

How to Process a Programme Extension Request

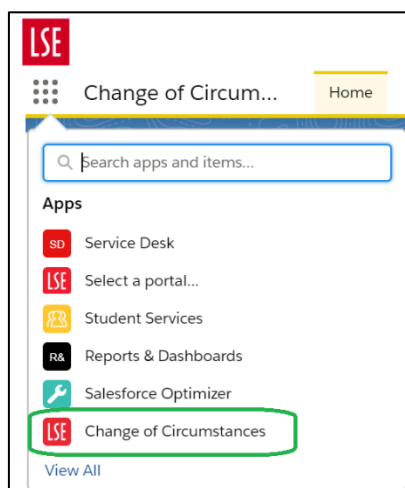
- 1) You will receive an email notification whenever a student, for whom you are the assigned First or Second academic approver, submits a Programme Extension request. You can access Programme Extension requests in two ways:

Accessing a Request via Email Notification

- a. When you receive an email notification, a clearly marked hyperlink to the request page will be included. Follow the link to directly access the request in Salesforce.

Access a Request via Salesforce Login

- a. To access the request form without using the email link, [log in to Salesforce here](#) using your standard LSE login credentials.
- b. You will be taken to a dashboard called **All Apps** which has a link to the Change of Circumstances App. If it does not appear, you can navigate to it by selecting the app launcher (9-dots symbol) on the left-hand side and selecting **Change of Circumstances**. If the app doesn't appear in the list, select **View All** to view the full list.



- 2) You will see a dashboard called **My Reviews to Action**. To open a request, select its blue number in the **Request Name** column under **My Pending Reviews**. An example is circled in green in the screenshot below.

| My Reviews To Action | | | | | | |
|--|----------------------------------|--|------------------|----------|--|--|
| In Progress Requests List In Progress Requests Kan... Completed CoC Requests | | | | | | |
| <div> <div>Approvals</div> <div>My Pending CoC Reviews</div> </div> <div>6 items • Sorted by Request • Filtered by My approvals - Record Type, Complete • Updated 3 minutes ago</div> <div>Search this list...</div> | | | | | | |
| Request ↓ | Requester | Review Type Name | Created Date | Decision | | |
| 1 17128 | Postgraduate Research AA-Student | 1st Review: Study Elsewhere (PhD) | 08/12/2020 14:40 | | | |
| 2 17114 | Postgraduate Research AA-Student | Home Department Review (PhD) | 07/12/2020 11:27 | | | |
| 3 17113 | Postgraduate Research AA-Student | 1st Review: Interruptions & Extensions (PhD) | 07/12/2020 10:45 | | | |
| 4 17112 | Postgraduate Research AA-Student | 1st Review: CSM | 07/12/2020 09:45 | | | |
| 5 17086 | Postgraduate Research AA-Student | 1st Review: Study Elsewhere (PhD) | 05/12/2020 11:39 | | | |
| 6 17063 | Postgraduate Research AA-Student | 1st Review: Study Elsewhere (PhD) | 03/12/2020 19:49 | | | |

- 3) Check the **Study Details** section to ensure you are processing the correct student's request.

Request
17128

+ Follow

Contact
Postgraduate Research AA-Student

Type
Study Elsewhere (PhD)

Review Stage
1st departmental review

Status
Submitted - under review

Study Details

Student Cases

Program Enrolments for Parent Contact (4)

4 items - Sorted by Programme Enrolment ID - Updated 2 minutes ago

| | Programme ... | Year and Programme | Enrolment Status | Mode of atten... | Fee Status |
|---|--------------------------|--|--|------------------|-------------------|
| 1 | PE-66696 | 2020/1 - MPhil/ PhD in Economic History | R - Registered Student | F - Full-time | HUK - UK Resident |
| 2 | PE-21974 | 2019/0 - MPhil/ PhD in Economic History | R - Registered Student | F - Full-time | HUK - UK Resident |
| 3 | PE-21973 | 2018/9 - MSc in Economic History - Year 99 | UAR - Unregistered, Awaiting Results (PG only) | F - Full-time | HUK - UK Resident |
| 4 | PE-21972 | 2017/8 - MSc in Economic History - Year 1 | R - Registered Student | F - Full-time | HUK - UK Resident |

View All

Course Connections for Parent Contact (1)

1 item - Updated 2 minutes ago

| | Course Connection ID | Course Name | Status | Enrolment Year and Programme |
|---|-------------------------|---------------------------------|-----------------|---|
| 1 | CC-2191 | MY561 - Social Network Analysis | A-First attempt | 2019/0 - MPhil/ PhD in Economic History |

View All

- 4) If the student has submitted any documentation to support their request, you'll see it under **Files**. You can view it without downloading by selecting the file's title. You are also able to add your own files.

Files (1)

Add Files

Test for Upload PhD Academy

08-Dec-2020 • 11KB • docx

View All

- 5) Scroll down to complete the **Scorecard** i.e. to confirm your decision on whether to recommend this request for approval. On the right-hand side (blue border in the screenshot below) you'll see the student's request form answers. You can scroll through the student's answers.

Scorecard

1st Review: Interruptions & Extensions (PhD)

Decision

Please confirm you or a relevant departmental colleague have discussed this request with the student including exploring alternative options

Yes

No

Please provide a departmental statement for RDSC review that outlines your comments on the application.

Please confirm the work completion plan is realistic and feasible

Yes

No

Please confirm your decision on the student's request

Recommended

Not recommended

Cancelled

Have you discussed this request with your Mentor or departmental contact?

Yes

What's the name of the person you discussed your request with?

Professor Smith

What is the new date by which you wish to submit your thesis?

01 March 2022

What is the main reason for your request?

Compassionate grounds (personal, family or domestic circumstances)

Please outline the reasons for your request as discussed with your Academic Mentor or relevant departmental contact.

Personal circumstances

Work completion plan

- 6) Once you have reviewed the request, answer the questions on the left-hand side (yellow border in the screenshot above). Decide whether to **Recommend**, **Not Recommend** or **Cancel** the student's request. You should only cancel the request if the student asks you to i.e. they wish to withdraw the request.

The screenshot shows a form titled "Please confirm your decision on the student's request". It contains three radio button options: "Recommended", "Not recommended", and "Cancelled". Below these options is a red "Submit" button. There is also an upward-pointing arrow icon above the submit button.

- 7) Select **Submit**.
- 8) Scroll down to see the request's **Review History**. If you are the second reviewer, this is where you'll see how the first reviewer completed the Scorecard.

The screenshot shows the "Review History" section of the app. It has a tab labeled "Review History" and another tab labeled "Outstanding Reviews". The "Review History" tab is active. Below the tabs, there is a "Review History" header with a "Refresh" button. The main content area shows a review entry for "1st Review: Interruptions & Extensions (PhD)" dated "08/12/2020, 23:15". The reviewer is "#1 Salma AA-Supervisor" and the decision is "Recommended". Below this, there is a "Decision" section with four questions and their corresponding answers:

| | |
|--|---|
| Please confirm you or a relevant departmental colleague have discussed this request with the student including exploring alternative options | Please provide a departmental statement for RDSC review that outlines your comments on the application. |
| Yes | n/a |
| Please confirm the work completion plan is realistic and feasible | Please confirm your decision on the student's request |
| Yes | Recommended |

Navigating the Change of Circumstances App

In the **Home** tab of the app, you'll see four ways of viewing the various requests associated with you:

- **My Reviews to Action:** a list of requests that have been assigned to you to make a decision on.
- **In Progress Requests List:** a list of all requests assigned to or shared with you which are at one of the review stages.
- **In Progress Requests Kanban:** as above, but displayed in groups to allow you to see at which review stage each request is in the process.

- **Completed CoC Requests:** a list of all requests assigned to or shared with you that have been completed – either by being approved by the PhD Academy, cancelled, or not approved at any stage.

| Request | Requester | Review Type Name | Created Date | Decision |
|----------|----------------------------------|--|------------------|----------|
| 1 17136 | Postgraduate Research AA-Student | Home Department Review (PhD) | 09/12/2020 11:36 | |
| 2 17135 | Postgraduate Research AA-Student | 1st Review: Interruptions & Extensions (PhD) | 09/12/2020 11:16 | |
| 3 17133 | Postgraduate Research AA-Student | 1st Review: Study Elsewhere (PhD) | 09/12/2020 10:02 | |
| 4 17132 | Postgraduate Research AA-Student | 1st Review: Interruptions & Extensions (PhD) | 09/12/2020 09:24 | |
| 5 17131 | Postgraduate Research AA-Student | 1st Review: Interruptions & Extensions (PhD) | 09/12/2020 09:00 | |
| 6 17130 | Postgraduate Research AA-Student | 1st Review: Interruptions & Extensions (PhD) | 09/12/2020 08:47 | |
| 7 17114 | Postgraduate Research AA-Student | Home Department Review (PhD) | 07/12/2020 11:27 | |
| 8 17113 | Postgraduate Research AA-Student | 1st Review: Interruptions & Extensions (PhD) | 07/12/2020 10:45 | |
| 9 17112 | Postgraduate Research AA-Student | 1st Review: CSM | 07/12/2020 09:45 | |
| 10 17086 | Postgraduate Research AA-Student | 1st Review: Study Elsewhere (PhD) | 05/12/2020 11:39 | |
| 11 17063 | Postgraduate Research AA-Student | 1st Review: Study Elsewhere (PhD) | 03/12/2020 19:49 | |

An example Kanban

In the screenshot below, taken from the SSC Change of Circumstances app, it is clear that there are three requests at the *Change of Circumstances team* stage, four at the *1st departmental review* stage, and three at the *2nd departmental review* stage. The PhD Academy Kanban displays the same information for the relevant PhD Academy review stages.

| 1st departmental review (6) | 2nd departmental review (3) | Conditionally recommended (1) | Change of Circumstance team (3) | Advice team review (0) |
|--|--|--|--|------------------------|
| 07940 Petey AA-Student Programme Transfer Submitted: 1/9/2020 Review Deadline: 4/9/2020 | 07993 Undergraduate AA-Student Interruption Submitted: 6/10/2020 Review Deadline: 9/10/2020 | 07926 Undergraduate AA-Student Programme Transfer Submitted: 25/8/2020 Review Deadline: 28/8/2020 | 07969 Undergraduate AA-Student Programme Transfer Submitted: 14/9/2020 Review Deadline: 17/9/2020 | |
| 07988 Undergraduate AA-Student Interruption Submitted: 6/10/2020 Review Deadline: 9/10/2020 | 07995 Undergraduate AA-Student Withdrawal Submitted: 6/10/2020 Review Deadline: 9/10/2020 | | 07983 Undergraduate AA-Student Withdrawal Submitted: 5/10/2020 Review Deadline: 8/10/2020 | |
| 07990 Undergraduate AA-Student Withdrawal | 07998 Undergraduate AA-Student Interruption | | 07989 Undergraduate AA-Student Interruption | |

Support

If you encounter a technical error with Salesforce or you require technical support, please contact [ARD Systems](#).

If a Professional Services or Academic colleague requires access to Salesforce, please submit an [Access Request Form](#).