

**DRAFT MINUTES of the MEETING of the LEARNING, TEACHING AND RESEARCH COMMITTEE held via Microsoft Teams, on Tuesday 28 September 2021**

- PRESENT:** Kelly Mackenzie, Chris O'Neil, Tina Stones, Robyn Kennedy, Arvinder Kainth, Russell Edwards, Bonnie Crawford
- CHAIR:** Tina Stones
- APOLOGIES:** Ruth McFadyen and Assistant Principal – Academic & Research
- ATTENDING:** Assistant Principal – Student Experience & Quality  
Access and Progression Manager  
Wellbeing and Learning Support Manager  
Quality Manager  
Board Secretary

The Chair welcomed everyone to the meeting.

Committee Members noted that Samantha Cribb has moved to the HR Committee for an interim period.

No Declarations of Interest were noted.

## **1. MINUTES**

The Minutes of the meeting of the Learning, Teaching and Research Committee held on 08 June 2021 were **AGREED**, and **APPROVED** for signature by the Chair.

## **2. OUTSTANDING ACTIONS**

- UHI Tertiary Learner Support Policy - It was noted that the Assistant Principal – Student Experience & Quality would discuss the development of section 3.5 within the Policy with the Wellbeing and Learning Support Manager, the Quality

Manager and the Board Member Teaching Staff Representative. An update with regards this will be brought to the December 2021 meeting.

- Student Satisfaction Survey – This will be discussed further within the agenda.
- Research and Innovation - A member of staff from the River and Loch Institute will attend the December 2021 meeting to provide a presentation to the Committee.

### **3. SSES AND NSS OVERVIEW – QUALITY ENHANCEMENT PLAN FOR ACADEMIC YEAR 2021-22**

The Quality Manager introduced himself to the Committee and provided members with a presentation on Satisfaction – 2021 Survey Discussion and Proposed Actions.

This presentation provided Committee Members with guidance on:

- How we analyse data from satisfaction surveys.
- The impact which Covid-19 and the cyber incident has had on response rates and the measures, which are now in place to combat this.
- The core focus areas for the College.
- The enhancement themes for the Academic Year ahead.
- An explanation of the QEP tool with regards goal setting, tracker and dashboard.

The Committee noted:

- That the Early Student Experience Survey launched on 27 September 2021.
- Teams will update the tracker tool on a monthly basis.
- The new systems have allowed for a reduction in paperwork and should allow for early completion of our Annual Quality Enhancement Plan.

The Chair and Committee thanked the Quality Manager for this presentation.

A lengthy discussion around satisfaction surveys took place with the Committee enquiring and being updated with regards:

- The mechanisms, which are in place to enable us to feedback results and updates from these surveys to students to ensure that they continue to feel listened to.
- The rollout of training to staff on the new tool and forms.

The Committee noted that QEP was now a continuous cycle rather than a static system and that this move should make quality enhancement visible to all staff. The Committee was advised that this new approach complimented the work, which the EMT are finalising on our KPI matrix.

**Action:** It was **AGREED** that a copy of the presentation would be made available to Committee members.

#### **4. ANNUAL COMPLAINTS REPORT**

The Quality Manager provided the Committee with an analysis of the complaints received during the Academic Year 2020-21 and highlighted to the Committee the changes, which have been made to complaint recording this year.

The Committee noted the requirement for frontline staff to be able to resolve a complaint and that a training pack is to be rolled out to all appropriate staff members.

The Committee praised all frontline staff and teams for their work over the past year.

#### **5. OVERVIEW OF SUPPORT SERVICES – WELLBEING AND MENTAL HEALTH, TRANSITIONS AND PDA'S**

The Assistant Principal – Student Experience and Quality began a presentation, which provided to the Committee background with respect of our internal review carried out in 2018 with regards the support services provided to students, and the developments, which have been implemented across the College to ensure a holistic approach to student support. This holistic approach has resulted in an increase of declarations by students

The Access and Progression Manager went on to explain to the Committee what we currently do to support students and provided all present with a wider understanding of the role which her team plays in supporting curriculum teams and students; highlighting in particular:

- Person Centred Trauma Informed Approach
- Provision of 24/7, 365 days a year support for students.
- The support, which is offered for students from pre course through to course exit.
- Transition Support.

The Wellbeing and Learning Support Manager provided the Committee with both an insight into the Wellbeing Team highlighting the additional funding that had been sourced to expand the team and an insight into the Learning Support Team.

It was highlighted to the Committee that satisfaction with student support services has increased throughout the period 2018-21 from 80% to 91%.

The Committee thanked all involved for this presentation highlighting the impressive and progressive work, which these departments provide to both students and other teams.

*The Access and Progression Manager, Quality Manager and Wellbeing and Learning Support Manager left the meeting at this point.*

## **6. TERMS OF REFERENCE**

The Committee was presented with an updated copy of the Terms of Reference and noted that these amendments had been suggested as part of the committee review meetings.

**Recommendation:** It was **AGREED** that the Terms of Reference should be recommended for approval by the Board of Management.

## **7. HISA REPORT AND STUDENT PARTNERSHIP AGREEMENT UPDATE**

The Assistant Principal – Student Experience & Quality spoke to the joint report and advised the Committee that the enhancement themes for this Academic Year had been agreed as:

- Student Life
- Advice, Support and Progression
- Learning and Teaching

The Committee noted:

- That early indications appear that students are enjoying the blended learning approach and the flexibility which this is giving to them.
- Engagement with Student Halls has been prioritised by both HISA and Inverness College Staff.
- The rollout of the new audit tool Blackboard Ally.
- Distribution of laptops to those in Digital Poverty.

## **8. COMMITTEE EVALUATION FEEDBACK**

The Board Secretary provided feedback to the Committee on the evaluation exercise, which was carried out on 08 June 2021. The Committee noted the feedback received made reference to the review of the Terms of Reference, which have now been carried out. The Committee noted that the remaining actions, which still require to be undertaken, relate to training for Board Members. The Board Secretary explained that she was arranging for tailored training sessions to be provided to Board Members in the New Year.

## **10. MINUTES FROM INVERNESS COLLEGE COMMITTEES**

The Committee noted the contents of the minutes from the Equality, Diversity and Inclusion Committee held on 26 May 2021.

## **11. AOCB**

ABC Gardens Visit

Appropriate Committee members set a date of 27 October 2021 at 1.00 p.m. for the visit to the ABC Gardens.

**12. DATE OF NEXT MEETING: TUESDAY 07 DECEMBER 2021 AT 4.30 P.M.**

**Signed by the Chair:** *Tina Stones*

**Date:** 15/03/2022