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| **FOR DISCUSION/INFORMATION** | | | |
| Meeting: **Curriculum and Student Affairs and Outcome** | | | |
| Presented by | Ann Baxter | | |
| Author/Contact | Ann Baxter | Department / Unit | **Executive** |
| Date Created | 19.8.24 | Telephone | **2359** |
| Appendices Attached | **Student Satisfaction & Engagement Survey Report Session 2023-24** | | |
| Disclosable under FOISA | | **Yes** | |

1. **PURPOSE**

To update CSAO on the output from annual monitoring of student satisfaction.

1. **BACKGROUND**

SFC require all Colleges to distribute survey as a means to evaluate and enhance college provision in Scotland.

1. **DETAIL**

The report shows departmental, level and mode of attendance and campus completion rates.

1. **BENEFITS AND OPPORTUNITIES**

Information has been shared with staff and actions for improvement identified.

1. **STRATEGIC IMPLICATIONS**

The Board retains an overview of NCL activity in the interests of good governance.

1. **FINANCIAL IMPLICATIONS**

There are no financial implications.

1. **LEGAL IMPLICATIONS**

There are no legal implications.

1. **WORKFORCE IMPLICATIONS**

There are no workforce implications.

1. **REPUTATIONAL IMPLICATIONS**

There are no reputational implications.

1. **EQUALITIES IMPLICATIONS**

There are no equalities implications.

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| **CONCLUSIONS/RECOMMENDATIONS**  CSAO are asked to note the information contained in this report and raise or discuss any issues which may prevent publication. |

Student Satisfaction & Engagement Survey Report

Session 2023/2024

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### Survey Rationale & Methodology

The Scottish Funding Council (SFC) require all Colleges to distribute the Student Satisfaction & Engagement Survey (SSES) as a means to evaluate and enhance college provision in Scotland. The survey provides a national approach to monitoring student satisfaction and engagement in Scotland’s College and annual guidance issued by SFC[[1]](#footnote-1) to colleges includes the selection criteria and questions. Statement 1 from the SSES ‘Overall, I am satisfied with my college experience’ has been incorporated as an Outcome Agreement national measure for College Outcome Agreements.

The survey is directed at students on a programme of study that is four credits or more and includes coverage of Developing the Young Workforce groups. Data collected is analysed on level and student mode of attendance.

SFC do propose online completion of the survey by students and to facilitate this online links are distributed via MyDay App, and Academic Departments, however, for many students who prefer to complete the survey on paper, this is accommodated and data is entered on their behalf. Daily updates on participation levels are provided to the Academic Heads of Departments and Academic Leaders, who in turn encourage class groups to complete the survey.  All students who complete the survey are automatically entered into a prize draw to win one of 10 x £50 Love to Shop vouchers.

Given that in session 2022/2023 was the first full academic year all students had returned to learning on campus, the information obtained then will be used as a benchmark for this academic year.

### Departmental completion rates in 2023/2024 and 2022/2023

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Department** | **Actual Response** | **Possible Response** | **Response Rate %**  **2023/2024** | **Response Rate %**  **2022/2023** |
| Access & Progression | 324 | 432 | 75 | 58.96 |
| Automotive Studies | 306 | 478 | 64 | 55.27 |
| Beauty, Aesthetics & Hair Design | 341 | 491 | 69.5 | 68.26 |
| Computing & Digital Technologies | 209 | 363 | 57.6 | 58.94 |
| Construction Trades Technology | 445 | 745 | 58.7 | 73.5 |
| Culinary Arts | 87 | 128 | 68 | 71.68 |
| Dental, Health & Social Care | 434 | 817 | 53.1 | 36.56 |
| Education & Counselling | 211 | 325 | 64.9 | 54.3 |
| Humanities | 297 | 649 | 45.8 | 53.18 |
| Lanarkshire Business School | 217 | 341 | 63.6 | 47.1 |
| Lanarkshire Institute of Science & Technology | 466 | 717 | 65 | 47.93 |
| Music Industries & Performing Arts | 270 | 481 | 56.1 | 52.02 |
| Sport & Physical Activities | 214 | 344 | 62.2 | 54.55 |
| Supported Learning | 243 | 306 | 79.7 | 75 |
| Visual & Creative Arts | 241 | 425 | 56.7 | 44.94 |
|  |  |  |  |  |
| **Total** | **4305** | **7042** | **61.1** | **54.95** |

Many Academic Departments had increased the response rate to the survey, three had a small drop in response rate, but achieved overall target of +50% and one did not achieve target.

### Level and Mode of attendance completion rates

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| --- | --- | --- |
| **Level and Mode** | **Response Rate % -**  **2023/2024** | **Response Rate % -**  **2022/2023** |
| Further Education – Full Time | 66.68 | 87.01 |
| Further Education – Part Time | 50.03 | 40.25 |
| Further Education – Distance/Flexible | 27.33 | 28.57 |
| Higher Education – Full Time | 64.13 | 55.6 |
| Higher Education – Part Time | 66.84 | 42.32 |
| Higher Education – Distance/Flexible | 64.04 | 44.19 |
|  |  |  |
| **Overall Total** | **61.1** | **54.95** |

### Complete rates in relation to campus

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| --- | --- | --- |
| **Campus** | **Response Rate % -**  **2023/2024** | **Response Rate % -**  **2022/2023** |
| Broadwood | 65.8 | 44.77 |
| Coatbridge | 62.5 | 51.31 |
| Cumbernauld | 64.3 | 63.31 |
| Kirkintilloch | 60.6 | 64.17 |
| Motherwell | 60.5 | 55.06 |
| Online/Various | 20.4 | 21.57 |
|  |  |  |
| **Total** | **61.1** | **54.95** |

### Satisfaction rates in relation to individual questions and level of study

Percentage of students agreeing with the statement.

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| --- | --- | --- | --- | --- |
| **Question** | **FE satisfaction**  **%** | **HE satisfaction**  **%** | **Overall satisfaction 2023/2024 %** | **Overall satisfaction 2022/2023 %** |
| Overall, I am satisfied with my college experience | 92.9 | 91.5 | 92.5 | 94 |
| Staff regularly discuss my progress with me | 90 | 85.8 | 88.8 | 89.3 |
| Staff encourage me to take responsibility for my learning | 95 | 96.3 | 95.4 | 96 |
| I am able to influence the learning on my course | 91.3 | 87.8 | 90.2 | 90.6 |
| I receive useful feedback which informs my future learning | 92.6 | 84 | 89.9 | 92.6 |
| The way I am taught helps me learn | 90.2 | 87.6 | 89.3 | 91.3 |
| My time in college has helped me develop knowledge and skills for the workplace | 92.7 | 92.1 | 92.6 | 92 |
| I believe student suggestions are taken seriously | 85.9 | 82.7 | 84.9 | 86.7 |
| I believe all students are treated equally and fairly by staff | 89.7 | 88.3 | 89.3 | 89.5 |
| Any changes in my course or teaching has been communicated well | 87 | 84.5 | 86.3 | 87 |
| The online learning materials for my course have helped | 85.3 | 89.6 | 86.6 | 87.2 |
| I feel part of the college community | 88.3 | 81.3 | 86.2 | 86.6 |
| The college Students’ Association influences change for the better (**including don’t know respond**) | 57 | 40.5 | 51.9 | 53.8 |
| The college Students’ Association influences change for the better (**excluding don’t know respond**) | 92.9 | 88.1 | 91.7 | 93 |

### Actions to take forward

All Heads of Academic Departments were aware that the SFC would like all colleges to achieve at least 50% return rate and when this was not achieved feedback was requested from the Department. A summary of the feedback is below:

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| **Are there any actions that the College, e.g. Quality Team/Students’ Association/Learner Engagement could have taken that would have helped the Department achieve 50% completion of the survey?** |
| The Class and Departmental reps have a Teams page, a post could have been created to promote the completion of the survey within their class groups.  A pop-up message/link on Moodle could have been activated for students to be encouraged to complete before entering their Moodle area.  Increase direct messaging re the importance of the survey and more comprehensive schedule of visits to class groups.  Some groups of students do not engage well with IT and although hard copies of the survey are available, these require an extra degree of effort on the part of staff and students.  A simplified Mobile app would be a better way to reach students and uptake would probably be much higher if the students themselves saw the explicit value of the surveys.  Put the survey link onto a QR code for students to access a little easier.  Students’ Association to promote surveys from the start of term and advise students of the importance. |

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| **What additional actions could the Department have taken to enable the Department achieve 50% completion of the survey?** |
| The department could have made use of our strong department reps to promote the survey within the classes.  Dedicated time within tutorial support for completion.  Targeted emailing was used for class groups with 0 return, this could have been expanded to all class groups.  New leadership team and on reflection have reinforced the importance of completion and taken on more responsibility for the completion of the survey. |

Question 13 – “*The college Students’ Association influences change for the better*” is the only question that has a don’t know option response. The outcome from the survey was shared with the outgoing Students’ Association, as well as the new Student Presidents. For those students who knew about the Students’ Association, the level of satisfaction to this question, was comparable to the other questions within the survey.

Going forward, it is the intention that a number of events, such as Be Heard, open mic and focus groups will highlight the role of the Students’ Association and how they influence change. Other activities organised by the Students’ Association will be supported and promoted by the Brand Team, Heads of Department, Deans and Executive Team.

1. [College Student Satisfaction Survey Guidance 2023-24 - Scottish Funding Council (sfc.ac.uk)](https://www.sfc.ac.uk/publications/college-student-satisfaction-survey-guidance-2023-24/) [↑](#footnote-ref-1)