



Meeting of the	Student Panel
Date	Tuesday 23 January 2018
Attendees	City Lit staff: Libby Tooke-Mitchell (LTM), Karin Kalfus (KK), Wendy McKaig (WM), Phil Chamberlain (PC) Student Panel members: 18 panel members attended
Notes	Melanie Headley (MH)

## Summary of actions and decisions to be communicated

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#### Housekeeping

- Action to take in the event of fire
- Meeting conduct

#### Executive update – Wendy McKaig, Assistant Principal / Quality

##### Key areas

The curriculum has been reorganised into 4 distinct schools:

- Visual Arts
- Performing Arts
- Languages
- Humanities and Sciences

This change assists with marketing and quality framework.

We will continue aiming to use City Lit's charitable expertise to best effect in our Communities programme area.

Funding opportunities are being identified, with a focus on:



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- Speech Therapy
- Acquired hearing loss
- Adults with learning difficulties

**Partnerships** - City Lit has a history of working with the homeless sector and has submitted a bid (in partnership with Thames Reach) to the Big Lottery Fund. Feedback regarding the submission has been positive and confirmation of the next stage should be received in February. A successful bid will allow City Lit to assist Thames Reach service users who encounter barriers returning to education as well as providing a key worker.

There are a number of programmes which involve working in partnership with charities, such as Westminster Drugs Project and St Mungo's this is an area of activity which City Lit is committed to expanding.

**Family Learning** – Greenwich and Camden. Currently working with parents who have children in special needs schools. It's been identified that parents miss out on the interactions that form at the school gates as their children are bussed into school.

**External Engagement** continues to lobby MPs and raise awareness of the benefits of adult education. The newly appointed Minister for Loneliness (Tracey Crouch) has been contacted with a view to meeting and discussing the work of City Lit.

**Training** – City Lit will deliver deaf awareness training to Metro Bank staff. Acquired hearing loss affects 10 million people nationwide.

**Bids** – City Lit has submitted two bids to Skills for London Capital Bid, for the development of a digital hub and gallery space. The gallery space would showcase the work produced by the Visual Arts students.

UPDATE: 8/2/18 confirmation received that the bids have been successful.

**Quality** – Last year, the student panel participated in an exercise to explore what is important in terms of feedback in relation to teaching and learning. A pilot is currently running with Languages students (which utilised the panel feedback) with a view to rolling out across the college.

### Nominations

- The Student Centre team have been shortlisted by the Times Education Supplement for professional services team of the year. The winner will be announced on 23 February.
- Festival of Learning Nominations submitted for 12 students, 4 tutors and 4 projects. The winners will be announced on 29 March



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### **The Centenary – Phil Chamberlain Executive Director, External Engagement**

This is a new role for the college that has been in post for 1 year and heads up the External Engagement Team. The team aims to:

- Engage stakeholders
- Raise new income/diversify
- Raise awareness of and promote City Lit
- City Lit writes editorial for the Times Educational Supplement and Huffington Post

#### **Student panel exercise: What could the centenary be?**

City Lit was founded in 1919 and ideas are being gathered around how to celebrate and what the college hopes to achieve.

- Raise City Lit profile
- Charitable endeavours
- Publish a book
- Festival on site and engaging partners
- One off/yearlong event
- Re-brand – students, tutors, staff – brand ambassadors
- Looking into the future (of adult education)

#### **Student panel break out session: What should be celebrated?**

- Celebration on day of founding
- Use the location of the original site
- Destination surveys – highlight success stories of individual students (from adversity to success)
- Illustrate history – servicemen returning from war, the work around loneliness
- What happens behind closed doors – what happens in classrooms? Bringing out the different subject areas

#### **Student panel break out session: What stands us apart from our competition?**

- Location – Central London, diversity
- Facilities – learning centre, studios
- Support offered within and outside of the classroom (Google classroom)



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- Returning students – longevity
- Community of learners. Community environment, supported by the festivals and events
- Tutors are practitioners – attracts practitioners.

### **Student panel break out session: Who else might be interested/do you know who could help/support?**

- Sadiq Khan/local MPs– invitation to take a course
- Alumni
- Employers who have benefited
- National Lottery fund – centenary bid
- Local/national radio/press, Big Issue
- Niche radio – Soho Radio, Resonance FM
- Local employers
- Welcome Centre/Foundation – off site presence
- Peabody, Soho Housing Association
- London art fair / art fairs – feature City Lit centenary
- Freemasons
- Guilds – City of London
- Professional bodies
- Job centres
- Mental health services
- Sponsorship from partners / providers e.g. Google (Classroom)
- Sponsorship from job websites e.g. Reed
- City Lit Self publish work of students and lecturers

### **Student panel break out session: What could we do?**

- Take a multifaceted approach
- Celebrate across the year
- 100 days of learning
- Micro and large events
- Events leading up to the actual founding day
- Celebration for the area
- Utilise Covent Garden – stall



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- Joint celebration with other organisations
- Book – photos taken by students, copy written by students. Send out to local businesses, alumni
- Targeting centres of excellence
- Competitions/auction - course themed (e.g. pottery celebrating 100 years)
- Student stories – historic video
- Find a student who may have taken the first course
- Decorations
- Replicate events that took place in the past
- National/local sponsorship of the event
- Historical pictorial timeline
- Using spaces within local businesses to run courses in conjunction with centenary.
- Link with other events – London Fashion Week, London Design Week
- Offer £100 vouchers

### Planning

When? Yearlong activity – confirmed. Key moment of September 2019

What? Outline of aims with initial ideas proposed. Vision aims to be agreed; prioritise programme

Where? Events to be staged at the college. Partner activity to be determined. External event ideas

Who? Who to partner with: Curriculum planning; external delivery partners; media partnership; staff engagement; student stories; tutor support; fellows; champions

How? Working group, roles and responsibilities, cross college working

### Focus

'City Lit at 100, changing London changing learning changing lives' or 'City Lit – 100 years of learning, now and the future'

- Raise awareness and profile
- Articulate/showcase City Lit's impact
- Shift attitudes
- Further City Lit's purpose
- Champion the importance of lifelong learning
- Celebrate the impact of the college
- Look to the future



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- Expand how City Lit is seen, heard, understood and supported by others
- There may be the possibility of a member of the student panel becoming member of the centenary working group.
- Have been thinking about looking forward – examine trends, where does adult education stand, where does City lit fit in? Past / present / future
- The college needs to have a fundraising focus which lasts beyond the centenary celebrations

Phil Chamberlain will be providing the panel with updates regarding activities surrounding the centenary and will be discussing the engagement of the panel and the centenary working group.

Action: Panel members may wish to consider how the wider student body can be engaged. Any ideas can be submitted to Karin Kalfus / Libby Tooke-Mitchell.

### Student panel survey: Withdrawn/didn't complete a course – Libby Tooke-Mitchell / Karin Kalfus

Overall 97% of students complete their courses. Of those that don't complete, 50% are not finishing due to life events e.g. working hours changed, moving. 50% don't complete as a result of City Lit actions.

- Do you know that if you miss 4 session of your course that you will be withdrawn –
  - 83% no
  - 17% yes

This is linked to funding. If a student misses 4 consecutive sessions, their enrolment is paused/deactivated. Funding cannot be claimed for students who have not attended. If they re-attend, then enrolment is reactivated.

- Have you ever not completed a course at City Lit (in your opinion)?
  - 59% no,
  - 41% yes

Results similar to City Lit stats.

- Not attending for 2 weeks is a barrier to coming back
- Completing only 2/3 terms of a 3 term course can seem like not completing it.
- Did not complete your course due to:
  - Something City Lit did or didn't do 42%
  - Change in personal circumstances 25%



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- N/A 33%

### Q & A

Is the panel paid for attending meetings?

A credit is applied to your student account – the credits can be saved up (they are valid for 2 years). Contact enrolments and advise that you have a credit under Student Experience. KK will email panel with the details

If you have suggestions, do you just fill in the cards?

You can email the student panel email or [getintouch@citylit.ac.uk](mailto:getintouch@citylit.ac.uk)

What is the SLA / response time?

5 days to acknowledge and 20 days to reply. If it is a complex issue, it can take longer; if this is the case the department manager will let you know when you can expect a reply.

Student joined a course, 7 people in total, 3 people withdrew on the day. No one asked why they withdrew – surprised that the tutor is running the course again.

KK – this is something that is being looked at as part of the digital feedback project, we will start emailing students that have withdrawn to ask them why. At the moment the tutor collects paper feedback forms at the end of the course. Going forward, the tutor will receive an anonymised summary of (electronic) feedback.

Suggestion – Place the paper feedback forms in envelopes.

This has been tried, however students were worried about the tutor recognising handwriting

Student was on a course, which was initially full, and in week 2 students dropped out; can't courses be overfilled?

LTM – this is risky, particularly if this is a course like jewellery, where there are a finite number of work benches. Languages check attendance after 2 weeks, and then if a place is free, they check the waiting list to offer places to others.

Students are unaware that this is how the waiting list is used and suggested that this should be included in the FAQ's, specifying that this is how Languages operates their waiting list.

It should be easier to review courses on-line

This is being looked at, we will give students the opportunity to review their course when they fill out their other course feedback. City Lit is one of the few colleges that has on line reviews, however it is currently under utilised



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Can the ILRs be on line?  
This is a vision is for the future

### **AOB – Karin Kalfus**

Suggestion: Disposable cups have a negative impact on the environment – students should receive a discount in the café if they bring in their own cup  
KK will forward this suggestion to the café manager.

How many years can you be a student panel member?  
3 years.

Can the vouchers last for 3 years?  
KK – the expiry is the same as gift vouchers (2 years)

How much are the vouchers worth?  
£85

Date of next meeting    Tuesday 17<sup>th</sup> April 2018