



MySurrey Engagement Student User Guide

1 Table of Contents

1	TABLE OF CONTENTS	2
2	USER ACCESS	3
2.1	BROWSER SUPPORT	3
2.2	LOGGING ON TO MYSURREY ENGAGEMENT	3
3	HOMEPAGE	3
3.1	USER ICON	4
4	STUDENT PROFILE	4
4.1	CURRENT ENGAGEMENT INDICATOR BUBBLE	4
4.2	AVERAGE ENGAGEMENT INDICATOR BUBBLE	4
4.3	TREND INDICATOR BUBBLE	5
4.4	STUDENT PROFILE TABS	5
4.5	STUDENT ENGAGEMENT TAB	5
4.5.1	<i>How Engagement is calculated</i>	6
4.5.2	<i>The Learning Journey Map</i>	6
4.5.3	<i>Engagement Calendar View & Breakdown</i>	7
4.5.4	<i>Engagement Breakdown</i>	7
4.6	RESOURCES TAB	8
4.7	INTERACTIONS TAB	8
4.7.1	<i>Comments on Interactions</i>	9
4.8	ATTENDANCE TAB	10
4.9	ASSESSMENTS TAB	11
4.10	STUDENT PROFILE TAB	12
5	SUPPORT BUTTON	13
6	FAQS	14
7	ACCESS ISSUES	14
8	ACCESS ISSUES	14

2 User Access

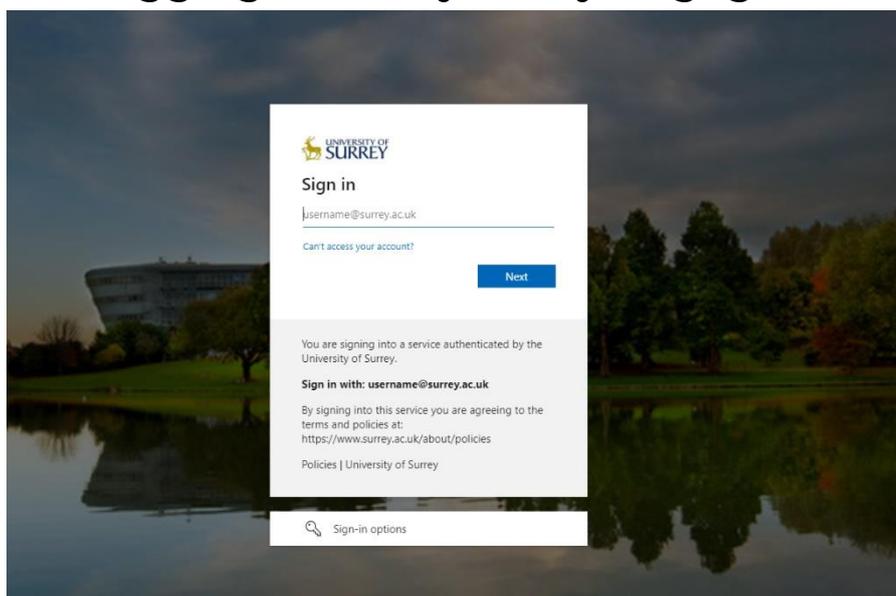
MySurrey Engagement is accessed via engagement.surrey.ac.uk.

2.1 Browser Support

MySurrey Engagement should be used with the following browsers:

- Google Chrome
- Microsoft Edge
- Apple Safari
- Mozilla Firefox

2.2 Logging on to MySurrey Engagement



From the landing page <https://engagement.surrey.ac.uk>, enter your normal university credentials, username (User ID) and password and then click Login to access the system. You will need to use authenticator to gain access.

Figure 1 - Login Screen

3 Homepage

Once you have logged in, you will be able to see your homepage, which contains your Learning Journey Map.

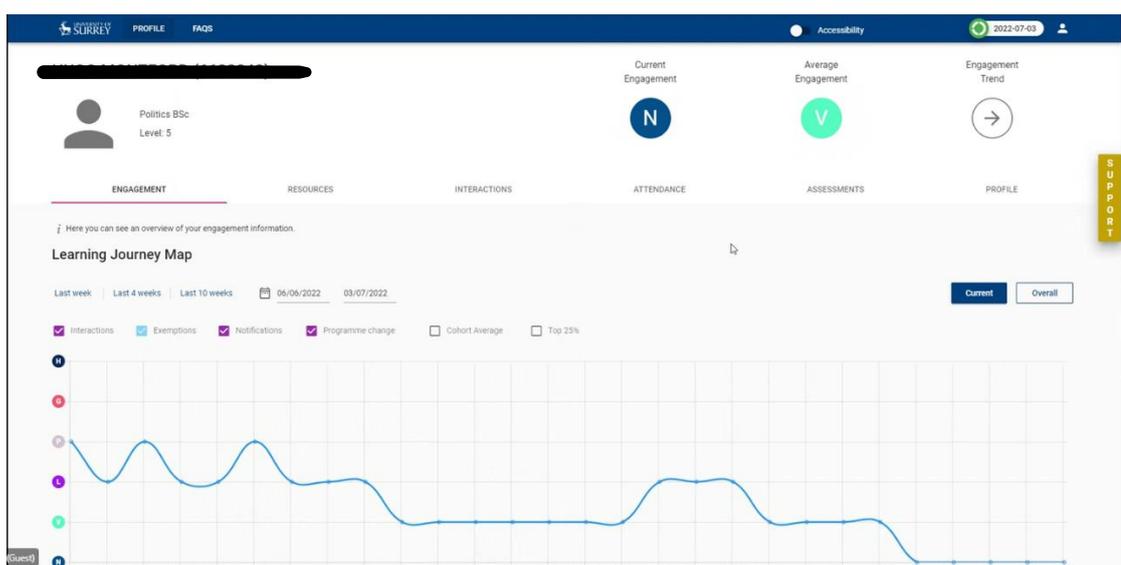


Figure 2 – Homepage Screen

3.1 User Icon

Clicking on the user selection menu icon in the top right opens the drop-down menu allowing you to configure MySurrey Engagement to suit your needs.

- Language – is currently only configured to English. There are no alternative language options
- Dark Theme – changes the screen from white to dark
- Logout – exits the application.

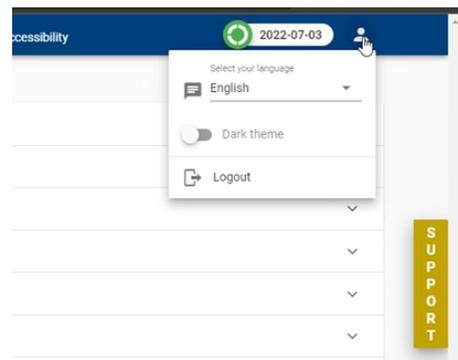


Figure 3 -User Icon dropdown

4 Student Profile

The student profile includes a header, which includes information, such your name, ID photo, course, and course year. There are also several indicators, allowing you to see key information at a glance.



Figure 4 – Student Profile Header

4.1 Current Engagement Indicator Bubble

Your current engagement is your level of engagement over the last 24 hours. The categories are High, Good, Partial, Low, Very Low, None.

This current engagement indicator bubble indicates your current engagement with university resources and is displayed as the first letter of the rating:

- H** High
- G** Good
- P** Partial
- L** Low
- V** Very Low
- N** None

Current Engagement



Figure 5 – Engagement bubble labels

For more information on how this score is calculated please read sections [Student Engagement Tab](#) and [Resources Tab](#)

4.2 Average Engagement Indicator Bubble

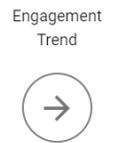
This indicates your average engagement with university resources. This calculation is based on the “mean” of over 28 days.

Average Engagement



4.3 Trend Indicator Bubble

This is an indicator displaying the direction that your engagement rating is taking over the last 2 days. A horizontal arrow means the engagement rating is consistent.



4.4 Student Profile Tabs

Underneath the header are tabs allowing you to obtain further information about your engagement. The active tab will be underlined in red. By default, you will always open on the engagement tab, which includes your Learning Journey map.



Figure 6 - Student Record Navigation

4.5 Student Engagement Tab

The engagement screen presents a summary of the engagement data, displaying the last four weeks by default. In this example, 'Last 10 Weeks' has been selected.

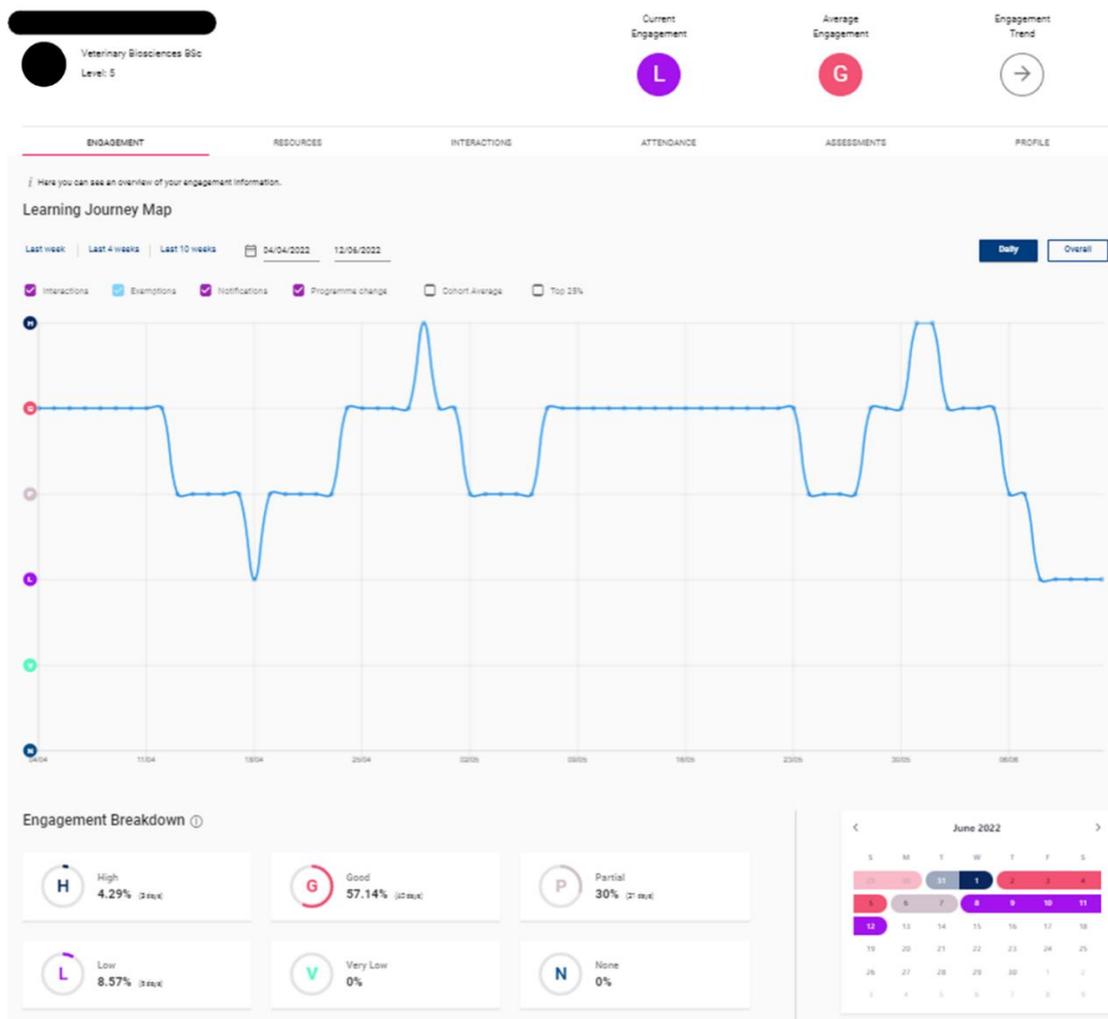


Figure 7 - Student Record Engagement

It is recommended to focus on the last 4 weeks to ensure any academic-student interactions are discussing recent relevant student activities. However, there will be occasions where a different date range is appropriate.

4.5.1 How Engagement is calculated

Engagement ratings are calculated based on several different types of digital activities you might engage with. Initially, these are:

- E-textbook Activities
- E-textbook Visits
- D2L Surrey Learn Course content
- D2L Surrey Learn Discussion posts
- D2L Surrey Learn Quiz Attempts
- D2L SurreyLearn Log in
- Captured content - Panopto

However, additional systems will be added to enrich the engagement data.

The MySurrey Engagement analytics process runs every day for each student and uses a weighted approach to look for activities on digital systems coming into MySurrey Engagement. These values are collated to create a “current” rating for each student. The system then completes a calculation process, involving previous ratings, to produce your current engagement rating.

Each digital system has a weighting attached to it to generate the overall engagement rating. To understand the weightings, you can view the pie chart shown in section [Resources Tab](#) and under the resources tab on MySurrey Engagement.

4.5.2 The Learning Journey Map

This graph is an interactive display of your engagement during your time at University of Surrey. It updates to reflect the date range chosen in the top left. It can be changed to a current or overall display by clicking the buttons above the graph:

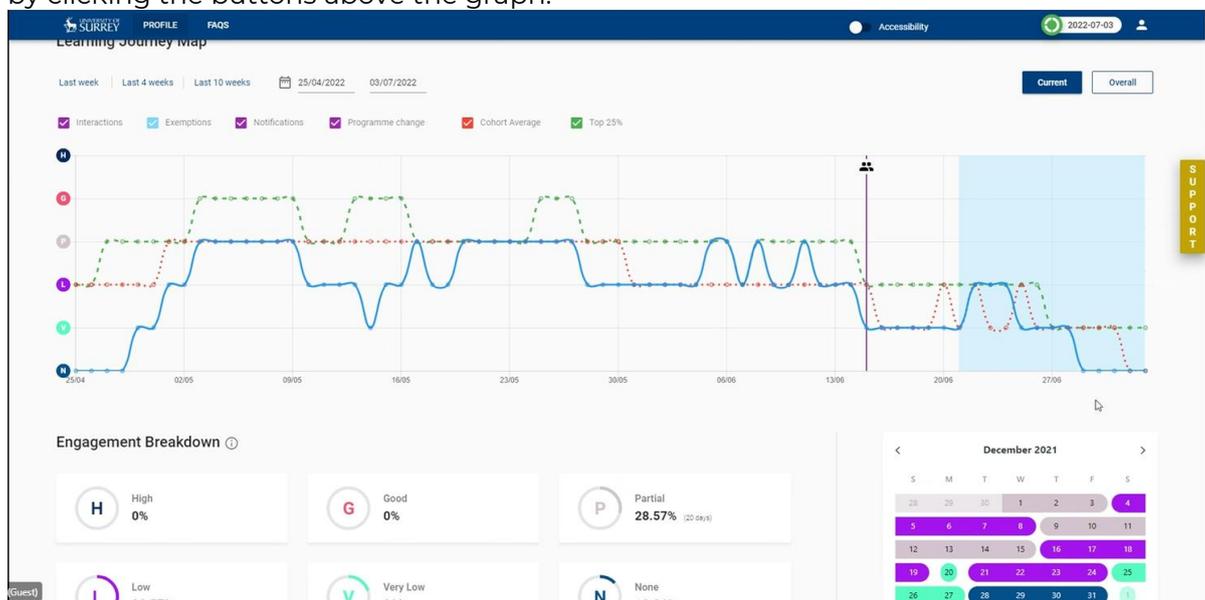


Figure 8 - A student’s Learning Journey Map (Engagement Graph)

The graph is interactive, to allow you to focus on the critical elements of your learning. These interactions include:

- 1) Selecting the date range displayed on the graph; this can be defined between two dates or,

- 2) Quick selecting time periods (Last Week, Last 4 Weeks and Last 10 Weeks)
- 3) Selecting & de-selecting:
 - a) Interactions (shown by a two person icon)
 - b) Exemption (shown in the blue block)
 - c) Notifications
 - d) Programme change
 - e) Cohort average engagement line (orange line)
 - f) Top 25% engagement line (green line)

On the right, there is an 'Overall' or cumulative graph option, as well as the "current" graph which may be enabled. This can be selected by clicking the 'Overall' button. This is a cumulative view of your engagement rather than a daily plotting of each engagement rating.

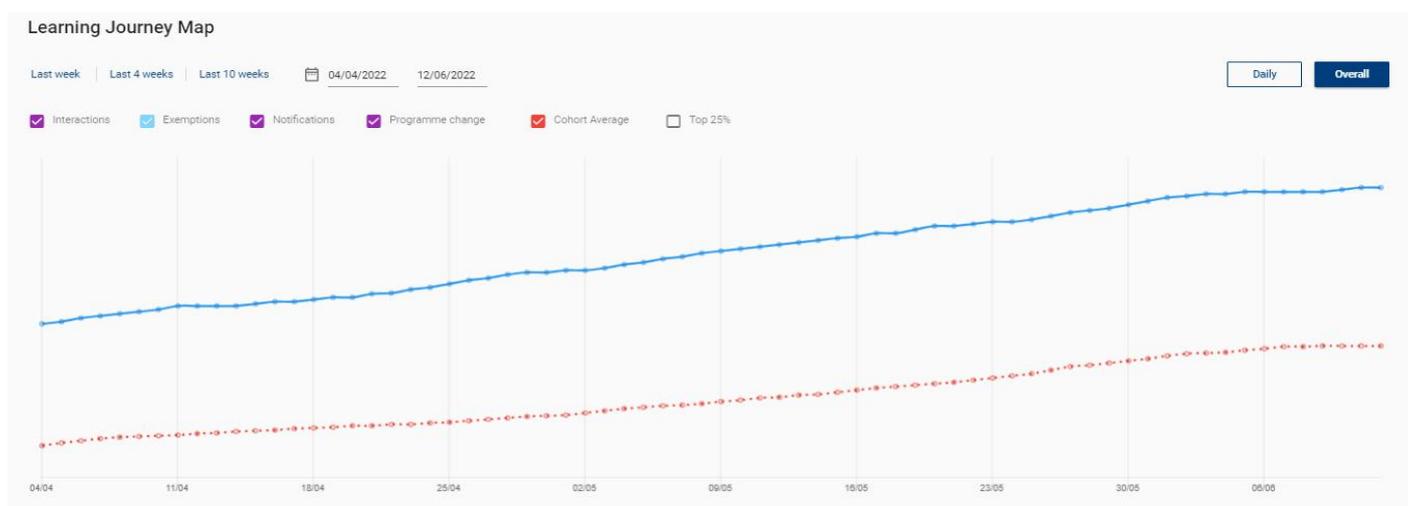


Figure 19 - Overall Engagement Graph

4.5.3 Engagement Calendar View & Breakdown

In the bottom right of the engagement tab there is a rolling calendar that shows daily engagement ratings over a monthly period. This helps to identify any patterns of engagement.

4.5.4 Engagement Breakdown

The Engagement Breakdown cards are designed to provide a visual percentage-based view of how much time you have spent in each engagement category and is defined by the date range selected at the top of the page.

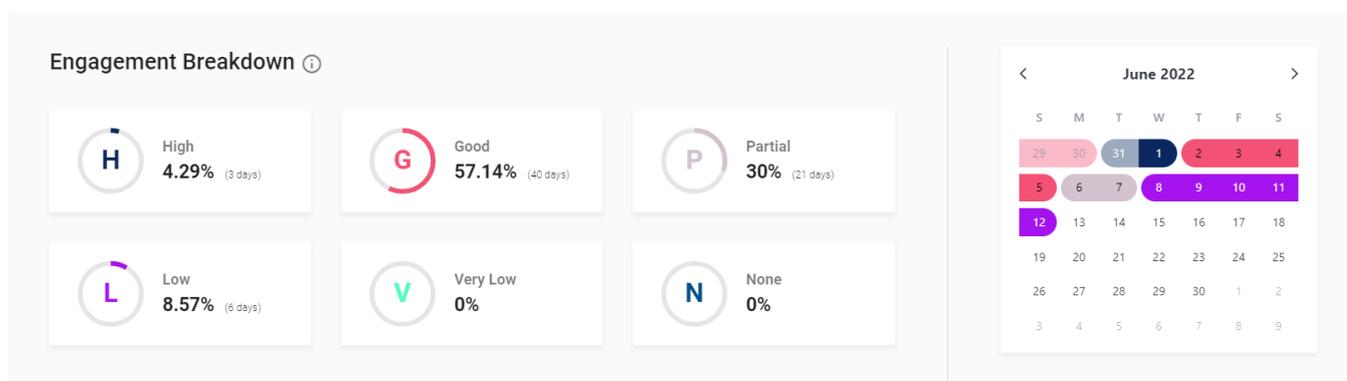


Figure 10- Engagement Averages and Calendar

4.6 Resources Tab

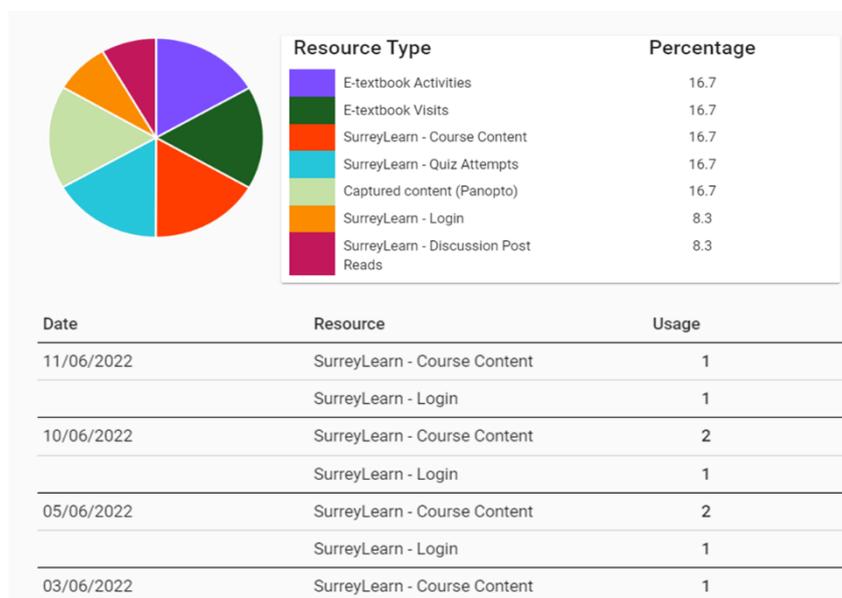
The student resources tab is a time-based representation of the data systems MySurrey Engagement is monitoring. Please note, each resource may be weighted differently (i.e., contribute differently to the engagement rating). The graphs show all of the system interactions on each day, over the chosen date range. **The algorithm only uses one activity per resource per day to calculate the engagement rating.**

By default, the graphs show the previous 4 weeks, however, you can choose to view just the last week, the last 4 weeks or the last 10 weeks using the blue buttons at the top of the page. Alternatively, you can select your own bespoke from and to dates.



Figure 11 - Resources Tabs on the student Record

A resource type pie chart and activity summary table are visible below the resource cards.



Resource type pie chart: This shows the importance of each resource type used to calculate your daily engagement score.

Activity Summary Table: This provides the usage detail for each resource type you've used and the date the activity happened.

Figure 12 - Resources pie chart and activity summary table

4.7 Interactions Tab

The Interactions tab is a historical journal of all the interactions linked to you, and consists of:

- Interactions with staff
- Notifications
- Exemptions

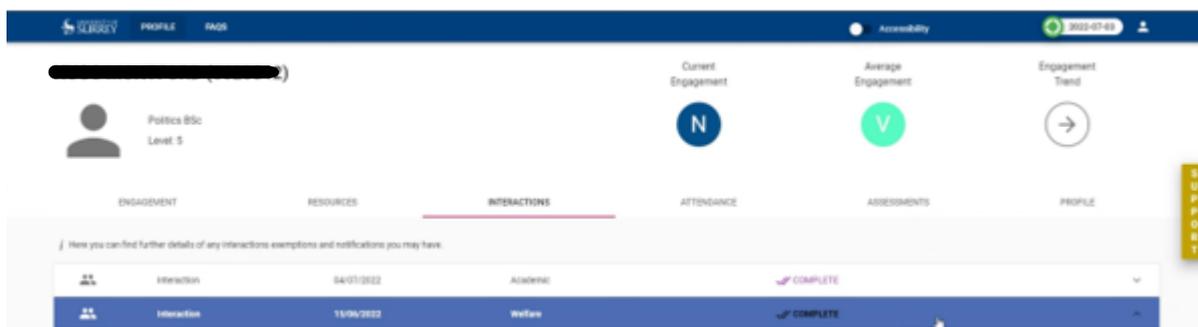


Figure 13 - Student Interactions Tab

Student interactions display a status indicator:

- New
- In Progress
- Delayed
- Complete

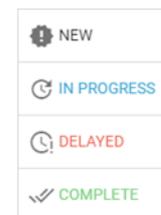


Figure 14 - Status Types

Clicking on an individual interaction expands the record to provide a more detailed view.

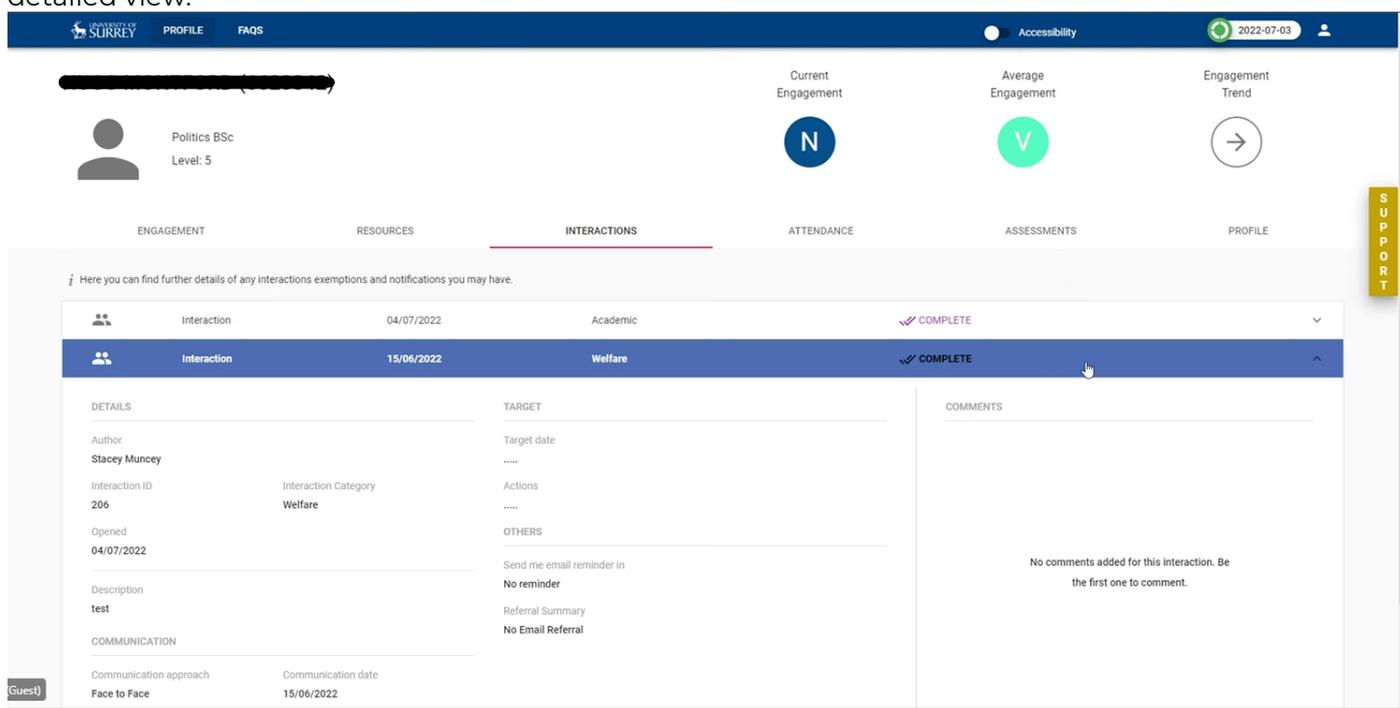


Figure 15 - Expanded Interaction Record

4.7.1 Comments on Interactions

It is important that you check MySurrey Engagement daily to see if you have any interactions. These interactions may include comments from your personal tutor, senior personal tutor or Student Success Team.

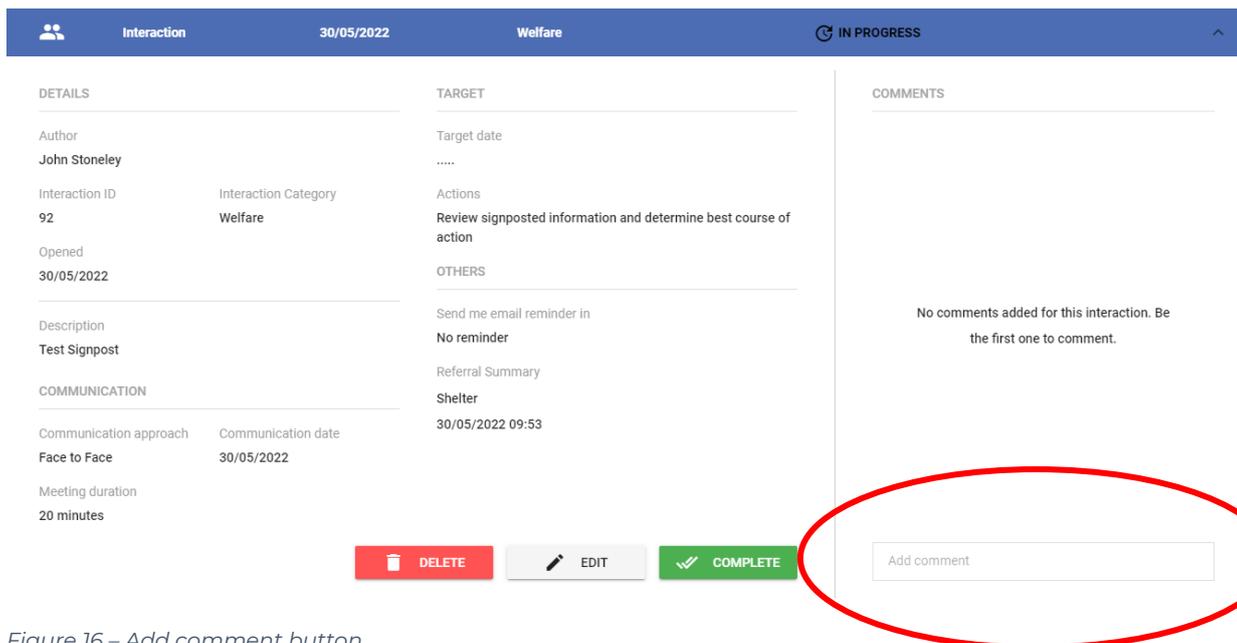


Figure 16 – Add comment button

You will receive a system generated email to your University email address should you have a new interaction or a comment added.

You can add a comment to any interactions too by clicking 'add comment'

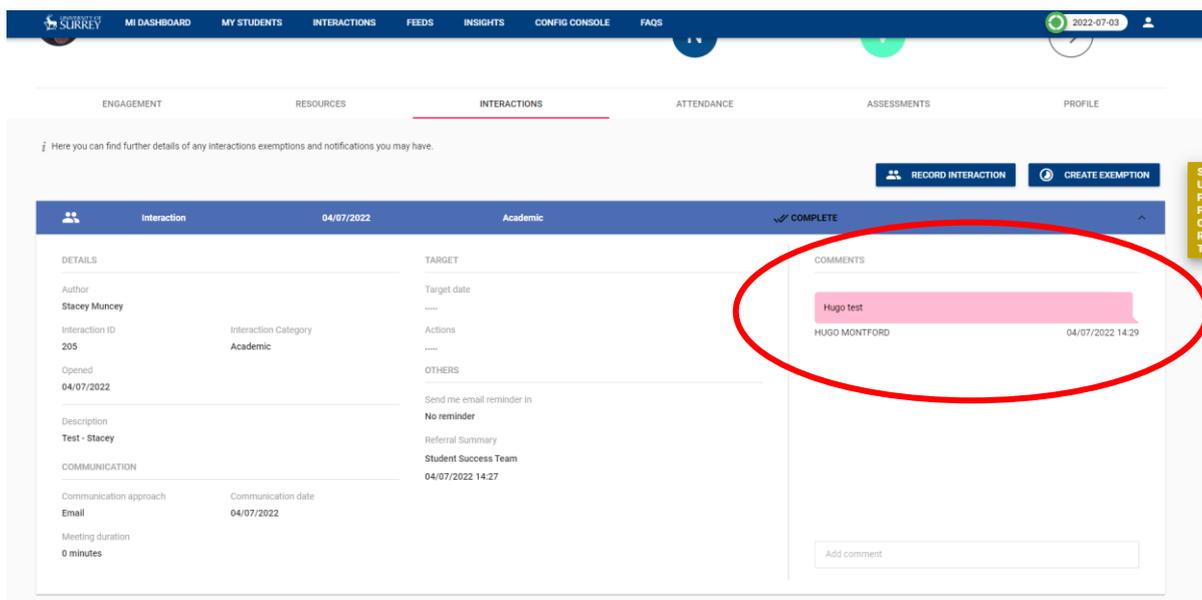


Figure 17 – Comment added

4.8 Attendance Tab

University of Surrey are currently not capturing attendance data. However, later in the year, we plan to add attendance data, through a new app, MySurrey Attendance, which will further enhance the engagement platform. More details will be provided in due course.

Currently your screen will look like this, until it is populated with data

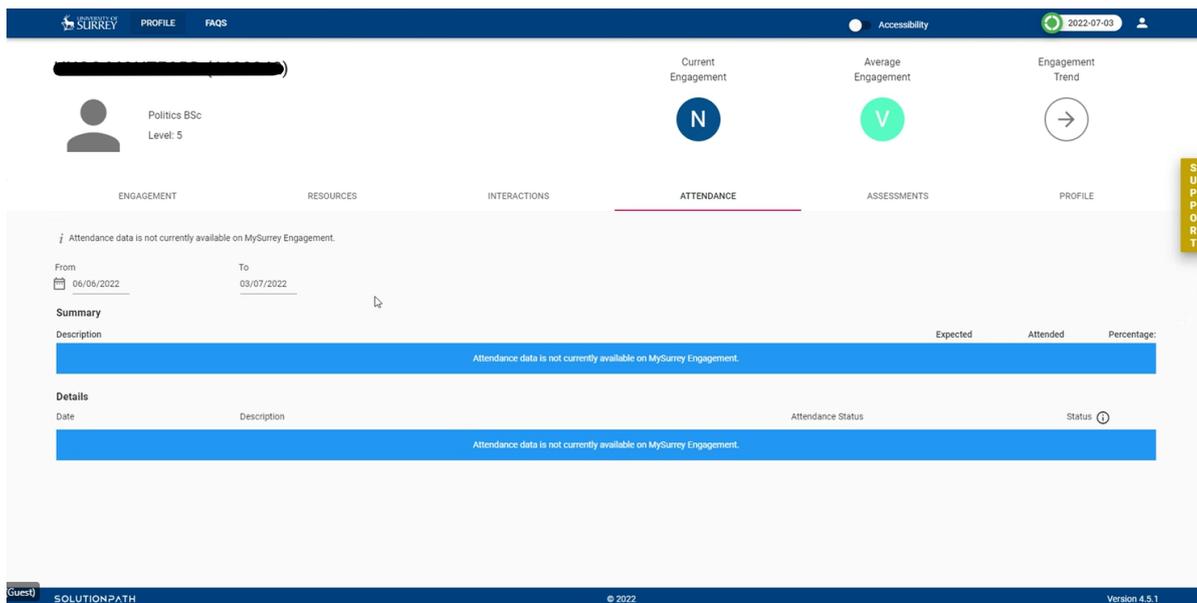


Figure 18 – View of the attendance tab, August 2022.

4.9 Assessments Tab

This tab will begin to be populated for the start of the 22/23 Academic year. Currently, your tab may look like this

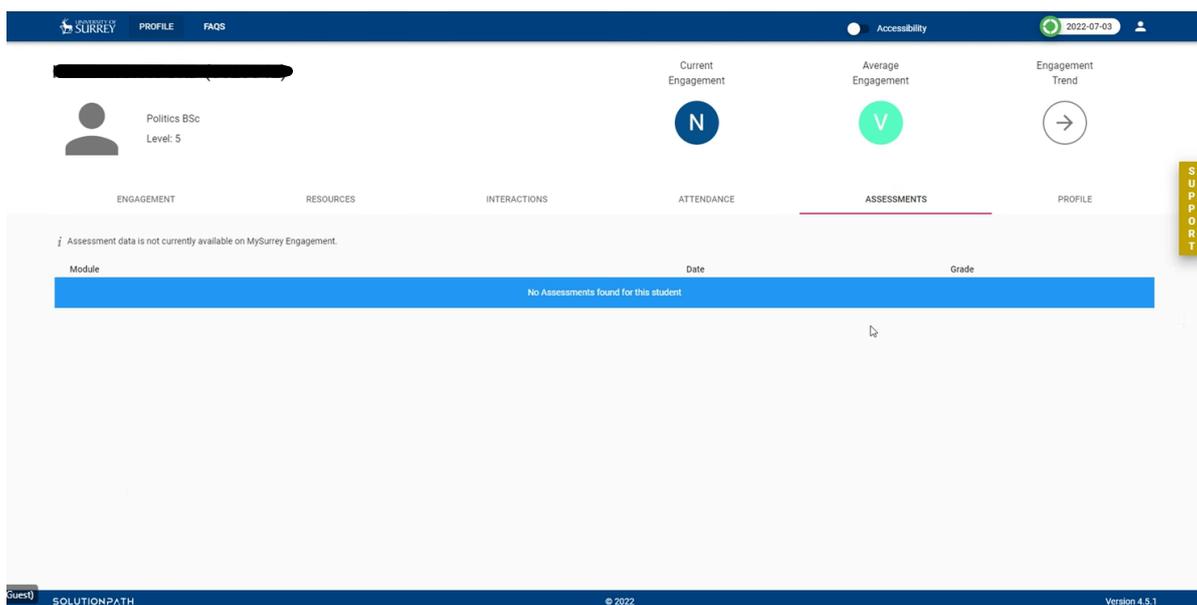
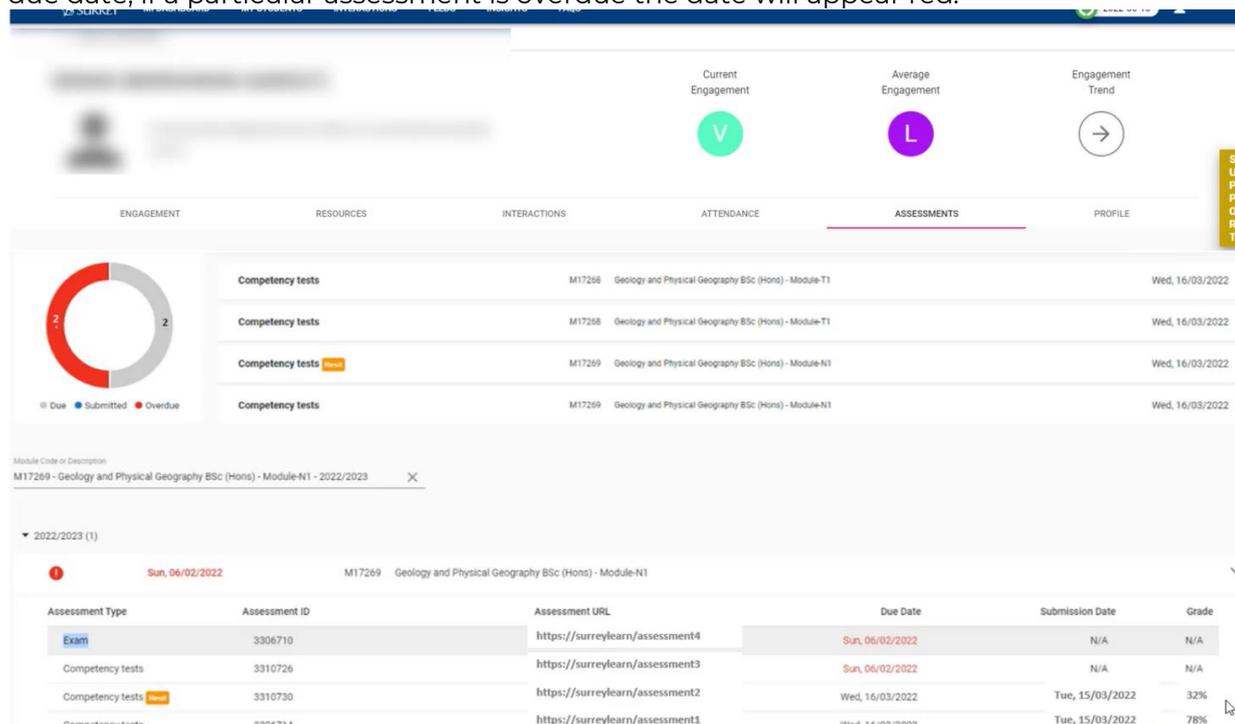


Figure 19 – View of Assessment tab, August 2022

When populated with assessment information, as shown in figure 19 below, this tab will summarise your attainment and progress throughout your studies.

At the top left you will be presented with a doughnut that shows the status of assessments for current modules. Due assessments are shown as grey, submitted assessments as blue and overdue assessments appear red. There are then further details of each of these assessments to the right of the doughnut where you can see the assessment title, module code, module description and assessment

due date, if a particular assessment is overdue the date will appear red.



Assessment Type	Assessment ID	Assessment URL	Due Date	Submission Date	Grade
Exam	3306710	https://surreylearn/assessment4	Sun, 06/02/2022	N/A	N/A
Competency tests	3310726	https://surreylearn/assessment3	Sun, 06/02/2022	N/A	N/A
Competency tests re-sit	3310730	https://surreylearn/assessment2	Wed, 16/03/2022	Tue, 15/03/2022	32%
Competency tests	3306714	https://surreylearn/assessment1	Wed, 16/03/2022	Tue, 15/03/2022	78%

Figure 20 - Assessment Tab

Clicking on an entry will provide further information on the specific assessment.

If the assessment is a re-sit a small orange tag will appear next to the assessment type to advise.

4.10 Student Profile Tab

The profile tab is a summary of your personal information arranged in a series of cards.

This is static information and will only change if the data is available/updated on the student record system (SITS). If your personal details are incorrect, you can update them on Surrey Self Service <https://sits.surrey.ac.uk/>. Should you need any further updates you can speak to your [MySurrey Hive Team](#).

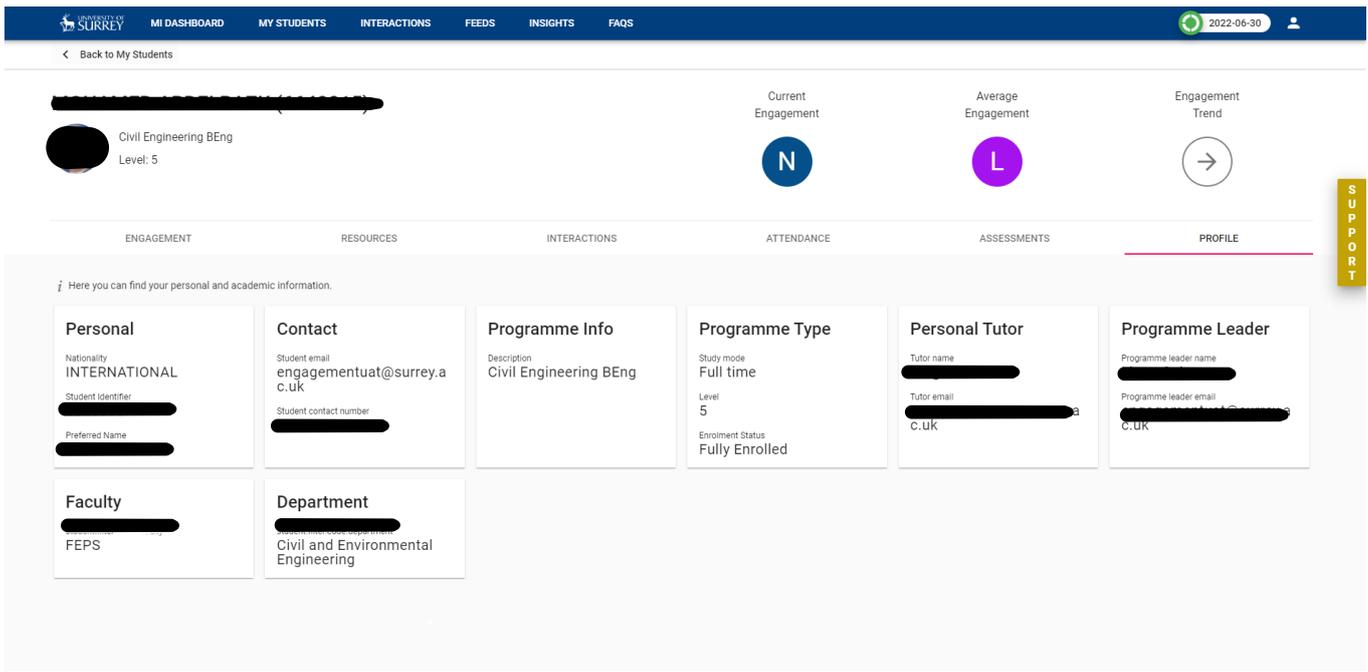


Figure 21 - Student Profile Tab

5 Support button

By clicking on the gold support button on the right on every screen, you will find URL quick links for specific University support.

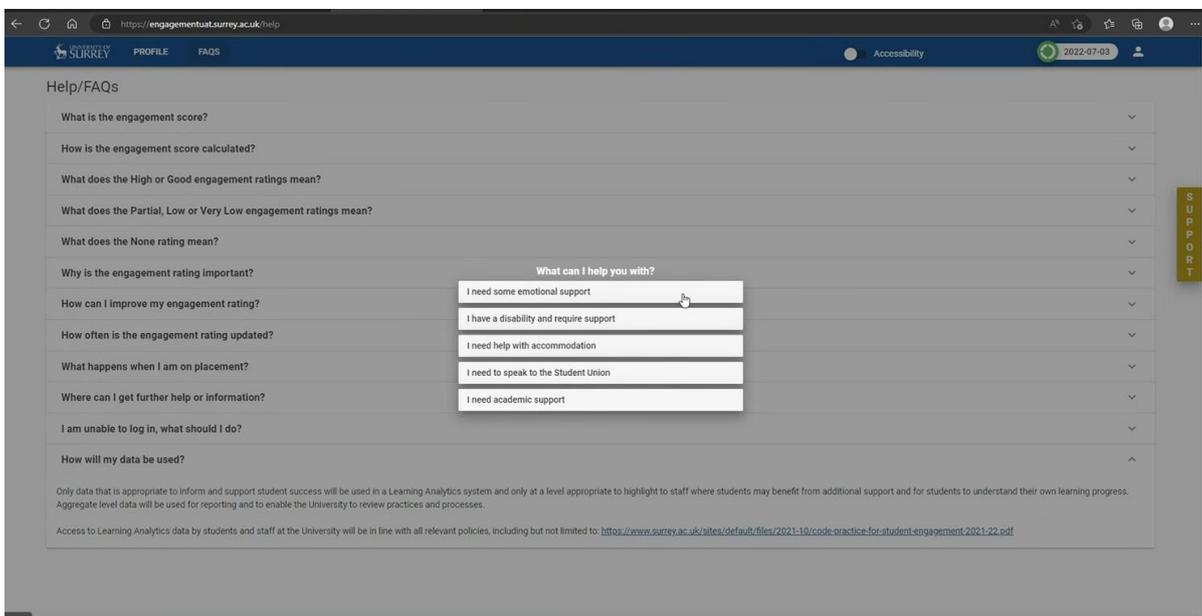


Figure 22 – Support button quick links

6 FAQs

In the header there is an FAQ tab. Clicking on this tab will display a list of FAQs. The questions are displayed in the FAQ headers and the answers can be accessed using the dropdown.

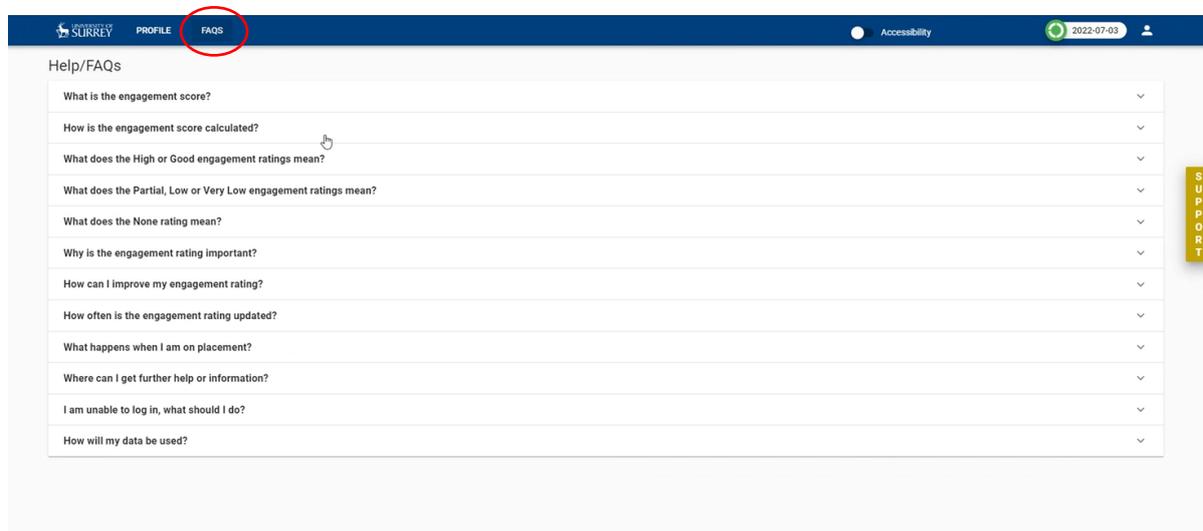


Figure 23 – FAQs

7 Access issues

Should you have access issues please contact the [IT Helpdesk](#) in the first instance.

8 Accessibility

The MySurrey Engagement Dashboard gives students the ability to view their data in an accessible format, to aid students who may be using screen reading software or need larger text.

To access the accessibility view there is a toggle at the top of the page. This will take you to the student profile page of the accessible view.

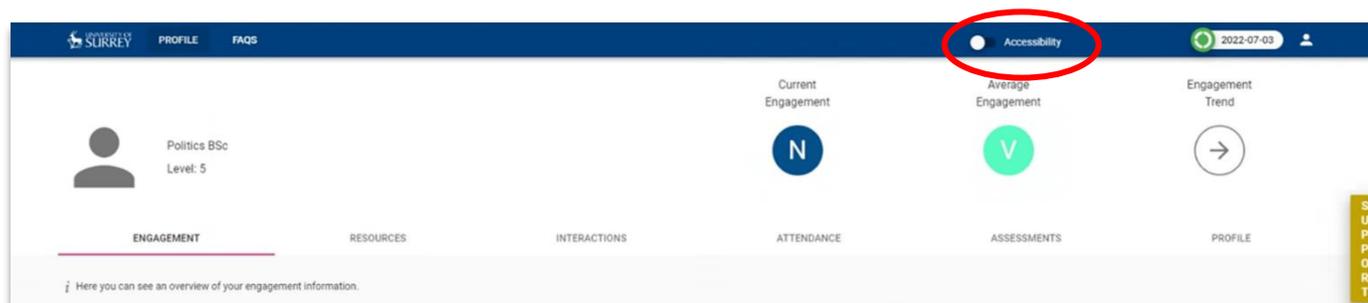


Figure 24 – Accessibility view toggle

By toggling accessibility view to 'on' you will be taken to the student profile page and will notice the following

1. Colour scheme of the page changes
2. Graphical representations of data changes text only
3. Menu appears at the top of the page to navigate to other pages of the dashboard
4. The profile, FAQs and Log out options move from the user icon menu to the main menu
5. There is a new "Text size" option which allows you to increase or decrease the default text size

(1)

(3) PROFILE ENGAGEMENT RESOURCES INTERACTIONS
ATTENDANCE ASSESSMENTS FAQs LOG OUT (4)

Accessibility Options Language English Text Size: A A Accessibility

(5)

Jamie Middle

Economics BSc
Year: 3
Age: 24

(2) Engagement: Partial
Grade: 85%
Average: High

Figure 25 – Accessibility view showing engagement data

These principles continue throughout the other tabs – see below for examples

What's in your profile?

Here is all your personal information. Information is displayed in tables.

Personal Date of birth: 20/01/1998 Nationality: BRITISH Gender: M Student Identifier: JamieM Exam number: 704575M Preferred Name: Jamie UCAS points: 255	Contact Student email: Jamie.Middle@solutionpath.co.uk Student contact number: 07880 804959	Course information Description: Economics BSc Faculty: Social Science
Course type Study mode: Full time Year: 3 Enrolment Status: Fully Enrolled	Tutor Tutor name: Dr Korbin Cattnach Tutor email: demoaccount@solutionpath.co.uk Tutor contact number: 01234 705475 Tutor building: Beveridge Building Tutor office number: 25	Course leader Course leader name: Dr Sefora Goodfellow Course leader email: demoaccount@solutionpath.co.uk Course leader contact number: 01234 998753 Course leader building: Foucault Building Course leader office number: 139

Figure 26 – Student profile – accessibility view

What's daily engagement?

Here is your engagement data. Information is displayed in tables.

Filters: Last week **Last 4 weeks**

Date	Daily Engagement	Cohort Average	Top 25%	Interventions	Alerts	Exemptions
06/09/2022	PARTIAL	PARTIAL	GOOD	0	0	No data to display.
05/09/2022	PARTIAL	GOOD	GOOD	0	0	No data to display.
04/09/2022	GOOD	GOOD	GOOD	0	0	No data to display.
03/09/2022	GOOD	GOOD	GOOD	0	0	No data to display.
02/09/2022	PARTIAL	PARTIAL	GOOD	0	0	No data to display.
01/09/2022	GOOD	GOOD	GOOD	0	0	No data to display.
31/08/2022	GOOD	GOOD	GOOD	0	0	No data to display.

Figure 27 – Engagement tab – accessibility view

What are interactions?

Here are all your interactions exemptions and alerts. Information is displayed in tables filtered by interaction type.

Filters: **Interactions** Exemptions Alerts

Signpost

External signposts as specified in the referral column in your interventions table, can be accessed as links from the list available below.

Type	Communication date	Intervention Category	Status	Description	Target date	Referral
INTERACTION	28/10/2021	Academic	COMPLETE	Jamie needs to speak to Student Services	01/11/2021	Student Support
INTERACTION	20/10/2021	Welfare	DELAYED	Refer to student support services	21/10/2021	Student Support
INTERACTION	19/10/2021	Welfare	DELAYED	Refer to student support services	20/10/2021	Student Welfare
INTERACTION	15/10/2021	Welfare	DELAYED	Refer to student support services	16/10/2021	Student Support
INTERACTION	10/09/2021	Academic	COMPLETE	Student was struggling with the course - low engagement alert	13/09/2021	Student Support
INTERACTION	10/08/2021	Engagement Monitoring	COMPLETE	Student struggling with course	11/08/2021	Student Support
INTERACTION	05/03/2021	Welfare	DELAYED	Student welfare referral	11/03/2021	Student Welfare
INTERACTION	20/11/2020	Welfare	DELAYED	Student Support Required	21/11/2020	Student Welfare

Figure 28 – Interactions tab – accessibility view

Additionally, the title of the page you are on is reflected in the web browser title and URL to help orientate where you are if you are using a screen reader.

You are able to return to the standard view at any time by toggling accessibility view to 'off'. This will return you to the learning journey map page of the dashboard.