

QUALITY and STANDARDS COMMITTEE

Minutes of a Meeting 2.00pm Tuesday 1st February 2011 Gordon Canning Room

Present: Mr David Crawford (DC)(Chair)
Mr David Barnett (DB)
Mr John Perry (JP)
Mr Luke Rake (LR)
Mr Richard Robertshaw (RR)
Miss Rosie Scott (RS)
Dr Stephen Waite (SW)

In Attendance:

Apologies: Mr Simon Bray
Mr Malcolm Wharton
Mr Charles Willoughby

Minutes: Mr Rob Lee

| | | ACTION | ACTION DATE |
|--|---|--------|-------------|
| 1. Apologies | Apologies were received from Mr S Bray, Mr M Wharton and Mr C Willoughby The Chair welcomed Mr Richard Robertshaw to his first meeting as a representative for FE students. | | |
| 2. Declaration of Interest – Paper QS02/02/11 | The Clerk advised that member’s interests would be taken as those disclosed in the Register of Members Interests. There were no declarations of members interests for agenda items. | | |
| 3. Minutes of the Last Meeting – Paper QS03/02/11 | Minutes of the meeting held on the 23 rd November 2010 were agreed to be a true and accurate record and signed by the Chair. | | |
| 4. Matters Arising | | | |
| 4.1. (6C) FE Academic Performance. | In response to DC JP advised that internal “Ofsted style” inspections would start | | |

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| <p>on the 7th February 2011 and both Bishop Burton College and LANDEX had expressed an interest in the process and had been invited to observe the process.</p> <p>4.2. (9C) National Student Survey</p> <p>In response to DC SW advised that progress was being made on the security issue with the FOB system being gradually introduced although this was not foolproof and was still open to abuse by students. LR advised that the main concern was the security of students under the age of 18 in residence and improvements to the current system were being investigated.</p> <p>4.3. (16.1) Smart Phones</p> <p>LR confirmed that the College was looking at an overarching IT plan and in response to DB he confirmed that in some areas Wi-Fi was patchy and the College was looking at hard wiring the residential blocks.</p> | | |
| <p>5. Review analysis of complaints for last 3 years and propose any actions. Paper QS05/02/11</p> <p>The Clerk advised that the number of complaints had stayed relatively level over the last three years with a slight fall even though student numbers had increased. Overall numbers of complaints were low averaging out at 86 per year over the three year period with complaints from HE students being higher than FE and external in each year. Complaints on academic matters had been the highest category of complaint but had decreased in each of the three years but had now been overtaken by theft which had increased in each year. SW advised that changes to UWE Academic Regulations could lead to a reversal of this trend. In response to DC the Clerk advised that the majority of the thefts concerned items of drinks and foodstuffs from fridges in residential accommodation and the remainder were theft from rooms and unattended bags. The Clerk advised that students had asked for fridges to be locked but the College had always resisted this and promoted the need for students to be able to live together without such problems. RR advised that the opportunity to rent fridges, which had now been introduced, would go some way in overcoming this problem. DC felt categorising this "borrowing" as theft could give a poor impression and asked if a further analysis of figures could be made. In response to DC the Clerk advised that the financial complaints were not against the Department but about financial matters such as non payment of fees.</p> <p><i>It was agreed that a further analysis of complaints of theft would be undertaken.</i></p> | Clerk | 21/06/11 |
| <p>6. Discuss FE comparisons with other colleges. Paper QS06/02/11</p> <p>LR advised that the analysis was available for the first time from Framework for Excellence and the information shown was for local and Cultiva colleges. Whilst we came out on top in two of the four categories, qualifications achieved and learner views, figures were between 12 and 18 months out of date. In response to DC LR confirmed that the College, like most institutions, had a high rate of shedding poor A Level students at the end of year 12.</p> | | |
| <p>7. Review League Table Analysis for FE examination year 2009/2010. Paper QS07/02/11</p> <p>LR advised that the information contained in the report was released on the 12th January 2011 and was an analysis of all schools and colleges with sixth forms</p> | | |

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| <p>with level 3 courses. The analysis showed results against value added, average score per student and average score per entry. LR confirmed that we had the best results of any land based college on all three measures. LR advised that we are 15th nationally of all colleges of all types with a score of 1032.1 in value added. LR advised that this category calculated the distance travelled from GCE grades to A Level grades and 1000 would be what you should achieve with no improvement. Moulton College scored 986.0, Myerscough 1011.1, Sparsholt 1008.9, Bishop Burton 1004.2 and Reaseheath 1005.4. In response to DC LR advised that we, and all similar providers, are lower in points per student category as the majority of students in schools will study 4/5 AS in year 12 and 3/4 in year 13 against our 3 for an Extended Diploma. LR advised, however, that we perform very well in points per entry, which means that courses they take they achieve. We have the highest points score per A level equivalent entry of any non-grammar/private institution in Gloucestershire. DC believed that all concerned should be congratulated and felt, as discussed at the last meeting, these results should be marketed. RS suggested that there should be a slide in the Colleges General Presentation outlining these results.</p> <p><i>It was agreed that we would look at ways of marketing these results.</i></p> | LR | Immediate | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>8. Review and note actions on FE provision falling below Minimum Levels of Performance for 2009/2010. Paper QS08/02/11</p> <p>LR advised that the SFA had issued a report that detailed courses that fell below their minimum levels of performance. Our total provision falling below this level in 2009/201 was 1% on long courses, the bulk of our provision, and 13.5% on short provision equating to 1.56% on total FTE within Learner Response provision. The SFA can issue notices to improve or in some cases prevent further enrolments onto identified provision. LR outlined the courses that fell below the minimum level of performance and the actions that were being taken. DC noted there were a number of administrative errors that had caused some of the poor results and LR advised that the Department concerned was aware.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>9. Review results of Student Induction Satisfaction Survey September 2010.</p> <p>(A) Further Education Students. Paper QS09A/02/11</p> <p>LR advised that the survey showed a small negative trend this year and is broadly consistent across most aspects of the survey. Two areas of students, A Level and Rugby, who both have high numbers of students, both show significant levels of dissatisfaction compared to the mean and this has affected the figures to some degree. The reasons in A Level are not clear as there have not been any specific complaints but Rugby have had a significant staff turnover but is now stable. LR advised that the survey demonstrates that the more academic the student is, the less happy they are likely to be-thus Level 1 students are generally the most satisfied, Level 3 less so and A level students the least satisfied of all FE students. Summary of results are;</p> <table border="1" data-bbox="135 1769 1189 2060"> <thead> <tr> <th></th> <th>2008/9 Rating</th> <th>2009/10 Rating Dist</th> <th>2010/11 Rating Dist</th> <th>O/A Dist Travelled</th> </tr> </thead> <tbody> <tr> <td>Before started at College</td> <td>70</td> <td>77 7</td> <td>70 -7</td> <td>0</td> </tr> <tr> <td>Enrolment and Induction</td> <td>71</td> <td>80 9</td> <td>73 -7</td> <td>2</td> </tr> <tr> <td>Teaching and Learning</td> <td>82</td> <td>84 2</td> <td>79 -5</td> <td>-3</td> </tr> <tr> <td>Organisation of Course</td> <td>80</td> <td>82 2</td> <td>79 -3</td> <td>-1</td> </tr> <tr> <td>Support</td> <td>71</td> <td>76 5</td> <td>73 -3</td> <td>2</td> </tr> <tr> <td>Enrichment</td> <td>58</td> <td>62 4</td> <td>58 -4</td> <td>0</td> </tr> <tr> <td>Cross College Facilities</td> <td>60</td> <td>65 5</td> <td>62 -3</td> <td>2</td> </tr> </tbody> </table> | | 2008/9 Rating | 2009/10 Rating Dist | 2010/11 Rating Dist | O/A Dist Travelled | Before started at College | 70 | 77 7 | 70 -7 | 0 | Enrolment and Induction | 71 | 80 9 | 73 -7 | 2 | Teaching and Learning | 82 | 84 2 | 79 -5 | -3 | Organisation of Course | 80 | 82 2 | 79 -3 | -1 | Support | 71 | 76 5 | 73 -3 | 2 | Enrichment | 58 | 62 4 | 58 -4 | 0 | Cross College Facilities | 60 | 65 5 | 62 -3 | 2 | | |
| | 2008/9 Rating | 2009/10 Rating Dist | 2010/11 Rating Dist | O/A Dist Travelled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Before started at College | 70 | 77 7 | 70 -7 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Enrolment and Induction | 71 | 80 9 | 73 -7 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Teaching and Learning | 82 | 84 2 | 79 -5 | -3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>In response to DC LR confirmed that 871 students out of 1520 completed the survey and agreed that an increased percentage of completion would have a positive affect. RR agreed that students would normally not want to complete surveys but it gives those students with a problem the voice to complain. LR outlined the method of completion which was paper based over a limited period facilitated by the tutor. RS advised that electronic completion had been tried but much lower completion resulted. DC felt there could be a better methodology for completion. LR confirmed that the results are analysed in detail down to individual comments and actions put in place.</p> <p><i>It was agreed that the methodology for completion of the survey will be investigated to see if improvements can be made to the numbers completing return.</i></p> <p>(B) Higher Education Students. Paper QS09B/02/11</p> <p>SW advised that the survey was completed by 365 students of which about a third made further individual comments, which in most cases related to more than one aspect of their experience. The survey shows an overall increase in satisfaction within HE. Summary of results are:</p> <table border="1" data-bbox="134 954 1182 1476"> <thead> <tr> <th></th> <th colspan="2">Animal Sc</th> <th colspan="2">Equine Sc</th> <th colspan="2">Sport Sc</th> <th colspan="2">All HE</th> </tr> <tr> <th></th> <th>Rating</th> <th>Dist</th> <th>Rating</th> <th>Dist</th> <th>Rating</th> <th>Dist</th> <th>Rating</th> <th>Dist</th> </tr> </thead> <tbody> <tr> <td>Before started at College</td> <td>57</td> <td>-7</td> <td>58</td> <td>9</td> <td>51</td> <td>7</td> <td>55</td> <td>6</td> </tr> <tr> <td>Welcome W/end and Induction</td> <td>60</td> <td>-5</td> <td>61</td> <td>4</td> <td>54</td> <td>7</td> <td>58</td> <td>4</td> </tr> <tr> <td>Organisation of Course</td> <td>70</td> <td>-1</td> <td>72</td> <td>3</td> <td>72</td> <td>12</td> <td>71</td> <td>8</td> </tr> <tr> <td>Teaching and Learning</td> <td>72</td> <td>-4</td> <td>78</td> <td>3</td> <td>77</td> <td>13</td> <td>76</td> <td>6</td> </tr> <tr> <td>Support</td> <td>56</td> <td>2</td> <td>60</td> <td>10</td> <td>55</td> <td>11</td> <td>57</td> <td>9</td> </tr> <tr> <td>Enrichment</td> <td>65</td> <td>7</td> <td>48</td> <td>15</td> <td>44</td> <td>11</td> <td>46</td> <td>12</td> </tr> <tr> <td>Cross College Facilities</td> <td>46</td> <td>-5</td> <td>56</td> <td>6</td> <td>47</td> <td>3</td> <td>50</td> <td>3</td> </tr> </tbody> </table> <p>SW advised that the poor result in Animal Science was down to problems within Veterinary Science which had now been resolved. SW was pleased that what he believed to be the most important areas, organisation and teaching, showed the highest rating. RS advised that very good progress had been made in Sport. DB believed that there could be a problem in communicating answer back to students. LR explained that answers to problems raised are fed back to student course representatives. RS advised that HE student focus group had decided that the best method of communication was back through their tutor. In response to DC SW advised that information from this survey does not go to UWE. SW confirmed, as with the FE survey, results are analysed down to individual comments and actions put in place.</p> | | Animal Sc | | Equine Sc | | Sport Sc | | All HE | | | Rating | Dist | Rating | Dist | Rating | Dist | Rating | Dist | Before started at College | 57 | -7 | 58 | 9 | 51 | 7 | 55 | 6 | Welcome W/end and Induction | 60 | -5 | 61 | 4 | 54 | 7 | 58 | 4 | Organisation of Course | 70 | -1 | 72 | 3 | 72 | 12 | 71 | 8 | Teaching and Learning | 72 | -4 | 78 | 3 | 77 | 13 | 76 | 6 | Support | 56 | 2 | 60 | 10 | 55 | 11 | 57 | 9 | Enrichment | 65 | 7 | 48 | 15 | 44 | 11 | 46 | 12 | Cross College Facilities | 46 | -5 | 56 | 6 | 47 | 3 | 50 | 3 | LR | Immediate |
| | Animal Sc | | Equine Sc | | Sport Sc | | All HE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Rating | Dist | Rating | Dist | Rating | Dist | Rating | Dist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Before started at College | 57 | -7 | 58 | 9 | 51 | 7 | 55 | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Welcome W/end and Induction | 60 | -5 | 61 | 4 | 54 | 7 | 58 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Organisation of Course | 70 | -1 | 72 | 3 | 72 | 12 | 71 | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Teaching and Learning | 72 | -4 | 78 | 3 | 77 | 13 | 76 | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Support | 56 | 2 | 60 | 10 | 55 | 11 | 57 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Enrichment | 65 | 7 | 48 | 15 | 44 | 11 | 46 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cross College Facilities | 46 | -5 | 56 | 6 | 47 | 3 | 50 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>10. Review results of QAA Integrated and Enhancement Review and discuss resulting action plan. Paper QS10/02/11</p> <p>SW advised that the review had taken place by the QAA in September 2010 and</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | ACTION | ACTION DATE |
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| <p>the report had been received in December 2010. The reports findings are very good and UWE was very pleased. The report highlighted eight areas of good practice and gave five recommendations only one of which is advisable which they would expect us to action. Based on the report SW explained an action plan had to be implemented, which is attached to the report. DC noted that there was a mismatch in the report on facilities as to what the inspectors decided and what the student view was from the National Student Survey. SW advised there was at times conflict with commercial activities and how we manage access to some facilities. SW advised as a follow up we would need to complete a self assessment in July 2011 and there would be a summative review at all aspects of HE in October 2011. SW advised that there was a concern that 3 members of Academic Systems Department were leaving, and he outlined the reasons, which could impinge on the student experience. Plans are being put in place to resolve this issue. In response to DC SW confirmed that UWE were being very helpful on this issue. Discussions were taking place with HR to see what needs to be done to reduce the likelihood of the Department being affected to such an extent in the future.</p> | | |
| <p>11. Any Other Business</p> <p>There was no other business</p> | | |
| <p>12. Dates of Future Meetings all to be held at 2.00pm</p> <p>Tuesday 21st June 2011 Wednesday 23rd November 2011 Wednesday 15th February 2012 Wednesday 20th June 2012 Wednesday 14th November 2012</p> | | |

Mr David Crawford
Chair Quality and Standards Committee

21st June 2011