

SURVEY ACTION PLANS 2006/07

First Impressions Survey

Point raised	Action Plan	By Whom	Completed
Some students felt Induction was too long	Induction is to be cut to 2 days in 2007	SCMT	Sept 2007
12% of students said they did not know what to do if a fire broke out on site	Fire drills are to be carried out regularly and reminders about evacuation procedures to be circulated	VP	April 2007
Too many staff overlooked information brought to interview by applicants	Interviewers are to be reminded to examine all records of achievement and a prompt is to be put in the interview record form	Included in Interviewer Briefing Session	Feb 2007
33% of students are unaware of the complaints procedure	More publicity will be undertaken to make students aware of the complaints procedure	Marketing	Summer term
85% of students felt the college is kept clean, tidy and litter free	Efforts will be made to increase the percentage of students who feel the college is kept clean, tidy and litter free	AP HoSFC in assemblies DSS in tutor notes	Through year
Some criticism was made of the student common room	SFC managers to work with Students Association to improve student common room facilities and activities	SCMT liaison with SA	Through year

Parents' Survey

Point raised	Action Plan	By Whom	Completed
No actions raised			

Learning Centre Survey

Point raised	Action Plan	By Whom	Completed
Just 45% of respondents thought the performance of the open access workstations was good. The majority of critical comments were about the IT open access provision.	Work with Technical Support to reduce the number of problems related to printing, network and software access.	Technical Support LRC Manager	July 2008
	Essential upgrading work to be carried out during summer 2007: <ul style="list-style-type: none"> • The student servers will be replaced with higher specification models. • All student PCs will be upgraded to Window XP professional. • The memory on all student PCs will be doubled. 	Technical Support	Aug 2007
	A new student intranet and VLE will be launched providing easier and increased access to course materials within and without the college.	LRC Manager	From Sept 2007

Only 12% of respondents have used the online catalogue.	Increase student awareness and usage by: <ul style="list-style-type: none"> • Providing an introduction during induction; • designing an online tutorial; • continuing to provide on-the-spot training; • introducing information skills tutorials and workshops for first assignments; 	Learning Centre Staff	December 2007
51% and 48% respectively agreed that there is sufficient material in their subject area and that information for assignments is easily found.	Increase learner satisfaction levels by: <ul style="list-style-type: none"> • involving teaching staff in the review and development of subject resources; • obtaining an enhanced resources budget to replace out-of-date materials and develop the book stock; • Providing more information about resources in the subject guides; • Improving the shelf labelling; 	LRC Manager Learning Centre Supervisors	Ongoing
Several students commented that they did not receive sufficient information about the PC booking procedures.	Provide dedicated Learning Centre inductions for all full-time groups.	LRC Manager	Sept 2007
Only 46% of respondents had made use of the induction materials.	As above.	LC staff	Dec 2007
The number of students using the online subscription resources is still fairly low.	Continue to promote the resources to students and to relevant subject tutors through publicity, subject guides and possibly workshops.	LC Supervisors.	Ongoing

Student Services Survey

Point raised	Action Plan	By Whom	Completed
Some students were unaware of the support available through Student Services	Student Services will programme tutor group visits to Student Services in September for students to be introduced to the support available.	Student Services team	Sept 2007
Some students thought there were too many questionnaires	To investigate the possibility of introducing some focus groups next year to cut down the number of questionnaires. Consolidate some of the questionnaires.	Student Services team Quality	Oct 2007
There was a student request for talks from universities outside London	Student Services will liaise with the most popular universities outside London to investigate visits from their representatives.	Director of Student Services	

End of Year Review

Point raised	Action Plan	By Whom	Completed
51% of students favoured a smoking ban on site	The College is working towards a complete smoking ban on site.		
71% of students felt the length of the College day was about right, 72% that the number of breaks was about right, and 64% that the duration of breaks was about right	A review of the timetable, including consultation with students, for 2008-09.	Vice Principal/ Dir of Sixth Form	
81% of students found the Acorn Café good or adequate	Improvements to the service/provision in the Acorn Café.	Deputy Principal	Sept 07

Adult College Survey

Point raised	Action Plan	By Whom	Completed
A decrease in the number of students who were satisfied with enrolment procedures from 81% last year to 73% this year	Improvements to the enrolment process, particularly at the evenings with advice and guidance.	Vice Principal	
38% of students were aware of the Complaints Procedures	Information about Complaints Procedures to be included in induction.	Dir of Quality Impr.	Oct 2007
College reorganisation	College reorganisation to make each department responsible for courses for adults in each curriculum area.	Principal	Sept 2007

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