Nottingham Trent University

Student Opportunities and Success

Student Engagement and Attendance policy – Operational Framework

Version: 2026

Student Engagement and Attendance Policy – Operational Framework

Introduction

1.1 This operational document is intended to provide detail about how the Student Engagement and Attendance Policy will operate.

1.2 In essence, students are responsible for engaging with their studies and attending classes and University staff are responsible for promoting such engagement.

1.3 In addition, academic staff are responsible for ensuring attendance data is recorded and the Centre for Student and Community Engagement, in partnership with Student Services is responsible for the process of monitoring and supporting those students who have disengaged from learning.

1.4 In cases where the total number of alerts exceeds the institution's capacity to fulfil all the steps described in the operational framework, the Director of the Centre for Student & Community Engagement will approve a contingency approach. This ensures timely communications are still sent out, even if the full calling process is temporarily not possible. This will be monitored and normal processes will be returned to as quickly as is practicable.

Supporting Students

2.1 The following processes are designed to offer support to students who are **not** engaging with their studies.

Stage 1

Nudge Communication

2.1 After the first period of seven days of no activity during term time measured in the NTU Student Dashboard, the Contact and Engagement Service (CES) send an electronic message to the student. The message will:

a. Stress the importance of engaging and risks of not doing so.

b. Explain how to catch up on missed work.

c. Provide information about contacting the personal tutor or Student Services.

Stage 2

First no-engagement alert

2.3 If a student has a longer period without engagement, the NTU Student Dashboard will create a no-engagement alert. The alert will be generated after 10 days for Level 4 students and 14 days for Level 5 & 6 students.

2.4 The alert will appear on the student's Dashboard and be copied to their personal tutor.

2.5 The Contact and Engagement Service (CES) check with the personal tutor that the student can be contacted (for example, the student does not have an agreed period of absence). If the tutor asks for the student not to be contacted, the student will be flagged as 'do not contact'.

2.6 If approved to progress, the CES will send an electronic message to the student and make at least one attempt to ring the student.

2.7 The team will offer a coaching call that helps the student to understand that engaging is important and seeks to start the process of overcoming barriers to engagement.

2.8 At the end of the call, the callers will provide students with a written summary of the issues covered in the call and provide further information about sources of

support. If it was not possible to speak to the student, students will be emailed information about sources of support.

Second no-engagement alert

2.9 If a student has a further period without engagement, the NTU Student Dashboard will create a no-engagement alert. The alert will be generated after further 10 days for Level 4 students and 14 days for Level 5 & 6 students.

2.10 The alert will appear on the student's Dashboard and be copied to their personal tutor.

2.11 The Contact and Engagement Service check with the personal tutor that the student can be contacted (for example the student does not have an agreed period of absence). If the tutor asks for student not to be contacted, the student will be flagged as 'do not contact'.

2.12 If approved to progress, the CES will send an electronic message to the student and make at least one attempt to ring the student.

2.13 The team will offer a coaching call that helps the student to understand that engaging is important and seeks to start the process of overcoming barriers to engagement.

2.14 At the end of the call, the callers will provide students with a written summary of the issues covered in the call and provide further information about sources of support. If it was not possible to speak to the student, students will be emailed information about sources of support.

Stage 3

Third no-engagement alert

2.15 If the student generates a third no engagement alert, the CES will send the student an electronic communication.

2.16 The tone of the communication will place more emphasis on the seriousness of the gap in engagement. The student will be encouraged to book a call and will be informed that if they still don't make contact, the next intervention will come from Student Services.

2.17 A record will be made of the intervention.

Stage 4

Well-being Support Intervention

2.18 After 40 days (Level 4) or 56 days (Level 5 & 6) of no-engagement, students will be contacted by Student Services in writing via email and a letter. The communication will invite students to attend a wellbeing support intervention.

2.19 During the intervention, the students' needs will be explored and ways to support them discussed.

2.20 A record will be made by Student Services.

2.21 Following the Wellbeing support intervention, students will not normally be contacted following subsequent 'no engagement' alerts. Colleagues from Student Services can request that the process starts again if they determine this is appropriate.

Stage 5

Offer of Ongoing Support

2.22 If students have not responded to Stage 4 communication and are not already supported by Student Services, a further communication will be sent to the student. This will encourage the student to make contact to take up support but also make it clear that the student will not be sent further no-engagement communications.