

A2 Parents' Survey June 2009

ACTION PLAN

Issue	Action	By whom	When by
1. Poor communication between the College and students' parents	<ul style="list-style-type: none"> • Review the College's strategy for communication with parents • To investigate the production of a termly newsletter for parents 	<p>AGS/AFS</p> <p>SLB</p>	<p>June 2009</p> <p>June 2009</p>
2. HE and Careers support poorly rated	<ul style="list-style-type: none"> • Work has already been done by GTC and RB on this, in conjunction with AFS, but hasn't had a chance to feed through in the survey results. To be reviewed again next year if ratings have not improved in 2010 	AGS	March 2010
3. Speed of response to requests by parents	<ul style="list-style-type: none"> • To review guidelines for all staff over speed of response to parents 	AFS	July 2009
4. Effectiveness of the parents section on the website	<ul style="list-style-type: none"> • To review usage and layout of the site 	NH/GFB	July 2009
6. Communicating the results of the survey	<ul style="list-style-type: none"> • To put the results and action plan on the website for parents and on the VLE for staff • To disseminate positive comments to staff via staff news 	<p>AGS</p> <p>AGS</p>	<p>May 2009</p> <p>May 2009</p>

	<ul style="list-style-type: none"> • To contact relevant managers with the report findings and any comments relevant to their area of responsibility • To give the results to the Parent Governors for feedback 	AGS	May 2009
		SLB	May 2009
7. Concerns/misconceptions identified from parents' comments	<ul style="list-style-type: none"> • To post a series of concerns on the website, along with the College's response to them 	SLB	July 2009