

Student Engagement Reporting – Non-Engagement Report Guide

v1.6 11/04/2023

1.1. Available reports

There are 2 reports available on reporting services that you can use at any time if you have the necessary permissions (you must be on a managed laptop, the virtual or remote university desktop service to access them):

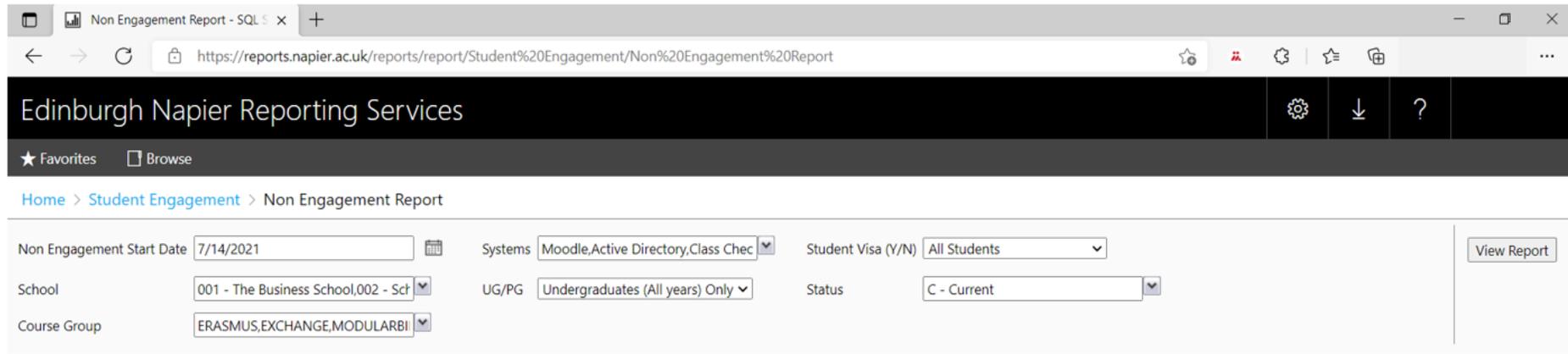
| Report Name | Location | Description |
|---------------------------|--|---|
| Non-Engagement Report | Non Engagement Report - SQL Server Reporting Services (napier.ac.uk) | Has the functionality to show all students, across all Schools, who are not engaging with the identified systems. Within each School, the Heads of Learning and Teaching have access to this report. |
| Non-Engagement PDT Report | Non Engagement PDT Report - SQL Server Reporting Services (napier.ac.uk) | Shows for each Personal Development Tutor (PDT) their students who are not engaging with the identified systems. (This is based on the PDT information held in SITS, where this is blank it will use the Programme Leader information.) All PDTs with students allocated to them in SITS have access to this report, where this is blank the Programme Leader (PL) will have access to see only those students (i.e., not necessarily all students in their Programme). The direct line manager of anyone with access to this report will also be able to see any students allocated to their direct reports. As a result, Heads of Learning and Teaching may have access to this report but should not use it to get a whole School picture, they should use the Non-Engagement Report. |

1.2. Report automation

Each Monday, during teaching weeks in trimester 1 and trimester 2, the report will run automatically and if one or more of your students are potentially not engaging with their course you will receive an email with a link to the report prompting you to contact the students identified.

1.3. What the report looks like

When you open the reports using one of the above links, or using the link in the automated email, they will look like this:



1.4. Report default selection criteria

The reports will run automatically using the default criteria:

| | | | | |
|---------------------------|---------------------------|------------------|--|---|
| Selection criteria | Non-Engagement Start Date | Date picker | | Defaults to 14 days earlier than current date |
| | Systems | Moodle | Checks if Moodle has been accessed | Defaults to all selected - i.e., when a student has not interacted in the specified way with any of these systems, they will appear on the report |
| | | Active Directory | Checks for a log in AD (this happens e.g., when a PC on campus is logged onto) | |
| | | Class Check In | Checks if any learning events have been checked into on My Account | |
| | | Resource Booker | Checks for any approved bookings in Resource Booked | |
| | | Library Loans | Checks if any items have been borrowed | |

| | | | | |
|---------------------------|--------------------|---|--|--|
| Selection Criteria | | Library Reading List | Checks if: Viewed the reading lists or Views citations (reading list items) or Viewed full text views or Clicked like for reading list item or Downloaded files from the reading list or Participated in any discussions on the reading list within the library system | |
| | | Door Entry (Swipe Card Access) | Checks if swipe card door access has been used on the three ENU campuses | |
| | Student Visa (Y/N) | Allows selection of visa students only, non-visa students only or all students | | Defaults to All Students but visa students will be highlighted in orange for information and to inform PDT discussions with that student if they are in contact for another reason |
| | School | Shows all school options | | Defaults to all selected (but if running the PDT report it only shows students relating to the PDT or PL (or PDT/PL line manager) running the report) |
| | UG/PG | Allows selection of undergraduates (1 st years) only, undergraduate (all years) only, taught postgraduate only or all students | | Defaults to Undergraduates (All years) Only. |
| | Status | Shows all options for the status of a student | | Defaults to C (current) only |
| | Course Group | Shows the agreed course groups that can be looked at. | | Defaults to all selected except ONLINE and STUDYABROAD See Appendix 1 for details of all options |

1.5. Amending the report default selection criteria

The screenshot shows a web browser window with the URL <https://reports.napier.ac.uk/reports/report/Student%20Engagement/Non%20Engagement%20Report>. The page title is "Edinburgh Napier Reporting Services". The breadcrumb navigation is "Home > Student Engagement > Non Engagement Report".

The form contains the following fields:

- Non Engagement Start Date: 7/14/2021
- Systems: Moodle,Active Directory,Class Chec
- Student Visa (Y/N): All Students
- School: 001 - The Business School,002 - Sct
- UG/PG: Undergraduates (All years) Only
- Status: C - Current
- Course Group: ERASMUS,EXCHANGE,MODULARBI

A "View Report" button is located on the right side of the form.

You can change the default selection criteria using the various drop downs.

Once you have selected the criteria you wish click View report.

1.6. Exporting the report

The screenshot shows the 'Edinburgh Napier Reporting Services' interface. The page title is 'Non Engagement PDT Report - from 1 Sep 2022'. The interface includes a search bar, a navigation menu, and a main content area with a table of data. The table has columns for 'Student matriculation number', 'No. of weeks since last interaction', 'Last system interaction', 'ENU email', 'email', 'Mobile phone no.', 'Student name', 'Under 18', 'Status code', 'Status description', 'Mode of Attendance code', and 'Mode of attendance'. A 'Save' icon in the top right of the table area is highlighted with a red arrow, and a dropdown menu is open showing options: Word, Excel, PowerPoint, PDF, TIFF file, MHTML (web archive), CSV (comma delimited), XML file with report data, and Data Feed. Two red boxes with text are overlaid on the image.

Edinburgh Napier Reporting Services

Home > Student Engagement > Non Engagement PDT Report

Non Engagement Start Date: 9/1/2022
Systems: Moodle.Active Directory.Class Che
Student Visa (Y/N): All Students
View Report

School: 001 - The Business School.002 - S
UG/PG: Undergraduates (All years) Only
Status: C - Current

Course Group: ERASMUS.EXCHANGE.MODULARE

Non Engagement PDT Report - from 1 Sep 2022

| Student matriculation number | No. of weeks since last interaction | Last system interaction | ENU email | email | Mobile phone no. | Student name | Under 18 | Status code | Status description | Mode of Attendance code | Mode of attendance |
|------------------------------|-------------------------------------|-------------------------|-----------|-------|------------------|--------------|----------|-------------|--------------------|-------------------------|--------------------|
|------------------------------|-------------------------------------|-------------------------|-----------|-------|------------------|--------------|----------|-------------|--------------------|-------------------------|--------------------|

Save icon highlighted with a red arrow. Save menu options: Word, Excel, PowerPoint, PDF, TIFF file, MHTML (web archive), CSV (comma delimited), XML file with report data, Data Feed.

If you want to export the report, click the Save icon and select the desired format

If you are downloading data, please do so in line with GDPR principles. You should save it securely and delete it as soon as it is not required.

If you need to share reports, or data from a report, externally please seek line manager approval before doing so and ensure that there is a data sharing agreement in place. Ensure you share data securely e.g., via a non-editable copy in SharePoint or MS Teams.

1.7. Actioning the report

If at any step you have immediate safety and wellbeing concerns about a student, you should escalate immediately to Student Safeguarding on safeguarding@napier.ac.uk.

- Step 1: When a student first appears on your report reach out to them to check they are OK – you can use the email 1 template available in **Appendix 2** but use whatever contact method you feel appropriate. Please keep a record, as you would normally, of your contact and any concerns or actions.
- Step 2: If a student appears on the report for a second week running reach out to them to check they are OK - you can use the email 2 or 3 template available in **Appendix 2** but use whatever contact method you feel appropriate (you should try other contact methods available at this stage too e.g., personal email address, mobile phone). Please keep a record as you would normally of your contact and any concerns or actions.
- Step 3: If a student appears on the report for a third week running escalate concern for the student to Keep on Track using the [referral form](#) (if for any reason you cannot complete the referral form please email keepontrack@napier.ac.uk)

Refer to **Appendix 3** for a flow diagram illustrating these steps.

When taking any the above steps please consider any contextual information you have available to make judgements on the timing and appropriateness of the step.

Visa students will appear on the report, but the row will be highlighted in orange. You do not need to contact these students as International Operations and Student Recruitment (IOSR) will do so. These records appear on the report for information and to inform discussions with that student if they are in contact for another reason.

In the 'No. of weeks since last interaction' column the cell will be highlighted red if the number of weeks since last engagement is four weeks or more, the cell will be highlighted black if the student has never engaged with the systems.

In the 'Under 18' column the cell will be highlighted yellow if the student is under 18.

By default, the report looks at undergraduate on campus students, but you can widen the student group being looked at by amending the selection criteria (see section 1.5. Amending the report default selection criteria). Refer to Appendix 1 for details of all Course Group options.

Appendix 1 Course Groups

The report looks at the following course groups:

| SITS Course Group | Description | Report |
|-------------------|---|--------------------|
| ERASMUS | Exchange programme (non-fee paying) | Include |
| EXCHANGE | Exchange programme (fee paying) | Include |
| MODULARBILL | Unstructured modular billed course | Include |
| NAPIER | Standard Napier programme | Include |
| NHS | Nursing programmes | Include |
| TEACHER | Teacher training programmes | Include |
| ONLINE | Global online programmes – not Edinburgh based | Exclude by default |
| STUDYABROAD | Exchange programme | Exclude by default |
| GLA | Graduate apprenticeship students taught over 3 trimesters | Exclude by default |

These are additional course groups that the report excludes completely:

| SITS Course Group | Description |
|-------------------|--|
| ASSOCIATE | Study at partner institutions |
| COLLABORAT | Study at partner institutions |
| CPD | Standalone modules with view to moving onto other programmes |
| EFL | English as a foreign language programmes |
| FRANCHISE | Study at partner institutions |
| GUEST | Guest account (includes LEAPS and SUMMER) |
| OVERSEAS | Study at overseas institutions |
| PLACEMENT | Nursing students, not studying at ENU and no module credit |
| RESEARCH | Used for all the research programmes (PhD, DBA, Mres) |
| UPSKILLING | SFC funded programmes - usually study 1-4 20 credit modules |

Appendix 2 Template Contact Emails

Email 1 – to be used when a student has been flagged by the report for the first time.

Dear [NAME OF STUDENT]

This is just a quick email to say hello and see how you're doing. At Edinburgh Napier we keep track of how often students are using key systems, such as check in, Moodle and the library, and we've not seen you recently.

Now, please don't think this is because you're 'in trouble' or anything like that! Far from it. We're all well aware of how hard it can be studying so I just wanted to take this opportunity to make contact, find out how you are and see if there's anything we can do to help you get a bit more engaged with everything again.

If you could please get back to me, that would be really appreciated. It would be great to hear from you, even if that's just to let me know that everything's OK.

If you are having difficulties with anything to do with home or Uni just now, then do let me know. We can either have a chat about that ourselves or I can point you in the direction of the wide range of supports that we have available for you here. You can also find out more about all those different supports on <https://my.napier.ac.uk/talkinghelps>.

If I haven't heard back from you in a week, then I will contact you again here. We'll also start reaching out to you through your personal email address and mobile phone number as we're very keen to make contact so we can better understand how you're doing and if there's anything we can do to help.

Hopefully hear from you soon,
[NAME OF PDT]

Email 2 – to be used in the event of no response to the first email sent the previous week

Dear [NAME OF STUDENT]

This is just a friendly email to see if there's anything we can do to help get you back on track with your studies. I contacted you last week as we were concerned you hadn't been regularly accessing our University learning and teaching systems.

We totally understand that things can be difficult in so many different ways, so I'd like to stress this isn't us criticising you at all. It's just that we've noticed you haven't been around much and so I want to see how you are doing and ask if there's anything we can do to help.

If you could reply to this email to let me know you've received it, that would be great. Even better if you can let me know how things are going with your studies this trimester. That way we can have a chat about any extra supports or anything else that might be available for you. You can also find out more about all those different supports on <https://my.napier.ac.uk/talkinghelps>. Perhaps there's nothing, but I thought I would check to see if you're okay.

We do take our responsibilities to you and your wellbeing seriously which means I'm really keen to hear from you and how you're getting on. Just so you know, if I haven't heard from you in a week's

time, then we'll need to make the University's Keep on Track team aware and further action to contact you will be taken from there.

Hopefully hear from you soon
[NAME OF PDT]

Email 3 – to be used when a student has been in contact but continues to not engage

Dear [NAME OF STUDENT]

Just getting back in touch with a quick check in email. You remember that I contacted you previously about our University process of checking in with students who haven't been engaging with our systems? I've just received another notification that you've not been around much over the last couple of weeks.

I just thought that, as you haven't been using check in or Moodle recently, I should make contact to see if you're doing alright. We know things can become difficult from time to time for everyone so if there's anything we can do to support you to get focused on your studies again, then we'd love to do that.

Could you please get back in touch to let me know how you're doing? I'm happy to talk some more about how things are going for you or to signpost any of the supports available across the University that you might find useful. As a reminder, you can find out more about any of those support on <https://my.napier.ac.uk/talkinghelps>.

If I haven't heard back to you in a week, then I will contact you again here. We'll also start trying to contact you through your personal email address and mobile phone number as we're very keen to speak to you so we can better understand how you're getting on and if there's anything we can do to help.

Thanks. And hopefully hear from you soon.
[NAME OF PDT]

Appendix 3 Flow Diagram

If at any step you have immediate safety and wellbeing concerns about a student, you should escalate immediately to Student Safeguarding on safeguarding@napier.ac.uk.

