

Standard Operating Procedure

UKVI Non-Engagement and Withdrawal Process – APEX dashboard roll-out



University
of Glasgow

V1.0

Version Control

Version Number	Purpose	Date
1.0	First version go live	March 5 th , 2025

Contents

Introduction.....	3
Your access to the APEX dashboard.....	3
Non-engagement process	3
Undergraduate UG & Postgraduate Taught (PGT): Class Based Teaching Periods	
PGT during dissertation/project period and Postgraduate Research (PGR) Students	
Withdrawal decision process	11
Placements, absences and other important information	11
Placements	
Absences	
Other information	
Additional APEX Dashboard functionality	14
Support.....	16

Introduction

The UKVI Compliance Team is responsible for assessing the engagement of all student visa holders and automatically triggering the different stages of the non-engagement process, which can ultimately result in the withdrawal of a student's sponsorship. A Student visa holder who fails to engage academically without an approved absence for three weeks (or four weeks for PGR & PGT (dissertation/project)) will trigger the non-engagement process.

Your access to the APEX dashboard

You have been given access to the APEX dashboard, according to your role. You can be granted access to more than 1 school's data, the schools you have been granted access to will be displayed when you log in at the top of the page.

In this example login, the user has been given access to students in the James Watt School of Engineering.



All school users are read only by default.

If your access is incorrect, please contact student-engagement-monitoring@glasgow.ac.uk

Non-engagement process

The requirements for engagement and timelines for escalation process are different depending on the student group and stage of their studies:

- 1. Undergraduate (UG) & Postgraduate Taught (PGT): Class Based Teaching Periods**
- 2. Postgraduate Research (PGR) & Postgraduate Taught (PGT): During Dissertation/Project**

Undergraduate UG & Postgraduate Taught (PGT): Class Based Teaching Periods

There are 3 stages of the escalation and withdrawal process:

- I. Stage One:** Student visa holders who have not recorded a contact point for **21 days**
- II. Stage Two:** Student visa holders who have not recorded an engagement point for **a further week**

III. **Stage Three: Final Notice of Withdrawal:** Student visa holders who have not recorded an engagement point for a **further week**

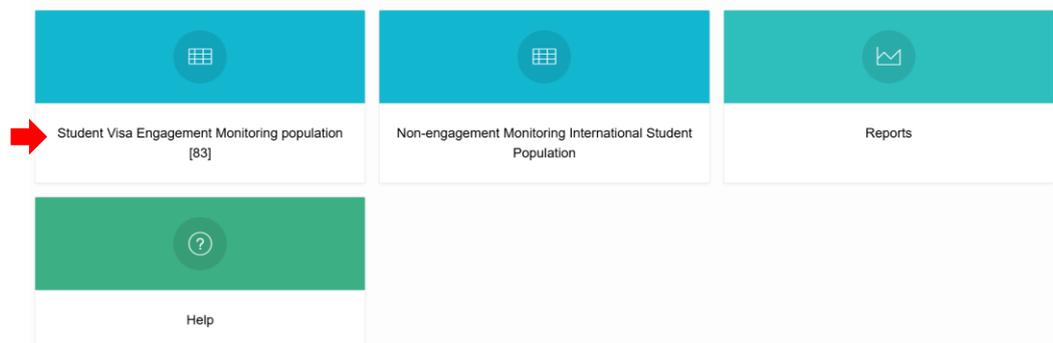
The following are the responsibilities that Schools have for each of the stages:

I. **Stage One**

- a. School Admin Staff checks in APEX dashboard which students have entered Stage 1
 - 1. Log into [APEX dashboard](#)



- 2. Go to 'Student Visa Engagement Monitoring population' view



The student's menu item displays a number highlighted in yellow, this is how many students in your school are currently in a stage.



- 3. In the student view, filter by 'Current stage' to choose the students that are in Stage 1



4. Filter by Academic career

Search...

> Current Stage

> Last Confirmed Event

▼ Acad Career

- PGT (743)
- UG (415)
- PGR (335)

5. View student details by clicking on the student's name

Student details ✕

Name redacted	Last Confirmed event	Acad Career UG	Exclude No	CAS Number redacted	Withdraw Code
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Stage 1 Warning 18-FEB-25 Email sent date : No email sent	Stage 2 Final notice 25-FEB-25 Email sent date : No email sent	Stage 3 Withdrawal warning 04-MAR-25 Email sent date : No email sent	Withdrawal processing 11-MAR-25 Email sent date : No email sent
Not engaged within the past 7 days ✕	Not engaged within the past 14 days ✕	Not engaged within the past 21 days ✕	Not engaged within the past 28 days ✕

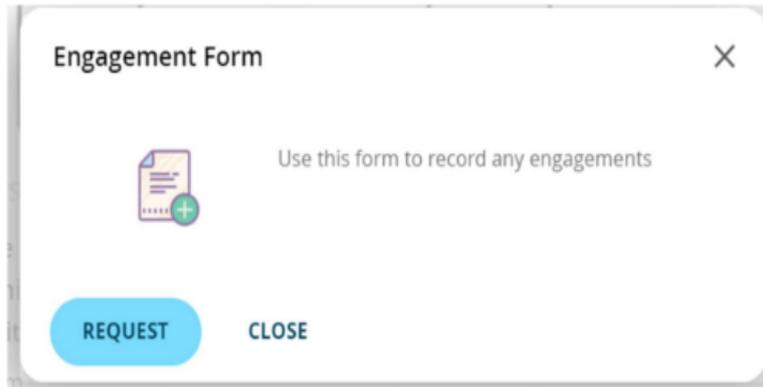
Case details | Engagement | Academic info | Flags | SAD | MyCampus | Contact details | Population details

Current Stage Stage 1 Warning	Assigned to	Reminder date	Type of case note
Case notes		Reminder note	

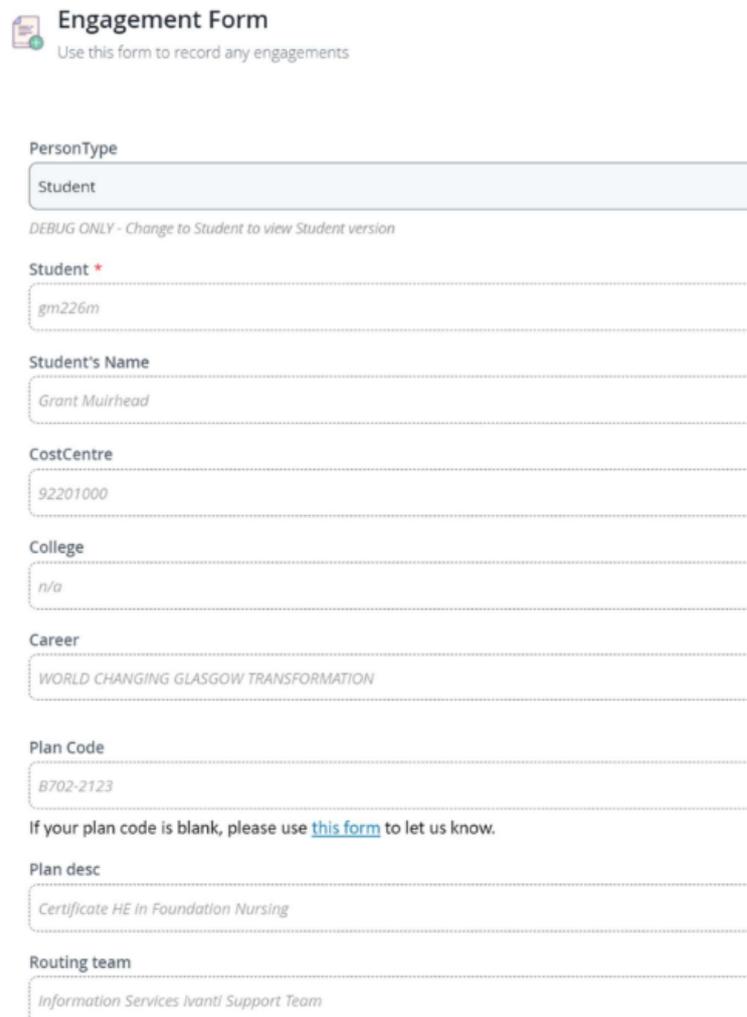
Engagement history | Update history | Email History | Stage history | Documents () | User Guide | Case Management | Print | Tour

b. For the students in Stage 1, register any contact points from the local engagement monitoring process for the relevant 3 week period using the UofG Helpdesk Engagement form. If the student has any approved absences, please see [Absences](#)

1. Log into UofG Helpdesk with your Staff profile
2. Search for Engagement form



3. Fill in the student ID which will auto-populate fields in the form

A screenshot of the "Engagement Form" showing various input fields. The fields are: "PersonType" (dropdown menu with "Student" selected), "Student" (text input with "gm226m"), "Student's Name" (text input with "Grant Muirhead"), "CostCentre" (text input with "92201000"), "College" (text input with "n/a"), "Career" (text input with "WORLD CHANGING GLASGOW TRANSFORMATION"), "Plan Code" (text input with "B702-2123"), "Plan desc" (text input with "Certificate HE In Foundation Nursing"), and "Routing team" (text input with "Information Services Ivanti Support Team"). A note below the Plan Code field reads: "If your plan code is blank, please use [this form](#) to let us know." There is also a "DEBUG ONLY - Change to Student to view Student version" link below the PersonType field.

4. Select 'Timetable Teaching Event' under Engagement type and fill in the meeting details. Professional Services Staff to submit an engagement for a student up to 4 weeks in the past.

Date / Time of Meeting *

Engagement Type *
Timetabled Teaching Event

Contact Method *

Notes

Review & Submit Cancel

- c. For students with no registered contact points in BOTH the central process and the School's own process, schools communicate with students via the school's existing processes

II. Stage Two

- a. Schools continue to monitor student engagement
- b. If the School records any new contact points, register any contact points from the local engagement monitoring process using the UofG Helpdesk Engagement form as in Stage 1
- c. Check in the APEX Dashboard which students have progressed to Stage 2



- d. For students emailed at stage one, if student has not re-engaged in the past week, schools continue to communicate with students via the school's existing processes

III. Stage Three: Final Notice of Withdrawal

- a. Schools continue to monitor student engagement via the school's existing processes
- b. If the School records any new contact points, register any contact points from the local engagement monitoring process using the UofG Helpdesk Engagement form as in Stage 1
- c. Check in the APEX Dashboard which students have progressed to Stage 3



- d. For students emailed at stage one and two, if student has not re-engaged in the past week, schools continue to communicate with students via the school's existing processes

PGT during dissertation/project period and Postgraduate Research (PGR) Students

There are 3 stages of the escalation and withdrawal process:

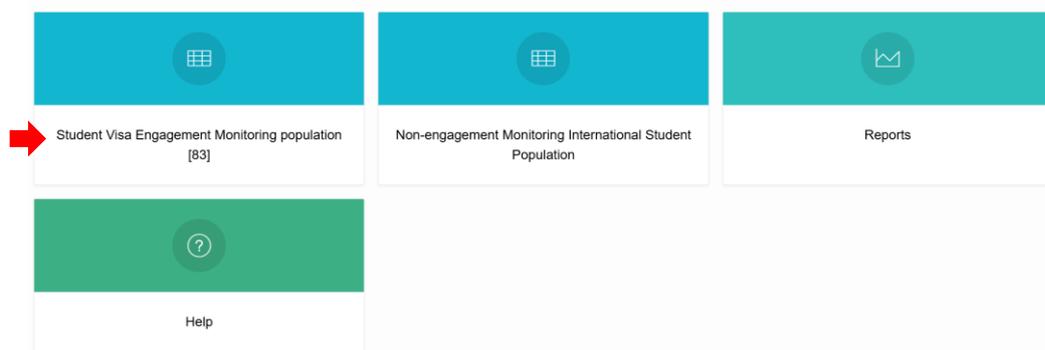
- I. **Stage One:** Student visa holders who have not recorded a monthly contact point
- II. **Stage Two:** Student visa holders who have not recorded an engagement point for a **further week**
- III. **Stage Three: Final Notice of Withdrawal:** Student visa holders who have not recorded an engagement point for a **further week**

The following are the responsibilities that Schools have for each of the stages:

- I. **Stage One**
 - a. School Admin Staff checks in APEX dashboard which have entered Stage 1
 - 1. Log into [APEX dashboard](#)



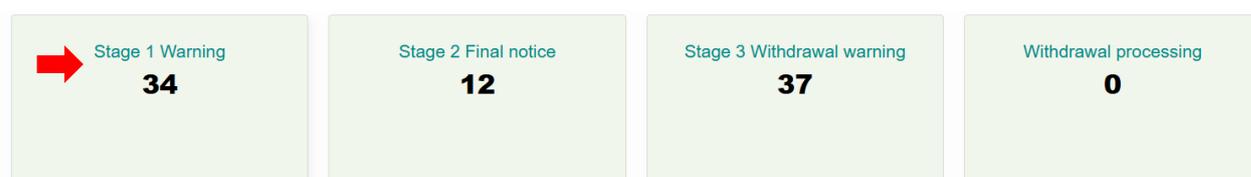
- 1. Go to 'Student Visa Engagement Monitoring population' view



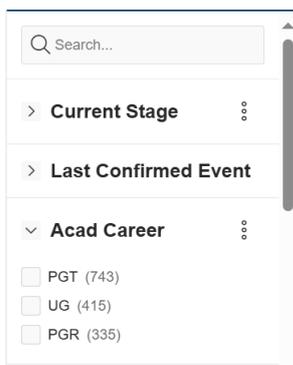
The student's menu item displays a number highlighted in yellow, this is how many students in your school are currently in a stage.



1. In the student view, filter by 'Current stage' to choose the students that are in Stage 1



2. Filter by Academic career



3. View student details by clicking on the student's name

Student details ✕

Name redacted	Last Confirmed event 04-FEB-25	Acad Career PGR	Exclude No	CAS Number redacted	Withdraw Code NWD
Stage 1 Warning Not entered Email sent date : No email sent	Stage 2 Final notice Not entered Email sent date : No email sent	Stage 3 Withdrawal warning Not entered Email sent date : No email sent	Withdrawal processing Not entered Email sent date : No email sent		
Not engaged within the past 7 days <input type="checkbox"/>	Not engaged within the past 14 days <input type="checkbox"/>	Engaged within the past 21 days <input checked="" type="checkbox"/>	Engaged within the past 28 days <input checked="" type="checkbox"/>		

Case details | Engagement | Academic info | Flags | SAD | MyCampus | Contact details | Population details

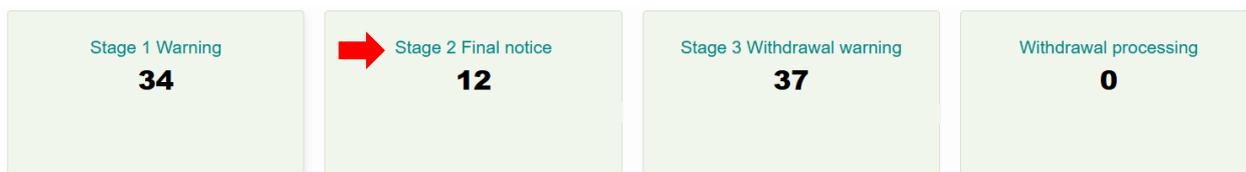
Current Stage Now engaged (was in a stage)	Assigned to	Reminder date	Type of case note
Case notes	Reminder note		

Engagement history | Update history | Email History | Stage history | Documents | User Guide | Case Management | Print | Tour

- b. For the students in Stage 1, check if there are any pending engagement forms. This can be done in the UKVI engagement forms dashboard on UofG Helpdesk, which can be set up by following this [guide](#).
- c. If there are any unapproved engagement forms, engage with supervisor(s) and approve or deny request
- d. If the student has any approved absences, please see [Absences](#)
- e. If there are no absences or unapproved engagement forms, schools communicate with students via the school's existing processes

II. Stage Two

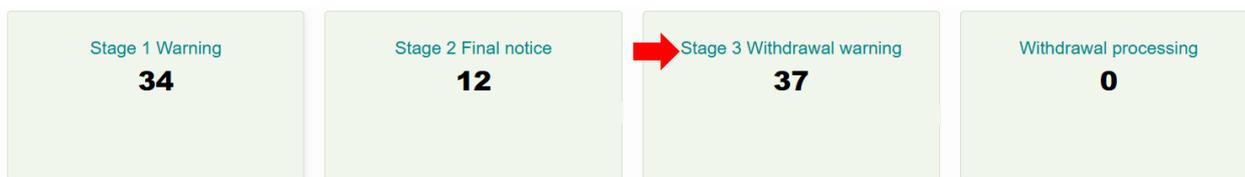
- a. School Admin Staff checks in APEX dashboard which students did not record a contact point for a further week (Stage 2)



- b. As in stage 1, check if there are any absences or unapproved engagement forms
- c. For students emailed at stage one, if student has not re-engaged in the past week, schools continue to communicate with students via the school's existing processes

III. Stage Three: Final Notice of Withdrawal

- a. School Admin Staff checks in APEX dashboard which students did not record a contact point for a further week (Stage 3)



- b. As in stage 1, check if there are any absences or unapproved engagement forms
- c. For students emailed at stage one and two, if student has not re-engaged in the past week, schools continue to communicate with students via the school's existing processes

Withdrawal decision process

Schools must regularly review all students progressing through each stage and proactively re-engage those who have moved to a new stage

For student at Stage 3: Withdrawal, Registry will escalate with schools any students at Stage 3 that need further checks prior to confirmation of withdrawal

The final withdrawal decision and administrative withdrawal will be completed by Registry

Placements, absences and other important information

Having a correct record of student absences and students who are on placement (and study abroad) is crucial to having the correct view of students who should be sent warning emails.

Schools should update MyCampus with details of placements (and study abroad), absences and 'for thesis only' students.

Placements

This placement data will be used to exclude students from the standard monitoring process on campus with the placement provider still responsible for reporting non engagement.

Approach

1. **Visa holder not on campus:** Update MyCampus with the start and end dates of the placement.
2. **Visa holder not on campus for part of the teaching week:** Student to check in using Safezone (Timetabled Events) or raise a UofG Helpdesk ticket for students (all other engagements).

Schools must ensure that for visa holders not on campus,, they document this under MyCampus – Records and Enrolment – Placements – Student Placements.

The following fields need to be completed:

- Term
- Title
- Duration of placement ('From Date' and 'To Date')
- Organization
- Location

Menu

Search:

- My Favorites
- Self Service
- Campus Community
- Records and Enrollment
 - Research Students
 - Enroll Students
 - Career and Program Information
 - Enrollment Summaries
- Placements
 - Student Documents
 - Student Placements**
 - Upload Placements

Title: Honegger Animal Clinic

From Date: 05/25/2020 To Date: 08/01/2020 Weeks: 10

Absences

Students are responsible for submitting absence requests, which can be viewed by running the following query in MyCampus:

Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML	Schedule	Definitional References	Remove
UOG_ABSENCES_BY_ID	Student Absences by ID	Public	ABSENCE	HTML	Excel	XML	Schedule	Lookup References	

If the student has any approved absences, please log this via a Helpdesk Engagement form. This is an interim process until MyCampus absence process is ready.

1. Log into UofG Helpdesk with your Staff profile
2. Search for Engagement form

Engagement Form

Use this form to record any engagements

REQUEST CLOSE

3. Fill in the student ID which will auto-populate fields in the form

Engagement Form

Use this form to record any engagements

PersonType
Student
DEBUG ONLY - Change to Student to view Student version

Student *
gm226m

Student's Name
Grant Muirhead

CostCentre
92201000

College
n/a

Career
WORLD CHANGING GLASGOW TRANSFORMATION

Plan Code
B702-2123
If your plan code is blank, please use [this form](#) to let us know.

Plan desc
Certificate HE in Foundation Nursing

Routing team
Information Services Ivanti Support Team

4. Select **'Approved absence'** and use the start date of the absence under 'Date/Time of Meeting'. If the approved absence lasts more than one month, the school will need to raise another 'Approved Absence' engagement form for the student. Updated UofG Helpdesk form logic allows Professional Services Staff to submit an engagement for a student up to 4 weeks in the past.

Date / Time of Meeting *
 

Engagement Type *
Authorised Absence

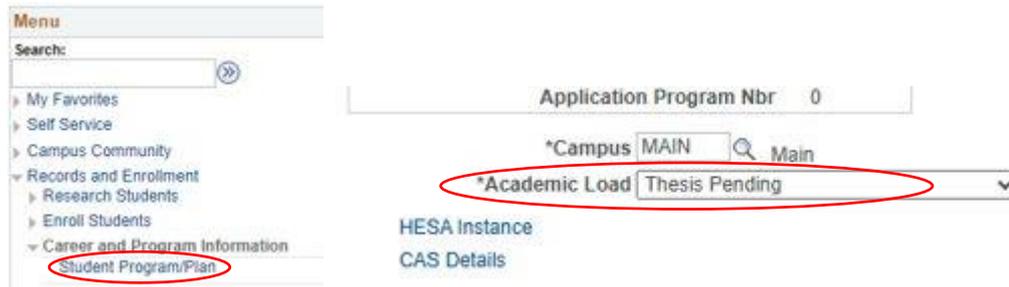
Contact Method *

Notes

[Review & Submit](#) [Cancel](#)

Other information

If your student is thesis only, please make sure this is updated in the Academic Load field within MyCampus.



Additional APEX Dashboard functionality

The student's page contains a searchable list of all students who have a VISA in your school. The Key Performance Indicators (KPIs) are shown at the top of the page, click on any of the tiles to view the students.



The student page is called faceted search page which allows you to filter different columns on the left side of the page (facets) and a report on the right side of the page, to view only the data that you need.

SEARCH FACETS

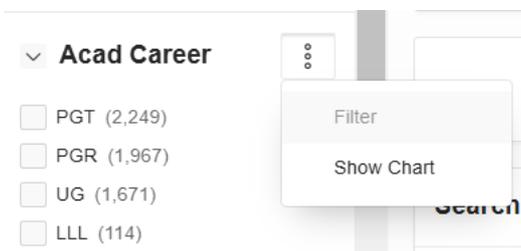
On the left side of the page are search facets which allow you to filter the search results on the right hand side of the page. When you select a facet all the other facets update to reflect the selection.

Please note the KPIs will not update when selecting a search facet value. The KPIs will always display the total numbers for you school.

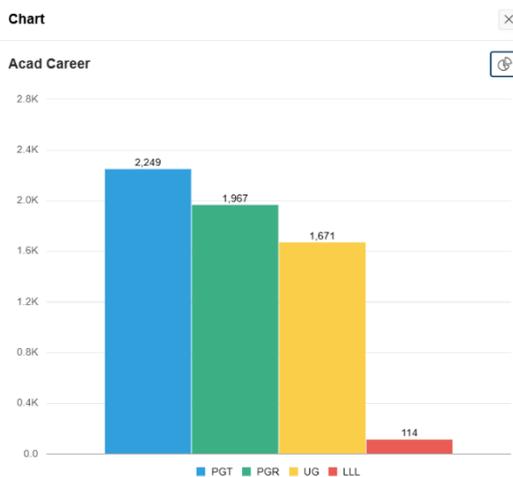
We have included a standard set of search facets like career and acad plan, please contact student-engagement-monitoring@glasgow.ac.uk if you would like other search facets included.

CHARTING

You can display charts of search facets by clicking the three dots and **show chart** in the facet;



This will display the chart. Click on the legend to filter or the icon on the top right to display as a pie chart.



SEARCH RESULTS

Search results appear on the right hand side of the page and contains all the student's details, you can download to excel by clicking the download link at the bottom of the page.

Current stage	Country home	Acad Career	Event history	Update history	Email history	Stage history	Last Confirmed Event	Total Events	Total Confirmed Events	Total Confirmed Checkins	Days confirm evnt
Stage 2 Final Notice	 BRN	UG	view	view	view	view		0	0	0	

There are clickable links in the search results to allow you to view more information about a student.

- **Event History** - Displays the history of students Moodle, SafeZone and Ivanti engagement.
- **Update History** – Displays the history of all UKVI updates to the student.
- **Email History** – Displays the email history of all emails sent to the student.
- **Stage History** – Displays the history of when the student entered each stage.

Support

UNABLE TO ACCESS / ERRORS WTH APEX DASHBOARD

To report any issues, contact david.lang@glasgow.ac.uk

UNABLE TO ACCESS / ERRORS WITH ENGAGEMENT FORM

To report any issues, raise a ticket on UofG Helpdesk under the category UofG Helpdesk (Ivanti) Problem.

ANY OTHER ISSUES, INCLUDING QUERIES ABOUT DATA

Please contact the project mailbox at student-engagement-monitoring@glasgow.ac.uk.