

<b>HOLLAND COLLEGE</b>		
<b>Quality Process A08</b>	<b>Issue Date: April 17, 2018</b>	<b>Revision: NINE</b>
<b>Title: Student Attendance</b>		<b>Page 1 of 5</b>
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## 1. PURPOSE:

- 1.1** To ensure that attendance monitoring and record keeping is adequate to meet stated requirements.
- 1.2** To describe the process for handling situations of unsatisfactory attendance.

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## 2. SCOPE:

All programs and courses.

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## 3. RELATED PROCESSES, DOCUMENTS & DEFINITIONS:

- 3.1** Administrative Regulation [50-01-2](#) (Student Attendance, Progress, Discipline & Appeals)
- 3.2** Quality Process [A07](#) - Academic Progress
- 3.3** Quality Process [A09](#) - Student Misconduct
- 3.4** Quality Process [A10](#) - Student Appeals
- 3.5** Quality Process [A14](#) - Control of Program Related Documentation
- 3.6** Quality Process [B04](#) - Student Exit and Change of Status in Post-Secondary Programs and Courses
- 3.7** Quality Form [011.docx](#) - Document Location List
- 3.8** Holland College [Student Code of Conduct](#)
- 3.9** Quality Form [103.pdf](#) ([103.docx](#)) - Adult Education Document Location List
- 3.10** Quality Form 007 – Post-Secondary Student Change of Status (Online form)
- 3.11** Program Attendance Records/Logs

## **DEFINITIONS:**

Student exit:

An administrative process to initiate a change in a student's enrollment status at the College from active to inactive. An exit may result from, but is not exclusive to, program graduation, successful completion of a course, voluntary withdraw, academic failure, lack of attendance, or dismissal.

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## **4. RESPONSIBILITIES:**

**4.1** Learning Managers/Instructors for:

- Communicating attendance requirements orally and in course documentation to students;
- maintaining an attendance record/log on SAM for each course for which they are responsible;
- recommending the exit of a student with unsatisfactory attendance to the Program Manager.

**4.2** Program Managers for:

- ensuring attendance requirements are established for each course;
- ensuring Learning Managers/Instructors are aware of the attendance requirements;
- ensuring Learning Managers/Instructors are maintaining adequate records
- exiting a student for unsatisfactory attendance.

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## **5. PROCESS:**







This symbol identifies an Inherent Quality Concern (IQCrn). An IQCrn is a point in a process where a failure to complete a step creates the opportunity for a problem to occur. Outside of correctly completing the process step, no other action is required. The act of completing that step and sometimes subsequent steps is essentially managing a potential risk.




### **Section A: PROGRAM/COURSE-LEVEL ATTENDANCE DOCUMENTATION**

### **Section B: ACTION REQUIRED IN THE EVENT OF UNSATISFACTORY ATTENDANCE**

## Section A: PROGRAM/COURSE-LEVEL ATTENDANCE DOCUMENTATION

- 5.1**  Program Managers will ensure that each course offered by their department is covered by an attendance policy. Attendance policies may be at the departmental level or by program or course.
- 5.2**  All attendance policies will be approved by the applicable Program Manager and each attendance policy must meet the minimum requirements outlined in this document.
- 5.3**  Instructors will ensure that the attendance policy is communicated orally to students at the start of each course and included in course documentation provided in print or electronically to students.
- 5.4** At a minimum an attendance policy will clearly identify:
- a)** the attendance requirements expected of the student,
  - b)** the method of attendance monitoring,
  - c)** any outside monitoring and reporting requirements such as funders, and
  - d)** how any attendance problems that occur will be dealt with.
- 5.5** The Holland College Student Code of Conduct covers both attendance and compliance with any program rules/codes. All students are covered by the Holland College Student Code of Conduct Student. Students acknowledge having read and understand the Code of Conduct during orientation. Individual programs may, at their discretion, also require the student to sign a separate document that identifies specific program requirements including an attendance policy.
- 5.6** The Office of the Registrar will send out e-mail advising staff of any funder specific attendance requirements.
- 5.7** The Program Manager shall ensure that attendance monitoring processes are documented for programs and courses.
- 5.8**  A record of attendance for each course will be maintained on SAM.
- 5.9** Where required, a summary may be prepared at the conclusion of the term or academic year indicating the total number of required program days and the total number of days missed for each student. Other data such as a percent attendance may be calculated and recorded at the discretion of the individual program.

## Section B: ACTION REQUIRED IN THE EVENT OF UNSATISFACTORY ATTENDANCE

- 5.10**  All situations where a student's attendance is deemed to be unsatisfactory, and where any action as described in paragraphs 5.12 to 5.14 is to be taken, will be thoroughly documented.
- 5.11** Unsatisfactory attendance may fall into one of three categories:
- a)** Minor attendance issues that are affecting a student's progress;
  - b)** More serious attendance problems that are also violations of the program or department attendance requirements; or
  - c)** Situations where a student has been missing substantial amounts of program time.
- 5.12** Situations of unsatisfactory attendance as described in paragraph 5.11 (a) can be dealt with under Quality Process A07 (Academic Progress).
- 5.13** Situations of unsatisfactory attendance as described in paragraph 5.11 (b) will be dealt under Quality Process A09 (Student Misconduct).
- 5.14** Situations of unsatisfactory attendance as described in paragraph 5.11 (c) may result in the student being exited from the College. Administrative Regulation 50-01-2 (Student Attendance, Progress, Discipline and Appeals) states:
- The Program Manager shall have the option of exiting a student who:
- a)** Misses five (5) or more consecutive program days or classes;
  - b)** Is consistently absent for periods of time less than five consecutive days;
  - c)** Has a pattern of absences or lateness that exceeds program/course standards.
- 5.15**  In situations where the student has not been in attendance for five or more program days and in that time period there has also been no contact with the student, the Program Manager must document evidence to show that attempts to contact the student were made.
- 5.16**  Where the decision has been made to exit a student pursuant to paragraph 5.14, the Program Manager will complete and submit the Student Change of Status Form (Quality Form 007 found on WebAdvisor) as per Quality Process B04. The form will indicate the

reason for leaving as "Insufficient Attendance" recorded in the "*other*" field of section 2. The Program Manager will notify the Learning Manager/Instructor that the student has been exited and the Learning Manager will update Gradebook with the student's final grades. A "F" grade will be recorded for each incomplete course in Gradebook.