

## Teaching, Learning and Assessment

*Feedback from individual sheets & focus groups:*

### 1. How do you learn best at college?

- Giving presentations, power points, taking part in debates (Access)
- Physical activities / worksheets to break up talk (Animal / Medical Science)
- Watching videos (Access)
- Enjoy Practical learning opportunities (Catering/Sport/Outdoor Ad)
- L3 mentoring L2 learners (Catering)
- Encouragement of independence and high levels of support (Hairdressing/Animal)
- Taking notes (Engineering)
- In a professional environment
- By having the same tutor teaching

*Areas to improve:*

- Too much teacher input and not enough activities (Business)
- More links to websites and resources to support independent study
- More support needed to develop digital skills
- Behavioural issues impact quality of learning (Motor Vehicle)
- Staff illness, full cover should be given including input and PP's uploaded

### 2. Is your work challenging enough, time in college well spent, learning new skills/knowledge?

- Improvement of managing both time and independent research skills (Childhood Studies)
- Significant progress with referencing, academic writing & scientific language (Access)
- Well prepared for exams/assessments (A Level / Beauty)
- Lectures' enthusiasm

*Areas to improve:*

- Shortage of Laptops
- Some knowledge already known from GCSE
- Struggling with maths lessons and not being challenged at high enough level
- Solar as a lesson yet to give useful knowledge that can be used on our work (Forensic)

### 3. How do you feel that your feedback helps you to improve your written skills and/or knowledge, both in class and written?

- Good quality written and verbal feedback received (Sports)
- Timely and helpful (Animal)
- Fast progress, feedback on tests is prompt and encouraged to learn from mistakes (Plumbing)
- 1:1 meetings provide detailed feedback (Access)
- Prefer verbal feedback

## Student Conference Focus Group Feedback – November 2019

- Help to develop knowledge and skills and improve the quality of our academic work
- Using Phrases

### *Areas to improve:*

- Less consistent, some lecturers new to BTEC – this slowing feedback down
- Lack of timely feedback, feeling like first year has been a waste of time (Computing)
- Disappearance of assignment / no feedback given (Games Design)
- More 1:1 feedback wanted and to take away feedback (ie. Photo form, audio recording) to help with memory as work stays in college (Access)
- Lack of work experience support (Animal Care)
- Struggle to understand some feedback (Forensic Science)
- College feedback policy allows 15 working days, students feel this is too long (Beauty / Childhood Studies)
- Would like feedback more directed at individuals and re-visit any answers not known (A Level)

#### **4. How do you remember and use your vocational/technical vocabulary in class?**

- Consolidation / repetition / Keyword sheets and assignment work all help (Animal)
- In tutorials by taking notes
- Repetition in assignments
- By talking to other students about it

#### **5. How do you develop your spelling, grammar and speaking skills?**

- By doing course work, practising and writing notes (Animal / Engineering / Medical Science)
- By doing presentations and blog posts (Art & Design)
- Trial and Feedback through assignments (Forensic Science)
- Theory and speaking constantly to each other

## Student Experience

### *Feedback from individual sheets & focus groups:*

#### **Positives**

- Cross college facilities are very good, helpful and reliable
- Good range of equipment (Forensic Science)
- Work that is missed can easily be caught up on One Note, good catch up sessions too.
- Café is great for breakfast
- Friendly café staff
- Café staff really kind (MRC)
- We love Debs (AMC)
- Network team are helpful, good IT support when having issues with laptops
- Learning services are really good and helpful
- LC is a good place and easy to use, helpful staff
- Student Services are helpful for the most
- Good careers support

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- Good transport options
- Good career support
- Teachers go the extra mile, very approachable
- Good links to industries (Catering)
- Good local connections for WP (A&D)
- Happy with the programme
- Good feedback from Business, Catering, Access & Hairdressing
- Professional products used
- Effective IT support
- Benefits of practical experiences

### ***Areas to improve:***

#### **Cafe**

- More cutlery in the café
- Café stay open longer
- Faster service in the café
- Food is sometimes cold
- Main meals are too expensive for the portion size given
- Pricing is inconsistent (sometimes charged different prices for the same things)
- Expensive drinks including bottled water, tea & coffee
- Small portion sizes
- Tables are messy and unclean
- Greater range of allergies and vegetarians
- Hot water facilities
- More tables in the café as it gets very crowded
- Benefit of a microwave and kettle for students to use
- Hard to find seating for lunch
- Replace uncomfy chairs
- Some days very limited options
- More seating areas needed as the café becomes very crowded

#### **Social space**

- Social area needed
- Relaxed work area where you can work in groups
- Rumours of Hub turning into a staff room this is not fair as LRC is already bursting
- People don't know about the Hub
- Need a common room & notice board (AMC)
- Somewhere to sit when we aren't in class other than the café

#### **Facilities - Estates**

- Windows removed or blocked in changing rooms (Professional cookery)
- Bigger changing rooms
- More lockers
- Old smoking area – add more car park spaces
- Add roof to smoking area and a bench

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- Bins in classrooms
- Chairs are uncomfortable LRC

### **LRC**

- Some staff are unapproachable, some very helpful
- Learning centre desk is unattended so cant submit work
- Learning centre too loud
- More resources in LRC – updated health & social care books
- Need a space where students are able to talk whilst working – it's strict that it's silent and this often stops people seeking help from others

### **IT**

- Weak student WIFI
- Printing cost is expensive
- LRC computers are slow
- Lack of computers and laptops
- Network team can be unapproachable but very helpful
- Laptops are slow and affect progress on the course

### **Work placement**

- Better WP structure and support (Makeup, Catering, Medical Science and Animal Care)

### **Transport**

- Cheaper bus pass
- More buses to Lancaster

### **Support Staff**

- Very good and helpful, always available
- Learning Services not all learners have been followed up yet (Year 1 HSC Group A)
- Financial support doesn't offer a great deal but they do their best
- More student support awareness is needed
- Promote wellbeing so students are more comfortable receiving help

### **Extra-curriculum**

- More stuff to do outside of class- extra-curriculum
- No student Union or option to socialise outside of class
- More trips and activities out of college
- More respect for people with learning difficulties

### **Curriculum**

- Assignments given out to students too early
- Cover staff ill equipped to cover delivery and assignment support
- Maths & English timetable disrupts the timetable too much

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- Resources lacking – textbooks and ebrary
- Breaks are very long

### College Marketing

*Feedback from the first focus group & feedback sheets received:*

#### 1. How did you hear about college?

- Friends & family x 9
- School x 14 – careers fair, presentation, college stand, careers advisor
- Social Media x 2
- General knowledge/ word of mouth x 2
- It's my local college x 3
- Newspaper x 1
- Online/ website x 2
- My own research x 1
- Open Evenings x 2
- Prospectus x 1

#### 2. For students 16-18, what advice were you given at school?

- Gave recommendations on where I should go depending on interest
- Do what I want
- Mostly it was to continue at sixth form was the norm
- If you don't get high grades go to college. Do what you want.
- Did not receive advice.
- Go to college if you don't achieve high grades. Do what you want to do.
- They didn't really tell us, however they encouraged us to go to college/ sixth form.
- Go to college.
- Yes, trying to make me stay for sixth form. Didn't approve college.
- To stay at sixth form.
- Work hard for your GCSEs, behaving like adults.
- 6<sup>th</sup> form is the better option, but were supportive
- Advice was to go to sixth form
- Do the work when you were given it (asap) To go somewhere that I could go and achieve in what I want to do.
- Told I wouldn't receive much help (incorrect)
- School made it seem more challenging than it is. Can get on with work easier and it's focused on what we want to do.

#### 3. How does college compare to what you were told it would be like?

- It is a lot of work, however it teaches time management. The respect and professionalism is great.
- School making it seem worse than it actually was and friends
- Didn't get told what it would be like
- Amazing – freedom, adult like, independent
- We're treated more like an adult, more freedom
- College is what I got told it would be
- It's a lot calmer than school made it out to be and a lot more chilled
- Teachers never told us what it would be like. Just said do what you want to do.

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- A lot better, challenging but fantastic
- It's better than expected, the tutors are nice and it's a better environment
- Better than expected – positive and supportive environment
- It was up to standard as told
- The exact same
- Blog work is a lot harder but the teachers are a lot nicer than I thought.
- People said it was for people who aren't smart, but it is a lot better than 6<sup>th</sup> form
- Made it seem harder and stressful, but it was fine
- As expected, I was 'warned' of the level of commitment needed & the workload.
- Better than expected, tougher but in a good way

### 4. Do you follow us on social media?

10 YES

9 NO ( 1 - No – but we have seen the Twitter feed on the Hub website)

### 5. What do you think of our accounts?

*Positives:*

- Everyone thinks the social media is good
- Informative
- Insta & Twitter well put across.
- They're decent and interesting
- Up to date, modern
- @kendalcollegemakeup (Instagram)
- FB & Twitter – Very modern, inclusive, informative
- All very helpful
- Informative – Facebook

*Areas to improve:*

- Could be more active (Instagram), Youtube for Arts and Media page
- Pretty dead
- I've never looked at our accounts
- Facebook could be updated more
- Could do with more updates and pushing forward more
- Too structured, not engaging everyone
- Good, need more posts on Instagram though
- Don't follow
- I think they are good, but not diverse in relation to different courses (Facebook and Instagram)
- More posts, Instagram stories, feature students current work

### 6. Would you like us to use Snapchat, TikTok, other SM platforms?

- Snapchat and some of the social media could do with being updated
- 6 - Nos
- 3 - Yes to Snapchat, no to TikTok
- TikTok- use
- Yes – Snapchat and TikTok
- Yes – Snapchat

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- Not TikTok, but Snapchat is a good idea as lots of people use it.
- Yes – Snapchat, Youtube

### 7. What do you think of the new 'School Leaver Guide'?

#### *Positives:*

- Wouldn't change anything really
- Looks professional, good detailing, looks good
- Relevant information, looks clean
- Bright, engaging, professional
- It gives helpful info about each course
- It's professional and eye catching on the inside
- Very colourful + informative
- Vibrant
- Love it! Attractive, informative, fun!
- Really helpful
- Excellent information, very detailed
- All good feedback & very informative.
- Sensible and professional. Good inside.

#### *Areas to improve:*

- More info about what you do on the course. Beauty Therapy/ Makeup (e.g. facials, manicure, pedicure, makeup)
- More info on what the courses initial for both food and beverage, professional cookery
- Excessive writing, however it's informative
- Needs to catch your eye more
- Needs more information on Engineering Science. More vibrant.
- Needs to be more vibrant, but looks very professional
- Didn't know paper copy available

### 8. How could we further engage students and prospective students?

- More workshops + master classes for prospectives
- Students talking to prospective students
- Do more workshops and use us as an example
- Going into schools and mini workshops
- Promote the Animal Rescue Centre
- Show more what you offer
- Increase the promotion for the college. Physical trips to schools.
- Make all the main features known (animal rescue centre, construction block, etc.)
- More promotion talk about the theatres + how we work with other students.
- #1 college in UK, brag more to students
- Brag more!
- More open evenings

### 9. Website

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There was some confusion between the website and the Hub, and it is unclear for some of the below if the feedback is related to the website or Hub:

### *Positives:*

- Easy to navigate
- The website is helpful
- Good layout for the website
- Eyecatching – bold writing, easily accessible
- Lots of information, easy to use
- I like that you can go on directly. What you are looking into looks good. Good information.
- All good
- Not much to improve, looks easy to use
- Easy to use, easy to navigate, clear shortcuts to different departments

### *Areas to improve:*

- There could be more shortcuts
- Make it more mobile/ tablet friendly
- More direct routes to courses
- Not modern, out of date, hard to search
- Keywords added for direct links, i.e. 'forensics' to be taken to a forensic science course
- Could have more information on courses
- Easy to attend open evenings, promotion – social media links, not much information on applications
- Easier access to blogs
- Nothing to improve, apart from the teacher dashboard link – should be on the student link not staff link
- Update more regularly

## **10. Student Guide to Apprenticeships**

- Apprenticeship guide is helpful and has useful information
- Informative and helpful
- Needs more information for individual apprenticeships with employers

## **11. Adult Course Guide**

### *Positives:*

- Informative and helpful
- Lots of specific details, full of information, clear details
- Good layout for the courses and little details
- Good design, eye-catching, lovely inside, I like the 'meet the students' section
- Like the Map of the campus

### *Areas to improve:*

- Doesn't look as nice

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- Needs more detail
- Change Zaeed's picture/ pictures of other teachers (outdated)

*Summary of the second focus group – ideas focused:*

Areas	Ideas to further develop
Social Media	<ul style="list-style-type: none"> <li>• Include more specific campaigns about transport &amp; the bursary (esp. for adults)</li> <li>• Paid adverts on Snapchat</li> <li>• Instagram adverts – not selling courses, but selling the vision/ aspiration/ what it can lead onto</li> <li>• Use images of student work to sell courses e.g. concept art for Games Design</li> </ul>
General	<ul style="list-style-type: none"> <li>• Celebrate achievements more &amp; put forward students for national nominations. Give students vocationally relevant prizes/ rewards. Celebrate success via SM, press releases, in printed guides etc.</li> <li>• Focus on our USPs – facilities, specific differences of college study e.g. how we teach (learning by doing, freedom to explore interests outside of college, develop as a person, become more independent, caring environment)</li> </ul>
Website	Improve the information about the Open Evenings – film clips to show people what it is like
Radio	Use radio promotion more – Dales Radio?

*Discussion about why people stay at sixth form:*

- Scared of the freedom college provides
- Lack of confidence
- Own routines
- Pampered at school

How to counter:

- Show the confidence boost that students get from studying at college
- Opportunity to make friends, expand relationships
- What you can do in your free time
- Benefit of 3 hour lessons
- Be part of a larger community
- Better able to cope with going into the workplace
- Able to combine employment and the course (adults especially)
- Flexibility

*Feedback about other areas:*

Hub	Make it more mobile friendly, like the website. Include CV builders.
Adults	Room/ social space for adult learners
Totum Card	Send another text reminder about the student discounts available

**Student Conference Focus Group Feedback – November 2019**

**Thank you for all your feedback!**

If anything is missing, or if it isn't accurate, please email [classreps@kendal.ac.uk](mailto:classreps@kendal.ac.uk)