



The University of Manchester

# Student Records

**Student Admissions, Administration and Business Improvement**

**Directorate for the Student Experience**

**Student Records Data Quality**

**Guidance Notes**

**Version 2.5**

## Document Information

<b>Version:</b>	2.5
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<b>Changes to previous version (2.4):</b>	<ul style="list-style-type: none"> <li>• Dormant/Inactive Students – Never Registered removed from report.</li> <li>• Update to Final Year Flag Errors report.</li> <li>• Incorrect Advisor Role removed from report.</li> <li>• Inconsistent Mode of Study removed from report.</li> <li>• Guidance for Missing Academic Plan Data updated.</li> <li>• Missing JACS Codes for Course Units removed.</li> </ul>
<b>Changes to this version (2.5):</b>	<ul style="list-style-type: none"> <li>• Guidance for Incorrect Form of Study updated to report as an error instances where the Form of Study of a PGR student is 'ExtnNoFee' but the Program Action Reason is not 'EXTN'.</li> </ul>

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## Introduction

It is essential that as a university we maintain the best possible data quality in the student system. As part of an ongoing effort to improve data quality and in response to internal audit report recommendations, Heads of School Operations are expected to take responsibility for the quality of the student data held in Campus Solutions. To support HOSO in this task, the Student Records Team maintains a suite of data quality reports in Power BI. They focus on a series of known data quality problems where missing or incorrect/inconsistent data can affect efficient administration, internal university processes, external data returns and accurate management information reporting.

These reports were constructed for the following reasons:

- To help Schools keep track of and correct problems with their data.
- To ensure that the data which we return to HESA and other external bodies is accurate.
- To comply with the principles of the Data Protection Act which relate to accurate data.

The university must return individual and aggregate data on all our students to statutory bodies such as HESA and OfS. This data directly affects our funding and is also published externally, for example in newspaper league tables. It is essential, therefore, that this data is accurate and correct.

Many of the data quality reports developed focus on areas of known data quality issues as reflected in the university's HESA Return. The reports are designed to allow Schools to identify data quality errors or inconsistencies but it is the School's responsibility to correct the data. It is advisable to run these reports and the correct the errors on a regular basis.

The notes on each report give further background on the rationale and parameters on each report and help explain the data. They also give advice on when and how often the reports should be run. This should only be taken as a general guide. Schools have different situations which may mean that it's advisable to run reports more or less often.

If you're unsure why a record is appearing on a report after reading the guidance notes and training guide, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

### Accessing the Reports

To access the reports, login to Power BI and open the app named Student Records – Data Quality. The reports are individually accessed using the navigation on the left hand side of the screen. If you do not have access to the app, contact: [datateam@manchester.ac.uk](mailto:datateam@manchester.ac.uk).

## Guidance for Admit Term not equal to Programme Start Date Term

Students will appear on this report if they are an active student and the Start Date of Program of their current term record is not between the start date and end date of the Admit Term of their current program/plan stack record (within the same academic career and career number).

Admit Terms run from 1<sup>st</sup> August to 31<sup>st</sup> July.

For example, a student with an Admit Term of 1191 (2019/20 Academic Year) should have a Start Date of Program between 1<sup>st</sup> August 2019 and 31<sup>st</sup> July 2020.

The 'Start Date of Program' is held on the 'Registration Details' page. The 'Admit Term' is held on the 'Program' tab of the 'Student Program/Plan' page.

To correct the error ensure:

- The student has one, correct Admit Term within all records in their Student Program/Plan stack. The Admit Term should not change within the same career and career number.
- The student's Start Date of Program is between the start date and end date of their true Admit Term and that it is the same for all records within Registration Details. The Start Date of Program should not change within the same career and career number.

If you are unsure how to correct these errors, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

### Guidance

#### [Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Understanding the Registration Details Data

## Guidance for Beyond Expected End Date

This report returns students who are currently active in program but whose expected end date was over a month ago.

The following exclusion applies because these students are dealt with separately by the Dormant Inactive Students report and occur at the end of a postgraduate programme:

- Students whose current program action reason is one of the following:

A204	A212	AWRE	B106	B112	B206	B212	B312	BM04	C1XX	C204	C212	C306	LSUB
MINR	RA24	RA2B	RC1X	RC24	RC2B	REF1	REF2	REFL	REFT	RSUB	SUBM	SUBV	

To remove the record from the report the student should be completed, withdrawn or their end date extended to reflect a program action that has extended their end date e.g. leave of absence and extension.

It is also important that students who have completed their studies, but who are not completed automatically via the exam grid process are completed in Campus Solutions in a timely manner.

Records and Enrollment > Career and Program Information > Registration Details > Expected End Date of Student

### Guidance

#### [Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Programme Changes, Leave of Absence (Interruption), Students Not Currently Studying, Discontinue, Administrative Withdrawal, Withdrawing Non-Registered Students, Manual Completion, Managing PGDT Students at the end of their Studies

#### [Campus Solutions Research Student Management](#)

Recording an Internship for PGDR Students, Leave of Absence/Interruptions, Extensions

#### [Academic Programs Plans \(Campus Solutions - Student Records\)](#)

SPLENGTH, UNITLGTH

## Guidance for Dormant Students

Students will appear on this report if they are active beyond the end of their most recent registration period. Students should register annually on or around the date of their last registration, unless they have been on a leave of absence and when they return have not registered for over 12 months.

Students will appear on the report if they are active in program and the term and session the student was last term activated for is over 12 months ago, unless their current program action reason is included in the table below. Students in these statuses do not have to be term activated and registered on the anniversary of their last registration.

If a postgraduate research student is in submission pending (SUBP), or has been granted an extension (EXTN - Extension to Program no Fees, EXTS - Extension to Submission Date, EXTF - Extension to PGR Program with Fee) they still need to register on the anniversary of their last registration.

Program action reason	Description	Condition
AWRE	Awaiting Results	Effective date is over three months ago.
SUBV	Submitted, Awaiting PGDT Viva	
SUBM	Submitted, Awaiting Viva	
REFT	Referred Taught Student	Effective date is over six months ago.
REFL	Referred, Lower Qualification	
REF1	Referred, 6 months	
B106	Bi (Resubmission within 6 months without oral)	
B206	Bii (Resubmission within 6 months with oral)	
C306	Ciii (Reject but resubmit within 6 months for MPhil)	Effective date is over 24 weeks ago. 12 weeks for the corrections to be submitted, plus 12 weeks for decision to be made to award.
MINR	Minor Corrections	
A212	Aii (Award with minor corrections within 12 weeks)	
C212	Cii (Reject but award MPhil with minor corrections within 12 weeks)	
RA2B	Resubmission Aii (Award with minor corrections within 12 weeks)	
RC2B	Resubmission Cii (Reject but award MPhil with minor corrections within 12 weeks)	Effective date is over twelve months ago.
REF2	Referred, 12 months	
B112	Bi (Resubmission within 12 months without oral)	
B212	Bii (Resubmission within 12 months with oral)	
B312	Biii (Resubmission within 12 months with oral)	
SUBP	Submission Pending	Effective date is over 24 months ago.
LSUB	Late Submission of Thesis	Effective date is over 12 weeks ago.
RSUB	Resubmission of Thesis	Effective date is over eight weeks ago. Four weeks for the corrections to be submitted, plus four weeks for decision to be made to award.
A204	Aii (Award with minor corrections within 4 weeks)	
C204	Cii (Reject but award MPhil with minor corrections within 4 weeks)	
RA24	Resubmission Aii (Award with minor corrections within 4 weeks)	
RC24	Resubmission Cii (Reject but award MPhil with minor corrections within 4 weeks)	Effective date is over four months ago.
BM04	B (Research Masters resubmission within 4 months)	Effective date is over seven days ago. A completion should be added directly after.
C1XX	Ci (Reject but award MPhil)	
RC1X	Resubmission Ci (Reject but award MPhil)	

Students on this report should be registered or have a new action applied which deactivates them e.g. Leave of Absence (LEAV), Discontinuation (DISC) or Administrative Withdrawal (WADM). The action reason should be applied with an appropriate effective date.

Some undergraduate and distance learning programs allow students to take one or more course units, take a break, and then return at a later date to do other units. The program action/action reason combination of Leave of Absence/ Not Currently Studying (LEAV/NCST) should be applied to students who have completed any units and are not currently studying.

When the Progress on Hold (PRHD) action reason has been applied to the record of a postgraduate research student because they lodged a formal appeal or complaint at Faculty level which prevents them from continuing to progress through their program and this period of time spans a registration period, the student should be term activated and it may be necessary to request the application of a temporary registration to their record. Further guidance can be found in the Student Appeal/Complaint Process section of the Research Student Management user guide which is linked below.

It is also important that students who have completed their studies, but who are not completed automatically via the exam grid process are completed in Campus Solutions in a timely manner.

## **Guidance**

### [Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Leave of Absence (Interruption), Students Not Currently Studying, Discontinue, Administrative Withdrawal, Withdrawing Non-Registered Students, Manual Completion, Managing PGDT students at the end of their studies

### [Campus Solutions Research Student Management](#)

Recording an Internship for PGDR Students, Leave of Absence/Interruptions, Extensions, Student Appeal/Complaint Process, Research Student Action Reasons, Submission Pending



## Guidance for Dormant/Inactive Students – No Term Activation

Students will appear on this report if they have never been term activated at any point during their current, active career.

To remove the record from the report, students should be term activated and possibly registered or their record cancelled or discontinued with an appropriate effective date.

In some cases it may be that the student has had an increment of career number in the same term and on the same career, but have not had their Term Activation record updated to reflect this. If this is the case, the Student Career Nbr will need to be over-ridden in the Term Activation page.

Records and Enrollment > Student Term Information > Term Activate a Student

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Term Activation, Discontinue, Administrative Withdrawal, Withdrawing Non-Registered Students, Programme Changes

## Guidance for Enrolled on Multiple Plans

A student will appear on this report if they are enrolled on two plans against any of their program/plan records.

This error is usually caused following a plan change when the new plan has been added as new row, instead of overwriting the existing plan.

To identify the erroneous rows navigate to the Student Plan tab.

Records and Enrollment > Career and Program Information > Student Program/Plan > Student Plan

Click through all the program records to find instances where there is more than one plan record.

Use the “minus” button to remove the incorrect plan.

<b>Academic Career:</b> Postgraduate Taught		<b>Student Career Nbr:</b> 0		<b>Car Req Term:</b> 2014/15 Academic Year	
Find   View All   First ◀ 2 of 8 ▶ Last					
<b>Status:</b>	Active in Program	<b>Admit Term:</b>	14/15 Year		
<b>Effective Date:</b>	26/09/2014	<b>Effective Sequence:</b>	1		
<b>Program Action:</b>	Plan Change	<b>Action Date:</b>	26/09/2014		
<b>Action Reason:</b>		<b>Requirement Term:</b>	14/15 Year		
<b>Academic Program:</b>	MRES (60)				
Find   View All   First ◀ 1 of 2 ▶ Last					
<b>*Academic Plan:</b>	05992	MRes (Primary Care)	Specialization	+ -	
<b>*Plan Sequence:</b>	1	<b>Degree:</b>	MRES		
<b>*Declare Date:</b>	30/05/2014	<b>Degree Checkout Stat:</b>			
<b>*Requirement Term:</b>	1141	<b>Student Degree Nbr:</b>			
<b>*Advisement Status:</b>	Include	<b>Completion Term:</b>			

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Programme Changes

## Guidance for External Study Errors

A campus based taught student will appear on this report if:

- Based on the Start Date and End Date fields of the External Study page, the student is currently on external study and;
- Their current programme action reason in Student Program/Plan is not in the following list:
  - ICAL – Intercalation
  - SPLT – Placement
  - FLWD – Fieldwork
  - INTS – Internship with Stipend
  - INTW – Internship without Stipend
  - WORK – Internship (Work Experience without Stipend)
  - WORS – Internship (Work Experience with Stipend)
  - INVW – PGR Student on overseas institutional visit
  - INVS – PGR Student on overseas institutional visit (with stipend)
  - EXCW – PGR Student on programme exchange
  - EXCS – PGR Student on programme exchange (with stipend)
  - SITE – Split-site programme

Placements where the reporting session is 'Summer Semester' are excluded from this report.

The External Study page in Campus Solutions can be accessed by navigating via:

Records & Enrollment > Student External Study > Student External Study

The Student Program page in Campus Solutions can be accessed by navigating via:

Records and Enrollment > Career and Program Information > Student Program/Plan > Student Program

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

UGRD & PGDT Placement Recording

[Campus Solutions Research Student Management](#)

Recording an Internship for PGDR Student, Recording Details of Internships, Recording an Overseas Institutional Visit or Programme Exchange for PGDR Students, Fieldwork

## Guidance for Final Year Flag Errors

Students will appear on this report if:

- The Final Year Flag is ticked in Registration Details or the their expected end date is within the current academic year, but they have been recorded as intercalating within the Student Program/Plan stack.
- The Final Year Flag is ticked but the Student Expected End Date is not within their current registration session.
- The Final Year Flag is not ticked but the Student Expected End Date is within their current registration session.

Please ensure you update the Registration Details page for intercalating students who are not in their final year of study by un-ticking the Final Year flag and ensuring the Expected Next Registration Date is populated and the End Date of Student is correct.

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Registration Details - Registration Details Scenario Table, Programme Changes

## Guidance for Incomplete Registrations

This report returns students who are currently active in program but have not fully registered for their current term two months after the session began.

The following exclusion applies because these students are dealt with separately by the Dormant Inactive Students report:

- Students whose current program action reason is one of the following:

A204	A212	AWRE	B106	B112	B206	B212	B312	BM04	C1XX	C204	C212	C306	LSUB
MINR	PRHD	RA24	RA2B	RC1X	RC24	RC2B	REF1	REF2	REFL	REFT	RSUB	SUBM	SUBV

To remove the record from the report:

- If the student is still currently engaged with the University they need to be reminded to complete both academic and financial registration as soon as possible. Once they have done this they will no longer appear on the report.
- If the student has failed to register because they have left the University their record needs to be cancelled or discontinued; the program effective date should be their last date of attendance.

Many of the students on this report whose last term activation occurred over two terms ago are likely to be dormant. Consequently, a proportion of these particular students will appear on the Dormant Student or Dormant Student Never Registered reports and rectifying these records will remove multiple errors across the entire workbook.

Certain programs and plans are excluded from the report where we have been made aware that students do not need to register.

If a program and/or plan appears on the report, which you specifically know students do not need to register for, please email the relevant code to [datateam@manchester.ac.uk](mailto:datateam@manchester.ac.uk).

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Discontinue, Administrative Withdrawal, Withdrawing Non-Registered Students

## Guidance for Incorrect Action on Career or Status

This report returns records where at some point in the programme/plan stack either:

- An action that is career specific has been used against an incorrect career. This is signified by a 'Y' in the 'Action Reason on Incorrect Career' column.
- An action has been used against a mismatched student status. This is signified by a 'Y' in the 'Action on Incorrect Status' column.

The report looks for the following specific examples:

Action Reason on Incorrect Career:

Action Reason	Incorrect Academic Career(s)
EXTS, AWRE, EXTN, RSUB	UGRD, MDUG
SUBV, REFT	UGRD, MDUG, PGDR
SRWA	PGDR
INTM	UGRD, PGDT, PGDR
EXTF, SUBP, SUBM, MINR, REF1, REF2, REFL, LSUB, A1XX, A204, A212, B106, B112, BM04, B206, B212, B312, CXXX, C1XX, C204, C212, C306, C4XX, RA1X, RA24, RA2B, RCXX, RC1X, RC24, RC2B, RC3X, RC4X, PRHD, PRSD, INVW, INVS, EXCW, EXCS	UGRD, MGUD, PGDT

Action on Incorrect Status:

Student Status	Program Action	Example
Completed Program	Not COMP	Status: Completed Program *Effective Date: 06/09/2013 *Program Action: DATA Data Change Action Reason: RSUB Resubmission of Thesis
Leave of Absence	Not LEAV	Status: Leave of Absence *Effective Date: 01/04/2003 *Program Action: DATA Data Change Action Reason: SUBP Submission Pending
Cancelled	Not WADM	Status: Cancelled *Effective Date: 01/09/2014 *Program Action: DATA Data Change Action Reason: AWRE Awaiting Results
Discontinued	Not DISC	Status: Discontinued *Effective Date: 21/09/2009 *Program Action: PRGC Program Change Action Reason: RECH Change Prog after Regn

This report does not report on admissions related data i.e. records prior to matriculation/activation.

If you are unsure how to correct these errors, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

## **Guidance**

### [Readmit and Rescinded/Surrendered Awards](#)

Processing a Rescinded Award in Campus Solutions, Readmit a Student

### [Campus Solutions Research Student Management](#)

Research Student Action Reasons, Submission Pending, Post-Submission (First Submission of PGDR Thesis), Post-Submission (Resubmission of PGDR Thesis), Recording an Internship for PGDR Students, Recording an Overseas Institutional Visit or Programme Exchange for PGDR Students

### [Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Appendix II - Managing PGDT Students at the end of their Studies

## Guidance for Incorrect Admit Term

Students will appear on the report if their admit term changes on different rows of the program/plan stack within the same program of study. If there has been a program change from one program to another but the student is still in the same career and career number, they will appear on the report.

If the admit term has been changed against any other type or program action row within the same program/plan stack, they will appear on the report. The program action and program action effective date detailed within the report is the row in which the admit term has been changed.

To correct the records:

- A student should have their admit term changed back to their original admit term if they are on the same career number in the same career.
- If the student has changed program and is not carrying the units already taken, (i.e. if they are starting a completely new program), they will have a whole new program record with a new admit term and an increment in career number. The existing program record should be closed off as appropriate.
- If a student is deferring their month of start to another month within the same academic term, a program action/action reason of DISC/POSP (postponed) can be used. The student can then be readmitted back onto the same program/plan stack/career no with no change in admit term. The session start month, start and end date and expected next registration date should be updated within the Registration Details page.
- BUT, if the student is deferring to a different academic term, they should be rolled back to admissions where the admit term, start month and year should be corrected, ready for future matriculation. They should not have a DISC/POSP and an admit term change.

Admit term changes are not detailed within any IT Services Training Guides as this process should not occur. If you are unsure how to correct these errors, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Programme Changes



## Guidance for Incorrect Form of Study

This report returns records where a student's current form of study should not be used on a particular career or has been used incorrectly.

The report will return any of the combinations marked with an 'X'.

	Enrollment	RWA	RWA PGT	Comp PGDT	Hum PGDT	SubPndg1	SubPndg2	ExtnNoFee
UGRD			X	X	X	X	X	X
MDUG			X	X	X	X	X	X
PGDT						X	X	X
PGDR		X	X	X	X			

The report will also report as an error:

- Non-Humanities students who have been assigned the Hum PGDT form of study
- Taught students whose current programme action reason is SRWA but the form of study is not RWA, or if the form of study is RWA but the current programme action reason is not SRWA.
- Postgraduate taught students whose current programme action reason is EXTS or EXTN but the form of study is not Comp PGDT.
- Postgraduate research students whose current programme action reason is SUBP or EXTS but the form of study is not SubPndg1 or SubPndg2.
- Postgraduate research students whose current form of study is SubPndg1 or SubPndg2 but the current programme action reason is not SUBP or EXTS.
- **Postgraduate research students whose current form of study is ExtnNoFee but the current programme action reason is not EXTN or EXCN.**
- Postgraduate research students whose current programme action reason is EXTN or EXCN (extension no fee) but the form of study is not ExtnNoFee.
- Students whose current programme action reason is EXTF or EXCF (extension with fee) but the form of study is not Enrollment.

Form of study specific guidance:

- Resit without attendance (RWA) is only for students on taught programmes and is accompanied by the SRWA program action reason.
- Hum PGDT is for Humanities students on 27 month programmes to manage the final three months of their programme.
- In exceptional circumstances where UGRD and PGDT students do not pay a fee [tuitionfees@manchester.ac.uk](mailto:tuitionfees@manchester.ac.uk) should be contacted to have the fee manually changed, rather than use the ExtnNoFee form of study.

If you are unsure how to correct these errors, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

### Guidance

[Campus Solutions Research Student Management](#)

Extension to PGDR programme with fee (EXTF), Extension to PGDR programme with no fee (EXTN), Extension to PGDR submission pending period (EXTS)

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Appendix II - Managing PGDT Students at the end of their Studies

## Guidance for Incorrect Record after Completion

Only two types of programme action should be added after a completion row. These are RADM – Readmit and REVK – Revoke Degree.

This report returns records where at some point in the programme/plan stack an action other than RADM and REVK has been added above COMP.

Records and Enrollment > Career and Program Information > Student Program/Plan

The record either needs to be properly ordered or correctly readmitting using RADM or REVK.

If you are unsure how to correct these errors, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

### Guidance

[Readmit and Rescinded/Surrendered Awards](#)

## Guidance for Leave without Return Record

A return date should always be given when any form of leave is applied to a student. A best guess should be used if the exact date is not known; this will need to be changed to reflect the actual date that the student resumes their course.

A student will appear on this report if the applicable return action has not been applied following any form of leave e.g. leave of absence and fieldwork.

Type of Leave	Program Action	Action Reason	Return Action
Leave of absence	LEAV	All except NCST.	RLOA
Fieldwork	DATA	FLDW	RFLD
Intercalation	DATA	ICAL	RINT
Resit without attendance	DATA	SRWA	RRWA
Placement	DATA	SPLT	RPLT
Internship	DATA	INTS or INTW	INTR
PGR student on overseas institutional visit	DATA	INVW or INVS	RINV
PGR student on programme exchange	DATA	EXCW or EXCS	REXC

To find the invalid rows of data, use the 'Include History' functionality in Student Program/Plan to scroll through their records.

### Guidance

#### [Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Leave of Absence (Interruption), UGRD & PGDT Placement Recording

#### [Campus Solutions Research Student Management](#)

Recording an Internship for PGDR Students, Recording Details of Internships, Recording an Overseas Institutional Visit or Programme Exchange for PGDR Students, Fieldwork

## Guidance for Long Term Interruption

Students will appear on this report if they have been in one of the types of leave listed below for longer than the period of time specified in the 'Length' column of the table below, or they are Not Currently Studying (NCST)\* and have not been term activated in over two registration periods. For example, a student who was last term activated for the September session of 1141 will be included in this report from September 1161.

Type of Leave	Program Action	Action Reason	Return Action	Length
Leave of absence	LEAV	All except NCST.	RLOA	13 months
Intercalation	DATA	ICAL	RINT	13 months
Resit without attendance	DATA	SRWA	RRWA	13 months
Placement	DATA	SPLT	RPLT	13 months
Internship	DATA	INTS or INTW	INTR	13 months
PGR student on overseas institutional visit	DATA	INVW or INVS	RINV	24 months
PGR student on programme exchange	DATA	EXCW or EXCS	REXC	24 months

Except for NCST\*, a 'return from' row should be added at the same time as the action is applied and the effective date should reflect their expected return date.

Where relevant to the type of leave, the expected end date of student within the registration details page should be extended to reflect the length of the interruption. For example, an internship recorded as either INTS or INTW forms part of their programme, and therefore the expected end date of student mustn't change.

For NCST\*, if a student has not returned in over two registration periods, the record should be closed down. If the student does return to study more units within the maximum length of time a student has to complete the qualification, according to their regulations, they should be readmitted on the same record. If the student returns after the maximum length of time permitted to complete the qualification, a new record should be created with an incremented career number.

\* Please note, NCST should only be used on modular undergraduate and/or distance learning programmes where students are allowed to take one or more course units, take a break and return to study at a later date within the prescribed period of the course (either later in the same term or returning in subsequent terms), rather than having a fixed structure for each year of the programme.

For all other types of leave, if a student fails to return following an interruption and there has been no response to the School's efforts to contact the student, they should be withdrawn.

Please ensure you process any return from leave of absence or withdrawals, in accordance with university regulations.

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Leave of Absence (Interruption), UGRD & PGDT Placement Recording

[Campus Solutions Research Student Management](#)

Recording an Internship for PGDR Students, Recording Details of Internships, Recording an Overseas Institutional Visit or Programme Exchange for PGDR Students

## Guidance for Missing Academic Plan Data

Academic Plans are listed on this report if either:

1. The plan is HESA reportable and the JACS codes are missing or the JACS percentages do not equal 100.

This is necessary for completing the annual HESA Student Record.

Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table > Plan HESA Data > Plan HESA Subjects

2. The Expected Length of Study (SLENGTH) and/or Units of Length (UNITLGTH) is missing or '0'.

This is necessary to add the length of study to undergraduate offer letters and populate Registration Details fields correctly.

Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table > Plan HESA Data > Plan HESA Instance Data

3. The Course Qualification Aim (COURSEAIM) is missing.

This is necessary for completing the annual HESA Student Record.

Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table > Plan HESA Data > Plan HESA Data

### Guidance

#### [Academic Programs and Plans \(Campus Solutions - Student Records\)](#)

Creating an Academic Program > Creating the Academic Plan > Number 41-42 (JACS), 46 (SLENGTH), 47 (UNITLGTH), 26-28 (COURSEAIM). Reference Glossary > JACS Codes and Qualification Aims

## Guidance for Missing Completion Data

All first degree students who have been completed, i.e. given a program action of COMP should have both an award and a degree classification, students who do not have these fields completed will appear on this report.

The two fields should be completed for these students and are found on the Student Degrees page:

Records & Enrolment > Graduation > Student Degrees

Degree – This is the award the student will receive (e.g. BScHons).

Suffix – This is the classification the student will receive (e.g. Pass, 2:1).

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Manual Completion

[Assessment and Progression \(Campus Solutions - Student Records\)](#)

Completing and Awarding Final Year Students

## Guidance for Missing External Study Data

Active students and students on a leave of absence who have been term activated for the current or previous term and a currently on external study will appear on this report if any of the following conditions are met:

- The start date is not completed.
- The end date is not completed.
- The external study has not been specified as a group or individual activity.
- The coordinator has not been added.
- The contact number has not been added.
- The country of the external study has not been specified.

This data is required by the University in order to:

- Enable staff to find information on students away from the university without need to look at School based spreadsheets.
- To allow for a number of users across the institution to draw off data to be used for managing emergency situations.

The External Study page in Campus Solutions can be accessed by navigating via:

Records & Enrollment > Student External Study > Student External Study

### Guidance

[SSO Bulletin 142 - 30 July 2014](#) - Changes in Recording Data on Student Placements and Fieldwork



## Guidance for Missing PGR Supervisor

Active, postgraduate research students will appear in this report if the total supervision percentage of their current Main Supervisor or, Main and Co-Supervisor(s) is not equal to 100%.

Please ensure that supervision adds up to 100% for their current program and plan in Campus Solutions. If supervision does add up to 100% but not against their current program and/or plan, then a new effective dated record should be added.

The page to input research-student advisors can be found in Campus Solutions by navigating through the following areas:

Records and Enrollment > Research Students > Student Supervisor

### Guidance

[Campus Solutions Research Student Management](#)

Recording a Student's Supervisors/Advisors, Updating Supervisors/Advisor Details Following a Programme Change

## Guidance for Missing Student Data

Students will appear on this report if they have missing or erroneous personal data in Campus Solutions.

Administrators should look at the fields that are highlighted red in the Discoverer report. These fields will then need to be completed or corrected for those students.

Fields to complete and their location in Campus Solutions:

### Date of Birth

Campus Community > Personal Information (Student) > Add Update a Person

- 1) This field may be blank or it may be that the date of birth makes the student under 16 or over 85 years of age. In most cases this will highlight an erroneous date of birth which should be corrected.

### Ethnicity Code

Campus Community > Personal Information (Student) > Biographical (Student) > Personal Attributes > Ethnicity; Ethnic Group

- 1) Students will appear on the report if they have an ethnicity code of 90 - Not Known. HESA annually target 'Not Known' values so it is important to find a more appropriate Ethnic code for a student. If, after contacting the student, they refuse to divulge this information, then code 98 - Information Refused should be used. If the student has not responded to any correspondence to ascertain a correct value, this can also be interpreted as a refusal to provide information.
- 2) Students will also appear if they have more than one Ethnicity recorded in CS with the same 'Updated on' date. These will show on the report as 'ERROR'. You need to delete the incorrect or duplicated Ethnicity code.

### Country of Domicile Code

Campus Community > Personal Information (Student) > Identification (Student) > Residency Data; Residency Self-Report, Country

- 1) Some students will have a blank 'Country of Domicile Code' on the report but appear to have a domicile when you look in CS. This will be 'GBR' defaulting in with today's date as the effective date. A domicile will need to be entered and saved.
- 2) There will also be an error in the 'Country of Domicile Code' column if a student has more than one Country of Domicile code with the same 'Date Reported' date. In most cases the Country of Domicile is the same on all rows. The duplicated rows should be deleted. If the Country of Domicile Codes differ, the incorrect code should be deleted.

### Nationality Code

Campus Community > Personal Information (Student) > Identification (Student) > Citizenship > Citizenship and Passport; Country

### Gender

Campus Community > Personal Information (Student) > Add Update a Person; Biographical Details, Biographical History, Gender

- 1) We report students who have an 'Unknown' gender as an error; this is displayed as a 'U' in the report. The University cannot report unknown gender values to HESA.

If you are unsure how to correct these errors, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

## **Guidance**

### [Quick Admit \(Including Search/Match\) \(Campus Solutions User Guide\)](#)

Quick Admitting a NEW Student, Quick Admitting an EXISTING Person ID with no Previous Study Record

### [Postgraduate & Direct Entry Admissions \(Campus Solutions - Admissions\)](#)

Adding a New Application

## Guidance for PGR Missing Submission or Resubmission Record

Postgraduate research students will appear on this report if their student record is missing either or both a submission row and a resubmission row.

1. **First Submission:** It is determined that a submission row is missing if there is no AWRE (Awaiting Results) or SUBM (Submitted, Awaiting Viva) row prior to the earliest effective dated post-submission programme action reason. These action reasons are defined as the new program action of 'PGDR' and associated action reasons which were created to allow administrators to record the progress of PGDR students following the submission of their thesis i.e. 'A1XX', 'A204', 'A212', 'B106', 'B112', 'BM04', 'B206', 'B212', 'B312', 'CXXX', 'C1XX', 'C204', 'C212', 'C306' and 'C4XX'.

If a record is missing a SUBM or AWRE row this will be signified by a 'Y' in the column titled '1st Submission without SUBM or AWRE Flag'.

To correct the record an AWRE or SUBM row needs to be added with the effective date amended to reflect the actual date that the thesis was first submitted.

2. **Resubmission:** It is determined that a resubmission row is missing if there is no RSUB (Resubmission of Thesis) row prior to the earliest effective dated post-resubmission programme action reason. These action reasons are defined as the new program action of 'PGDR' and associated action reasons which were created to allow administrators to record the progress of PGDR students following the resubmission of their thesis i.e. 'RA1X', 'RA24', 'RA2B', 'RCXX', 'RC1X', 'RC24', 'RC2B', 'RC3X' and 'RC4X'.

If a record is missing an RSUB row this will be signified by a 'Y' in the column titled 'Resubmission without RSUB Flag'.

To correct the record an RSUB row needs to be added with the effective date amended to reflect the actual date that the thesis was resubmitted.

### Guidance

#### [Campus Solutions Research Student Management](#)

Recording a Submission of PGDR Thesis (SUBM/AWRE), Post-Submission (First Submission of PGDR Thesis), Recording a Resubmission of PGDR Thesis (RSUB)

## Guidance for PGT Missing Awaiting Results Record

This report returns PGDT students whose admit term is in 1121 or later, whose academic plan has a General Qualification Aim of Course of M00, M01, M02 or M10, where they have a Program Action of 'Completion' (excluding those with an Action Reason of 'Early Exit Award') and do not have a Program Action of AWRE or SUBV in their student program stack.

A program action reason of AWRE or SUBV must be added to record the actual date of submission of all PGT dissertations or final projects in order to indicate when the student completed the last piece of assessment for the program.

The AWRE or SUBV row must be recorded against a student's record prior to a completion row, in the appropriate position within the record data stack based on the date the student submitted their final work.

For instructions on how to retrospectively record an AWRE or SUBV to a completed student's record, please contact the Campus Solutions Operational Support Team on 65444 or email [cs.records@manchester.ac.uk](mailto:cs.records@manchester.ac.uk).

### Awaiting Results (DATA/AWRE)

- This program Action/Action Reason should be applied to a PGDT student record when the student submits their dissertation.
- The Effective Date should be the date that the dissertation is officially submitted. This is whichever date the school would normally count for this, (some students are required to submit both electronically and in hard copy).

### Submitted Awaiting Viva (DATA/SUBV)

- This program Action/Action Reason should be applied to a PGDT student record when a student has submitted their final work and is waiting for a viva rather than just waiting for their result.
- The Effective Date given should be the date that the student submits.
- This has been created purely for the use of School staff who manage programs with vivas and wish to record them differently to DATA/AWRE, (awaiting results) for clarity.

The data is also used by the Planning Support Office to identify a student's Completion status to report to HESA.

## Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Appendix II - Managing PGDT Students at the end of their Studies

## Guidance for Postcode Errors

It is important for the University to hold accurate address information about its students for both internal mailing and external reporting purposes.

As a minimum an address should contain an Address Line 1 and a valid Postcode if the address is in the UK.

Students will appear on this report if the following conditions are met:

- They are an active student.
- Their Home, Term or Mailing address is in:
  - ENG – England, SCO – Scotland, WAL - Wales, NIR – Northern Island, CHI – Channel Islands, IMN – Isle of Man, GBR – United Kingdom, GGY – Guernsey or JEY – Jersey.
- They do not have a Postcode, or their Postcode does not conform to one of the following valid UK formats where 'A' denotes a letter and '0' a digit:
  - AA9A 9AA, A9A 9AA, A9 9AA, A99 9AA, AA9 9AA or AA99 9AA

To correct the records you may have to:

- Add the correct postcode internally using the Royal Mail Postcode Finder - <http://www.royalmail.com/postcode-finder>.
- Contact the student and request that they update their postcode via Self Service.
- Contact the student to amend their address Country if it is incorrectly coded as being in the United Kingdom, Channel Islands or the Isle of Man.

Addresses can be found in Campus Solutions by navigating through the following areas:

Campus Community > Personal Information (Student) > Biographical (Student) >  
Addresses/Phones > Addresses

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Personal Data – Editing an Address and Adding an Address

## Guidance for Registration Details Errors

A student will appear on this report if they are missing any data or the data does not meet the validation rules listed below on their most recent term and effective dated row of the Registration Details page in Campus Solutions.

These fields and validation rules are:

- Session is missing
- Start Date of Program is missing
- Expected End Date of Programme is missing
- Student Expected End Date is missing
- Next Date of Registration
  - The Final Year Flag is ticked and this date is populated
  - The Final Year Flag is not ticked and this date is blank
  - The student hasn't fully registered and this date is not within the year and month they have been term activated for e.g. student is term activated for the 1191 September session and the date is not in September 2019
  - The student has fully registered and this date is not within the same session month, in one year's time e.g. student is term activated for the 1191 September session and the date is not in September 2020
- Final Year Flag is ticked but the student has not completed registration

### Guidance

[Student Records Maintenance \(Campus Solutions - Student Records\)](#)

Registration Details