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Curriculum Quality & Student Experience Committee (CQSEC)

1st February 2024

Student Satisfaction Survey Results

1.0 PURPOSE OF PAPER
For discussion

1.1 This paper provides board members with information on results from Scottish Funding Council's (SFC) Annual National Student Learning Survey.

1.2 This paper provides board members with Borders College's & national responses on modes of delivery.

1.3 Results are based upon survey completed by students in academic session 22-23.

1.4 The paper also sets out actions taken at college and team level.

2.0 EXECUTIVE SUMMARY

2.1 While overall satisfaction rates for Borders College are high it is acknowledged response rates for our part-time further education and part-time higher education students were low. Measures are in place to address this.

2.2 It should be noted the national student survey is one method used to gain feedback from our students. The college use a variety of methods in gaining feedback on students experiences such as a survey on college induction, individual class feedback on unit delivery, Students' Association surveys and more.

3.0 RECOMMENDATION(S)/ACTION(S) REQUIRED

3.1 The committee is recommended to note the college will apply measures to increase response rates & continue to meet with SFC to request they apply equality measures to the national survey.

4.0 BACKGROUND

4.1 Each academic session SFC undertake a student satisfaction survey across all modes of learning in Further Education. Four modes of learning are considered, Full-time Further Education (FTFE) Full-time Higher Education (FTHE) Part-time Further Education (PTFE) & Part-time Higher Education (PTHE).

All colleges in Scotland engage in the survey on an annual basis and individual student responses are submitted directly to SFC. SFC complete an analysis of responses and thereafter submit findings to colleges in terms of satisfaction rates, response rates and raw data in relation to individual course satisfaction.

4.2 The purpose of the survey is to determine satisfaction rates on a national level. There are thirteen questions as part of the survey (below) and institutions are encouraged to engage all students to complete the survey.

No	Question
1.	Overall, I am satisfied with my college course
2.	Staff regularly discuss my progress with me
3.	Staff encourage students to take responsibility for their learning
4.	I am able to influence learning on my course
5.	I receive useful feedback which informs my future learning
6.	The way I'm taught helps me learn
7.	My time at college has helped me develop knowledge and skills for the work-place
8.	I believe student suggestions are taken seriously
9.	I believe all students at the college are treated equally and fairly by staff
10.	Any changes in my course or teaching has been communicated well
11.	The online learning materials for my course have helped me learn
12.	I feel I am part of the college community
13.	The college Students' Association influences change for the better

5.0 RESULTS OF SURVEY

5.1 Results from individual questions with comparisons to national responses are in Appendix 1

5.2 **Main findings from comparisons in 5.1**

For FTFE 66% of responses were above national average.

For FTHE 83% of responses were above national average.

For PTFE 75% of responses were above national average.

For PTHE 75% of responses were above national average.

The main disparity was for question 10 for PTFE with a difference of 17% below the national average. This area was also highlighted within Education Scotland review in November 22 and something we have actioned.

5.3 Response rates from Borders College students in comparison to national responses

Response rates for all modes of attendance fell below national average. While there are a number of reasons for this such as over 2000 students undertook upskilling courses that last 16 hours or less and may not have been provided with a survey. There is also the matter that a number of questions are not relevant to individuals who come to the college to complete a one day upskilling course. Irrespective of these exceptions we aim to increase participation in line with national response rates by;

- ✓ Having national survey as an agenda item at team meetings to encourage staff to enable students to complete the survey during class times

- ✓ Add the link to survey to our online learning platforms (canvas & smart assessor) in order to remind students to complete the survey
- ✓ Set visual reminders in open areas
- ✓ Work with Borders College Students' Association to utilise their social media platforms

5.4 Overall satisfaction rates in comparison to national satisfaction rates

It was reassuring to note almost all satisfaction rates were above national averages.

5.5. Next steps.

Our quality manager has completed an in dept analysis of data. The results have been formulated into individual team reports to enable discussion and action. This data will also be shared with Students' Association. As mentioned in 5.3 we will apply the steps detailed to increase response rates.

6.0 IMPLICATIONS AND CONSIDERATIONS

6.1 Financial Implications

While there are no immediate financial implications, it remains essential for our reputation that all students are satisfied with their college experience.

6.2 Learner Implications

Staff having oversight of national responses enables discussions and plans to be made in order to address responses whereupon specific concerns can be actioned.

6.3 Staff Implications

Our quality manager provides curriculum departments with detail on their specific areas to discuss and action.

6.4 Equality and Diversity Implications/Equality Impact Assessment

On a national level there are opportunities to integrate our equalities measures into this student survey. There is currently no national baseline on four specific equality measures. A meeting was held recently with SFC and Borders College to suggest adding these to the national survey.

At college level, some questions are not relevant to specific learners and they may be discouraged from completing.

Staff within our Supported Education team are required to support individuals to complete the survey.

6.5 Sustainability/Environmental Implications

There are no direct implications within this paper.

7.0 RISK COMMENTARY

7.1 The survey provides us with information which focuses on our learners' experiences at the college. The survey has not changed much over recent years and many learners do not attend college such as individuals undertaking Scottish Vocational Qualifications and therefore may not wish to complete the survey and therefore alternative surveys are required.

8.0 CONCLUSION

8.1 The survey results are helpful for teams. The college also have other surveys throughout an academic session.

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Vice Principal – Student – Experience

23rd January 2024

Previous Board or College Committee Approvals:

N/A

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For publication ☒	**Not for publication** ☐ **If not, why not?**

Appendix 1

Q1. OVERALL I AM SATISFIED WITH MY COURSE
BC
National AVG
93.30%
94.60%
90.10%
89.10%
96.30%
95.70%
100%
91.70%
FTFE
FTHE
PTFE
PTHE

Q2. STAFF REGULARLY DISCUSS MY PROGRESS WITH ME
BC
National AVG
94.00%
89.50%
85.70%
82.60%
95.00%
91.00%
100%
85.00%

Q3. STAFF ENCOURAGE STUDENTS TO TAKE RESPONSIBILITY FOR LEARNING
BC
National AVG
97.20%
96.50%
98.90%
94.80%
96.30%
97.60%
100%
96.70%
FTFE
FTHE
PTFE
PTHE

Q4. I AM ABLE TO INFLUENCE LEARNING ON MY COURSE
BC
National AVG
93.00%
91.80%
84.60%
84.50%
91.30%
91.30%
100%
87.10%
FTFE
FTHE
PTFE
PTHE

Q5. I RECEIVE USEFUL FEEDBACK WHICH INFORMS MY FUTURE LEARNING
BC
National AVG
95.40%
91.80%
85.70%
87.30%
97.50%
93.80%
92%
93.80%
FTFE
FTHE
PTFE
PTHE

Q6.THE WAY I'M TAUGHT HELPS ME LEARN
BC
National AVG
81.50%
90.80%
85.70%
79.30%
96.30%
93.20%
100%
88.60%
FTFE
FTHE
PTFE
PTHE

Q7. MY TIME AT COLLEGE HAS HELPED ME DEVELOP KNOWLEDGE AND SKILLS FOR THE WORKPLACE
BC
National AVG
96.50%
93.40%
92.30%
88.80%
91.30%
94.10%
100%
91.80%
FTFE
FTHE
PTFE
PTHE

Q8. I BELIEVE STUDENTS SUGGESTIONS ARE TAKEN SERIOUSLY
BC
National AVG
75.50%
86.60%
82.40%
79.30%
96.30%
91.20%
100%
88.70%
FTFE
FTHE
PTFE
PTHE

Q9. I BELIEVE ALL STUDENTSAT THE COLLEGE ARE TREATED EQUALLY AND FAIRLY BY STAFF
BC
National AVG
84.40%
86.60%
82.40%
79.30%
96.30%
91.20%
100%
88.70%
FTFE
FTHE
PTFE
PTHE

Q10.ANY CHANGE IN MY COURSE OR TEACHING HAS BEEN COMMUNICATED WELL
BC
National AVG
91.80%
86.60%
82.40%
80.60%
75.50%
92.00%
100%
86.00%
FTFE
FTHE
PTFE
PTHE

Q11. THE ONLINE LEARNING MATERIALS HAVE HELPED ME LEARN
BC
National AVG
91.80%
87.60%
82.40%
80.60%
97.50%
92.00%
100%
86.00%
FTFE
FTHE
PTFE
PTHE

Q12. I FEEL I AM PART OF THE COLLEGE COMMUNITY
BC
National AVG
85.50%
88.30%
72.50%
79.50%
85.00%
87.50%
50%
77.20%
FTFE
FTHE
PTFE
PTHE

Q13. THE COLLEGE STUDENTS' ASSOCIATION INFLUENCES CHANGE FOR THE BETTER
BC
National AVG
93.00%
92.70%
69.00%
88.20%
94.70%
94.50%
0%
91.20%
FTFE
FTHE
PTFE
PTHE