User Guide
My Campus – My Good Cause

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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.
Once you have ticked the box to continue, select ‘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.
Enter Assessment Details and Good Cause Impact

- Read the instructions at the top of the page.

- 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.
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.

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.

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.
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.
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
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

Please note an email will be sent to Course Coordinators, Good Cause Coordinators and Course Administrators when you retract a 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.