**Monitoring Students’ Progress**  
**Guidance Note**

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:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C6</td>
<td>Students ‘at risk’ (also referred to as an unauthorised withdrawal)</td>
</tr>
<tr>
<td>C7</td>
<td>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)</td>
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</tbody>
</table>

Monitoring emails are 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 Tier 4 Team (email: tier4@abdn.ac.uk or tel: x3505).

- Schools are encouraged to carry out their investigations in regard to students’ progress before reporting a student through the system for monitoring students’ progress.
- The system applies to all undergraduate and taught postgraduate students, and to international postgraduate research students holding a Tier 4 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) Absence for a continuous period of 10 working days or 25% of a course (whichever is less) without good cause being reported;
- or (ii) Absence from two small group teaching sessions for a course without good cause (eg tutorial, laboratory class, any other activity where attendance is expected and can be monitored). If there are no small group teaching sessions for a course, an alternative method for attendance monitoring must be used, to be approved by the Vice-Principal (Learning & Teaching);
- 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 (including lectures) 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 not report an international postgraduate research student holding a Tier 4 visa as ‘at risk’ unless there has been an absence from more than one expected consecutive interaction, with at least 10 working days having lapsed since the first missed interaction. The absolute minimum interaction with the supervisor is a monthly face-to-face meeting between the supervisor and student, together with student sign-in to the relevant School office at least fortnightly.

**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 s/he has told you that s/he is 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 2016/17 will be available from 14 September 2016. 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 2015/16 to take place.

The deadline for Schools to input C6s on the monitoring system is 3.55 pm each day. The monitoring run, which generates the ‘at risk’ emails takes place at 4pm. Please note that students whose C6s are entered after that day's monitoring run has taken place will not receive the ‘at risk’ email until the next working day’s monitoring run.

3.1 Courses which are no Longer Running

Some Schools use the monitoring system to draw attention to the fact that a course is (a) no longer running and has been replaced by another or (b) is simply no longer available by inserting a C6. There is no way for the monitoring system to identify the difference between an ‘at risk’ C6 and a ‘no longer running’ C6 and the result is that the students who have been registered for courses which are no longer available will receive an inappropriately worded email which is likely to cause confusion. Schools are therefore asked not to use the monitoring system to notify students that a course is no longer running. Schools should send an email to mycurriculum@abdn.ac.uk giving the code and title of the course which has been withdrawn and, if appropriate, the code and title of its replacement.

4 Students’ Responses

Please Note:

It will be for Schools to determine their own internal processes for dealing with student responses to monitoring emails.

Students have 8 days from the date on which the monitoring email was sent to contact the appropriate School Office with an explanation for their poor attendance/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/infohub/study/removing-a-c6-or-c7 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 will be able to 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 should refer the student on to an appropriate source of support, eg Registry Officer, Student Support & Advice, Student Learning Service www.abdn.ac.uk/infohub/support/index.

Please 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). This will trigger automatically at the end of the 3rd working day after the C6 deadline has passed, but Schools can enter the C7 sooner, manually, if they wish, as long as 10 days have elapsed since the C6 was first entered. If an international student on a Tier 4 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).
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 3rd working day after the C6 deadline. The Personal Tutor of an undergraduate student will receive a copy of the C7 correspondence to the student.

Please 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 i.e 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 warning C6 email by the stated deadline, an automatic C7 will be triggered 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 onto 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].

   - If the School is not satisfied by the student's response, or the student’s attendance or performance 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 attending, 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 s/he has told you that s/he is 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 3.55pm:

First half-session - Tuesday 20 December 2016
Second half-session – Tuesday 23 May 2017

Class certificate refusal for the dissertation or summer elements of a postgraduate taught programme, and for postgraduate research students will be 31 August each year, 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 (a copy of which can be found in Annex A) in the next monitoring run. In the email the students are informed of the loss of their Class Certificate and advised that they will be unable to continue in the course unless their Class Certificate is reinstated. 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)**

- Students can attempt to resolve the matter informally through their School Office. This should be done as soon as possible and certainly no later than 10 working days from the date of the C7 correspondence.
- If students wish to appeal the C7 formally they must follow the University's Appeals Procedure. To submit an appeal they MUST complete the University's appeal form and return it to academicservices@abdn.ac.uk, no later than 5 working days after being unable to resolve the matter informally.
It is important that any informal appeal is not considered by the Head of School: 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 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 sit the examination. 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. The policy stipulates that academic appeals will only be considered on grounds where:-

i) it is believed that the University’s procedures were not followed;

or

ii) it is believed that the person or body making the decision did not have the authority to do so;

or

iii) it is believed that the person or body making the decision did not act impartially,

and

iv) a student considers that they have suffered, or could suffer, material disadvantage as a result.

5.5 Multiple C7s (or single C7 for Postgraduate Students for Dissertation/Thesis)

The Registry will run regular reports to identify students with multiple C7s. Undergraduate students who have more than one C7 will be referred to the Convener of the Students’ Progress Committee (SPC). Postgraduate students in this position will be referred to the Head of the relevant Graduate School (HoGS) [or the new equivalent]. In this instance the student will be sent a further email by the Registry informing them that they must meet with the Convener of the SPC or the HoGS (as appropriate) to discuss their progress. Failure to do so by the stated deadline may result in the student being deemed withdrawn from the University. The Student Awards Agency for Scotland (SAAS) and UKVI (if appropriate) will be informed of the student’s lack of engagement with their studies/forced withdrawal from study.

5.6 Deemed Withdrawn from the University

Where a student has multiple C7s (or single for certain PG students) and has failed to meet with the Convener of the SPC, or the HoGS (as appropriate), the student may, on the recommendation of the SPC Convener/HoGS be deemed to have withdrawn from the University.

The 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 26, or Postgraduate Taught Regulation 8). Students may choose to submit an appeal against the discontinuation of their studies. Undergraduate students may appeal against the decision to the Students’ Progress Committee (SPC) and postgraduate students may appeal using the formal appeals route as set out at www.abdn.ac.uk/infohub/study/appeals-and-complaints-procedures .

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. These reports have 5 filters where the User can select to run the report: by Student, by Course, by Programme, by Discipline (By Adviser, is now redundant). Details of how these reports run can be found at www.abdn.ac.uk/tad/srs/#reports under the heading Student Monitoring.