

CITYLIT

INSPIRING PASSIONS · REALISING AMBITIONS

Meeting of the Student Panel
Date 2 July 2019
Attendees City Lit: Karin Kalfus (KK), Virginie Clarke (VC), Wendy McKaig (WM), Dragana Ramsden (DR), Chris Jones (CJ), Sean Corbishley (SC)
Apologies Student Panel: 17 panle members present.
Notes Melanie Headley (MH)

Summary of discussions		
1.0	Exec update - WM	
1.1	<u>Funding</u>	<p>From September 2019, funding will be devolved to the Greater London Authority (GLA). Management of funding in future years is likely to be linked to outcomes. The GLA will require evidence that the investment of public funding is making an impact. City Lit is working with the GLA to highlight the impact of adult learning on society</p> <p>The Learning and Work Institute will be carrying out research on behalf of the GLA and they would like City Lit students to take part in a focus group in July. KK to provide further information to panel members.</p>
1.2	<u>Curriculum growth and financial viability</u>	<p>City Lit has secured space within International House in Stukeley Street, City Lit's former site. Courses on offer will be for languages, humanities and music appreciation. The possibility of additional space in Kean Street is being investigated.</p>
1.3	<u>Festival of Learning</u>	

Summary of discussions

The Festival of Learning awards ceremony, hosted by the Learning and Work Institute, were held today. It is a celebration of the achievements of adults who have used learning to transform their lives. Awards are made to teachers, students and organisations. City Lit/staff/students won a total of 4 awards:

- City Lit was presented with the President's Award for being a 'beacon of lifelong learning for the last century'.
- Fiona Pickett - Advanced lip reading tutor (Tutor Award; 2019 national winner). Fiona was once a lip reading student and developed an interest in teaching the course to others. She now teaches next generation of lip reading teachers.
- Sylvia Rowbottom - student (Finalist winner). Sylvia began attending poetry classes at City Lit in 1999 at the age of 71. Her work has been published in numerous poetry journals.
- Dace Mikisite - student (Finalist winner). Dace is from Latvia and is profoundly deaf. Her first language is Latvian Sign Language but she has since become competent in British Sign Language.

2.0

Brochure update - CJ

Changes have been made around the course guide (content/delivery/frequency) and the way courses are advertised:

- Moved from 4 to 2 editions per year (January and August)
- There is a move towards advertising courses digitally in order to maximise resources
- The mailing list is being used differently in order to engage with City Lit's 20,000+ students
- The course guide will no longer be sent out to students (on the mailing list); students will receive the 'light' direct mails
- The course guide will be available in the building.
- Students can request the guide to be sent to them by calling the enrolments team.

City Lit undertook research regarding the effectiveness of sending out the course guide to students compared to the 'light' mail shot. The mailshot proved very successful with more responses compared to the course guide. There are a number of environmental and cost considerations/implications associated with the large scale printing and mailing out of course guides. The new course guide contains a simple listing. For the most up to date information regarding courses, students can find further information on line.

Q Is the course guide available yet?

A The guide is expected in the second week of July

Q: What action are you taking to ensure that the take up is the same by those who might be lose out as a result of the course guide no longer be posted automatically – e.g. students with learning disabilities, visually impaired, deaf

A: Hard copies of the course guide will still be available on site and students can phone/email to request a copy by mail. Courses

Summary of discussions

are already published on the website. Students can engage with student support services should they require support with obtaining a copy of the guide.

Panel member comment: There were no tutor names in the course guide.

CJ – The tutor names were removed as they were subject to change. Going forward, the tutor names will be included, and will be on the website. Students can use the search function to find courses delivered by particular tutors.

Panel member comment: I have never received a course guide

CJ: Only those who signed up for a course guide would have received it.

Q How will the course guide arrive?

A: The 'light' course guide will be sent to those who have signed up to receive them. At the moment students either opt in or out of marketing. Currently the team are looking at selective opt in e.g. for Visual Arts courses.

Q: As part of the enrolment process why aren't students asked about their marketing preferences?

KK: We will make a note of this suggestion. We and we aim to make the enrolment process as quick as possible however there has been some push back from students who do not like to be asked [again] for information we already hold.

Panel member comment: Wish lists seem to have disappeared.

CJ: It may have been switched off as so few people were using it. There was confusion between the wish list and waiting list. The purpose of the wish list was enable students to feedback regarding the sort of courses they would like City Lit to run.

ACTION: CJ will investigate the disappearance of the wish list.

Suggestions:

- Supply Job Centres with information regarding the courses on offer at City Lit which may be suitable for job seekers.
- Students get help to fill in the course evaluations/reviews at the end of entry 1 and 2 ESOL courses.
- City Lit should continue to circulate the prospectus to referral services.

Q: Are City Lit referring students to universal skills courses via Job Centres?

KK: City Lit does work closely with a number of employers.

WM – Job centres have preferred suppliers/partners

Suggestion: City Lit could bid for Job Centre referrals. The courses that job seekers are referred to are sometimes of poor quality.

Summary of discussions

3.0 Ofsted education inspection framework and impact – DR/KK

Ofsted (Office for Standards in Education) is an inspectorate that visits all institutions that are in receipt of government funding. Their role is to make sure that organisations providing education do so to a high standard.

The inspectors use a 4 point grading scale to make judgements during inspections: grade 1 - outstanding, grade 2 – good, grade 3 – requires improvement and grade 4 - inadequate

In 2016 City Lit received a grade 2; 'good'. From September 2019 and new Education Inspection Framework will apply – it will set out how Ofsted will inspect further education providers. There may be some implications for students; the panel will be asked for their input.

As part of their inspection, Ofsted look for evidence of the institutions overall effectiveness, focussing on the 4 particular areas:

- Quality of education – intent/implementation/impact
- Personal development – developing knowledge and skills beyond the purely academic, technical or vocational
- [Student] Behaviour and attitudes e.g. and environment conducive to learning, high attendance and punctuality, learner motivation
- [City Lit] Leadership and management – e.g. having high expectations of all students, focusing on the continued and sustainable improvement

One of the most important areas is quality of education:

- Why are we offering these courses?
- What are our courses supposed to do for student/what is the impact as a result of undertaking a course?
- Are students achieving the intended outcome; what is the evidence?

Panel member comment: Ofsted are quite rigid and focussed on academic courses; how will they look at the more creative courses?

DR/WM/KK – It is for City Lit to demonstrate to Ofsted that City Lit is developing critical thinking and creativity beyond the academic. The inspectors see the [physical] output of creative courses such as drama, music and the arts.

Comment – Ofsted inspector's judgement regarding a course is subjective.

DR – City Lit provides a wide range of evidence e.g. course progression, how the course has positively impacted students lives.

		Summary of discussions
3.1	<p><u>How we measure impact?</u> Common measures provided to Ofsted:</p> <ul style="list-style-type: none"> • Attendance rates • Retention rates • Achievement rates • Course evaluations • Surveys 	
4.0	<p><u>Learning and Work Institute (L & W) focus group - KK</u></p> <p>In order to help L & W learn more about how best to recognise the outcomes of adult learning in London, they are looking for a group of 8 – 10 people to meet with researchers. The focus group will meet on Tuesday 16th July 17:30 – 19:00. Participants will receive a £20 Love2Shop voucher. Panel members to advise KK if they would like to participate</p>	
5.0	<p><u>Course evaluations: Improving low scoring categories - VC/KK</u></p> <p>10,000 digital feedback received to date.</p> <p>Of all of the sections requiring a star rating, 'independent learning' is the lowest scoring section.</p>	
5.1	<p><u>Panel exercise 1:</u></p> <p>Opportunities to study outside of the classroom (e.g. Google classroom, homework, suggested reading)</p> <p>What do you understand by this question? How important is the option of studying outside the classroom to you? How can we improve the rating? How do the stars help or hinder the response?</p>	
5.2	<p><u>Panel exercise 2:</u></p> <p>Is there a way of improving the rating?</p>	
6.0	<p><u>Quality monitoring: student involvement DR/KK</u></p>	

Summary of discussions		
		<p>The feedback from the previous student panel meeting is to be presented to the tutor focus group for their feedback.</p> <p>Opportunities for students to be involved in:</p> <ul style="list-style-type: none"> • Moderating City Lit’s annual Self-Assessment Report in mid-October • Participating in classroom learning walks throughout the year – an opportunity to visit classes along with a manager to support awareness of the quality of learners’ experiences. <p>ACTION: KK to email panel members regarding learning walk/self-assessment involvement</p>
7.0	<u>AOB</u>	<p>Q: Why isn’t there a summer school [this year]?</p> <p>A: WM – The building is closed [over the summer] because of the ground floor works. City lit is closed for the whole of August. The planning of ‘summer school’ was adjusted to take account of the renovations.</p> <p>ACTION: KK to check what is (broadly) planned for next year’s summer school.</p> <p>Panel member comment: The hand dryers in the ladies toilets are dirty. Dirt has collected in the bottom of the units and the outlets look clogged</p> <p>ACTION: KK will feed this back to the Facilities team and will request a deep clean of the units</p> <p>Panel member comment: A lot of panel members have good ideas to share outside which fall outside of the questions CL want to ask. There is not sufficient time to discuss ideas during AOB.</p> <p>VC – Panel members can suggest agenda items before the planned meetings, as well as submitting suggestions via Get in touch.</p> <ul style="list-style-type: none"> • Get in touch cards can be found at reception and throughout the building. Feedback/suggestions can be emailed to getintouch@citylit.ac.uk <p>KK: This is the last student panel meeting for:</p> <p>This is the last student panel meeting for 6 panel members. Many thanks for their input over the last three years!</p>

Date of next meeting: TBC