

**South Lanarkshire College
Development Committee (Board of Management)
Wednesday 8th November 2017**

Present Irene Johnstone (Chair) (by conference call)
Sean Duffy (by conference call)
Jean Carratt
Julie MacKenzie
Stewart McKillop

In Attendance A Allan
A Martin

1. Declarations of Members' Interests

Mr McKillop, Ms Carratt and Ms MacKenzie declared their membership of The Lanarkshire Board.

2. Minutes of the Previous Meeting

The Minutes of the meeting held on 5th September 2017 had previously been agreed by the Board of Management.

3. Quality Enhancement Group Report – November 2017

The Principal stated that the report sought to update the Committee on quality assurance and enhancement activity within the College since the last meeting.

Quality Arrangements/Self Evaluation

The focus of the Quality Enhancement Group (QEG) since the last report has been the completion of the 2016/17 self-evaluation cycle and working towards the production of the Annual Evaluation Report and Enhancement Plan.

The self-evaluation Round Robin session took place at the College Management Team meeting on 28th September with the authors of the twelve Self Evaluation reports submitted by the Faculties and Departments across the College. Each member had been given responsibility for taking the lead role in reviewing key quality indicators from the 'How Good is your College?' quality framework and then the reports were updated and submitted to the Quality Unit via the College e-Self-Evaluation Process (CeSEP) system. A combined College Action Plan showing all arising actions from the 2016/17 process is now available on the system for CMT to review throughout the year.

Discussion took place regarding the new CeSEP system and how this was working.

Education Scotland

Andrew Brawley HMI visited the College to meet the QEG for a review of the draft Annual Evaluation Report and Enhancement Plan. These require to be submitted to the Scottish Funding Council and Education Scotland.

On 12th October a pre-endorsement visit took place attended by Andrew Brawley HMI, Gill Ritchie HMI, Sharon Drysdale (Lanarkshire Region Outcome Manager) and Phil McGuinness (Funding Council). All four met with the Principal and Depute before the main meeting.

The conversation was wide ranging and the QEG took note of pertinent points.

Ms Johnstone enquired if any concerns were raised. The Principal stated that no issues had been raised and at present a written response was awaited.

Clarification was sought by members on the split of the reports between the two colleges and the Region. The Principal stated that whilst one main document existed under the umbrella of the Regional Outcome Agree, each College had its own individual report attached as an appendix. Members stressed that this was extremely important should any issues arise to ensure that South Lanarkshire College could sight its individual report.

The Principal informed members that he had attended a meeting with the Minister, Shirley-Anne Sommerville that morning. For the first time the Minister had called together the Principals of Colleges and Universities. This had been very much welcomed along with the content of her letter of guidance.

Mr Duffy responded that this was an extremely positive move and members highlighted the importance of such a move in showing the equality of importance of qualifications from colleges.

Internal Audit Programme

The 2016/17 Internal Audit Programme is now completed and members had been issued with a copy of the outcomes with the papers. Eight audits were finalised and one outstanding will be carried forward to 2017/18.

The Principal stressed the importance of this internal system, especially as a preparation tool for external inspections. Members agreed that this was an effective system and noted that the Student President was a member of the Internal Audit Team.

Learner Engagement

Two training sessions have been delivered in October in partnership with Sparqs with 50 class representatives having successfully completed training this far. Two further sessions are planned for November. The Student President participates in every session to encourage class representatives to actively participate in life and work of the College.

Members asked what benefits this had for the students. The Principal stated that the meetings took place three times per year and allowed direct input from students into the format and running of their courses. Members asked Ms MacKenzie if students found this productive. Ms MacKenzie replied that staff listened to students and took ideas and changes on board. All is subject to group dialogue within every voice being heard.

Ms MacKenzie stated that on a personal level her transition through the training as a class representative, a member of the Student Association and now President had been key to her building in confidence and experience.

In-Course Questionnaire

This on-line questionnaire is open for students to complete from 26th September to 3rd November. 2094 responses have been received which is up on the 1644 at this time last year. The Quality Unit prepare detailed analysis and this is fed back to the Faculties and Departments.

Members welcomed this level of response from students and the process in place to ensure feedback was acted upon.

Engagement with Awarding Bodies

Fifty External Verification visits made by SQA during 2016/17 all resulted in successful outcomes. Ten EV visits from City and Guilds, two from the British Plumbing Employers' Council and two from the Glazing Qualification Authority, all of which were successful.

Across all 64 EV visits there were 82 highlighted areas of good practices and 36 recommendations for course teams to consider.

The Principal informed the Committee that he tried to meet with every external verifier who visited the College. This was always well received and encouraged further dialogue.

Member sought explanation of what was considered success from an EV visit. The Principal outlined the process and the seriousness of these visits and the reflection on the quality of our product. Good practice is disseminated to all areas to ensure that good practice is being recognised and duplicated where necessary. Recommendations for improvement go through the Quality Unit and also feed into staff development days where appropriate.

Quality Systems Development

The College's e-Self-Evaluation Process (CeSEP) system launched in October 2016 continues to be enhanced. The annual self-evaluation reporting processes have been added to the system enabling managers to draw on in-year reports submitted by teams to inform their annual SE reporting.

Members asked how the system had been received. The Principal stated that feedback had been positive and that the Quality Unit team continued to support the implementation of new phases of the system.

Members enquired if all colleges working to same benchmarks. The Principal responded that although variations would exist from college to college, the requirements of Education Scotland would be the leveller as certain benchmarks set within processes.

College Involvement in External Quality Enhancement

The Principal stated that staff were encouraged to participate in external forums and verification. Much could be learned from this and good practice could be brought back to the organisation.

Ms MacKenzie informed members that she would be representing the College at a National level. She stressed the importance of a strong student perspective. Members welcomed this.

Complaints Handling and Reporting

The Principal drew members' attention to the detail of the Annual Complaints Performance Summary 2016/17. Members discussed common themes across the Sector and the positivity of demonstrating how such information can be used.

4. Marketing and International Activity Report

The Principal stated that this report sought to update the Committee on marketing, schools and international activities that have taken place since the last report in September 2017.

Media Campaign

As in previous periods, an integrated marketing communications campaign has been adopted in order to deliver a consistent, undiluted recruitment and branding message. Social media and web-based advertising has been effective in relation to recruitment for the January 2018 and August 2018 intakes.

Current outdoor advertising is focused on the students' graduations. Billboards have been displayed around East Kilbride.

In relation to recruitment levels, Mr Allan updated members on the College's application for additional credits. A meeting has been planned with Sharon Drysdale, Lanarkshire Region Outcome Manager on 10th November 2017 to discuss this request directly with the Funding Council. This would ensure that the College would directly funded for any additional credits delivered. The Principal stated that this was significant monies and the Committee would be given a watching brief and a final update to the Board of Management.

Social Media

Facebook and Instagram usage is ongoing with the College opening a Snapchat account in October 2017 as a further platform to share information and interact with our students. 71% of Snapchat users are under the age of 34 and is a very popular medium for students.

Graduation Dinner and Ceremony

The Principal informed members that both of these events had seen record numbers this year.

The Dinner had been a fantastic evening with input from Student President. Ms MacKenzie stated it was a beautiful night. The whole evening was about the students and their successes and sacrifices.

Graphic Designer

As discussed previously the contact with our graphic design agency came to an end and the College has now employed a full-time, in-house graphic designer who will produce all creative design on behalf of the College.

The Principal stated that this was working extremely well.

Student Recruitment

The Principal drew members' attention to the level of applications for 2017/18 and increase year on year. Members asked if this was the picture across the sector and were informed that this was not the case, however South Lanarkshire College did continue to expand.

Discussion then took place about the job being done by the College to bring about this expansion. The Principal stressed that the College continually monitored quality to ensure that this remained at the high level expected from the College. Members agreed that this was essential.

School Liaison

The College has a long history of working with schools to provide programmes to compliment school timetables. Work is being done at present with South Lanarkshire Council to redevelop our 'Senior Phase Programme' for S4 to S6 to offer different solutions for pupils needs.

International Activity

Discussion took place regarding the ongoing barriers to the recruitment of international students to Further Education colleges. Members noted that the activity from China based within the Faculty of Construction.

Erasmus+

The 2017/18 grant allocation for Erasmus+ activity has funded visits to France, Spain, the Netherlands and Denmark. Positive feedback has been received from all visits.

Events

The College has hosted and participated in a variety of events since the last report in September 2017:

Annual Construction Awards – this is an excellent event that involves many stakeholders.
Colleges Scotland Parliamentary Showcase and the Scottish Apprenticeship Show

5. Any Other Competent Business

Student Satisfaction

Mr Allan tabled a paper outlining Student Satisfaction for South Lanarkshire College and Sector. He explained that every year the Funding Council added 9 questions to the in-house student questionnaires and the results from these were passed back to them for analysis. The details on this table show the results. Members noted that the College was above the Sector average.

Members agreed that these were excellent results.

There being no further competent business the Chair closed the meeting by thanking everyone for their attendance.