

## What are we doing?

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

### Student Services

1. We will advertise the availability of mock interviews more widely with students.
2. We will look into the possibility of developing careers workshops for those students not planning to go on to university or further study.
3. We will continue to update our knowledge of new careers resources to maintain the provision of a high quality careers guidance service to our students.

### Learning Centre

1. Consideration will be given to increase the number of computers in the Learning Centre and to upgrade the older ones.
2. We will continue to encourage students' independent learning skills by providing information skills tuition.
3. We will continue to work closely with teaching staff to ensure there are sufficient, relevant and up-to-date materials in all subject areas.
4. We will continue to develop StudySpace as a student intranet and virtual learning environment, encouraging greater use amongst teaching staff in all curriculum areas.
5. We will improve the signage on the book shelves to make materials easier to find.
6. We will introduce a comments, compliments and suggestions box.

# Student Services and Learning Centre Surveys 2007/08

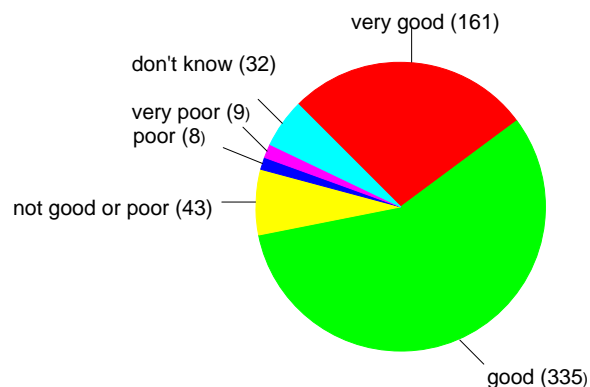
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The annual surveys of Sixth Form College students were carried out at the beginning of 2008 to ascertain students' views on Student Services and the Learning Centre in Stanmore College. The results are contained in this leaflet. These are based on 610 completed forms for Student Services and 640 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

The main reasons that students visited Student Services were: applications for a bus pass (44%), assistance with UCAS applications (32%), careers advice (19%) and information about the College (18%)

Of the students who used their services, 84% said they found the staff helpful or very helpful, and 89% felt they provided a friendly, welcoming and professional service.

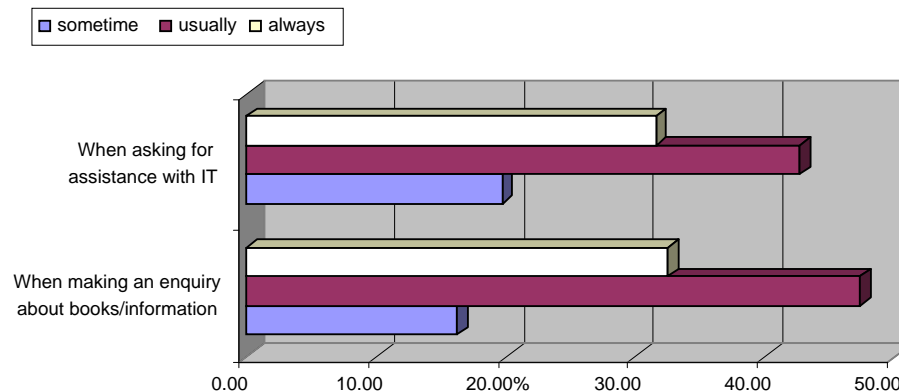
For those students who had had a careers/guidance/UCAS interview with a Student Services Careers Adviser, the following percentages said they were good or very good: helpful 79%, knowledgeable 76%, had enough time to meet their needs 67%. 65% of students were clear about their next steps.

61% of those who attended a Careers workshop or group talk during tutorial on progression to Higher Education had found it helpful or very helpful.

14% of students said they received additional support. 82% of respondents said this support was good or very good.

82% of students had heard about the weekly Tutor Notes in tutorial, 45% had read the weekly Student Notes bulletin on StudySpace and 62% had found the information they received useful and relevant.

### I find the service helpful ...



### Learning Centre

58% of students said they were able to study quietly on their own in the LC and 37% said sometimes. 35% felt that information for essays and assignments was easily found; 55% felt sometimes. 74% were aware of the availability of Online Resources, 50% had made use of them in College and 30% had made use of them at home. Only 15% of students had made use of OPAC. The computer issue/booking system was said to be fair by 88% of respondents.

When asked if the materials in their subject areas were relevant, sufficient and up-to-date, 89% said 'yes' or 'fairly'. 53% thought that computer performance in the LC was usually good and 43% occasionally good.

Although 83% of students said they were happy with the LC opening hours, a few requested that it be open earlier in the morning. Only 37% were aware of the specialist equipment available to support learners with disabilities.

Nearly 80% of students said they always or usually found the service helpful when making an enquiry about books or information and 74% found it always or usually helpful when asking for assistance with IT.

StudySpace was found to be useful/helpful by 85% of students with 54% using it at home or outside college. It was accessed for general College information by 56% of students, for course related information/materials by 69% and for Online resources by 11%.

78% said that their use of the Learning Centre helped them with coursework.