

# Learner Voice Feedback Spring 2020



Course Area	Question for Learner Council	SLT Response
<b>Sports Academy</b>	Can something be done to improve the football pitches?	The football pitches are only used by college students, despite numerous requests we do not let external groups hire them in order to keep them in good condition. Training takes place on the training pitch and not on the match pitch in order to preserve the condition. The contractors mow the grass once per week at present. In the height of the growing season this is sometimes not enough. We will liaise with the contractors so that if the contractors alert the team to their schedule, the college will move the posts off the pitches rather than the contractors mowing around them as they leave a long patch of grass when they mow. We will also ask about mowing the grass more regularly but again, this needs to be negotiated with the contractors and costs reviewed.
<b>T&amp;T</b>	The laptops are not good at all and we need to get them replaced. More decent laptops to be made available for support at home. Especially those that do not have the technical requirements. Home learning a bit more patience and understanding to the individual needs.	<p>These Classmate devices are tablets (not laptops) designed for web Office 365 and Internet and work reasonably well if used for this basic purpose. If used for other applications, they will be slow. IT Department works with the area managers to provide equipment that is affordable and sustainable. Other PC rooms with more powerful PC's are available to be timetabled in the same building. IT will refresh these devices over the summer and label them for web use only.</p> <p>The College does not have facilities at present for devices to be loaned to students routinely for home although we have supported a significant number of learners during the Lockdown with a device as they are not needed inside the college at present during Lockdown.</p> <p>The lead Assistant Principal for the area is reviewing whether it is possible for a capital bid to gain higher specification machines to do activities beyond the web related activities, but we will not have confirmation of this until July.</p>
<b>Creative Media</b>	1: The computers in media are not the best. They crash and do not save they could all be updated. 2: The learners would like that 'hats being banned rule' looked at especially when walking around campus.	<p>1. We did upgrade some of the Macs in Media to help with tasks like rendering this year. Because rendering is a resource hungry exercise, two special heavy duty Macs were provided off the network for this purpose. The College continually works with the area to review and purchase appropriate equipment, however, must be affordable.</p> <p>2. The Campus Expectations are to be reviewed at the end of the academic year via the Assistant Principals' and T&amp;L Forums to discuss more broadly the impact they have had on learner behaviour over the past 12 months. Currently, hats are</p>

		allowed whilst walking around campus but not in teaching spaces.
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<b>Carpentry</b>	Please can we have Air Con in the Carpentry workshop, as it does get warm in there	The installation and running of a full aircon system which could operate in such a large area is prohibitively costly and bad for the environment. We will work with technicians and Estates to try and alleviate the issue through ventilation and limiting peak use to the cooler parts of the day in Summer. For the few particularly hot days, where this becomes a major issue, it will be better to hire spot coolers and additional ventilation when this becomes necessary.
<b>Construction</b>	Although new college canteen at Gravesend is good, there is very little area to sit in poor or bad weather.	We have been discussing with the Student Union the possibility of opening up a supervised student zone at the Gravesend campus. There will be a cost to the College, and a need to ensure that learners treat the area with respect and keep it clean and tidy. In order to justify the cost and become confident that behaviour and tidiness will be acceptable, we agreed that the facility would be offered as a reward to students for their engagement in a variety of College projects around campus tidiness, care for the environment, and socially responsible behaviour. A proposal for how the reward system will operate, and target date for the zone to be available, is to be jointly developed between the VP Gravesend and the SU ready for roll out in September. There is clearly going to be some uncertainty as to how such a zone would operate given the current COVID situation, but we are committed to planning for a facility to be available in the medium term as students are willing to play their part and demonstrate their commitment to making it work.

<p><b>Construction</b></p>	<p>Gravesend canteen needs to be open though out the day with more hot food, some group have no choice and no hot food in their break times.</p>	<p>Just prior to Lockdown, hot food had been available either on the Coffee Bar (grab and go) from 8.00am until 1.00pm, or on the Hot Food Counter between 12.00pm and 1.45pm. The overall opening hours need to be restricted because the overall takings do not cover our staff costs. We are aware that there may be limited choice for students who arrive after English or maths sessions finishing at 1.30pm, and are planning to experiment with a range of opening and closing times which may help e.g. (8.15am to 2.00pm) to see on which days, and on which counters there is sufficient demand to justify the staff required to provide the service. We will also work with curriculum to ensure that timetabling of classes is aligned as best as possible to the Canteen opening hours to ensure an even spread of demand, and therefore better choice throughout the sittings.</p>
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Public Services	<p>We need a student zone at Gravesend.</p> <p>Restrooms in C Block at Gravesend and in S Block in Dartford are not always in the best state of repair.</p> <p>The water point in S Block at Dartford has not worked all year.</p>	<p>Please see notes above regarding student zone at Gravesend.</p> <p>The toilets in C and S Blocks are cleaned daily. We do try to keep these in a good condition and have refreshed toilets where possible. S Block is repainted annually however, due to ongoing vandalism it is hard to keep these toilets in a condition that we would like and would ask that students help in notifying us when they witness ill-use of the facilities causing the damage to the toilets.</p> <p>There has been an issue with poor behaviours in the downstairs boys' toilet/changing room in S block. I We have discussed with Estates possible solutions of reducing the size of the area to try and prevent the opportunity to spoil the facilities for others. We have also requested an extra clean at the end of the day before the external users come in. This is a very busy area, sadly with poor toilet etiquette employed.</p> <p>The water point usually works but it leaks, this has been reported to Estates for repair. This is a very busy water point, directly outside the Sports Hall and adjacent to reception so we appreciate it gets much use throughout the day.</p>
Early Years	Can we have more seating areas in other parts of college to spend break times	<p>We will provide some additional benches outside to accommodate the use of more outdoor space seating. This should ensure that learners continue to respect that there should not be eating in corridors.</p> <p>Also see above re introduction of a student zone at Gravesend.</p>

#### Key

Gravesend	
Dartford	
Both	