

ULSTER UNIVERSITY

Paper No CPF/18/19

COLLABORATIVE PARTNERSHIPS FORUM

Agenda Item 6

3 October 2018

RECORDING NON RETURNING STUDENTS & EARLY LEAVERS

To consider a paper on the recording non returning students and early leavers.

ACTION

For discussion.

RECORDING NON-RETURNING STUDENTS AND EARLY LEAVERS

The CCU processes approximately 7000 student records every year, with 2-3 boards for each student, so we rely on the accuracy of college information.

ER and Non-returning Students

The CCU generates enrolment forms for year 2 returning students after rollover around 1 August. The process starts mid-August. All year 2 students will have a preprinted form with the latest AST Code and Year at the top, as recorded at the June Boards.

Hence the re-enrolment forms do not take Supplementary Board decisions into account, and presume that students will progress into year 2.

For students who are allocated N-codes at the Supplementary Boards, and hence do not progress into year 2 but have to repeat part or all of year 1, these re-enrolment forms should be amended with the Supplementary Board decision noted, and the year 2 changed to year 1, and the year 2 modules should be struck out and replaced with the relevant year 1 modules.

The Colleges have at least three clear opportunities to pick up on inaccuracies in student records:

1. Once enrolment is complete, the CCU emails a password-protected class list to the College for checking. A check would enable, for example, the identification of year 2 students who should be registered as repeating year 1. Course Directors rarely respond at this point (which happens from mid-October), yet this is the ideal opportunity to tidy up records.
2. The Course Results Sheets generated for the progress boards in January/ February offer a further opportunity to identify anomalies.
3. For returning students, the re-enrolment forms which are sent by the CCU should be reviewed.

A first year student coded D1 in June will have a re-enrolment form generated for year 2. Where the student is then coded N3/ N4 in August, the form should be changed to AST N3/ Year 1. However, in some cases, the student coded N3 does not return to enrol and hence becomes a non-returned, but has already been rolled over to year 2. As the student has not enrolled, this does not get picked up, and will automatically count as a non-returned to year 2, unless Course Directors notify the CCU in October on receipt of class lists that they are in fact non-returned to year 1.

Students who are recorded as D1 in June in year 2 may have enrolment forms generated for year 2 or 3 of the following year. Where these students are successful in September, the re-enrolment forms will not be necessary. In this case, the Course Directors should return the forms to the CCU with the rest of the enrolment forms, but note change of AST code as appropriate, for example, to S1, and add 'successful leaver 17/18', changing the year as appropriate.

Early Leavers

Students may leave the course at any point and will be tagged as early leavers. Sometimes students terminate their college registration but there is a delay in informing the CCU about their L1/ early

leaver status. Course Directors should inform the CCU on an ongoing basis when students leave the course.

Students are accorded Associate Student status by the University, but there is no contract between the parties.

After full students have registered at the University, they have a limited "cooling off period" of up to 14 days in which they may change their mind, withdraw their registration and cancel the contract with the University, under Consumer Protection Law. The date of online enrolment or the signing of the paper form constitutes the start of the contract, and students may cancel the contract in writing up to 14 days after. The formal procedure is appended.

In the case of validated provision, the contract is between the student and the college, and it is this contract which should observe the cooling-off period. Where a student cancels the contract during this period, they should not be registered with the University, and hence will not be counted as an early leaver. This is reflected in the 14 October finance deadline.

A survey of published information in relation to cancellation was conducted in September 2018.

<i>College Website</i>	<i>Cooling off period/ right to cancel</i>
SERC	14 days
SRC	5 days before course starts
NWRC	No information
SWC	7 days
BMC	5 days before course start

Not all colleges offered the 14 day right to cancel, and the Forum members are invited to reflect on this.

Partnership Managers, September 2018

Ulster University

Your right to cancel

The University's admissions process is subject to Consumer Protection Law. This means that you have the right to cancel your application to study within 14 days of accepting your offer.

Applying to Ulster University via UCAS

When you accept an offer of a place on a course as either your firm or insurance choice, a contract will be made between you and Ulster University.

You can change your mind within 14 days of accepting the offer by contacting the UCAS Customer Contact Centre on 037 1468 0468 or +44 33 0333 0230 (international)*.

After the 14-day period, it may be possible to cancel with the permission of the Faculty Admissions Office. You will need to contact the Faculty on 028 7012 4221, and UCAS, to discuss your options.

Applying directly to Ulster University

Once you have accepted an offer to study, you can cancel within 14 days without giving a reason. If you cancel your offer within this period, any deposit or administration or other fees you have paid will be refunded in full.

You must inform us in writing if you wish to cancel, either by post or email. Please complete [this form](#).

Cancellation Form

Date:

Name:

Email Address:

Address:

I give notice that I wish to cancel my place to study on

Course Title:

Signature: