

HARROW COLLEGE FURTHER EDUCATION CORPORATION
MINUTES OF THE MEETING OF
THE LEARNER VOICE COMMITTEE
WEDNESDAY 13 MAY 2015



1. PRELIMINARY PROCEDURAL MATTERS

1.1 Welcome & Introductions

Welcome to members and introductions were undertaken.

1.2 Attendance, & Apologies for Absence

Membership:	Mike Allen	
	Tracey Critchley	
	Antonio Weiss	(Chair)
In Attendance:	Zeinab Ahanmi	Student Representative (Science)
	Pat Brown	
	Pat Carvalho	
	Jayne Chaplin	(Clerk)
	Corina Cretu	Student Representative (Art)
	Chris Faux	
	Lee Janaway	
	Anca Purcaru	Student Union President <i>(From Item 2.1)</i>
	Steven Porter	
	Sue Wilson	
Apologies:	Manisha Raval	
	Kanwal Munir	Student Governor
	Tony Medhurst	

1.3 Declarations of Interest

There were none.

1.4 Minutes of the Last Meeting

The Minutes of the Meeting held on 4 March 2015 were confirmed as a correct record, and were signed by the Chair.

1.5 Matters Arising & Other Business

None advised

2 LEARNER VOICE COLLEGE FEEDBACK

2.1 Feedback from the Main Student Survey

A report was presented providing an overview of the results from the main student survey.

It was reported that:

- 2.1.1 Ratings had been lower than expected, which members were advised had been mainly attributed to the high proportion of Level 3 students who had expressed much lower satisfied ratings than other levels
- 2.1.2 The ratings for responsiveness to student views remained low noting the acknowledgment of the need to review the ways on which communication with students was taking place
- 2.1.3 Foundation Learning Skills was highest scoring department with Business, English, Media & Health Studies showing the lowest ratings
- 2.1.4 Bangladeshi, White Other and Indian students were the most satisfied with African, Mixed White/Black Caribbean and Caribbean students the least satisfied.

Reviewing the Survey in more detail, discussion with management and the student members included:

- 2.1.5 The changes made to the Survey, which it was reported had prevented direct comparison with data from prior years but that the scoring system utilised by FE Choices had been applied to facilitate sector comparisons where possible.
- 2.1.6 The overall and slightly lower scoring than expected noting that whilst the questions had been much wider-ranging it had been decided for the results to form both a benchmark for the future and as a basis for comparison across the different demographics and course structures.
- 2.1.7 The potential reasons for the lowest scores concerning the extent to which the College was good at acting on and listening to students' views, noting that the rating had been similarly disappointing in previous FE choices and college surveys and reinforced the need to improve communication with students at all levels.
- 2.1.8 The highest scores concerning the promptness of class start times and treatment of learners by teachers welcoming confirmation in respect of the latter that "fairness" rated a quality that students valued highly in teachers.

After consideration the report was noted.

2.2 Departmental Responses to the Main Student Survey

Reports were tabled summarising the Departmental responses to the Main Student Survey, noting the focus on the two highest and lowest response rates in each department.

The report highlights were summarised. Reviewing the findings with the student members present, noting that these were broadly reflective of their experiences, there was particular consideration of:

- 2.2.1 A broad commonality of findings in each area concerning teaching and learning, observed to be broadly positive with good teaching practice experienced with sessions, including:

- Interaction and good use of ILT
- The encouragement of independent working in most areas
- Appropriate stretch and challenge and checking on learning and progress in most areas

2.2.2 Those areas below the College benchmark, including the Survey feedback:

- Regarding work experience and concerns expressed by Level 2 Media students about the relevancy and location of work experience provided. In response to questioning members were advised that travel cost had proved a deterrent in take-up by some students, which required further review by management; and that further work was to be undertaken to manage learner expectations of and preparation for work experience activities. Acknowledging the benefits of evaluating learner views upon conclusion of such placements it was agreed to provide at the next meeting a brief report summarising participation rates and feedback overall, including from employers.
- From the Science curriculum area, which members were advised was not reflective of that provided in direct discussion with students, noting that it was intended for this to be the subject of further follow-up in order to ascertain more precisely the nature of any particular issues. It was agreed that an update would be provided at the next meeting.
- From specific Health Care groups expressing concern about their progress, which it was reported was reflective of several staff changes in year and advising members that management had ensured that each tutor had provided individuals with a progress update and both observation feedback and that TLC sessions had promoted the importance of checking student learning regularly within class

After thanking all parties for their respective contributions and observing discussion of more specific issues highlighted elsewhere on the agenda (Minute 2.1 refers), the reports were noted.

3 THE LEARNER VOICE: STUDENT FEEDBACK

3.1 Report from the Student Members

An oral report was presented on the Student activities and the recent Student Council Meeting.

The report was summarised noting that:

- 3.1.1 The majority of items raised previously had not be repeated with the exception of concerns about wi-fi and the cleanliness of classrooms in some instances and the question of the learning resources centres opening hours.
- 3.1.1 The nominations for the key posts Student Union posts had closed with elections scheduled to take place shortly.

There was further consideration:

3.1.2 With management of the feedback concerning the wi-fi issues and classroom cleanliness noting from management that in respect of the:

- Former that the implementation of appropriate solutions was in part inhibited by financial constraints with the outcome awaited in response to bids for funding submitted by the College
- The latter that this would be raised with the Estate Manager, highlighting the competing placed demands that had been placed on staff time by the on-going building work. Members were additionally advised of management's recognition of the need to and plan for remedial and cosmetic action on the notice-boards over summer in order to improve the overall presentation of the environment. In response to questioning it was confirmed that plans had been prepared in liaison with the Student Council with proposals for the utilisation of student art work to enhance the appearance of the respective campuses.

3.1.3 Of the Student Council Survey seeking feedback about the work of the Council commending the positive outcome of the Survey and the work of the Council over the past year and suggesting for the results to be widely communicated amongst the student body.

Thanking the student members for a very informative and interesting update, the report was noted.

4 ANY OTHER BUSINESS & MEETING EVALUATION

4.1 Any Other Business

None reported.

4.2 Date of Next Meeting

Wednesday TBC @ 4.00pm

4.3 Meeting Evaluation

The Chair thanked everyone for attending and their participation in what had been an interesting and informative meeting.

Members completed the meeting evaluation forms and the meeting closed.