

CASE STUDY 2

Title: Quality Assurance and Quality Enhancement of the Learner Experience in GBS

Theme: Enhancement of the learner experience through regular pop-in meetings

Keywords (2-3 words): Support, learner engagement, student centred learning

Short Abstract (optional):

GBS acknowledges that students may require extra support with academic and / or personal challenges to deliver the optimum learner experience. Access to support and assistance is crucial and needs to be timely, including study and learning support services, health & welfare services, and other advice.

GBS provides a variety of services designed to enhance the learner's experience. A key part of GBS's learner experience is providing a means by which students can access the support they need easily, in a timely fashion and appropriate to the circumstance.

Existing practices included formal meetings at induction; with information sessions on assessments clinics and job workshops, for example, carried out at key junctures throughout the academic year, as well as individual scheduled meetings requested by learners or by academic management. Learners who needed other supports could go to the school reception. Formal feedback is captured through learner satisfaction questionnaires, module reports and lecturer feedback.

An analysis of the challenges of learners seeking support and advice at all points of contact was carried out by the academic and administration management teams to seek to enhance the learner experience. The queries raised by learners in previous years were categorised into:

- a) Academic and assessment queries
- b) Learner pathways
- c) Attendance
- d) Learner Feedback
- e) Documentation - i.e. PPS / visa / transportation
- f) Accommodation
- g) Medical appointments / issues
- h) Other

The review of existing practices revealed that there were some issues raised by learners of an academic or personal nature, in particular, that were not within the remit of the school reception personnel to solve, were often confidential and needed academic and senior management input. To address these issues, GBS introduced weekly GBS Student Support Meetings in addition to existing supports, and this has been an important QA and QE initiative,

GBS Student Support Meetings are individual drop-in meetings held in person by GBS's Academic Manager or Registrar who can answer the specific queries and issues a GBS learner may have. Learners can discuss any issue they have, including but not limited to:

- Academic and assessment queries
- Student Pathway consultations
- Attendance
- Learner Feedback
- Student Welfare & Health
- Confidential matters

Issues in relation to documentation, accommodation or appointments remain the remit of the school administration team but can be raised at the Student Support Meetings.

The Student Support Meetings initiative has reinforced GBS's commitment to the optimum learner experience. The Student Support Meetings:

- are held at a fixed time and location every week.
- ensure ease of access for learners due to their drop in nature for both cohorts of learners - full and part-time
- have created a greater sense among learners that GBS supports can be accessed easily, are face-to-face and enhance their individual GBS experience and immediate needs.
- safeguard issues that are raised, particularly of a sensitive nature, can be handled discreetly away from the classroom, corridor or school reception setting,
- confirm that issues raised can often be solved immediately due to management input.
- ensure that confidential or critical issues can be followed up through referral, if necessary, to the school counselling service, for example.
- individual appointments can be made but are not necessary.
- capture informal learner feedback for future qe initiatives.
- the administration and reception team have an avenue through which to refer learners creating clarity in terms of internal communication.
- minimises time and maximises decision making in relation to learner queries.