

PRINCIPAL'S SURGERY FOCUS GROUP: RESPONSE MONITORING SHEET

CENTRE: Arts Centre			DATE OF MEETING: 2nd February 2009	
ISSUE IDENTIFIED	RESPONSE			DETAILS OF RESPONSE
	Requested		Received	
	Date	From Whom	Date	
New teachers to shadow more experienced tutors and also to be mentored	13 th Mar. 2009	PB	27 th Mar. 2009	Already in place. All new teachers are allocated a mentor and are encouraged to shadow other more experienced staff.
Tutorial provision to be reviewed in light of inconsistencies (ND music learners receive tutorials every ten weeks Photography learners receive tutorials each week).	13 th Mar. 2009	AL	16 th Mar. 2009	<ol style="list-style-type: none"> 1) Tutorials are currently being reviewed to check on ,eg, the content of the minimum tutorial entitlement – which is a cross-faculty entitlement for FE courses. 2) Faculties are responsible for timetabling tutorials so you will need to check with the Arts faculty re this particular issue.
Map of interior of Arts Centre detailing room numbers would be useful in Induction	13 th Mar. 2009	PB	27 th Mar. 2009	A good idea. PB will contact estates as they have the numbering and layout of the build which should be included too.
Numbers on all doors in the Arts Centre to be checked – some are missing	13 th Mar. 2009	PH	23 rd Mar. 2009	Following completion of the new extension linking the Arts Centre and Mulberry St. The whole of the centre will be renumbered ready for September 2009.
		PB	27 th Mar. 2009	PB will contact estates
Assessments/assignments: <ul style="list-style-type: none"> • Deadlines too close together • Learners need to know about assignments more in advance 	13 th Mar. 2009	PB	27 th Mar. 2009	Without the exact details I cannot be too specific. However the issue will be raised at FMT
More consistent financial advice including EMA and bus passes	13 th Mar. 2009	AL	16 th Mar. 2009	Difficult to comment without more info. Please supply more details so I can ask Ann Daynes, Finance and Welfare Officer, to investigate. Did learners say they got advice from a variety of sources? (if so, there's an issue re staff training)



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Resources – Equipment colour printers needed – learners have paid their £50/ Colour darkroom, Microphones – need more affecting projects	13 th Mar. 2009	PB	27 th Mar. 2009	IT printing is not included in the £50 – this is for cloth and other materials on the course. The room in question used over £16,000 of printing inks in the first term. As this was excessive use strict numbers for printing now have to be observed. The centre already has one fully equipped dark room. Further microphones have been ordered this term – there has been issues around theft. Unsure what affecting projects means. Needs more clarity.
More access to PCs for those people who do not like using Macs	13 th Mar. 2009	KR	17 th Mar. 2009	80 new pc's were placed into the Arts centre last Summer
Need for technical support – converting Mac to PCs - sorting out software problems	13 th Mar. 2009	KR	17 th Mar. 2009	All IT related problems should be reported to the IT Support Helpdesk. Once reported the technicians attend to problems rapidly.
Halal food not available everywhere – pork kept in close proximity to chicken	13 th Mar. 2009	PD	27 th Mar. 2009	Halal chicken available at all sites; also sandwiches. Will check out the pork. Storage and servery space very limited.
Social space needed – café is crowded and overspaced	13 th Mar. 2009	PD	27 th Mar. 2009	Café seating reduced by 16 seats following the alterations. I agree it is too small.
		PB	27 th Mar. 2009	This issue will be addressed fully with the new Learning Centre
Info on enrichment activities needs to be more widely disseminated	13 th Mar. 2009	AL	30 th Mar. 2009	Will request Enrichment team promotes activities e.g. via plasma screens
Lighting in some rooms needs attention	13 th Mar. 2009	PH	23 rd Mar. 2009	Repairs have been carried out to areas that have been identified. Continued monitoring of rooms by the caretakers to continue with defects being reported to the Estates Dept.
Tutors are not consistent with attendance and punctuality	13 th Mar. 2009	PB	27 th Mar. 2009	Curriculum managers will be informed and asked to monitor.



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More fashion books and magazines in library	13 th Mar. 2009	MP	16 th Mar. 2009	LRC manager has been to all FMTs to improve communication and encourage stock requests. MP will make contact with department to ask for more feedback on resources required.
There is a Sound isolation problem	13 th Mar. 2009	PB	27 th Mar. 2009	The centre does meet the standards for sound proof studios. Will ask estates to investigate.
A request was made to use the studios in the evening	13 th Mar. 2009	PB	27 th Mar. 2009	A booking system is available. The learner should make a request to Brian Roberts and if it is possible it will be accommodated.
One learner expressed difficulty accessing dyslexia support, more awareness needed for staff and students learners of how to get a dyslexia test	13 th Mar. 2009	AL	30 th Mar. 2009	Need specific info so that Ann J can pursue.
New LRC plan of social accesses, blocked during key times of the day, needs to be enforced	13 th Mar. 2009	MP	16 th Mar. 2009	Facebook should now be blocked by IT dept between 10 and 3. Software to monitor what learners are using computers for is now finally operational. LRC team have all received clear guidelines on dealing with learners breaching the IT acceptable use policy.
Learners are being moved away from the front of the building when smoking, however staff are not	13 th Mar. 2009	PB	27 th Mar. 2009	Will discuss with the guard.

