ‘walkthrough’ systems in place to make sure that teaching staff are teaching to a consistently high standard.*

6.6 “One of my assignments was incorrectly marked, when I tackled the lecturer he did mark the assignment again, which reflected the grade expected. However, we are worried that other students, not as confident as ourselves, may not speak up if they are unsure about anything.” (Games Development, Level 3)

6.7 “Our lecturers are very ‘hands-on’. However, one of our lecturers was struggling with the marking assignments as they were coming back to us late or not at all, so we helped to get the lecturer support. Is their support for teachers at all?” (Public Services Diploma, Level 3)

Response: *The Principal confirmed that there was support for lecturers and she would make sure this was followed up.*

VH

6.8 Question 2:

Looking back on the year is there anything that you think would have been beneficial for you to know before you started your course at the College?

- 6.9 “We were not told at the beginning of our course that we were required to learn how to serve. We did not want to be waiters or waitresses, we all signed up to be in the kitchen rather than serving people.” (Professional Cookery Advanced Diploma Level 3)

DJ

Response: *The Principal was unsure why students were not aware of this. The Director of Student Services would investigate.*

- 6.10 “We were not informed of the hours of work experience required and it was all done ‘very last minute’. Also the credits on UCAS were not explained properly in the beginning, although we all know now, we feel it is too late.” (Public Services Diploma Level 3)

DJ

- 6.11 “Deadlines were not explained properly, i.e. if you don’t meet the deadline you are only marked as a ‘pass’. It would also have been good to know the grades, for example, the cap from merit to distinction, as it was very confusing.” (Level 3 Extended Diploma Creative Media)

DJ

Response: *The Principal commented that the students should have been given this information at induction or before.*

6.12 Question 3:

Thinking back on your year, what have been the highlights in regards to your teaching and learning? Would you recommend the College to your friends or colleagues?

- 6.13 “All the tutors on my course are experienced and this has been beneficial to us all”. (Level 3 Extended Diploma Creative Media)
- 6.14 “All the tutors come from backgrounds in Childcare and therefore have a great deal of experience.” (Childcare and Education Level 3)
- 6.15 “One of the tutors who has a background in childcare has also experience of working in other countries and different areas, which has been very helpful in our learning experience.” (Childcare and Education Level 3)
- 6.16 “Most of the staff are very friendly and easy to talk to.” (Games Development, Level 3)

- 6.17 “The lecturers are very ‘hands on’ and have they have a wide range of experience in the area. I would recommend the College to anyone as it is such a good professional working environment.” (BTEC Level 3 Diploma Performing Arts)
- 6.18 “The lessons are good, well-structured and staff are really helpful, especially if we have any issues with clients.” (Diploma in Hair and Beauty Therapy Level 1)

7. REPORT FROM CHAIR OF THE STUDENT COUNCIL

- 7.1 The Chair from the Student Council, Deon Gamble, sent his apologies and Harjinder Singh from the LEET read his report from the last Student Council meeting for this academic year and highlighted the following:
- 7.2 Michael Mullins, Head of Security reported that smoking has been a problem with friends of students who are not at the College. This has been mainly at APC. This is being addressed.
- 7.3 Students have been subject to theft of their bikes at SMC and APC. The Head of Security confirmed that there D Locks are available on request, free of charge; these were more reliable than other cheaper locks.
- 7.4. ID badges should be worn at all times and be on display. It was agreed that students and staff should be aware of this and tackle anyone without an ID badge. Any ex-students or visitors to the College should be signed in at the reception areas to be issued with a guest ID badge and lanyard. If students in high risk areas such as Construction and Catering had to remove their badges for health and safety reasons, they should make sure they are put back on when these lessons are over.
- 7.5 Shabir Ismail – Deputy Principal was questioned on finance and he gave a full overview of the College position and stated that the apprenticeship numbers these year are down, which is due to the apprenticeship levy .
- 7.6 The Deputy Principal confirmed that the College has invested heavily in IT and money has been spent on the new Engineering Building and on the state of the art Construction building.
- 7.7 The issue of drugs was felt to be a problem in some areas and the security staff have been working closely with the police to alleviate this.
- 7.8 The Deputy Principal reminded students of the Learner Support Fund, which is available for any students that require financial help, if this was needed they should contact the Welfare Team.

8. PRESENTATION ON THE WORK OF THE STUDENT UNION

- 8.1 The President of the Student Union presenting the work of the Student Union and highlighted the following:
- LGBT History Month – This has been highlighted in the Campaign ‘Voices and Visibility’, which has been uncovering hidden histories.
 - NUS Women’s Conference, 10 - 11 April – this was held in Solihull.
 - British Values Season – joining in with the rest of the College the Student Union was visible in showing support for this week.
 - NUS Conference 2018 – this was held 29 March in Glasgow – Shakira Martin was re-elected as the President.
 - The Disabled Student Conference was held on 2/3 May in Manchester.
 - The Annual Charity Week was held for the British Heart Foundation.
- 8.2 Student Union Elections for 2018/19 – the nominations were ongoing and the elections would be held on 23 – 25 May.
- 8.3 This year the SU has decided to set up Clubs or Societies. These could be based on anything that students were interested in and stated that further details could be found through the SU or the LEET team.
- 8.4 The Student Union would be looking at the College’s Mental Health and Sexual Harassment Policies.
- 8.5 Sophie Calverley spoke about the new SU Magazine. She emphasised that the next issue would be bigger and better and requested articles that could be included.
- 8.6 Meetings and Committees attended by members of the Student Union:
- House of Parliament visit – 6 March 2018
 - SU Executive Meetings
 - Curriculum Strategy and Quality Improvement meetings attended by Student Governors
 - College Health and Safety Meetings
 - Corporation meetings attended by Student Governors
 - SU FUN Day meeting - 25 April 2018
- 8.7 **Governors thanked the Student Union for their presentation and the work they were involved with.**

9. EQUALITY, DIVERSITY AND INCLUSION

- 9.1 There were no further issues on Equality, Diversity and Inclusion raised.

10. COMMITTEE SELF-ASSESSMENT

- 10.1 The Director of Governance and Policy explained the Committee's self-assessment process and asked for comments on how the Committee had worked and whether people found it helpful.
- 10.2 It was commented that it was not always clear whether improvements were made because sometimes there were long term issues.
- 10.3 Students commented that the questions to be raised at Student Liaison Meetings were very structured.
- 10.4 The Principal stated that these were a guideline for students as in the past there had been discussion topics and students were not very forthcoming with speaking. She did suggest that if students would like to speak on specific subjects or requested a particular theme to let the LEET team know.

11. WORKPLAN 2018/19

- 11.1 The Workplan for 2018/19 was discussed and approved.

12. DATE OF NEXT MEETINGS:

- 12.1 These would be confirmed and would sent out as soon as possible.

13. ANY OTHER URGENT BUSINESS NOTIFIED TO THE CHAIR PRIOR TO THE MEETING.

- 13.1 The Director of Governance and Policy thanked Mohammed Tokaria for his contribution and commitment as Student Governor for the past two years.

STUDENT REPRESENTATIVES AT THE MEETING HELD ON 10 MAY 2018

| First Name | Surname | Position |
|-------------------|----------------|--------------------------------|
| Mohammed | Tokaria | President and Student Governor |
| Jeanette | Kamara | Vice-President |
| Hannah | Byrne | Women's Officer |
| Sadie | Robertshaw | General Officer |
| Sulayman | Savage | Treasurer |
| Sophie | Calverley | Vice-President, SMC |

SUPER-REPS

| First Name | Surname | Area |
|-------------------|----------------|---|
| James | Clarke | Professional Cookery Advanced Diploma Level 3 |
| James | Guiver | Games Development Level 3 |
| Thomas | White | Games Development Level 3 |
| Paige | Stone | Childcare and Education Level 3 |
| Georgina | Faulks | Public Services Diploma Level 3 |
| Sophie | Calverley | Level 3 Extended Diploma Creative Media |
| Sawdah | Khan | Level 3 Extended Diploma Creative Media |
| Eileen | Gibbs | Diploma in Hair and Beauty Therapy Level 1 |
| Lauretta | Macrow | Diploma in Hair and Beauty Therapy Level 1 |