



## MINUTES

### LEARNER EXPERIENCE COMMITTEE

5pm THURSDAY 15<sup>TH</sup> JUNE 2017

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<b>Present:</b>	Caroline Vernon Don Logan Jan Fielding Dylan Hughes Lorraine Falle	External Governor External Governor External Governor Student Governor (FE) Student Governor (HE)
<b>In Attendance:</b>	Mark Nicholson Jeff Chadd Mark Preston Zee Walker Karen Johnson	Deputy Principal C&Q Assistant Principal – Head of Sixth Form Quality Manager Director of Planning & Performance Acting Clerk

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#### APOLOGIES FOR ABSENCE

L/17/19 Apologies were received from Ian Sinker (External Governor), Andrew Wren (Principal), Chloe Limitsios (Student Governor, FE), Lorraine Falle (Student Governor, HE).  
In the absence of the Chair, the Vice Chair (Jan Fielding) chaired the meeting

#### DECLARATION OF INTERESTS

L/17/20 The Chair reminded Governors of the requirement to declare their interests in any agenda items. For any such declaration Governors would not be eligible to speak or to vote on the matters under discussion.

#### EQUALITY & DIVERSITY

L/17/21 The Chair reminded Governors of the College's commitment to equality, diversity and inclusion the need to consider these issues along with health and safety in all Committee business.

#### MINUTES

L/17/22 **Resolved** the minutes of the meeting held on 16<sup>th</sup> March 2017 be **approved** as a correct record and signed by the Chair.

#### MATTERS ARISING/ACTIONS

L/17/23 The Chair reviewed the actions from the previous meeting with the following findings:

Focus Groups – details to be passed onto the Committee	MP	In process of being arranged	Governors are invited as these are arranged (combined with Student Rep meetings) It was suggested that Governors be invited to a Focus Group at 6 <sup>th</sup> Form before the end of the academic year (if one is
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			scheduled) and continue to be invited to these for the next academic year
The Committee to receive a progress update around English and maths to include an update from the Curriculum Leader for the area. M Nicholson added that Jan Fielding has agreed to be a nominated Governor for English & maths developments.	Clerk	Deferred to June meeting due to annual leave <b>COMPLETE</b>	Complete – Director of YPL in attendance at meeting & Update provided

## ENGLISH & MATHS PROGRESS UPDATE

L/17/24 The Director of Young People's Learning provided an update around English & maths which included an overview of the initiatives which have been put in place this academic year

Key points:

- Numbers of students taking E&M qualifications (GCSE and functional skills) provided – 642 English and 687 Maths at Channelside, 61 English and 54 Maths at Rating Lane.
- Changes to the timetable had been made- students attended two shorter sessions rather than one long session
- Teaching takes place in the curriculum area
- Tighter attendance monitoring
- Learning mentor specifically for English & maths
- Move to paper based exams for functional skills as well as online options – most students have a preference for paper based exams – however, where an exam is paper based there is a delay in the student being informed of results, whereas online exams provide a very quick results service
- Receipt of individual student performance in exams so that we can feedback to students on where they need to improve
- Smaller classes
- Estimated grades (GCSE) (Channelside)
  - high grade English = 41%
  - high grade maths = 36%
- Difficulty around estimating grades due to the nation changes to GCSE 9-1 grading this year
- Functional skills achievement is likely to be around the middle range 60%.
- Staffing changes planned for 2017-18, Head of English & maths will be appointed to lead English & maths, supported by a curriculum leader for English and a curriculum leader for maths.

L/17/25 The Committee thanked the Director of YPL for the update and noted that the results of this year's interventions would not be realised until the final results were known. The Committee discussed the necessity around ensuring that school pupils are aware of the requirements for English and maths qualifications for their future options once they leave school.

## 6<sup>TH</sup> FORM COLLEGE UPDATE

L/17/26 The AP 6<sup>th</sup> Form provided an update on current developments at the Rating Lane site. The following key points were made:

- All formal assessments (6) have now been completed – the results of these are not indicators of final grades but are intended to provide students with an indication of where they need to focus on to achieve their target grades
- The Summer period of exams will be the first series of exams under the new specification linear courses, experience to date has highlighted that typically AQA papers are harsher than in previous years, with other awarding bodies

similar to previous years. A full analysis will take place once the results are known.

- Curriculum developments – from September 2018 A level Design & Technology will be offered – it is expected that this will have a positive impact on enrolment numbers because of the demand for this qualification  
Provision in Art, Design & Media currently offered at Channelside will now be based at Rating Lane with facilities moved centralised to provide a 'Centre of Excellence for Art'  
Science provision currently offered at Channelside will now be based at Rating Lane
- Events held include: Hustings Events with local election candidates (organised and coordinated by students), ballot box election for students to take part in
- Document circulated which outline the entry requirements by subject for 2017-18, these have been revised in line with the changes in GCSE gradings

### **PERFORMANCE MONITORING UPDATE**

L/17/27 The DP C&Q provided an update on the current performance against target for the corporate objectives which had been set as key performance indicators for this academic year. Key points were:

- 19+ CBL retention is lower than target at the present time – we expect this to rise as we continue to enrol learners on programmes, checks are being made around students who have left for employment or apprenticeships to ensure that the information held is accurate
- Direct intervention has taken place in those curriculum areas of lower than target attendance – focus groups have taken place with students to raise awareness of good attendance and also clarify any barriers to good attendance.

L/17/28 The Committee **noted** the report.

### **CURRICULUM PLANNING OVERVIEW**

L/17/29 The DP C&P presented a report which outlined the detail of the curriculum planning process which will form the course offering for 2017-18 across both campuses. There were no further comments.

L/17/30 The Committee **noted** the report

### **QUALITY STRATEGY**

L/17/31 The DP C&Q presented the Quality Strategy and reminded the Committee that the Strategy is brought to the Committee annually for approval and sets out the College's approach to Quality for the coming year. The key change within the Strategy is around the move across the College to the use of ProMonitor for tracking learner progress – at the present time this is used at Rating Lane but Channelside have used a different system, this will provided consistency across the site.

L/17/31 The Committee suggested that it would be useful if they had an overview of staffing related activities, for example, turnover of staff, succession planning and talent management because of the potential impact on learner experience.  
The Committee were informed that these aspects are included within the termly HR report to the Finance & Resources Committee with an associated annual report. In addition, a summary of each meeting is reported to Board. It was suggested that this could be considered by the incoming Clerk for consideration as activities within the Cycle of Business for the Committee, without unnecessarily duplication.

L/17/32 **Action: Clerk to consider as part of the review of Cycle of Business activities.**

L/17/33 The Committee **approved** the Strategy.

## Q2 LEARNER SURVEY ANALYSIS

L/17/34 The Quality Manager presented on the key points of the Q2 learner survey which had been focussed on learners' experience of college at the mid point of their course:

### Channelside:

- High completion rate 83%
- Overall satisfaction 93%
- 16 out of 17 questions had satisfaction levels at 90% or above

Three questions had lower responses than previous year:

- Satisfaction with VLE (94%) – students would like more variety of materials
- E&M improvement (75%) – typically in construction area – structure of E&M in this area has been changed, focus groups held with learners
- FC listens (91%) – focus groups held with learners and this is around the timing of surveys – fewer surveys, less questions, different timings

What have we done:

- Discussed and actioned at subject reviews
- Focus groups held
- Discussed issues with student reps
- You said we did posters
- Consideration of the survey cycle by the Quality Improvement Group

### Rating Lane:

- 71% response rate
- 93% overall satisfaction
- 12 out of 14 questions with satisfaction levels above 90%
- Discussion at management meeting (6<sup>th</sup> Form), feedback at divisional meetings, consider revision of the survey cycle

Developments for the future include following the path and experience of individual students over the time they are here at College.

To summarise the survey is a positive picture with a 93% satisfaction rate.

English and maths at Channelside – issues to follow up

Growth of the NUS in college – looking to set up a Student Union across college from 2017.

Consideration of our internal and external communication strategy with students.

The group discussed the benefits of surveys and different alternatives available and how the responses can be benchmarked. It is proposed that for the 17-18 academic year the number of surveys will be revised to take account of the fact that the Q2 learner survey is currently timed to take place at the same time as the external FE Choices survey and there is some duplication within the questions of these two surveys. The FE Student Governor, Dylan Hughes, raised that he felt that the surveys provided good opportunities for students to be able to feedback on their experience whilst at college.

L/17/33 The Committee **noted** the report and requested to be updated with the proposals around any changes to the survey cycle for 2017-18, it was also noted that there are additional informal opportunities for students to raise concerns, for example via personal tutors or personal progress mentors and student rep groups.

## COMPLAINTS, COMMENTS AND COMPLIMENTS

L/17/34 The DP C&Q presented the termly report and outlined the key points of the complaints made over the previous term, an overview of student rep meetings and learner voice activity. A summary of media coverage was given within the report which provides an update of activity carried out over the previous term, this includes student and college success. The Committee did

L/17/35 The Committee **noted** the report.

## EQUALITY, DIVERSITY AND INCLUSION COMMITTEE MINUTES

L/17/36 The DP C&Q presented the EDI Committee minutes and the associated business discussed at this termly meeting. The focus of the meeting had been around the Q2 learner survey and retention of learners by equality strands – there are some discrepancies between the retention of adults and apprentices by age, the reasons for which are being investigated at the present time. However, initial investigations indicate that this is around students leaving for employment and as part of this checks will be made to ensure that accurate destination data is captured.

L/17/37 The Committee **noted** the minutes

L/17/38 As this was the FE Student governor final meeting the Committee thanked Dylan for his time and asked if he had any suggestions or comments regarding his time as a Governor. He suggested that the planned improvements to the survey cycle would be useful but care required to ensure that these are not diluted. The intention to follow the journey of learner(s) whilst at college was a positive initiative but raised that this should not be intrusive.

L/17/39 The Committee **thanked** the FE Student Governor for his comments and time over the past academic year and wished him well in his future career.

## ITEMS FOR THE NEXT AGENDA

L/17/39 Update on the Survey Cycle  
Update from HoA – Health,  
Analysis of Summer results – on Business Cycle  
Q3 results – on Business Cycle

## DATE OF NEXT MEETING

L/17/40 **5pm, Thursday 28<sup>th</sup> September, Channelside, Furness College**

## ACTIONS FOR NEXT MEETING

Focus Groups – details to be passed onto the Committee	MP	In process of being arranged	It was suggested that Governors be invited to a Focus Group at 6 <sup>th</sup> Form before the end of the academic year (if one is scheduled) and continue to be invited to these for the next academic year
Consideration of how relevant HR activities which impact on the learner experience be formally reported to the LE Committee in addition to the F&R Committee	Clerk		

## MINUTES APPROVED

Signed \_\_\_\_\_ Ian Sinker, Chair of Learner Experience Committee

Date \_\_\_\_\_ Subject to Amendments / No Amendments