

SURVEY ACTION PLANS 2007/08

First Impressions Survey

Point raised	Action Plan	By Whom	Completion
53% of students said the Induction day was too long	Induction Working Party to consider length of Induction day in planning the programme for Sept 2008	IWP	July 2008
Some students did not receive the USB pen containing College Handbook/Charter and that information not always downloaded	The distribution and formatting of the USB pens to be reviewed	Marketing	July 2008
Awareness of Complaints Procedure reduced to 53% this year	Induction of students with respect to Complaints Procedure to be reviewed as part of total review of Student Induction	IWP	July 2008

Parents' Survey

Point raised	Action Plan	By Whom	Completion
14% had not read the prospectus	Include prospectus as part of interview pack to be given to any parent who does not already have one	Central Unit	Feb-July 08
68% had attended the College Open Evening	Reconsider timing of Open Evening at Admissions Working Party such as Saturday morning, to enable more parents to attend	AWP	Mar 08
Individual parent comments need responses	Include name of student and Tutor Group on questionnaire so that individual comments can be responded to	Quality	Dec 08

Learning Centre Survey

Point raised	Action Plan	By Whom	Completion
Just 53.44% agreed that the performance of computers was normally good and a significant number of students wanted better quality and faster computers	22 monitors in Zone 4 were replaced with flat panel monitors	Technical Services	Summer 2008
A significant number of students requested more computers	LC taking charge of 20 laptops which will supplement the number of PCs available for open access use	LC Manager	September 2008
A perception by a significant number of students that LC staff could be friendlier	There has been a notable increase in the number of students using the LC as a social area which has led to a stricter enforcement of the rules by LC staff and firmer communication with students. To help maintain the LC as a study environment, consideration will be given to creating a new 'social learning /recreational' space for students for 2008/09.	SMT Premises	September 2008
Only 14.5% of respondents have used the online catalogue	Increase student information-handling skills by: <ul style="list-style-type: none"> • Providing an introduction during induction • continuing to provide on-the-spot training • introducing information skills tutorials and workshops for first assignments during the autumn term 	Learning Centre Staff	December 2008
Only 35.31% agreed that information for assignments is easily found There were a number of comments about the lack of books in particular subject areas	Increase satisfaction levels by continuing with the stock development policy: <ul style="list-style-type: none"> • involving teaching staff in the review and development of subject resources • Developing the stock in certain subject areas • Providing more information about resources in the subject guides • Improving the shelf labelling 	LRC Manager Learning Centre Supervisors	Ongoing
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 information skills sessions	LC Supervisors	Ongoing

Student Services Survey

Point raised	Action Plan	By Whom	Completion
Requests for interviews to be more available	We will advertise the availability of mock interviews more widely with students	Careers Team	Autumn term 2008 (for Oxbridge) Spring term 2009
31% of students were either unclear or didn't know about their next steps	We will look into the possibility of developing careers workshops for those students not planning to go on to university or further study	Careers Team	Spring term 2009
Availability of careers information	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	Careers Team	Ongoing

End of Year Review

Point raised	Action Plan	By Whom	Completion
Decrease in the number of students who felt the Rosebowl competition contributed to extra-curricular life	We will review the role of the Rosebowl competition and its inclusion in the tutorial scheme of work	SCMT	Sept 08
Structure of the College timetable	We are implementing a new timetable structure for 2008/09	Vice Principal/ Dir of Sixth Form/ DOFs	Sept 08
6% more students encountered difficulties while on their course but 4% less sought help/advice	We will emphasise the role of the tutor in terms of one-to-one opportunities for students	SCMT	Sept 08
34% of students used College sports facilities	We will continue to encourage the use of the Sports facilities by females by providing female-only activities at times which are convenient to them.	Sports Dept	Ongoing
18% of students felt that computers in classrooms were not maintained in good working order	Technical Service have implemented an electronic system in all classrooms whereby staff can report any faults/issues with IT equipment, which will be addressed accordingly.	Tech Services	Summer Term 08

Part-Time Student Survey

Point raised	Action Plan	By Whom	Completion
No action points raised			

Part-Time Information & Advice Survey

Point raised	Action Plan	By Whom	Completion
Improving enrolment time	Customer satisfaction tokens and notices on time displayed at Reception	AM	May 08 & ongoing
Enrolment events	Smaller IAG evenings planned for 2008/09 should mean faster enrolment procedure	Admissions Working Party	2008/09
Enrolment location	Separating Receptions and Admissions planned for 2008/09	AM through re-organisational move to Elm Bldg	2008/09
Enrolment process	Paper enrolment form for some courses to gather more information required by LSC. The time for registering an enrolment at Reception now takes 8/10 minutes approx. following IAG	Admissions Staff	2008/09
Customer service	Discussion and views on 'how to improve our image' and 'every customer is important to us' discussed with staff working in the Admissions Unit	Admissions Staff recommendations to be implemented	2008/09

(sb)\survactions0708)