



## Council for Learning Resources in Colleges

### CoLRiC Performance and Impact Indicators Survey 2018

For sixteen years CoLRiC has worked with members to conduct an annual survey of library and learning resources services in FE and sixth form colleges against a set of performance and impact indicators. The findings have proved helpful to colleagues when analysing their own situations and, over the longer term, as a useful indicator of trends over time.

This is a summary of the findings of the 2018 CoLRiC Performance and Impact Indicators Survey.

#### Key findings

- When it comes to **involvement in curriculum related meetings**, more GFE colleagues than SFC colleagues have academic board membership. The overall trend shows improvement in involvement.
- When it comes to **involvement in departmental and/or course team meetings**, the picture is mixed. More GFE Learning Resource Centres are involved than SFC. Combining the figures for the 'No' and 'N/A' response shows that fully half of all SFC LRC have no representation at this level. There is improvement in numbers attending, but more colleges are answering 'not applicable'.
- When asked if they are involved in **curriculum development policy/strategy meetings**, the trend shows a modest uptick in attendance. Again, there are disparities between GFE and SFC numbers.
- The narrative responses to the question about **involvement in any other curriculum related meetings** show a concentration of membership on HE, curriculum and academic standards, while membership of student voice, equality and diversity, leadership and e-learning, is lower. This may reflect priorities in the light of staffing pressures, and the variability and composition of college committees/meetings.
- **Involvement in college VLEs** appears to be sparse, but with greater involvement in GFE colleges than SFC - half of all SFC have an LRC-only page, or none at all. This may reflect staffing pressures and priorities and may also mirror LRC involvement in leadership structures. The trend shows a significant decrease this year.
- Student responses to the survey show that customer care and support are excellent and demonstrate very clearly the value students place on LRC services.

We hope you find the results of the Survey interesting and useful.

**The CoLRiC Committee**

## A summary of the findings

These are the findings of the 16th annual performance and impact indicators (PII) survey, carried out between February and August 2018. The survey was as short and simple as possible, reflecting the core functions of a learning resources service. The survey questionnaire was distributed in February 2018 to the learning resources service/library managers of all member colleges of CoLRiC. As with previous surveys, the survey was sent out in two parts: part one was the user count and part two comprised questions for staff and students.

### The survey

The questions in this year's survey were almost identical to the questions asked in the last six surveys. One question (Question 1b - 'Are you involved in departmental and/or course team meetings?') was slightly tweaked. Respondents were offered three response options [*Yes, No, Not Applicable*]. In previous years respondents were given the options [*Yes, No, Some*].

Further information about the survey and findings from previous surveys are available on the CoLRiC website at: <http://www.colric.org.uk/assessment/survey.php>

### Responses

Responses were received from a total of 31 colleges. This is a response rate of around 21%, the same 2017.

- 27 completed Part One (user counts)
- 26 completed Part Two (questions for staff)
- 25 completed Part Two (questions for students)
- 21 completed both Parts One and Two.

Number of responses by different types of college

	Overall	User count	Questions for staff	Questions for students
All	31	28	27	26
GFEC	21	19	16	16
SFC	9	7	8	8

*[One 'other' type of college submitted survey responses and is included in the All figure above.]*

Number of responses compared with previous years

	Overall	GFE	SFC	Other
2018	31	21	9	1
2017	33	20	10	3
2016	43	19	21	3
2015	41	26	14	1
2014	63	36	22	5

## Presentation of findings

The findings are shown separately for general further education colleges and sixth form colleges, as well as for colleges overall. (The numbers for other colleges were too small to show separately.) The findings for colleges overall are also shown compared with the findings for previous years from 2013. Charts have been used to show the comparisons with previous years more clearly.

## Survey findings

### 1. Are you involved in curriculum related meetings?

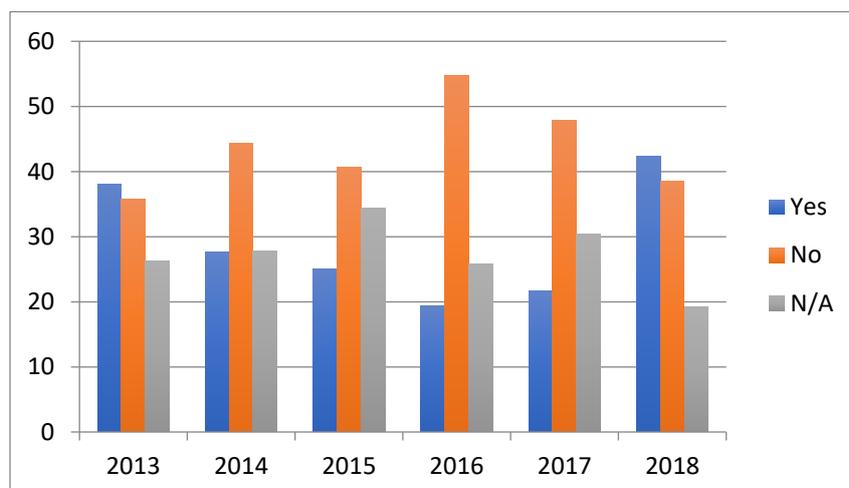
This question was asked of learning resources/library managers.

#### a) Meetings of the Academic Board

Response by type of college (shown as percentage of responding colleges)

	Yes	No	N/A	Number of responding colleges
All	42.3%	38.5%	19.2%	26
GFEC only	52.9%	29.4%	17.7%	17
SFC only	25%	50%	25%	8

### Response compared with previous years



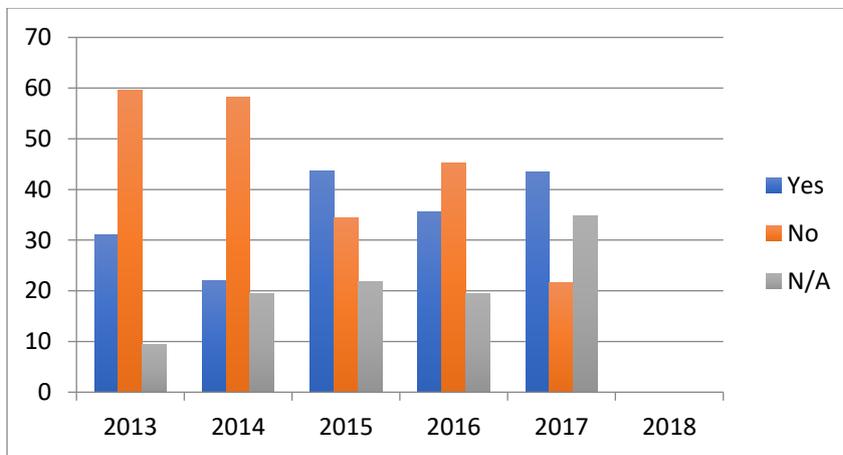
**b) Departmental and/or course team meetings**

**Response by type of college (shown as percentage of responding colleges)**

The response options for question 1b) were slightly different to previous surveys. For the 2018 Survey, the response options for this question (*'Are you involved in departmental/course team meetings?'*) were *Yes*, *No* and *N/A*. (In previous years they were *Yes*, *No*, and *Some*.)

	Yes	No	N/A	Number of responding colleges
<b>All</b>	65.4%	26.9%	7.7%	26
<b>GFEC only</b>	70.6%	29.4%	0%	17
<b>SFC only</b>	50%	25%	25%	8

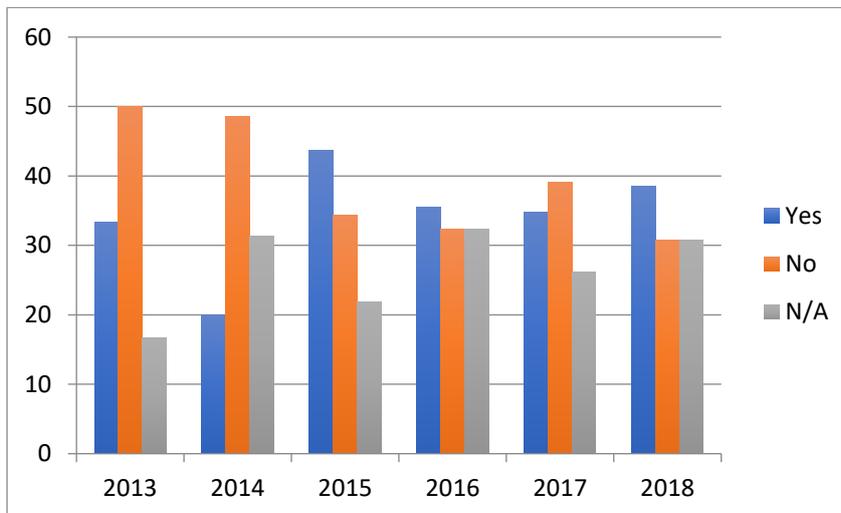
**Responses for previous years (2013-2017)**



c) Are you involved in curriculum development policy/strategy meetings?

	Yes	Some	No	Number of responding colleges
<b>All</b>	38.5%	30.8%	30.8%	26
<b>GFEC only</b>	58.8%	17.6%	23.5%	17
<b>SFC only</b>	0%	50%	50%	8

Response compared with previous years



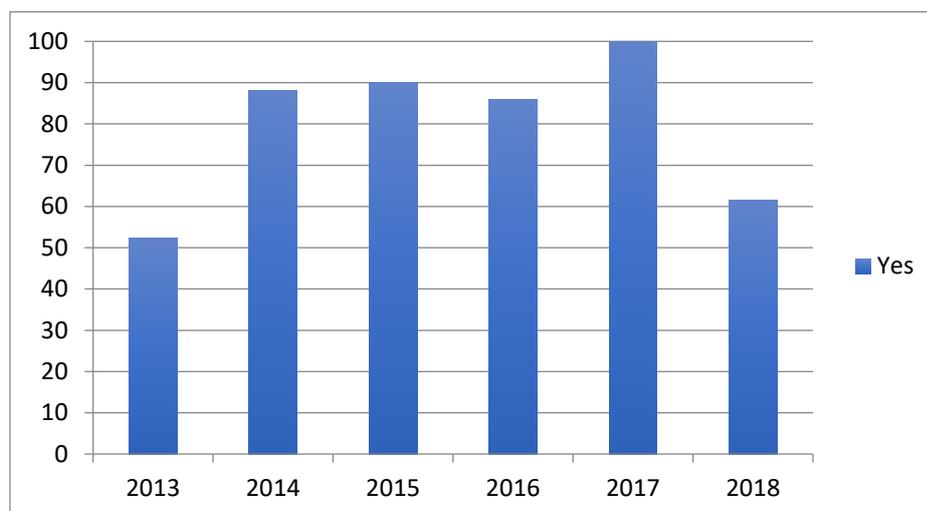
**d) Are you involved in any other curriculum related meetings?**

Response by type of college (shown as percentage of all responding colleges).

*[Respondents were given a simple yes/no option and were asked to provide additional information if they answered yes. 16 of 26 respondents said yes to this question.]*

	Yes	Total
All	61.5%	26
GFEC	42.3%	17
SFC	37.5%	8

**Response compared with previous years**



Where specified by respondents, these include meetings relating to the following:

Higher education	Five respondents
Curriculum	Nine respondents
Academic quality/ standards	Eight respondents
Equality and diversity	One respondent
Student experience and committees	Three respondents
College management/ leadership	One respondent
Tech-led teaching/strategy/e-learning	Two respondents

- One respondent is a member of the maths and English strategy group.
- Two respondents mentioned they could ask to be invited to specific meetings.
- Two respondents mentioned the importance of maintaining excellent relationships and informal networks with other departments and teams.
- One respondent chairs the e-learning and tech group at their institution.

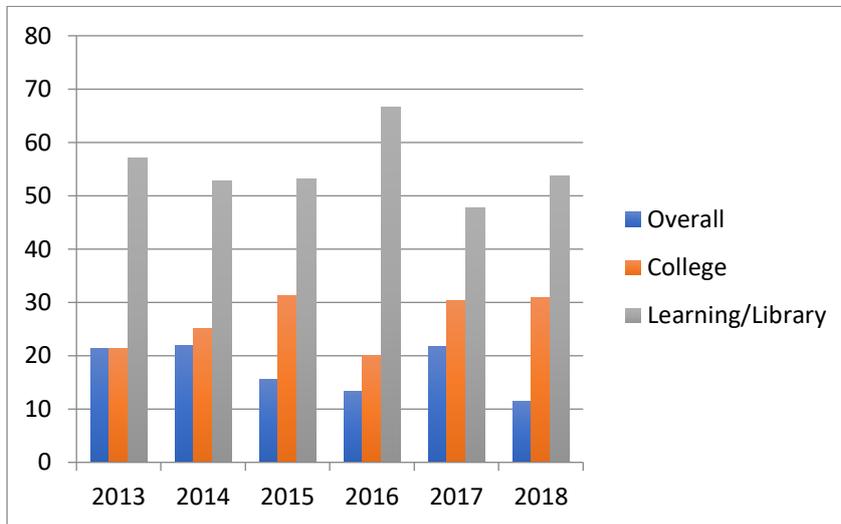
**2. What level of learning resources service/library involvement do you have in the VLE?**

This question was asked of learning resources service/library managers.

**Response by type of college (shown as percentage of responding colleges)**

	Overall college-wide management	Key involvement at college level	Learning resources services/library pages only	None	Number of responding colleges
<b>All</b>	11.5%	30.8%	53.8%		26
<b>GFEC</b>	17.6%	23.5%	58.7%		17
<b>SFC</b>		50%	37.5%	12.5%	8

**Response compared with previous years**



### 3. The number of users in relation to the number of study spaces

This was a count of the number of users in the learning resources centre/library (including those standing at shelves or the counter area) related to the number of study spaces available (including those in ICT/ILT areas and study rooms). Where colleges have learning resource centres/libraries in more than one site, a count was carried out, analysed and recorded for each site.

The exercise represented a snapshot at a particular time, being carried out over two weeks (Monday to Friday) in March 2018. Counting took place every hour in the middle of the teaching periods between 10.30am and 4.30pm (six times a day) during the busiest times of the day. The results were analysed by determining the average number of users in each learning resources centre/library over the two-week period. This was then expressed as a percentage of the number of study spaces available. (It is possible for this to be greater than 100 if the number of users was greater than the number of study places available).

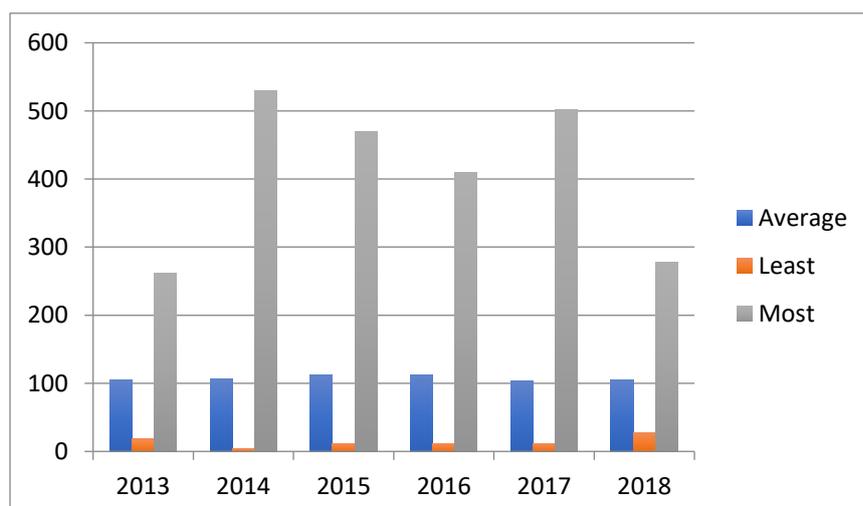
Because some respondents supplied usage figures without supplying the total number of study spaces available, their figures have been omitted from the final figures.

#### a) Study spaces

##### Response by type of college

	Average number of study spaces	Least number of study spaces	Most number of study spaces	Number of responses
<b>All</b>	105	28	744	57 sites analysed for 26 colleges
<b>GFEC</b>	96	28	744	48 sites analysed for 18 colleges
<b>SFC</b>	161	79	272	8 sites for 7 colleges

##### Response compared with previous years

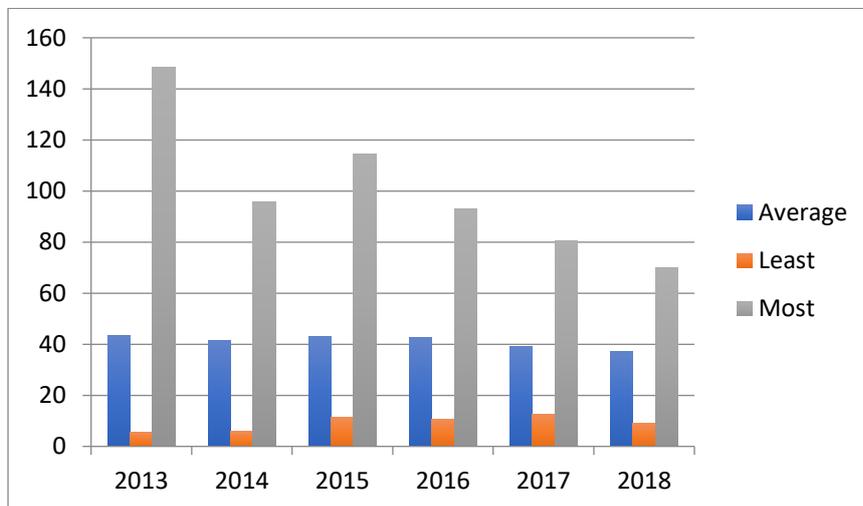


## b) Usage

Response by type of college (shown as percentage of study spaces available)

	Average usage	Least usage	Most usage	Number of responses
<b>All</b>	37%	9.1%	69.9%	47 sites analysed for 26 colleges
<b>GFEC</b>	33.2%	8.7%	66.3%	47 sites analysed for 18 colleges
<b>SFC</b>	50.2%	11.7%	83.6%	8 sites analysed for 7 colleges

## Response compared with previous years



The individual college counts showed that usage was sometimes very variable; for example, very high in one hour and very low in the next, or generally high during Monday to Thursday, but lower on Fridays.

#### 4. Questions for students

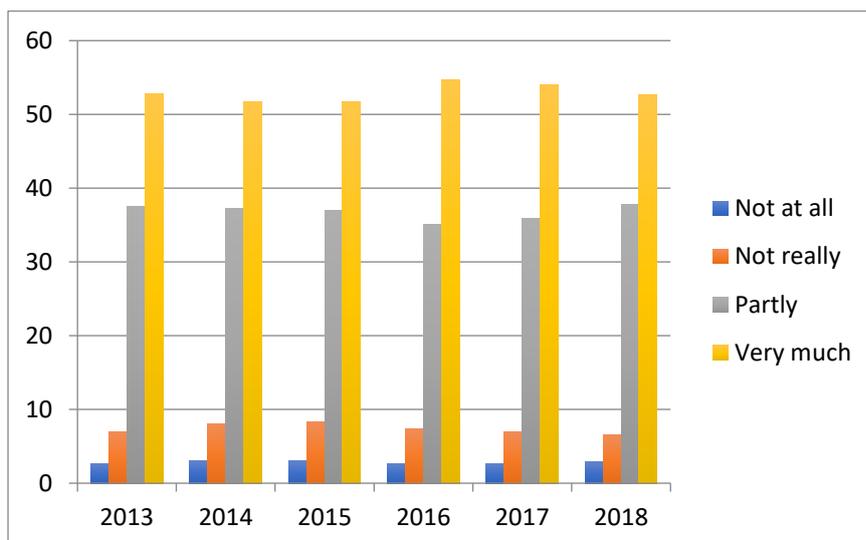
It was intended that colleges would incorporate the following three questions into any surveys they may be carrying out of students who use the learning resources service/library. They were asked to provide the percentage of responding students who gave each response. The figures shown in the tables are, in each case, the average of the percentages provided by the responding colleges.

##### a). Does your use of the learning resources centre/library help with your course(s)?

##### Responses by type of college

	Not at all	Not really	Partly	Very much	Number of responding colleges
All	2.9%	6.5%	37.8%	52.6%	23
GFEC	2.5%	6.1%	36.9%	54.6%	15
SFC	4.4%	8.2%	44.6%	42.1%	7

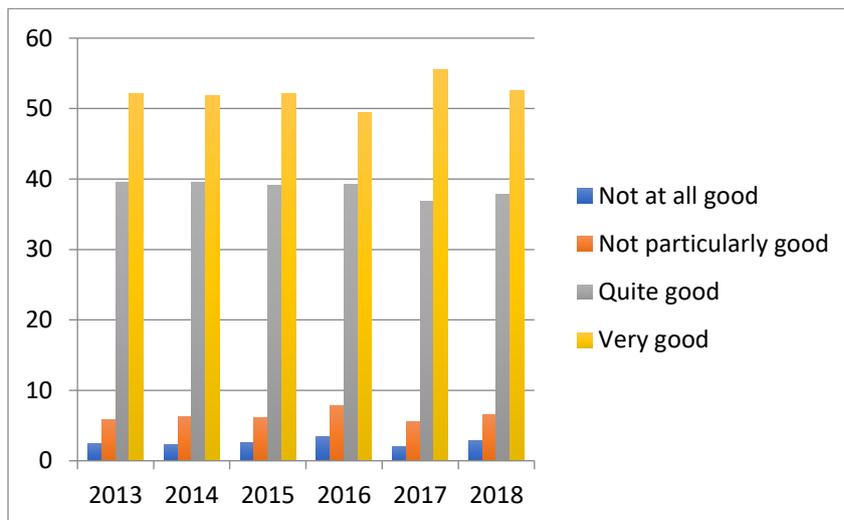
##### Response compared with previous years



**b). How do you rate the customer care you receive from the staff of the learning resources centre/library?**

	Not at all good	Not particularly good	Quite good	Very good	Number of responding colleges
<b>All</b>	2.9%	6.5%	37.8%	51.6%	23
<b>GFEC</b>	2.5%	6.1%	36.9%	54.6%	15
<b>SFC</b>	4.4%	8.2%	44.6%	42.1%	7

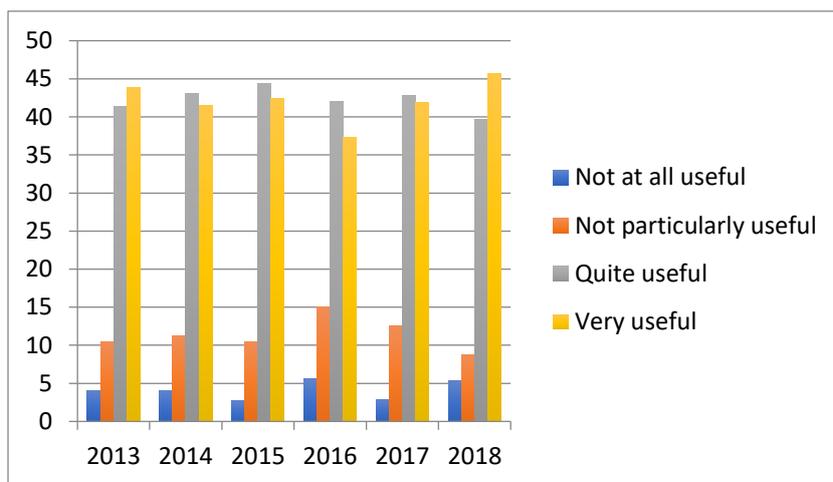
**Response compared with previous years**



c) How useful is the support you receive from the learning resources centre/library staff for your college work?

	Not at all useful	Not particularly useful	Quite useful	Very useful	Number of responding colleges
All	5.3%	8.8%	39.7%	45.7%	21
GFEC	3.5%	9.6%	39.5%	47.2%	13
SFC	9.2%	8.6%	44.4%	36.6%	7

Some respondents incorporated the questions into their own regular student survey and used as an opportunity to identify ways to improve the student experience.



### Concluding remarks

We hope these findings will help colleges when analysing and reviewing their own situations and deciding on changes. We also hope that taken over the longer term, this annual survey is a useful indicator of trends over time.