

SEA Queries - Guidance for Students and Staff

Class Location	Queries	Guidance / Solutions
Onsite	Forgot to swipe/forgotten card	Student to add an absence note in their SEA calendar. See Page 2 for guidance on how to do this.
Onsite	Reader problems	Check if other students can swipe in. If they cannot, then the student should log the reader as faulty via the service desk .
Onsite	Card problems/lost card	ID card to be checked at the Student Centre. If a card has been lost, a new card can be ordered and paid for at the Student Centre or online .
Onsite	No card reader	<ul style="list-style-type: none"> For rooms with a capacity of less than 10, readers are not available. Tutors should take manual attendance and mark students as attended in SEA. Any queries should be raised with the tutor. For rooms with a capacity of more than 10, students should notify the tutor so they can raise with the service desk whether a reader is possible.
Onsite	Attendance record is not accurate/swipes not logged	Please contact studentcentre@westminster.ac.uk . You may then be advised to log a ticket with the service desk .
Onsite	Blackboard username or password not accepted	Click on the 'change password' link or contact the service desk .
Onsite	Attendance not reflected on SEA calendar after 24hrs	Please contact studentcentre@westminster.ac.uk . Then add an absence note in your SEA calendar.
Onsite and Online	Logged/swiped into an event too early or too late	<ul style="list-style-type: none"> Onsite: Students to swipe in no earlier than 15 minutes before the class starts and no later than 16 minutes before the class ends. Online: Students to log into an online event no earlier than 60 minutes before the start of the event and no later than 10 minutes before the end of the 7-day period. Students will be deemed as attended if they have logged in to an activity for more than 15 minutes. It may take up to 24hrs for the online attendance to reflect on SEA. <p>Where timetabled classes have been accessed outside of the timeframes mentioned, and for online classes accessed outside of the module's blackboard site, attendance will not be registered and records cannot be amended.</p>

Student Engagement and Attendance Team
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Class Location	Queries	Guidance / Solutions
Onsite and Online	Consecutive timetable events	<ul style="list-style-type: none">• Onsite: If a student has two classes back-to-back in the same room (for example, a lecture followed by a seminar), they will need to swipe in at the start of each event to have their attendance recorded for each event.• Online: Students will be expected to access an activity for each back-to-back event. For this they will have to log out and log back in again for the second event.
Onsite and Online	Illness/absence/ appointments	Student to add an absence note in their SEA calendar. See below for guidance on how to do this.

How to add an absence note:

Log into [SEA](#) and click on the button above the calendar. Students will need to enter the relevant start and end dates/times for the class, then choose either 'Student Reported Absence' or 'Lost/Forgotten ID Card' from the 'Type' dropdown menu. A note can be added in the comments field to provide more details of the absence. Then press 'Save'. This will then create an absence event on the calendar, which can be seen by staff monitoring attendance. See the [Student Engagement and Attendance Guide](#) for further help with this process.

For any other queries, please refer to the [SEA Webpage](#)