

Meeting **Student Panel**

Date **Wednesday 20th March 2024, 18:00-20.00, 114 & Zoom**

Attendees City Lit: Karin Kalfus (KK), Dragana Ramsden (DR), Wendy McKaig (WM)
Student Panel Members: 13 panel members attended

Notes Melanie Headley (MH)

Summary of discussions:

1.0	KK	Welcome, ground rules and panel introductions
2.0	WM	<p><u>Exec update</u></p> <p>WM thanked panel for their participation and welcomed new members.</p> <p>Curriculum planning/budgeting Teams are busy getting ready for the website launch of 24/25 term 1 courses go live this week. Terms 2 and 3 courses will go live in June. Curriculum planning feeds into the budgeting process. The college is reliant upon fee income, therefore projections for fees (from the proposed curriculum), cost of course delivery and other costs are all analysed as part of the process.</p> <p>OFSTED Chief Inspector Amanda Spelman stepped down from her role in December and prior to doing so, visited several providers and spoke to staff and students. Her successor is Sir Martin Oliver who visited City Lit 2 weeks ago to film a clip for The Big Listen Campaign. This campaign is in response to the Head Teacher who tragically took her own life following an OFSTED inspection. There has been a concerted effort within OFSTED to ensure that inspectors have had appropriate mental health training, and consultations with parents, students, providers, teachers, lecturers and head teachers. Sir Oliver, who has a fine art background visited several classes at City Lit. He has a passion for the value of creative arts education.</p> <p>Finance The college finances continue to be a challenge, however there is a gradual recovery from the effects of the pandemic and the cyber-attack. The Office of National Statistics reclassified colleges as "public sector" which means City Lit can no longer utilise commercial borrowing (e.g. an overdraft facility). The college has had to borrow £3.5 million from the Treasury. The repayment of interest and capital will cost more each year than the use of the overdraft facility.</p>

		<p>Learner numbers are increasing, particularly in ESOL.</p> <p>Equality, Diversity and Inclusion (E D & I) The college is progressing with equality and diversity work. There is an accountability framework and strategic E D & I group in place. A survey will go out to staff and a training programme has been developed. The current focus is on staff, but this will extend to students.</p> <p>Events Deaf Day will take place on 13th April this year. The Centre for Deaf Education has existed since the college was founded in 1919, and this has been a key event for the past 25 years. The annual event attracts the Deaf community from all over the UK. There are workshops and exhibitors. Over 2,000 people attended in 2023.</p> <p>Scholarships The Malory Blackman Scholarship is available to students and supports the development of unheard voices. The number of applications has tripled. The scholarship allows recipients to study at City Lit at no cost for 1 year. Applicants are shortlisted by the writing team and Malory Blackman selects 3 winners.</p> <p>Partnerships City Lit will be partnering with the Bloomsbury Festival and will host several events around theatre, music art and writing. The festival will launch in the early part of the next academic year.</p> <p>College Strategy A key piece of work is the development of the next college strategy. The governing body will be looking at feedback from staff regarding what has been achieved from the current strategy and ideas for the next. The new strategy should launch in term 1 of the next academic year.</p>
3.0	KK	<p><u>Project Updates</u></p> <p>Course evaluations The review of course evaluation questions has been put on hold due to a large IT project. This will resume once the project is completed.</p> <p>Communication Libby Tooke Mitchell will be reviewing the communications sent to students by the various emailing systems. An audit will be undertaken with a view to streamlining the number of emails sent. Some communications are scheduled at set periods which</p>

		<p>means students enrolling at the last minute may miss out on important information related to their course (e.g. Zoom or Google Classroom links and guidance)</p> <p>Student Voice KK and DR have monthly meetings with departments termly to review their improvement plans, what they are focusing on and trying to improve. KK/DR are encouraging departments to broaden how they engage with students. The average course evaluation return rate is 30%, however in some areas it is lower. Departments are being encouraged to have focus groups and explore different ways of working with students on their areas of improvement. Students may be asked to feedback on curriculum area specific topics.</p>
4.0	KK	<p><u>Student Charter</u></p> <p>In the past, a guide was available at enrolment which had a section on what students could expect from the college, a code of conduct and disciplinary procedures. The college wishes to develop friendly document which that covers expectations and procedures e.g. what happens when expectations are not met, behaviour in the classroom.</p> <p>Panel exercise 1 What would you expect to see in a student charter? Keeping in mind City Lit Values (to be Ambitious, open-hearted, and imaginative), and the focus on being inclusive and fostering a sense of community.</p> <ul style="list-style-type: none"> • What can students expect from City Lit? E.g. could be in relation to communication, information, classrooms, teaching. • What City Lit should expect from its students? E.g. in relation to student behaviour, learning commitment, academic standards, and attendance on accredited courses. <p>Panel feedback</p> <p>What students should expect from City Lit?</p> <ul style="list-style-type: none"> • Agreement on time commitment e.g. homework, research • Make the most of the building/space • Expect more IT support – Google Classroom (should not be for the tutor to assist) • Safe space • Quality of course/resources • Enthusiasm from all parts of the college • Feel supported • Data protection

- Student Union, freshers week
- Accessibility – Digital/hard copy guide to the college. Online 360° view of the college interior (to allow students to plan their journey into college, information about lighting
- Information on inclusivity – infographics for students with literacy challenges
- Report back on actions taken as a result of student feedback
- Promotion of long standing/regular events/groups – community building. Events section on the website (better visibility).
- Utilise the lift space and student lounges to promote events
- Online newsletter
- Accurate course descriptions – to minimise students dropping out. Published lesson plans. Use of Google Classroom for lesson recaps
- Environment - Clean facilities, in good state of repair, quality lighting, air flow/temperature, minimise noise pollution (sound proofing – issue at Kean Street)
- Proactively listen to concerns
- Classroom management
- High quality teaching
- Tutors – organised, time management
- Diversity
- Fair treatment
- Clarity of progression
- Reduction for 3 term bookings
- Good value courses
- Ability to suggest new courses/timings for courses
- Course feedback - Opportunity to share whether the course met expectations set by the charter

What should City Lit expect from students?

- Time commitment
- Appreciate/respect fellow students
- Respectful, courteous open to learning
- Participate fully in the course
- Attend the course and be punctual
- Respect differences
- How to debate respectfully
- Students to provide feedback

		<ul style="list-style-type: none"> • Not to monopolise the tutor's time • Engage in active learning/pay attention • Online courses – cameras on • Time commitment • Open safe space • Punctuality • Good behaviour • Share knowledge with others • Utilisation of students' skills to support City Lit. City Lit ambassadors.
5.0	KK	<p><u>Student Charter</u></p> <p>Panel exercise 2</p> <p>Student charter draft - Reflect on key thoughts from the group discussions. Is there anything to add, remove or amend?</p> <p>Panel exercise 3</p> <p>How would you promote/share the student charter?</p> <ul style="list-style-type: none"> • Promoted at the point of enrolment • Google Classroom, Help Centre • Charter should be short sharp and snappy statements • Should be colorful and engaging, visually appealing • Varied way of communicating the charter – verbally not just printed • Signpost when signing up to courses • Highlight around the building • Link to the charter in student comms • Promote the charter at key enrolments times e.g. September/start of term • Notice boards in student lounges • Tutors to introduce the charter on the first day of the course/induction <p>KK – as part of the comms review, email content will be relevant to different types of students e.g. long term students, new students</p>

	<p>Panel suggestions:</p> <ul style="list-style-type: none">• Finished courses not removed from the web site; just greyed out to give students an overall picture of the offering• WM – trialing term 1 courses visible in March (normally uploaded in June)• Define service standards for the customer journey• Key performance indicators
6.0	<p><u>Student panel Terms of reference updates</u></p> <ul style="list-style-type: none">• Historically 3 meetings per year for student panel. During the pandemic, it was increased to 4. The meetings will return to 3 – November, March and summer.• Updated staff titles that no longer exist• Section added regarding what the panel discuss. <p>Updates to be shared with panel members via email. Comments to KK</p>
7.0	<p>AoB:</p> <p>MH to process panel member credits. Google Classroom used to share student topics, suggestions. Moving forward will be shared via email. Next meeting – Wednesday 12th June (hybrid)</p>