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 https://www.gla.ac.uk/media/media_420013_en.pdf.

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 the ‘My Good Cause’ link.
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 Good Cause Claims already submitted will also be listed on this page. Click on the ‘Add Good Cause’ button.

4. Select one or multiple courses for which you wish to submit a Good Cause Claim then click the Next button.

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 and tick the reason (‘Impact’) that applies to your claim.

   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 the Save and Proceed button to continue.
6. It is important to read the instructions carefully 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 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 when you receive it, for example a Doctor’s note.

By selecting options A (All Evidence Uploaded) or C (Sensitive Evidence) 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.
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.

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 steps 1 and 2 to get back to the screen where you will see your submissions listed. Click on the Edit link for the claim that you wish to upload evidence for.

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 again. Click on the New Document button to upload your files. If you have now uploaded everything you will have for your claim then be sure to 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 it.

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.