Dear Jane,

Student ID: XXXX

Module: XXXX

How are you? My colleagues and I hope you are doing well. We wanted to check how your studies are going. We understand that the current mode of study presents a range of challenges and these can affect students in different ways.

Following the recent email we sent you concerning your engagement we are now sending you this third communication.  We have lots of ways to support you and would really appreciate the opportunity to discuss these with you. Please do get in touch with us.

**Engagement with studies**     
Your engagement data (use of learning platforms) suggests that your overall engagement with studies online appears to be low. This usually means that you may be missing classes and/or that you have accessed and engaged with very little content on QMplus this semester.

*\*\*We are confident in the accuracy of our data, however, it’s also worth noting that no dataset is perfect, so if you believe this is an error, please don’t take offence – get in touch to notify us.\*\**

**Accessing support** - **get in touch with us**    
If you are experiencing difficulties accessing your classes and/or managing your studies, please don’t suffer in silence! My colleagues and I can offer a range of support, guidance or advice to help you address any study-related issues you are facing.

**Extenuating Circumstances**

Extenuating circumstances - commonly referred to as ECs - are *"circumstances that are outside a student's control which may have a negative impact on a student's ability to undertake or complete any assessment so as to cast doubt on the likely validity of the assessmen*t ***as a measure of the student's achievement****,"* (*Academic Regulations 2021/22*, 3.49)

Extenuating circumstances may include medical and personal circumstances such as bereavement, but **do not include** events such as holidays, mis-reading timetables, workload (academic work, and formal employment), computer problems, or not being aware of rules, regulations or procedures.

You can speak to your student support officer or your advisor to receive guidance about how to apply for extenuating circumstances, if you think you may need to. You can also find out how to do this yourself here:

<https://www.welfare.qmul.ac.uk/guides/extenuating-circumstances/how-do-i-make-extenuating-circumstances-claim/>

**Interruption of studies**

If you need to take a break away from your studies, you can do so and retain your place on your programme. This may be a good option if you are managing an ongoing situation which may not be resolved by the end of the semester.

You should speak to your Student Support Officer or your Advisor to receive guidance about how to apply for an interruption, if you think you may need to. You can find more information about interrupting your studies here: <http://www.arcs.qmul.ac.uk/students/study/interrupting/>

There are plenty of options available to support you. We want you to be successful throughout your studies. Do engage with us: **Please respond to this email to arrange a confidential 1-2-1 meeting in person or on MS teams**, to give yourself as much time as possible to explore your options and put any support you may require in place.

Kind regards,