

## Engagement Monitoring for Student Wellbeing:

### Process for academic year 2025/26 - Appendices

#### Appendix 2 (internal email to DoS)

**Example email from department administrator to DoS about list of students and next steps (amend as necessary):**

SUBJECT: Engagement Monitoring for Student Wellbeing – Latest Report

Dear [Name of DoS],

I've run the latest engagement monitoring report for the students you oversee as Director of Studies, covering the past 14/21 days.

The linked spreadsheet includes:

- **Red:** Students with engagement of 10% or less
- **Amber:** Students with engagement of 40% or less

Please contact all red-listed students unless you're already in touch with them. For amber-listed students, contact is optional but may be helpful. **You might wish to refer these students to their Academic Advisors, who are listed in the spreadsheet.**

A suggested email template is attached/below. **If you choose to amend the text please ensure the following text is retained:**

'Please reply to this email **within the next 7 days** to let me know how things are going. We are only able to look at your online learning, so if you have been attending sessions in person it would still be helpful to hear from you to confirm this. If we don't hear back, we may need to contact Student Support.'

We recommend sending messages via SAMIS Student Notes so they're automatically recorded.

**I'll run the next report on [insert date] / This is the final report of the semester.**

Let me know if you have any questions.

Best wishes,

[Your Name]

### Appendix 3: Email 1: Engagement Monitoring Email to student (first email to student)

#### Template 1<sup>st</sup> Email from DOS/AA/SSO/SEO to student about low or non-engagement (amend as necessary):

Dear [Student Name],

I hope you're doing well.

From time to time, the department checks [engagement](#) with online learning tools (e.g. Moodle, Panopto, Teams, SAMIS, Zoom) to identify students who may benefit from additional support. This isn't punitive - it's simply a way to check in and make sure everything's okay.

It looks like you haven't engaged with online learning for a couple of weeks, so I wanted to see how you're doing and whether you need any advice or support. I'd be happy to meet with you in person or via Teams to talk things through.

Please reply to this email **within the next 7 days** to let me know how things are going. We are only able to look at your online learning, so if you have been attending sessions in person it would still be helpful to hear from you to confirm this. If we don't hear back, we may need to contact Student Support.

If you'd prefer to speak to someone outside the department, you can contact the [Student Support Advice](#) team.

I look forward to hearing from you.

Best wishes,  
[Your Name]

## Appendix 4: Email 2: Missing Student Procedure Step 1: Email to student.

**Template 2<sup>nd</sup> email from DOS/AA/SSO/SEO to student about low or non-engagement (amend as necessary):**

SUBJECT: Important – Course Engagement

Dear [Student Name],

I hope you're okay.

We contacted you last week regarding low engagement with online learning tools (e.g. Moodle, Panopto, Teams, SAMIS), and I've also tried to call you.

As we haven't heard back, I am now contacting you in line with Stage 1 of the [Missing Student Procedure](#).

**It is therefore important that you reply to this email or contact me as soon as possible.**

We are concerned for your welfare and if we do not hear from you by [PLEASE INSERT DATE 3 WORKING DAYS FROM TODAY'S DATE], we will refer your case to Student Support. They are likely to then initiate a wellbeing check by Security to your Bath home address and/or contact your Trusted Contact to confirm you are safe and well.

Please therefore reply to this email by midday on [DATE 3 WORKING DAYS FROM TODAY] to let us know you are safe.

If you'd prefer to speak to someone outside the department, please still reply to this email to confirm you are safe and you can then also contact the [Student Support Advice](#) team.

Best wishes,  
[Your Name]

## Appendix 5

**Semesterly communication to UG and PGT students via News in Ten emails and the student homepage:**

### **Course Engagement Monitoring for Student Wellbeing**

As part of our commitment to supporting your wellbeing and academic progress, departments may check your engagement at different points in the semester. If it looks like you haven't engaged

recently, you might be contacted by your Director of Studies, Academic Advisor, or Student Experience/Support Officer. Don't worry - this is simply to check in, see how you're doing, and offer advice or support if needed. Learn more: [Engagement Monitoring for Student Wellbeing](#)