

Student Feedback | May 2018

May 2018: Improvements made and actions taken

You said...	...We did:
IAG (Application and Enrolment)	
Information regarding my personal details were not updated on your system when I passed them on to staff i.e. My new phone number	All reception cover and student support staff have been notified to update information given immediately. Information should be relayed back to student for clarification of address and numbers.
Information regarding next course was not given on time.	We understand that it is important that information about courses be given as soon as possible. However, course times do vary, so we aim to ensure that students awaiting courses are kept up to date with their class times. We will monitor our progress with this aim following class intake in September 2018.
Sometimes we have to wait more than one term for a course. The course I have been offered is at a time I can't attend and so I have to wait for another course. I only want to study in the morning.	We try to accommodate students' needs when planning our courses but sometimes we can't meet all needs. As a small provider we often only have 1 class of a certain skill and level at a time and this could be in the morning, afternoon or evening. It is often not possible to change the day of classes already planned as tutors have varying availability and due to room issues. Usually we are able to offer a more suitable course the next term and in 17/18, we have been able to make changes to respond to need by the next term. ELATT might also be able to help you find a course elsewhere in Hackney as we have links with other providers. Please let us know if you would like us to help with this.

Curriculum	
Stop mixed classes. Beginners should be with beginners. Half the class is being kept back because the other half are struggling to understand a topic.	We have re-evaluated our assessment on entry for our courses so that students can be placed more appropriately. However, some subject matter can be more challenging than others, so it is always possible that students will be at different places during the class. Our tutors undergo training in differentiation of class activities to try to help with this process.
Support and Classroom Management	
More practical activities required.	We are working on developing more tasks that are available online for use between classes. Please ask your tutor about what resources are available online for your course.
Students WIFI not working well.	Our WIFI has been modified recently and at times has been unreliable. However, we will upgrade our system from 50 Mb upload and 50 Mb download, to 100 Mb up and 100 Mb download once our current contract has finishes in January 2019.
Can we have evening classes.	We do currently have evening classes in Media and Web Design. We can provide evening classes in any other subject if we have 12 or more eligible students.
Travel payment should be paid on time.	ELATT endeavour to pay all travel in advance. You can help us make the process smoother by always remembering to bring in your travel receipt. You can pick up your cheques in reception if you were not in when the checks were brought to class.
Provide laptops or PC to students enhancing learning.	Where it is essential that you can study at home, we have a Laptop Loan Scheme with a limited number of laptops that students can take home.

<p>I have a problem with my screen which is causing me to have headaches.</p>	<p>Please tell your tutor and they will get help from our Tech Team. Our Tech Team is on hand to provide additional accessibility equipment, including keyboards for the visually impaired and can also change the accessibility features on the computer to ensure the settings are appropriate for your needs.</p>
<p>ESOL</p>	
<p>We would like more hours.</p>	<p>We try to provide more hours for learning, however, we are often restricted by funding guidelines. Did you know that we have lots of extra activities weekly that you can join to practice your language? Please speak to your tutor to find out more.</p>
<p>Why do we have more than one teacher teaching us? Why do we have a different teacher on our next course?</p>	<p>We try to make sure students have the same teachers teaching their courses. However, due to timetabling and teachers' availability this is not always possible. Having more than one teacher could mean that you benefit from different styles of teaching. To ensure that both teachers can have more time to discuss their classes and tutors, we have also provided extra joint-planning time for teachers.</p>
<p>The new space provided for our class in Tower Hamlets doesn't have the best equipment for us to study at Level 2. We need a traditional classroom with IT resources for higher level study.</p>	<p>We recognised that one of our venues was more suitable for Conversation Clubs and lower level ESOL study. Therefore, we swapped the classrooms within one week of this being raised. The Level 2 Functionals Skills lessons are now being carried out at Kingsland Road in a room with full facilities.</p>
<p>We have learnt more about volunteering on our courses. Can ELATT help us find volunteering opportunities?</p>	<p>ELATT has assigned some time to a tutor to look for volunteering opportunities for ESOL students in 17/18. We hope to be able to continue to provide this service in 18/19.</p>

<p>We would like to study more IT classes that are designed for ESOL students.</p>	<p>ELATT has run this class once this year and will look to make more classes in 18/19 if there is demand for it. Please let your tutors know if you are interested in this type of course.</p>
<p>Facilities</p>	
<p>The refurbishments imposed danger to health and safety of learners.</p>	<p>We appreciate that studying at ELATT whilst we underwent our building redevelopment was challenging, and whilst we put great care to ensure that we met health and safety regulations throughout the process, we understand that the works were disruptive at times. We would like to thank you for your patience throughout that process and hope you can now enjoy our much-improved facilities for the remainder of your time here.</p>
<p>The noise level during refurbishments disturbed our classes. There is too much drilling while we are having our lessons.</p>	<p>It is very unfortunate that as our works ended, the landlord immediately began works on the development of the upper levels. We work closely with the landlord to try to keep disruption and noise to our courses at a minimum, but recognise that this is not always possible. Unfortunately, we do not have the power to insist that works are only carried out when we are closed (as works cannot be carried out in a residential area on evenings and weekends). However, the landlord aims to complete his redevelopment by summer 2018 and at this point there are no further scheduled works.</p>
<p>Dining area could be improved.</p>	<p>Thank you for your feedback. Unfortunately, since in the past two years we have spent extensively on the improvement of the upper floor, we do not currently have any remaining resources to refurbish the dining area but hope to do so in the next two-three years.</p>

We would like lunch provided.	Unfortunately, we do not have the funding or facilities to provide lunches. There are a selection of cafes, supermarkets and coffee shops in the surrounding area. Alternatively, we encourage you to bring your lunch / snacks from home.
We need another microwave; lunch time gets busy and everyone wants to use the one provided.	We will look into purchasing a second microwave, but this may not be possible for reasons of available space.
We need larger bins in the communal area.	We have replaced the bins with larger ones.
Toilets are not clean and some things should be repaired immediately i.e. fix the urinals and broken door locks	Following your feedback, we now have a cleaner on site throughout the day. We have also installed a new urinal and all other repairs have now been completed.
ELATT should provide a designated library room.	Unfortunately, we do not have an extra room to designate to a library. ELATT encourage students to utilise our community libraries based in Dalston and Hoxton.
ELATT should provide a prayer room for students.	Where possible, prayers can be undertaken in our available teaching spaces /meeting rooms. We do not have a dedicated room due to limited room space. However, there is a Mosque five minutes from our centre where students and staff can pray and other religious centres within the same walking distance.
Classrooms are stuffy and lack fresh air, we need windows open.	During the refurbishment we had the air conditioning units and ventilators fully refurbished. We do understand that air flow is a concern, especially first thing in the morning, however we have now improved facilities to manage air circulation.