Student Engagement Policy

About this policy

The Student Engagement Policy articulates the mechanisms by which Manchester Met facilitates and supports students’ engagement with their studies, in order to promote their student experience and student success. Students should use the absence portal to let the University know if they are not going to manage to attend a session. The absence portal is important for various reasons, including health and safety. This document is relevant to most students, please contact the Student Engagement team with any specific queries.

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1. Introduction

1.1 There is clear evidence to show that to achieve academic success, the majority of students need to engage fully with timetabled teaching sessions, with course-related learning resources and support materials that are held within the Virtual Learning Environment (Moodle). In addition, all students must meet the assessment requirements for their course.

1.2 This policy sets out how the University supports students to engage fully with their studies, what the University expects of students in relation to engagement with their course, how it will register their engagement, and what it will do if students are not engaging. The University is also required to keep a record of and assess student engagement to meet its statutory and contractual obligations with some external organisations. Examples can include organisations regarding UK Visas and Immigration (UKVI), financial sponsors, or partners.

1.3 Tier 4 and student visa holders need to be aware that they have additional obligations related to engagement. These are set out in the document 'Your Visa, Your Responsibility', see section 10 of this document.
2. Support for student engagement

2.1 The University supports student engagement in a number of ways through:

- pre-entry and induction information, activities and processes that are designed to ensure that students are familiar with the course requirements and understand how to access facilities, services and support;
- high quality teaching and learning experiences;
- high quality course-related learning resources and support materials within the Virtual Learning Environment (Moodle) and other relevant online materials;
- a range of academic and welfare support services;
- support from personal tutors or relevant academic staff (more information on personal tutors is available on the intranet);
- students may receive proactive support from the university regarding their engagement levels, based on any of their engagement parameters including attendance, Moodle and Assessment. For further support, please visit the Student Hub intranet page.

2.2 The University registers student engagement in the ways that are set out in the further sections of this policy, with the aim of identifying any issues and difficulties at a sufficiently early stage to be able to work with students to facilitate their engagement with their studies.

2.3 Students may receive support due to their engagement levels, based on any of their engagement parameters. Furthermore, on academics’ discretion based on engagement parameters, they may decide to take further action under the University’s Student Transfer, Suspension and Withdrawal Policy (See section 7).

3. Attendance

3.1 Timetabled teaching sessions (face-to-face or online) are an essential part of the student learning experience on every course, other than those courses that are delivered by distance learning. A lack of engagement via attendance of face-to-face or online sessions can start to affect student success. Conversely, good engagement with face-to-face, online sessions or with Moodle and relevant online resources is key to student success. Much of the curriculum content of courses is conveyed through timetabled teaching sessions. Such sessions also give students opportunities to interact with academic staff and fellow students about course-related themes and content. Where courses have practical or placement elements, attendance at these is also central to students’ success.

3.2 The University expects students to attend all timetabled teaching sessions, including practical, workshop and laboratory classes etc. as well as placements. The University expects students to engage fully with any attendance registration methods that are in place. Signposting and other support may be shared with students if it is felt this could be beneficial, based on their engagement levels including attendance, Moodle and assessment. With the exception of students below degree level, UKVI will allow us to treat home and visa-holding students in the same way, regarding their engagement.

3.3 For online sessions conducted via MS Teams, attendance data is automatically uploaded into Presto. Academics will not need to manually record student attendances for a session. If a session is conducted online, it is important that students log on to MS Teams with their University credentials.
to be registered correctly for the session. However, on certain occasions this may take one to two
days to upload on to the system.

3.4 Students are expected to let the University know if they are unable to attend their classes for
any reason via the absence portal. The absence portal is important for various reasons, including
health and safety. For further support, please visit the Student Hub page.

3.5 The University registers students’ engagement with attendance and provides information on that
guidance to staff who teach and support students.

4. Virtual Learning Environment (Moodle)

4.1 The University’s Virtual Learning Environment (Moodle) provision is integral to the delivery of
most courses. Moodle provides course-related resources and learning activities. In addition, many
assessments are managed and delivered through Moodle. Students therefore need to access those
learning resources and support materials on a regular basis to be successful in their studies.

4.2 The University registers students’ engagement with Moodle and provides information on that
engagement to staff who teach and support students.

5. Submission of work

5.1 Students are required to submit pieces of academic or practical work on specified dates during the
academic year. They might also be required to complete some additional forms of assessed work, for
example, to give a presentation or performance. These pieces of work can form part of their final
assessment for the academic level on which they are enrolled. Students who do not submit work, or who
submit work but receive a low mark for it, are unlikely to be able to achieve an overall pass in their
assessment for the academic level. The University records the submission and non-submission of work
by students. This information is made available to staff who teach and support students.

5.2 Where students do not submit work, or where they submit work but receive a mark of less than 40%,
they may be contacted by staff, for support, to discuss signposting and / or to discuss the options students
now have to them. In some cases, for level 4 students, options may include an opportunity to re-submit
work during the academic year.

5.3 Non-submission of work is likely to affect student success. Academics may decide to take further
action under the University’s Student Transfer Suspension and Withdrawal Policy. This policy is
entirely based on academics’ discretion on students’ perceived ability to pass the course or
academic session.

5.4 The penalties for late and non-submission of work are contained within the Assessment Regulations
for Undergraduate and Postgraduate Programmes of Study.
6. Extensions

6.1 If students think they might not be able to meet coursework submission deadlines and need to apply for extensions, they should make their personal tutor aware as soon as possible, so that they can be supported and advised regarding making a claim via one of the routes described on the Extensions page: https://mmuintranet.mmu.ac.uk/Interact/Pages/Content/Document.aspx?id=8016

6.2 If students experience academic or other difficulties, a range of support is available from the Student Hubs.

7. Students at risk of academic failure

In addition to the proactive support that students may receive due to their engagement levels (based on any of their engagement parameters including attendance, Moodle and assessment), academics may decide to take further action under the University’s Student Transfer Suspension and Withdrawal Policy. This policy is entirely based on academics’ discretion around student’s perceived ability to pass the course (or academic session).

7.1 The primary objective of the Student Transfer Suspension and Withdrawal Policy is to provide guidance and support to students who are in these situations which they will need in order to re-engage with their studies and to achieve student success. However, the policy also includes provision for withdrawal from the University and suspension of studies (either at the student’s request or by the University).

8. Visa-holding Students

Relevant information is available here: https://www.mmu.ac.uk/sites/default/files/2020-12/23779_Your-Visa-Your-Responsibility_v3.pdf

And here: https://www.mmu.ac.uk/study/international/when-you-have-an-offer/secure-your-place/apply-for-your-visa/if-you-make-changes

Students should email Tier4Attendance@mmu.ac.uk with specific queries.

9. Additional information

This Policy forms part of the University's regulatory framework. Other institutional Policies and Procedures that relate to Assessment include:

- Undergraduate Assessment Regulations
- Extension Guidance
- Taught Postgraduate Assessment Regulations
- Procedure for Handling Academic Misconduct
- Student Transfer, Suspension and Withdrawal Policy
- Procedure for Academic Appeals and Review of Assessment-Related Matters
10. Support and guidance

Further support and guidance in relation to these regulations is available from the following locations:

Student Life:

https://www.mmu.ac.uk/student-life/

Student Hubs:

https://studenthub.mmu.ac.uk/

International Compliance Team:

Email: Tier4Attendance@mmu.ac.uk
Tel: 0161 247 1022

Students’ Union Advice Centre:

www.theunionmmu.org/your-advice-centre
Tel: 0161 247 6533
Email: s.u.advice@mmu.ac.uk