

PRINCIPAL'S SURGERY FOCUS GROUP: RESPONSE MONITORING SHEET

CENTRE: Clarence Street			DATE OF MEETING: 9th February 2009	
ISSUE IDENTIFIED	RESPONSE			DETAILS OF RESPONSE
	Requested		Received	
	Date	From Whom	Date	
10 minute late rule needs to be enforced consistently	13 th Mar. 2009	AJ	26 th Mar. 2009	Arrangements to be reviewed by FMT
4 hours break between classes need to be reduced	13 th Mar. 2009	AJ	26 th Mar. 2009	Revised timetables will be introduced fro Sept 09
Access to Science group feel they miss out on time in LRC to work on assignments, as the two days when they finish at 5pm the LRC closes early	13 th Mar. 2009	MP	18 th Mar. 2009	Unfortunately we do not currently have the staffing resources to open the LRC later on other evenings at Clarence St. It would mean cutting opening hours elsewhere. Opening hours are likely to be extended in the new Learner Centre, to better suit student needs. Monday-Thursday there is always at least 1 city centre LRC open until 7pm, and learners are welcome to use LRCs at other sites if they wish. Details of LRC opening hours are available within each LRC, on the student intranet and on Moodle.
Assignments come 'bunched up'	13 th Mar. 2009	AJ	26 th Mar. 2009	FMT and Course/Subjects teams to address
LRC too busy at lunchtime with learners and many learners are using Myspace	13 th Mar. 2009	MP	16 th Mar 2009	We cannot stop learners coming in to the LRC at lunchtime, there is an overall lack of social space in Clarence St which will be addressed with the new Learner Centre. Facebook is now blocked by the IT dept at peak times - 10am until 3pm, but they cannot block MySpace and YouTube as they are used for teaching purposes. We will be publicising our computer booking system more widely after Easter to encourage learners to book a computer in advance, especially during peak times. LRC staff now have clear guidelines and a software program which can both be used to deal with learners breaching the IT acceptable use policy.
More support in gaining employment was requested	13 th Mar. 2009	AL	16 th Mar	Will ask Learner Services managers to highlight the support they can provide to individuals and to remind tutors that group sessions on job search etc are available.

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Group tutorials are not seen as useful as the content is not relevant	13 th Mar. 2009	AL	16 th Mar	The Learner Entitlement Manager is currently leading a review into the core tutorial curriculum taking into account the views of learners and personal tutors/tutorial advisers. We expect changes for next year – especially the more widespread use of negotiated curriculum so that the topics chosen are relevant to learners’ needs and interests. (This is already in place in some areas of the college).
Lack of software to support certain subjects i.e. media, to meet current demands from uni/employers	13 th Mar. 2009	KR	17 th Mar. 2009	Curriculum areas to request specialist software via CEWG requests
Learners tailgate through doors so ID not always needed	13 th Mar. 2009	AJ	26 th Mar. 2009	Additional ID card checks have been introduced.
Speed up internet access	13 th Mar. 2009	KR	17 th Mar. 2009	Investigation under way to improve access speeds, LRC equipment to be upgraded, social networking sites to be banned to free up network resources
More books in LRC	13 th Mar. 2009	MP	18 th Mar. 2009	LRC manager has been to all FMTs to improve communication and encourage stock requests. This will be repeated towards end of academic year. Learners can also make direct requests for books to any member of LRC staff
Swipe system in classrooms not working	13 th Mar. 2009	KR	17 th Mar. 2009	New member of staff appointed to maintain systems, units to be hardwired (not mains powered) September 2009