

**MINUTES OF A MEETING OF THE BOARD OF
LEICESTER COLLEGE CORPORATION:
STUDENT LIAISON COMMITTEE
HELD ON 26 NOVEMBER 2025**



Present: Lee Soden (Chair)
Kyle Cameron (Co-Vice Chair)
Shawn George (Co-Vice Chair)
Shabir Ismail (Principal)
Vipal Karavadra
Nicky Randall
Vipul Bechar

In Attendance: Mukund Narshi (Observer), Associate
Louise Hazel, Director of Governance and Policy
Harshad Taylor, Director of IT
Zoe Butler, Director of Student Services and Marketing
Melanie Arrowsmith-Kemp, Head of Student Engagement
Gail Pringle, Head of Inclusion
Harjinder Singh, Student Liaison Officer
Craig Whitehill, Student Liaison Officer
Rob Lawson (Observer), External Board Reviewer
Matt Widdowson (Minutes), Governance and Policy Officer

SET Team Course Representatives and Student Union Representatives
(See attached list)

1. DECLARATIONS OF INTEREST

- 1.1. Governors and staff introduced themselves.
- 1.2. Rob Lawson introduced himself and explained the purpose of the External Board Review.
- 1.3. The Chair explained the importance of planning for the next Strategic Plan.
- 1.4. There were no declarations of interest.

2. APOLOGIES FOR ABSENCE

- 2.1. Apologies were received from Tom Wilson, Sophie Strevens-Robinson and Neil McDougall.

2.2. Lee Soden would be chairing the meeting in Tom Wilson's absence.

3. MINUTES AND MATTERS ARISING FROM THE LAST MEETING HELD ON 14 MAY 2025

3.1. It was noted that the Director of Student Services had been missed off the list of attendees.

3.2. **The minutes of the meeting held on 14 May 2025 were agreed as an accurate record and approved.**

3.3. MATTERS ARISING

3.3.1. There were no matters arising.

4. RESPONSES TO ISSUES RAISED AT PREVIOUS MEETINGS

4.1. The Director of Student Services and Marketing provided the responses to the issues raised at the previous meeting. The following points were highlighted.

4.1.1. New-style inductions had been introduced for 2025/26 and would be discussed later on the agenda.

4.1.2. Due to the level of recruitment for this academic year it had not been possible to offer 'swap don't drop' due to the limited space available on programmes.

4.1.3. Surveys had been shortened for 2025/26 with the inclusion of more targeted questions. There would also be an improvement to communications. A prize would be offered for one of the main surveys.

4.1.4. It had been acknowledged that there was the need to improve how students were told about how their feedback had been used. Improved visual communication would be made available and would include new visuals for curriculum areas.

4.1.5. It had been highlighted that a lot of students had been asking for clocks in classrooms.

4.1.6. It was not mandatory for Wednesday afternoons to be 'off-timetable' this year. However, the SET Team had put together a programme of activities and was working on setting up the clubs suggested. There would be further consideration as to whether Wednesday afternoons would be completely 'off timetable' in future years.

4.1.7. The social space at SMC had been moved to a larger room. This still was not perfect but it was a much better space than previously. There were also plans to open up a quiet space.

4.2. **Governors and students made the following comments:**

4.2.1. **The Director of Estates was working on extending the social space at APC as well. Noted.**

4.3. **Governors noted the responses to issues raised at previous meetings.**

5. IT UPDATE

5.1. The Director of IT provided an IT Update. The following points were highlighted.

- 5.1.1. The new large digital screens would improve the student experience and there were plans to extend these to all campuses.
- 5.1.2. The roll out of Windows 11 had begun at the City Skills Centre and would be completed by the end of the academic year. This would require some computers to be upgraded.
- 5.1.3. The new aerospace build at APC (F block) was continuing and would include a new immersive space. There would also be digital signage in this block as well as new touchscreens in the classrooms.
- 5.1.4. New electrotechnical spaces had been created at FPC along with a new Green Skills space.
- 5.1.5. The introduction of student multi-factor authentication (MFA) had been successful and students were thanked for their support with this.
- 5.1.6. There was an ongoing programme of replacing old PCs, laptops, tablets and interactive boards.
- 5.1.7. The College had invested around £500k in replacing servers which would mean that there would be an improvement in speed.

5.2. **Governors and students made the following comments.**

- 5.2.1. **The Wifi did not work in APC A block on floors 2, 3 and 4.** Students were asked to either raise a ticket or send the Director of IT a message on Teams. Phase 2 of the Wifi improvements was ongoing and this would help identify blind spots.
- 5.2.2. **The bandwidth was “maxed out” at APC.** The College had a 1GB pipe to the internet so traffic was being limited. A capital bid had been submitted to upgrade this to 10GB.
- 5.2.3. **It could be difficult to keep signing into several apps such as Teams and Moodle. Schools used an app called Satchel which made it easier. Could the College look into this?** This could be looked into.
- 5.2.4. **Reporting absence took a long time on the Learner Hub.** Although Learner Hub had not been set up for this purpose, it appeared to be the obvious place to report absences. ‘Engage’ was the platform that sat above Learner Hub and there would be a demonstration of the app due to take place.
- 5.2.5. **For graphics students, could it be recognised that there were free alternatives to the paid-for versions of software that could be used at home.** Adobe was available to students at home and it the reason why it had not been available would be checked. Students were asked to send the Director of IT the details so the licensing issues could be looked at.
- 5.2.6. **IT students did not have the applications required for their assignments at home. One of the applications was Visual Studios.** It was not understood why this issue had arisen and students were asked to send the details to the Director of IT.

5.2.7. **Some students were unaware of how to log tickets.** Further communication would be sent out to both students and staff.

5.3. **Governors noted the IT Update.**

6. **FACILITATED DISCUSSION**

6.1. The Principal introduced the following topics for discussion.

6.1.1. Induction 2025/26.

6.1.2. Strategic Plan 2026-2029

6.1.3. The Principal reminded the meeting that this was an ongoing process and that students were encouraged to speak with Student Services or the SET team to provide further feedback.

6.2. **Course representatives and governors provided the following feedback.**

6.2.1. INDUCTION 2025/26

6.2.1.1. **Timetables had been incorrect and confusing. This had been especially the case for maths and English resits.**

6.2.1.2. **It had been good to have the opportunity to meet with Directors of Curriculum.**

6.2.1.3. **Students valued the opportunity to meet with other students on their course.**

6.2.1.4. **Inductions had been informative, and the videos were good.**

6.2.1.5. **It was felt that not all the required information had been delivered during the inductions. For example, safeguarding procedures were not made clear during induction.**

6.2.1.6. **Inductions had been quite long and there had not been much opportunity to work together in groups.**

6.2.1.7. **Perhaps some of the content could be embedded with PD sessions to shorten the inductions. Some of the information was felt to be unnecessary and repetitive. The library induction was highlighted as being too long.**

6.2.1.8. **Regarding students who enrolled late, perhaps there could be mop up sessions each week during the induction period.**

6.2.1.9. **The queues for registration were long. Perhaps registration could be done differently in the future.**

6.2.1.10. **Snacks should have been made available.**

6.2.1.11. **There had not been much time allowed to ask questions.**

6.2.1.12. **The speakers should have included alumni to let students know about how they were progressing after College.**

6.2.1.13. **Returning students had no induction. It would be good to have a refresher.**

6.2.1.14. **Adult students did not have a day long induction.**

6.2.2. STRATEGIC PLAN 2026-2029: WHAT WOULD AN EXCEPTIONAL STUDENT EXPERIENCE LOOK LIKE?

- 6.2.2.1. **An exceptional student experience would entail getting the help that you need from the department, having teachers who care about wellbeing and the College being able to offer a personalised experience.**
- 6.2.2.2. **It would be good to have timetables with days off to allow students to work or revise. There should also be no long breaks in timetables during the day. Noted.**
- 6.2.2.3. **Everyone being able to take a break on Wednesday to engage with an activity of their choice would be a good idea. Noted.**
- 6.2.2.4. **A 9.30am start would be welcome.**
- 6.2.2.5. **Work experience opportunities should be promoted even it is just an optional part of the course. There should also be the opportunity for more WEX opportunities and the ability to build work portfolios.**
- 6.2.2.6. **The introductory period for courses should be lengthened beyond one month to allow students to swap courses at a later stage.**
- 6.2.2.7. **The refectories should consider more traditional and culturally diverse food as there were a lot of students from different backgrounds.**
- 6.2.2.8. **There should be more sports activities.**
- 6.2.2.9. **There needed to be courses for students who did not yet know what they wanted to study.**
- 6.2.2.10. **A good experience would involve consistent and accessible information being provided.**
- 6.2.2.11. **There should be more engagement between the Student Union and both students and staff. Consideration should be given to how the SU could be involved in the inductions.**
- 6.2.2.12. **Students needed to respect the campuses and facilities.**
- 6.2.2.13. **Safeguarding information was important and consideration could be given to providing this in group sessions.**

6.2.3. WHAT DO WE DO WELL AT THE MOMENT?

- 6.2.3.1. **Security was good. The new barriers and fencing were welcome although there were still means of circumventing security in A block at FPC. The campus wardens were also good.**
- 6.2.3.2. **The College is inclusive and diverse.**
- 6.2.3.3. **Work Experience was good.**
- 6.2.3.4. **Teaching staff had a passion for teaching and taught the material well. Lessons were interactive.**
- 6.2.3.5. **It was good that the College was more vocationally focused.**
- 6.2.3.6. **There was mutual respect between students and staff which was different from school.**
- 6.2.3.7. **Students were able to provide feedback to improve the College.**

6.2.4. WHAT WOULD YOU LIKE TO SEE US DO DIFFERENTLY OR BETTER?

- 6.2.4.1. **The lifts needed to be improved.**
- 6.2.4.2. **Some of the equipment needed to be updated or improved.**
- 6.2.4.3. **Social spaces were quite small and there needed to be more seating outside. The refectories were also too small.**
- 6.2.4.4. **There should be equipment for outdoor activities such as basketball hoops.**
- 6.2.4.5. **Trips and visits should be more relevant to the curriculum.**
- 6.2.4.6. **In terms of the communication around personal development there needed to be closer working with course representatives to help them let other students know how to do things.**
- 6.2.4.7. **There needed to be locks in the men's toilets and the CCTV needed to be removed from the women's toilets.**
- 6.2.4.8. **There needed to be a dedicated first aid area with dedicated staff.**
- 6.2.4.9. **The College did not value people with disabilities, for example, students with disabilities needed to go to different floors to get water. There needed to be more consideration of accessibility.**
- 6.2.4.10. **The College needed to promote its unique selling points more.**
- 6.2.4.11. **There needed to be more variety on offer in the refectories including vegetarian dishes.**
- 6.2.4.12. **Classrooms needed temperature controls.**
- 6.2.4.13. **There should be taster sessions offer in other areas on Wednesday afternoons.**
- 6.2.4.14. **The College needed clearer communication about what it offered, for example around trips and visits.**

6.3. The Principal thanked students for their feedback and confirmed that these comments would be used to inform future planning. If students had other suggestions, they were invited to pass these through to the student services team.

6.4. **Governors noted the feedback from the facilitated discussion.**

7. REPORT FROM THE CHAIR OF THE STUDENT COUNCIL

7.1. The Chair of the Student Council provided a report from the meeting of the Student Council. The following points were highlighted.

- 7.1.1. The Student Liaison Officer introduced himself and provided information about the aims and functions of the Student Council.
- 7.1.2. There was an election held for the Chair. There had been ten candidates.
- 7.1.3. The Vice Chair of the Student Council had been appointed from the Student Union.
- 7.1.4. The Student Union Executive had given a presentation outlining their activities, events and meetings. The Student Council discussed the priorities for the SU for 2025/26.

- 7.1.5. The Assistant Principal had attended the meeting to discuss the Strategic Plan.
- 7.1.6. The Campus Warden Team Leader had provided an update on security provisions including the removal of toilet doors, the CCTV in toilets and the new barriers.
- 7.1.7. The Personal Development Manager had discussed a new group that was being formed to enable students to provide feedback.
- 7.1.8. Library staff had attended to inform the meeting about a new Library Forum which students could be involved with.
- 7.1.9. The SET Team Leader had provided information about various forums, trips and activities. The meeting was informed about the forthcoming trip to the Houses of Parliament.
- 7.1.10. The Student Council would continue to talk to College senior leaders throughout the year.

7.2. Governors noted the report from the Chair of the Student Council.

8. PRESENTATION ON THE WORK OF THE STUDENT UNION

- 8.1. Members of the Student Union Executive presented an update on their work. The following points were highlighted.
 - 8.1.1. The Student Union had attended the Freshers' Fairs to raise awareness about the union and encourage nominations for elections.
 - 8.1.2. On 15 October 2025 the Executive had met to get to know each other and receive training. Safeguarding training had been provided to enable students to support their friends and colleagues.
 - 8.1.3. The Head of Inclusion had met with the Executive to discuss how EDI could be promoted within the College.
 - 8.1.4. The Executive had met with the NUS Vice President for FE and discussed local issues such as bus fares.
 - 8.1.5. The Student Union Moodle page included an events calendar, minutes of meetings and further information. It was open to all students and staff.
 - 8.1.6. There had been a team building activity including bowling and a meal. This had been a good opportunity for building relationships.
 - 8.1.7. Executive Team members had attended an NUS England meeting in Coventry. This had provided a good opportunity to make connections with other student unions and to make Leicester College Student Union more visible.
 - 8.1.8. A Remembrance Day event took place every year at APC. This year it had been attended by a member of the armed forces and a representative of a local MP. Next year it was hoped that this event would take place at all campuses. Any student who wished to support this could contact the Student Union and their name would be passed on to the member of staff who organised this event.
 - 8.1.9. The Students Union had been presented at the following meetings:
 - 5 SU Executive Committee meetings
 - An EDI Committee meeting
 - A Health and Safety Committee meeting
 - A Student Council meeting
 - A meeting of the Leicester College Corporation

- A meeting of the College's Curriculum Strategy and Quality Improvement Committee.
- Interview panels for two Deputy Principals and an EDI Officer.

8.2. **Governors noted the presentation by the Student Union Executive.**

9. **COMMITTEE SELF ASSESSMENT**

9.1. The Director of Governance and Policy presented the results of the Committee Self-Assessment. The following points were highlighted.

- 9.1.1. The results of the self-assessment suggested a lot of improvements that could be made in 2025/26 including topics which could be returned to, how students could be involved in developing future strategy and how to prepare for meetings.
- 9.1.2. One of the topics suggested for revisiting was around barriers to attendance.
- 9.1.3. The feedback had suggested rotating governor attendance at meetings of the Student Liaison Committee and it was highlighted that two new governors were present at this meeting.

9.2. **Governors noted the results Committee Self-assessment.**

10. **ANY OTHER URGENT BUSINESS NOTIFIED TO CHAIR PRIOR TO THE MEETING**

10.1. The Chair provided the opportunity for students to raise any other issues. The following points were raised.

- 10.1.1. **There was concern around privacy when completing student surveys in class.** Students were reminded that there was the ability to complete the survey at home. Students were also reminded that if there were any specific issues they should raise them straightaway rather than wait for the survey.
- 10.1.2. **Referring to the new barriers as "access points" would be more positive.** Noted.

11. **DATES OF NEXT MEETINGS**

- 25 February 2026
 - 13 May 2026
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