

Policy on Recording and Monitoring Student Attendance and Engagement

1. Introduction

- 1.1 The University is committed to supporting students to successfully complete their programmes of study and to achieve the best possible results. In order for this to happen, it is vital that students' engagement with all parts of their programme is encouraged, supported and monitored and that any issues with attendance or engagement can be quickly identified and relevant support put in place.
- 1.2 The University is dedicated to providing a positive student experience and, as part of this, is committed to ensuring that appropriate and timely processes are in place when there are concerns about a student's attendance or engagement. Provision of relevant support, referral or advice will be put in place wherever possible to aid students' continued attendance and engagement with their studies, in cases where concerns have been flagged.

2. Purpose and Scope

- 2.1 This policy aims to provide clarity in relation to the University's expectations of recording and monitoring student attendance and engagement, to ensure that the University proactively monitors student wellbeing, supports academic performance and meets any relevant external body requirements with regards to Undergraduate, Taught Postgraduate and Postgraduate Research students.
- 2.2 It should be read in conjunction with [Regulation XX : Monitoring Attendance and Wellbeing of Students](#).

3. The Policy

Recording Attendance and Engagement

- 3.1 Students are expected to attend all scheduled teaching and learning sessions in every year of study, unless alternative arrangements or flexibility in attendance has been agreed for individual students, if unavoidable circumstances such as illness prevents them from attending or if absence has been authorised. This includes both on-campus teaching as well as online/blended, distance or remote learning modes of delivery.
- 3.2 Schools should determine points of contact within a programme of study, along with other indicators that will enable them to monitor a student's attendance or engagement with their programme (see further details in the [Guidelines for monitoring student attendance and engagement](#)).
- 3.3 School procedures for recording and monitoring attendance and the procedures for following up absences must be published in Programme Handbooks and/or online. This information must also include the consequences of non-attendance or engagement and details of sources of advice and support for students who may be struggling.

- 3.4 The University has an obligation to report non-attendance or engagement of some students to an external body for professional, funding or visa requirements. Where this is the case, Programme Handbooks and equivalent webpages must include details of when this will happen and the implications for the student concerned.
- 3.5 Schools will record and monitor the attendance of all taught students, with attendance points being recorded weekly, throughout each semester. The specific attendance points to be monitored will be defined by Schools and can include Academic Adviser meetings, tutorials, lectures, submission of coursework, engagement with Blackboard discussion or other online teaching and learning activities, etc. which form part of the students' programme of study.
- 3.6 The new [engagement monitoring project](#) and resulting monitoring tool has enabled a digital system to record and report on taught student attendance. The online 'Student Attendance' system (accessed through My Manchester and rolled out across the University from September 2021) allows students to record and view their own attendance at timetabled activities. Relevant staff can see and edit student check-ins in real time, and access attendance reports.
- 3.7 Schools must have procedures in place that identify trigger points when students' non-attendance or engagement has become a concern or where a pattern of absence begins to raise concerns regarding a student's wellbeing. The new [Student Attendance system](#) enables reports to be generated regarding students' attendance and allows Schools to flag up trigger points and areas of concern.
- 3.8 Attendance points for Postgraduate Research students (PGRs) will be recorded monthly via the University's online progression system (<https://app.manchester.ac.uk/eprog>). It is the main supervisor's (or appropriate member of the supervisory team's) responsibility to ensure that attendance and engagement forms are completed in a timely manner for each of their PGRs. The online progression system identifies trigger points which indicate that non-attendance on two consecutive months has occurred. Reports are provided by PowerBI and should be used to indicate patterns of PGR non-attendance which are a cause for concern.

Monitoring Attendance and Engagement

- 3.9 Where a School records a pattern of non-attendance or engagement that meets the trigger points or raises concern about an individual student, the School must contact the student and request that they attend a meeting with their Programme Director (or nominee), or PGR Director (as relevant).
- 3.10 If the student fails to respond to this request to meet, within 5 working days, and/or is absent on one further occasion, or attends the meeting but fails to provide a satisfactory explanation for not complying with the expended attendance and engagement requirements, the School must issue a formal warning.
- 3.11 The warning must indicate the steps to be taken to affect the necessary improvement in attendance, including the consequences of further poor attendance. This letter will be kept on the student's file or in the eProg personal document store for Postgraduate Research students.

- 3.12 If the student fails to comply with the steps to be taken to improve attendance as outlined in above, the Examination Board/PGR progress committee may refuse the student permission to proceed on their programme, with the consequences that s/he may be excluded from the programme of study. Examination Boards can also refuse referred assessment if there are concerns about students' attendance or engagement.
- 3.13 A student who is refused permission to take any form of assessment or progress on the grounds of unsatisfactory attendance or engagement may submit an appeal against that decision within ten working days of the notification of the decision, in accordance with the provisions of [Regulation XIX \(Academic Appeals\)](#). In order to allow sufficient time for the completion of an appeal, the latest date upon which a refusal may be issued for taught students is the last teaching day of the second semester.
- 3.14 In cases where the School is satisfied that circumstances exist which show good cause for the student's failure to comply with the attendance or engagement requirements, alternative action may be taken. This should include referral to relevant support services where appropriate.

Concerns for Students' Wellbeing

- 3.15 If a student's lack of attendance or engagement raises concerns about their wellbeing, Schools should try to contact the student as soon as possible and arrange a meeting, either face-to-face, on the phone or online.
- 3.16 If the contact attempts are unsuccessful, Schools should have a process in place to try to locate the student/flag up concerns with relevant parties.

4. Further information and Support

- 4.1 Student Recruitment and International Development Division have produced Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad, to cover students whilst away from the University on international placements:
- [Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad](#)
- 4.2 Possible referral points for Schools to consider providing to students include:
- [Counselling and Mental Health Service](#)
 - [Disability Advisory and Support Service](#)
 - [Student Support mental health support resources](#)
 - [University wellbeing resources](#)
- 4.2 If staff members have a significant concern about a student, they are advised to contact the Counselling and Mental Health Service:
- [Helping someone in distress](#)
- 4.3 Further information about the University's Engagement Monitoring project and the Student Attendance digital system can be found at:
- [Engagement monitoring](#)

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- StaffNet: [Engagement monitoring](#)
- Information for students: [Welcome to Manchester – My Attendance](#)

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| Version | Date | Reason for change |
| 1.0 | 2004 | Creation and approval by Senate |
| 1.1 | June 2014 | Reviewed to tie in with the new <i>Regulation XX</i> |
| “ | April & July 2016 | Added links to the <i>Guidelines on monitoring student attendance</i> , and the <i>Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad</i> |
| “ | January 2018 | Added date of next review and updated TLSO website links |
| 1.2 | November 2021 | Reviewed and updated to accompany the updated <i>Regulation XX: Monitoring Attendance, Engagement and Wellbeing of Students</i> , taking into account the new Student Attendance system/engagement monitoring tool |
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| Related Statutes, Ordinances, General Regulations | Schedule of General Regulations Regulation XX: Monitoring Attendance, Engagement and Wellbeing of Students |
| Related Policies: | N/A |
| Related Procedures and Guidance: | Guidelines for Monitoring Student Attendance Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad |
| Policy owner: | Head of Student and Academic Services |
| Lead contact: | Teaching and Learning Manager (Policy) <i>For any queries or questions relating to this document, please direct your email to teaching-policy@manchester.ac.uk</i> |