

PRINCIPAL'S SURGERY FOCUS GROUP: RESPONSE MONITORING SHEET

CENTRE: Mulberry Street

DATE OF MEETING: 3rd February 2009

ISSUE IDENTIFIED	RESPONSE			DETAILS OF RESPONSE
	Requested		Received	
	Date	From Whom	Date	
Students would like more choice of topics within their course (Life Skills)	16 th Mar. 2009	SD	30 th Mar. 2009	This comment was from one particular learner who wanted to change groups. He was given the choice to join an alternative class and this has now been resolved.
Assignments in Business need to be spread out and dates given at the start of the year	13 th Mar. 2009	PR/BM	19 th Mar. 2009	It is difficult to spread out assignments as the requirements of the awarding body must be met. Assessment of Business courses is based on assignments only and this is why there is a heavy burden on written work. Learners are informed about this when they apply to the various courses.
Scholarest:	13 th Mar. 2009	PD	27 th Mar. 2009	I agree – the café needs more space.
<ul style="list-style-type: none"> Cafe needs more space more food choices -healthy food options 				Salad Bar, pasta, curries, vegetarian option, Jacket Potatoes, Soup, a full range of sandwiches (inc. low fat), fruit, low fat yoghurts. What else would you like to see?
<ul style="list-style-type: none"> lack of food by the 1pm break 				Will check on choices after 1.00pm
Students feel breaks need to be staggered	13 th Mar. 2009	PR/BM	27 th Mar. 2009	Break are organised in line with college policy and allowing for timetable restrictions. Shortage of rooms and availability of staff do not permit an ideal structure.
Business ND (group 1D) accountancy and maths class run back to back with the same tutor and they get little break	13 th Mar. 2009	PR/BM	19 th Mar. 2009	Learners should have a break of at least 10 minutes between lessons, and this is implemented most of the time. All ND classes have now different tutors for Accounting and Maths.



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'Life Skills' feel they would benefit from one-one tutorials as well as the group tutorials	13 th Mar. 2009	AL	16 th Mar. 2009	This is part of the FE entitlement and my understanding is that Life Skills do get 1:1 tutorials. You'll need to check with Steve Daw – timetabling tutorials is the responsibility of faculties. If learners think they're not getting 1:1s, but in fact are getting them, there's a misunderstanding somewhere.
	16 th Mar. 2009	SD	30 th Mar. 2009	This comment came from a part time group of learners. 1-1 tutorials are not timetabled for individuals on part time programmes but course tutors are responsive to pastoral care needs for both full time and part time learners continually.
No opportunity to attend Course Team Meetings was reported by all learners	13 th Mar. 2009	PR/BM	19 th Mar. 2009	I will raise this with course leaders as learners should be invited to course team meetings. I have participated in meetings with learners in attendance, so I will find out the meetings the learners were referring to.
More consistency required with regards to the lateness issue -10 minute late rule not being enforced	13 th Mar. 2009	PR/BM	19 th Mar. 2009	My understanding is that the 10 minute rule is implemented by all courses. However, I will check on this.
Some staff were reported as being late for lessons (as much as 30 minutes)	13 th Mar. 2009	PR/BM	19 th Mar. 2009	There was one occasion when a tutor was late for lessons and I talked to him about it. I am not aware of other occasions. I will investigate further.
Insufficient PCs access at Mulberry, LRC full with learners from the two sites. Possible access to unused IT suites outside of class time for general use requested	13 th Mar. 2009	KR	17 th Mar. 2009	There are health, safety and security issues if learners are allowed to use IT suites without a member of staff being present. NLC will address issue from 2010



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More toilets, especially disabled access toilets needed - only one on the ground floor and many removed through building work	13 th Mar. 2009	BR/PH	PH 23 rd Mar. 2009	Following completion of the new extension all disabled toilets will be back in full operation.
Fix toilet seats	13 th Mar. 2009	PH	23 rd Mar. 2009	Caretakers will inspect and refit toilet seats
Air con on top floor reported as not working	13 th Mar. 2009	PH	23 rd Mar. 2009	This is part of the new extension works. Air con. Is due to be commissioned and tested early April 2009.
Tutors need to be more accessible outside of class time	13 th Mar. 2009	PR/BM	19 th Mar. 2009	Permanent staff at Mulberry are fully timetabled, so they might find it very difficult to see learners outside class time. However, I should say that I have witnessed staff always busy dealing with learner issues.
Lights in the building generally need to be looked at, many rooms are too dark and lights flicker (specifically rooms 1/15 & 3/10 referred to)	13 th Mar. 2009	BR/PH	PH 23 rd Mar. 2009	Ongoing repairs are being carried out to ensure that all lights are in full working order. Boards are to be removed from windows following completion of the new extension.
Registration system to work more consistently. EMA payments being effected	13 th Mar. 2009	KR	17 th Mar. 2009	New member of staff been appointed to maintain the register system throughout the college, new drive to encourage staff to use the system is under way

