Advice and Support

If you are contacted with concerns about your progress, help and support is available to you.

Students’ Union
SU Advice can help you get a better understanding of the Progress and Appeals Procedures, and also help you understand your rights and responsibilities, and assist you in preparing for any meetings that you are invited to attend.

Click here to contact SU Advice

Student Services Hub
The Hub can direct you to the Student Progress Team that can advise you on the Progress Procedures, or to any other relevant support and wellbeing services that may be required (including immigration advice).

Click here to contact your Student Services Hub

Online
Use the links to read the full Progress and Appeals Procedures for Taught Programmes.
What is Progress, who do the procedures apply to, and why are they important?

The University monitors every student’s academic progress throughout their studies (including attendance) in order to identify students that appear to be struggling with their studies and may need additional support.

If you appear not to be attending all of your expected tuition, either for a long time or without explanation, or you are failing or not submitting your coursework, then your Department, School or Centre will request a meeting with you in order to ensure that you are well supported and understand your responsibilities.

Remember, as a student you can check your attendance record and report any expected absences via MyEssex. You can also familiarise yourself with the process for submitting coursework late.

International Students

If you are an International Student, you are also required to attend teaching as part of the terms of holding a Tier 4 visa and you should familiarise yourself with your additional responsibilities. If you appear to be at risk of contravening the terms of your visa, then the International Services team will contact you and may arrange a separate meeting.
What happens if my Department, School or Centre are concerned with my Progress?

Your department, school or centre will contact you if your attendance is cause for concern and you will be expected to attend a meeting in order to discuss your progress and agree a way forward. In the meantime, if there is anything that is affecting your progress, such as extenuating circumstances, you should contact your Personal Tutor and let them know.

Meeting with your Personal Tutor
If you continue to have poor attendance and engagement, you will be invited in for a Personal Tutor meeting. The meeting will be a chance for your Personal Tutor to discuss the concerns, as well as an opportunity to for you to make them aware of the reasons why you have not been attending or struggling with coursework.

Meeting with your Department/School Progress Officer
If you fail to attend your Personal Tutor meeting or continue to have poor engagement, then you will be asked to attend a meeting with your Progress Officer. Like the Personal Tutor meeting, the Progress Officer will flag any concerns and ask you to give your response.
I’ve been invited to meet with the Faculty. Why is this and do I have to attend?

If your Department/School’s concerns continue or escalate, or if they feel they have exhausted all attempts to contact or support you, they will refer your case to the Faculty.

A meeting will be arranged for you to meet with a member of the Faculty (normally a Dean) who will aim to agree with you a suitable way forward in order to ensure your success in your studies. However, if this is not possible, you may be referred to a Progress Committee.

You will be notified via email at least 5 working days before the meeting, and you will also be sent a copy of the referral that outlines the Department’s concerns. You should follow the instructions in the email and confirm your attendance as soon as possible. If you cannot attend, it may be possible to rearrange the meeting.

If you do not attend the meeting with the Faculty, then it will be understood that you are no longer interested in continuing your studies and you will be withdrawn. You should arrive at the time on your invitation to ensure you are seen. Make sure you know the location of the room or use Find Your Way to find it. If you are prevented from attending the meeting on time, then you should contact the Student Progress Team immediately.
What will happen during the meeting with the Faculty? What happens afterwards?

Ahead of the meeting, you should make sure you have read the documentation sent to you. You can contact the Student Progress Team or SU Advice if there is anything you don’t understand.

The Faculty will explain the cause of concern to you and together you will discuss your progress, including your attendance record, coursework marks and any other relevant information, all of which you will have access to in advance. You will then be given the opportunity to respond to the concerns and discuss this with the Faculty.

The Faculty will then consider whether to:
- take no further action
- agree to an action plan for improving your progress
- refer you to a Progress Committee

You can bring someone with you to the meeting, but they must be a member of the University of Essex. This means they must be either a current student or staff member here, or a member of SU Advice. Unfortunately you cannot ask a family member, friend or other person, unless they fall into the above categories.
I’ve been referred to a Progress Committee. What will happen? Should I attend it?

If the Faculty are concerned about your progress, they may refer you to a Progress Committee.

A Progress Committee will consider whether it is appropriate for you to continue your studies at the University of Essex. As such, we encourage all students to attend the Committee meeting.

You will be notified via email at least 5 working days before the meeting, and you will also be sent a copy of the relevant documentation. The time and date of the meeting will be set and cannot be rearranged. If you cannot attend the Committee meeting, it will go ahead in your absence. You may submit a written statement giving your response to the concerns and this will be considered by the Committee. You should also provide any extenuating circumstances or compelling personal issues that you wish to be taken into account. **SU Advice** are able to help you prepare your statement should you need.

You can bring someone with you to the meeting, but they must be a member of the University of Essex. This means they must be either a current student or staff member here, or a member of **SU Advice**. Unfortunately you cannot ask a family member, friend or other person, unless they fall into the above categories.
What might happen at the Progress Committee?
What are the possible implications?

The Committee will be chaired by the Faculty Representative, who will be joined by two other academic members of staff, one of which will be from your Department, School or Centre.

The Committee will outline the cause of the concern to you and together you will discuss your progress, including your attendance record, coursework marks and any other relevant information, all of which you will have been sent 1 week in advance to your University email address. You will then be given the opportunity to respond to the concerns and discuss this with the Committee who may ask you some questions and further explanation.

The Committee will then make a decision as to how to proceed. Any decision reached will be clearly explained and confirmed to you in writing, and you will have a chance to ask questions on what the decision will mean for your future studies.

Decisions a Progress Committee include:

- No further action
- Setting an action plan for you to improve your progress
- Requiring you to intermit from your studies
- Requiring you to withdraw from the University
I have been withdrawn or told to intermit. Can I appeal against a decision made against me?

You have the right to appeal against any formal decision made. However, there are very strict grounds upon an appeal can be made. These are given in full in the Progress and Appeals Procedures for Taught Programmes of Study 2016-17.

If you wish to submit an appeal, your must do so within 5 working days of you receiving the written confirmation of the outcome. You should send your written appeal to appeals@essex.ac.uk.

If an appeal is upheld, then the matter will be reviewed by a Progress Appeals Panel who will reconsider the decision. Please be aware that the Appeals Panel will not be compelled to amend the original decision.

We would strongly advise you to contact the SU Advice for further advice on submitting a formal appeal.