University of Glasgow

STUDENT ENGAGEMENT MONITORING
Demonstration Pack
5-7 March 2025

Process Recap

New processes summary

1. Digital student attendance recording

2. New timelines

3. Stage 3 – Withdrawal process (NEW)

4. Student Absences

5. Student Placements

6. New APEX Student Monitoring Dashboard (NEW)

- **Engagement monitoring:**
  - **For UG/PGT (teaching)** please continue your current attendance monitoring processes (e.g., Moodle QR codes) <u>until further notice</u>, as part of our 'Belts & Braces' approach for the audit.
  - For **PGR/PGT (dissertation/project)** use the new Helpdesk Engagement Form (only visa holders required to submit monthly).

- **Non-engagement process:** Schools are still responsible for contacting non-engaging students

- **Withdrawal:** The final withdrawal decision and administrative withdrawal will be completed by Registry

From 13 January 2025 two new student led digital processes were implemented to facilitate attendance monitoring for our Student Visa Holders. This will involve minimal input from academic colleagues in teaching events:

Undergraduate & PGT	PGR & PGT (Dissertation/Project)
• Student **Visa Holders** to Download the '**SafeZone' App** • Students use the '**Check In' button to register their attendance at each timetabled teaching event** on campus. Students will receive an in-app notification that the check-in location and time has been recorded • This data is then combined with timetable data, **and if matched**, will become a 'successful' check in and count as an engagement point • We recommend students **connect to eduroam WiFi** and allow all necessary app permissions to reduce check-in issues • Student Visa Holders need to '**Check-In' using SafeZone at least once per week**	• ALL **PGR/PGT visa holders** students to use 'Engagement Form' on UofG Helpdesk to record each supervisory meeting, removing the need for paper forms • **Student Visa Holders** need to record engagement at least once **every month,** within 5 days of the engagement taking place • **Student Visa Holders'** supervisory meetings must be **either all face-to-face or can be a mixture of face-to-face and online** • PGR/PGT **supervisors** will be required to **approve the UofG Helpdesk form within 15 days** • An engagement form **only becomes evidence once it is approved**, not when it is submitted

• **Process for <u>students who do not have Safezone</u> please advise that they should meet in person with Immigration Compliance team <u>every 3 weeks</u>**
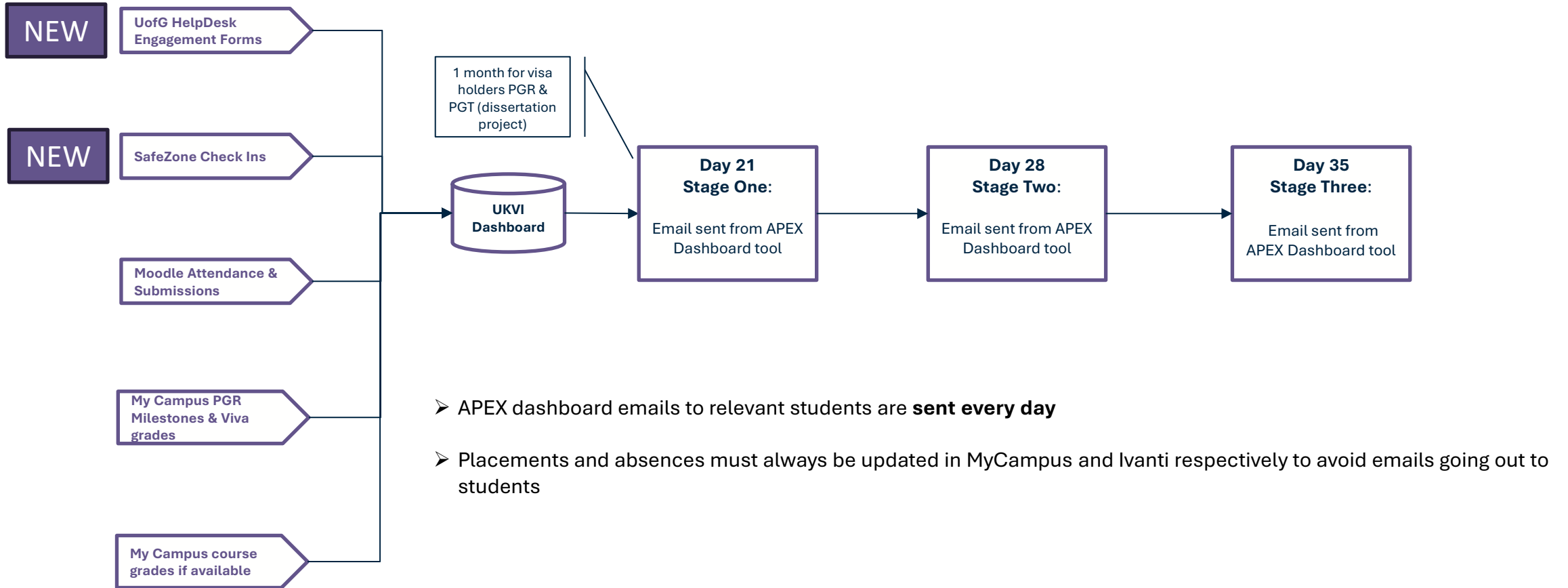
2. New Timelines

- To ensure we are compliant, we will now escalate **Student Visa Holders** who have not engaged within **3 weeks** for UG/PGT teaching or **1 month** for PGR & PGT (dissertation/project)

- We are asking each school to **continue their existing engagement monitoring processes for visa holders***, but the engagement check will be required at the timescales listed to the right.

- The new and existing processes **for visa holders** will run **concurrently** until further notice and until we reach a level of confidence our new processes and UKVI dashboard are operating as expected.

	UG/PGT (Teaching Periods)	PGR & PGT (Dissertation/ Project)
	No Contact	No Contact
Stage 1: Warning	3 weeks	1 Month
Stage 2: Final Notice	+1 week	+1 week
Stage 3: Withdrawal	+ 1 week	+1 week
Withdrawal Processing	2 weeks	2 weeks

*For **UG/PGT (teaching),** continue existing processes along with dashboard.   **For PGR/PGT (dissertation/project)**, use only the new Helpdesk Engagement Form (monthly submission required for **visa holders only**)

2. Timelines - APEX Dashboard

Data Feeds

NEW — UofG HelpDesk Engagement Forms

NEW — SafeZone Check Ins

Moodle Attendance & Submissions

My Campus PGR Milestones & Viva grades

My Campus course grades if available

1 month for visa holders PGR & PGT (dissertation project)

UKVI Dashboard

Day 21 Stage One:

Email sent from APEX Dashboard tool

Day 28 Stage Two:

Email sent from APEX Dashboard tool

Day 35 Stage Three:

Email sent from APEX Dashboard tool

➢ APEX dashboard emails to relevant students are **sent every day**

➢ Placements and absences must always be updated in MyCampus and Ivanti respectively to avoid emails going out to students

New

- 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**, when required, Registry will escalate with schools to gather any additional evidence of engagement before confirming withdrawal

- <u>**The final withdrawal decision and administrative withdrawal will be completed by Registry**</u>

	UG/PGT (Teaching Periods)	PGR & PGT (Dissertation/ Project)
	No Contact	No Contact
Stage 1: Warning	3 weeks	1 Month
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Withdrawal Processing	2 weeks	2 weeks

4. Student Absences – Ivanti Form

- Student absences which would stop an engagement being recorded for **greater than 3 weeks,** should be notified by the schools through filling in the **UofG Helpdesk form** and selecting the **Authorised Absence** option.

- This is an interim process until the MyCampus approval process can be reviewed.

- Updated UofG Helpdesk form logic allows Professional Service to submit an engagement for a student up to 4 weeks in the past.

5. Student Placements

As a <u>priority</u> we are asking schools to ensure MyCampus is updated with details of students who are not on campus to register engagements.

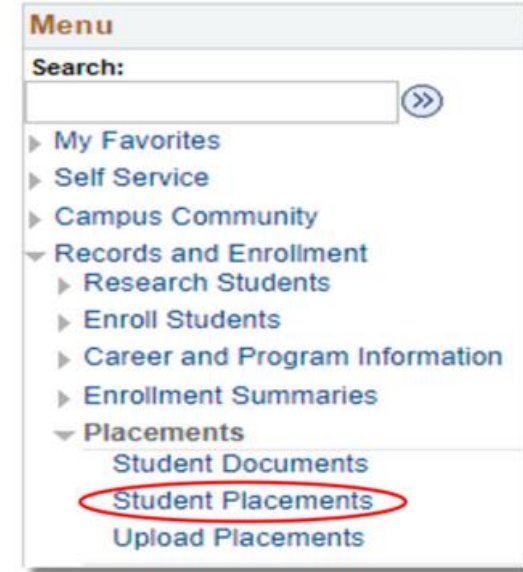This data will be used to exclude students from the standard monitoring process.

<u>**Approach**</u>

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).

It is **important** we only use the **placement fields within MyCampus** for students who should be **exempt from the standard monitoring process**.

<u>If locally, these fields are used for any other reason please update MyCampus appropriately.</u>

If you have any questions on the above approach, please reach out to the project team directly. Email: student-engagement-monitoring@glasgow.ac.uk

Menu

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Title: Honegger Animal Clinic
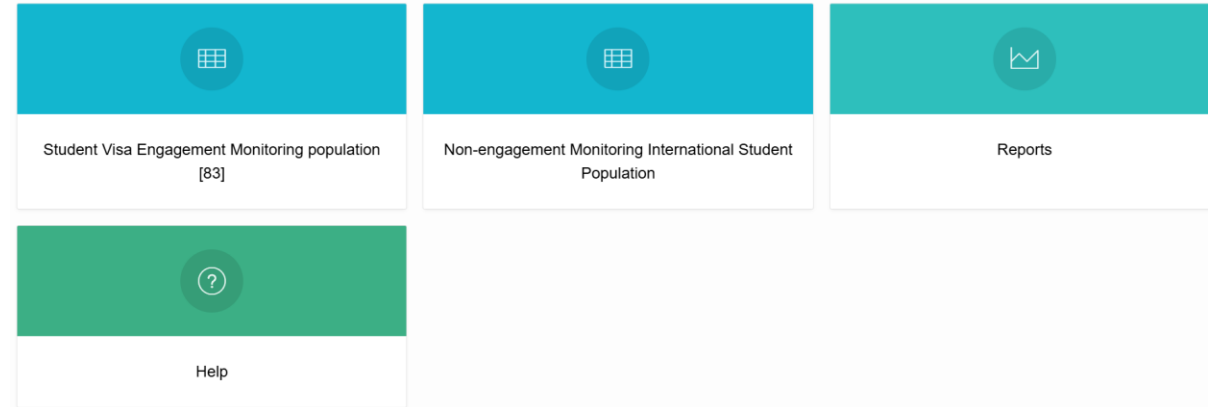
From Date 05/25/2020   To Date 08/01/2020   Weeks 10

6. Student Monitoring APEX dashboard

❖ APEX Dashboard pilot has been running for **4 weeks** for ASBS, Education, Engineering and Law.

New dashboard includes:

❖ **Centralised UKVI Student Information** – All relevant UKVI student data consolidated in one place.

❖ **Comprehensive Engagement Feeds** – Integrates valid engagement sources such as SafeZone, Moodle, and Ivanti forms.

❖ **Targeted Dashboard** – Displays only students who have not engaged per the updated UKVI policy

❖ **Auditable Records** – Maintains a history of student engagement, non-engagement, and follow-up actions.

Student Visa Engagement Monitoring population [83]

Non-engagement Monitoring International Student Population

Reports

Help

[VISA Hub](#)

🔒 VPN connection required

Regular Drop-in sessions for Dashboard users will be available for the first two weeks following roll out. You will receive further details in the coming days.

Links to guidance and support

Support

- [Financial Support Fund (EU and International Students)](#)
- [Attendance Webpages: guidance and FAQs available for students](#)
- [Staff Microsite: guidance and FAQs available for staff](#)
- [Project Mailbox: student-engagement-monitoring@glasgow.ac.uk](#)

Guides

- [UofG Helpdesk Engagement Form](#)
- [Downloading SafeZone](#)
- [Check In SafeZone](#)

Direct link

- [UofG Helpdesk Engagement Form](#)

Thank You!

For any support, please contact the project team.

To ensure we can answer questions fully, please submit these to the dedicated mailbox.

Questions raised will be reflected in the FAQs on our Microsite.

Dedicated Mailbox: student-engagement-monitoring@glasgow.ac.uk