

Student Engagement and Attendance Monitoring Procedure

1. Purpose:

1.1 This procedure outlines the steps for monitoring student engagement and attendance in accordance with King's College London's Engagement and Attendance Policy. The objective is to identify students who may be facing difficulties and provide timely support to ensure their well-being and academic success. Transparent and accountable reporting is an integral part of this procedure.

2. Definitions

2.1

Attendance	The physical or digital presence at scheduled synchronous theory or practical learning situations.
Disengaging	Falling below the number of expected engagement interactions with a programme of studies (defined as a number or proportion).
Engagement	Meaningful and regular interaction with all expected aspects of a programme of study. These include participation in timetabled or scheduled teaching sessions, accessing online programme specific materials via the virtual learning environment (KEATS), completing assessments and communication or interaction with relevant university staff such as personal tutor meetings.
Expected Contact Points	<p>Key academic activities within a programme, which provide evidence of engagement and will typically include attendance. While expected contact points may be broadly consistent, their type may vary during a student's enrolment period.</p> <p>Examples of contact points:</p> <ul style="list-style-type: none"> - Usage and activity on digital education platforms and systems such as KEATS, lecture capture, InPlace, TEAMS or other portfolio or practice placement tools. - Attendance of in-person events - which may include inter alia lectures, practicals, seminars, tutorials, and workshops. - Personal tutor or supervisor meetings. - Clinical or other defined and required placement activity. - Submitting coursework. - Attendance at assessment or examination. - Research-method or research-panel meeting. - Writing-up seminar or doctoral workshop. - Completion of Individual Progress Reports.

2.2 The accountability for engagement and attendance monitoring rests with faculties. In practice, arrangements may be devolved to Schools, Departments or Programmes. But the Faculty should maintain oversight of these practices and provide reassurance to CEC and Academic Board that they are being delivered.

3. Scope

3.1 In the interest of consistency and ensuring equality of treatment this procedure applies to all students with a current enrolment to study in-person foundation, undergraduate, Postgraduate Taught and Postgraduate Research programmes.

3.2 This procedure acknowledges that disciplinary and professional body requirements for engagement will differ across the university and across UG, PGT and PGR levels of study and the methods used to collate and record that attendance may also differ. Faculties may wish to set parameters on that variation through a faculty engagement and attendance framework, which sits within the institutional policy and procedure. In all cases, the purposes for which the data are used will be the same.

3.3 Data collected and processed to provide information on the engagement of students with their studies will include where applicable:

- Data from the student record held on student record management systems i.e., to create class lists, monitor change of circumstances etc.
- Usage and activity data from digital education platforms and systems such as KEATS, lecture capture, InPlace, TEAMS or other portfolio or practice placement mechanisms.
- Attendance data (in person attendance capture, reasons for absence etc.) for in-person events - which may include, inter alia, lectures, practicals, seminars, tutorials and workshops.
- Personal tutor or supervisor meetings.
- Clinical or other defined and required placement activity.

3.4 This Procedure has been produced as part of the [Student Engagement and Attendance Policy](#) and both are supported by the [Student Engagement and Attendance Monitoring Code of Practice](#).

4. Procedure

4.1 Faculties will ensure there are effective mechanisms in place to ensure that the engagement and attendance of each individual student can be monitored throughout the duration of their studies. This will vary by discipline and professional body requirements and may be defined and implemented at organisational levels below the Faculty within the institutional policy and procedure framework.

4.2 Each defined organisational unit will identify one or more designated members of staff to take ownership of the procedure. Faculties' Designated Safeguarding Officers can provide additional support and guidance at any stage of the process or for specific cases.

5. Identifying Expected Contact Points

5.1 Taught Students

- i. In recognition of the distinctions between the various academic disciplines across the university, faculties or defined organisational units within faculties are required to specify, expected contact points in accordance with the requirements of the programme or department. It is expected that records of attendance will not normally be taken at large lectures or events with high volume student participation but should ordinarily be taken in most other teaching session formats, including laboratory-based teaching.
- ii. The regularity of expected contact points will vary by discipline but it not expected to be lengthier than weekly during term-time, with the exception of students following a course of study leading to a professional qualification where fitness to practise requirements apply and more regular forms of monitoring engagement and progress are expected to be in place.
- iii. During recognised vacation periods in study expected contact points are not required.
- iv. Postgraduate taught students on a 12-month programme are expected to be engaged with their individual project during the summer.

5.2 Postgraduate Research Students

- i. Faculties or defined organisational units within faculties are required to identify, and document expected contact points to evidence engagement.
- ii. The regularity of expected contact points will vary by discipline but there is a minimum requirement that the regularity of expected contact points is monthly, with recognition of the distinctions between the various academic disciplines across the university which may require more regular forms of monitoring engagement and attendance.
- iii. Postgraduate research students do not have specified vacation periods. Any time taken from study will be agreed as part of their annual leave entitlement and contact points are not required during this time.

5.3 During agreed periods of Off-Campus study faculties must set expected contact points in advance for all students. There is a minimum requirement that the regularity of expected contact points is monthly. This includes time spent at non-King's premises for the purpose of undertaking:

- Work Placements.
- Study Abroad Placements.
- Data collection.
- Research project.
- Joint-degree programme.
- Intercalated study modules.

5.4 During Authorised Periods of Interruption expected contact points are not required, Faculties will keep in contact with students while they are on an interruption. The frequency and content of the communications will vary depending on the individual circumstances of the student and the reason for their interruption as per the [Interruption of Study Policy](#).

6. Attendance Checks

- 6.1 In week 3 as part of the routine non-enroller census led by Student Records teams, faculties will be provided with lists to review for students who have not engaged or fully completed all Welcome checks or Re-enrolment activity.
- 6.2 Weeks 6 and 9 of Term 1 and Weeks 6 and 9 of Term 2, will constitute census points for faculties to conduct a full attendance and engagement check for students within scope, for all defined expected contact points as outlined in 3.3 and drawing on institutional reports. This however should not negate more regular attendance defined by the faculty as detailed above in 5.1 and 5.2.
- 6.3 Within Term 3 contact points may centre around assessment where appropriate or continue to mirror the above schedule.
- 6.4 Identification of Non-Attendance:

If a student is identified at any of the census checks outlined in 6.1 to 6.3 as being absent from scheduled contact points this triggers a wellbeing intervention. Absence from physical attendance alone is sufficient to trigger the first intervention, even if a student is engaging digitally, but faculties should consider the need for an intervention for any evidence of sustained disengagement.

For Intervention workflow please refer to [point 10](#).

6.4.1 First Email Intervention:

Defined postholders personnel will promptly send an email to the student's university email account, noting the absence, restating the imperative to engage and encouraging the student to re-engage with their academic program with immediate effect, but also encouraging them to reach out if there are factors that are contributing to their engagement pattern. (Appendix 3 provides a template structure).

If there is still no response or re-engagement from the student, within five working days, faculty will proceed to the next stage intervention. If the student responds at any contact point proceed to points 7, 8 or 9 as appropriate. The next stage intervention will depend on factors such as, for example, the student's visa status and the level of potential academic or professional consequences for continued non-engagement.

6.4.2 Second Stage Intervention:

A further email will be sent on the Monday of week 4, 7 and week 9 to both the student's personal and King's email accounts, by designated personnel within Faculty, emphasising the importance of their attendance and engagement. (Appendix 3 provides a template structure).

6.4.3 For students where there are attendance requirements due to visa or professional practice considerations, or where there are known concerns regarding mental health or welfare, non-engagement by 5 days after First intervention requires moving to Third Stage Intervention (see 6.4.5, below) at the earliest opportunity.

6.4.4. KEATS Engagement Check:

Additionally, it is recommended that a KEATS engagement check will be performed by the Faculty on the Monday of week 4 week 7 and week 10 and should be used to develop a further picture of the student's overall engagement. A report can be provided to support

faculties by Analytics, at a frequency and duration to suit their needs but does not replace local level reporting in this area.

6.4.5 If there is no response or re-engagement by Thursday of week 4, 7 and week 9, faculties will proceed to the next stage of intervention. If the student responds at any contact point proceed to points 7, 8 or 9 as appropriate.

6.4.6 Third Stage Intervention; Personal Contact Attempt:

Designated faculty members will attempt personal contact with the student via telephone. (Appendix 3 provides a template structure).

6.4.7 If there is no response or re-engagement, the faculty will proceed to point 7. If the student responds at any contact point proceed to points 7, 8 or 9 as appropriate.

7. Escalation to Student of Concern or Prolonged Lack of Contact Process

7.1 In case of continued non-response or lack of re-engagement, the case will be escalated to the [Student of Concern](#) or [Prolonged Lack of Contact](#) process, whichever is deemed more appropriate based on the known circumstances of the student, as outlined in the university's policy, for further assessment and support. Escalation can be taken at any intervention stage based on the concerns about students' welfare and wellbeing.

7.2 Where there are concerns that the student may be "missing" i.e. "anyone whose whereabouts cannot be established and where the circumstances are out of character, or the context suggests the person may be subject of crime or risk of harm to themselves or another" then please refer to the [KCL Missing Person Procedure](#).

7.3 If the student is subject to immigration control as a sponsored Student Visa, the Faculty must also notify the Visa Compliance Service once it has exhausted all stages to re-engage the student.

8. Student Response and Support Request

8.1 If the student responds at any contact point and indicates that they require support, Faculty will initiate a follow-up personal contact by phone and/or arrange a meeting to assess the students support needs. The student will be provided with information on relevant support services.

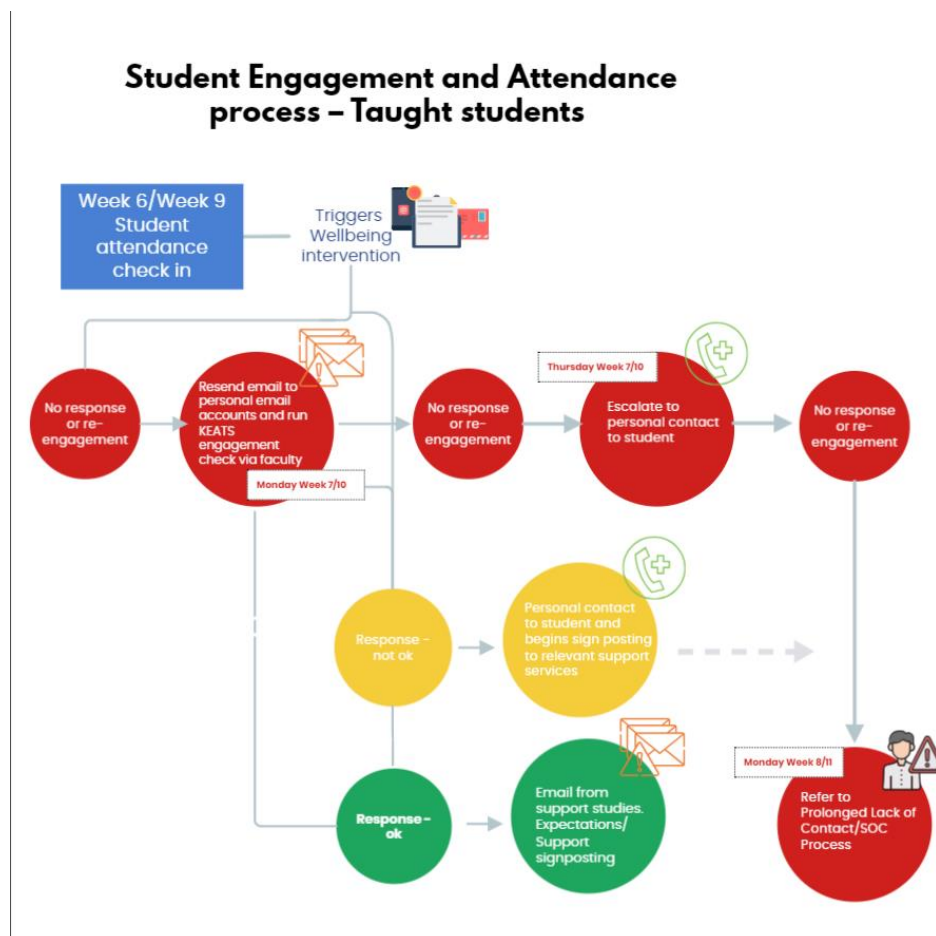
9. Student Response and No Support Required

9.1 If the student responds at any contact point and advises that they are OK, or states that they do not require support, a further email (template available in appendix 3) will be sent to remind them that they can contact the department (e.g. their personal tutor) should any issues arise, and that they can access support through student services channels.

9.2 Students can also be gently reminded about the importance of engagement. Under academic regulations there can be consequences for persistent failure to respond to College communications or instructions (as per the [Academic Regulations](#)).

9.3 Where professional programmes have additional standards which need to be met, e.g. professionalism and fitness to practise policies, these policies may require further punitive steps.

10. Intervention Workflow



11. Record Keeping

- 11.1 Data will be used and managed as set out in the Student Engagement and Attendance Monitoring Code of Practice. Faculties are required to maintain accurate and complete records for all students to ensure that attendance and engagement is monitored effectively.
- 11.2 As a minimum standard, attendance and engagement data must:
- i. be recorded locally and consistently by faculties on secure, approved University systems in a manner that facilitates compliant and appropriate hosting, access, sharing and retention.
 - ii. provide reasons for absence where appropriate, for example, where a student has reported that they are not able to attend or engage due to illness, they should be marked as absent due to illness rather than absent for other reasons.
 - iii. include satisfactory documentary evidence for students on a Student Visa, to verify a decision to support an authorised interruption.
 - iv. be aggregated and made available within a reasonable timeframe, at all relevant institutional levels, as required.

12. Continuous Monitoring

- 12.1 Faculty will continue to monitor the student's attendance and engagement throughout the duration of their studies, as per King's College London's Engagement and Attendance Policy, until the issue is resolved.

13. Review and Refinement

- 13.1 This procedure will be periodically reviewed no less than once per academic year and refined to ensure it remains effective and aligned with the university's policies and the evolving needs of the student body.