LIVERPOOL
HOPE
UNIVERSITY

2024/25

Student Engagement

Policy and Procedure

Applicable to all cohorts

2024-2025

Contents

Summary

What is this document about?

Monitoring of engagement and attendance is an important aspect in supporting both student retention and achievement to maximise the prospect of success and completion. This document outlines Liverpool Hope University's approach to identifying students who require additional support, evidenced by engagement and attendance records.

Who is this document for?

This document covers all cohorts. This document will be of most interest to students, academic staff and professional support staff. The document will also be of interest to UK Visas and Immigration, The UK Quality Assurance Agency and the Office for Students.

How does the University check the document is followed?

The document is checked through the process it details, through the student engagement group and operationally through University Executive Managers and the office of the Deputy Vice Chancellor and Provost.

Who can you contact if you have questions about this document?

If you have questions about this document, please contact your Faculty Executive Dean, University Executive Manager or unit Director.

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1. Introduction to the Student Engagement Policy and Procedure

1.1 Monitoring of engagement and attendance is recognised as an important aspect in supporting both student retention and achievement, therefore, to minimise the risk of academic failure or withdrawal. Students who actively engage with all of their learning and attend timetabled teaching sessions on campus:

- are more likely to better understand their assessments (exams and coursework)
- have the opportunity to ask questions of the teaching staff to ensure they understand the topic and what they need to do for their self-directed and independent learning
- feel like they 'belong' at university
- achieve better outcomes strengthening career opportunities.

1.2 There is a serious risk of failure for students who do not engage with all of their learning and do not attend, or attend very few timetabled teaching sessions on campus.

1.3 This Student Engagement Policy and Procedure is an attendance policy that is both understanding of the issues and pressures facing students and enables the University to ensure that all students are fully engaged with their studies. For a clear summary of the responsibilities that both the University and Students have refer to appendix 1.

1.4 At Liverpool Hope University, the learning environment provided means that our students can engage with their studies:

- through activities that enable them to take ownership of and critique new ideas, concepts and feedback;

- in and outside the classroom

- for the development and application of subject knowledge.

1.5 This approach requires student engagement, collaboration and reciprocity and is underpinned by the coherent patterns of activity that are based on practical and realistic expectations of engagement, are inclusive and supportive and are centered around partnership between staff and student partnership. If a student does not engage with the measures set out in this policy, the university may refer to the **student code of conduct** to provide students with the support and guidance that they need to achieve success.

1.6 This policy provides Personal Tutors, Academic Schools and Professional Service teams with the guidance for the administration of engagement and attendance monitoring and absence reporting procedures for all students and covers all students studying at Liverpool Hope University.

1.7 The University recognises that a student may present a series of continuing issues to the institution for a variety of reasons. In some cases, the University sees a need to act in order to support a student with medical or psychological problems or to protect other students or staff from disruptive or otherwise unacceptable behaviour. Such behaviour may be no fault of the student for medical or other reasons or it may be of a kind which would normally lead to disciplinary action. In this circumstance, the **Fitness to Study Policy** may be used to support the student and university in resolving such issues.

1.8 A weekly Student Engagement meeting takes place to monitor the measures set out in the policy. This meeting is chaired by the Deputy Vice Chancellor and Provost and includes senior members of staff from around the university. Operationally University Executive Managers will oversee the measures set out in this policy and strategically the Associate Dean Student Experience for each faculty will take this responsibility.

2. Expectations

2.1 Students are expected to attend all timetabled teaching sessions.

2.2 Students are expected to work formally and informally with their fellow students, teaching and support staff,

2.3 Students are expected to actively engage with resources and supporting materials, activities on the virtual learning environment, Moodle and library resources such as One Search,

2.4 Students should check their emails and Moodle on a daily basis in order to keep up to date with messages from the University. Email is the University's main method of communication.

2.5 Liverpool Hope University's Student Engagement Policy and Procedure aligns with the Home Office UK Visas and Immigration UKVI Student Route requirements by applying a single academic engagement policy that covers all students across the institution. The University is legally required to report poor engagement of international students on a student route visa to the UKVI. International Students who miss 10 consecutive sessions without exceptional circumstances will have their sponsorship withdraw. Where an international student's attendance falls below 50%, they will be invited to an Attendance Review Meeting with Student Immigration to discuss the reason for non-attendance. Where applicable, such students will be placed on a fortnightly attendance monitoring intervention. If attendance does not improve, student sponsorship may be at risk of termination due to poor engagement.

3. Compulsory Measures of Engagement

3.1 Engagement will be monitored through the following mechanisms:

I.   The student is present at scheduled/timetabled events, is prepared for teaching sessions, is actively and evidently involved with independent study pre and post session. See appendix 1 for specific student responsibilities.

I.   The student engaging with asynchronous events associated with their course including any meetings set up with staff (teaching and professional services) and personal tutors

II. The student comprehensively engages with the virtual learning environment

III. The student submits assessments in line with agreed assessment deadlines

IV. The student arrives punctually to teaching sessions and asynchronous events associated with their course

3.2 Face to face engagement is monitored through a student's attendance records, which are created when a student registers attendance at their timetabled session.

3.3 The system for collection of data is staff registering attendance at timetabled sessions and is reportable through the attendance monitoring portal (located within My Hope) accessible to Executive Deans, Heads of School, Personal Tutors, Course/ Programme Leads and University Executive Managers.

4. Absence from On-Campus Sessions

4.1 The University sets the expectation that staff should capture the core content of all formal teaching sessions and make them available on Moodle at least 48 hours in advance of teaching sessions. Although the core content will be captured, the University expects all students to participate fully in the learning opportunities provided by their course (of which the in-class discussions form an important part) and thus expects attendance at all timetabled teaching sessions. –

4.2 If a student is absent from a teaching session, owing to unavoidable circumstances they must check Moodle for missed activities/content and contact their session leader and Personal Tutor, as appropriate. If the student does not follow this process, the absence will count as being unauthorised.

4.3 Students are encouraged to review any missed material prior to the next teaching session however this is not a substitute for attending sessions. Those students continually substituting attending sessions for the content placed on Moodle will be classed as breaching the expectations in appendix 1 of this policy.

4.4 Students with long term absence, of more than 10 working days, must speak with their Tutor for advice on how to best remain on track. At this point, the student's Tutor may also refer the student to a Senior Academic Advisor or a member of the Student Support and Wellbeing Team to discuss the options available to best support the student with getting back on track. The student may be required to submit relevant evidence at the request of the University at this point.

4.5 In certain cases, owing to a student's long-term circumstances, interruption of studies may be considered as the most appropriate option. Teaching staff will monitor students in such circumstances at weekly school engagement meetings and agree the appropriate support intervention on a 1:1 basis. Teaching staff should keep the appropriate University Executive Manager and Student Support and Wellbeing updated.

4.6 Exceptional Authorisation to Travel in Term-time (EATT). Some students, such as those on a Student Route Visa may request authorisation to travel to their home country during term-time for exceptional reasons, for example, family bereavements, medical appointments, religious observations. In order for this to be approved, a Travel Letter Form will need to be completed and approved by the Global Student and Partnership Centre. The Global Student and Partnership Centre should then communicate this information to the school for information. Students should note that not all request will be granted and that a student's attendance will be taken into consideration when such a request is received by the University.

5. Implications following low attendance/engagement

5.1 Liverpool Hope University identifies the following as areas of concern and would refer to this policy as a means to guide students across all levels with low attendance/ engagement back onto the path to success.

I. A student has 50% attendance or below,

II. a student has not engaged with any on-campus activity,

III. has had minimal engagement with other learning,

IV. misses three or more consecutive sessions per week,

V. Does not submit or engage with assessment in line with agreed deadlines.

5.2 We recognise that there could be valid reasons for non-engagement and for which the student may need support. A student should discuss such matters with their Tutor in the first instance. It may be then appropriate for the student to meet with a Senior Academic Advisor. At this point, members of Student Support and Wellbeing such as the Learning Mentors, Student Engagement Officers or Counsellors may (with the students consent) be asked to be involved to provide specialist support.

5.3 There are other mechanisms in which students may disclose matters concerning their attendance and engagement such as the campus campaigns ran by the Gateway Service team. The staff member responsible for running the campaign will ensure that

the appropriate tutor and University Executive Manager are kept up to date with issues raised by the student and a clear summary of what should happen next will be agreed.

5.4 Students on a Student Route Visa will be expected to meet with Student Immigration to discuss their reasons for non-attendance and address any barriers.

6. Processes for measuring attendance and engagement

6.1 Level F and C students who do not attend/engage at all in the first 3 weeks of term

The subject should follow up on any poor engagement. This should initially be the Personal Tutor and then the Course/Programme Leads if there are no improvements. Students whose attendance/engagement is a concern should be discussed at the weekly engagement meeting.

Personal Tutors/ Course/Programme Leads should also refer students with any pastoral issues to Student Life by emailing the student's details to the Student Engagement Officers (for non-urgent referrals please email studentengagement@hope.ac.uk and any serious or urgent referrals please email **studentengagement@hope.ac.uk** and also copy in **studentlife@hope.ac.uk**)

University Executive Managers will run zero attendance reports and share with Course/ Programme Leads. Subjects will be asked to advise why a student's studies should not be terminated. If the subject supports the termination, University Executive Managers will send pre-termination letters via email (from school email addresses) to students.

University Executive Managers will confirm to Student Administration which student's studies should be terminated. Student Administration will work with Student Life prior to the withdrawal students.

6.2 Students whose attendance/engagement is poor across all levels

The students personal tutor should follow up on any poor engagement. In the first instance, poor engagement will be regarded as 50% attendance or below. If there are no improvements, the Course/Programme Leads should then make contact with the student.

If there continues to be no obvious improvements, the school should arrange for an attendance warning letter to be sent by the appropriate University Executive Manager.

If at this stage there is still no response from the student, a meeting should be arranged with the Course/Programme Leads and a back on track plan agreed

If there is no response or noticeable improvement observed during the above stages, students should be referred to the Gateway Service team by the relevant University Executive Manager. The Gateway Service Team will then undertake a final effort to assist the student in getting back on track by:

I.   Personally reaching out to students via text to inform them of an impending university contact to discuss their attendance and engagement.

II. Engaging in phone conversations with students to address concerns regarding their low attendance and engagement.

III.   Extending invitations to students for face-to-face meetings with a senior member of the student support and wellbeing team to establish a personalised plan for getting back on track, outlining clear expectations that the student must adhere to.

Throughout this process, the Gateway Service team will maintain communication with the relevant University Executive Manager. Should no improvements be observed, termination proceedings will be initiated by the University Executive Manager through Student Administration.

If the student does not engage with any of the above attempts, a pre-termination letter email is sent from the appropriate University executive manager.

If the student does not respond or there are no improvements students will be referred to Student Administration by the appropriate University Executive Manager for their studies to be terminated. Students will have the right to appeal and will be encouraged to seek support from the Student Union Advice Service.

6.3 Process for students with 0% attendance at the start of term

Those students with zero attendance at the start of term will be recommended by the appropriate University Executive Manager to be contacted by Student Administration and will be advised that if they do not begin to engage within two weeks from the start of course, or do not engage for two weeks, we will assume that they are not commencing or continuing their course. If the student does not respond to the email, other mechanisms as are available will be tried.

If a response is not received within four weeks, or a student does not begin to engage, the student will be withdrawn from the date of last engagement or start date of course as appropriate. Students will have the right to appeal and will be encouraged to seek support from the Student Union Advice Service.

Any Student holding a Student Route Visa who does not engage will first be referred to the compliance team so that they can be advised on any visa implications and given further advice. Where a student has been issued a Student Route Visa but fails to attend on campus, they will be reported for nonenrolment to UKVI.

6.4 Process for Assessment Only Students

Following a university board, some students may be permitted to return to the university to sit assessment only with no attendance at teaching sessions. These students will be recorded on the system with enrolment status of assessment only. Course/Programme Leads should meet with assessment only students at the beginning of the year to highlight any important curriculum and assessment changes from the previous year which are relevant.

Attendance and engagement of this particular cohort should be monitored at school level by reviewing attendance at any scheduled meetings and the submission of assessments. Students of concern should be raised at the weekly engagement meetings.

6.5 Process for students transferring in

Students transferring onto provisions will be invited to a formal induction event at the

start of each academic year. At this event, the university's expectations surrounding engagement and attendance will be made clear.

As part of this event, Course/Programme Leads should meet with students to highlight any important course related expectations and to talk the students through the course handbook. Attendance and engagement of this cohort should be monitored weekly at school engagement meetings.

6.6 Process for Residential Students

Attendance and student engagement within university-owned halls of residence will be closely monitored by the Residences Team within Student Life, in addition to the measures outlined in this policy. Before students withdraw from halls of residence, a thorough cross-reference will be conducted involving the student, Student Life, and Accommodation services. This ensures that students fully comprehend any potential financial implications, as well as considering their welfare and well-being.

6.7 Process for Non-Residential Students

All non-resident students will be invited to an orientation day prior to the start of the academic year to induct them to university life. As part of this orientation, Course/Programme Leads should facilitate this cohort having the opportunity to speak with academic staff who should share the University expectations of attendance and engagement as set out in this policy. Attendance and engagement of this cohort should be monitored weekly at school engagement meetings.

6.8 Process for Postgraduate Taught

Postgraduate Taught students are expected to engage with their programme of study following the same process as undergraduate students.

6.9 Process for Postgraduate Research Students

Postgraduate Research Students (PGRS) are expected to engage with their programme of research and meet regularly with their supervisor(s) as detailed in the University's Postgraduate Research Handbook. Students on a Student Route Visa will be asked to evidence their supervisory logs, meetings and other contact. This should be provided every three months.

Attendance and engagement are also monitored through attendance at School Development Programme sessions and local Faculty/Department research seminars or training events, along with engagement in the annual monitoring requirements of the Major Review and Annual Review. The relevant staff member should also keep a record of attendance.

The Faculty Research Degree Committee monitors the experience, registration and progression of PGRS, and can approve the withdrawal of PGRS who are not in attendance or engaging as appropriate.

6.10 Process for students on work placements

A contract between the University and the work placement provider stipulates that

a student on a work placement will be monitored in conjunction with the placement provider and the University work placement contact. The provider is obliged to inform the University if there is an unexpected absence in accordance with the contract. If a student on the UKVI Student Route is undertaking a work placement or a work-based learning unit, the University is required to inform the Home Office of the work placement location within 10 working days of placement commencing.

6.11 Process for International Outgoing Exchange Students

If Liverpool Hope University students are undertaking a period of study abroad or exchange during their course, they would normally gain credit from the partner institution for that period. The inter-institutional agreement between Liverpool Hope University and the host University outlines the University's expectation for engagement to be monitored robustly. Students undertaking study abroad or exchange should contact their Personal Tutor twice if they are abroad for a full year or once if they are abroad for one term. They should also remain in regular contact with the Global Student and Partnership Centre.

In order to be considered for our International Exchange Programme students are required to demonstrate high levels engagement with the University.

6.12 Process for Incoming Study Abroad and Exchange students

If a student joins Liverpool Hope University on Exchange or as a part of a Study Abroad Programme, the expectation is that they adhere to all Liverpool Hope University **student policies and procedures**. This also applies to students on short courses.

6.13 Process for students on Fieldwork

The fieldwork leader will monitor the engagement of students in participating in fieldwork, any absences will be followed up through the briefing and progress meetings that students undertake as part of normal activity.

6.14 Process for Professional Body requirements

Many courses have professional body accreditation or approval. This can bring with it a specific minimum attendance requirement which differs from the level set out in this policy or where such a requirement exists, students will be made aware of this via the appropriate course handbook and will be expected to adhere to this localised rule.

7. Outline of Responsibilities

A collaborative approach is required across the University to support the engagement, retention and achievement of students. Specific responsibilities are outlined below:

7.1 Students' Responsibility

7.1.1 Students are expected to attend their timetabled sessions and must register attendance at that session by scanning the QR code placed on screen or other processes indicated by the member of staff leading the session. Information will be provided to

students on how to register attendance at on-campus sessions through the induction process within Faculties and through the student bulletin. If a student has any questions regarding their engagement record, they should speak with their Personal Tutor in the first instance.

7.1.2 Misuse of registering attendance at a timetabled session may result in an initial warning/meeting with the Head of School or their nominee. For instance, registering for a session and not attending or asking others to register on your behalf. The student code of conduct sets out the standard of conduct that the University expects of its students so that everyone can undertake their studies in a supportive and non-threatening environment. Consecutive misuse of this will result in disciplinary action as per the University **Student Code of Conduct**.

7.1.3 Attendance at timetabled events is not the only important area of engagement. The University's Virtual Learning Environment (VLE), Moodle, is one of the primary learning resources and engagement with the material held there is essential. Tutors will monitor the use of a students' Moodle and this will form part of a student's academic appeal if required.

7.1.4 Students should be using their student login details to access Moodle. If there are issues with accessing the VLE or other online resources then students should inform **itshelp@hope.ac.uk** as soon as these issues arise. It is the responsibility of the student to action this. When engaging with University Information Technology resources, students and staff should adhere to the IT Service User agreement and other IT and facility policies outlined on Liverpool Hope University's website.

7.1.5 Liverpool Hope University recommends that a campus-based student's term-time address is normally no longer than 40 miles away by public transport from the University. This will enable them to attend on-campus and will provide them with an opportunity to regularly access the University's support services.

7.2 Responsibility for the Policy

7.2.1 It is the responsibility of the Deputy Vice Chancellor and Provost to ensure that the Student Engagement Policy and Procedure is fit for purpose and reviewed annually. The Deputy Vice Chancellor and Provost will ensure that there is a robust process in place to deliver this through regular meetings of the Student Engagement Group.

7.2.2 Student Administration will ensure compliance with UKVI and Student Loan Company requirements.

7.2.3 During Induction, and at the start of all terms, the staff member responsible for university wide Induction will send an explanatory email informing all students of the engagement policy, detailing how to register attendance on sessions and the University's expectations on engagement.

7.2.4 Student Administration are responsible for withdrawing all students with 0% engagement in partnership with the appropriate University Executive Manager where there are no exceptional circumstances. Student Administration will work with Student Life to ensure that students in exceptional circumstances receive the appropriate support. Student Administration will work with Student Life before terminating a student's studies.

7.2.5 Student Administration is responsible for reporting non-engagement of a home student to the Student Loan Company (SLC) and, for a student on a UKVI Student Route Visa, to the Home Office.

7.2.6 For SLC sponsored students, this will mean that no further funding will be released and may amend their repayment plan to the SLC.

7.2.7 For visa sponsored students, this will result in cancellation of their student visa. At the point the University has reported the student to the Home Office, they are no longer sponsored by Liverpool Hope University on a UKVI Student Route Visa. Students will have 60 days to leave the UK.

7.3 Academic Staff

7.3.1 Academic staff are required to inform students of the Student Engagement Policy and Procedure in induction sessions and then regularly throughout the year.

7.3.2 Academic staff are requested to remind students to register attendance at each timetabled session to enable the capture of accurate data to support the process.

7.3.3 Academic staff must submit attendance register within three working days.

7.3.4 Faculty/School administrators are required to inform the University Timetabling Manager as soon as possible of planned changes to published timetabling sessions. All changes must be communicated in a timely manner to the students via email and Moodle.

7.3.5 The University sets the standard that classes are not canceled and that the appropriate cover or replacement session is arranged. In the unusual circumstance that a session is cancelled and cannot go ahead this would need to be approved by the Head of School. In addition, Academic staff are required to inform students via email, of any unplanned cancellations or changes to timetabled sessions caused by sickness or other unforeseeable circumstances. This email should also be copied to the appropriate Head of School and University Executive Manager. It is advised that the SMS service is used to also communicate any last-minute changes to students. An email should also be sent to the Gateway service team on **gateway@hope.ac.uk** to ensure that the team are able to answer cancellation queries that come through to the university reception.

7.3.6 Academic staff will be able to view all student's attendance data on the attendance monitoring portal on My Hope and engagement data for Moodle.

7.3.7 Liverpool Hope has a legal obligation to make reasonable adjustments for disabled students to meet their support needs. Academic staff will have access to this information is communicated to university staff via a Learning Support Plan (LSP).

7.4 Tutors

7.4.1 Personal Tutors must meet with all tutees at the start of each teaching block to go through the University engagement and attendance expectations. This will allow tutees to understand what data is reviewed as part of their engagement and attendance record. The impacts of both non-attendance and non-engagement for student outcomes will be

stressed. In situations where tutorials are replaced for other forms of teaching such as supervisory meetings, the tutor leading the session takes responsibility of this.

7.4.2 The attendance monitoring portal records attendance at all timetabled sessions. Tutors can also view a student's engagement with Moodle through the University's Student Lookup system.

7.4.3 Tutors will remind tutees that Hope email is the formal method of communication and it is a student's responsibility to check it daily Monday – Friday in term times. Students should communicate with university staff using Hope email.

7.4.4 Tutors will make contact, via appropriate means e.g., email/phone/meeting, etc., depending on the situation (i.e. first/second, etc., intervention) with any tutees with sub-optimal engagement, which is flagged automatically at the school weekly engagement meeting. A tutee's engagement will be discussed, with emphasis of the impacts of non-attendance and non-engagement etc., and support will be offered as appropriate, recognising that there could be valid reasons for the non-engagement for which the tutee needs support. Where information is required to be shared to appropriate parties, personal tutors should raise this with the appropriate department.

7.4.5 University Executive Managers working with tutors and Course/Programme Leads will take responsibility for signposting students to additional engagement related support campaigns ran by the Gateway Services Team.

7.4.6 Personal Tutors should be familiar with learning support arrangements of tutees in Learning Support Plans.

8. Student Engagement Officers

8.1 Student Engagement Officers are employed by the University and will support students with engagement, continuation and achievement following self-referral or referral from Tutors. Staff members can refer students to the Student Engagement Officers by contacting **studentengagement@hope.ac.uk**

9. Equality Analysis and review and monitoring of this policy

9.1 Student needs relating to protected characteristics (Equality Act 2010) will be taken into account as far as possible in the application of this Policy. Consideration of arrangements for students to meet privately will be made and confidentiality assured. This Policy will be reviewed annually.

9.2 The University's internal monitoring process is an important way of determining whether measures taken by the University to combat harassment, discrimination and ensure inclusion are effective, and plays an important part in ensuring equality and diversity are properly promoted and protected within the University.

10. Reasonable adjustments for Disabled Students

10.1 The University supports disabled students as part of its anticipatory duty under the Equality Act 2010. Under the Act, disabled students are protected against discrimination arising from their disability and any failure to comply with the duty to make reasonable adjustments. The Student Life team will make a reasonable adjustment to the engagement and attendance monitoring process if appropriate and in consultation with the disabled student and academic Department. This will be reflected in the student's Learning Support Plan; the expectation will still be that the student appropriately engages in accordance with the requirements of the course and attendance will remain compulsory.

10.2 The personal data that is collected for the purposes of this engagement and attendance monitoring policy will be processed in compliance with the relevant data protection legislation (the General Data Protection Regulation and the Data Protection Act 2018). We believe it is within the University's legitimate interests to collect, use, and store this data, to help students maintain engagement with their course. The personal data collected will be stored securely on university systems and will not be shared with any third parties unless permission is granted. Students have the right to see this, or any other personal data, held about them by the University. Students can exercise this right in the first place by contacting the appropriate service.

Appendix 1: Summary of responsibilities

> Students' attendance and engagement will be monitored by registering attendance at timetabled teaching sessions as well as attending asynchronous events associated with their course. All students have access to their attendance records on the SRM system.

Students will:

- Ensure that they are familiar with the expectations contained within the Student Engagement Policy and Procedure.

- Take responsibility for their own attendance.

- Attend all timetabled sessions and asynchronous events associated with their course

- Participate and engage in all sessions in which they are registered, including independent study, assessment and feedback.

- Self-report absences which may occur during the course of their programme.

- Review their attendance and absence records on a regular basis and bring to the attention of their School or Schools any discrepancies in their timetable and or attendance.

- Check their Liverpool Hope University email account daily during term time for any formal notifications and communications and act upon emails requiring their attention;

- Attend any meetings with Academic Staff, Professional Service Staff which are called as the result of concerning patterns or rates of attendance.

Liverpool Hope University will:

- Ensure that all students on taught programmes are aware of the University's expectations in relation to attendance;

- Ensure that accessible and convenient arrangements are in place for students to record and monitor their attendance and absence;

- Provide students with convenient access to their attendance records;

- Communicate regularly with students to update them on their levels of attendance;

- Support students' attendance by providing a range of professional and academic support services;

- Ensure that all students, prior to and during their studies, have access to the Student Engagement Policy and Procedure.