

The Loop

Purpose

Supporting student learning at the heart of the college in the Bispham Campus with a stimulating, student-centred environment, great customer service and innovative support.

Team values

- Working as a team
- Up for it/Can do
- All work towards the same end
- Focused on student needs
- Supportive to students, staff, individual team members and the team
- Being accountable and accepting feedback from customers and the team
- Respect each other and each other's contribution
- Open and honest but tactful
- Keep learning
- Having fun!

Transformations

1. Enabling students to become confident and comfortable in accessing the LRC
2. Support students to be able to find and use information at the appropriate level
3. Providing appropriate learning resources to meet student needs
4. Promoting uptake and use of new technology to academics
5. Amazingly excellent customer service!

Quality measures

1. Student and staff suggestions and complaints – collate from sources – MySpace and share on Moodle – need to show actions taken
Create questionnaire on SurveyMonkey for students to fill in
2. Questionnaire – when and where? Levels? Monthly?
3. Walk round and observe use – hourly observations Annual?/Termly?
4. Horizon stats – team members for own areas Weekly?/Snapshot
5. Moodle stats – team members for own areas Termly
6. Reading lists – % received and % fulfilled Termly
7. Mystery shopper. Set targets and score on Mystery Shopper Termly/Annual
8. Quality audits of space as Fiona Emberton?

Take stats into own Schools. Also produce league tables to encourage competition.

Continuous improvement cycle

Plan Deliver Learn

Team meetings – pick one transformation each time to discuss progress