

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

Date of Meeting	07 December 2010	Next Meeting	05 April 2011
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	ACTION/DECISIONS	BY WHOM	BY WHEN
1.	<p><u>Welcome, introductions and previous action points</u></p> <p><u>Mojo café</u> There is agreement that although the management of the café and customer service has improved noticeably, there are still areas for improvement. Knives and forks should be freely available, and more sustainable or washable crockery used instead of plastic cups and plates.</p> <p>During a recent incident where a student was feeling ill, the café staff were not helpful. All staff need to know how to call a first aider and how to act in an emergency.</p> <p>Café staff also need to be sensitive to customers' food sensitivities and allergies and possibly offer tasters of their main dishes.</p> <p><u>Action:</u> Karin to pass comments to Mojo cafe.</p>	KK	Jan 2011
2.	<p><u>Principal's update</u></p> <p>Peter Davies briefly outlined the current funding situation. The letter writing campaign in October was very successful and did put pressure on MPs and the Treasury, which has resulted in changes to the final Spending Review budget cuts. The Business, Innovations and Skills Department, which we fall under, received a better settlement than was originally expected, resulting in single digit cuts to our funding over the next 4 years. We will find out the exact funding figures on 15th December but it seems that the cuts will be manageable, with full fees going up on average by 6% next year.</p> <p>There will be changes to concessionary fee entitlement rules and funding of level 2 courses, with level 3 and above not receiving any funding. How this will affect next year's courses is being considered very carefully by the executive team. An in-depth strategy will be announced in January.</p> <p>Discussion and clarification of some points followed: Adult Community Learning funding is only a part of our total funding package, and this has been safeguarded by the government. We are awaiting news about the rest of our funding. The cuts will affect the college as a whole, although some departments are more vulnerable.</p>		

	<p>A question was raised whether we use Locum teachers as substitutes. In most cases tutor absences are covered by tutors within the department; only rarely do we employ Locum tutors, who are paid the same rates as City Lit tutors.</p>		
<p>3. <u>Learner Journey</u></p>	<p>Sabine Pitcher (Head of Customer Registration Services & Deaf and Disabled Support) presented the Customer Journey document, which has been put together with Liora Ives, Head of Marketing. It looks at the overall learner experience, with the aim of informing and improving the student experience and the service City Lit offers.</p> <p>Sabine asked for feedback. Any comments and suggestions about the document can be handed in at reception, addressed to her.</p> <p>Discussion followed with many members commenting on course outlines still being a problem, along with access to information about course level and content, which have significant impact on students being able to make the correct decision before starting a course. Using Moodle to make documents available is very helpful. Sending out course outlines before a course starts would also be helpful.</p> <p>General feeling was that the document is useful as it acknowledges the importance of the whole learner experience before stepping into the classroom and it shows commitment to improvement and quality.</p>		
<p>4. <u>Student feedback – annual report</u></p>	<p>Nick Moore introduced the report which is also given to the Governing body. Nick noted that feedback from the student panel has been accidentally omitted in this report but will be included in the next Student feedback report.</p> <p>Discussion followed, focusing on how complaints were categorised – generally by identifying the main nature of the complaint. Most focus is given to complaints in the 8-10 categories where we agree with the complaint. Complaints are counted as part of ‘student feedback’.</p> <p><u>Actions:</u> Include Student panel feedback in next report. Make sure report states <1% instead of 0% where a low number of students is represented.</p>	<p>KK KK</p>	<p>Jan 2011 Jan 2011</p>
<p>5. <u>‘tell us what you think’ event</u></p>			

	<p>Last year a suggestion was made that members of the student panel would be available for a week of student feedback sessions.</p> <p>Following a discussion it was agreed that participating panel members would speak to their fellow student colleagues in the new year to gather feedback. The general target is for each participating member to speak to at least 4 students (not necessarily from their course) at various times and days, and at different college sites where possible.</p> <p>Panel members will use a proforma with open ended questions to start a conversation. The emphasis will be on range of experience, and identifying areas for further improvement, i.e. What do you like least/most?</p> <p>Panel members will return proformas to Karin Kalfus in time for next meeting.</p> <p><u>Actions:</u> Nick Moore and Karin Kalfus to create a proforma and distribute.</p> <p>Further discussion raised a difficulty in finding the feedback section on the City Lit website. Other members agreed that the website is getting cluttered and difficult to navigate.</p> <p><u>Actions:</u> KK to pass comments to the Marketing department.</p>	<p>NM & KK</p> <p>KK</p>	<p>Dec 2010</p> <p>Dec 2010</p>
<p>6. <u>Fundraising</u></p>	<p>Fundraising was discussed last year but no final decisions were made.</p> <p>Following a discussion about possible activities to raise money for the Student bursary fund, the following ideas were received most positively:</p> <ul style="list-style-type: none"> - Organising an Easter sale (A Christmas sale was organised by staff in December and could be done by students next year). - Inviting art students to create cards for the sale. - A Raffle/tombola – food stuffs hamper made up of donations from the panel, or other students. - Following up last year's interest where someone was running a marathon. <p>Jeremy, Anne and Nathalie were willing to form a sub-group to organise the fundraising event. Jonathan suggested going through an organisation specialising in low-cost fundraisers and will send Karin Kalfus contact/company information.</p> <p>The final fundraising event will be open to all students.</p>		

	<p><u>Actions:</u> Karin to identify last year's student panel member interested in running the marathon. Karin will pass on any relevant information to Anne.</p>	KK	Dec 2010
7.	<p><u>Support for low income students</u></p> <p>One panel member voiced concerns about the service she received in the Information, Advice and Guidance office. Discussion followed about ways to give feedback on service and the need for the IAG office to have feedback forms available outside the office.</p> <p>Further discussion started about course evaluation forms filled out at the end of course and need for more privacy when filling these out and submitting them. Nick Moore stated that this issue has been raised at staff meetings and is being looked at. Panel suggestions included putting forms in an envelope, having the option of handing in the form at reception or electronically, and including information at the bottom of the form about other methods of sending in feedback.</p> <p><u>Actions:</u> Karin to discuss the course evaluation form at the staff Quality Committee meeting in January.</p>	KK	Jan 2011
8.	<p><u>Course reviewers</u></p> <p>Nick Moore outlined the background of this project. It is running in two groups this year; one group is looking at methods of assessing learning and progress, and the second group is looking at the student experience from a black and ethnic minority background point of view.</p> <p>Alice suggested having a service review to assess the service provided by the student support services. Nick Moore mentioned that mystery shoppers have been used in the past.</p>		
9.	<p><u>Any other business</u></p> <p><u>Following up withdrawal reasons</u> Departments have varying methods of following up reasons for student withdrawals.</p> <p><u>Progression routes</u> There was a discussion about some courses/subjects not having many progression courses, which leads to successful students leaving the college to study elsewhere. Some students feel that they get an introduction into a subject without an opportunity to develop it. Peter Davies explained that City Lit is operating at full capacity. In order to develop a new course something else would need to close. City Lit is however looking into staying open during evenings on the</p>		

	<p>weekend.</p> <p>The group also discussed improving enrolment procedure when enrolling on direct progression courses. One suggestion was to use vouchers issued by the current tutor allowing you to enrol on the next course without needing an interview or audition. Sabine explained that an electronic database is now used by the enrolments team and departments to track departmental enrolment authorisations.</p>		
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