

University of Glasgow

Academic Standards Committee - Friday 20 February 2009

**Departmental Programmes of Teaching, Learning and
Assessment: Additional Responses to the
Recommendations Arising from the Review of the
Department of Adult and Continuing Education held on 20
and 21 April 2006**

Ms Jane McAllister, Senate Office

Recommendation 23:

The Panel recommended that there should be further discussion with the University about the opening of the canteen facility until mid-evening on days when evening classes were being held and that profitability should not be regarded as the overriding concern. *[Paragraph C.6.5]*

**For the attention of: Dean
Director of Hospitality Services**

Response: From the Department

The issue of providing decent hospitality facilities, particularly food in the evenings for students coming straight from work, remains problematic. Discussions have been held with Hospitality Services whose unchangeable position is that it cannot run at a loss. It seems that unless the Department or the Faculty can provide a guarantee against loss in such circumstances, the café in the St Andrew's Building will remain closed.

The Department has raised awareness of, and has updated the existing vending machines located on floor 4 of the North Wing (The Gallery café) to complement other machines on the ground floor. Unfortunately, the range of products is very limited.

The upshot of this impasse is that the facilities for "out-of-hours" students is of a lower quality and less user-friendly than those for mainstream undergraduates.

Update from Clerk of Senate

The Convener consulted Neil Campbell about the possibility of evening catering at the St Andrew's Building for the benefit of DACE students and he agreed to discuss the matter with colleagues in DACE and with Hospitality Services. As a result it was agreed to extend opening hours to 7.00pm on Mondays to Thursdays for a four week period, starting from Monday 6 October 2008.

During this period, Hospitality Services will survey customers to ascertain whether this extension is the most suitable in terms of timing and the range of food on offer. They may also run a promotion during the trial period in order to attract customers and have asked DACE to make students aware of the extended hours. Hospitality Services will give DACE progress reports during the trial and at the end jointly decide how to proceed in the light of experience.

The Head of DACE will report the outcome of the trial to the Convener in due course.

Additional Response:

The late night opening of the St Andrews catering facilities for 4 days per week continued until the 5th December. Overall, the extra hours service operated on a break even basis. The service resumed on 12 January 2009. The service is welcomed by students undertaking classes in the building during the evening.