



## User Guide

# My Campus – My Good Cause

| <b>Document Control</b> |  |
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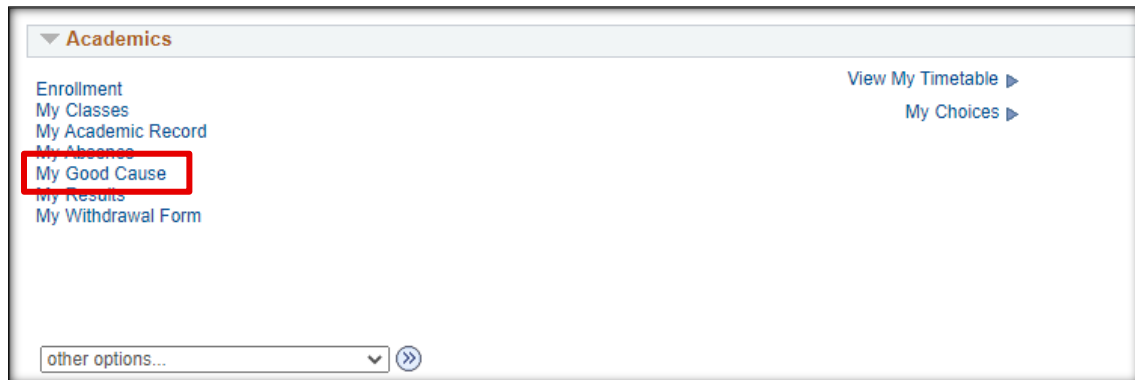
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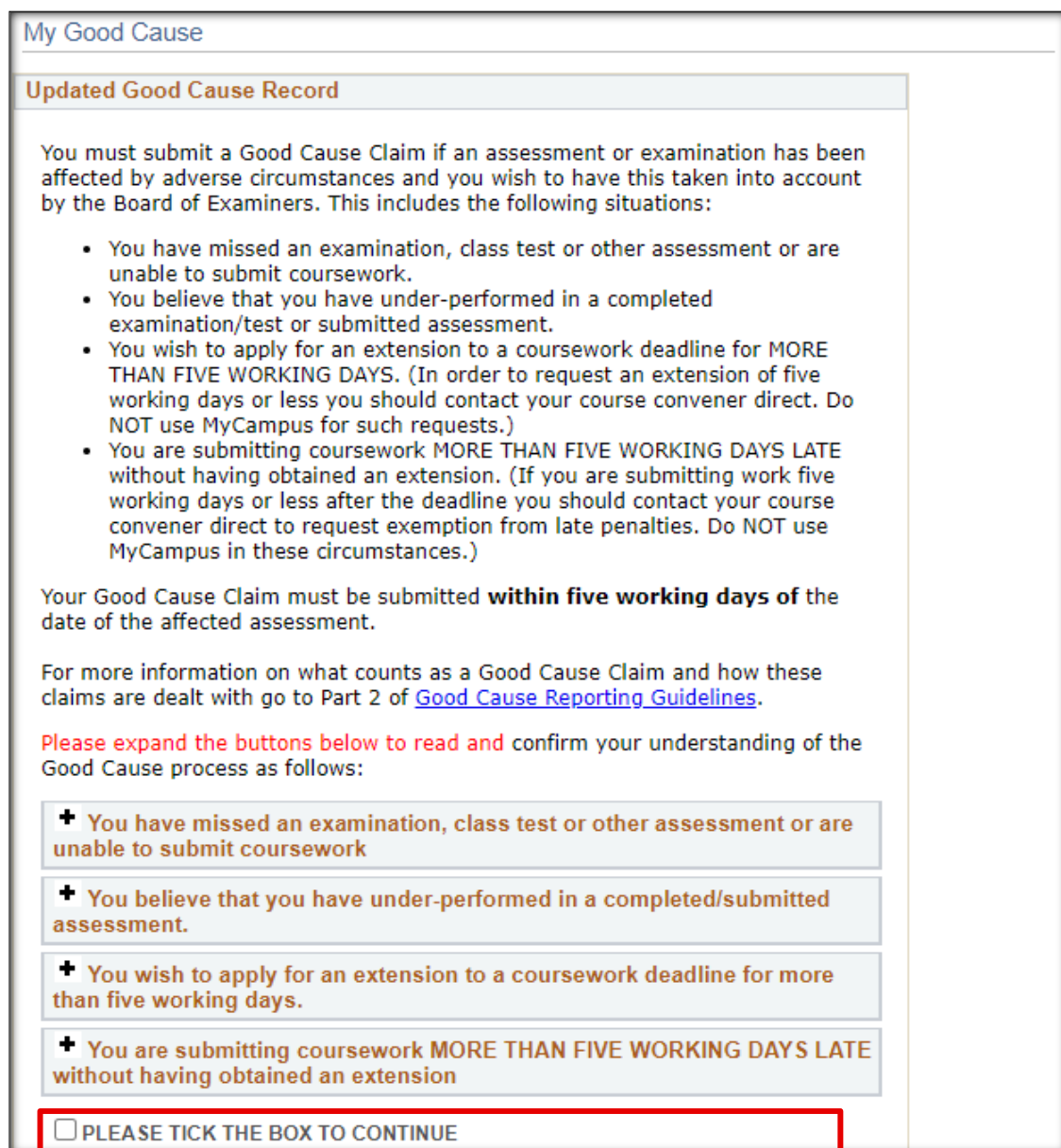
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## Create the Good Cause Claim

- In the Student Centre, accessed via MyGlasgow, click the My Good Cause link.



- Read the instructions on the My Good Cause page and tick the box to continue.



**My Good Cause**

### Updated Good Cause Record

You must submit a Good Cause Claim if an assessment or examination has been affected by adverse circumstances and you wish to have this taken into account by the Board of Examiners. This includes the following situations:

- You have missed an examination, class test or other assessment or are unable to submit coursework.
- You believe that you have under-performed in a completed examination/test or submitted assessment.
- You wish to apply for an extension to a coursework deadline for **MORE THAN FIVE WORKING DAYS**. (In order to request an extension of five working days or less you should contact your course convener direct. Do NOT use MyCampus for such requests.)
- You are submitting coursework **MORE THAN FIVE WORKING DAYS LATE** without having obtained an extension. (If you are submitting work five working days or less after the deadline you should contact your course convener direct to request exemption from late penalties. Do NOT use MyCampus in these circumstances.)

Your Good Cause Claim must be submitted **within five working days** of the date of the affected assessment.

For more information on what counts as a Good Cause Claim and how these claims are dealt with go to Part 2 of [Good Cause Reporting Guidelines](#).

Please expand the buttons below to read and confirm your understanding of the Good Cause process as follows:

- + You have missed an examination, class test or other assessment or are unable to submit coursework
- + You believe that you have under-performed in a completed/submitted assessment.
- + You wish to apply for an extension to a coursework deadline for more than five working days.
- + You are submitting coursework **MORE THAN FIVE WORKING DAYS LATE** without having obtained an extension

PLEASE TICK THE BOX TO CONTINUE

- Once you have ticked the box to continue, select 'Add Good Cause'.

PLEASE TICK THE BOX TO CONTINUE

**Academic Year / Term** 1 of 1

| Term    | Career        | Academic Program        | Academic Load |
|---------|---------------|-------------------------|---------------|
| 2021-22 | Undergraduate | Bachelor of Science(LS) | Full-Time     |

**Add Good Cause**

- This will take you to a list of your courses for the current term. Select one or multiple courses for which you wish to record a Good Cause.

If selecting more than one course you will need to enter the relevant exam/assessment details against each of the courses but the circumstances and any evidence you upload must be the same, as you will only enter this once. If different circumstances are affecting different assessments or courses, you must raise separate claims.

- Click Next.

**My Good Cause**

**Updated Good Cause Record**

Select one or more courses below where an assessment has been affected by the circumstances in your Good Cause Claim. (Please start a new Good Cause Claim if you have a different set of circumstances affecting different assessments).

**Enrollment**

\*Term: Academic Year 2021-22

| Subject  | Catalog | Course | Description                 | Session | Select                              |
|----------|---------|--------|-----------------------------|---------|-------------------------------------|
| 1 ACCFIN | 1006    | 100006 | Intro Mgt Account & Control | S1      | <input type="checkbox"/>            |
| 2 BIOL   | 1001    | 100342 | Biology 1A                  | S1      | <input checked="" type="checkbox"/> |
| 3 BIOL   | 1002    | 100343 | Biology 1B                  | S2      | <input checked="" type="checkbox"/> |
| 4 CHEM   | 1001    | 100682 | Chemistry 1                 | S12     | <input type="checkbox"/>            |
| 5 PHYS   | 1011    | 125782 | SciSkills                   | S2      | <input type="checkbox"/>            |

**NEXT**

## Enter Assessment Details and Good Cause Impact

- Read the instructions at the top of the page.

### My Good Cause

This form will be referred to the Board of Examiners (or a nominee of the Head of School, if no Board of Examiners meeting is imminent), so that the impact of your circumstances on your assessment(s) can be considered by the University.

You **must submit this form and supporting evidence** if you want your illness or other circumstances to be taken into account when your performance is being assessed by the Board of Examiners. This will be taken as your Good Cause Claim.

**Confidentiality**  
Please note that by submitting this information you are authorising access to it by anybody responsible for coordinating the provision of your programme or assessing your progress, or by the staff from your School or Subject area with designated responsibility for considering Good Cause claims. This could include the Assessment Officer, Course Coordinator(s) and relevant administrative staff. While you **must** submit a Good Cause claim on MyCampus, you should not submit on the system any details for which you wish to restrict circulation. Instead you may contact a relevant member of staff such as your Adviser of Studies to provide further written information to them, or show them your supporting documentation in person.  
If the staff reviewing your claim believe that the information you have provided suggests that you would benefit from further support, your claim may be referred to a member of staff in your College, e.g. Adviser, Student Support Officer, who may then contact you to offer support and/or suggest referral to support services provided by the University (e.g. Counselling & Psychological Services, Disability Service, Financial Aid team), or other external support agencies that may be able to help you.  
You must obtain consent to share information or documents relating to third parties (e.g. family members) and by sharing it here the University assumes you have received that consent.

- Enter the date, time, title of the exam/assessment. Please be as accurate as possible when completing these fields. The details can be obtained from the class information on Moodle.
- Select an impact category. Only one impact category can be selected for each assessment. It is important to select the correct reason to avoid issues and delays when processing your claim.

Click the '?' icon beside each reason so see a description. Full descriptions can be found in [Appendix A](#) of this document.

- You can add more than one exam/assessment for a course by clicking on the + button. This will add an Exam/Assessment & Impact section on the same page, below the one you have completed.

Find | View All First 1 of 2 Last

Subject BIOL Catalog 1001 Course 100342 Biology 1A

Date & Time of Exam/Assessment(dd/mm/yyyy hh:mm): 28/03/2022 09:00

Exam/Assessment Title  
Cell Motility: Results and Conclusions

Good Cause

**Good Cause Impact**

Please tick the relevant box to indicate the impact of this Good Cause Claim.  
You can only choose one impact category.

**Impact**

Request extension to coursework submission date ?  
Please indicate the revised submission date that you are requesting \* 04/04/2022 ?

Late Submission of coursework ?  
 Missed Exam / class test ?  
 Affected Performance ?  
 Non-submission of coursework ?  
 Late submission of online exam ?

- If you selected more than one course when creating the Good Cause, you will see more than one row available at the top of the page. Scroll to the next row to enter the Exam/Assessment details and Impact Category. Ensure you are completing the details for the correct course.

Find | View All First 2 of 2 Last

| Subject | Catalog | Course | Biology 1B |
|---------|---------|--------|------------|
| BIOL    | 1002    | 100343 | Biology 1B |

Date & Time of Exam/Assessment(dd/mm/yyyy hh:mm):

Exam/Assessment Title

- Once all Exam/Assessments have been added and all Impacts selected, click 'Save and Proceed'. Note that the student does not enter anything in the Approval Information section. When your School has processed your claim, this is where you will see the outcome.

**Approval Information**

Approval Status Still to be Considered

Approved By

Date Approved  Approved New Submission Date

Approval Comments

**If you wish to report Good Cause that is based on the same set of circumstances for more than one exam/assessment please click the + button to add a new row. If you have added a row and want to remove it then click the - button to delete a row.**

### Troubleshoot Save and Proceed Error

If clicking Save and Proceed generates the following error message, ensure you have completed all sections of the form.

- If you are raising the claim for multiple courses, ensure you have entered the Exam/Assessment and Impact for each course in the claim.
- If you have clicked the plus sign to enter details for multiple Exam/Assessments for the same course, ensure you have completed each section.
- If you have clicked the plus symbol in error, use the minus to delete the additional section.

**Message**

All fields on each active row must have a value to proceed

## Complete the Submission Page

If you have selected multiple courses, the information and supporting evidence you enter on this page will apply to all the courses within the claim.

- Read all instructions on the submission page.
- Give a full detailed description of the nature of your illness or other circumstances in the text box.

In the event you are submitting this claim more than five working days after the date of the exam or after the coursework submission date, you must also explain why you were prevented from submitting the claim on time.

- Upload your supporting evidence.

### My Good Cause

#### Good Cause

Submission Status    In Progress

Give a full detailed description of the nature of your illness or other circumstances and their impact on your assessments.

Your good cause claim must be submitted within five working days of the affected assessment. If you are submitting a claim later than this you must explain the circumstances that have prevented you from submitting your claim on time.

#### Supporting Evidence

Good Cause claims must be supported by independent documentary evidence. Information on appropriate supporting evidence is available [here](#))

Please note that by submitting this information you are authorising access to it by anybody responsible for coordinating the provision of your programme or assessing your progress, or by the staff from your School or Subject area with designated responsibility for considering Good Cause claims. This could include the Assessment Officer, Course Coordinator(s) and relevant administrative staff. You should not submit on the system any details for which you wish to restrict circulation.

You must obtain consent to share information or documents relating to third parties (e.g. family members) and by sharing it here the University assumes you have received that consent.

Document Upload (max file size 5 MB).

#### Support Documents

| Document               |                                       |
|------------------------|---------------------------------------|
| No Associated Document | <input type="button" value="Delete"/> |

## Submit the Good Cause Claim

- Select the appropriate option for Submission of Evidence.
  - A & C** By selecting options A (All Evidence Uploaded) or C (Exceptional Circumstances – evidence omitted) and saving changes you will have completed your submission and will not be able to edit the claim further, but you can return to My Good Cause and view your submission.  
  
If you have made an error or need to edit your claim, DO NOT RAISE ANOTHER CLAIM, contact your Course Administrator who will be able to open the report up for editing or deletion.
  - B** By selecting option B under ‘Submission of evidence’ you will be able to go back in and edit the submission and add supporting information.
- Click ‘Save Changes’ to submit the form

**Submission of evidence**

All evidence uploaded       B) Evidence Incomplete (Add available evidence now)

C) (EXCEPTIONAL CIRCUMSTANCES ONLY): Some sensitive evidence has been omitted and I will show the complete information to a relevant member of staff. (Please do so as soon as possible so necessary action can be taken).

If evidence has been omitted, please state here what you have omitted and who you provided further information to.

Omitted Evidence

**Save Changes**      Cancel

**Message**

An email has been sent to the Good Cause Coordinator to notify about this submission.  
Thank you for your submission. Information on approval will be available to view once updated by your school. For any other course you will need to submit a new Good Cause Report. (0,0)

OK



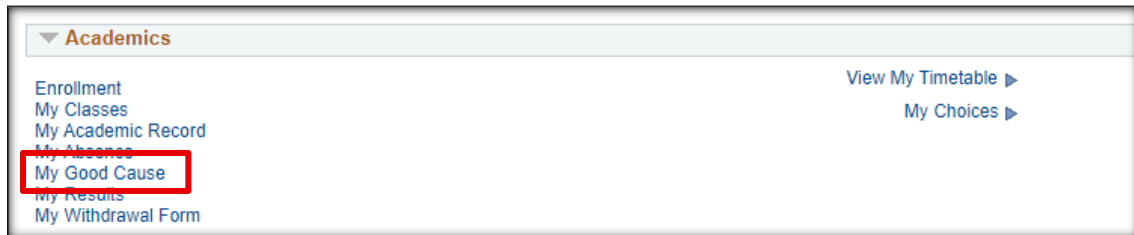
## Retract a Claim

You can retract the claim within five working days of the date of assessment or exam.

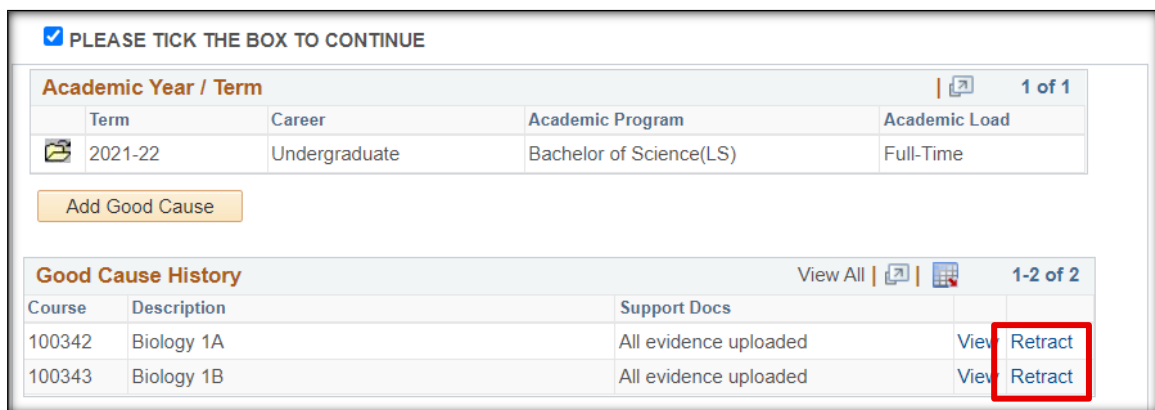
When a claim is retracted an email will be sent the following evening to Good Cause Coordinators, Course Coordinators and Course Administrators.

The Retract button will only appear for five working days from the date of exam/assessment.

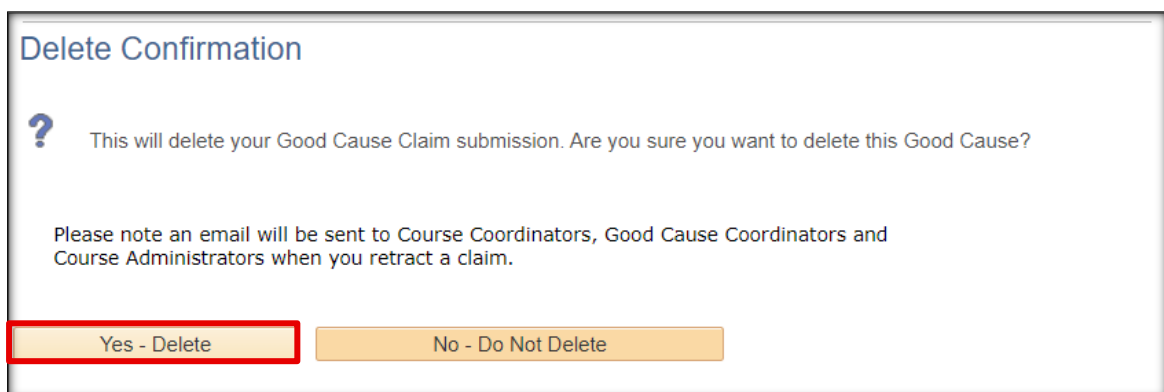
- Access the Good Cause section in your Student Centre



- Click 'Retract' next to the claim you wish to cancel



- Click 'Yes-Delete' to remove the claim



## Outcome Decision

Once your submission has been considered an outcome decision will be completed for each exam/assessment and will be available to view in the Approval Information section of the form.

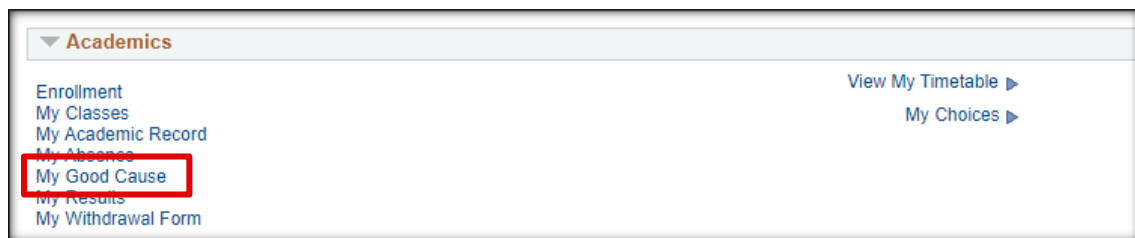
Please note that once a decision has been made you will not be able to edit/change any data.

## Viewing the Decision

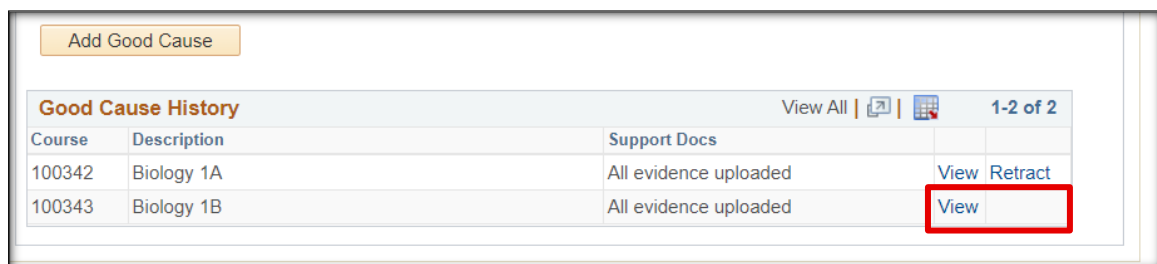
An email will be sent to you to inform you that a decision has been made.

You can view the outcome by accessing the Good Cause claim in your Student Centre

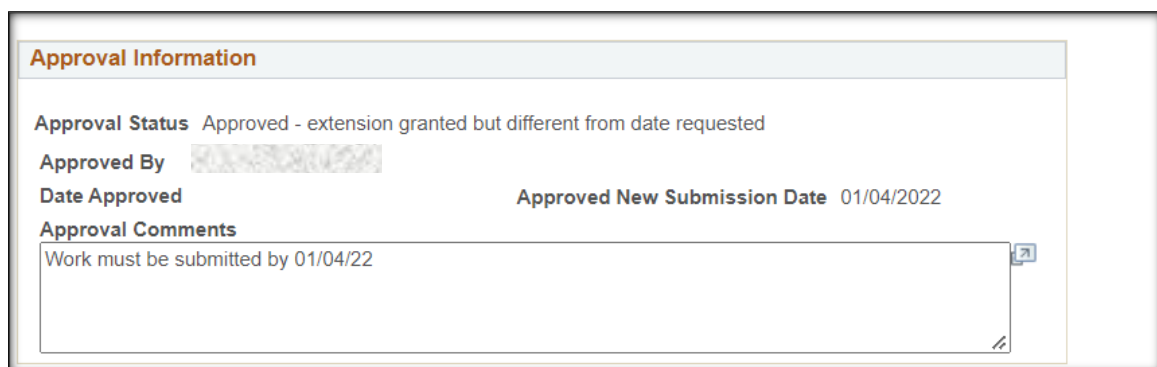
- Access the Good Cause section in your Student Centre



- Under Good Cause History, click 'View' to access the claim details



- Scroll down the page to the Approval Information section to view the decision.



If you require more detail than has been provided, please contact your school office.

## APPENDIX A - Good Cause Impact Descriptions

- **Request extension to coursework submission date**

Select this option if you believe you'll be able to submit your work but will need extra time. Please note this is for coursework only (not exams) and should be requested before the deadline date. Indicate the date you believe you will be able to submit your coursework. Please do not use this option if it is after the deadline date or if you have submitted your work late. If accepted, you will be granted an extension for the date you requested, or granted an extension for the date that staff decide is reasonable in the circumstances.
- **Late Submission of coursework**

This option should only be used once you have submitted your coursework, and it was submitted later than your deadline (including later than an extension deadline). This option applies only to coursework and not exams. You should also not use this option before the deadline date, or in cases where you have not submitted the work. If accepted, late penalties will not be applied to the piece of work.
- **Missed Exam / class test**

Select this option if you did not submit an exam or in-class test. This should not be used for cases of missing coursework or late coursework. If the claim is accepted, you will normally be required to submit this exam/test in the resit diet. If a resit is not possible (as is the case for some small class tests), the test will be removed from the calculation of your course result.
- **Affected Performance**

This option should be used once you have submitted coursework, a test or an exam, if you believe your performance was negatively impacted by adverse circumstances. For example, you were sick on the way to sit an exam, but still sat the exam. This should not be used in cases where the work/exam was not submitted at all. If the circumstances are accepted as Good Cause and the exam board judges that your performance was affected, you will normally be required to submit this exam/test/coursework in the resit diet. If a resit is not possible the component will be removed from the calculation of your course result. Please note if this claim is accepted, the grade you achieved will be deleted and you can't ask for it to be reinstated. You will be required to resubmit the work. You also cannot submit an affected performance claim after viewing your grades and feedback for the work in question, or retract a claim if it has been more than 5 working days since the assessment date.
- **Non-submission of coursework**

Select this option in cases where you did not submit coursework. Coursework means any non-exam assessment, such as essays, project reports, labwork, presentation. You should not use this option if you submitted late, or if the component in question is a missed exam. If the claim is accepted you will normally be required to submit the coursework at a later diet. If a resit is not available, the component will be removed from the calculation of your course result.
- **Late submission of online exam**

Select this option in cases where you have submitted an online exam late. It should not be selected if it is before the deadline, or if you have missed the exam entirely, or if the component in question is coursework. If accepted, the late penalty will not be applied for this exam.