

# STUDENT FEEDBACK ACTION PLAN 2019-2020

## CROSS-COLLEGE

STUDENT FEEDBACK	COLLEGE UPDATE
<b>STUDY PROGRAMMES (CROSS-COLLEGE FEEDBACK)</b>	
More trips & visits	Please speak to your tutors & Heads of Department to discuss this.
More links to websites and resources to support independent study	
More support needed to develop digital skills	
Staff illness, full cover should be given including input and PP's uploaded. Cover staff ill equipped to cover delivery and assignment support.	We always aim to provide cover where we can. Some more specialist subjects or when the sickness is unexpected can sometimes lead to a delay in getting appropriate cover in immediate short term. If a sickness is prolonged then we look to get in agency cover/longer term solution.
Struggling with maths lessons and not being challenged at high enough level	Speak to your tutors & Heads of Department to discuss this. Previous GCSE grades and initial diagnostic tests help to determine level of their maths class L1 or L2. College are looking at ways to improve the streaming of classes by level rather than having mixed levels where appropriate. Stretch work should always be provided when previous work completed.
Feedback inconsistent, some lecturers new to BTEC – this slowing feedback down	BTEC training is provided for all new teachers. Code of conduct should always be met in terms of deadlines for return of feedback etc.
Better WP structure and support (Makeup, Catering, Medical Science and Animal Care)	Work placement is supported via your tutors and linked member of staff in Student Services. The GroFar system was introduced this year to improve the structure and support. Karen Shaw, Student Services Team Leader, coordinates work placements and is based in Reception. Please discuss any concerns with her.
Assignments given out to students too early	Speak to your tutors & Heads of Department to discuss this. Assessment planned is set at the start of the academic year, to avoid too many/too little work being done. We will revise and check assessment schedules.
Maths & English timetable disrupts the timetable too much	Timetabling issues are being considered now for 21/22. Maths and English are the first lessons to be timetabled for learners. The curriculum is then planned around Maths/English in order to improve the structure of the week. If a student needs to do their Maths and English FS or GCSE this is a mandatory part of the college week and attendance is equally as important as the curriculum.

Breaks are very long	Speak to your tutors & Heads of Department to discuss this. We try to minimise down time and breaks where we can. Sometimes the way your subjects fall does not always allow this to happen. College is more independent than school and we allow students to use this time for research/independent study etc.
End of class times vs bus times	We provide various bus times and routes to and from the college during the day. There may be at times a wait for the next bus, and this is unavoidable.
Lockers available for everyone	We provide lockers for those subjects where kit is generally needed. It would be impossible to provide lockers for every student due to space.
<b>LEARNING SERVICES</b>	
Learning support staff that help in Maths or English support one individual too much and not split their time between others (Hospitality L2)	This depends on why the support was put in place and will relate to the individual needs of the student. If there are no other identified needs within the class, then it is unlikely to be shared/split.
Could Hospitality L2 get more support workers / councillors for people with mental health issues?	Welfare and counselling services are available. Speak to the college wellbeing team – see the below weblink with contact information.
Teach people to know when to stop gambling, what's right and wrong?	We are looking at doing a tutorial on gambling. Anybody who has a problem, we have support available (see weblink below) – see our wellbeing website for more information: <a href="https://thehub.kendal.ac.uk/wellbeing/">https://thehub.kendal.ac.uk/wellbeing/</a>
What does the college currently do to reduce drug usage in college?	We have posters displayed around the college. Help is available from our Wellbeing Officer, Georgina Boswell, who has close contacts with external sources and can help sort any counselling if needed. See the weblink above for more information.
Not all learners have been followed up yet (Year 1 HSC Group A)	If any learners feel they require support due to an identified learning need, they can attend drop in which is held every day in 142A between 12.15pm and 1pm. To book a drop in appointment, please email <a href="mailto:referrals@kendal.ac.uk">referrals@kendal.ac.uk</a> .
Promote wellbeing so students are more comfortable receiving help	New posters will be designed and we would like your help in designing these! Please come to the wellbeing meeting on Mon 24 <sup>th</sup> February, 12-1pm.
More support for adults	All students are treated equally. Support is available for all learners. Speak to Learning Services in the first instance.
<b>STUDENT SERVICES</b>	

Buses usually late 502/506 – potential timetable change to reflect this?	We have contacted Stagecoach about this and the times from the last few weeks look good (see appendix at the end of this sheet). If the bus is late, please report this to Reception.
Lift share scheme, people driving to college offering seats?	We have links to car sharing schemes on our website: <a href="https://kendal.ac.uk/life-at-kendal-college/transport/other-transport-options">https://kendal.ac.uk/life-at-kendal-college/transport/other-transport-options</a> . Due to insurance and safeguarding implications, this needs to be arranged individually between consenting students.
Provide college specific buses in the afternoon eg 3-5pm, buses get extremely cramped because the public use them and students have to stand or bring back the 555 Express as the journey to Lancaster. It takes over an hour the express would cut the time in half and make the journey more comfortable as there is more space on the bus.	We have little control over the buses other than those we buy in for college use. The previous PM 955 bus wasn't well used and cost around £20,000 and thus why we now only run the AM service. At the beginning of this year we commissioned a larger 506 bus but have recently downsized as there are seats for everyone. We provide three college buses, which are very expensive to run. We do review bus provision annually, so please let Adele Mundy, Student Services Manager, know if you have to stand on any of the college services (955, 502 or 506).
Cheaper bus pass, more buses to Lancaster	As above. We already subsidise bus passes where we can, and to the level that we can. It would be impossible to give free transport to everyone. We have a student bursary scheme where you can apply for additional help. Speak to Student Services for more information.
I quite often struggle to find childcare?	Student Services will update their information on local childcare to support this. It is known that there is a shortage of childcare providers in the local area, hopefully College will be helping train the next generation.
Financial support doesn't offer a great deal but they do their best	We have a student bursary scheme where you can apply for additional help. Please speak to Karen Shaw, Student Services Team Leader, with any ideas of how to improve this further.
Send another text reminder about the student discounts available (Totum)	This was sent to all full-time students on 27 <sup>th</sup> January.
<b>MARKETING</b>	
<p>Social media</p> <ul style="list-style-type: none"> <li>• More active on Instagram &amp; FB, use stories, feature student work</li> <li>• You Tube development for the Arts &amp; Media Campus</li> <li>• More diverse posts in relation to course areas</li> <li>• Use Snapchat, paid adverts</li> <li>• Add campaigns about transport &amp; the bursary</li> </ul>	The Marketing Team are looking into all your suggestions. A poster has been developed to encourage students and staff to send them stories & information on what's happening across the college – this is being distributed this week.

<ul style="list-style-type: none"> <li>Sell the vision/ what you can do, rather than courses</li> </ul>	
School Leaver Guide - More vibrant & more course information	Focus groups liked the current guide and chose it over a more colourful design. Each year as a new one is produced we get customer feedback. If you would like to be part of a focus group for 21/22 let Marketing know.
Workshops and master classes for prospective students	We are looking at some ideas to engage future students and those that have applied for the college. Again any thoughts as to what would have been useful in your decision to choose Kendal College please send them through.
More students going into schools & promoting the courses	We have a team of student ambassadors, who do a great job across the college to help promote the college, their department and being a student generally. We have to remember that they are also students and need to do their course work.
More promotion about the main facilities – Animal Rescue Centre, Construction Block, The Box	Yes we can look at this.
#1 ranked college – brag more	We are trying to push this as much as we can via newspaper & social media adverts, banners, presentations and radio adverts.
More open evenings	Everyone is really busy, but we did introduce some more open evenings last year such as an adults open evening, an apprenticeship open evening etc.
Website – update more regularly, add keywords for the search, more information on how to apply, improve information about the open days.	We are working on this. It was a new website last year and we keep ironing out tweaks in the design.
Student Guide to Apprenticeships – more information about individual apprenticeships with employers	The new guide planned should have more case study material about what it is like to work with employers.
Adult Course Guide – doesn't look as nice as the School Leaver Guide. Update photos and needs more detail.	We will look at this, ready for the next print run.
Celebrate achievements more & put forward students for national nominations. Give students vocationally relevant prizes/ rewards. Celebrate success via SM, press releases, in printed guides etc.	We do this as much as we can. We try to get involved in both internal and external competitions. We have the end of year celebrations event, as well as specific departmental events to celebrate our students. We are also developing a social media campaign to celebrate success – watch this space! And have produced a new 'well done' postcard to send to students.
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)	Excellent. Feed your ideas through about what makes Kendal College unique. If you're happy for us to quote you, then you could be in our next marketing campaign! We have just launched Kendal Talks – contact Marketing if you are happy to help spread the word!

Use radio promotion more – Dales Radio?	We are currently advertising on Lake District radio, and will look into others. If you would be interested in taking part in a radio advert, please let Marketing know.
<b>IT/ COLLEGE NETWORK</b>	
Dashboard can be hard to use – especially to get feedback on assignments (Animal Care)	Please speak to your tutor about moving to Moodle.
Lack of computers and laptops	We have bought and renewed a lot of the IT infrastructure this year. All laptop trollies were replaced with new laptops etc.
Weak student WIFI	Tell us where the cold spots are and we will have a look to see if we can boost the signal.
Printing cost is expensive	We are trying to discourage printing and be environmentally sustainable. Make increased use of electronic submissions of your work. Only print what you need.
LRC computers are slow	Will have a look at where these are on the renewals list.
Laptops are slow and affect progress on the course. Laptops with better battery life, ones in 227 need work.	We have bought and renewed a lot of the IT infrastructure this year. All laptop trollies were replaced with new laptops etc.
Hub needs to be mobile friendly like the website, and include CV builders. More shortcuts and direct routes to courses. Make more modern, out-of-date, hard to search. Easier access to blogs. Teacher dashboard link – should be on the student link not staff link.	The Hub Intranet site is due to be renewed in 2021, being more mobile friendly will be a key requirement. Teacher dashboard can be accessed via the course sites on the front page of the hub.
Access to industry software	We buy what the curriculum areas tell us they need (subject to affordability) If we had a specific example it can be followed up.
Faulty IT equipment	We have bought and renewed a lot of the IT infrastructure this year. All laptop trollies were replaced with new laptops etc. Please report any faults to the Network Team.
Own laptops being able to print	This feature is available to all devices. <a href="https://thehub.kendal.ac.uk/itsupport/printing-from-your-own-device/">https://thehub.kendal.ac.uk/itsupport/printing-from-your-own-device/</a>
Learn how to use Moodle properly	Tutorials should be helping you to understand how to use Moodle and other systems.
<b>THE LEARNING CENTRE</b>	
Learning centre desk is unattended so can't submit work	There should only be limited times (such as lunch) when no one is available. Staffing should be present for all other times.
Learning centre too loud	We are monitoring this to make sure that noise levels are kept to a minimum.

More resources in LRC – updated health & social care books	We buy what the curriculum areas tell us they need (subject to affordability) If we had a specific example it can be followed up.
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	We are looking at this, but we are limited on space. A plan for social/quiet space will be looked at and communicated when ready.
Resources lacking – textbooks and ebrary	We buy what the curriculum areas tell us they need (subject to affordability) If we had a specific example it can be followed up.
<b>ESTATES</b>	
Seats in classes are uncomfortable and unsupportive for the back and cause pain (Ben Boardman – Access to HE)	The College has provided specialist seating for students with specific complaints. Are the issues in the computer classrooms?
Smoking shelter for the Arts & Media Campus	We will look at this over the summer.
Small recycling bins in class rooms	There are a lot of big bins on every floor and feel that this is sufficient.
Turning off equipment, reduce carbon footprint	Computers do have a log off script in the evening but it is up to all of us, both staff and students to switch off lights and turn radiators down.
Quality of tables and chairs in room 9 are low as they do not fit with each other	Estates will look at this to see if there is a quick solution.
Why don't we have bins in classrooms to help prevent rubbish levels rising?	Eating and drinking (other than water) is not allowed in classrooms therefore there should be no general waste. Paper waste can be taken to the nearest paper recycling bin.
More recycling stations – food, paper, metal, plastic, water cups, etc	There are already several bins around the college and the café has recycling facilities. Beverley: Ask me at Reception if you are unsure where these are (Arts & Media Campus)
No safe place to park at Arts and Media Campus	Unfortunately, there is nothing we can do about this, as we have no space or land.
More automated lights reduce energy	Movement sensor lights are problematic and expensive when they go wrong. Traditional light switches are quicker and easier to use.
Why is there only 1 smoking shelter when it is a big campus plus could it have roof and walls on it? Can it be accessible? Have a bench?	We are looking at the accessibility, there is a Perspex roof going over the shelter soon. A new shelter is being installed to complement the old one. It will offer shelter from the rain.
Would it be possible to have gravel lines in the woodland car park to aid parking?	This would not work because the gravel constantly moves, but we will look into options. The woodland car park is going to have the pot holes filled and a top of gravel added.
Windows removed or blocked in changing rooms (Professional cookery)	We are assuming that the window film is not considered sufficiently "blocking" – we will ask Estates to look at this.

Bigger changing rooms & more lockers	Unfortunately, the College is very full and there are no spare rooms. We can look at lockers though (see feedback in first section).
Old smoking area – add more car park spaces	The old student smoking area will be developed by the animal rescue centre.
Chairs are uncomfortable in LRC	No complaints have been received previously – is this about the purple operator chairs?
Better lighting in the salon	One salon has been upgraded and the second will be reviewed in the summer.
<b>CAFÉ</b>	
Vending Machine prices are too high, more variety in drinks including normal Iron Bru. More healthy options.	The College is looking at healthy drinks and plastic free containers. The vending machines are controlled by a different company so we have limited control over them until the end of their contract.
Could the coffee machine be fixed so cards can be used?	Unfortunately not at this time, but you can pay on a card at the till and you will be given cash for the machine.
Fridge for students?	This is not practical as there is nowhere to put one and it would be hard to “police”.
Vegetarian meals not very tasty, maybe try a few different types of Veggie/Vegan meals to give more options	There are vegetarian/vegan options and more are being introduced. Feedback is welcome to the staff to help improve the offer. Please speak to Mike Watts, Café Manager (or Debbie at AMC) to discuss your ideas. Posters will be developed to promote the vegan options.
More fruit for sale	If you don’t see any fruit you like, please ask the café staff, but we will take on board what you say and try and display more fruit.
Microwave for students to use (so we don’t have to queue)	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. Please speak to Mike Watts, Café Manager (or Debbie at AMC) to arrange this.
Old water fountains to be replaced (Arts & Media Campus)	What is wrong with these ones please?
Kettle in the canteen (Arts & Media Campus)	This would not be ideal for health and safety reasons.
Food waste needs to be reduced, similar set up to People’s Café Kendal so that wasted food can be saved and stockpiled	There is very little waste at the College and there is collaboration with Manna House & the Peoples Cafe if there is anything of high volume which can be donated.
Free hot/ boiling water	Hot water is available at the Milnthorpe Road servery for 20p. There is a charge for this because no charge is made for sugar/milk/stirrer etc.

More cutlery	Cutlery goes missing from the café at a great rate of knots – it is either being taken or thrown away. Please help the café keep its cutlery – it is expensive to replace.
Some days very limited options	Please ask serving staff if there isn't anything you like.
Café stay open longer	The café caters around the courses in College – let us know what you would prefer.
Faster service in the café	A second till has been introduced for busy periods and staff work as quickly as possible.
Food is sometimes cold	Please bring this to the attention of the café staff.
Main meals are too expensive for the portion size given	The café does not make a profit and believes it offers value for money.
Pricing is inconsistent (sometimes charged different prices for the same things)	Please bring this to the attention of the café staff if it happens.
Expensive drinks including bottled water, tea & coffee	These are standard prices or in a lot of cases, cheaper
Small portion sizes	Portion sizes are what would be served in a commercial environment, and in some cases are bigger.
Tables are messy and unclean	Staff and students are asked to clear their tables when finished. If they do not, then a member of the café team does do this but it is all in the timing.
Greater range of allergies and vegetarians & gluten free	The café is introducing new ranges (vegan latte) and you are always welcome to speak to the manager about options and ideas.
More tables in the café as it gets very crowded	A review of seating is taking place with a view to replacing the sofas
Café open longer hours & more space	Unfortunately it is not possible to make the café bigger and the hours do seem to work for most.
Replace uncomfy chairs	A review of seating is taking place with a view to replacing the sofas
<b>OTHER</b>	
Need a social space for students that isn't the café. Café is loud, noisy and sometimes messy, puts us off using it (Council). We need a 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. Need a common room & notice board (AMC).	We are looking at this, but we are limited on space. A plan for social/quiet space will be looked at and communicated when ready.
Room/ social space for adult learners	
Need a quiet space	



More stuff to do outside of class- extra-curriculum. No student Union or option to socialise outside of class.	We have asked students in the past what they would like to see as clubs, societies etc. Generally little take up, but happy for students to come up with suggestions.
More available classrooms that are suitable for class size	Timetabling will make sure that we allocate the most appropriate room for the group size. Sometimes at the start of the year there is sometimes a room that is too small or too big. This is often remedied in the first few weeks.
More respect for people with learning difficulties	Totally agree. We have respect as one of our college values and we should be respectful of everyone.

## Appendix 1

### Email from Stagecoach:

In answer to your questions regarding our 502 & 506 services running late, I have reviewed the tracking data from the last couple of weeks for arrival times at the Milnthorpe Road site and the bus station. Please see below for the data.

	502		506	
	Milnthorpe Rd (due 0828)	Bus Station (due 0835)	Bus Station (due 0846)	Milnthorpe Rd (due 0856)
20-Jan	0923 (+55 - broke down)	0927 (+52 - broke down)	No data	No data
21-Jan	0829 (+1)	0835 (+0)	No data	No data
22-Jan	0828 (+0)	0832 (-3)	No data	No data
23-Jan	0826 (-2)	0832 (-3)	No data	No data
24-Jan	0830 (+2)	0835 (+0)	0845 (-1)	0853 (-3)
27-Jan	0828 (+0)	0833 (-2)	0846 (+0)	0854 (-2)
28-Jan	0828 (+0)	0833 (-2)	0848 (+2)	0857 (+1)
29-Jan	0824 (-4)	0830 (-5)	0847 (+1)	0853 (-3)
30-Jan	0827 (-1)	0834 (-1)	0848 (+2)	0854 (-2)
31-Jan	0825 (-3)	0831 (-4)	0848 (+2)	0854 (-2)
03-Feb	0828 (+0)	0833 (-2)	0847 (+1)	0853 (-3)
04-Feb	0825 (-3)	0829 (-6)	0844 (-2)	0851 (-5)

05-Feb	0822 (-6)	0827 (-8)	0844 (-2)	0851 (-5)
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The latest time of arrival was 2 minutes except for one day when the bus would not start at Brough on the 502 service.

## Appendix 2

### Department Feedback

#### Student Council Jan:

Adam Weir – <b>Motor Vehicle</b> L2 Is it possible to have more information on work placements in garages available for students?	Passed onto Rachel Ireland (SS) and Craig Brook
Paige Halliwell – <b>Access</b> HE Health & Human Sciences Time management when having 1:1 sessions	Passed onto Heads of Department
Ben Boardman – <b>Access</b> to HE - Tutor availability – 1:1 times when we can take 5-10 minutes and ask any questions about the course or raise any concerns.	
Lauren Mackereth – <b>Animal Care</b> L2 - Assignment briefs are sometimes hard to understand, is there a way to make them easier? We all ask Learning Services.	
Lauren Mackereth – <b>Animal Care</b> L2 - We would like more practical work as most of the course is written assignments	
Lauren Mackereth – <b>Animal Care</b> L2 - Some lessons are 4-5pm, these are too late especially in Winter	
Cerys Williams – <b>Hospitality &amp; Catering</b> - We need more spare uniforms if students forget	
Lukasz Gabrys – <b>Business</b> L3 - Can we switch our room 126 classes to conference rooms? Room 126 is too small for our class and chairs don't provide good posture.	
Oliver Banks & Caitlin - <b>Performing Arts</b> L3 - Mirrors in Wildman	

**Student Conference Dec** (all passed onto Heads of Department)

- Too much teacher input and not enough activities (Business)
- Behavioural issues impact quality of learning (Motor Vehicle)
- Solar as a lesson yet to give useful knowledge that can be used on our work (Forensic)
- 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)
- Not enough/ would like quicker feedback (Business)
- Less time consuming study skills (Business)
- More industry workshops/ audition preparation (P Arts)
- Longer time for blog posts/ better feedback (P Arts)
- More support with theory (Make up)
- Stressed/ rushed learning (Animal Care, Make Up)
- To be able to work on our own cars again/ project (Motor Vehicle)
- Tutors punctuality to lessons (Business)
- More space at the ARC/ more birds (Animal Care)
- More equipment for dance/ mats for performing (Performing Arts)