

# Learner Inactivity Outreach and Re-Engagement Policy

## 1. Purpose

This policy defines the process for identifying and supporting learners who have not accessed course content within a reasonable amount of time, with the goals of (a) improving learner success, (b) providing timely support and accommodations, and (c) ensuring consistent communication and documentation.

## 2. Scope

- **Included:** Post-professional adult learners enrolled in instructor-led and courses delivered through the Learning Management System (LMS).
- **Excluded:** Learners on an approved leave of absence, approved course extension, or other formally documented accommodation that modifies participation expectations.

## 3. Definitions

- **Course access/activity:** A measurable interaction with the course in the LMS (e.g., logging in, viewing a module/page, starting a quiz, submitting an assignment, posting in a discussion).
- **Inactivity:** No course access/activity for a defined period of time during an active course term.
- **Reasonable amount of time:** The time thresholds in Section 6, which may be adjusted by course length/modality and communicated in the syllabus.
- **Re-engagement:** The learner resumes course access/activity and responds to outreach, or establishes an approved plan to resume participation.

## 4. Policy Statement

The faculty member will monitor learner inactivity and initiate a structured, supportive outreach process when learners fail to access course content within the reasonable timeframes defined in this policy. Outreach is intended to be learner-centered, respectful of adult learner responsibilities, and focused on removing barriers to participation while maintaining academic standards and published course deadlines.

## 5. Roles and Responsibilities

- **Learner:** Access the LMS regularly; review announcements and complete assignments and meet deadlines; communicate early if barriers arise; request support or accommodations as needed.
- **Course Faculty/Instructor:** Promote engagement expectations; review and assess weekly engagement indicators; initiate academic outreach (as applicable); document responses and plans within approved systems.
- **Program/Student Support Team:** Run inactivity reports; send standardized outreach; provide technology/support navigation; route issues (e.g., billing, registration, accessibility) to appropriate staff; track escalation timelines.
- **Program Director:** Approve exceptions, extensions, and leave decisions when applicable; determine outcomes for continued non-participation consistent with program policies.

## 6. Inactivity Monitoring and Time Thresholds

Inactivity is reviewed at least weekly during active course periods. Unless a course syllabus states otherwise, the following thresholds apply:

- **No attempt to access course.** Fails to accept course invitation and/or initiate course access
- **Early inactivity:** No access/activity for 3 consecutive days from course access and then throughout the course.
- **Severe inactivity:** No access/activity for 10 consecutive days *or* missed one major deadline without communication (e.g., exam, required submission).

## 7. Outreach and Escalation Procedure

Outreach follows a consistent escalation process. Contacts may be made via LMS message, email, phone, or other approved communication channels, consistent with the contact information on file.

1. **Step 1 – Faculty resends course invitation:** Faculty reviews the “people” page in Canvas and resends the course invitation to anyone who has not accessed the course or course content during zero week.
2. **Step 2 – Faculty send friendly check-in (Trigger: early inactivity):** Send a supportive message reminding the learner of upcoming expectations and offering help (technology, scheduling, content questions). Request a reply within 2 business

days. If there is no response, faculty member contacts the faculty scheduler for support.

3. **Step 3 – Faculty Scheduler/Program Director support plan outreach (Trigger: non-response to early inactivity check-in):** If there is no response or no re-engagement within 2 business days, the faculty scheduler, if the program director, sends a second message that (a) identifies missed or upcoming deadlines, (b) requests the learner’s plan to resume participation, reminding the participant of the inactive policy, and (c) offers a brief meeting/call. If the faculty scheduler is NOT the program director, the faculty scheduler works with the program director, and the program director sends the message. Request a reply within 2 business days. If there is no response, the program director contacts EIM operations for support.
4. **Step 4 – Escalation notice (Trigger: non-response to inactivity check ins/severe inactivity):** If there is no response or no re-engagement within 2 business days the program director engages EIM’s operations team notifying the learner that continued non-participation will require the participant to take a future session of the course. Provide a clear deadline to respond within 2 business days and list available options (see Section 8).
5. **Step 5 – Administrative action (Trigger: continued inactivity after Step 3):** EIM operations team and program director meet and decide of next steps, including moving participant to a future course session required advising, a formal success plan, withdrawal/termination actions (see Section 8).

## 8. Support, Accommodations, and Learner Options

- **Technology support:** Assistance with access, passwords, browser requirements, and troubleshooting.
- **Academic support:** Clarification of expectations, study planning, and connecting with faculty/teaching assistants as applicable.
- **Time-management planning:** A written plan with specific dates/times for completing modules and submitting required work.
- **Extension or accommodation request:** When warranted and consistent with program policy, learners may request deadline flexibility, an extension, or an accommodation. Requests should be made in writing via Canvas communication or email to program director or EIM operations, as early as possible and may require documentation depending on the nature of the request.
- **Course change:** If there are 10-days/1.5 weeks of inactivity, the participant will be moved to the next offering of the course per existing program policies.

- **Leave of absence or course change:** If life events prevent participation, learners may be referred to applicable leave options per existing program policies.

## 9. Documentation

All outreach attempts and learner responses must be documented. Recommended communication is through the learning management system or email. If communication takes place outside of the learning management system, the faculty or program director should forward to the operations teams and they will add to the participant student information system record.

## 10. Privacy and Professionalism

Outreach communications must be professional and limited to information necessary to support learner success. Sensitive personal information should not be requested via unsecured channels. If a learner discloses health or other sensitive circumstances, staff should direct the learner to the appropriate accommodation/leave process and follow applicable privacy requirements.

## 11. Exceptions

Exceptions to the thresholds or steps in this policy may be approved by the Program Director on a case-by-case basis (e.g., documented emergencies, accessibility needs, military deployment, or other extraordinary circumstances). Any exception should be documented along with the rationale and the agreed-upon learner plan.