

Student Submission for TEF 2023

1. Approach to evidence-gathering

Students from all four academic disciplines, including Business and Marketing, Hospitality Management, Health and Social Care, and Education Training, were given an opportunity through Student Union, Class Representative Committees, and Student Services Department to contribute to this submission.

Students from the following academic programmes participated in this submission:

- HND in Business and Marketing
- HND in Healthcare Practice (Healthcare Management)
- HND in Hospitality Management
- Diploma in Education Training (DET)

Pre-existing feedback from the undergraduate students

makes the basis of the information included in this submission. The students submitted the feedback recently for Pearson's External Examiners and Student Services Department at MRC. For instance, Higher National Diploma (HND) students from all academic departments submitted their feedback for Pearson's External Examiners on an annual basis. Furthermore, HND students were also invited to submit their feedback about the quality of teaching and the value added to their Learning by their tutors in March 2021. Hence, current students were mostly focused on generating the information for this submission.

In addition to the above, Pearson's External Examiners' reports for the past four years in which s/he commented about students' satisfaction at MRC with reference to the teaching and learning activities were also referred to while authoring this submission. The College shares all of Pearson's External Examiners' reports with the students.

National Student Survey (NSS) and Graduate Outcome Surveys also made the basis produce this submission.

Moreover, our Student Union President was also engaged to contribute students' views to this submission. Engaging Student Union President also resulted in providing all students an independent platform to contribute to this submission.

In addition to the above, informal conversations with the students on various events were organised that also contributed to this submission.

On a mass scale, the students were involved through Student Union President in gathering the information for this submission.

TEF indicators below were also focused on while organising information for this submission:

- The teaching in my course
- Academic support
- Assessment and feedback (via Student Union and as mentioned above for HND courses)
- Learning resources
- Student voice (through Student Union)

2. Student experience

The student feedback is collected through a number of methods, including various internal mechanisms, Class Representative Committees, and the Student Union, addressing 100% of the student population at MRC. This feedback facilitates addressing students' academic issues and improves the academic and non-academic services offered by MRC. Our student representatives are also part of various college committees and boards, which is useful in organising and collecting feedback and taking part in various strategic decisions.

Students at MRC expressed their satisfaction with reference to academic experience and assessments. MRC conducted a survey in March 2021 to assess students' satisfaction levels with reference to teaching and academic services. The survey's main questions focused on the contribution of teaching activities and formative feedback towards the Learning of the students, student-centered teaching practices, responsible behavior of the tutors, and teaching materials' effectiveness. These topics were divided into two main themes: course structure & grading and tutors' performance, empathy & Learning, as depicted in Figures 1A & 1B.

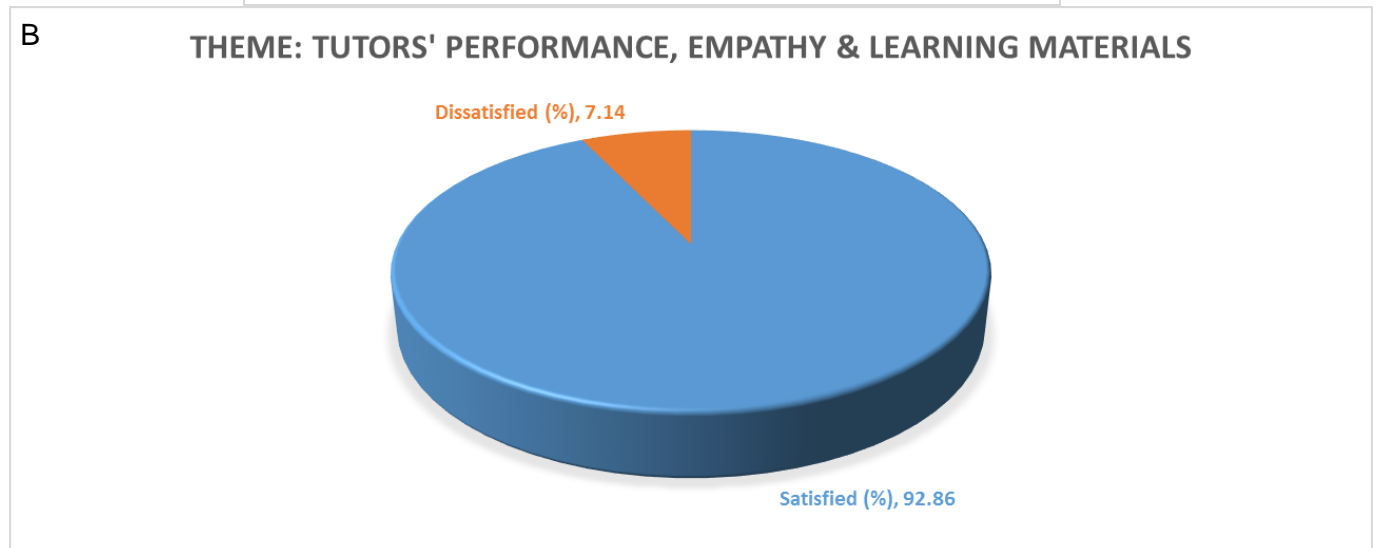
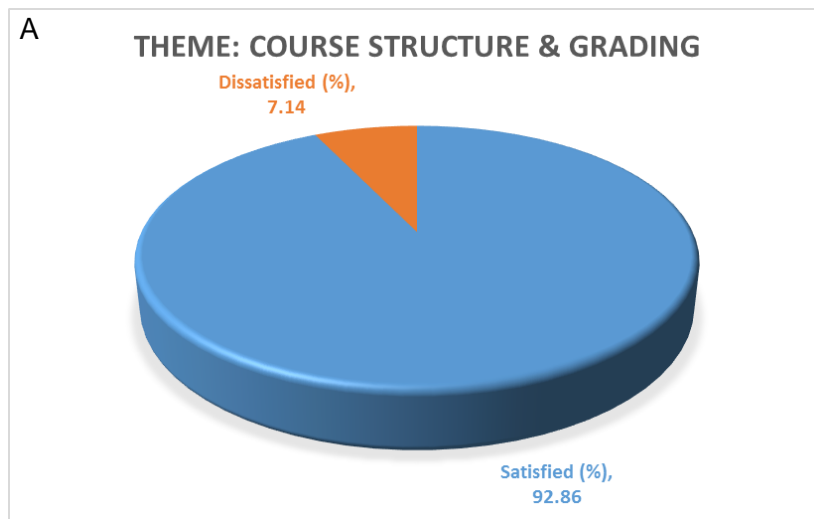


Figure 1: Students' Satisfaction Regarding Teaching and Learning Services

This survey revealed high satisfaction levels as more than 90% of participants were satisfied with the course structure, grading decisions, tutors' performance, and the empathetic behavior of the staff. Our comments about the quality of teaching services delivered by the tutors also confirm this high satisfaction level.

As the Pearson's External Examiners meet the student on an yearly basis

also examined students' satisfaction with reference to teaching and learning activities at MRC that corroborated the findings of previous surveys arranged at MRC (Figure 1). This also demonstrated that academic quality was consistently maintained in a sustainable way at MRC.

A set of 9 approved questions

were emailed to the students, as depicted in Figure 2. The questions were themed around the academic workload, effectiveness of assessors' feedback, quality of teaching, quality of learning resources, and being listened at MRC. Generally, students showed contentment and high satisfaction level with the quality of teaching and delivery of academic services and academic support (Questions emailed by the Pearson's EV and analysis included in her Report 2022).

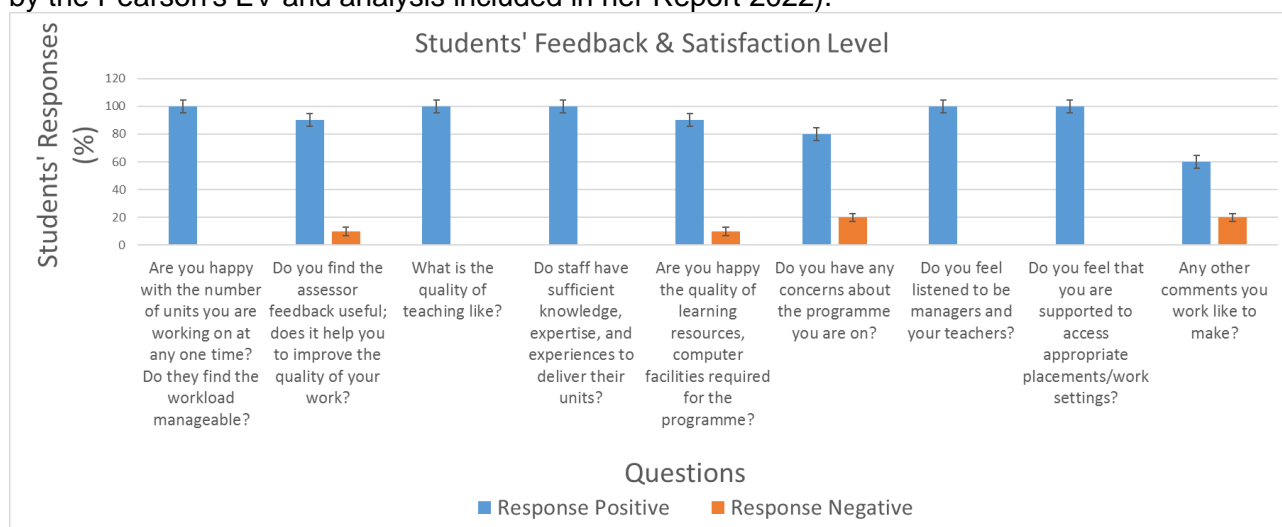


Figure 2: Students' Feedback for the Pearson's External Examiner

Data from Figure 2 were further quantified and analysed to assess students' satisfaction levels as depicted in Figure 3. It was found that more than 90% of the students depicted a high satisfaction with reference to academic workload, the effectiveness of assessors' feedback, quality of teaching and learning resources, and being listened to at MRC, though a few students suggested improving quality of furniture in the classrooms and demanded more time to complete their assessments.

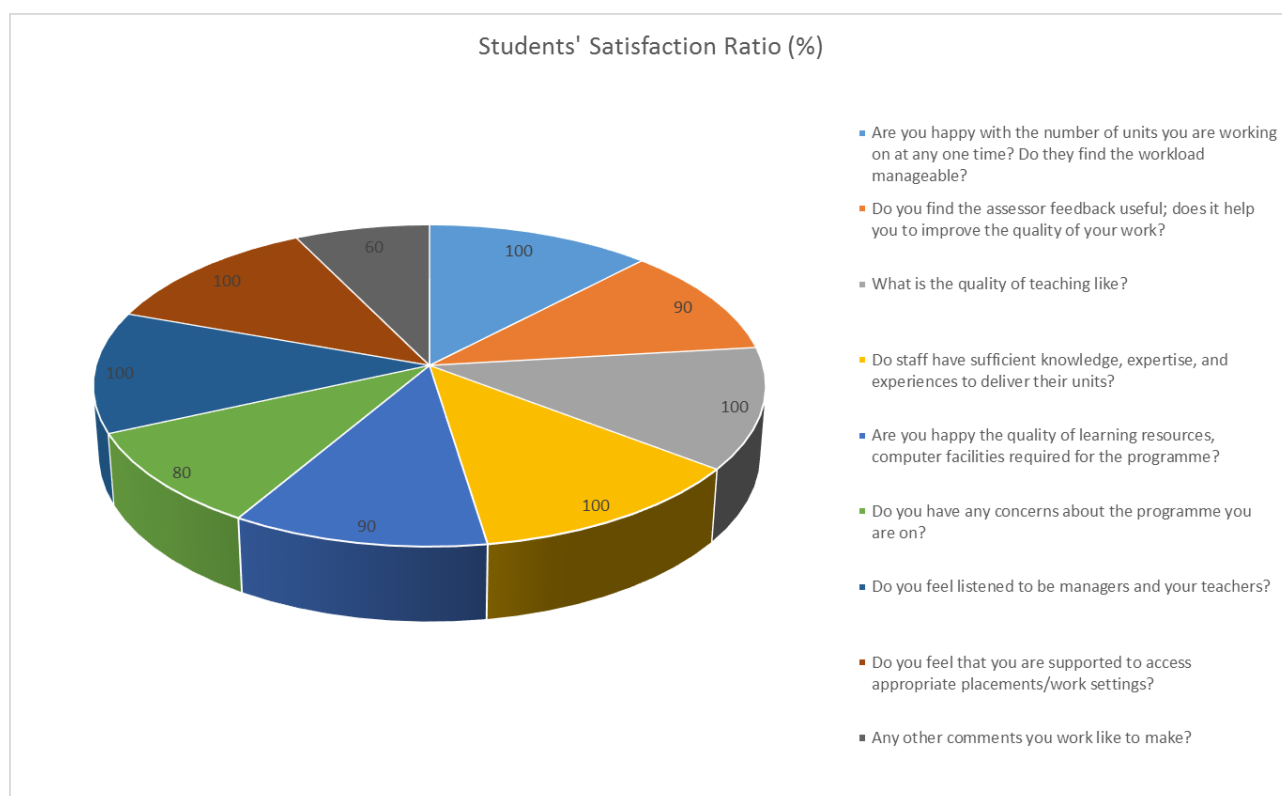


Figure 3: Students' Satisfaction Level

For instance (extracts from the survey forms submitted by the students);

- One student commented about the quality of teaching at MRC, "*EXCELLENT, The Lecturers are good Listeners and always ready to help, They are very professionals*".
- The quality of teaching services and learning resources were also endorsed by the students as they commented, "*Yes the quality in academic staffs is high knowledgeable with super experience.....Yes the quality of learning resources and facilities is highly commendable*".
- Students were also found to be very satisfied with the assessors' feedback like one student commented, "*Assessor's feedbacks have really been helpful as it helps me to research further. This has helped me to improve my knowledge base*". Another student commented, "*Yes assessor feedback is really help and very commendable*". These findings were also endorsed in the recent NSS survey (NSS 2022) as students at MRC were found satisfied with the feedback they received on their respective courses.
- Students were also found delighted with the overall services they received at MRC. For example, it was stated in the survey, "*Thanks to the teaching and non-teaching staffs for the support and encouragement they continue to give me. I am grateful*".

In summary, the findings of these surveys revealed that students at MRC were very satisfied with the quality of teaching, feedback, learning materials, and tutors' caliber as they expressed their gratification in their written comments. Hence, they endorsed student-centered teaching and Learning at MRC.

"Overall students were satisfied with the assessment process and assessment feedback. They find the feedback prompt, detailed and helpful. They reported high level of satisfaction regards to the quality of teaching and the expertise and experience of the staff. Overall, most students reported satisfactions with the physical resources, ILT, specialist accommodation, equipment, and consumables. There is evidence that the centre continues to meet the expectations of the QAA Code of Practice. The College's policies ensure appropriate and fair access of all students, regardless of ability or disability"

regarding the

assessment process and mentioned, "*The assessor feedback was timely and soon after the students had completed the assignment. Overall, it was constructive and explained why the grade had been awarded and related to the specific assessment criteria.....The students have achieved*

the aims of the learning objectives and the targeted criteria at the appropriate level"

The EV Business and Marketing commented about quality assurance in assessments at MRC by suggesting, *"Well designed assignments and there is thorough internal verification of the assignments and student work.....Robust Internal verification.....Clear constructive feedback"* (EV Business and Marketing Report 2021).

The EV DET also appreciated the assessment and quality assurance processes at MRC by suggesting, *"Assessment and verification practice at the centre is excellent"* (DET Report 2022).

The EV Health and Social Care also reported and endorsed the internal quality assurance processes by mentioning, *"Internal verification of this unit is robust. The feedback is extensive, and this will support new or less experienced assessors. It is pleasing to see robust and current internal verification of the assessment decisions"*. (EV Health and Social Care Report 2022).

The EV Business and Marketing also commented about teamwork, communication, and quality assurance, *"Strong team ethos and excellent communication in the team for staff and students. A rigorous internal verification system. Constructive feedback given to learners which is linked to the learning outcomes and grading criterion"* (EV Business and Marketing Report 2022).

The EV Hospitality mentioned about students' satisfaction in the report after having a meeting with the students, *"The student comments were very positive. The college facilities are excellent and continue to develop"* (EV Hospitality Report 2019). This was also endorsed by the EV DET who commented, *"Support for learners is outstanding from initial assessment to progression opportunities"* (EV DET Report 2020). The Hospitality EV's comments reflected a consistency in the students' satisfaction at MRC by suggesting, *"The students feel well supported by the staff and the course is meeting their expectations and they are recommending the college to friends"* (EV Hospitality Report 2021).

The College administered a student survey during the lockdown to examine students' satisfaction with their Learning and find if they received value for money because of remote teaching and Learning. The survey was also aimed to determine the efficiency and effectiveness of remote teaching and Learning and how this service could have been improved. The survey was run between June 9, 2020 to July3, 2020 and 501 of us participated in this survey. Overall, a high rating was received with 4.7 out of 5 for the quality of teaching arrangements. Moreover, we also rated teaching sessions' punctuality as 4.8 out of 5 and the remote learning experience was rated as 4.6 out of 5, depicting our satisfaction with the remote Learning and teaching arrangements and quality. We also showed our contentment and gave a rating of 4.7 out 5 in the survey for the lecturers and tutors and believed that the tutors were able to stimulate our interest in the course. (MRC Student Survey-Remote Teaching Arrangements 2020).

We are also encouraged to become part of the research culture at MRC and are always motivated to contribute to the MRC's *Journal of Academic Reviews*. Some of us contributed to the Journal with their respective teachers in previous years. The journals are published on MRC website, library, and British Library, and all students are encouraged to read them. (<https://mrcollege.ac.uk/journal-of-academic-reviews/>).

MRC facilitates its students, such as hospitality students, in getting practical experience by visiting various restaurants, hotels, and hospitality-related events in addition to arranging various competition programmes. Moreover, Health and Social Care and Education training departments also arrange placements for the students. This, on the one hand, fulfills the requirements of the course assessments and, on the other hand, brings practical experience to their CVs. The students also get the opportunity to develop professional networking with professionals working in the industry at different strategic and senior management positions. MRC Angel programme also augments the opportunities for the students to develop professional networking in the industry in addition to building professional confidence.

Our learning needs are supported through various channels. For example, MRC provides IT labs on campus, but as we are not on campus 24/7 so laptop loan scheme is also in place so that we can also learn and work on their assignments if we are away. Similarly, Human Anatomy and Physiology lab is on campus to support the Learning of the students, but if they are away, such as during lockdown, MRC subscribed anatomy.tv i.e. an online lab, and students can operate it from home. Moreover, physical libraries are on campus, but online learning resources have also been arranged to support remote Learning for the students.

We all at MRC also get reasonable and equal opportunities to raise our voice. This is also endorsed by QAA: *"Extensive mechanisms are in place to involve students at all levels as partners in the enhancement of their educational experience"*

Students are satisfied as the student's voice is supreme on the college priority list as MRC believes that a better understanding of its student's needs will help in improving academic and non-academic support. MRC engages students in planning and decision-making processes by offering students, without any discrimination, to be the part of various college committees and boards. The College also has Student Union, which helps in voicing our concerns and arranging student engagement activities. This forum is also used to share feedback if the students need new facilities. Student representatives are also engaged in recruiting new tutors and lecturers and participate in class observations to submit their feedback.

3. Student Outcomes

From the surveys (Figures 1, 2 & 3) it was evident that we at MRC also felt elated as they believed that student-centered teaching and learning activities resulted in attaining their educational goals and career progress. For instance, the results of these surveys demonstrated that MRC is instrumental in the success of students after completion of their studies. As an example, one student in the survey (Figure 2) endorsed that teaching and learning activities at MRC supported in attaining educational gains

Furthermore, as depicted in Figure 4, most of us at MRC feel that their future is secure as they are satisfied with the study course and are employed after graduation.

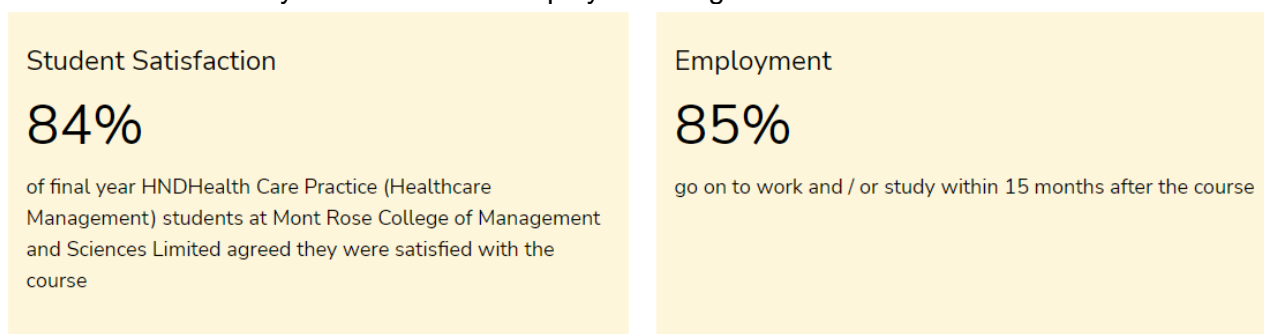


Figure 4: Student Satisfaction Source: Discover Uni (<https://discoveruni.gov.uk/course-details/10023777/HSCL500/FullTime/>)

MRC has a robust system to evaluate and demonstrate the gains made by its students. For example, a dedicated employability department remains in touch with all of us during our study course and facilitates us in building professional networking in the industry. Moreover, Student Union and Alumni remain in touch with the students after their graduation, and events are organised to meet and greet the graduates. This gives an opportunity to assess the current employment situation of the graduates and networking opportunities are explored. MRC supports us to attain their career goals and qualifications effectively by arranging services including employability and placement arrangements, CV writing, academic writing skills development, building networking through MRC Angels, and other competition fairs. The EV HND Health & Social Care, 2019 also praised MRC's processes in place: *"The virtual learning environment (VLE) has been further developed to host as accessible and informative employability platform to assess students in gaining skills for employment. Extensive mechanisms are in place to involve students at all levels as partners in the enhancement of their educational experience. The College is working to improve the highly skilled employment for the students therefore is planning to initiate recruitment fairs and has also joined London Chamber of Commons to further explore recruitment placement opportunities for the students."* Also, QAA mentioned *"The virtual learning environment (VLE) has been further developed to host an accessible and informative employability platform to assist students in gaining skills for employment."* The role of the student welfare department is also commendable, as students with learning challenges get the required support in an unbiased manner when needed.

Provider name: Mont Rose College of Management and Sciences (MRC)

In summary, we students believe that MRC provides a complete learning and development package that supports us even when we become part of alumni after attaining our qualifications. The academic and non-academic services at MRC facilitate us in attaining our academic and career goals in a stress-free learning environment. Hence, this continuous support process supports us to thrive and become efficient and effective professionals.