

CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

Meeting of the Student Panel
Date Tuesday 29 January 2019
Attendees City Lit: Karin Kalfus (KK), Virginie Clarke (VC), Wendy McKaig (WM), Sean Corbishley (SC), Dragana Ramsden (DR)
Student Panel Members: 17 attendees
Notes Melanie Headley (MH)

Summary of discussions

1.0	WM	WM – Welcome – (new) panel members
2.0		Staff introductions / housekeeping
4.0		<p>How do we raise awareness of digital course evaluations and use of City Lit student accounts?</p> <p>Currently, there are leaflets at reception in classrooms and on digital screens</p> <p>Some of the suggestions were to:</p> <ul style="list-style-type: none">• give a leaflet to new students when they enrol• have a table in the lobby – making interaction fun, activities, someone available to answer questions, explain why it helps funding• send via email
5.0		<p>Exercise – How do we raise awareness?</p> <ul style="list-style-type: none">• Get people to understand the impact of the evaluations• Video/soundbites of peoples experience• 'I gave feedback and this happened' (you said we did) – people can see the value of feedback – 'real stories'

	<p>KK VC KK</p>	<ul style="list-style-type: none"> • Grabbing attention – big signs and t-shirts (receptionists/frontline teams) • Completion incentives (course evaluations win prizes) • Word of mouth • Monthly draw for feedback • Concise up to date information in the course guide – add stickers to the existing course guide • Ensure tutors tell students about the evaluations • Text messages to the class – ‘Have you completed your evaluation yet?’ • Show a short film about the feedback (at the start/end) – visual / BSL /subtitles on the website • Slide show • Someone going into the classroom at the end of the course to promote evaluation / feedback • Spare tablets to allow students to complete the survey in the classroom <p>Transactional emails (course cancellations) are not covered by marketing When you log into your account, you can amend your communication option</p> <p>Tutors receive a reminder via their tablets to tell students about course evaluations being advisable for their course.</p> <p>Panel member suggestion: Tutors hand out the feedback leaflet to students.</p>
6.0		Exercise: Course evaluations part 2
7.0		Exercise: Setting up an online account / Help Centre
8.0		<p>Online reviews</p> <p>KK – Reviews are grouped under the course title, not the course code. If they were grouped by code, they would disappear once the course ends. Feedback from students is that they have reviewed a course delivered by a specific tutor, but it appears under another tutor (i.e. under the collective course title).</p> <p>Majority of students felt strongly that course reviews that do not distinguish between tutors was misleading.</p> <p>Panel member suggestions:</p> <ul style="list-style-type: none"> • Add the date to the review • ‘Rate your tutor’

	<p>Panel member comment – Some students like to take courses delivered by specific tutors, and others whose teaching style / method is not to their liking.</p> <p>KK In the review guidelines, students are asked not to focus on tutors; review the course, not the tutor.</p> <p>Panel member comment: Teachers focus on different things; this could impact the student experience / learning</p> <p>Panel member suggestion: Can reviews be sorted by tutor?</p> <p>Panel member comment:</p> <ul style="list-style-type: none"> • New tutors will not have reviews – this should not count against them • The reviewer names do not appear • Tutor reviews could affect them personally / professionally. There could be a libellous risk to the college. <p>Panel member suggestions:</p> <ul style="list-style-type: none"> • Add a statement to say that tutors are subject to change • Add a note to say that the reviews are collective (not for the tutor) • Next to the tutors name, advise what session/term they are teaching • Be clear what is being reviewed <p>Question: Can anyone write a review?</p> <p>KK - A person has to log into their account – the system will confirm that they have actually completed the course</p>
9.0	<p>AOB</p> <p>Reusable cups – students receive a 10p discount on hot drinks</p> <p>Question – Would City Lit consider selling branded reusable cups?</p> <p>SC – City Lit has new centenary reusable cups (and cotton bags). We can look into whether these could be available to students.</p> <p>Suggestion – It would be possible for panel members to obtain cups?</p> <p>Work planned to the ground floor. A gallery space will</p>

	<p>Wish lists – There is a function within 'My City Lit' account. VC will test the wish list function as it isn't very clear.</p>
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	<p>Panel member comment – There are no follow up emails linked to the courses in the wish list.</p>
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Date of next meeting: Tuesday 30 April 2019