

QUALITY and STANDARDS COMMITTEE

Minutes of a Meeting 2.00pm Wednesday 6th February 2013 Thomas Mawson Room

Present: Mr David Crawford (DC) (Chair)
Mr Russell Marchant (RM)
Mr John Perry (JP)
Mr Luke Rake (LR)
Professor Ron Ritchie (RR)
Ms Rosie Scott-Ward (RSW)
Ms Becky Smyth (BS)
Dr Stephen Waite (SW)

In Attendance: Mr Graham van der Lely (GvdL)

Apologies: Mr David Barnett, Mr Matt Birch

Minutes: Mrs Leah Davis

		ACTION	ACTION DATE
1.	Apologies Apologies were received from Mr D Barnett and Mr M Birch.		
2.	Declaration of Interest – Paper QS02/02/13 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 QS03/02/13 Minutes of the meeting held on the 14 th November 2012 were agreed to be a true and accurate record and signed by the Chair.		
4.	Matters Arising 4.1. Clarification of whether extra lighting is required in Sports Academy Car Park. <i>It was agreed that the available lighting is not considered adequate. It was suggested that lighting in this area needs to be carefully considered as part of the plan to install Dingle 2.</i>	RM	

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	<p>4.2. Review degree success for students with disabilities.</p> <p>SW advised that more robust data would be produced at the end of the academic year, after the July Award Boards. This would allow data from two consecutive years to be compared.</p> <p><i>It was agreed that the analysed data would be presented at the November meeting of the Quality and Standards committee.</i></p>	SW	20/11/13
5.	<p>Discuss and recommend approval of changes to the Membership and Terms of Reference of the Quality and Standards Committee. Paper QS05/02/13</p> <p>Reference was made to a document produced by LSIS "Challenges for FE college governance and priorities for development" and the greater demands being made on Governing Bodies by Ofsted. It was agreed that the Quality and Standards Committee must increase in profile and some additional changes were recommended for the membership and quorum.</p> <p>It was agreed that the Quality and Standards Committee meeting can go ahead as long as the Chair, Principal and two other governors are present.</p> <p>It was suggested that the Head of MIS and Head of Academic Systems be invited to join the Committee when appropriate as their contribution may add clarity to some of the data presented for discussion.</p> <p>RS-W commented that the student voice and the student experience as a whole were not apparent in the Terms of Reference and it was agreed that particular mention should be made of this to further enhance the remit.</p> <p>RM advised that he is working on a balance score card that would assess; What data would be included? What information would go to the Quality and Standards Committee?</p> <p>RM explained that "softer" reporting would be required and that the committee would be required to question the data and reports presented to it.</p> <p>RR suggested that the history of papers presented needs to be included to show who has seen the report previously and to also clarify what the contribution of management to the report or data is expected to be.</p> <p>It was discussed and agreed that greater enhancement to the purpose and scope of the objectives of the committee membership is required. Some wording amendments were suggested as follows;</p> <p>Objective 1.1: Consider the use of the word enhancement.</p> <p>Objective 1.5: Give an explanation as to why the committee will "scrutinize the performance of different groups of learners".</p> <p>Objective 1.6: To read "To ensure that there is sufficiency of information about teaching, learning and assessment including lesson observation. To agree strategies and targets to enable improvements in teaching, learning and assessment and the whole learner experience <i>by sharing good practice</i>".</p>		

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6.	<p>Review results from Induction Student Survey November 2012</p> <p>6.1. FE Induction Survey Results. Paper QS06.1/02/13</p> <p>LR reported a small decline in satisfaction seen in specific groups resulting in a small negative shift and explained that in those groups where satisfaction was down, notably; A levels, L2DFM, L3DA2, and L3EDA3. LR explained that there are issues but he is comfortable that he understands what they are. LR further explained that investigations had been made by Heads of Department and that on reading the resulting reports and having spoken to the groups and Student Representatives from the identified groups that the issues are;</p> <ul style="list-style-type: none"> i) A level - students tend to be more critical and are more analytical of the teaching they receive. ii) L2DFM – students were expecting a more practical course, better management of their expectations was necessary iii) L3DA2 and L3EDA3 – the group/s have reacted negatively to a stricter management style. <p>RS-W suggested that feedback tends to be more negative when groups are left to complete the questionnaires without any guidance from a Tutor. It was agreed that when staff are on hand to clarify the purpose of the question and to supervise the completion of the questionnaires that results are more positive.</p> <p>It was agreed that support staff require a stronger customer focus. Currently training is being delivered in catering and this will be rolled out into other key areas.</p> <p><i>In summary the data continues to be positive, however, thorough analysis by LR is required where data shows areas of concern.</i></p> <p>6.2. HE Induction Survey Results. Paper QS06.2/02/13</p> <p>SW presented the data for HE and explained that there has been a vast improvement in the management of Animal Science and this is shown in the satisfaction results. He added that there have been issues in Equine with regard to high staff turnover and sessions not starting on time, particularly yard practical's, however this is being worked on.</p> <p>SW highlighted that the "on the day" enrolment experience was poor and in particular that groups and clubs were passive in their selling during this enrolment process. This was in part due to student advisors being used to resolve technical problems in the enrolment hall meaning that they were not at their intended post for a large part of the time.</p> <p>RS-W noted that the HE Admissions Team worked hard to improve pre-enrolment communication and information and this assisted greatly in helping students to prepare for their own arrival.</p> <p>Overall student feedback suggests that there is a need for all staff to be more customers focused. The Committee was pleased to note that customer care training is being delivered for key support areas (currently Catering).</p>	LR	Immediate

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7.	<p>Review student withdrawal data.</p> <p>7.1. Analysis of FE Student withdrawals 2011-2012. Paper QS07.1/02/13</p> <p>RR thanked LR for a useful analysis and asked if further analysis on the effect of gender sub-groups could be useful in the future. LR agreed that where this analysis could be done in a timely way that it would be useful. RR asked who else sees the analysis and what else is done with it?</p> <p><i>RR asked that the remit of this and other similar documents be clearly explained.</i></p> <p>It was agreed it was in fact a positive outcome that of the 160 students who withdrew that the majority had moved on to take up jobs or had decided on a career change. It was agreed that it is imperative that tutorial sessions take place at key points in the year (prior to holiday and assessment periods) so that effective guidance and support can be given to those students who are considering withdrawing from their course.</p> <p>LR reminded those present that a withdrawal taking place within year 1 of a course of study is considered as a fail when presented in Success Rate data.</p> <p>7.2. HE student withdrawals 2012-2013. Paper QS07.2/02/13</p> <p>SW advised that withdrawal data showed a similar picture to the previous year. SW commented that the quality of data for HE is not as robust as in FE and that this is as a direct result of the significant differences that exist in the way withdrawals are reported amongst HE staff.</p> <p>RS-W advised that a new "Thinking of Withdrawing Form" has been introduced to allow students to raise concerns and seek support. RS-W explained that there is traditionally a lot of changing between courses at the start of the year adding that marketing literature and information has since been improved meaning that the identity of HE programmes is now much stronger.</p> <p>SW said that when the quality of data is correct there needs to be 3-4 years of good data to allow trends to be identified.</p>	ALL	Immediate
8.	<p>Performance to UWE KPI's. Paper QS08/02/13</p> <p>Paper 1: SW explained that this allows comparison between Hartpury College and the other faculties of the University of the West of England (UWE). SW reported that UWE is now comparable with the other faculties however there is still work to do with regard to the achievement of First Class and Upper Second Class degrees and that the average pass rate at the first assessment opportunity needs to be improved.</p> <p><i>Paper 2: It was agreed that this was a very interesting report on the progress that Hartpury College has made and that this should be presented to the Corporation for information. GvdL asked that the last page 'Faculty Score Card' IS NOT included.</i></p>	Clerk	07/03/13

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	<p>RR took the opportunity to thank SW for the progress that HE has made at Hartpury during his time in post. GvdL fully endorsed these sentiments. SW responded by thanking his wider team for the progress made.</p> <p>GvdL left the meeting.</p>		
9.	<p>Review Minutes from Hartpury Student Representative Forum- November 2012. Paper QS09/02/13</p> <p>It was reported that although Matt Birch returned comments on the meeting Minutes he was not present at the forum.</p> <p>Members were informed that;</p> <ul style="list-style-type: none"> i) The 8am Swanbrook bus has been reintroduced. ii) A meeting will take place with Lesley Worsfold (LBW) and John Perry (JP) to discuss the cost of car parking. iii) Group charging for car parking will be considered for students who do not attend for whole days. <p>RS-W explained that she had previously attended a Forum meeting to give feedback and commented that this had been particularly useful as it had given the opportunity for immediate and accurate explanations to students.</p> <p>It was agreed that the Forum has not served the students well as the messages between management and student to not get through.</p> <p>RM added that the Minutes make for frustrating reading and that a staff presence to allow for comment and explanation would be useful to all. It was suggested that an "in confidence" session without the staff member present could take place at the end of the meeting if students preferred to speak about some issues without a staff member being present.</p> <p><i>It was suggested that BS feed back to the forum that a standard invitation for a staff presence would be welcomed. BS was asked to make this request and feedback to the Committee at the next appropriate meeting.</i></p>	BS	Immediate
10.	<p>Note Staff Development activity.</p> <p>10.1. Update on CPD for FE Staff. Paper QS10.1/02/13</p> <p>It was agreed that the impact of any staff development provided needs to be seen. RR queried some of the terminology used and LR advised that the choice of words comes from the external advisor directly.</p> <p>10.2. Summary of HE Staff Development activity. Paper QS10.2/02/13</p> <p><i>SW advised that the outcomes of Peer Review and the assessment of Assessors by an External Assessor will be brought to the next meeting.</i></p>	SW	22/05/13

		ACTION	ACTION DATE
11.	Any Other Business There was no other business		
12.	Dates of future meetings-all commence at 2.00pm Wednesday 22 nd May 2013 Monday 18 th November 2013 Wednesday 12 th February 2014 Tuesday 17 th June 2014 Wednesday 19 th November 2014		

Mr David Crawford
Chair Quality and Standards Committee

22nd May 2013