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

**STUDENT LIAISON COMMITTEE
HELD ON 8 MAY 2019**

Present:	Tom Wilson (Governor) - Chair
	Verity Hancock (Principal)
	Brigitte Heller (Governor)

In Attendance:	Louise Hazel	Director of Governance and Policy
	David Jackson	Director of Student Services and Marketing
	Jody Kerrod (Item 5)	Quality Development Manager
	Danni Toon	Governance and Policy Officer

LEET Team Course Representatives and Student Union Representatives
(See attached list)

The Chair welcomed members of the Committee and encouraged discussions.

Following discussion attendees consented to filming of the Student Union presentation to take place to be used for SU promotion purposes.

1. DECLARATIONS OF INTEREST

1.1 There were no declarations of interest.

2. APOLOGIES FOR ABSENCE

2.1 There were apologies for absence received from Georgina Faulks (Student Governor), Anthony Haynes (Student Governor) and Mandeep Singh (Staff Governor).

3. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING FROM THE MINUTES

3.1 The minutes of the meeting held on 27 February 2019 were received and agreed.

3.2 There were no matters arising from the minutes.

4. RESPONSES TO ISSUES RAISED AT THE LAST MEETING HELD ON 27 FEBRUARY 2019

4.1 The Director of Student Services and Marketing presented a paper that detailed the responses to queries raised at the last meeting of the Committee. He highlighted the following:

4.2   *"When I got to College there was no record of myself applying so I had to go through all the information and process again" (Computing)*

       Response: It is not yet certain whether this can be rectified ahead of students re-enrolling this summer. This issue is a major systems point which is currently being examined by the Deputy Principal and Director of ICTS. The Principal requested volunteers for students consenting to being tracked throughout the enrolment process, and it was agreed that this would be picked up at the next meeting.

4.3   "*Several issues with individual target setting for students were raised".*

       Response: All issues have been passed to the Director of Quality. Students were assured that staff were aware of the issue and consideration was being given to ensure there were no issues next year.

4.4   "*Students on Entry to Level 1 are given too many opportunities to pass the exam…there should be one opportunity to pass the exam". (Level 1 ESOL)*

       Response: It was noted that this issue was followed up personally with the student by the Director of ESOL. The student confirmed that whilst she had spoken to the Director who had been understanding of the issues raised, the problem continues that in some classes there are students who do not want to work and are slowing others down. The Principal agreed that as this issue had not been fully resolved she would continue to follow this up.

4.5   *The Director of Student Services and Marketing was asked to consider how the Careers Team could be more visible.*

       Response: It has been agreed that the Careers Hubs at FPC and APC will be staffed more regularly moving forward. Increasing the input of Careers Advisors in the LEAP and WOW programmes and running careers workshops at events will also help to raise the profile of the careers team.

4.6   "*There has been no Physics teacher on the science courses for two months – students are getting frustrated at the situation". (Level 3 Science)*

       Response: It was reported that a new agency member of staff is teaching 18 hours a week across the Level 3 Applied Science programmes until the end of the month. The student confirmed that the teacher had been very helpful in supporting them through their areas of concern.

4.7   *Students asked for clarity on when a door entry system would be introduced at SMC. (Level 3 Computing)*

       Response: The implementation of a door entry system is planned for SMC, however this is subject to funding approval and therefore a timescale cannot be given at this point. Students were assured that security at SMC remains a priority.

4.8   *The Director of Estates and Campus Services was asked if he could review the circulation of the Campus Wardens across the campuses.*

       Response: The Director of Estates continually reviews the shift patterns to increase the visibility of the Campus Wardens, however there aren't the number of staff available to ensure that wardens are present at all times. This will however be reviewed moving forward and the number of Campus Wardens will be increased if affordability allows. It has been noted during walk-throughs that more people are wearing lanyards this year.

4.9   *Concerns were raised about the approach of some campus wardens.*

       Response: It was noted that all Campus Wardens have been spoken to regarding the way in which they approach students.

4.10   *Students requested that the absence of a PL in Computing be followed up as it was impacting on the level of Careers Advice students received.*

       Response: It was confirmed that there is a new Programme Lead in Computing and that timetable issues had been resolved. Students did however report that they were yet to receive careers input (C0183 and C4749). It was agreed that the Director of Student Services and Marketing would follow this up.

4.11   **The Committee <u>noted</u> the report.**

5.   <u>STUDENT SURVEY REPORT</u>

5.1   The Quality Development Manager presented an analysis of the findings from the Student Survey that took place between 21 January and 1 March 2019. This year the survey was administered by QDP, an independent survey provider who allow for external benchmarking against other Further Education and Tertiary Colleges. The survey questions for 2019 were updated to align with the proposed Education Inspection Framework (EIF) and to include the QDP matrix of questions necessary for external benchmarking. Due to this change in questions it was highlighted that it is not possible to provide a like for like comparison of overall satisfaction. The following key findings from the report were highlighted:

5.2   There has been a declining response rate over the past three years, with the 2019 response rate at 52% compared to 67% in 2018. It was noted that 2019 was the first year that all surveys were completed digitally through Moodle.

5.3   The survey results were presented by Curriculum Area and Overall. The Overall Satisfaction rating of 70 was noted. Areas scoring below this score were identified as Work Placement, Enrichment, Student Voice and Progress, indicating that a focus on these areas moving forward was required.

5.4   The overall satisfaction scores for the majority of diversity indicators were at or above the College overall satisfaction score.

5.5   External benchmarking places the College in the third quarter of benchmarked Colleges, indicating that there is development work required.

5.6   Actions

- Results at Programme Area and Course Level have been sent to all Curriculum managers.
- Courses with an overall satisfaction level lower than the College overall satisfaction rating of 70 will hold student consultation meetings to examine student concerns.
- Results will be discussed at Quality Assurance and SLT meetings.
- Fundamental reviews of the LEAP and LEET programmes will be carried out.

5.7   Questions from Students

5.7.1   **How do you think you could improve the response rate?** The QDM explained that this was a question she would like to receive student opinions on. The Quality team had discussed potentially breaking the survey down into shorter termly surveys, but student feedback would be welcomed on this.

5.7.2   **What students are not eligible to complete the survey?** It was explained that HE students complete a separate National Student Survey.

5.7.3   **Are the results followed up?** The survey results were followed up with managers in the Curriculum area and discussed at monthly QA meetings where the action taken was recorded and monitored.

6.   FEEDBACK FROM COURSE REPRESENTATIVES

6.1   The Committee invited comments from students on a series of questions.

Question 1

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

6.1.2   *"Everything varies depending on who we have, it varies from tutor to tutor. Although involvement and teaching styles tend to be better when we are doing practical work".* (Level 3 CAPA)

6.1.3   *"We generally have a PowerPoint presentation followed by discussions and input, and we get on with our work. The submission rates are high, this seems to work well for our class".* (Level 3 IT)

6.1.4   Students highlighted the intensity of the Access to HE courses (with particular reference to C0176 Access to Computing). It was noted that the courses are incredibly full and

there is pressure to ensure that all the work and assessments are carried out within a short time frame.

6.1.5 **Response:** The Principal recognised that the Access to HE Courses were particularly intensive, but explained that in some cases the College are constrained by the Awarding Bodies.

6.1.6 *"Tutors break things down for students and make things easy to understand".* (Level 1 Job Seeking and Interview Skills Programme)

6.1.7 *"Tutors have a lot of practical knowledge of the industry which really helps. Our newest teacher is lovely, but you can tell she has a lack of industry experience, it really shows".* (Level 3 Performing Arts)

6.1.8 **Response:** The Principal acknowledged the ongoing recruitment challenge to find staff with up to date industry experience.

6.2 <u>Question 2</u>
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?

6.2.1 *"In the beginning we spent lots of time with different teachers explaining inconsistently how to submit assignments".* (Level 3, Access to Computing)

6.2.2 *"At the start of the course it would have been useful to have an overview of the course, like a physical booklet, because we still don't know what we are doing next year. Before Christmas we didn't know what we would be doing in the second semester".* (Level 3 Computing)

6.2.3 *"We had all the information at the beginning of the year, there was a breakdown of the course on Moodle, we were all aware of the resources available. It wasn't distributed to us but we were ok with it all being on Moodle".* (Level 3 BTEC Extended Diploma Computing)

6.2.4 *"There was too much information at the beginning of the year, it would have been easier to have it all in a booklet".* (Level 1 Business)

6.2.5 *"Moodle needs tidying up, there is stuff on there from 2-3 years ago, a lot of old redundant stuff. It needs clearing out".* (Level 3 Computing)

6.2.6 **Response:** The Principal was aware of this, and explained that there is an expectation for tutors to ensure that Moodle is up to date with current and relevant information.

6.2.7 *"There needs to be more clarity on course guidance and information on the College website, some students started the course and then later realised it wasn't for them, it wasn't what they expected".* (Level 3 Creative and Performing Arts)

6.2.8 *"We struggled to know what to put on our UCAS applications as there was no information on Moodle for year 2 to show what we had been doing".* (Level 3 Performing Arts)

6.2.9 *"It would have been useful to know how to use the eLibrary earlier on in the course".* (Level 1)

6.3 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?

6.3.1 *"The information taught was well contextualised, you know you will use and need this information throughout your career. Yes I would definitely recommend the course".* (Level 3 Access to Health Professions)

6.3.2 *"My English has improved massively, I used to translate everything in my head but now I just use English".* (Level 2 ESOL)

6.3.3 "*We had a lot of extra help this year from tutors, and from Rachel, I would definitely recommend because of all the help we received".* (Level 3 Access to Business)

6.3.4 *"I would definitely recommend the course, I have achieved great results and Martin has been brilliant".* (Level 3 Computing)

6.3.5 *"Despite the staffing issues the staff have always been willing to help. They have been filling multiple roles but the student support has not been compromised, we are on track for Uni".* (Level 3 BTEC Computing)

6.3.6 *"There has been a number of staffing and timetabling issues, but there has still been good quality teaching and good support. Work has been marked on time and the staff have been helpful".* (Level 3 Computing)

6.3.7 *"A highlight for me has been becoming a course rep and being the voice for my class at these meetings".* (Computing)

6.3.8 *"The end of year shows have been my highlight, we worked together as a company and the course bought everyone together and made us realise what a family we are, it's been a really good experience".* (Level 3 Performing Arts)

7. REPORT FROM THE CHAIR OF THE STUDENT COUNCIL

7.1 The Chair of the Student Council presented his report and the following key points were noted:

7.1.1 The Director of IT provided the Student Council with an update, including an overview of the move to cloud storage. The Director of IT took requests and advised that he was happy to liaise with students individually regarding any issues they were experiencing. Work is underway with Computing students to resolve issues raised.

7.1.2 The Deputy Principal presented an update on the College's financial position highlighting the HE funding issues.

7.1.3 The Student Council received a presentation from the Student Union.

7.1.4 An evaluation of the Student Council was discussed.

7.2 **The Chair and Committee <u>thanked</u> the Chair of the Student Council for the report.**

8.   <u>PRESENTATION ON THE WORK OF THE STUDENT UNION</u>

8.1 Members of the Student Union gave a presentation detailing the recent events and activities they had undertaken. The following key points were highlighted:

8.2 <u>Student and Alcohol Conference - 27/02/19</u> – As the only FE College in attendance, along with Universities members of the SU attended the conference as part of their social responsibility to raise awareness about the dangers associated with drinking. Relevant information will be disseminated during Freshers' Week.

8.3 <u>International Women's Day – 21/03/19</u> – A very successful event was held at the GP Hall at FPC raising £144 which was split between Women's Aid and the Girl Guides Association.

8.4 <u>Women's Aid Leicestershire – 11/04/19</u> – Donations were collected in the College libraries and donated to Women's Aid who support victims of domestic abuse.

8.5 <u>Interfaith Week and World Buffet – 22/03/19</u> – There was a positive response to the Interfaith Week displays at each campus which aimed to raise awareness of different faiths and cultures. An informative interfaith visit to Leamington Spa also took place on 26/03/19.

8.6 <u>STEM – 27/03/19</u> – A STEM event took place in the atrium at APC to encourage women into predominately male dominated industries within the science, technology, engineering and maths sectors. Advice was on hand relating to the courses on offer within the College.

8.7 <u>National Conference – 09-11/04/19</u> – Members of the SU attended the NUS national conference in Glasgow and were given the opportunity to vote on motions and NUS goals moving forward. Members also took part in a debate and vote on the new NUS reform.

8.8 <u>Nominations and Elections</u> – Elections are underway and the results will be announced on all SU social media platforms and at the next Student Liaison Meeting.

8.9 <u>#LivesNotKnives</u> –For knife crime week the College teamed up with Leicestershire Police for a talk about knife crime in the GP Hall at FPC.

8.10 Student Union members provided an update on committee meetings they had attended and outlined the upcoming events planned within the College.

8.11 **The Chair and Committee <u>thanked</u> the Chair of the Student Council for the report.**

9. **COMMITTEE SELF-ASSESSMENT**

9.1 The Student Self-Assessment questionnaire was handed out to members of the committee. Results will be collated and presented at the next meeting.

10. **COMMITTEE TERMS OF REFERENCE AND WORKPLAN 2019/20**

10.1 The Committee Terms of Reference and Workplan for 2019/20 were <u>discussed</u> and <u>approved.</u>

11. **DATES OF NEXT MEETING**

11.1 TBC

12. **ANY OTHER URGENT BUSINESS NOTIFIED TO THE CHAIR PRIOR TO THE MEETING**

12.1 There was no other business to report.

STUDENT REPRESENTATIVES AT THE MEETING HELD ON 27 FEBRUARY 2019

Student Union

First Name	Surname	Position
Bashir	Abdul	
Charlotte	Whetton	Health Safety & Welfare Officer
Hannah	Byrne	Women's Officer
Himnashu	Goswami	
Irbaz	Assaraf	BAME Officer
John	Cassie	
Manisha	Chusasama	General Officer
Shiv	Patel	General Officer

Super-Reps

First Name	Surname	Curriculum Area
Bilkis	Islam	Computing
Celin	Obiagwu	Science
Chris	Clare	Computing
Harry	Smith	Engineering
Jamaal	Arif	BECT
John	Cassie	Computing
Laura	Ziliukaite	Business
Liliane	Bichundo	SCAH
Marta	Fabianozul	ESOL
Matthew	Verity	CAPA
Maximilian	Zielonkar	Computing
Nirmal	Vinodchandra	Computing
Raina	Bamba	ESOL
Riley	Smith	Engineering
Robin	Mulloy	SCAH
Sara	Blank	Business
Shiv	Patel	Engineering
Tommilee	Vinter-Halcrow	Computing