

Engagement Monitoring Process for Adult Continuing Education courses

The University recognises that engagement with teaching and learning is a key element in successful student retention, progression and achievement. Engagement monitoring can help to identify students who may be experiencing difficulties and might need particular support.

Commencing in September 2022, the University will begin a pilot review of the engagement data for students enrolled on Adult Continuing Education courses to ensure student welfare.

The University will review the following data sets:

- Canvas logins
- Access to module pages in Canvas
- Zoom access via the Canvas module pages
- Panopto access via the Canvas module pages
- Open Athens logins

The data will be reviewed over 2-week intervals to check for continued student engagement with their programme of study. Students who have no engagement recorded over the 2-weekly periods will be contacted by the Faculty Student Support team with offers of help and advice.

The process is explained and illustrated below:

Stage 1 - 14 days of no engagement. Students will be contacted with offers of support, directed towards support services and invited to contact their Faculty/School if they want to discuss their levels of engagement or need assistance in engaging with their studies.

Stage 2 - 28 days of no engagement. Students will be contacted again about their levels of engagement and invited to contact their Faculty/School if they want to discuss their engagement or need assistance in engaging with their studies. The importance of ensuring student welfare will be highlighted and students will be strongly encouraged to reach out to their Faculty/School for support at this stage.

Stage 3 – 42 days of no engagement. Students will be contacted again by their Faculty/School and will be required to attend either a face-to-face or virtual meeting to discuss their non-engagement and provide any supporting evidence relating to their levels of engagement. Ensuring student welfare is our priority and if students engage with the meeting and are able to provide satisfactory reasons for their non-engagement, they will be permitted to continue with their studies.

Students who do not engage with their Faculty throughout this process may exceptionally be considered for withdrawal by the Faculty/School. Every effort will be made to take full

account of all extenuating circumstances when considering withdrawal from the University.

Students who receive a notice of withdrawal from the University, in accordance with the University's Engagement Monitoring Policy, may request a review of this decision. Please see section 11 of the main policy for further information.