

# STUDENT FEEDBACK ACTION PLAN 2018-19

## CROSS-COLLEGE

STUDENT FEEDBACK	COLLEGE UPDATE 07.05.19
<b>STUDY PROGRAMMES (CROSS-COLLEGE FEEDBACK)</b>	
<p>General:</p> <ul style="list-style-type: none"> <li>• Need more space and rooms to study</li> <li>• Access to classrooms before 9 am</li> <li>• More interaction between classes at main site and between campuses (feels secluded at Allen)</li> <li>• More opportunities to meet people from other courses through sports teams / clubs / cross-department activities</li> <li>• More extra-curricular activities – trips &amp; fairs</li> <li>• Maths &amp; English – hard to get to the Arts &amp; Media Campus when students don't drive</li> </ul>	<ul style="list-style-type: none"> <li>• Which curriculum areas does this relate to?</li> <li>• Morning cleaners work until 9.00am cleaning classrooms and it is difficult to do this anymore quickly. Our policy is that students can't be in rooms unsupervised. We will look into other possible options.</li> <li>• Students are welcome to set up clubs and societies. Support &amp; money is available – see Adele or Beverley for information.</li> <li>• We organised a trip to 'What Career Live' on Friday 22 March in Liverpool &amp; all students were invited by text.</li> <li>• This is due to timetabling and space and we can only apologise.</li> </ul>
<p>Tutorials:</p> <ul style="list-style-type: none"> <li>• More one to one time with tutors</li> <li>• More grading and feedback from tutors, verbal and written, so students can monitor their progress and ensure they reach their targets</li> <li>• Targets should be agreed face-to-face, rather than being written online by the tutor, so they mean more and the student has ownership of them.</li> <li>• Bring more external guest speakers into the classes.</li> <li>• Some of the videos used are old and thus lack impact.</li> <li>• One student said they 'didn't feel any the wiser' after the money session.</li> <li>• Check what we've done at school so there isn't duplication</li> <li>• Tutorials don't seem a priority by tutors, as the subject/ course comes first</li> </ul>	<p>We are currently reviewing tutorials and the progression support for students.</p>

<p>Work Placements:</p> <ul style="list-style-type: none"> <li>• Would like more support and to understand the benefits of work placement</li> <li>• More help with finding placements</li> <li>• More variety of work and work experience to have better relevance to course</li> <li>• Optional work placements</li> </ul>	<p>We now have two Careers &amp; Work Placement Advisors in post, Damian Bonsall &amp; Emma Johnson. If you've not yet had a work placement, please see them as soon as possible to arrange this.</p> <p>We have bought new software to support placement organisation (GroFar) that includes a student interface. We are reviewing the work placement policy to make improvements for 2019/20.</p>
<b>MARKETING / STUDENT SERVICES</b>	
<p>Initial IAG – telling you which days &amp; times you'll be in college</p>	<p>Information about days was included in the new 'Welcome' landing page for most areas. To be further rolled out in 2019.</p>
<p>Work placement promotion to employers – 'gold card' scheme</p>	<p>We are currently reviewing how we engage with employers.</p>
<p>Separate A Level &amp; Apprenticeships Admission Events</p>	<p>Admission events are now just for full-time courses (we don't have enough A-Level applications to have a separate event). Students interested in apprenticeships are now given advice &amp; guidance and invited instead to specific apprenticeship events e.g. Apprenticeship Information Evening on 5<sup>th</sup> March.</p>
<p>More support needed for the transition between college and university</p>	<p><a href="http://www.thepiggybank.org.uk">www.thepiggybank.org.uk</a> &amp; a hard copy guide has been published. We are currently reviewing tutorials and the support we give for progression.</p>
<p>More support needed helping us to apply for university (choosing a uni, UCAS, student finance, entry requirements etc) – start earlier (not just when deadlines are coming up)</p>	<p>We are currently reviewing tutorials and the progression support for students.</p>
<p>Confusion between Student Services, Learning Services and the Learning Centre</p>	<p>New college maps have been created and the new Welcome Guide introduced the different departments. Branding &amp; better awareness of the support the departments offer will be reviewed.</p>
<p>College bus is one way only (955)</p>	<p>We previously ran a return service but as students finish classes at different times very few people used this and it was expensive to run.</p>
<p>Bus passes very expensive and need to be more affordable</p>	<p>We have negotiated discounted passes from Stagecoach, so they are about half the normal cost. The Eden buses are £20 a week (rather than the others which are £16 a week) as they are very expensive to run – the actual cost is over £1,500 per person.</p>
<p>Set up a focus group of adult students to further gain their feedback &amp; ideas</p>	<p>This will be done in the summer term.</p>

More focus after sixth form – level 4/5 courses	HE courses have been included into the school presentation. We are aiming to provide more outreach delivery to 6 <sup>th</sup> forms and the new Careers & Work Placement Advisors will help deliver this.
PP – more special effects	We are reviewing all our PPs and will be re-branding them to the new style, including more effects this term.
Schools don't push BTECS which are harder than is perceived. Emphasis on A-level equivalent and A-levels alongside vocational courses	We have included A-Level equivalency information into Level 3 course information and in the prospectus. We will launch specific campaigns around this in the summer term.
Target parents & stigma	We are currently working with a local partnership of colleges, universities and employers to create a Parent's Guide to options after Year 11.
Need assemblies at all schools – some Keswick students didn't know about college	We have chased all schools for dates, including passing on the feedback to Keswick School. This has resulted in new bookings for the Lakes, Settlebeck & Furness Academy, with interest also from QEGS and LRGS.
Include practical/theory ratio in course information	We are currently reviewing all course information and will audit the information to check that it includes this information.
Examples of assignments and student work online & at open evenings	This has been encouraged and happens in some areas – we will look to introduce across all.
Prospectus: <ul style="list-style-type: none"> <li>• There should be more student interviews &amp; a big section for KC6th</li> <li>• Online version – seemed too text heavy, make it interactive</li> </ul>	We will make these changes for the 2021 prospectus.
New Website: <ul style="list-style-type: none"> <li>• Video too quick / distracting on the home page</li> <li>• Include industry stats</li> <li>• Stress that you can go on to university from college</li> <li>• More distinction between Main / Allen sites on website</li> </ul>	We have taken out the quick hyper lapses from the version of the film on the website so it isn't as distracting. We are working with the new Cumbria Hub to gain better industry and labour market stats to include in the website. We are currently working on logos for the two campuses, to create a strong identity for both campuses on our website & in printed material. We will review all other feedback and look at how we can improve this.
New Film: <ul style="list-style-type: none"> <li>• Show the transferable skills you gain from being at college</li> <li>• Films for schools – short social media clips</li> <li>• Make what college offers more obvious – A-Levels, technical courses, degrees &amp; apprenticeships – comes across as too vocational</li> <li>• Add department headers so you know what the footage relates to</li> </ul>	We will incorporate this feedback into the brief for the 2019 film. We have commissioned the film company to edit all footage they have gained to date into short clips for the website and social media.
Social Media:	We advertised Social Media Champions across the college and sent all students a text. We had 7 students contact us for more information but

<ul style="list-style-type: none"> <li>• Use Facebook Live to show lessons taking place. Use SnapChat, You Tube and InstaLive to promote the college.</li> <li>• Need more interaction, use polls more</li> <li>• Twitter is full of catering, engineering and animal care needs a wider coverage of courses</li> <li>• More relevant student posts and content</li> <li>• Have students on Marketing team helping with the social media accounts</li> <li>• Have links to course area SM pages on main pages</li> <li>• Include students work on Social Media (Film)</li> </ul>	<p>only one application. We are arranging a meeting with them. We are currently recruiting a Business Admin Apprentice to work in the Marketing Team – they will support this work and re-launch the Social Media Champions in the autumn term.</p> <p>Some students are added as admins to curriculum area pages to post about specific events &amp; trips they were involved in. If you have any photos/ content for social media, please send it to:  <a href="mailto:ross.mundy@kendal.ac.uk">ross.mundy@kendal.ac.uk</a> for Milnthorpe Road Campus  <a href="mailto:bkm@kendal.ac.uk">bkm@kendal.ac.uk</a> for the Arts &amp; Media Campus  and tag @kendalcollege into your own personal posts about college too!</p> <p>We are investing more in college films to develop our film content across the platforms. We will be updating department pages on the website this week, to include links to their social media pages.</p> <p>We are working on all other feedback and will update further at the next meeting.</p>
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**IT/ COLLEGE NETWORKS and THE LEARNING CENTRE**

Problems with Macs at the Arts & Media Campus and the link to the network, printers and using USBs	Please inform the network office of issues as they happen so they can investigate.
More laptop chargers. If the laptops aren't charged, we lose our work.	We have been working with some department on better management plans for charging laptops. A review of this is to take place over the next few weeks.
More updated computers and printers. specialist equipment for CAD and Adobe suite.	A budget has been preliminary set in the capital strategy to update the aging computers in classrooms. CAD & Adobe suite software is updated to the latest available version each year during the summer break.
Be able to take Mac computers home and have access to data from home to do work	Due to licencing constrains we are unable to offer this. Data can be accessed from home via OneDrive.
Inconsistent and poor Wi-Fi	We are halfway through upgrading our older wireless access points to support newer wireless standards. Phase 1 will be completed in February half term, replacing 28 APs. Phase 2 is planned for summer to replace the remaining 20 Aps. Please let the network office know of any area where the Wi-Fi is poor.

Use of paper – do staff have to pay personally for their own paper? Student allowance is small and went with printing one PP assignment. Had a lot more at secondary school. Who has paid for all the paper at the Student Council meeting?	Staff don't have to pay personally for paper. They have an allowance and if they go over, it goes into 'overdraft' mode and those areas can be looked at by management. We want to be sustainable and save resources, all management meetings have gone paper free. Student Council paper has been paid by Student Services but we will look to reduce this. We need to be more mindful if asking students to print colour/ PPs & look at increasing the limits for specific circumstances. Tutors will look at alternatives to printing off work and online submissions.
Can we get the Spotify student discount back? What other student discounts are there?	The NUS Card (now TOTUM) and Unidays have removed Spotify from their offers page, which is out of our control. We would still recommend these services for other offers. Students can also benefit from free Microsoft Office suite 2016/2019. Spotify have changed the requirement for eligibility. We have submitted an application to be added. The process takes a minimum of 30 days. We will report back on the outcome.
Can The Hub be optimised so that it works on a mobile? Can we have a Kendal College App?	An App is being explored and costed for review in the Capital Strategy. The Hub site is a responsive site that reacts to the size of the device screen.
Very few places to work with computers that were not already in use (Arts & Media Campus)	This is being looked into by Hilary and Matt.
Learning Centre often very busy/ full. Difficult to do group work as often asked to be quiet.	Group work is welcomed as long as students talk quietly.
The 'Hub' is a quiet space so difficult to do group work	The Hub is a silent working zone and many of our students require this environment to concentrate, so it isn't for group work.
Students can't drink/ eat in the LC & Hub – sometimes they want to work with a coffee	The College encourages students to drink water only in classrooms and learning spaces as food and drink often gets spilled and leaves stains as well as smells in the rooms. The LRC and the HUB are full of computers which do not respond well to crumbs or liquid. It is crucial that these areas remain food and drink free (except water is a sports bottle) to help maintain it as a pleasant and sticky keyboard free working environment.
<b>ESTATES</b>	
Can the top car park be paved and markings added, to increase space maximisation?	We are aware that the surface of the car park in to woods is degrading. We are planning to have it re-surfaced in the future but in the meantime we will deal with the potholes and mud in the summer 2019.
More bike racks	This can be arranged in summer 2019.
Not enough car parking	The College does not have anywhere to extend its car parking. We would encourage car sharing, walking and cycling.

Smoking shelter at the Allen needed. Main site smoking shelter – too far away & small	Space to erect a shelter is limited but the College will review if it is feasible. It is important to keep smoke away from the College buildings, hence the distance. There were two shelters at Milnthorpe Road but one was badly damaged by persons unknown. When funds allow, another will be considered.
Water machines running out at AMC	The College will investigate whether plumbed machines can be installed to replace the bottle water ones.
Ventilation in rooms in summer (room 122)	Estates will help monitor the situation in the summer if it is exceptionally hot.
More recycling. Bins in rooms (students have nowhere to put litter in classrooms to keep them tidy)	We have introduced larger recycling points across the College and the café has recently won an award for being plastic free. Bins have been removed to encourage more recycling and enable us to spend money on teaching & learning rather than paying someone to empty all the bins. We will put together a poster to communicate this better to students. Students should not have general litter in classrooms as they should not eating and drinking in them. Crisp packet recycling is coming soon to the cafes.
HE students have been locked out of their self-study room with their possessions inside	Some more detail would be help to identify if this has been a one off situation please?
Unisex toilets	There are currently 2 unisex toilets on the top floor at Milnthorpe Road.
Blind in Conference Room 2	Noted – this is problematic for only a certain few times of the year.
Hooks on toilet doors	Is this toilets at both campuses?
Windows in Hospitality changing rooms need fixing/ replacing	Noted and will be instructed to be fixed.
<b>CAFÉ</b>	
Hot water dispensers at both sites	Hot water is available at the Milnthorpe Road servery for 20p.
Café to be improved via new furniture, artwork on the walls, charging points for own devices & dividing up the space. The café is seen as a school canteen & used for lunch, but underutilised at other times. Students eating in classrooms/ on staircases / students not using the café due to café being full at peak times (12-1), queues and the noise & volume of students can be intimidating to some learners. Social room/ chill out area / common room requested, all 6th forms have them nowhere to go especially in the winter – invest in the café to create this kind of space.	Artwork on the walls is being investigated and new sofas will be looked at for September 2019. The café manager tries to organise the furniture in the best way possible to maximise the number of seats. Dividing up the space with partitions would likely reduce the seating capacity as well as the flexibility of the space. It is sometimes possible to open up a classroom at lunchtimes for students who need a quieter space.
Email weekly menu to students	Menus do change daily and often at short notice so it is not easy to send menus out via e-mail. The café manager will try and post a bigger copy of the menu outside the café and look at social media opportunities.

Fingerprint café system whereby students could top-up accounts in college through a machine and online. Would be easier, reduce queues and would be better for students on financial support (no-one would know they were)	Fingerprint systems are often found in schools and are expensive. The recent introduction of contactless card capability does speed up the queues. The café staff tend to know who have meal vouchers and manage the transactions accordingly. The College is planning to introduce another servery in the summer at the Milthorpe café which will reduce queuing times.
Serving times in the Allen café to be increased. Lunch at MRC to be extended to 2.15pm (Engineering miss lunch due to lessons)	This would be difficult at both sites – when should Engineering get their lunch breaks and is it a timetabling issue?
Access to microwave in the café at Main and Allen	Microwaves present problems in terms of where to site them and students using them appropriately as well as cleaning up any spillages and mess. The café manager is always happy to help if someone needs something heating up.
TVS in cafes under-utilised	Agreed and this will be looked at.
Lower price for healthy choices including vegan and gluten free in Café and bigger portion sizes for the price.	Unfortunately, vegan and gluten free cost more than other foods and they are priced as low as possible. The portion sizes and value of meals is in line with commercial outlets, if not cheaper.
No minimum card spend in canteen	The College has to pay a commission on all card spend – it will review card limits.
Limited seating in the café at The Allen	The College is aware of this and plans are being discussed to increase the capacity.
Timetables to be varied so lunches are spread out, to ease café queues	This is discussed by the curriculum teams when they timetable though it is not always possible to stagger lunches.
Vending Machines – problems when they aren't working, often money is taken and don't have the time to report it.	We will take this up with the franchise company. The machines have been checked and serviced before February half term and everything is working.
<b>OTHER</b>	
Meet & greets with the Principal so more students know who he is. Interviews with the Principal online.	This was answered at the recent Student Council by Kelvin: 'I've been here for 8 months and try to speak to students all the time, in classes, going to events, shows, ambassador training etc. I'm not a scary person... if you see me in the corridor or canteen say hello, and if you have any questions, please ask.' Online interviews will also be explored.
More freedom with uniform. Dislike the use of lanyards for identification.	Lanyards were introduced for all staff and students for their own safety, and were requested by students at last year's Student Conference. It helps the College identify where there maybe people in College who have no right to be in the College and whose intentions may be improper.

ATM machine

The College investigated this some time ago and it would be costly for users to take cash out and for the College to manage.