Engagement Policy 2022-23

Owner: Dean of Students (or nominee)

Version: 1.0

Coming into effect: 2022-09-01

Review date: 2023-August

Contents

1. Purpose of the policy

1.1. The purpose of this document is to set out the policy and systems in place to monitor student engagement, effective September 2022.

1.2. It details how the University teams will monitor engagement, what interventions and support are in place where students are not engaging, which department is responsible for these activities and relevant timeframes.

2. Introduction

2.1. Student engagement is an important determinant of learning outcomes in higher education. Students who are engaged with their studies have an increased chance of continuation, on time progression, a stronger sense of belonging within the course and the University community and improved attainment outcomes.

2.2. Through a clear engagement monitoring system the University will be able to identify those students at risk of non-continuation and provide a range of support and interventions to reduce the numbers of students who do not achieve their full potential.

2.3. What does the University mean by 'engagement'? It is an expectation that students will;

2.3.1. attend and actively participate in all timetabled sessions, practicals, meetings and other activities on site and those delivered online, and any placement obligations relating to their course.

2.3.2. engage with the support and information regarding teaching and learning and University life.

2.3.3. ensure timely engagement with all assessments.

2.3.4. make appropriate use of Weblearn, e-books and e-materials, and other course specific IT.

2.3.5. respond to all University communication in a timely manner and ensure that they maintain up to date contact details.

3. Capturing engagement

3.1. In 2022-23 the University will use a wide range of data footprints to track

engagement, these include but are not limited to:

    3.1.1. Attendance in face-to-face classes (including lectures, seminars, labs and any other on-campus teaching activities)

    3.1.2. VLE engagement including, but not limited to:;

        3.1.2.1. Number of logins in a given period of time (usually a rolling period of 2 calendar weeks)

        3.1.2.2. The number of minutes spent online in a given time period (usually a rolling period of 2 calendar weeks)

        3.1.2.3. VLE submissions

    3.1.3. Engagement with Welcome Week and other start of year activities..

    3.1.4. Module results from SITS

    3.1.5. Results of mid-semester assessment on courses where this applies.

    3.1.6. On campus activity measured by swipe access onto the campus.

3.2. Viewing and participating in scheduled on-campus teaching sessions via webcast or other remote means of participation is not captured as engagement, unless the student has a disability support plan which stipulates this as a reasonable adjustment.

3.3. The data will highlight students' levels of engagement and as a result, those who are at risk of non-engagement and/or who might require further support. Data will be produced on a fortnightly basis and the institution-wide process is set out further below.(appendix1)

3.4. The table below (appendix 1) indicates ownership of data and processes required for in order to identify student at risk of non-continuation and monitor engagement:

3.5. Data footprints will be captured for teaching and learning activities via the following;

3.6. Online teaching and learning activities will be captured via access to Weblearn and linked online teaching sessions. Note – staff should ensure that links to online teaching sessions are available through Weblearn and avoid dissemination of guest links via email or other methods that are not monitored by the Engagement PowerBI dashboard.

3.7. Face to face teaching on site should continue to be recorded via the e-vision attendance monitoring task.

3.8.   On site activity will also be monitored via the use of access cards into the buildings.

3.9.   Students who are not engaging will be contacted by their School Office or the International Support and Compliance Team if they are on a Student visa, to re-engage them with their course and identify any barriers to learning. Communications will be in the form of text, email and phone call.

4. Absence and low engagement

4.1.   The University recognises that there will be instances where a student is unable to engage with their teaching and learning activities for valid reasons and therefore will have a low engagement data footprint. In these cases, students must apply for authorised absence(s) to explain why they are unable to engage with their scheduled teaching activities.

4.2.   Students who are identified as having low engagement must respond and engage with the outreach from staff.

4.3.   Students should refer to section 4.8 of the [Academic Regulations](#), which set out the expectations and requirements of our students with regards to attendance. This policy outlines the process for requesting authorised absences.

4.4.   For absences greater than 3 weeks, students may be advised to Take a Break (TAB). This can be initiated by any student directly through their Evision portal. A student's application will be reviewed by the School Office before being processed. International students on a visa will be required to consult with the International Support and Compliance Team as part of the process.

4.5.   Viewing and participating in scheduled on-campus teaching sessions via webcast or other remote means of participation, rather than face to face, is considered as an absence unless the student has a disability support plan which stipulates this as a reasonable adjustment.

5. Intervention where poor engagement is highlighted

5.1.   Where engagement with your studies drops off, or is deemed low by the Engagement Review Panel or not meeting Student Sponsor obligations,

students will be contacted by the School Offices or International Support and Compliance Team to remind them of the expectations the University has of them with regards to their engagement and, in the case of visa holders, the potential consequences of continued poor engagement. Staff contacting students of concern will do so in a supportive manner.

5.2. Depending on the stage of the process, the intervention method may change according to who makes the contact and the type of contact (e.g. phone calls, text messages and emails).

5.3. The University may terminate a student from their course if they are not showing satisfactory engagement and, where applicable, this will be reported to the SLC who will end payments or to UK Visas and Immigration who will begin the process of visa curtailment.

5.4. If a student profile is terminated for lack of engagement, as per the Appeals Policy they have the right to appeal within 10 working days from the date that the termination notification is sent via email.

6. Exemptions

6.1. Professional body requirements and placement students - Some programmes carry a professional accreditation. Professional bodies may have different or additional engagement requirements. Where such a requirement exists, students will be made aware of this via course handbook and will be expected to adhere to this.

6.2. Postgraduate Research Students and Postgraduate Taught Students - may have different or additional engagement requirements. Where such a requirement exists, students will be made aware of this via the course handbook and will be expected to adhere to this.

6.3. Students who are studying on a Student visa - The University is required to abide by the Student Sponsor Licence Sponsorship duties outlined by the UKVI. Under these duties the University is legally required to monitor all Student visa holders and to maintain engagement records, reporting lack of engagement when necessary. Please see the international engagement guidance document. Please note only the International Team can be responsible for withdrawing our Student visa students for engagement reasons.

6.4.   Bursary holders are subject to certain eligibility criteria, one of these criteria is satisfactory levels of engagement with all teaching and learning. Please refer to individual bursary agreements for specific expectations of attendance and engagement.

6.5.   Study Abroad and US Financial Aid supported students - may have different or additional attendance requirements and should refer to the fees and recruitment teams for further information.

7. Outline of responsibilities

7.1.   A whole University approach is required to support the retention and achievement of students. Specific responsibility is outlined below.

7.2.   The Planning and Insights Team will ensure the accuracy and availability of relevant engagement data via the PowerBI dashboard. This data will be used to monitor overall student engagement and identify those students at risk of non continuation. The Planning and Insights team will also ensure that the dashboard is shared with academic members of staff.

7.3.   School Offices (principally the School Business Managers) are the key leads with regards to student outreach, contacting students of concern as identified by the Engagement Review Panel and providing suitable interventions as required. They are also responsible for responding to student queries relating to the engagement monitoring system and process.

7.4.   The School Offices will support a range of intervention activity to remove any barriers to a student's engagement. This will include signposting students to personal or academic tutors, Academic Mentors, PSD's, and Student Services where welfare/pastoral intervention is required as appropriate.

7.5.   The School Offices will manage the following areas and referrals relating to engagement;

7.5.1. referrals from students wishing to intermit, withdraw or change programme of mode of study

7.5.2. referral to module or course leaders where there are issues relating to teaching and learning

7.5.3. referral to Academic Mentors where additional academic support is

required

    7.5.4. referral to the Library

    7.5.5. referral to Student Services where welfare/pastoral intervention is required/appropriate

    7.5.6. referrals relating to issues around online study, equipment and student access to University systems

7.6.   The lists of students in need of engagement outreach will be shared with the Schools via their Heads of Subject and Heads of Student Experience and Academic Outcomes, so that the Schools may arrange academic outreach where appropriate.

7.7.   Academic Staff (including Academic Mentors and Personal Student Coaches) will remind students of the importance of continued engagement. They will refer students with difficulties around engagement to the School Offices to ensure appropriate interventions can be put in place. If the difficulties are around matters such as:;

    7.7.1. Student Finance, hardship, crisis loans

    7.7.2. Accommodation

    7.7.3. Queries from EU or Student visa holders

    7.7.4. Students with a disability

    7.7.5. Students requiring counselling

    7.7.6. Care leavers, estranged students

7.8.   Academic staff will keep attendance registers for all face to face activities via the attendance monitoring e-vision task. Where academic staff have concerns around a student's engagement, these can be fed back to the relevant School Office.

7.9.   Student Services will be responsible for providing a range of specialist advice and guidance to students who may be encountering difficulties with money, accommodation, emotional wellbeing and disability.

7.10. The International Support and Compliance Team will provide specialist advice including advice on immigration status.

7.11. Student Services will ensure appropriate supports are put into place to assist the students' engagement with their teaching and learning. Student Services, within the confines of confidentiality, will alert the School Offices of the successful interventions so that the School Offices and Student

Services can have a joined up approach to student engagement.

7.12. Student Services will also have oversight of final lists of students highlighted for termination due to poor engagement to comment on any extenuating circumstances which may be unknown to the School Offices or School.

7.13. The Engagement Review Panel will meet on a rolling basis to consider student profiles that are recommended for intervention and subsequently formal warning and/or termination as a result of the contact and referral stages of the engagement monitoring process. The Deputy Vice-Chancellor will convene panel meetings comprising

7.13.1. The Chief Operating Officer

7.13.2. Deputy Vice-Chancellor Academic

7.13.3. Deputy Vice-Chancellor Student Recruitment and Business Development

7.13.4. Deputy Pro Vice-Chancellor Student Services

7.13.5. Operations Manager

7.13.6. Head of Student Services

7.13.7. Accounts Receivable Manager

7.13.8. A Head of Student Experience and Academic Outcomes

7.13.9. Director of Admissions and Enrolment

7.13.10. Director of Planning and Insights

7.14. Schools will be provided with the names of those students at risk of termination and/or in receipt of a formal warning by the Engagement Panel. This is to ensure that they can provide any local knowledge around individual student engagement which will be fed back to the Engagement Review Panel, via the Operations Manager, for consideration.

7.15. Student Records will be provided with the details of those students who are to be terminated due to poor engagement by the Engagement Panel. Student Records will then action the terminations in line with University regulations and ensure records are updated accordingly and students notified.

8. Engagement Processes

8.1. The engagement panel will meet on a rolling basis to review data via the

dashboard of those students at risk of non-continuation. The panel will also consider within these meetings those students also at risk of non-continuation due to financial issues. The Engagement panel will confirm the following;

8.1.1. which students are at risk and require contact from the School Offices

8.1.2. which students, despite intervention, require a formal warning

8.1.3. which students after receipt of a formal warning will have their student registration terminated

8.1.4. which students will be terminated due to persistent financial difficulties and non payment of fees

8.2. In deciding the above the Engagement Panel will review;

8.2.1. data via the PowerBI dashboard demonstrating student engagement levels

8.2.2. feedback from the School Offices after intervention

8.2.3. feedback from Student Services in relation to vulnerable students

8.2.4. feedback from Schools relating to individual students.

8.2.5. feedback from the Income Team as to non payment of fees and non engagement with processes around fee payment and self funding options.

8.3. In terms of contacting at risk students the following will take place;

8.3.1. The School Offices will send out initial emails to students deemed at risk of non-continuation by the Engagement Panel.

8.3.2. Student Services will review those students deemed at risk of non-continuation by the Engagement Panel and feedback to the Engagement Panel those students for whom there are exceptional circumstances as to their non engagement.

8.3.3. International Support and Compliance Team will review student engagement and reach out to students according to the International Student Engagement Policy by email or phone. On occasion a student may be called in to interview before a withdrawal of visa sponsorship decision is made.

8.3.4. Schools will feedback to School Offices any local knowledge on individual students for whom there may be exceptional

circumstances.

    8.3.5. Student Records will action the terminations and notify the relevant students. A date for the deadline for appeals will be included in the notification.

8.4. Referrals and contact points in order to support the sustained engagement of students - the School Offices, Academic staff, PSD staff and Student Services will work collaboratively but with clear routes of referral for students. The following areas will be referred to the Schools for action;

    8.4.1. referrals from students wishing to intermit, withdraw or change programme of mode of study

    8.4.2. referral to Course Leaders where there are issues relating to teaching and learning

    8.4.3. referrals to Academic Mentors where additional academic support is required

    8.4.4. referral to the Library

    8.4.5. referrals relating to issues around remote study, equipment and student access to University systems

8.5. The following areas will be referred to Student Services for action;

    8.5.1. Student Finance, hardship, crisis loans

    8.5.2. Accommodation

    8.5.3. Students with a disability or learning difficulty

    8.5.4. Students requiring counselling

    8.5.5. Care leavers, estranged students, caregivers and refugees.

8.6. The following will be referred to International Support and Compliance for action:

    8.6.1. Queries from student visa holders

8.7. Terminations due to fees - Students are required to ensure that they have satisfied the financial obligations of their course. Where a student has been unable to secure funding via SFE or a separate payment plan/agreement they will be at risk of termination.

8.8. The Engagement review Panel will support the engagement process in the following ways;

    8.8.1. Oversight of the engagement data and highlighting to the Schools students who are priority in terms of at-risk intervention activity.

8.8.2. Liaison with the Fees and Funding and Income Collection Teams to identify students who are at risk financially and also due to lack of engagement. The Engagement Review Panel will outline which team, Fees and Funding, Income Collection, Schools, or School Offices will lead on contact.

8.8.3. Final decisions as to which students will be terminated due to low engagement, based on their engagement with the School Office outreach and formal warnings, and academic outreach.

9. Schedule

9.1. The below schedule (appendix 2) sets out the key weeks relating to Engagement monitoring, review and outreach, as well as termination.

10.   Appendix

10.1. Appendix 1

Process	Description	Source system	Timeframe	Process owner	Named owner
Module registration	Ensuring that students are registered onto the correct modules	SITS	End of week 4 of teaching (bar late enrollers and exceptional late changes)	Systems Team, Student Records and School Offices	Head of School Offices
Scheduled refresh of Engagement Model	Refresh of data from multiple data sources into the EDP	Various	Daily	ITS	Head of Applications

Process	Description	Source system	Timeframe	Process owner	Named owner
Ongoing Dashboard development	Ongoing maintenance and development	Various	n/a	Planning & Insight in collaboration with IT	Director of Planning & Insights and Head of Applications
Attendance Registers from face to face delivery	Online attendance registers	Evision	Weekly	Academic Registry	Senior Data & Assessment Officer via markentry@londonmet.ac.uk
Producing reports for Engagement Panel	Identifying students at-risk of non-continuation	SITS VLE E5	Fortnightly	Engagement Review Panel Officer	Operations Manager
Updating students engagement status	Reviewing/updating Engagement Status to flag students to be closely monitored for attendance concerns	SITS	When required	Engagement Review Panel Officer, School Offices	Operations Manager and Head of School Offices

10.2. Appendix 2

Teaching week	Activity	Responsibility	Students to contact
Week 2 teaching / late enrolment	Complete Evision attendance registers for the previous week	Module Leaders	New starters enrolled before start of week 0
Week 2 teaching / late enrolment	Engagement report produced via Power BI highlighting students who fall below agreed engagement threshold in weeks 0-1 of teaching, and shared with School Offices and contacts in Schools.	Director of Planning & Insight and Operations Manager	New starters enrolled before start of week 0
Week 2 teaching / late enrolment	Reach out to students as per agreed outreach list.	School Offices and Schools	New starters enrolled before start of week 0
Week 3 teaching	Complete Evision attendance registers for the previous week	Module Leaders	New starters
Week 3 teaching	Continue outreach to students as per agreed outreach list.	School Offices and Schools	New starters

Teaching week	Activity	Responsibility	Students to contact
Week 4 teaching	Complete Evision attendance registers for the previous week	Module Leaders	New starters
Week 4 teaching	Engagement report produced via Power BI highlighting students who fall below agreed engagement threshold in weeks 0-3 of teaching, and shared with School Offices and contacts in Schools.	Director of Planning & Insight and Operations Manager	New starters
Week 4 teaching	Outreach to students as per agreed outreach list.	School Offices and Schools	New starters
Week 4 teaching	Formal warnings to students with continued low engagement following outreach.	School Offices	New starters
Week 5 teaching	Complete Evision attendance registers for the previous week	Module Leaders	New starters

Teaching week	Activity	Responsibility	Students to contact
Week 5 teaching	Continue outreach to students as per agreed outreach list	School Offices and Schools	New starters
Week 5 teaching	Review responses and engagement of students on formal warnings and identify students for continued outreach or termination of student status.	Operations Manager and Deputy PVC Students Services	New starters
Week 6 teaching	Complete Evision attendance registers for the previous week	Module Leaders	New and continuing students
Week 6 teaching	Engagement report produced via Power BI highlighting students who fall below agreed engagement threshold in weeks 0-5 of teaching, and shared with School Offices and contacts in Schools.	Director of Planning & Insight and Operations Manager	New and continuing students

Teaching week	Activity	Responsibility	Students to contact
Week 6 teaching	Formal warnings to students with continued low engagement.	School Offices	New and continuing students
Week 6 teaching	List of students who have been identified for enrolment termination to be reviewed by Student Services and School-based review panels (to be set up by School Offices).	Student Services, School Offices and Schools	New and continuing students
Week 6 teaching	Engagement Panel to receive and review list of students whose enrolment should be terminated.	Engagement Panel	New and continuing students
Week 7 teaching	Complete Evision attendance registers for the previous week	Module Leaders	New and continuing students
Week 7 teaching	Continue outreach to students as per agreed	School Offices and Schools	New and continuing

Teaching week	Activity	Responsibility	Students to contact
	outreach list		students
Week 7 teaching	Feedback from Student Services and academic staff reviewed and actioned accordingly. Final termination list confirmed.	Operations Manager and Deputy PVC Student Services	New and continuing students
Week 7 teaching	Cancel enrolment for students identified to have their enrolment terminated, and send notification to students. They will have 10 days to appeal the decision.	Student Records	New and continuing students
Week 7 teaching	Review responses and engagement of students on formal warnings and identify students for continued outreach or termination of student status.	Operations Manager and Deputy PVC Student Services	New and continuing students

Teaching week	Activity	Responsibility	Students to contact
Week 8 teaching	Complete Evision attendance registers for the previous week	Module Leaders	New and continuing students
Week 8 teaching	Agree outreach list: Engagement report produced via Power BI highlighting students who fall below agreed engagement threshold in weeks 0-7 of teaching, and shared with School Offices and contacts in Schools.	Director of Planning & Insight and Senior Operations Office	New and continuing students
Week 8 teaching	Engagement Panel to receive and review list of students to receive formal warning	Engagement Panel	New and continuing students
Week 8 teaching	Formal warnings to students with continued low engagement.	School Offices	New and continuing students
Week 9 teaching	Complete Evision attendance registers for	Module Leaders	New and continuing

Teaching week	Activity	Responsibility	Students to contact
	the previous week		students
Week 9 teaching	Continue outreach to students as per agreed outreach list	School Offices and Schools	New and continuing students
Week 9 teaching	Review responses and engagement from students who received formal warnings and identify students for continued outreach or termination of student status.	Operations Manager and Deputy PVC Students Services	New and continuing students
Week 9 teaching	List of students who have been identified for enrolment termination to be reviewed by Student Services and School-based review panels (to be set up by School Offices).	Student Services, School Offices and Schools	New and continuing students

Teaching week	Activity	Responsibility	Students to contact
Week 9 teaching	Engagement Panel Termination Review meeting. Panel to determine which students' enrolment should be terminated.	Engagement Panel	New and continuing students
Week 10 teaching (termination week)	Complete Evision attendance registers for the previous week	Module Leaders	New and continuing students
Week 10 teaching (termination week)	Feedback from Student Services and academic staff reviewed and actioned accordingly. Final termination list confirmed.	Operations Manager and Deputy PVC Student Services	New and continuing students
Week 10 teaching (termination week)	Cancel enrolment for relevant students (on termination list) and send notification to students. They will have 10 days to appeal the decision.	Student Records	New and continuing students