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# **STUDENT SATISFACTION & ENGAGEMENT SURVEY REPORT**

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## **SESSION 2020/21**

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## SURVEY RATIONALE & METHODOLOGY

Colleges are required by the Scottish Funding Council (SFC) to issue an annual student survey which provides a national approach to monitoring student satisfaction and engagement. SFC issue guidance to colleges which includes the selection criteria and questions. This year SFC added three additional questions in order to capture the different experiences of students as a result of the COVID-19 pandemic.

Borders College issued the link to the survey via text message initially to all students who met the criteria, if no mobile number was available the students were sent an email instead. Two weeks after the text message was issued the majority of students were encouraged by their Lecturer to complete the survey, or were given time during an online lesson to complete. The remaining student groups were emailed requests to complete the survey by the Quality department.

This report covers mainstream provision as well as the Department of Enterprise and Business Innovation. Borders College have set a 90% satisfaction rating for all questions, where the satisfaction rating is below this, a selection of comments have been included in the Conclusions/Recommendations section. (For the purpose of this report the comments have had spelling and grammar corrected).

1895 students met the criteria to complete the survey and 794 completed the survey which represents an overall response rate of 42%. The breakdown of the student responses by their mode of attendance was as follows:

Full-Time:	971	57% responded
Part-Time:	827	23% responded
Distance/Flexible:	97	44% responded

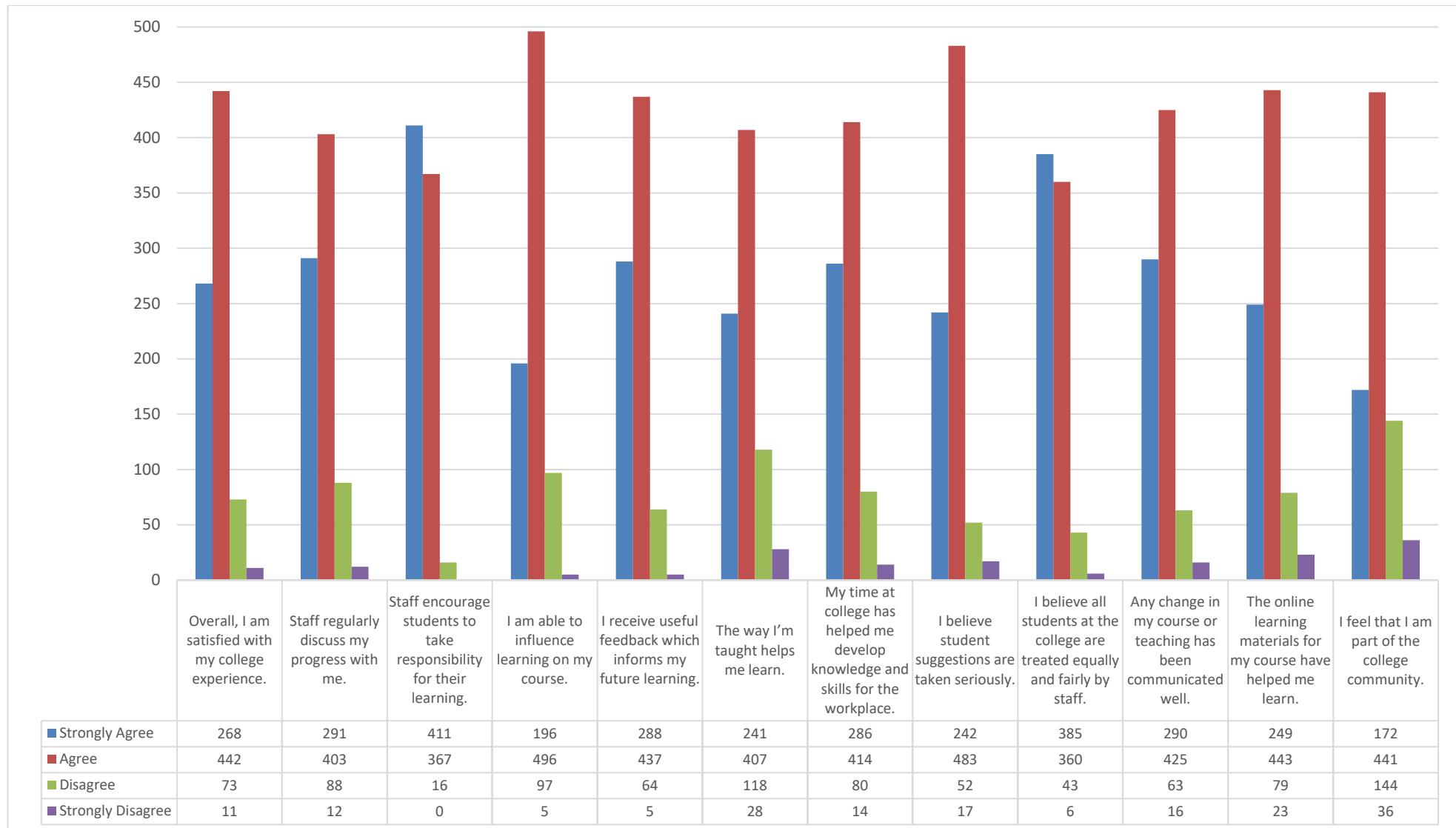
### **PLEASE NOTE:**

The figures for the “Don’t Know” responses have not been included in the overall percentage analysis. However, the number of “Don’t Know” responses has still been included in the charts. This will allow the appropriate staff to work towards increasing the students’ knowledge/awareness for this area.

Our report normally includes an update on the actions from the previous year’s survey, however due to the COVID-19 pandemic the survey was cancelled last year and therefore no official report was produced.

# ANALYSIS OF RESPONSES FROM 2020/21

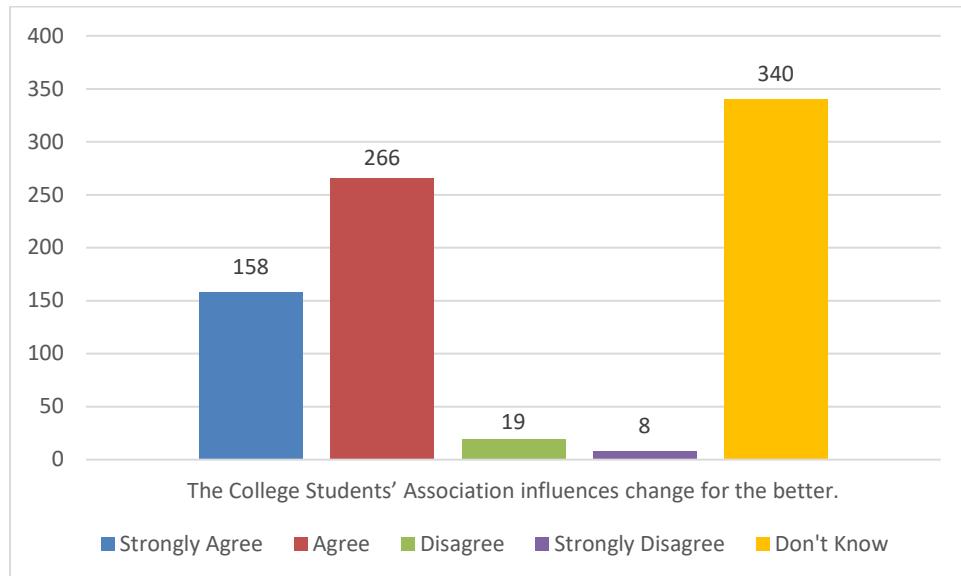
## SECTION 1 - Student Satisfaction and Engagement Survey



In terms of percentages the figures above relate to:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Satisfaction Rating	Set Satisfaction Rating
Overall I am satisfied with my college experience	34%	56%	9%	1%	90%	90%
Staff regularly discuss my progress with me	37%	51%	11%	2%	88%	90%
Staff encourage students to take responsibility for their learning	52%	46%	2%	0%	98%	90%
I am able to influence learning on my course	25%	62%	12%	1%	87%	90%
I receive useful feedback which informs my future learning	36%	55%	8%	1%	91%	90%
The way I'm taught helps me learn	30%	51%	15%	4%	81%	90%
My time at college has helped me develop knowledge and skills for the workplace	36%	52%	10%	2%	88%	90%
I believe student suggestions are taken seriously	30%	61%	7%	2%	91%	90%
I believe all students at the college are treated equally and fairly by staff	49%	45%	5%	1%	94%	90%
Any change in my course or teaching has been communicated well	36.5%	53.5%	8%	2%	90%	90%
The online learning materials for my course have helped me learn	31%	56%	10%	3%	87%	90%
I feel I am part of the college community	22%	56%	18%	4%	78%	90%

## The College Students' Association influences change for the better:



In terms of percentages the figures above relate to:

	Response Percentage	Satisfaction Rating	Set Satisfaction Rating
<b>Strongly Agree</b>	35%	<b>94%</b>	<b>90%</b>
<b>Agree</b>	59%		
<b>Disagree</b>	4%		
<b>Strongly Disagree</b>	2%		

The proportion of students responding **Don't Know** is:

<b>20-21</b>	43%
<b>18-19</b>	52%
<b>17-18</b>	58%
<b>16-17</b>	53%

# CONCLUSIONS/RECOMMENDATIONS

## OVERALL SURVEY RESULTS

	<b>18/19 (%)</b>	<b>20/21 (%)</b>
No of questions equal or above their Satisfaction Rating %	8 (28%)	7 (54%)
No of questions below their Satisfaction Rating %	21 (72%)	6 (46%)

The results from the responses received have been issued to portfolio areas and relevant support departments for their information/further scrutiny. There were 6 questions that were below the set satisfaction rating, 2 of which were more than 3% below.

### Questions under target satisfaction % rating:

<b>Staff regularly discuss my progress with me</b>	<b>20/21</b>	<b>Target</b>	<b>18/19</b>
	<b>88%</b>	<b>90%</b>	<b>87%</b>
Very mixed views from students, some felt that they did not get as much feedback online compared to what they had previously received on campus, while others were happy with the level of the feedback they received about their progress.			
<b>Comments &amp; Actions Taken/Further Recommendations:</b> Despite the challenges of remote working and online learning, the satisfaction rating for this question has actually increased by 1% when compared to the 2018/19 rating. This reflects the tremendous effort and hard work from the staff during a very challenging time.			

<b>I am able to influence learning on my course</b>	<b>20/21</b>	<b>Target</b>	<b>18/19</b>
	<b>87%</b>	<b>90%</b>	<b>88%</b>
There were not many comments made relating to this question. A couple of students stated that their suggestions had been taken into consideration to support their learning, and other students took the opportunity to note how they feel their course could be improved.			
<b>Comments &amp; Actions Taken/Further Recommendations:</b> There has been a decrease in the overall satisfaction rating by 1% compared to 2018/19. Learning methods during session 2020-21 have been very restricted due to the COVID pandemic. The comments have been shared with the portfolio areas and they will act and reflect on these if appropriate/possible.			

<b>The way I'm taught helps me learn</b>	<b>20/21</b>	<b>Target</b>	<b>18/19</b>
	<b>81%</b>	<b>90%</b>	<b>87%</b>
It is clear from the comments made that the move to online learning, as a result of the COVID pandemic, has impacted the overall satisfaction rating for this question. A lot of students commented that they struggled with online learning – lack of practical classes, motivation, face to face contact with their peers, difficulties using IT equipment and the learning materials used are some examples of the issues mentioned.			

However, it is also clear that a lot of students felt their lecturers have done their best to ensure that they had the best learning experience possible.

**Comments & Actions Taken/Further Recommendations:**

The overall satisfaction rating has decreased by 6% when compared to 2018/19. This is a reflection of the number of students who have struggled with the move to online learning and the lack of practical classes as a result of the COVID pandemic.

<b>My time at college has helped me develop knowledge and skills for the workplace</b>	<b>20/21</b>	<b>Target</b>	<b>18/19</b>
	<b>88%</b>	<b>90%</b>	-

Only a few comments were made relating to knowledge and skills for the workplace. Students commented on the lack of practical classes and no work experience due to the restrictions as a result of the COVID pandemic.

**Comments & Actions Taken/Further Recommendations:**

This is one of the new questions added so there is no comparison available. The overall satisfaction rating is 2% below the colleges' own set target of 90%.

Although there are not a lot of comments relating to this question, the lack of practical classes and no work experience during session 2020-21 will have had an impact on the responses. This is something that has been outwith the colleges' control.

<b>The online learning materials for my course have helped me learn</b>	<b>20/21</b>	<b>Target</b>	<b>18/19</b>
	<b>87%</b>	<b>90%</b>	-

Not many comments were made that related specifically to online learning materials, and the ones that were made were mainly positive. Students commented on the variety of learning materials their lecturer used and stated online learning had been much better than they expected.

The fact that so many students have struggled with online learning could have impacted the satisfaction rating for this question.

**Comments & Actions Taken/Further Recommendations:**

This is one of the new questions added so there is no comparison available. The overall satisfaction rating is 3% below the colleges' own set target of 90%.

Staff continue to develop and review their online teaching materials and the range of materials available has increased significantly during the 2020-21 session. This is an area of development that will continue for the foreseeable future.

<b>I feel I am part of the college community</b>	<b>20/21</b>	<b>Target</b>	<b>18/19</b>
	<b>78%</b>	<b>90%</b>	-

Comments made by the students indicate that the move to online learning, due to the COVID restrictions, has impacted negatively on them feeling part of the college community. The students feel that not being on campus has meant that they have not had the whole college experience.

However, it is clear from the comments made that the students feel that staff (both curricular and support areas), have done their best to keep them involved and part of the college community as much as possible.

**Comments & Actions Taken/Further Recommendations:**

This is one of the new questions added so there is no comparison available. The overall satisfaction rating is 12% below the colleges' own set target of 90%.

Remote working and online learning has presented major challenges in trying to ensure that the students still felt part of the college community. Despite students commenting on how much effort was put in by staff, the fact they were not on campus has had a huge impact on the responses for this question.

This last year has been a learning experience for both staff and students. The college will continue to look at ways to help students feel more part of the college community whether they are on campus or learning remotely:

To create a welcoming environment for students, BCSA will host Welcome Week in Sept 2021. The event is accessible to all and we will provide online and in-person activities, where possible. We aim to replicate as many activities as possible at Newtown campus. Impact and student satisfaction will be measured through feedback in BCSA's student survey.

Through effective cross-college marketing, BCSA will promote a variety of voluntary student officer posts to provide additional capacity to develop and sustain digital and in-person student groups. We aim to have established 3 groups by December 2021.

BCSA and student services will develop an accessible Teams forum where all students can access information about college support, services, events, and activities. 'The Student Room' will launch in Sept 2021. We hope to have accumulated 1000 members by December 2021.

To improve the reliability of feedback we receive from students, BCSA will run a series of anonymous student surveys throughout 2021-22. We will use the information we receive to shape services and activities offered. Impact will be measured through outputs generated by the Student Experience Committee.

Each class will have the opportunity to nominate a Wellbeing Representative who will become a point of contact for student groups on anything relating to mental health and wellbeing. The wellbeing rep will advocate for students, provide initial signposting support, and will consider ways to create an inclusive environment for all students within their group. BCSA will measure impact through examples of where wellbeing reps have improved the student experience for classmates.