

Action plans as a result of these surveys:

Student Services

1. To develop improved ways of collecting trips/book money from students.
2. To arrange additional opportunities for students to attend UCAS fairs in London.

Learning Centre

1. We will give consideration to opening earlier and later on those days where an evening service is not currently offered.
2. We will work to improve the performance and functionality of StudySpace.
3. We will give consideration to incentives which help to encourage more effective group work in the Learning Centre.
4. We will continue to keep the resources under review, responding to curricular changes and new initiatives and developing priority areas.
5. We will continue to work closely with Technical Services to offer an improved IT experience for students.
6. We will continue to adopt a helpful and balanced approach when encouraging studious behaviour in the Learning Centre.

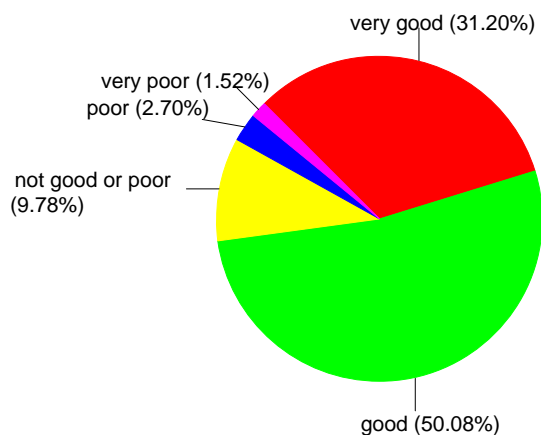
Student Services and Learning Centre Surveys 2008/09

The annual survey of Sixth Form College students was carried out in February/March 2009 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 593 completed forms for Student Services and 618 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

Visits to Student Services were primarily for bus pass applications, information about the College, UCAS assistance and careers advice. Of those that used the Services, 91% felt they provided a friendly, welcoming and professional service and 85% found them helpful.

Of those that had a careers/guidance/UCAS interview with a Student Services Careers Adviser, 88% found it good or very good, 89% said their Adviser was knowledgeable and 78% felt they had enough time to meet their needs. Following the interview 71% were clear about their next steps.

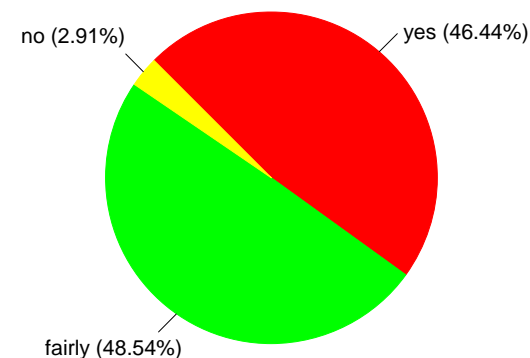
84% of those that attended a Careers Workshop session found it helpful.

Of those that had a careers interview with a Connexions Personal Adviser, 86% found it helpful, 84% thought the Adviser knowledgeable and 82% felt they had enough time to meet their needs. Following the interview 70% were clear about their next steps.

81% of students who attended a Connexions group talk during tutorial found it helpful. 78% of students who had an appointment with a Student Service Counsellor rated it good or very good.

78% of students heard about Tutor Notes in their tutorial and 53% had read them on StudySpace. 11% of students said they had additional support, 88% of whom had found it helpful.

Are the resources in your subject areas relevant, sufficient and up-to-date?



Learning Centre

65% of students said they were able to study quietly on their own and 32% said 'sometimes'. 43% knew how to use OPAC. 41% said information for essays and assignments was easily found and 53% said 'sometimes'. 5% replied 'no'.

When asked if students felt the resources in their subjects were relevant, sufficient and up-to-date, 95% said 'yes' or 'fairly'. 76% of students were aware of the availability of Online Resources – 50% accessed them in College and 28% accessed them at home.

Students were asked if they thought that computer performance in the LC was good. 51% said 'usually' and 37% 'occasionally'. 9% felt it was not.

Most students (83%) were happy with LC opening hours, although a few commented that they would like the hours to be extended.

76% of students said that LC staff were always or usually approachable and ready to help. 84% found the service always or usually helpful when making book enquiries and 78% found the service always or usually helpful when asking for IT help. Some commented that staff should be less rigid with students.

34% were aware of the specialist equipment to support learners with disabilities.

91% of students found StudySpace useful and helpful, 77% accessing it at home/away from College. It was mainly accessed for course related and general College information. 81% of students said that use of the LC helped them to complete their coursework.

