

STUDENT ENGAGEMENT ESCALATION PROCESS

Student Engagement score is made up of data from four areas:

- Attendance
- CANVAS
- Athens Library
- ID Card Use

NOTE: There may be other penalties for low/average engagement, which happen independently to the escalation process, including:

- Withdrawal of funding support (Student Loans, Cost of Living Allowance etc)
- Withdrawal of Student Visa for international students
- Earlier escalation from the Academic team due to higher levels of engagement required by PSRB.

Please check the terms and conditions for these areas to ensure you know the expectations.

LOW ENGAGEMENT SCORE

STAGE 1 - EMAIL ALERT

- Student will be automatically sent a low engagement notification to their Student Email.

STAGE 2 - INITIAL CONTACT

- If engagement score is 'low', in addition to the email alert, a member of the Student Engagement Team will contact the student, to check in, offer support and signpost the student to services.
- The student will be asked for the reason for low engagement and attendance and Student Engagement Team will note any responses on their dashboard and tag any service to which they have been referred.
- Student will be given 5 working days to improve.

STUDENT:

- Shows no improvement or a decrease in attendance.
- Does not engage with support initiatives.
- Does not respond from Stage 1/2.

STAGE 3 - MEETING

- Academic team will arrange a meeting with the student to discuss supporting the student to engage with the programme.
- A Progress and Performance Plan will be collaboratively created including short and long term goals to get the student on track.
- This plan will be shared on the student's dashboard.
- Student will be given 5 working days to improve.

STUDENT DOES NOT IMPROVE OR DOES NOT RESPOND TO MEETING REQUEST

STAGE 4 - WITHDRAWAL

- **Formal Letter** will be sent to student explaining the withdrawal process.

AVERAGE ENGAGEMENT SCORE

STAGE 1 - EMAIL ALERT

- Student will be automatically sent an average engagement notification to their Student Email.
- Student will be advised to work on their engagement score and signposted to relevant support services.

STUDENT:

- Shows no improvement or a decrease in attendance over several weeks

Student may still be contacted by the Student Engagement team, as in Stage 2. Depending on course level requirements, student may be escalated to Stage 2/3.

STUDENT:

- Increases attendance.
- Engages with support initiatives.
- Responds from Stage 1/2.

STUDENT IMPROVES IN LINE WITH ACADEMIC PLAN

STUDENT DROPS ENGAGEMENT SCORE AFTER A PERIOD OF TIME

Student will be referred back to any stage of process as appropriately agreed in Progress and Performance Plan - including Stage 4 if appropriate.

STUDENT IS WITHDRAWN

HIGH ENGAGEMENT SCORE

STAGE 1 - EMAIL ALERT NO ACTION NEEDED

- Student will be automatically sent high engagement notification to their Student Email.
- Please note that some programmes may require a higher level of engagement due to accreditation. Please refer to your course's requirements which can be found on your course's Canvas pages.

STUDENT:

Improves engagement score

NO FURTHER ACTION REQUIRED, until next alert cycle when case will be re-assessed.

STUDENT MAY APPEAL THROUGH ACADEMIC APPEAL PROCESS