Managing Interruptions in eProg

An interruption needs to be processed in Campus Solutions once the leave of absence has been approved.

If the interruption is recorded correctly in CS, and a manual update to deadlines hasn't already been processed in eProg, this will then push forward all the deadline dates on the progression and Attendance and Engagement pages for that particular student by the appropriate interruption period (note: the interruption will not trigger a change in the student's eProg 'timeline').

The Student Records Maintenance guidance document includes further detail on updating an interruption in Campus Solutions.

1.   **Navigate to Records and Enrolment > Career & Program Information > Student Program/Plan**

To update the Campus Solutions student program/plan page with the interruption:

- Click on the plus sign in the top right corner of the window to insert a new row

- A new effective date will default in. This should be updated to reflect the student's actual last day of attendance

- Add the Program Action = LEAV (Leave of Absence)

- In the Action Reason field, click on the magnifying glass icon to lookup and select the most relevant value.

- Click SAVE

2.   **Add another row and enter the effective date of the return from interruption.**

- Program Action = RLOA (Return from Leave of Absence)

- Action Reason will remain as the one chosen in the previous row.

- Enter the effective date of the return from interruption

Note: an effective date will need to be entered even if it is currently not known. This effective date can be updated through correct history if the interruption period needs to be extended.

3. **Navigate to Records and Enrolment > Career and Program Information > Registration Details**

- Add a new row (by clicking on the plus sign) with an Effective Date of today's date

- Update the Campus Solutions Registration page with the amended '**Expected End Date of Student'**

4. **Check eProg after 24-48 hours (time taken for changes to integrate through to eProg from CS) to check the milestone deadlines have advanced**

eProg then updates the deadlines for all milestones which have a deadline date after the start date of the interruption and have not already been started or completed (NB: any milestones with deadline dates which have already been manually edited prior to the interruption being applied will not automatically update and will need to be manually edited to reflect the relevant interruption period). The milestone deadlines will remain the same as the original milestone deadline on the pathway, but they will update by the appropriate interruption period on that student's individual progression page. The duration of the LOA (Leave of Absence) is calculated using the following dates:

- the Programme Action = RLOA (Return from Leave of Absence)

- the effective date when the interruption starts

- the effective date of the return from interruption

- the updated 'Expected End Date of Student' in the Registration details screen
  NB: this date <u>must</u> be updated; any advanced milestones which have a deadline date *after* the 'Expected End Date of Student' will not appear on the student's progression record.

5.   How to check whether an interruption has been applied correctly to a record

Check the following to make sure that the LOA has been applied correctly:

- Check the milestone deadline dates on the pathway the student is currently registered on

- Check the milestone deadline dates on the student's progression page

- Using the LOA dates entered into Campus Solutions, calculate the period of the interruption

- Check that the milestone deadline dates on the progression page have advanced from the milestone deadline dates on the pathway according to the calculated interrupted period

If you have applied a LOA correctly but you think the eProg milestone deadlines have not advanced as you would have expected them to or the milestones that are on the pathway have disappeared, you need to report this to your Faculty lead and they will investigate your query. It is essential that you provide clear information regarding the student's record:

- Student name

- Start date /end date of all periods of interruption

- Any change to mode of attendance or prog/plan

- The pathway the student is on

- Any changes that have been implemented prior to this date to prog/plan or pathway for this student

6. FAQ's

a)   If I manually edit a student's individual milestone deadline, will it advance if an interruption is applied?

If a specific milestone deadline date has been manually amended on the student's personal progression page, this deadline date will <u>not</u> automatically advance when the student has an interruption applied to their record in Campus Solutions. The individual milestone deadline date will need to be advanced manually by the PGR administrator on the My Progression page for that student. All other milestones which have not had any manual editing will advance automatically should an interruption be applied to the record in Campus Solutions.

b)   Will the milestone deadline dates advance after an interruption is applied if the pathway has been manually changed?

If the student's pathway has been manually changed, the deadline dates of all milestones on the new pathway will automatically advance on the student's progression page if an interruption is applied. This assumes that no manual updates have been made to any individual milestone deadlines for that student as in question (a).

c) Will an interruption still be applied to the student's deadlines on their progression page if the student has had a mode of attendance change?

If a student has switched mode of attendance (eg: FT-PT) their milestone deadlines on their progression page should still be advanced by the appropriate interruption period. This assumes that the student's interruption has been recorded correctly in CS, and the student's milestone deadlines have not already been manually edited as in question (a).
NB. if a programme change is applied *after* the Interruption period, eProg will over-ride the interruptions dates and the milestone deadlines will revert to the original dates. This is currently under review as part of eProg change request processes.

d) Will the Milestone deadline dates advance in the student progression page if the interruption is applied retrospectively?

It is not advisable to record a student's interruption in CS retrospectively – all interruptions should be recorded at the point at which the student starts their interruption period and an estimated end date should be entered if an actual end date is not yet known.

If, however, an interruption is applied in Campus Solutions retrospectively with the appropriate start and end dates, all milestones with a deadline date after the start date of the interruption will advance by the interruption period (assuming the milestones for that student haven't already been manually edited as in question (a)). If the revised deadline date is in the past after the interruption has been applied because the record has been edited retrospectively in CS, the student will still be enrolled on that milestone, but it will appear as overdue.

If a retrospective Interruption is applied, any Attendance and Engagement forms which have been completed on eProg and which then advance due to the rules stated above, will appear incorrectly as the Attendance and Engagement forms for the Return from Interruption will already show as completed. The forms which are showing incorrectly will need to be un-submitted, and any comments copied into the comments log (including the date they were entered into the form) and the form will need to be completed again. (NB. you cannot clear the check box answers, but you can delete any comments from the form)

e) How is the interruption calculated in eProg?

The interruption calculation in eProg is triggered by the Program Action (RLOA), and the period of the interruption is calculated from the difference between the effective date when the interruption starts and the RLOA date. eProg will also look at the 'Expected End Date of Student' in the Registration details screen and will not display any milestones where the deadline is beyond the expected end date of student. It is therefore essential that as part of the process to record the interruption in CS, the administrator also extends the 'expected end date of student' in CS by the appropriate interruption period as detailed in point 3 above.

f) Why have some of the 'attendance milestones' disappeared from the progression page after an interruption has been applied?

The attendance milestones were first introduced in September 2012. They therefore did not exist before this date and cannot be advanced from any date pre September 2012. For example:

- A student has an interruption of 12 months

- The attendance milestone from 30/09/12 would be advanced to appear on the students progression page with a 30/09/13 deadline

- On the student's progression page they will not see any attendance milestones pre 30/09/13 because the attendance milestones didn't exist before 30/09/2012. ie: the attendance milestone for 31/08/2012 didn't exist and therefore cannot be advanced to 31/08/2013.

- In this interim period when the attendance milestones aren't available, schools must have separate processes in place to monitor the attendance of students as it will not be possible via eProg attendance forms (it could be done via an eProg additional meeting form, but this will not feed into the attendance monitoring reports

g) I have already recorded an interruption for 12 months in Campus Solutions, but the student has returned early. Will the milestone deadlines in eProg re-align with the updated earlier Return from Leave of Absence (RLOA) date in Campus Solutions?

The deadline dates would advance for the 12 months initially and then be brought back by the appropriate period when the RLOA effective date is amended in CS.

h) Will the submission pending milestones advance if an interruption is applied in Campus Solutions?

Students should not be permitted to take an interruption during the submission pending period, only during the period of their programme. They are only able to apply for an extension to submission pending. If an interruption is mistakenly applied to a student during submission pending, their SubP attendance deadlines will not be advanced.

If an extension is applied to the student record in Campus Solutions, the student will receive additional submission pending milestones to cover the extension period up to the Expected end date of the student.

The Attendance and Engagement forms will continue to appear for the student and should be completed by the Supervisor / administrator.

i) My student has taken multiple interruptions, which milestones are advanced and by how much?

1. Deadlines before the first interruption start date are NOT advanced.
2. Deadlines after the first interruption start date and before the second interruption start date are advanced by the duration of the first interruption.
3. Deadlines after the second interruption start date are advanced by the sum of the durations of both interruptions.