

C7: Procedure for Attendance and Engagement

Academic year 2026/27

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Introduction and Scope

1. The University of Surrey is a welcoming and inclusive institution where all students—regardless of background or level of study—are actively engaged by both academic schools and professional services. We are committed to supporting all students and this includes reviewing how academic attendance and engagement with teaching and learning link to their progression achievement and employability. At Surrey our pedagogical model is based on in person and on campus activities complemented by flexible online learning to enhance active learning, community and belonging. The University's use of attendance and engagement data is first and foremost a wellbeing and safeguarding tool, designed to identify students who may need help, rather than a mechanism to penalise students.
2. Student attendance and engagement are key to both wellbeing and academic success. We encourage students to take an active role in shaping their own learning and contributing to the broader student experience. To support this, the University monitors attendance and engagement to identify students who may be struggling or at risk of disengagement. This allows us to provide timely, targeted support—addressing academic, wellbeing, or welfare concerns—so students can stay on track, make the most of their learning, and reach their full potential. In support of these aims, this document aims to:
 - Outline how the University supports all students to engage fully with their studies.
 - Set out what the University expects of students in relation to attendance and engagement with their programme.
 - Outline the systems used to record students' attendance and other evidence of academic engagement.
 - Specify where the responsibility lies for collecting and monitoring the relevant items of data that together comprise our record of attendance and academic engagement.
 - Set out how the University will manage students who, after support, fail to engage with their programme.
3. Using the [Student and Staff Partnership Manifesto](#) as a foundation, the following principles underpin the University's ethos of student engagement and are reflected in the processes described in this document:
 - Students are expected to proactively engage in the educational experience offered by the University.
 - Consistently good levels of attendance and engagement support the achievement of the best possible educational outcomes.
 - Lack of attendance or engagement may indicate that students are having difficulty managing the demands of a programme of study.
 - The University provides proactive support where there are known challenges with a student's ability to engage with their studies.
4. This Procedure applies to all University of Surrey students on taught or research degree awards, other than those specified in paragraph 6 below. This Procedure does not supersede any Professional, Statutory or Regulatory Body (PSRB) or other discipline-specific requirements, which may differ from the University's own requirements.
5. The Procedure also applies to sponsored students where UKVI legislation requires higher levels of engagement.
6. The following exclusions apply as separate monitoring arrangements are in place:
 - SII DUFE students.
 - Surrey Online Learning and other taught distance learning programmes.

- CPD programmes and Lifelong Learning.
7. Students registered with one of the University's Associated and Accredited Institutions to study for an award of the University are not included in the scope of this Procedure and are subject to the home Institutions' procedures for attendance and engagement, or their equivalents.

Definitions and Terminology

8. **Academic Engagement** - The level of a student's active participation and effort in their learning and academic activities.
9. **Attendance** - Presence, in person, at scheduled educational activities, such as lectures, seminars, tutorials, or practical sessions.
10. **MySurrey Engagement** - MySurrey Engagement is a digital platform which uses inputs from students' learning activities (library, SurreyLearn, MySurrey Attendance) to track their engagement and provides them with personalised data in the form of a dashboard, so they can understand how they are engaging with their learning and what they can do to improve.
11. **MySurrey Attendance** – Captures students' attendance electronically at their timetabled teaching sessions using a mobile app.
12. **Programme** - Refers to the programme of study a student is registered on.
13. **UKVI** - Is the government department ([UK Visas and Immigration](#)) responsible for managing the UK's immigration system. It oversees visa applications, settlement, asylum claims, and citizenship requests, ensuring that only those who meet the required criteria are granted entry to or residency in the UK.

Taught Programme Engagement Requirements

14. The University expects all students on a taught programme to participate actively in their learning; this means attending and engaging with their studies in person and online. This includes meeting the requirements of their chosen programme of study and any specific details outlined in the SurreyLearn Programme page.
15. The University will work with all students on taught programmes to help them to engage with their learning (see paragraphs 29-30). In order to ensure that students are benefiting from the opportunities provided, and to monitor their academic progress, welfare and wellbeing, the University will monitor student engagement in the following ways.
16. Timetabled teaching sessions:
 - University regulations require all students to participate fully in the work of their programme. It is therefore expected that students will attend all teaching sessions (including lectures, tutorials, labs, seminars, workshops, placements etc.) that are on their timetable and that they will complete guided learning as requested. Teaching sessions give students opportunities to interact with academic staff and other students about course-related themes and issues and are core to their engagement at university.
 - The University uses MySurrey Attendance to register student engagement at in-person teaching sessions. Students are required to record their attendance using a unique code presented at the start of each timetabled teaching session. Students' attendance will be verified using Geolocation services after entering the code displayed by the teaching staff member. Location services must be turned on to verify attendance. This data is combined with other engagement data (see Appendix 1 for a list of the data used) and reported on MySurrey

Engagement where both the student and staff supporting them have access to the data.

- If a student needs to report an absence, they should email the Module Leader or their Personal Tutor in advance of the session giving reasons for absence and also mark themselves absent on MySurrey Attendance for the missed teaching. Teaching staff will not check in students under any circumstances. Alternative methods of reporting missed attendance will be provided for UKVI and PSRB students.
- Sometimes students are offered the opportunity to attend optional sessions and attendance for these sessions will not be monitored.

17. Other Learning Opportunities:

- Students are expected to make full use of learning opportunities provided to them (both in class and online) through engagement with staff (Personal Tutors, Student Success Coaches, and project / dissertation supervisors), SurreyLearn, the Library and Pathfinder as guided by their programme.

18. Assessments:

- Formative assessment opportunities are key to students accessing early feedback that supports them to be successful in the module overall. Therefore, it is expected that students will engage fully with formative assessment opportunities.
- Students are required to submit summative assessments, which form part of their academic programme. Submission is required on specified dates during the academic year and form part of the final assessment for the academic stage on which they are enrolled.
- The University records submission and non-submission of work by students. When a clear pattern of non-submission is established, a member of University staff will email the student raising their concerns and offering an opportunity to discuss the matter.
- The penalties for late and non-submission of work are specified in the [Academic Regulations](#).

19. Additional Requirements:

- There may be additional requirements related to the programme that are stipulated by other bodies such as professional, statutory and regulatory bodies (PSRBs). Details of these, if applicable, can be found on the programme page on SurreyLearn.

Students studying away from the University

20. This policy also applies to campus-based students studying away from the University – those on placement, study abroad, fieldwork or research - to ensure that students are academically engaged throughout their period away from Surrey.

21. Engagement for placement and study abroad students

- Students should keep in contact with their placement/study abroad supervisor by email/Teams. Supervisors will agree with their students, before the placements or study abroad starts, regarding the expected frequency and method of communication.
- Students on placement and studying abroad may also have summative assessments which will need to be completed. Attendance at in person or online check ins will be monitored.
- The [Code of Practice for Professional Training](#) contains more details of the expectations for students on a year-long placement.
- The *Code of Practice for International Mobility*¹ contains more details of expectations for students studying abroad.

22. Engagement for placement and study abroad students:

- Students on fieldwork or research or study away from the University Supervisory

¹ This Code is under development and will be implemented in 2025/26.

arrangements in place for Student Visa holders should continue in an agreed form during a period of fieldwork or research away from the University.

- Students away from the University should keep in contact with their academic supervisors by email/videocall and agreement reached with the student before departure for the fieldwork or research placement regarding the frequency and method of communications.

Students who are subject to Immigration Control

23. International students holding a Student Visa are obliged to meet the requirements of their sponsorship with the University. As such, they have specific and required responsibilities relating to attendance in line with the Home Office UK Visas & Immigration guidance, and the University monitors academic engagement in order to meet these requirements. Further details can be found in [‘Institutional Procedures for students who are Subject to Immigration Control’](#)
24. The University is obliged to withdraw sponsorship from students who do not meet the attendance and engagement requirements.

Postgraduate Researchers Engagement

25. We expect all postgraduate research students to engage actively in their learning and meet the requirements as laid out in their Faculty Postgraduate Researcher Handbook. As a minimum, the University expects that postgraduate research students should:
 - Adhere to the [Code of practice for research degrees](#)
 - Attend and engage in formal supervision meetings.
 - Inform the University in advance of any absence from study.

Monitoring Academic Attendance and Engagement

26. The University collects data which are useful for both staff and students in understanding the level of holistic engagement a student has with their studies. The MySurrey Engagement platform provides a means for students to review their own levels of engagement and reflect on where they could undertake further learning activities.
27. The University will monitor levels of academic engagement to identify cases where data indicates that a student is experiencing challenges with their levels of engagement. In these cases, staff will follow the student non-Engagement process outlined in Appendix 2 below.
28. It is recommended that students review and reflect on their engagement ahead of any meetings with their Personal Tutor. Similarly, Personal Tutors / Student Success Coaches should review information regarding the engagement of individual students as part of a supportive discussion.
29. Attendance is one of the metrics used in determining a student’s engagement and is monitored through students checking in on MySurrey Attendance for their taught sessions. In addition to maintaining good overall engagement, there is an expectation that students attend all of their taught sessions; and therefore if a student falls below this attendance over a rolling two-week period, the student will be contacted by either their Personal Tutor or central support teams to understand the reason for non-attendance and to provide support. Where a student’s reasons for non-attendance are already known and support is in place they will not be contacted, but engagement will continue to be monitored.
30. Whilst Attendance and Engagement are both monitored, the two will be considered together when following up with a student and ensuring the correct support is in place. Attendance and engagement data are indicators rather than definitive proof, and the University will not take decisions with serious consequences (such as withdrawal for students) on the basis of attendance data alone, but will triangulate information and apply informed human judgement.

Support for Students

31. The University supports students' academic engagement and attendance from initial application until graduation and beyond. This includes:
 - Pre-entry, induction support and awareness-raising modules, including advice on transitioning into higher education.
 - Learning and teaching resources as part of programme delivery, as well as academic support processes if required.
 - Wellbeing support options.
 - A range of activities available outside of the programme to support academic and personal development.
32. The University understands that students will sometimes have valid reasons for not attending taught/scheduled sessions and the policy will be implemented with full regard to equality, diversity and inclusion. The non-Engagement process is designed to be supportive and to ensure the University is able to make adjustments or provide targeted support to enable all students to engage fully with their programme.

Extenuating circumstances

33. Where students are unable to submit work on time, due to temporary adverse circumstances, they may, where appropriate, seek extenuating circumstances as per the *B1 Regulations for extenuating circumstances*. Extenuating Circumstances should not be sought for missing lectures or other timetabled activity but instead the Module Leader and Personal Tutor should be notified of the reason for absence.
34. In cases of parental leave, long-term illness or disability, where disclosed by students, reasonable adjustments can be put in place, by the University's Disability and Neuroinclusion team or Student Support Coordinators, to facilitate academic engagement.

Process for non-engagement

35. Non-engagement - the [A1. Regulations for taught programmes](#) stipulate that students who fail to make academic progress as a result of ceasing to participate in their programme may have their registration terminated.
36. The process for re-engaging a student is set out in Appendix 2. Where a student does not re-engage with their studies then their registration will be terminated.
37. Falsifying attendance - checking in through MySurrey Attendance as having attended at a lecture / seminar or other academic provision where this is not the case could be considered as a disciplinary offence under the [Student Disciplinary Regulations](#). Sharing of Attendance codes is also considered a disciplinary offence. Where staff suspect this is happening frequently, a student may be reported to OSCAR for investigation.

Appendix 1 – How is Engagement calculated on MySurrey Engagement?

A student's rating is impacted by their interactions with many University digital resources, including:

How often they log onto SurreyLearn and view course content, take part in discussion posts and quiz attempts.

E-textbook usage (Kortext)

Viewing captured content on Panopto.

Their attendance on MySurrey Attendance.

The current engagement rating looks at the last 24 hours but also considers activity over the previous seven days, whilst the average rating looks at the last 28 days of activity. It can change daily.

Appendix 2 - Engagement follow up process

