

## SEA Queries - Guidance for Students and Staff

Location of classes	Queries	Guidance / Solutions
Onsite classes	Forgot to swipe/forgotten card	It is important to swipe when attending all classes so that the student's attendance record is accurate. Student to add an absence note in SEA calendar.
Onsite classes	Reader problems	Please check if other students are able to swipe in and if not, then the student should log the reader as faulty via the service desk.
Onsite classes	Card problems/Lost card	ID card to be checked at the Student Centre. If a new card is needed as it has been lost you can pay for replacement at the Student Centre or order one <a href="#">online</a> and collect it from there.
Onsite classes	No card reader	Student to raise this with the class tutor who can raise this with the service desk
Onsite classes	Attendance record is not accurate, swipes not logged	Please contact <a href="mailto:studentcentre@westminster.ac.uk">studentcentre@westminster.ac.uk</a> You may then be advised to log a ticket with the IT Service Desk
Onsite classes	Problems logging onto Blackboard	Username/password not accepted – Click on the change password link or contact IT.
Onsite classes	Attendance not reflected on SEA after 24hrs	Please contact <a href="mailto:studentcentre@westminster.ac.uk">studentcentre@westminster.ac.uk</a> Then add an absence note in SEA calendar.
Onsite and Online classes	Logged/swiped into an event too early or too late	<ul style="list-style-type: none"> <li>• <b>Onsite:</b> Students to swipe in no earlier than 15 minutes before the class starts and no later than 15 minutes before the class ends. Students swiping outside of the timeframe above, will show as purple and deemed as neither attending or absent.</li> <li>• <b>Online:</b> 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.</li> <li>• Where timetabled classes have been accessed outside of the timeframes mentioned attendance will not be registered and records cannot be amended.</li> </ul>
Onsite and Online classes	Consecutive timetable events	<ul style="list-style-type: none"> <li>• <b>Onsite:</b> 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.</li> <li>• <b>Online:</b> 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.</li> </ul>
Onsite and Online classes	Illness/absence/appointments	Student to add an absence note in SEA calendar

**Online and Onsite events:** Students can add an absence by logging in to [SEA](#), then click on the button above their calendar. They will need to enter the relevant start and end dates, then choose either Student Reported Absence or Lost/Forgotten ID Card from the Type dropdown. They can add a note in the comments field to provide some more details, then press Save. This will then create an absence event on their calendar which staff will be able to see when reviewing their engagement record.

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