

## Ambassador Meetings held Feb & March 2021

### YOU SAID

More social seating spaces or common rooms.

### WE DID

Action carried forward due to current Covid restrictions.

### YOU SAID

More clubs/enrichment that are subject based eg: Astronomy club in science

### WE DID

Action carried forward due to current Covid restrictions.

### YOU SAID

More interactive A-level online lessons with the use of breakout rooms.

### WE DID

Head/AAM worked with Quality team to improve online delivery. Staff were trained and breakout rooms now integrated into lessons. Ambassador feedback more positive.

### YOU SAID

Inconsistent awareness of the learner voice reps across tutorial groups.

### WE DID

Heads to report back to AP & appropriate action to support AAMs will be taken. Planning a new approach for 2021-2022.

**Page 2 continued**

## YOU SAID

Communication from college needs to be clear and only when sure to avoid false hope and anxieties in relation to Covid issues; ideally via their tutors.

## WE DID

Communications have now been reviewed and amended. All go out via email but also now at team level for teams to bespoke and push out on relevant platforms.

## YOU SAID

Information regarding re-submissions was confusing and changed which caused unnecessary upset

## WE DID

Related to 2019-2020 extraordinary assessment framework. New guidance contains more detail on this so all have more clarity.

## YOU SAID

Student engagement/Wellbeing events would be best via Facebook/Instagram, suggestions on timings.

## WE DID

Wellbeing Wednesdays launched 3<sup>rd</sup> March 2021. Plans with Ambassadors on suitable events now that students returning to campus. New recruitment drive for new Ambassadors in September.

## YOU SAID

Ambassadors requested a chat group and felt that students would like to talk to other students in their departments.

## WE DID

New chat group with ambassadors set up via Microsoft Teams. Investigation into whether this additional group needed now returning to campus.

## YOU SAID

Would like tips on how to help their friends with mental health as they are unlikely to tell their teachers.

## WE DID

Wellbeing Wednesday now launched for students.

## YOU SAID

Need more people to talk to, do not need to be counsellors just willing to listen as the listening service limited.

## WE DID

Lerner Mentors calls were completed as part of the wellbeing check. Next round of one-to-one discussions will be 12<sup>th</sup> April. All medically/clinically vulnerable or shielding learners have received a direct call to check on wellbeing prior to attending campus.

## YOU SAID

Concern around bursary students needing money to attend college to take Covid test.

## WE DID

Bursary payments sent in advance of first week back. Communicated via ambassador team chat.

## YOU SAID

Some students admitted to work harder at home and were not looking forward to a slower paced of learning at college.

## WE DID

This to be explored after students return and specific team areas identified to help resolve any issues.