Engagement Monitoring for Student Wellbeing:

Process for academic year 2025/26 - Appendices

Appendix 2

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. 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]

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

SUBJECT: Checking in – Course Engagement

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 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.

If you'd prefer to speak to someone outside the department, you can contact the Student Support Advice team.

Please reply to this email **within the next 7 days** to let me know how things are going. If we don't hear back, we may need to contact Student Support.

I look forward to hearing from you.

Best wishes,
[Your Name]

Appendix 4

Template 2nd 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. We're reaching out to check in and make sure you're okay and able to access your course.

As we haven't heard back, we may need to follow the Missing Student Procedure and refer your case to Student Support. This could include a wellbeing check by Security at your Bath home address. If contact still can't be made, your trusted contact may be notified to confirm you're safe and well.

If you'd prefer to speak to someone outside the department, you can contact the Student Support Advice team.

Please get back to me as soon as possible — ideally **within the next 3 days**.

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

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