

**MEETING OF STUDENT PANEL
SUMMARY OF ACTIONS TAKEN AND DECISIONS TO BE COMMUNICATED**

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| Date of Meeting | 05 April 2011 | Next Meeting | 14 June 2011 |
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| | ACTION/DECISIONS | BY WHOM | BY WHEN |
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| | <p><u>Welcome, introductions and previous action points</u></p> <p><u>Mojo café</u> Comments from last meeting were sent to Mojo café manger Luis Lopez and the following comments were received in response:</p> <ul style="list-style-type: none"> - Cutlery is only available for food purchased at the cafe to keep cost down. - It is not possible to use washable cutlery or crockery due to space constraints in the kitchen area. - Staff do know City Lit safety procedures and know how to contact trained first aider if needed. - Chef is available to answer any questions about allergies, but individual food tasting is not available. <p>PD explained that the kitchen and loading bay areas behind the canteen are very small, making it impossible to store food or plastic recycling. The college focuses on recycling as much paper as possible. AH suggested they should use compostable cutlery. There is a general feel that the canteen should be more green. PD will have a meeting with Mojo manger in the near future and will raise these issues.</p> <p>NCF asked if students can eat their own food at the canteen tables, noting that notices prohibiting this have been removed. PD explained that Mojo café is a profit-based company, not subsidised by City Lit at and therefore the canteen space is for consumption of their food only.</p> <p>EB pointed out that students need to be more proactive and bring their own cutlery if they feel strongly about environmental issues. Posters in the canteen area promoting use of your own cutlery and other green suggestions may help.</p> <p>PD also mentioned that mystery shoppers visit the canteen when managerial staff are away to check of standard of service.</p> <p>No further comments. All actions from previous meeting were completed.</p> | | |
| 1. | <p><u>Update from Principal</u></p> <p>The college keeps growing; this year we have more students and more full courses. Planned expansion into Holborn Tower fell through as the owners were a Libyan company. The 4th floor extension is under way and</p> | | |

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| | <p>should be finished on time in July, with the new textiles studio ready for September.</p> <p>The big campaign in October to minimise funding cuts worked very well and initial information suggested small cuts to our funding. However, the final update from SFA showed that our funding has not decreased for the current academic year. Taking into account inflation and rising costs, we still need to be careful.</p> <p>What is changing dramatically are criteria for eligibility for concessionary fees, mostly limiting eligibility to students receiving 'active' benefits (i.e. job seekers allowance.) We don't want to apply all the rules; many students depend on the concessionary fee. The senior team have the next couple of weeks to finalise the fee strategy for next year. Demand is also increasing for the Student bursary fund and in the future a percentage of our surplus will go into the bursary to support more students.</p> <p>In terms of expecting an inspection this term –Morley college was inspected, but not us. City Lit will most likely be inspected next year.</p> <p>PD also mentioned that he is retiring this May, with Mark Malcomson replacing him. Peter thanked the student panel for their useful suggestions and contributions and for supporting City Lit.</p> <p>A discussion followed, including the following points: How will the college inform students of the concessionary fee rules? NM: It needs to be easy both for students and for enrolment staff. It will be in the prospectus, but we will not be making a big deal out of it. To secure the college's income there may be a cap on the number of concessionary spaces available on each course. Morley college has already implemented this strategy.</p> <p>The student panel thanked Peter for leading the college and wished him well.</p> <p>In response to a question about the new principal, NM stated that PD has done a great job, leaving behind a college with no real problems. There may be some changes in the future, but all changes have to go through the Governing Body.</p> | | |
| <p>2. <u>Easter Bazaar fundraiser</u></p> | <p>The enrolment staff organised the Easter Bazaar (24 & 25 March) and the student panel ran a raffle as part of it. Originally meant to run on both Thursday and Friday, the raffle group decided not run the raffle on the day of the UCU strike. The raffle raised £297, and together with the bazaar a total of £1,128 was raised for the Student bursary fund. Many thanks to those that helped out or donated prizes.</p> <p>PD mentioned that the raised amount will support 10 students.</p> <p>Overall it was agreed that it was a good return on investment and worth repeating.</p> | | |
| <p>3. <u>'tell us what you think' report</u></p> | <p>10 students participated, and 49 questionnaires were returned. Anne thanked those that participated and asked</p> | | |

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| | <p>the group if there were any specific comments they wanted to discuss.</p> <p>It was noted that again the canteen received many negative comments. NFC commented that contrary to the report, she had in the past found the canteen staff to be too friendly. Through further discussion it was suggested that any inappropriate behaviour should be reported through the complaints process so that it can be investigated properly.</p> <p>Discussion moved to general lack of space for eating your own food and the current set up of the student lounges. NM pointed out that the chairs will need replacing in the near future and it may be possible to explore alternative seating to make the space more practical.</p> <p>AH noted that a few students commented on a lack of student interaction in the canteen. JH suggested playing classical music in the canteen to make the space more relaxed. The group reacted positively to the suggestion.</p> <p>Discussion moved to the standard of customer service in the canteen. GP stated that even though Mojo is a franchise, they operate within City Lit and should have the same standard of service. JB pointed out the students are often rude to canteen staff and do not understand that Mojo is not managed by City Lit. PD stated that as they are part of City Lit and part of the student experience, they need to treat students as any City Lit staff would. Although the canteen has a high staff turnover, all of their new staff have to attend a City Lit induction to better understand the college ethos.</p> <p>EB suggested that on courses where there are multiple tutors students should be able to rate the tutors individually, not just the course as a whole. The report included a few suggestions for mid-course tutor evaluation. Although some students agreed this would be a good idea, it was agreed that this would increase paperwork and administration.</p> <p>The group also discussed temperature, sound and chair issues in classrooms.</p> <p>JH suggested setting up a student social committee to increase student interaction. NM pointed out that the student panel was set up for this reason, and commented that often student need an incentive to get more involved.</p> <p><u>Actions:</u></p> <ul style="list-style-type: none"> - Summary to be presented at Quality Committee meeting - Comments about building to be sent to Peter Meehan, services manager | <p>KK KK</p> | <p>May 2011 Apr 2011</p> |
| <p>4. <u>Learner feedback – autumn term report</u></p> | <p>NM pointed out that feedback from the student panel is now part of the report.</p> | | |

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| | <p>AH asked how the college decided which complaints to uphold. NM explained that complaints are investigated by the relevant department and decisions are made on a case by case basis.</p> <p>ES pointed out that in some subject areas students do not want to complain, aren't encourage to give honest feedback, and if they do, it may make their position in the class uncomfortable.</p> | | |
| <p>5. <u>Course evaluation forms – use of envelopes</u></p> | <p>Following student panel suggestions, starting this term tutors should ask a student to collect course evaluation forms into an envelope at the end of the course. The group confirmed that this is now taking place and that it has made a difference.</p> <p>Discussion turned to other ways of encouraging feedback and how to reach students who attend classes at other locations. KK asked if including information about other ways to feedback at the bottom of the course evaluation form would help, however, it was agreed that students spend little time reading the forms and usually fill them out in a hurry.</p> <p>AW suggested handing out an A4 information sheet at the beginning of a course, along with the course outline. NM pointed out that important information is on the back of the receipt, but many stressed that students don't always read this. Another suggestion was to include more information on the course outline itself.</p> <p><u>Action:</u></p> <ul style="list-style-type: none"> - Look into including more information on the course outline or crating an A4 information sheet. | <p>KK</p> | <p>Apr 11</p> |
| <p>6. <u>Length of student panel membership</u></p> | <p>The group discussed length of panel membership and factors that need to be taken into consideration. It was agreed that membership should be limited to 3 years, provided that the member has not missed more that one meeting per academic year and continues to be a student at City Lit. This would also apply to student governors. As before new members need to commit to a full year and will be informed of meeting dates for the year ahead at their initial interview.</p> <p><u>Action:</u></p> <ul style="list-style-type: none"> - This will be added to the Terms of reference at the next meeting. | <p>KK</p> | <p>June 11</p> |
| <p>7. <u>Appointing a student panel chair</u></p> | <p>The group discussed whether the student governor should automatically chair of the panel. The discussion was short, with members agreeing that the current practice works and it ensures continuity. The student governor</p> | | |

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| | <p>also has good in-depth knowledge of the college through attending governing body meetings.</p> <p>NB. There are two student governors with their two-year terms overlapping; one new student governor is elected every autumn. The student governor would chair the panel during their second year in post, allowing the new student governor to gain experience. Louise Taylor is the second student governor at the moment; she could not attend the panel meeting due to illness.</p> <p><u>Action:</u> This will be added to the Terms of reference at the next meeting.</p> | KK | June 11 |
| 8. | <p><u>Any other business</u></p> <p><u>Reviewing courses/tutors</u> ZCh pointed out that when courses are reviewed online, the review applies to a group of same courses and is not specific to a tutor. Students would prefer if they could review specific tutors; this happens informally, could be it be done online also? PD explained that libel laws are very strict and that statements on social media and websites can be held liable.</p> <p>EB mentioned again the need for individual tutor feedback/rating on course where there are multiple tutors.</p> <p>NM explained that course evaluations are reviewed by departments along with individual course retention/success/achievement data and these form part of the self-assessment process and future planning. Any deviations or low results are scrutinised. Negative comments are taken very seriously as the college relies on positive word-of-mouth.</p> | | |