

**Question 1.** *Have you or any of your classmates had an issue at College that has made you/them consider dropping out? If so, what was the issue? If not, what do you think is the biggest reason for students struggling to stay on their course?*

1. **Lack of organisation**
  - a. Timetables
  - b. Class cover
  - c. Assessment strategy
2. **Mental Health support**
  - a. Getting assessed in time
  - b. Additional support being in place for assessments
  - c. Who to go to?
  - d. Front line staff don't know how to help/aren't trained to assist students declaring they need help
3. **Resources / facilities**
  - a. Classroom issues - room bookings/ not enough spaces in classes or class rooms not fit for purpose
  - b. Technology & software, use of moodle - staff not trained to be able to use resources
4. **Community aspect**
  - a. Relationship between staff (front facing) & being student centred not always felt
  - b. Some students said they felt they don't feel part of the college/welcome
5. **Funding & Support**
  - a. When they are missing documents - no one tells them - feedback loop isn't closed
  - b. Applications just slip through the cracks
  - c. No way to check online how far an application has progressed
  - d. Resubmitting documents multiple times
  - e. Staff chasing other staff to get answers

**Question 2.** *How prevalent/wide spread are these issues identified?*

**All students present knew classmates or had personally experienced issues across all areas identified.** Relaying personal anecdotes and frustrations they have had facing barriers across multiple areas of college life. Though overall mentioning they enjoyed the course itself these 'other aspects' presented real frustrations many noted they felt they had to do all the work to solve issues as things got 'lost'.

Other comments included:

*'Being passed from staff to staff, never hearing back,' 'receiving no communications' and 'feeling like they were unwelcome /not important'.* Many did not feel that the 'student centred' ethos was fully embedded into day to day operational work.

### **Question 3. *What do you think the College and/or ECSA can be doing to remove challenges, support more students to stay on at College and be successful?***

#### **1. Lack of organisation**

- I. A student moodle page/better comms to students through it
- II. clear responsibility of 'what happens' when lecturers are off
- III. Consistent timetabling (not changing rooms all the time - it gets really confusing)
- IV. Having an assessment timetable for all classes of a course at beginning of term and available to students

#### **2. Mental Health**

- I. Staff trained in mental health first aid
- II. Continue tackling stigma on campus
- III. Support groups (nonspecific) - more 'safe spaces'

#### **3. Resources/Facilities**

- I. Group meeting in the summer to plan room bookings
- II. Departments to have specific assigned rooms for teaching
- III. Job zone (as a resource) isn't utilised well merge with a more active job site?
- IV. Classrooms fit for purpose/including tech & resources

#### **4. Community aspect**

- I. Staff induction about 'key behaviours' 'student centred'

#### **5. Funding & Support**

- I. A way to get automatic update/track progress of applications for funding /online checklist
- II. Feedback when documents are missing

**Students present 22**