



Meeting of the	Student Panel
Date	Tuesday 17 April 2018
Attendees	City Lit: Libby Tooke-Mitchell (LTM), Karin Kalfus (KK), Wendy McKaig (WM) Student panel members: 17 panel members
Apologies	Chloe Yu, Lizzie Boyle, Siobhan Harding
Notes	Melanie Headley (MH)

Minutes

1.0 Welcome

Housekeeping

2.0 Executive update - WM

2.1 **Open days** ran on Friday 6th and Saturday 7th April 2018. The event brought new people into college to experience a range of tasters, talks and performances. Following on from the success of previous ones, open days will be built into the academic year; the next is scheduled for September 2018 (date TBC). **Digital hub:** This summer construction of the 4th floor digital hub will begin. This is an opportunity to:

- Update facilities
- Provide specific courses around digital design
- Build a provision around and in support of the creative industries

2.2 Next summer, a **gallery space** will be built in the reception area. The space will be used to showcase and sell student work. **Devolution:** City Lit's funding is currently distributed by Central Government but will be devolved to the Greater London Authority (GLA) in 2020. City Lit is currently engaging with Mayor's office to highlight the role of adult education, its impact and how we differ from FE. A meeting with the GLA is scheduled for April 2018.

2.3 **New partnership:** City Lit has worked with the British Museum for a number of years to deliver Classics Day. They are looking to extend the partnership



Minutes

to cover a broader range of the City Lit curriculum, specifically languages and visual arts; discussions are ongoing.

2.4 **Fellows:** The fellowship programme is a way to engage people who have a connection with the college and raise the profile of City Lit as well as well raise funds for bursary. 3 new Fellows have been selected:

- David Lammy - British Labour Party politician, who has been the Member of Parliament for Tottenham since 2000.
- Lulu – OBE/Scottish singer-songwriter and guest of honour at last year’s City Lit awards.
- Gary Burly – Former City Lit student who campaigns on behalf of those with learning disabilities.

2.5 **Goal 2 ‘Increase social impact’; Adults with acquired hearing loss.** City Lit have been running courses for those with acquired hearing loss since the college was founded. Hearing loss is becoming a public health concern due to an aging population. City Lit deliver lip reading courses, train lip reading tutors and is the biggest provider in the area. We are looking at ways to increase the impact of our expert staff in this area.

3.0 Digital course feedback

Why:

- Paper feedback handed to the tutor – students told us they were uncomfortable handing constructive feedback to the tutor and were therefore not be very honest in their responses.
- It’s rushed at the end of the course, not enough time to think about feedback.
- Feedback is anonymous to City Lit (although the tutors could sometimes recognise students’ handwriting), this means that constructive feedback cannot be followed up
- The data is held with the department – we need cross college data so that we can see trends in feedback
- Collating and administering paperwork is time consuming, expensive and the paper system kills a lot of trees. Both the current paper forms will be combined and we’ll include an opportunity to write an online review of the course, so we’ll only ask for feedback once instead of three times.
- The feedback forms will be accessible via students’ on line accounts so that even if you delete the email you can still access the feedback questionnaire.

The panel were asked how many have purchased courses on line: 9/17 (53%)

Suggestion: students should receive an email with a link that they can use to adjust font and access audio guidance on how to use the site.

Q: Any issues when you log in?



Minutes

- Can't tell how full a course is, how many spaces are left?
- Won't pay for anything on line – prefer to pay in person. Not aware if there is anything else that you can do with my on line account

There are plans for expanding what can be done / accessed by a student from their account e.g. course history, marketing preferences. The website should be the main hub for accessing anything City Lit related.

Q: If you haven't logged into an account, do you have a log in?
LTM / KK to find out and report back.

Update: Yes every student has a log in, the username is usually your email address and you can set or re-set the password.

Suggestions/comments:

- The wish list does not alert users of courses that are expiring; it would be useful if it did.
- Would like to be able to write posts to others in my class/group and collaborate with others. Would encourage interaction/collaboration between students. KK: Google classroom allows students to do this but it is not used by all tutors. There is a project to expand Google classroom use across the college.
- Would be useful to have screen shots with what to do, what to expect and handouts.

Anonymity of feedback - KK

The tutor will receive a summary of the feedback (without names). Centrally, City Lit will know who has sent the feedback;– access to the data will be restricted.

Q: Do City Lit review at mid-point how a class is going? Student was on a 10 week class and did not get feedback paperwork until the end of the course. If there was mid-point monitoring, someone would have picked up on issues. KK to follow up with the student.

Suggestions:

Access to pictures of tutors notes on whiteboards and previous work would be helpful

What can be done next would be helpful – if you enjoyed a particular course.

Digital course feedback exercise

Provide feedback on:



Minutes

- Wording – do the questions make sense?
- Highlight any jargon
- Flow of questions
- Anything that isn't clear

Feedback:

- Question – the question about the building will get repetitive if you have enrolled on a number of courses in a year
- Was not clear if multiple options should be ticked – need to be explicit if you want one or multiple options ticked
- People who are not computer literate may not be familiar with the star system – should have an explanation attached
- Ask everyone why they did the course, not just those that stopped coming
- Some of the stars did not work
- When you write a review you're asked for a nickname (should be anonymous)
- Don't think that it is a good idea to ask for a review at this stage – should be optional (KK advised that this will be optional)
- Reduce the number of questions
- Need to make it clear whether it matters i.e why should I fill it out
- Easy to use and quick to complete
- Need a headline to say where you are in the survey
- There doesn't seem to be a back button
- First page – 'offering' is not user friendly

4.0 Expanding the careers service

- What does careers advice mean to you?
- What would you expect from a careers advice appointment
- Would you expect to get careers advice for free or would you expect to pay?

Feedback:

- Has negative connotations – memories of school! Would not call it 'careers advice' the title does not immediately make you think of volunteering as an option
- Expectation – helping you get back into a job, changing career, coaching, brainstorming
- Looking at all avenues – improving skills and volunteers
- Someone who will understand all needs – those with disabilities, at different stages in their life/career



Minutes

- The service can't be expected to have knowledge of all things – would see it as a sign posting service
- Help with CVs
- They should have the skills to draw out what people are good at and help them build upon it
- There is no comparison between university careers service and what is on offer at City Lit (university was better)
- Career service – find out what you are good at and point you in the right direction
- Offer advice on tax credit, master classes from those in the field, on student account declare your interest in a particular field and receive recommendation on line
- Some of the courses do not say what careers they can lead to
- Careers service should be paid for e.g. CV clinic– the time and investment made by the college should be paid for (maintains quality)
- City Lit is well placed to provide a focussed service – could vie for funding to provide a CV clinic service
- There should be funding from government
- If you are a student – free, a year after course, charge
- Problem with charging – people would be dissuaded and would run into problems if they are dissatisfied
- Compared to university and school - the advice is free

- What does coaching mean to you?
- What would you expect from a coaching session?
- Would you expect to get coaching for free or would you expect to pay?

Feedback:

- Enabling someone to succeed – the clients input is key
- Expectation that it would be more involved, and focussed. Effort from client and coach
- Take it seriously and put the work in
- Life and work coaching, working at a deeper level. Personal and tailored to the individual
- Enabling not dictating. Set boundaries and empower people.
- Coaching – giving the tools to people to achieve their goals and empower their goals
- Could offer various levels of coaching. Initial taster (set expectation)
- Could use the careers advice as a sieving process to identify people who are serious about coaching
- Coaching session could feature as part of the open day
- If people are serious, they will pay
- Payment – 1:1, group coaching. If long term unemployed, would not be fair to charge.
- People have high expectation of careers services and coaching – if it is charged for, people will take it seriously. It is time consuming for a coach to deal with someone who will not invest in themselves



Minutes

- The first couple of sessions free and there after charge (based on means testing)
- Basic level could be free, but deeper analysis should pay
- When a service is free, people might not take it seriously

Q: Did you know that City Lit offers a careers advice service?

A: Yes 38% No 63%

Q: How can we let people know?

A: Tutors, library, screens, include on the receipt

Q: Have you ever used the city lit careers advice service?

A: Yes 6% No 94%

Q: Would you be interested in coming to networking events featuring tutors, former students and current students e.g. exhibitions or drama performances?

A: Yes 89% No 11% Not sure 0%

Q: How much to you think this should cost?

A:

Free 47%

£10 or less 53%

£11 – £20 0%

£21 – £30 0%

More than £30 0%

Suggestion: The fee could be offset against the students next course, link it to fund raising

Q: Would you be interested in coming to a student led talk?

A: Yes 63% No 13% Not sure 25%

Suggestion: Perhaps the Fellows could deliver a series of talks / lectures

Panel members raised concerns regarding quality and the speakers qualifications

Q: How much do you think this should cost?

A:



Minutes

Free 73%

£10 or less 27%

£11 – £20 0%

£21 – £30 0%

More than £30 0%

5.0 AOB

Course cancellation – Praise for the course cancellation process at City Lit especially when compared to another college.

Q: How do you decide which days course run on?

A: It is a complex formula – it is a constant balancing act, dependent upon a range of factors such as the availability of rooms, tutors.

Q: How much notice to you get of cancellation?

A: The aim is to give students one weeks notice. Whilst the wish is to give students (and tutors) as much notice as possible, there is the possibility of last minute enrolments.

Suggestion: Email the students to let them know that that enrolments are low – it will allow students to recruit others.

Q: Can the waiting list suggest alternative courses if the one you are waiting for does not release any other places?

A: If you are on the waiting list you get notified if a place becomes free, but it does not recommend alternatives. You can now put yourself on the waiting list for areas of study e.g. I am interested in French on Tuesdays

Q: Panel member enrolled for a curious course, one session was advertised as 2 hours and another for 3 hours. Booked the 3 hour course, however it only ran for 2.

A: This was due to a typo on the Open Day brochure; the course was scheduled to run for 2 hours. We're sorry about the error.

Date of next meeting 26 June 2018