

## What are we doing?

Following these surveys, the College is taking the following actions:

### Student Services

1. We will programme tutor group visits to Student Services in September for students to be introduced to the support available.
2. We will investigate the possibility of introducing some focus groups next year to cut down the number of questionnaires.
3. We will liaise with the most popular universities outside London to investigate visits from their representatives.

### Learning Centre

1. IT facilities will be improved by upgrading to Window XP professional, doubling the memory on all student PCs, and replacing the student servers with higher specification models.
2. A dedicated induction to the Learning Centre will be provided for all full-time groups.
3. Information skills tutorials and workshops will be provided to encourage independent learning skills.
4. The Learning Centre will work more closely with teaching staff to improve the relevance and currency of the information resources.
5. We will broaden the scope of the subject guides to make resources easier to find.
6. A new student VLE and Intranet will be launched providing integrated and simplified access to information and learning resources at College and at home.

# Student Services and Learning Centre Surveys 2006/07

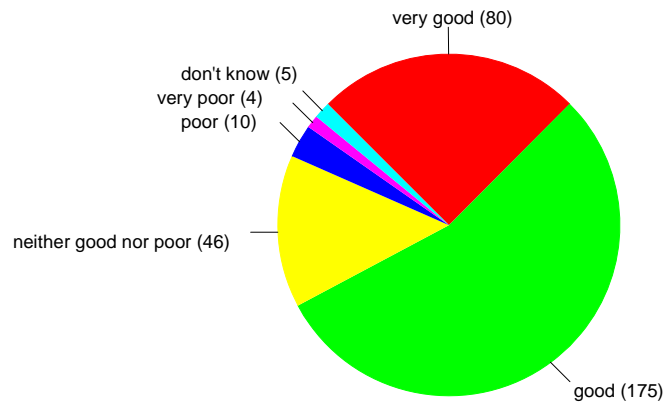
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The annual surveys of Sixth Form College students were carried out in the spring of 2007 to ascertain students' views on Student Services and the Learning Centre in Stanmore Sixth Form College. The results are contained in this leaflet. These are based on 463 completed forms for Student Services and 378 for the Learning Centre.

The purpose of this leaflet is to provide staff and students with a brief feedback of the results.

The contribution of students completing these surveys is greatly valued and our thanks go to all those who participated.

### How helpful did you find staff in Student Services?



### Student Services

70% of students surveyed said they had called into Student Services this year, 45% between 1-3 times, 15% between 4-6 times, and 9% more than 6 times. The principal reasons for their visits were for a student bus pass application and for UCAS information and assistance. Of the number using Student Services, 92% felt they provided a friendly, welcoming and professional service and 80% thought the helpfulness of staff was good or very good.

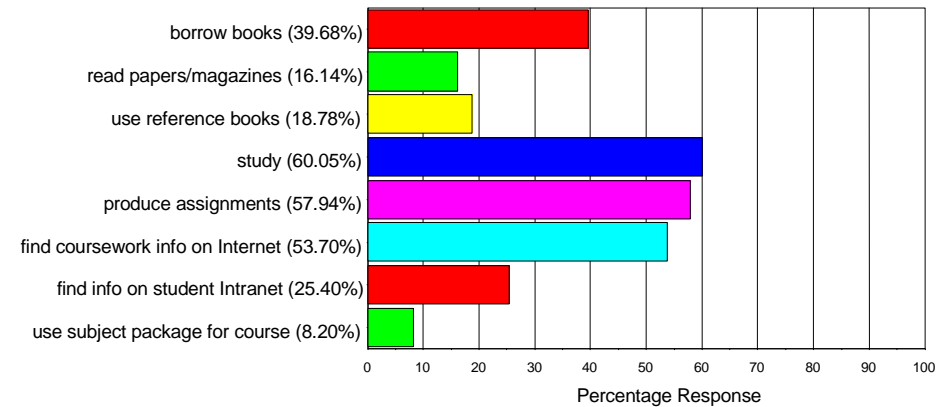
34% of students had attended a careers/guidance/UCAS interview with a Student Services Careers Adviser; 80% of them had found it helpful. 48% had attended Careers workshops/a group talk during tutorials on progression to Higher Education. 70% of these thought the sessions were good or very good. 21% had an interview with the Connexions Personal Adviser; 90% of them had found it helpful. 13% of students attended a Connexions group talk during tutorial of which 74% found it good or very good.

9% of students had an appointment with a Student Services counsellor. 64% of those rated the counsellor good or very good. 10% of students said they received additional support; 83% had found it good or very good.

85% of respondents said they heard about weekly Tutor Notes bulletins in their tutorial and 25% read Student Notes bulletins on the Student Intranet. 61% of those found the information useful and relevant.

Just over half the number of students surveyed (57%) said they used the Student Handbook. Of those 94% had found it useful.

### Reasons for visiting the Learning Centre



### Learning Centre

77% of students said they found the LC Induction useful or very useful with 48% having made use of Induction materials.

77% of students surveyed said they visited the LC at least once a week, 15% less than once a week and 8% never. 48% said that information for assignments/essays was easily found (a 9% increase on last year). 34% held no opinion. 65% were aware of the online resources, and 22% had accessed them at home. 12% had used the online catalogue.

49% of students felt there was sufficient material in their subject areas; 30% held no opinion.

Although 46% of students said that workstation performance in the LC was good, 26% thought it was only occasionally good; the rest held no opinion.

The enquiry service for finding information was considered always or usually good by 61% of students. The enquiry service for IT help was felt to be always or usually good by 56%. 80% found the computer issue/booking system fair.

The Intranet was used for finding general College information by 49% of students surveyed, and course related information by 66%.

The temperature in the LC was felt to be about right by 71% of students, with 16% finding it too hot. 79% thought the lighting was about right. The noise levels were acceptable to 77%, a 9% decrease over the previous year, with 15% saying noise levels were too high.

Some students commented that the number of printing credits they received was too low for their needs.