

Student Route (Tier 4) Engagement Monitoring Guidance February 2022

Background

Colleagues will be aware of the requirement to comply with specific duties associated with being a Sponsorship Licence holder. The monitoring of attendance/engagement of student visa holders is devolved to Schools and supported by the International Student Support (ISS) team. Traditionally, this has been a resource intensive process reliant on students physically signing into classes, multiple spreadsheets and hundreds of follow up emails. The Digital Transformation team, led by Ian Purdy, and ISS have been working together to introduce a more efficient system to assist with data capture and reporting of student visa holder engagement.

Stage one – Policy, SharePoint, and Dashboard

At the start of the academic year, the 2021-22 Engagement Monitoring Policy <https://www.qub.ac.uk/sites/iss/Filestore/Fileupload,1178602,en.pdf> was circulated to all School Managers and all staff identified as being involved in data capture for the policy. Each member of staff was provided with access to a new SharePoint based School list of all student visa holders in their respective Schools and an engagement monitoring dashboard, both of which are updated by a live feed from the ISS CASSIE system. The provision of the dashboard and SharePoint has assisted Schools in their efforts to record student visa holders engagement with contact points while work was ongoing to provide a digital solution for data capture.

Stage 2 – Digital Solution

In parallel to the roll out of the new Engagement Monitoring Policy, Ian Purdy, Head of Digital Transformation, developed the use of a dedicated App and QR codes as one method of data capture. The process is as follows

- A School identifies an engagement point i.e. lecture or small group teaching
- A unique QR code is generated to identify the specific engagement point
- The QR code is emailed to the member of staff delivering the teaching
- This code is displayed at the start of the class
- Student visa holders use their smart phone to scan the QR code and this will register their attendance at the engagement point
- If a student visa holder fails to scan the QR Code and/or a threshold of non-engagement is breached, an alert is generated

In order to identify any issues students may have with downloading the App and scanning a QR code, an email containing instructions was sent to all student visa holders to encourage them to complete a test scan. A dedicated email account was provided to assist students who encountered technical issues downloading the App and completing a test scan. During the trial, students were reminded that they should continue to record attendance by other methods when asked to do so by their Schools.

This digital solution was trialled in the Queen's Management School in November 2021. After the initial set up and, the feedback has been very positive.

Stage 3 – Roll out of Digital Solution

The original plan was to roll out this solution to all Schools in January 2022, but this was paused as teaching was moved online. We are inviting staff to attend a briefing session and/or view the recording where a member of the Digital Transformation team will

work through this solution and assist Schools with the initial set up. Ahead of these sessions, we would ask staff to read through the following guidance.

Overview

The new system will capture attendance of both in-person events and virtual events via MS teams. There are two different methods that schools can set up events as in-person engagement points that will result in a QR code being generated, via a spreadsheet or an MS form.

Spreadsheet

Multiple events can be requested in a single spreadsheet. There is a template (link below) which should be used to capture these events. Once the events are input the spreadsheet can be uploaded to a directory in SharePoint.

MS Form

Single QR codes can be requested via an online form.

Events which are attended virtually via MS Teams can be captured using the inbuilt MS Teams Attendance report. For Virtual only events QR codes are not required.

Defining Multiple Events:

Each row in the spreadsheet will result in a single QR code being generated. To request multiple QR codes for a single module running weekly, please enter a new row for each week.

School	The Acronym for the School. See list below for allowable values.
Course ID	The Academic Plan for the Course. If students from multiple courses will attend the module list all separated with a comma
Module	The Code for the Module
Event Title	The Title of the event
Academic	The email address of the individual running the event. This is the email that the QR code will be sent to. Only one email can be provided in this field. Additional emails can be included in the 'Additional Administrators' field
Due Date	The date that the event will be run. Only a single date per row should be included. The format of the date should be dd/mm/yyyy
Expires On	If a module is run over several sessions during a given week, the expires on date can be used to indicate the end date for the QR code. QR codes will expire at 9pm on either the due date or the expires on date. After this, students will no longer be able to scan successfully, however academics and administrators will.
Additional Administrators	Other colleagues who need to be able to scan on behalf of students. Please separate each email address with a semi colon (;).
Contact Point	Indicates whether the event is a formal contact point or not. Valid Values: 'Yes' or 'No'

Example Event definitions:

	A	B	C	D	E	F	G	H	I
1	School	Course Id	Module	Event Title	Academic	Due Date	Expires On	Additional Administrators	Contact Point
2	STST	TST-BSC-01	TST101	Test Module 1	academic@qub.ac.uk	09/12/2021	13/12/2021	school.administrator@qub.ac.uk	Yes
3	STST	TST-BSC-02	TST201	Test Module 2	academic@qub.ac.uk	13/12/2021		school.administrator@qub.ac.uk	No
4	STST	TST-BSC-01,TST-BSC-02	TST202	Test Module 3	academic@qub.ac.uk	11/12/2021		school.administrator@qub.ac.uk	Yes
5									

QR Code Template:

The template spreadsheet is available to download on SharePoint: [QR Codes Request Template.xlsx \(sharepoint.com\)](#). Please download a copy of the template and input your data directly into the copy rather than creating a new spreadsheet with similar headings. The automated system depends on the specific format of the template.

Uploading Spreadsheets:

Upload the Excel spreadsheet of events to SharePoint: [ISS Automation - Request QR Codes - All Documents \(sharepoint.com\)](#)

Defining Single Events:

You can also request a single QR code via an Online Form using this link: [Request QR Code for Engagement Monitoring \(office.com\)](#)

School Acronyms:

- SAEL
- SBIO
- SCHEM
- SEEECS
- SHAPP
- SLAW
- SMAE
- SMED
- SMGT
- SMPY
- SNBE
- SNURS
- SPHARM
- SPSY
- SSSSES

Request QR Code for Engagement Monitoring

...

Hi, Rachael. When you submit this form, the owner will see your name and email address.

* Required

1. School *

2. Course Id *

For example, ANT JS POL

3. Module *

4. Is this a formal contact point? *

- Yes
 No

5. Staff email address?

You only need to enter this if you are requesting the QR code for someone other than yourself.

6. Additional administrators?

Please enter one or more email addresses separated by semi-colons.

7. What is the date of the event?

This can be left blank if the event is being held today

8. When should the QR Code Expire?

This can be left blank if it expires on the same date as above.

9. Event Title *

Submit

Timetable:

- The event definitions need to be uploaded weekly by the preceding Thursday at the latest.
- An email will be sent to the academic member of staff and administrators one working day before the event with the following information:
 - The Event Name
 - The Event ID
 - The date or date range the QR code is valid for.
 - The QR code for the students to scan.
 - A link to the app to allow the academic to register attendance on behalf of students
 - A link to instructions on how to use the app
- A Microsoft Teams message will be sent to the academic member of staff on the morning of the event as a reminder to display the QR code
- The QR code will expire at 9pm on the due date or at 9pm on the 'expires on' date if it has been provided.

Semester Dates:

In order to allow us to accurately record attendance we require each school to provide the start and end date of the forthcoming semester for both UG and PG. We will only monitor attendance for each cohort between those dates.

Alerts:

- A report will be run by the system each Saturday looking for missed engagement points for students.
- If a student breaches a threshold an alert will be generated. This will not be available to the student on their mobile application at this stage of the roll out but will be available to School staff via the Power BI dashboard in the Alerts report ([ISS CAS - Alerts - Power BI](#)).
- The different alerts which can be generated are from most severe to least severe:
 - UG/PGT:
 - Missed 2 Contact Points
 - No Attendance Last 3 Weeks
 - Missed 1 Contact Point
 - Missed Physical Contact Point
 - No Attendance Last Week
 - PGR (including PGT who have transitioned to dissertation only / research):
 - Missed 2 Contact Points
 - Missed 1 Contact Point
 - Missed Physical Contact Point
 - No Attendance Last 3 Weeks
 - No Attendance Last 2 Weeks
 - No Attendance Last Week

Schools will be responsible for monitoring alerts and taking the appropriate action. During the initial set up, ISS will assist with this monitoring.

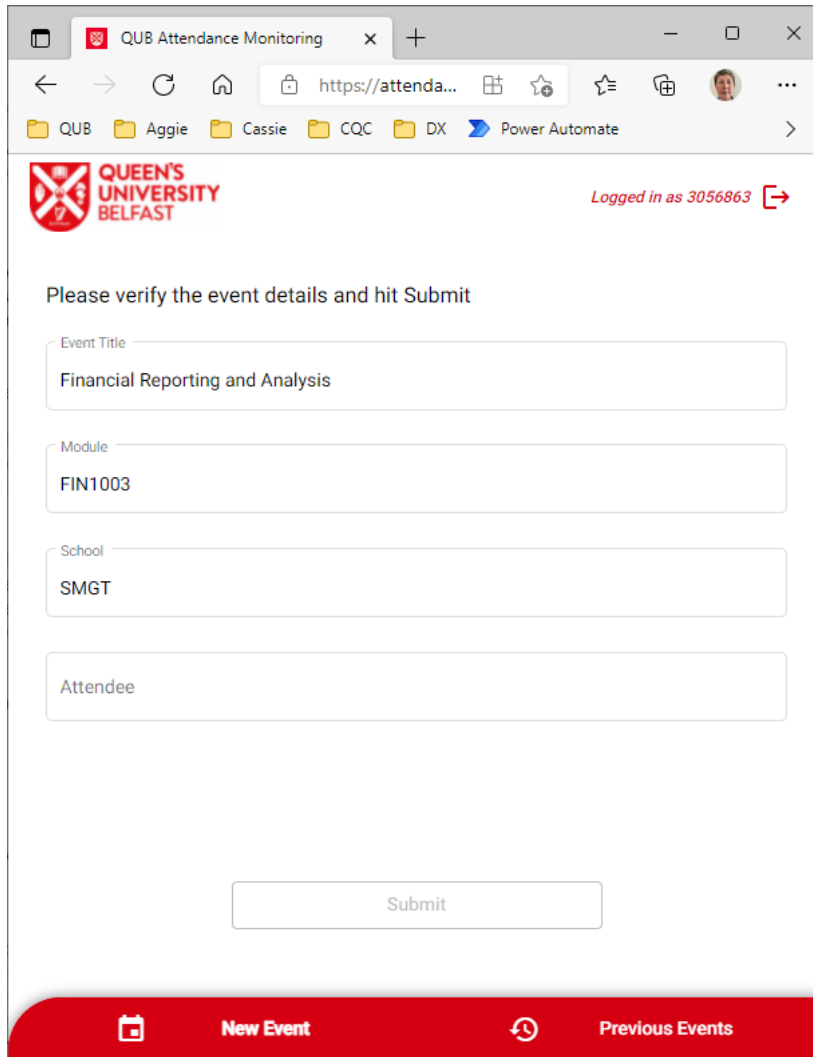
Registering attendance on behalf of a student:

If any students have an issue scanning the QR code at the event, the academic member of staff can record their attendance or pass the information to the School to manage.

You can either scan the QR Code or navigate to the attendance monitoring web page and include the event code.

Format: https://attendancemonitoring.qub.ac.uk/#/?eventCode=<event_code>

e.g. <https://attendancemonitoring.qub.ac.uk/#/?eventCode=11541963660000000082>



The screenshot shows a web browser window titled "QUB Attendance Monitoring". The address bar shows the URL "https://attenda...". The page header includes the Queen's University Belfast logo and the text "Logged in as 3056863". The main content area contains a form with the instruction "Please verify the event details and hit Submit". The form has four input fields: "Event Title" (containing "Financial Reporting and Analysis"), "Module" (containing "FIN1003"), "School" (containing "SMGT"), and "Attendee" (empty). A "Submit" button is located below the form. At the bottom of the page, there is a red navigation bar with two buttons: "New Event" and "Previous Events".

You can then enter the name or student number of the student who has attended. As you type in the name or number, the system will suggest matches. Select the correct student and hit 'Submit'. Note that the Submit button will not become active until you have selected a student. If you are copying and pasting the student number, ensure that there are no leading or trailing spaces as this will prevent a match.

You can get the event ids from the email containing the QR Code or via the Power BI dashboard on the Events report ([ISS CAS - Events - Power BI](#)):



School
SMGT

Module

- ECO2023
- ECO3015
- ECO3039
- ECO7013
- FIN1003
- FIN2006
- FIN2012

Events

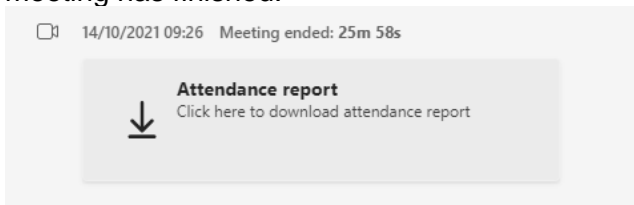
This page is not yet live

Code	Date	Contact Point	Event Name
13555267640000000146	2021-12-02	No	Financial Reporting and Analysis
13589099560000000115	2021-11-25	Yes	Financial Reporting and Analysis
11541963660000000082	2021-11-18	No	Financial Reporting and Analysis

Virtual Teams Events:

Where events have been held via MS Teams we can capture the attendance using the inbuilt MS Teams attendance report.

The organiser of the MS Teams meeting will be able to view the attendance report once the meeting has finished:



Click on the download icon to download the attendance report. The report will be downloaded with the filename format: *meetingAttendanceReport(<meeting name>).xlsx*.

Naming of Events:

Please name the event when setting up the MS Teams meeting in the following format: <Module ID> - <Event Name> e.g. FIN1003 - Financial Reporting and Analysis. This will ensure that the Attendance report name and Meeting title are in the expected format. If the meeting has not been set up with this naming convention, please ensure the attendance report file is updated as outlined below.

For non-formal Contact Point events:

The file name should be in the following format: *meetingAttendanceReport(<Module ID> - <Event Name>).xlsx*. e.g. *meetingAttendanceReport(FIN1003 - Financial Reporting and Analysis).xlsx*.

For formal Contact Point events:

Save the file off using the following new format: **CP_meetingAttendanceReport(<Module ID> - <Event Name>).xlsx**. e.g. **CP_meetingAttendanceReport(FIN1003 - Financial Reporting and Analysis).xlsx**.

The Meeting Title:

Open the Excel report and on the 3rd row is the meeting title. Ensure it is in the format: <Module ID> - <Event Name>. e.g. *FIN1003 - Financial Reporting and Analysis*

	A	B	C
1	Meeting Summary		
2	Total Number of Participants		20
3	Meeting Title	FIN1003 - Financial Reporting and Analysis	
4	Meeting Start Time	10/14/2021, 9:01:01 AM	
5	Meeting End Time	10/14/2021, 9:26:54 AM	
6	Meeting Id	e2e9fc47-bc37-480d-ad16-dbaac2251265	
7			

Uploading the file:

Upload the report to SharePoint: [ISS Automation - Attendance Reports - All Documents \(sharepoint.com\)](#)

Abuse of the System:

As the QR code is valid for the day of the event it is open to abuse by students who do not attend the event and scan the code at a later time. These cases can be identified via the Power BI dashboard on the Events report ([ISS CAS - Events - Power BI](#)).

Code	Date	Contact Point	Event Name
13837891950000000166	2021-12-06	Yes	Accounting
11421821030000000159	2021-12-03	No	Consultancy Project
11567476790000000161	2021-12-03	No	Accounting in an International Environment
10378617160000000165	2021-12-02	No	Operations Management
11247673250000000156	2021-12-02	No	Asset Pricing
11355193490000000138	2021-12-02	No	Law of Business Organisations
12617344390000000149	2021-12-02	No	Principles of Actuarial Modelling
13089856290000000142	2021-12-02	No	Data Analysis and Optimisation
13555267640000000146	2021-12-02	No	Financial Reporting and Analysis
10093276530000000139	2021-12-01	No	International Financial Accounting and Reporting
11802481390000000153	2021-12-01	No	Python for Finance
12142507280000000144	2021-12-01	No	Quantitative Business Economics
10579940460000000164	2021-11-30	No	Data Management
12489297500000000145	2021-11-30	No	Global Economic History
12665206550000000147	2021-11-30	No	Financial Decision Making

Course	Event	Student	Submitted By	Contact Point	Type	Week	Attended	Duration	Delay	EventId
ACT-BSC-S	Financial Reporting and Analysis	40318954	3056863	No	Physical	48	2021-12-02T15:23:07Z	0	335	13555267640000000146
FIN-BSC-P	Financial Reporting and Analysis	40314990	3056863	No	Physical	48	2021-12-02T15:22:19Z	0	334	13555267640000000146
ACT-BSC-S	Financial Reporting and Analysis	40318948	3056863	No	Physical	48	2021-12-02T15:21:44Z	0	333	13555267640000000146
FIN-BSC-P	Financial Reporting and Analysis	40307938	40307938	No	Physical	48	2021-12-02T09:51:12Z	0	3	13555267640000000146
ACT-BSC-S	Financial Reporting and Analysis	40323747	40323747	No	Physical	48	2021-12-02T09:49:32Z	0	1	13555267640000000146
ACT-BSC-S	Financial Reporting and Analysis	40333652	40333652	No	Physical	48	2021-12-02T09:49:31Z	0	1	13555267640000000146
ACT-BSC-S	Financial Reporting and Analysis	40341061	40341061	No	Physical	48	2021-12-02T09:48:45Z	0	1	13555267640000000146
ACT-BSC-S	Financial Reporting and Analysis	40345142	40345142	No	Physical	48	2021-12-02T09:48:48Z	0	1	13555267640000000146

The delay field indicates the duration in minutes since the first scan. A high number here may indicate a late scan.

The 'Submitted By' field will indicate who submitted the attendance record. If it was the student, then they may have scanned late - this will depend on the length of the session. If it's a staff number, then it would not be unexpected that the delay will be high. The attendance will likely have been entered by the school administrator later that day or even the following day, based on a list from the event organiser.

An advice email will be sent to any student who appears to be abusing the system. Further action is likely if warnings are ignored. If you suspect any abuse of the system, please contact isscompliance@qub.ac.uk

Academic members of staff – A guide

Process

The new process requires a QR code to be presented at selected lectures or small group teaching and scanned by Student Route/Tier 4 students to register their attendance.

- If your module has been selected by your school as a contact point, you will receive an email the working day before your lecture / session. The email will contain the following information:
 - The Event Name
 - The Event ID
 - The date or date range the QR code is valid for
 - The QR code that you need to display in your lecture.
 - A link to the app to allow you to register attendance on behalf of students, if they are unable to do so themselves.
 - A link to instructions on how to use the app
- You will also be sent a reminder via MS Teams on the morning of your lecture.

Displaying the QR Code

- The preferred method is to include the QR Code in a slide at the start of your presentation. The QR code should be as large as possible to aid scanning from a distance.
- Alternatively, you can print out copies of the QR code or display on a laptop and invite Tier 4 students to come forward to scan, being mindful of social distancing rules.

Important:

- A new QR code is required for each module selected **every** week.
- The QR code will expire at 9pm on the day of the lecture.
- In some cases, a QR Code may be valid for a range of dates if there are multiple sessions run over the week. In that case the email subject will indicate the 'from' and 'to' date it is valid, and it will expire at 9pm on the 'to' date.
- The QR code only expires for student scans - this is to aid the prevention of abuse of the system. However, academics and school administrators can still register student attendance after the expiry date and time.

Registering attendance on behalf of a student:

If any students have an issue scanning the QR code at the event, you can record their attendance or pass the information to the School to manage.

To record it in your lecture, you can either scan the QR Code or click on the link provided in the specific module email sent to you. (see below for example)

QUB Attendance Monitoring

https://attenda...

QUB Aggie Cassie CQC DX Power Automate

QUEEN'S UNIVERSITY BELFAST

Logged in as 3056863

Please verify the event details and hit Submit

Event Title
Financial Reporting and Analysis

Module
FIN1003

School
SMGT

Attendee

Submit

New Event Previous Events

You can then enter the name or student number of the student who has attended. As you type in the name or number, the system will suggest matches. Select the correct student and hit 'Submit'. Note that the Submit button will not become active until you have selected a student. If you are copying and pasting the student number, ensure that there are no leading or trailing spaces as this will prevent a match.

Sample Email:

Subject: Engagement Monitoring QR Code for <Event Name> - <Module ID> on <Event Date> (<Event ID>)

Dear colleague

Your module has been chosen as a contact point for Student Route/Tier 4 engagement monitoring. Please note that the QR Code is only valid for the module and date(s) in the subject field above.

All Student Route/Tier 4 Students have been contacted by email to advise them of the process and we would be grateful if you could follow these instructions at your lecture.

Please present the QR code below to your students (projector, print-out or laptop at front of class) at the start of the lecture so that they can scan it with their QR code scanner app or built-in camera. If you include the QR Code in your presentation, ensure the QR Code is as large as possible within the slide to aid scanning.

Instructions (with screen shots) are available [here](#).

If the student is not able to scan the code (e.g. their phone is out of charge), then you may scan it on their behalf or alternatively use [this link](#) and enter their name or student number in the attendee field. If you are unable to register on behalf of a student, please send the details onto the school to register on their behalf.



With thanks
International Student Support

Sample MS Teams reminder message:

Reminder for Engagement Monitoring for <Event Name> - <Module ID> on <Event Date>
(<Event ID>)

Dear colleague

Further to our email please present the QR code included in the email, to your students (projector, print-out or laptop at front of class) at the start of the lecture so that they can scan it with their QR code scanner app or built-in camera. If you include the QR Code in your presentation, ensure the QR Code is as large as possible within the slide to aid scanning.

With thanks
International Student Support