

Monitoring Students' Progress Guidance Note

Academic Year 2023/24

The Registry acts as the 'gate keeper' for the University's Student Monitoring System which operates throughout the academic year. Acting on the information input by the Schools on the Student Record System, the Registry sends out monitoring emails on a daily basis to those students reported as:

C6	Students 'at risk' (also referred to as an unauthorised withdrawal)
C7	Students who have lost the right to attend, take exams or assessments for the course (also referred to as withdrawal or refusal of a Class Certificate)

Monitoring emails are auto sent out from the Registry from monitoring@abdn.ac.uk (It is a Do Not Reply email account). Any queries regarding the Student Monitoring System should be addressed to Yvonne Gordon, Deputy Academic Registrar [email: y.gordon@abdn.ac.uk or tel: x3394]. If the query relates to an immigration matter it should be addressed to the Student Immigration Compliance Team in the Student Advice & Support Office (email: immigration@abdn.ac.uk or tel: x3935).

- Schools are encouraged to carry out their investigations in regard to students' progress before reporting a student through this process;
- The system applies to all undergraduate and taught postgraduate students, and to international postgraduate research students holding a Tier 4 or Student Visa.

1.1 CRITERIA FOR REPORTING

Undergraduate and Postgraduate Taught Programme Students:

Schools should not report an undergraduate or postgraduate (taught) student as 'at risk' C6 unless the following minimum criteria have been met:

- Either (i) Failure to engage with the course for a period of two weeks or 25% of a course (whichever is less) without good cause being reported;
- or (ii) Absence from two designated learning activities for a course without good cause. Course Coordinators should determine (and communicate to students) as to what constitutes a designated learning activity. If appropriate, Schools and disciplines may choose to develop a consistent approach;
- or (iii) Failure to submit a piece of summative or a substantial piece of formative in-course assessment for a course, by the stated deadline (eg class test, formative essay);
- or (iv) Attendance at sixth century courses is compulsory. Students who do not attend all classes for a sixth century course, without exceptional cause, will not pass the engagement component of the course and will therefore fail the course.

Please Note: These criteria are not mutually exclusive, ie, Schools are not permitted to be selective in the criteria which are applied.

Postgraduate Research Students:

Schools should report an international postgraduate research student holding a Tier 4/Student Visa as 'at risk' if the student has not been engaged in their studies for one month/missed one monthly sign-in without authorisation.

It is essential that students are aware of the criteria to be used for determining whether a student is considered to be 'at risk' for a particular course. These criteria should be clearly stated in course handbooks. In the case of research students Schools are strongly encouraged to stipulate additional expected interactions, such as the checking-in requirement, attendance at lab sessions, skills training, submission of work, etc.

2.1 Reporting Students Through Monitoring

Flowcharts of the monitoring process for Ug, PgT and PgR students can be found at Annexes B, C and D of this Guidance Note.

Schools report those students who have failed to meet the minimum criteria for attendance/performance as 'at risk' by entering a C6 in the Student Record System.

- To enter a C6 Schools use the screen for Departmental Student Monitoring on the Student Record System [found under Maintenance in the main menu]. Schools are required to enter a comment in the Comments box to indicate the reason why the student is being reported. The student will see the comment in the correspondence sent. If undergraduate, the student's Personal Tutor will be sent a copy.

Please note that you should continue to monitor a student even if they have told you that they are to withdraw or suspend study. As long as they are still appearing as Live on your class list it means that the student has not officially withdrawn from or suspended study and the student will continue to be charged tuition fees.

2.2 Deadlines for Inserting C6s

C6s for Academic Year 2023/24 will be available from now on (25 Sept). Schools are asked not to enter any monitoring information on to the Student Record System until after this date. This is to allow the archiving of monitoring information from 2022/23 to take place.

The deadline for Schools to input C6s on the monitoring system is 9.55am each day. The 'automatic' 'at risk' email is generated at 10.00am. Please note that students whose C6s are entered after that day's monitoring run has taken place will not receive the C6 'at risk' email until the next working day's monitoring run.

3.1 Courses that are no Longer Running

Schools are asked not to use the monitoring system to notify students that a course is no longer running. Schools should contact their School Curriculum Administrator without delay, giving the code and title of the course which is to be withdrawn and, if appropriate, the code and title of its replacement.

4.1 Students' Responses

Note: It will be for Schools to determine their own internal processes for dealing with student responses to monitoring emails. Registry does not have the authority to reinstate a student onto a course.

Students have **8 calendar days** from the date on which the monitoring email was sent to contact the appropriate School Office with an explanation for their lack of engagement/failure to submit a piece of work. The email (a copy of which can be found at Annex A) directs students to www.abdn.ac.uk/students/academic-life/student-monitoring.php for instructions on how to contact individual Schools. It is therefore important that Schools keep this information on their webpage up-to-date and accurate.

On receipt of a satisfactory explanation from the student (eg illness, a bereavement or problem of a personal nature) the School can reinstate the student on to the course (C4) using the Departmental Student Monitoring screen on the Student Record System. Schools will be required to insert a note in the Comments box on the screen to show the reason for the student's reinstatement. Schools are asked to note that mitigating circumstances are not necessarily a reason for simply reinstating a student with a C6 onto a course. *The student must still be able to meet the learning outcomes for the course.* Students should be advised of the actions required to make up the missed work which will return them to good standing.

Where a student indicates that they are having problems Schools can refer the student on to an appropriate source of support, eg Registry Officer, Student Advice & Support, Student Learning Service.

Note: Students who do not reply to the appropriate School Office will be automatically deemed withdrawn from the course and removed from class lists/candidate lists, ie their Class Certificate will be refused (this will show as a C7 on the student's record).

5.1 Class Certificate Refusal (C7)

Schools can manually refuse Class Certificates – as long as the student has previously been reported as At Risk (C6) for the course - via the monitoring system and 10 days have elapsed. The automatic C6 to C7 process triggers at the end of the 4th working day after the C6 deadline. The Personal Tutor of an undergraduate student will receive a copy of the C7 correspondence to the student.

If an international student on a Tier 4/Student Visa is not engaging in their studies the University would ultimately, after investigation, be obliged to report the student to the UK Visa & Immigration Authorities (UKVI).

Note: that after the first C7 is entered and a School reinstates the student, if that student's engagement in the course lapses again, the School can choose to go straight to C7 ie there is no need for a School to start over again with a C6.

5.2 Process for Class Certificate Refusal

The flow diagrams attached at Annexes B, C and D set out the process for Class Certificate refusal (C7) which can be summarised as follows:

(i) *No Response from Student*

If the student has not responded to the C6 warning email by the stated deadline, an automatic C7 will be triggered a few days later with a comment of "No response to monitoring email". Schools can manually enter a C7 also.

(ii) *Student Responds*

- If the School is satisfied with the response from the student the School should enter a C4 into the Student Record to reinstate onto the course. To make changes to monitoring use the *Departmental Student Monitoring screen* on the Student Record System [found under Maintenance in the main menu in SRS].
- If the School is **not** satisfied by the student's response, or the student's engagement on the course continues to be below what is required, the School can enter a C7 provided that the requisite number of days has lapsed since the C6 was issued.

Schools are asked to note that Mitigating Circumstances are not necessarily a reason for reinstating a student onto a course. While they may go some way to explain why the student has not been engaging, if the learning outcomes for the course cannot now be achieved the C7 should go ahead and the student should be advised why they are not being reinstated.

Please also note that Schools should continue to monitor a student even if they have told you that they are to withdraw or suspend study. As long as they are still appearing as 'Live' on your Class List it means that the student has not officially withdrawn from or suspended study, and they will continue to be charged tuition fees until they do so.

5.3 Deadlines for Inserting C7s

The final deadlines for Class Certificate refusal for undergraduate students and the taught elements for postgraduate taught students will be 10.00am:

First half-session - **Tuesday 23 January 2024** (C6 to be input by Tuesday 09 January 2024)

Second half-session – **Tuesday 21 May 2024** (C6 to be input by Tuesday 07 May 2024)

Class certificate refusal for the dissertation or summer elements of a postgraduate taught programme, and for postgraduate research students will be **Friday 30 August 2024**, which means that if it is a first C6 for the course the student must be reported as 'at risk' (C6) by about 16 August.

Students who have been refused a Class Certificate are sent an email in the next monitoring run (a copy of which can be found in Annex A). In the email students are informed of the loss of their Class Certificate and advised that they are withdrawn from the course until their Class Certificate is reinstated. MyAberdeen access for the course(s) is also withdrawn. This email also details the steps which must be taken if the student wishes to appeal against the refusal of their Class Certificate.

5.4 Appeal Against Refusal of Class Certificate (C7)

To attempt to resolve a C7, you should advise the student to follow the steps outlined in the [University's Policy and Procedures on Academic Appeals](#), as summarised below.

- The first step is to consider early, or frontline, resolution. The student might want to explore this if they think they have received a C7 by mistake (for example, if they have already been in contact with the School regarding the reasons for receiving the C7). Early, or frontline, resolution should be explored **as soon as possible** and certainly no later than 10 working days after receiving the C7. This should be done through the School Office (or alternative as instructed by the School);
- If early, or frontline, resolution does not resolve the matter, and/or the student wishes to appeal the C7 formally they should follow the next phase of the [University's Policy and Procedures on Academic Appeals](#).

The student must still be able to meet the learning outcomes for the course.

It is important that any informal appeal is not considered by the Head of School: this could be a Director of Education for example. All formal appeals received centrally will have to be considered by the Head of School (or nominee) as part of the University's formal appeal process, and they should not have been involved in the process prior to formal appeal.

Where a student submits an appeal against the decision to refuse a Class Certificate (C7) and the outcome of the appeal is not known at the time of the end of course assessment, they should be permitted to sit the assessment. Their result will be withheld until the outcome of the appeal is known.

Should a student submit an appeal against a decision to refuse a Class Certificate, the appeal will be considered in line with the University's Policy on [Student Appeals and Complaints](#).

5.5 Multiple C7s (*or single C7 for high credit value postgraduate courses eg Dissertation/Project)

The Registry will run regular reports to identify students with multiple C7s. Students who have *two or more C7s across the academic year will receive an email from undergraduate@abdn.ac.uk or their Registry Officer. The email will advise the student how to try to resolve their situation as well as direct them to relevant support services, if need be. Although undergraduate students will no longer be discontinued from study at the point of receiving two or more C7s, students will still be identified through our bi-annual progression exercises in February/March and June/July. If their record indicates that they are no longer in attendance i.e. they have multiple C7s and No Papers (NPs) for their course assessment(s), then action will be taken to discontinue their studies as per our standard processes. Students who hold a Tier 4/Student Visa will still have additional requirements placed upon them and policies relating to these students will still apply.

Postgraduate students with *multiple C7s will be referred to the relevant Dean. In this instance the student will be sent a further email by Registry informing them that they must meet with the Dean to discuss their progress. Failure to do so by the stated deadline will result in the student being deemed withdrawn from the University.

5.6 Studies Discontinued at the University

Where a student has *multiple C7s and has had their case considered may, on the recommendation of the SPC Convener/Dean (as appropriate), have their studies at the University discontinued.

Registry will write to the student to advise that their studies are being discontinued under the terms of the appropriate Regulation governing termination of study (Undergraduate General Regulation 18, Postgraduate Research Regulation 30, or Postgraduate Taught Regulation 8). Students may choose to submit an appeal against the discontinuation of their studies by following the [University's Appeals Procedure](#).

The Student Awards Agency for Scotland (SAAS) and UKVI (if appropriate) will be informed of the student's forced withdrawal from study due to lack of engagement.

6 Monitoring Reports

There is provision in the Student Record System for Schools to run reports to follow the progress of students through the monitoring system. The User can select 5 different filters to run the report:

- by Student
- by Personal Tutor/Regent/Supervisor
- by Course (class list)
- by Individual Programme
- by Discipline

Details of how these reports run can be found at <https://www.abdn.ac.uk/it/services/training/srs/#reports> under the heading Student Monitoring.