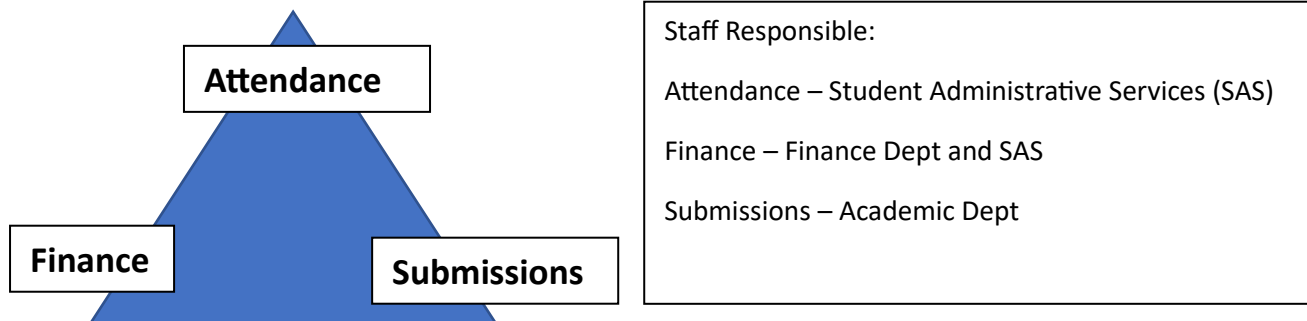


Student Engagement Process

Introduction

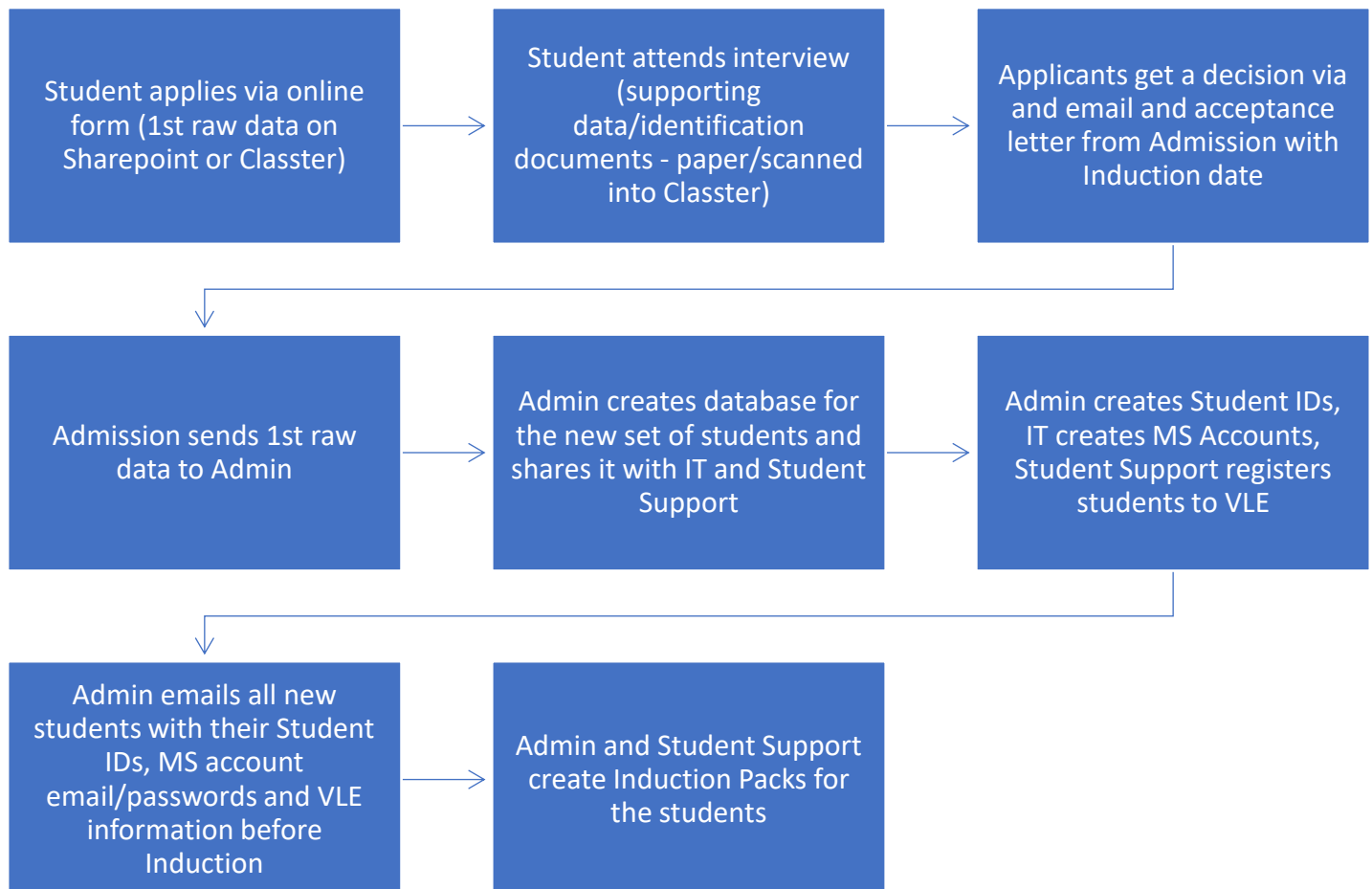
In this document, we will outline the processes we as staff of CRC have with our students. To understand this, first we must look at the Student Life Cycle. The life of each student at the college is affected by three areas:



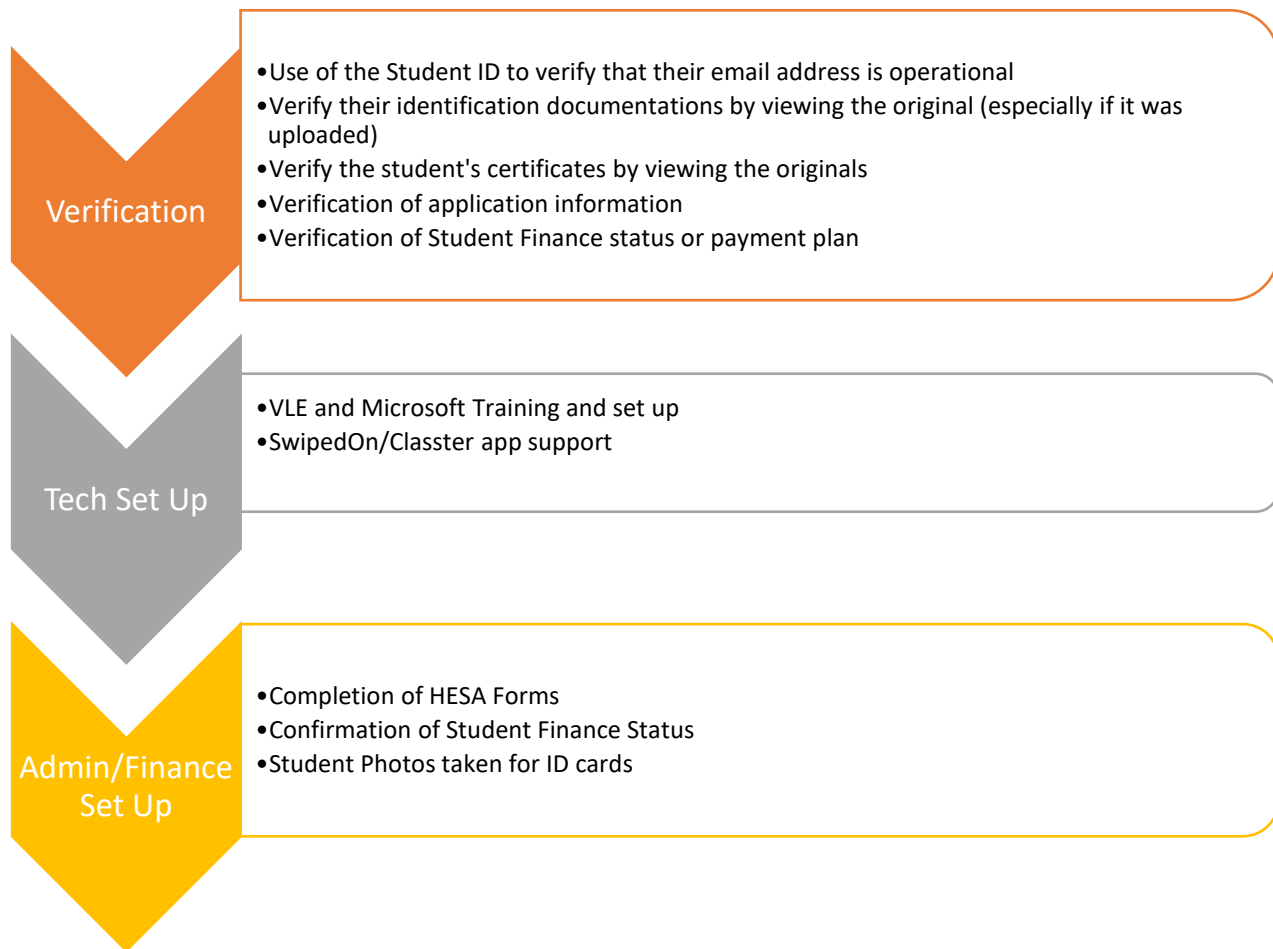
These three areas must be in harmony so that the student can adequately make their way through their chosen course. There may be times when one or more area is affected and thus, we need to be able to evaluate the best action to take to support the student's journey. To get this picture, all staff members above must be able to clearly communicate the area they manage regarding the student's data for clear decisions to be made.

The Standard Journey of a student engagement

Admissions to Induction:



Induction to Enrolment:



Enrolment to Student Monitoring:

After Induction, all departments will work from three documents:

1. Student Comprehensive Database – To be updated primarily by Student Administrative Services (SAS).
2. Student Attendance Record – To be updated primarily by the Front Desk Team (part of SAS)
3. Decision Matrix Worksheet – To be updated by the SAS, Student Support and EAO

The Student Database and the Attendance record are monitored via Classter SIS system.

Week 1:

Student Support

- Verify that student cohorts are created to make it easier to enrol students to modules (this is to be reviewed every term/semester)
- Students to be enrolled in related modules (to be reviewed each term/semester)
- Student Photos sent to Pastor Jude for ID cards to be created.

Exam and Assessments

- Verify module information for the course.
- Verify submission deadlines from lecturers.

Administration

- Create working documents for all teams to work from.
- Send names of students who have financial issues to Finance.

Once student monitoring begins, we will rely on our Follow Up Procedures and Student Status Review Meetings to check their progress at regular intervals. The final evaluation will take place at the Internal Assessment Board.

Our students will have various needs on their journey and below are some of the most common requests made by students and the steps we should take to support them.

	Description	Timeline	Responsibility
Student Support			
1. Responding to student... who cannot access the VLE, submission/Turnitin issues, EBSCO	1.1. Students reach out to student support officer 1.2. Student support direct students to online video (submission/Turnitin issues, EBSCO) 1.3. Academic office serve as first point of contact to provide access to VLE and Office 365	1.1. Ongoing	1.1. Student Support Team
2. Navigate Teams	2.1. Direct students to Student Portal where PDF guides are. CRC Students - Using Teams - CRC Students Generic.pdf - All Documents (sharepoint.com) 2.2. Develop a video resource to help students (Downloading the right teams client, uploading/downloading files, online teams meetings) 2.3. Responding to individual challenges	2.1. Ongoing 2.2. Ongoing	2.1. Academic Office 2.2. Student support team
3. Notification and providing access to online classes	3.1. Students send request to join online to the Student Support Team. They will approve or reject based on the Attendance Policy. 3.2. If approved, the Student support team to schedule the online class and provide access to affected students.	3.1. Ongoing	3.1. Student support team (Access provision)
4. Timetabling	4.1. Provide module diet to the programme leaders 4.2. Publishing of term dates	4.1. June 4.2. June 4.3. July	4.1. Exams and Assessment Officer 4.2. Academic Director

	<p>4.3. Programme leaders to provide the academic year timetable first draft to the assessment officer</p> <p>4.4. Prior to each term confirm which modules are running and which tutors are teaching</p> <p>4.5. Confirm classrooms for each term</p> <p>4.6. Issuing of final timetable to staff</p> <p>4.7. Issuing of final timetable to students</p>	<p>4.4. August/December/March</p> <p>4.5. August/December/March</p> <p>4.6. August/December/March</p> <p>4.7. One month prior to classes for existing students and at induction for new students</p>	<p>4.3. Programme leaders</p> <p>4.4. Programme Leaders</p> <p>4.5. Student Administrative services</p> <p>4.6. Programme leaders</p> <p>4.7. Student Support Team</p>
5. Providing information regarding council task	5.1. Responding to request for information regarding council tax via the online form	5.1. Ongoing	5.1. Student Administrative services
6. ID number and card provision	<p>6.1. Creation of ID numbers</p> <p>6.2. Creation and provision of ID cards</p> <p>6.3. Receive ID numbers from awarding bodies</p> <p>6.4. Share the ID numbers with required offices</p>	<p>6.1. Induction</p> <p>6.2. Induction and ongoing</p> <p>6.3. After registration of students with awarding bodies</p> <p>6.4. Ongoing</p>	<p>6.1. SAS</p> <p>6.2. SAS</p> <p>6.3. Academic Office/Awarding Body Liaison</p> <p>6.4. Academic Office/SAS</p>
7. Attendance/Absenteeism follow up	<p>7.1. Create attendance record sheets (physical or online)</p> <p>7.2. Attendance recorded by Lecturers in physical and online classes</p> <p>7.3. Administrative office updates the attendance database</p> <p>7.4. Administrative office refers students to student support team for follow up</p> <p>7.5. Student support team follows up on Absenteeism</p>	Ongoing	<p>7.1. SAS</p> <p>7.2. Lecturers</p> <p>7.3. SAS</p> <p>7.4. SAS</p> <p>7.5. Student Support</p>
8. Parking	<p>8.1. Capture registration numbers of students who drives a car</p> <p>8.2. Redirect wrongly parked staff by front desk team</p> <p>8.3. Close the gate when car park is full</p>	<p>8.1. Induction and Ongoing</p> <p>8.2. Ongoing</p> <p>8.3. Ongoing</p>	<p>8.1. SAS</p> <p>8.2. SAS</p> <p>8.3. SAS</p>
9. Disability support	<p>9.1. Review information about students with disability provided by admission</p> <p>9.2. Have a meeting with students who have disclosed</p>	All process: Induction and Ongoing	<p>9.1. Exam and assessment officer</p> <p>9.2. Academic Director and Exams</p>

	<p>having a disability which will be recorded that other students can be referred to</p> <p>9.3. Maintain a register of students with disabilities and reasonable adjustments</p> <p>9.4. Provide the list to each lecturer according to the students programme</p> <p>9.5. Ensure that reasonable adjustments are made for students with a disability</p>		<p>and Assessment Officer</p> <p>9.3. Exams and Assessment Officer</p> <p>9.4. Exams and Assessment Officer</p> <p>9.5. Exams and Assessment Officer</p>
10. Recording of lectures and archiving of recorded lectures	<p>10.1. Lecturers to record class</p> <p>10.2. Archive recorded lectures</p>	<p>10.1. Ongoing</p> <p>10.2. Ongoing</p>	<p>10.1. Lecturers</p> <p>10.2. Learning resource manager</p>
11. Referral to specialist support e.g., counselling	<p>11.1. Develop a list of sources of specialist support</p> <p>11.2. Provide a version of that list to students on the VLE</p> <p>11.3. Have regular training on how to support students regarding mental health issues</p>	All process: Ongoing	All process: Academic Office
12. Building student community (festive celebrations e.g., Christmas party)	<p>12.1. Plan a calendar of student support events to encourage student participation</p>	Process: Ongoing	Lead: Admissions Dept

As there are multiple departments working together to achieve the best for the student, here are the procedures in place to guide future actions if a student shows signs of poor performance in any aspect of their Student Life Cycle.

Attendance Follow Up Procedure:

1. Send initial greetings email to confirm all student's personal email addresses are still active. This should take place before the Induction so it can be addressed during induction if any student is having any communication issue.
2. Review the **Student Attendance Record (Weekly analysis on Classter)** at the beginning of the week to see if there are any students not attending and make a note of it
3. If the student misses 2 weeks of classes, first give a courtesy call to find out if they are having any problems. Follow this up with an email of what was discussed.
4. If they do not pick their call, send an email to get an update.
5. If they provide any evidence regarding their situation, place this information into their files. Based on this evidence you would note that they should be given a certain level of support.
6. Once we have an idea of the situation, check their attendance to see if the issue has been resolved. If there are still issues, monitor them once again and start the process from No2.

7. Any irregular attendance behaviour is to be documented in the **Decision Analysis Worksheet** and to be reviewed at the Student Status Review Meeting.
8. If a student that showed up at induction (or missed induction) does not attend classes for the first 2 weeks without notification, they should be given a call and a reminder email. If they do not reply after 7 days, then a notification of withdrawal from the programme will be sent.

Academic Follow Up Procedure:

1. The first follow up takes place by the Exams and Assessment Officer (EAO) who sends the VLE notifications after the submission deadline to students who have not yet submitted their assignments. Students who submit assignments late without an Extension Request will be penalized once they submit.
2. At the Student Status Review Meeting, those with penalties on the **Decision Analysis Worksheet** are highlighted and a decision about what happens next is documented.
3. Then the EAO sends a notification of results to all students at the end or start of the following term. They also state what was decided at the Student Status Review Meeting
4. Dependent on the level of the decision (for students that have not passed a submission), the following actions should be considered:
 - a. Penalty: If the student has submitted their work late, they should be informed of what their original grade is as well as the penalty they have against them. This can be sent during their notification of grades at end of the term.
 - b. Extra support: If the student is evaluated to require extra support, a Tutorial needs to be scheduled with the EAO and SS to best find out ways to support that student and get them back on track. A resubmission date should be agreed, and bi-monthly checks should be made to see if the student is on track.
 - c. Under Investigation (UI): If the student is being questioned for academic dishonesty, then as part of the investigation, the student will be required to come to a meeting with the EAO, Programme leader, Lecturer, and the SS to defend their assignment. If they are successful at their defence, they proceed to get their awarded grade. If not, they will be given an academic offense on their record and will be required to resubmit the assignment.
 - d. Academic Offense (AO): If their assignment has been Under Investigation (UI) and has been confirmed for an Academic Offense, then the student will be asked to resubmit by a deadline and the AO is submitted during their first Assessment Board.

Finance Follow Up Procedure

1. During induction, each student's financial status is checked by the Administrator or Finance Officer. The expectation is that payment of fees must be made no later than 4 weeks after induction. If their student finance application is approved, it is marked in the database. The following are a list of issues that can arise from the induction day:
 - a. Student Finance application has not yet been approved – if so find out from the student the date when they submitted their application. The date must then be documented to create a predicted time we can get an update of the application.
 - b. They have not yet applied for Student Finance – Inform the student that they will be sent an invoice for the payment of fees as it usually takes 6-8 weeks for an application to be approved by Student Finance. The names of such students should be submitted to the Finance Officer so that their invoices can be sent.
 - c. They have made a mistake on their application – If there is an error on their application, then book a tutorial time with them to guide them to complete the Change of Circumstance form. If they discover the error much later, then the Finance Team will be the ones to submit a Change of Circumstances request.



- d. They plan to pay for the course without Student Finance – The student must complete the **Student Payment Plan** which is then submitted to the Finance Officer for approval.
2. Two weeks after induction, all students' financial status is reviewed by the Administrator and the Finance Officer. This information is added to the **Decision Analysis Worksheet**. If a student is still owing, a reminder email will be sent from the Finance Officer.
3. Four weeks after induction, if the students still owing have not entered an agreement with Finance, they will be sent a final warning letter by Finance stating that their online resources will be blocked if payments are not made and that they may be withdrawn.
4. By the 5th week after induction, the first Student Status Review Meeting will take place and a final decision regarding such students will be taken.

General Notes:

Firstly, please be aware that the student may think that their reason for being absent or not submitting assignments is genuine. Despite this, it is the student's responsibility to best manage their time and be available for the classes that they have committed themselves to. Find as many opportunities to remind the students of this as it will not sink in until there is a problem.

There are a few reasons that we may accept as valid reasons for a student's poor performance. For a more robust list please view the '**Extenuating Circumstance Policy**'. When presented with any of these reasons, we must be sympathetic first. Below are the two most frequent reasons presented by students:

1. Medical – Under medical there are three options the student has:
 - a. Short term illness – We can offer online classes for a set period until they have recovered. This should be no more than 2 weeks without proof and 4 weeks with proof.
 - b. Long term illness – We can offer online classes until student is well enough to return. Medical evidence is required as well as proof that the student can manage online studies. For this reason, we will not offer this in the first term of study for BA/MA or BTEC programmes or for the full Foundation programme unless the Programme Head gives their permission. If the student's illness may hinder them from studying, they may be advised to take on a **Suspension of Studies** so that they can focus on their recovery.
 - c. Carer of person with illness – e.g. parent of a sick child. We can offer online classes for carers for a set period.
2. Bereavement – a loss will affect each person differently. There are also some students that must adhere to certain customs or traditions which may affect their study. If this occurs, please keep in mind:
 - a. Funeral arrangements: Let them clearly communicate how much time they will need to complete burial arrangements. The student is expected to take the necessary steps to catch up or ask for tutorials to help them on their journey.
 - b. Mental Health after: Some people may need more time or support during this time. They may even need to be directed to the School Chaplain and an external Counsellor if they are really struggling to balance the loss with their studies. If you feel over your head, reach out for one of the staff members stated. Regarding their studies, you can present some of the options listed below.

Resolution Options to provide the student.

If a student's overall performance is very poor, here are the options you can present:

1. Encourage the student to increase their efforts towards their study. This can be in the form of SS providing tutorial sessions outside of regular teaching times or encouraging the student to do their assignments in the college instead of at home. Regular checks will be necessary for such students.
2. Ask the student if they will defer – For example, if the student has had long periods of absence without communication and then comes back, it would be best to offer them deferment as dependent on the course,



catching up may be difficult. If they don't agree, leave the final decision to the Head of School at the Fitness to Study Review Meeting.

3. Ask the student to consider a Suspension of Study – For example if the student is expecting to have major surgery and is not sure what the recovery time will look like, this would be best as it would give them a chance not to worry about school and focus on their recovery. A Suspension of Study can last up to 1 year. If the student doesn't agree, then leave the final decision to the Head of School at the Fitness to Study Review Meeting.