

Higher Education Student Voice 2015



You Said

Careers advice needs to be accessible at the right time for me.

Staff have been very supportive and are a credit to the college.

Staff are good at explaining things.

Staff are enthusiastic about what they teach.

I have not been able to contact my tutor outside of class times.

I can't access the IT resources when I need to.

I received detailed comments on my work.

The Library should be open till 9pm on a HE evening.

The support available is better for full time students as apposed to part time students e.g. referencing, writing critically.



Our Response

Thank you for your feedback through the two surveys and focus groups during the year. All student feedback has been carefully reviewed at our Quality Group meeting and also with the Senior Leadership Team.

- The careers department has been restructured within the college. A new Careers Officer has been appointed whose responsibilities include provision for HE students, you can book appointments at times to suit you and there is also a more structured approach to in-class seminars for 15/16.
- We work closely with the National Careers Service, an advisor will be at all our Information and Enrolment events and is also available for one-to-one appointments.
- You can also talk to your tutor about your individual needs and aspirations.



- We are pleased to hear that 91% of you feel that staff are enthusiastic about what they teach, and 93% of you say that staff are good at explaining things. Our aim is to make this 100% and we will continue to train and support your tutors.



- We are sorry to hear that one of you feels this way. We offer one to one support sessions for all our students. You are able to book a session on any of the following:

- ◇ Punctuation
- ◇ Referencing
- ◇ Writing critically
- ◇ Academic writing style
- ◇ Reading critically



- 81% of you are able to contact staff when you needed to.
- There are times available for all students to have contact with the tutors.
- All staff update their outlook calendar and the Admissions Team have access to this so that they can advise you when your tutor is next available in the college. You can contact the Admissions Team on 0161 6668215.
- Please check with your tutor about agreed times and dates that they can be contacted outside of term time and normal business hours.



- We acknowledge that our IT resources have not been up to standard this academic year. In order to address these issues, a new Information Learning Technology Strategy was approved by Corporation on the 10th March 2015 and the implementation plan was signed off on the 27th April 2015; a total investment of £1.1M over the next three years. The investment hinges on a 'choose your own device' strategy, this means that as students you can:

- ◇ Bring in your own device and can connect to our new high speed Wi-Fi
- ◇ Loan a device from the LRC free of charge
- ◇ Finance your own device, whereby a device can be purchased through the College's approved loan scheme for a charge of around £25 per month over 2 years, the device comes with a 3 years manufacturer's warranty.
- ◇ The College is also refurbishing the Learning Resource Centre in the main building (room 2:15) and will offer a range of on-line services.



- Unfortunately we do not have the staffing in place to extend our opening hours in the library at present but we are looking in to options for 2015-16 to ensure that you are able to access library resources at times that suit you, including self-service machines which will allow you to issue and return your own books.
- Computers are available in 2.15 for you to use until 9pm on a Wednesday and Thursday evening.

