How to submit a good cause claim

You must submit a Good Cause Claim if due to adverse circumstances:

- You wish to apply for an extension to a coursework deadline of 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.)
- 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 and you wish to have this taken into account by the Board of Examiners.

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

Please see the Good Cause Claim Reporting Guidelines for more information: gla.ac.uk/myglasgow/apg/policies/assessment/codeofassessment/goodcausereportingguidance

If you have made an error and need to edit your report, contact your Course Administrator who will be able to reopen the report for editing or deleting.

1. Log in to your ‘Student Center’ and locate the ‘Academics’ section. Click on ‘My Good Cause’.

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2. Carefully read the instructions explaining the Good Cause reporting process. Then, check the tick box required to start the process.

3. A list of academic sessions will appear based on your record. Any previously submitted Good Cause Claims will also be listed on this page. Click on 'Add Good Cause'.

4. Select one or multiple courses for which you wish to submit a Good Cause Claim. If selecting more than one course, you will need to enter the relevant exam or assessment details for each course. Please ensure that your uploaded evidence is the same for all selected courses. If different circumstances are affecting different assessments or courses, you will need to submit separate Good Cause Claims. Once you have selected the relevant course(s), click 'Next'.

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5. Be sure to read all of the information on the following screen. Enter the time and date of your exam or other test or the scheduled submission date of your assessment. Then, enter in the Exam/Assessment Title in the text box below.

Select one ‘Impact Category’ (the reason why you are submitting a Good Cause Claim). You can submit a Good Cause Claim for: Late Submission of coursework, Missed Exam / class test, Affected Performance during an assessment, Non-submission of coursework, or Late Submission of online exam. It is important to select the correct reason to avoid issues and delays when processing your claim.

If you are unsure which Impact is most relevant, you can click the ‘?’ icon next to each category for a description.

Please note that you will not be able to type anything into the ‘Comments’ section. Once a decision is made regarding your Good Cause Claim it will be available to view in this section.

You can add more than one exam or assessment date by clicking on the ‘+’ button. You can also remove an entry by using the ‘–’ button.
If you have selected multiple courses, you can use the arrow buttons to switch between them.

Click on ‘Save and Proceed’ to continue.

Once your School has processed your claim, you will be able to see this in the ‘Approval Information’ box.

6. It is important to carefully read the instructions on this next page as this is where you will submit your information. You should give a full detailed description of the nature of your illness or other circumstances in the text box provided explaining how your assessment was affected.
In the event that 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.

You can upload any supporting information and then select the appropriate option for the Submission of Evidence section.

Please note that if you have selected multiple courses, this single submission including the supporting evidence will apply to all the selected courses.

**By selecting options A (All Evidence Uploaded) or C (Exceptional Circumstances – evidence omitted) you will complete your submission and will not be able to edit it further. If you have made an error and need to edit your report, contact your Course Administrator who will be able to reopen the report for editing or deleting.**

By selecting option B in the Submission of Evidence section you will be able to go back in at a later time and edit the submission and add any supporting information.
7. Once you are satisfied with your submission click on the Save Changes button. If you selected options A or C in the Submission of Evidence section then your claim will be considered complete and it will be submitted to your School’s Good Cause Coordinator.

![Submission of evidence](image)

8. If you selected option B for the Submission of Evidence section, you will be able to go back in to your submission to upload any new documents that act as supporting evidence for your Claim. Repeat Step 1 and Step 2 to see your Good Case Claims. Click on ‘Edit’ for the Claim that you wish to upload evidence for.

![Academic Year / Term](image)

9. Review the information that you previously submitted, you can if required still make changes to this. Click on the ‘Save and Proceed’ button (as shown in Step 5) to continue.

10. You should now see the same screen as in Step 6. Click on the ‘New Document’ button to upload your files. If you have now uploaded everything you will have for your Claim, please ensure you select option A under the ‘Submission of Evidence’ box. This indicates that your Claim is now complete. Click on the ‘Save Changes’ button to submit your Claim.

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