

Australian National University

# Extenuating Circumstances Application (ECA) Project

## A User Guide for Students to access the ECA portal in Microsoft PowerApps

12 July 2024 version

**Collaboration Project** 

- Planning and Service Performance
- Associate Dean Education
- Examinations, Graduations, Academic Progress, Prizes and Timetabling

The Australian National University Canberra ACT 2600 Australia www.anu.edu.au

TEQSA Provider ID: PRV12002 (Australian University) CRICOS Provider Code: 00120C

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Australian National University

### Introduction

Following changes to the Student Assessment (Coursework) <u>policy</u> and <u>procedure</u> approved by the Academic Board 6/2022, the current ECA eForm is replaced by the ECA application portal in Microsoft PowerApps.

- For general information about ECA, please see the ECA website.

### Contact

If you have any concerns about your application or use of the ECA platform, please contact the examinations office at <u>examinations.officer@anu.edu.au</u>. Most of the correspondence from this platform will come from the examinations office.

If you encounter any technical issues in the ECA platform, please contact the SBS support team at <a href="mailto:sbs.help@anu.edu.au">sbs.help@anu.edu.au</a>

If you have an Education Access Plan, you will still need to apply for anything not covered by your existing arrangements; please contact the <u>Accessibility office</u> (previously known as Access and Inclusion) for further advice (<u>Send Email</u>)

### Glossary

- ECA Extenuating Circumstances Application
- ADE Associate Dean Education
- EGAPPT Examinations, Graduations, Academic Progress, Prizes and Timetabling
- **RMI Request More Information**

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### Common Troubleshooting – What to do if you experience a bug

- If a screen glitch happens, please try to refresh the web page or open the link in another browser.
- If the request status or changes are not updated properly, please wait 30 seconds and then try to refresh the web page.
- If you cannot find the save (submit) button on a page (window) to process, please ensure that all mandatory fields are filled properly, and utilize the sliding bar on the side of the window.
- If you would like to go back to the previous page or step, click on the close button 🙁 on the top right-hand corner of a window (page) to abandon the new page.
- If enrolment, course or convenor data has not loaded properly or is blank, please wait 30 seconds and try to open the relevant dropdown again. If the issue persists, you can force-refresh the page using the key combination "Ctrl + Shift + R" (or "Command + Shift + R" on Mac).
- If no enrolment information appears, or the course you are seeking does not appear on the course dropdown, please contact the examinations office (<u>examinations.officer@anu.edu.au</u>) for assistance in submitting your ECA.
- If you are having trouble seeing part of the application, you may need to zoom in or out ("Ctrl + '+' or '-'" for Windows, "Command + '+' or '-'" for Mac) to make it easier to see on your device.
- Please note that the app will adjust to your device screen size. Depending on your device, some boxes and scrollbars may not change size as you zoom.

If you continue to experience any issues, please contact the examinations office at <a href="mailto:sbs.help@anu.edu.au">sbs.help@anu.edu.au</a>



### How to access the ECA portal

You can access the Extensions and ECA submission portal through any one of the following locations:

- Through the self-service section of your ISIS portal (https://isis.anu.edu.au/)
  - From the main menu, select 'Manage My Degree' from the useful links or navigate to: > ISIS > Degree Management > Manage My Degree

| Useful Links         | Manage My Degree   |
|----------------------|--|
| Course Enrolment     |  |
| Personal Information | This page allows you to begin new afferm applications, view the status of afferms that are being processed, and a bistory of |
| Academic History     | eForms that you have previously submitted.   |
| Request a Transcript | Extenuating Circumstance Application (ECA)   |
| S Payments           | To apply for an ECA, please go to ECA link.  |
| Manage My Degree     | To apply for other eForms, please select MMD Coursework and click the Apply button to start your application.                |
| My Timetable         | Apply  |

- Through the "Apply for an ECA" button on the Current Students webpage for Extenuating Circumstances which will direct you to ISIS portal (<u>https://www.anu.edu.au/students/program-administration/assessments-exams/extenuating-circumstances-application</u>)
- If you still have an active enrolment, you should be able to find a link on the side-column of any course Wattle page.
- Through the following direct Link
- If you have received a request for more information, you will also be able to access your ECA directly through the link provided in the notification email.

### Which request should I apply?

The following is the landing page of "Request for Assessment Adjustment" Microsoft Power App. If this if your first time using the application or you are not sure which request to apply, please click the *question mark* and a new page with guiding question(s) will appear to help your request decision.



This self-assessment tool will guide you to one of the following options:

- Extenuating Circumstances Application
- Assessment Extension
- Contact your course convenor or college admin team for assistance

| iii Power Apps   Request for Assessment Adjustment ① |  | 🖻 Share 🗸 🛱 |
|--|--|-------------|
| Australian<br>National<br>University                 | $\otimes$  |             |
|  | To find which request to apply for:  |             |
|  | Are you applying to defer an examination?  |             |
|  | 🔿 Yes 💿 No   |             |
|  | Is the assessment task worth equal to or greater than 20%?   |             |
|  | Yes O No   |             |
|  | Are you requesting an extension or another type of adjustment?   |             |
|  | Extension Other Adjustment   |             |
|  | Is the new due date you are requesting before or after the return of the marked assessment tasks?  |             |
|  | efore After  |             |
|  | How long is the extension you are requesting?  |             |
|  | 10 🗘 working day/s Enter   |             |
|  | You want to apply for an extension for an assessment task that is greater than 20%, and<br>for an extension of 10 or more working days. Please proceed to an Extenuating<br>Circumstances Application. |             |
|  | Extenuating<br>Circumstances<br>Application  |             |
|  |  |             |
|  |  |             |
|  |  |             |
|  |  |             |

### How to apply for a Deferred Examination

Click the **Extenuating Circumstances Application** button on landing page to start a new application.



Please read through the Introduction page and click on the button in the end of the page and select **Deferred Examination**.

| III Power Apps   Request for Assessment Adjustment ①   | 🖻 Share 🗸            | Ħ         | Ŧ         | ₿? |           |  |  |  |  |  |
|--|----------------------|-----------|-----------|----|-----------|--|--|--|--|--|
| Extenuating circumstances (ECA) application  |                      |           |           |    | $\otimes$ |  |  |  |  |  |
| Introduction   |                      |           |           |    | Í         |  |  |  |  |  |
| Overview   |                      |           |           |    | - 1       |  |  |  |  |  |
| The University supports coursework students where extenuating circumstances have impacted their learning experience. Accepted grounds for an Extenuating Circumstances Application (ECA) will in most instances be previously unknown and unavoidable incidents that have a demonstrable and significant impact on a student's ability to study or undertake an assessment task.   |                      |           |           |    |           |  |  |  |  |  |
| Please note that this process is not applicable to all assessment tasks or circumstances. Refer to the University's Student assessment (coursework) policy and procedure, and/or the ECA website, for information about adjustments for coursework assessments.  |                      |           |           |    |           |  |  |  |  |  |
| ECA Eligibility  |                      |           |           |    | - 1       |  |  |  |  |  |
| An ECA is only applicable for an assessment task worth equal to or greater than 20% of the overall course mark.  |                      |           |           |    |           |  |  |  |  |  |
| Grounds for an ECA adjustment are:   |                      |           |           |    | - 1       |  |  |  |  |  |
| <ul> <li>Medical: e.g. significant illness/injury and/or significant exacerbation of a condition registered in Education Access Plan (EAP);</li> <li>Hardship: e.g. victim of significant crime including family and domestic violence; financial hardship; significant car accident or widespread public transport issues; significant broad spectrum IT issues responsibilities;</li> <li>Compassionate: e.g. death/sudden serious illness of an immediate family member or close friend;</li> <li>Elite: e.g. athlete registered with the ANU Elite Athlete Program or performer;</li> <li>Dutie: e.g. essential, military, emergency/volunteer emergency services;</li> <li>Disaster: e.g. significant natural disaster/geo-political event; flood; fire; pandemic; earthquake; tsunami; war; terrorism; cyber-attack;</li> <li>Indigenous cultural duties: consistent with the ANU Reconciliation Action Plan.</li> </ul> | ;; sudden, unavoid   | able prin | nary cari | ng |           |  |  |  |  |  |
| Assessment adjustments applied via an ECA are:   |                      |           |           |    |           |  |  |  |  |  |
| <ul> <li>Approved: altered assessment due date (except for take home examinations, where this is not a permitted outcome);</li> <li>Approved: deferred examination;</li> <li>Approved: alternative assessment;</li> <li>Approved: modified assessment weighting;</li> <li>Not Approved.</li> </ul>   |                      |           |           |    |           |  |  |  |  |  |
| Further information about these assessment adjustments are available as you progress through the ECA process/form. An ECA is only applicable for an assessment task worth equal to or greater than 20%   | 6 of the overall cou | irse mar  | k.        |    |           |  |  |  |  |  |
| Assessment Task Extensions and Other Adjustments   |                      |           |           |    |           |  |  |  |  |  |
| Deferred Other   |                      |           |           |    |           |  |  |  |  |  |

Adjustment

Examination

To complete the application, please follow the steps below:

| Power Apps   Request for Assessment Adjustme  | $\vec{B}$ Share $\vee$   | Ц                            | ₹                               | ٢                         | ? 🐣 |  |        |               |
|---|--|------------------------------|---------------------------------|---------------------------|-----|--|--------|---------------|
| Extenuating circumstances (ECA) ap  | oplication - deferred examination  |                              |                                 |                           |     |  |        |               |
| Name  | UID  | Education Access Plan<br>Yes | ~ 2                             |                           |     |  |        |               |
| Personal Statement<br>Personal statement text   | 1  | ECA Reason<br>Medical        | ~ 03                            |                           |     |  |        |               |
| Supporting Documentation ()<br>Medical Certificate 1.png Unsaved<br>Add attachment file here<br>(10 files max. 32MB max. formats: PDF. ipeg, jpg, png, HEIC, HEIF)<br>Add new examination | EAP Supporting documentation is not automatically<br>available to the ECA approver. Please upload any relevant<br>support documentation for this application here. |                              | Data sections of                |                           |     |  |        |               |
| Course code Course title  | Class.# Semester/<br>Session   | Units Course convener        | Date and time of<br>examination | Attempted or<br>Submitted | 6   |  | Propos | ed adjustment |

Submit

Cancel

2

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#### All fields are *mandatory*

#### Double check your **name** and **UID**

- 1. Fill In **Personal Statement** with up to 3000 characters of free text, this should describe the reason for your application
- 2. Select an option from the drop-down list for Education Access Plan
  - If you have an Education Access Plan, you will be prompted to upload any documents from that EAP relevant to this application as the processes are not currently linked.
- 3. Select an option from the drop-down list for ECA reason
  - If you are unsure what reason to select, the nearby information bubble will give descriptions of each option and examples of the required support documentation.
- 4. Attach at least one **supporting documentation**. Attaching multiple supporting documentation is accessible by clicking **add attachment file here**.
  - Supporting documentation must be 32MB or less and in one of the following file formats: PDF, jpeg, jpg, png, HEIC, HEIF
  - You may upload up to 10 supporting documents per application
  - Images and PDFs must contain copies of documents. This field should not be used to upload photos, graphic imagery or any inappropriate or irrelevant material.
  - All relevant supporting documentation must be attached to an application. Documentation lodged elsewhere on campus for other purposes will not be considered as part of an ECA.
- 5. Click the '+' to add new examination

#### By clicking '+' button, a course Information box will be displayed:

| ::: Power Apps   Request for Assessment Adjustme  | nt 🛈   |  |              |   |             |                                | 🖄 Share 🗸                 | ⊭⊻ | © ?               |     |
|---|--|--|--------------|---|-------------|--------------------------------|---------------------------|----|-------------------|-----|
| Extenuating circumstances (ECA) ap  | plication - de   | ferred examin  | ation        |   |             |                                |                           |    |                   |     |
| Name Personal Statement Personal statement text Supporting Documentation  Add attachment file here (10 files max. 32MB max. formats: PDF, jpeg, jpg, png, HEIC, HEIF) Add new examination  Course code Course title | UID  EAP Supporting available to the support docume  Class = | Add course<br>Course code<br>Semester/Session<br>Course convener<br>Assessment due date<br>Select a date | Course title | lucation Access Plan<br>Yes<br>(A Reason<br>Class number<br>(Class number)<br>(Class number)<br>(Cl | Course unit | Date and time of<br>exemnation | Attempted or<br>Submitted |    | Proposed adjustme | ent |
| The Australian National University  |  |  |              |   |             | 13                             |                           |    |                   |     |

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#### All fields are *mandatory*

- 1. Select one of the **Course Code**, and the relevant Course details (i.e. **Course title**, **Semester/Session**, **Year**, **Class number**, **Course unit**) will be automatically filled
  - The list of courses shown should be all courses that you have enrolled in within the last 12 months. If the course you are seeking is missing, please contact <a href="mailto:sbs.help@anu.edu.au">sbs.help@anu.edu.au</a>
- 2. Select the most relevant Course convener by clicking the drop-down arrow
  - If the correct course convenor is not listed, you can select a different convenor or nominate **"Convenor not listed"**
- 3. Select the original date and time of the examination to identify it for the approver
- 4. Nominate whether you have attempted the examination at the time of this submission
  - Note: the Yes-Attempted option applies only for exams, where you may have fallen ill during the exam and left the exam before being able to complete it.
- 5. Once you have confirmed all information is correct, click Save button to save all information

The examination will be added as a row within your application. To add additional examinations, click the '+' button again and repeat steps above. You can remove examinations by selecting the 'Bin' icon that appears next to the '+' button.





Once you have added all the examinations you wish to defer press the submit button to send the application to the approver.

### How to apply for an 'Other Adjustment'

Click the **Extenuating Circumstances Application** button on landing page to start a new application.



Please read through the Introduction page and click on the button in the end of the page and select Other Adjustment.

| III Power Apps   Request for Assessment Adjustment ①  | 🖻 Share $\vee$        | Ħ         | ¥ © | ? | -         |  |  |  |  |  |
|---|-----------------------|-----------|-----|---|-----------|--|--|--|--|--|
| Extenuating circumstances (ECA) application   |                       |           |     | ) | $\otimes$ |  |  |  |  |  |
| Introduction  |                       |           |     |   | Â         |  |  |  |  |  |
| Overview  |                       |           |     |   | - 1       |  |  |  |  |  |
| The University supports coursework students where extenuating circumstances have impacted their learning experience. Accepted grounds for an Extenuating Circumstances Application (ECA) will in most instances be previously unknown and unavoidable incidents that have a demonstrable and significant impact on a student's ability to study or undertake an assessment task.  |                       |           |     |   |           |  |  |  |  |  |
| Please note that this process is not applicable to all assessment tasks or circumstances. Refer to the University's Student assessment (coursework) policy and procedure, and/or the ECA website, for information about adjustments for coursework assessments.   |                       |           |     |   |           |  |  |  |  |  |
| ECA Eligibility   |                       |           |     |   | - 1       |  |  |  |  |  |
| An ECA is only applicable for an assessment task worth equal to or greater than 20% of the overall course mark.   |                       |           |     |   | - 1       |  |  |  |  |  |
| Grounds for an ECA adjustment are:  |                       |           |     |   |           |  |  |  |  |  |
| <ul> <li>Medical: e.g. significant illness/injury and/or significant exacerbation of a condition registered in Education Access Plan (EAP);</li> <li>Hardship: e.g. victim of significant crime including family and domestic violence; financial hardship; significant car accident or widespread public transport issues; significant broad spectrum IT issues; sudden, unavoidable primary caring responsibilities;</li> <li>Compassionate: e.g. death/sudden serious illness of an immediate family member or close friend;</li> <li>Elite: e.g. athlete registered with the ANU Elite Athlete Program or performer;</li> <li>Duties: e.g. essential, military, emergency/volunteer emergency services;</li> <li>Disaster: e.g. significant natural disaster/geo-political event; flood; fire; pandemic; earthquake; tsunami; war; terrorism; cyber-attack;</li> <li>Indigenous cultural duties: consistent with the ANU Beroncillation Action Plan.</li> </ul> |                       |           |     |   |           |  |  |  |  |  |
| Assessment adjustments applied via an ECA are:  |                       |           |     |   |           |  |  |  |  |  |
| <ul> <li>Approved: altered assessment due date (except for take home examinations, where this is not a permitted outcome);</li> <li>Approved: deferred examination;</li> <li>Approved: alternative assessment;</li> <li>Approved: modified assessment weighting;</li> <li>Not Approved.</li> </ul>  |                       |           |     |   |           |  |  |  |  |  |
| Further information about these assessment adjustments are available as you progress through the ECA process/form. An ECA is only applicable for an assessment task worth equal to or greater than 20   | 0% of the overall cou | rse mark. |     |   |           |  |  |  |  |  |
| Assessment Task Extensions and Other Adjustments  |                       |           |     |   | *         |  |  |  |  |  |
| Deferred<br>Examination Adjustment  |                       |           |     |   |           |  |  |  |  |  |

To process the application, please follow the steps below:

| Power Apps   Request for Assessment Adjustr   | ment 🛈              |                 |   |                       |      |        |                                 | 2<br>5  | 🖻 Share 🗸 | Ħ                  | Ŧ | 0       | ? 🍣           |
|---|---------------------|-----------------|---|-----------------------|------|--------|---------------------------------|---------|-----------|--------------------|---|---------|---------------|
| Extenuating circumstances (ECA) a   | application -       | other adjustmen | t |                       |      |        |                                 |         |           |                    |   |         |               |
| Name  | UID                 |                 |   | Education Access P    | lan. |        | ~ 2                             |         |           |                    |   |         |               |
| Personal Statement<br>Medical statement text  |                     |                 | 1 | ECA Reason<br>Medical |      | ~      | 0 3                             |         |           |                    |   |         |               |
| Supporting Documentation ()<br>Medical Certificate 1.png Unserved<br>Add attachment file here<br>(10 files max. 32MB max. formats: PDF_ineg, jpg, png, HEIC, HEIF<br>Add new assessment | X<br>)<br>Semester/ |                 |   |                       |      |        | Assessment due date and         | Previou | JS Amer   | pted or            |   |         |               |
| Course code Course title  | Session             | Course convener |   | Assessment title      |      | Weight | Assessment due date and<br>time | Previou | JS Atten  | npted or<br>mitted |   | Propose | id adjustment |

Cancel

Submit

#### All fields are *mandatory*

#### Double check your **name** and **UID**

- 1. Fill In **Personal Statement** with up to 3000 characters of free text, this should describe the reason for your application
- 2. Select an option from the drop-down list for Education Access Plan
  - a. If you have an Education Access Plan, you will be prompted to upload any documents from that EAP relevant to this application as the processes are not currently linked.
- 3. Select an option from the drop-down list for ECA consideration reason
  - a. If you are unsure what reason to select, the nearby information bubble will give descriptions of each option and examples of the required support documentation.
- 4. Attach at least one **supporting documentation**. Attaching multiple supporting documentation Is accessible by clicking **add attachment file here**.
  - a. Supporting documentation must be 32MB or less and in one of the following file formats: PDF, jpeg, jpg, png, HEIC, HEIF
  - b. You may upload up to 10 supporting documents per application
  - c. Images and PDFs must contain copies of documents. This field should not be used to upload photos, graphic imagery or any inappropriate or irrelevant material.
  - d. All relevant supporting documentation must be attached to an application. Documentation lodged elsewhere on campus for other purposes will not be considered as part of an ECA.
- 5. Click the '+' add a new assessment

#### By clicking '+' button, a course Information box will be displayed:

| ::: Power Apps   Request for Assessment Ac   | djustment 🛈                     |  | 🖻 Share 🗸 🖽 🛓 🕲 ? 🎑   |
|--|---------------------------------|--|---|
| Extenuating circumstances (EC  | A) application -                | other adjustment   |   |
| Name   | UID                             | Education Access Plan  |   |
| Personal Statement<br>Medical statement text   |                                 | ECA Reason   |   |
| Supporting Documentation ()<br>Medical Certificate 1,png Unsaved<br>Add attachment file here<br>(10 files max. 32MB max. formats: PDF, jpeg, jpg, png, HEIC<br>Add new assessment ()<br>Course code Course tte | , HEIF)<br>Semester/<br>Session | Course code<br>Course title<br>Semester/Session Year<br>Course convener<br>Course convener<br>Course convener<br>Course convener<br>Assessment title<br>Course convener<br>Assessment title<br>Course convener<br>Assessment title<br>Course convener<br>Assessment Weight (>20 only for ECA)<br>Select a date $\square$ 00 $\checkmark$ : 00 $\checkmark$ 0 $\bigcirc$ 4<br>Previously Received Extension Days<br>Previously Received Extension Days<br>Propose adjustment<br>Course convener<br>Course convener<br>Assessment title<br>Course convener<br>Assessment Weight (>20 only for ECA)<br>Course convener<br>Assessment Weight (>20 only for ECA)<br>Course convener<br>Course convener<br>Assessment Weight (>20 only for ECA)<br>Course convener<br>Course convener<br>Assessment Weight (>20 only for ECA)<br>Course convener<br>Course convener<br>Assessment Weight (>20 only for ECA)<br>Course convener<br>Assessment due date and time<br>Assessment due date and time<br>Assessm | date and Previous Attempted or Proposed adjustment<br>extension Submitted Proposed adjustment |
|  |                                 | Save<br>Cancel Submit  |   |
|  |                                 |  |   |

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#### All fields are *mandatory*

- 1. Select one of the **Course Code**, and the relevant Course details (i.e. **Course title**, **Semester/Session**, **Year**, **Class number**, **Course unit**) will be automatically filled
  - The list of courses shown should be all courses that you have enrolled in within the last 12 months. If the course you are seeking is missing, please contact <a href="mailto:sbs.help@anu.edu.au">sbs.help@anu.edu.au</a>
- 2. Select the most relevant Course convener by clicking the drop-down arrow
  - If the correct course convenor is not listed, you can select a different convenor or nominate **"Convenor not listed"**
- 3. Nominate the assessment task title and original date and time of the examination to identify it for the approver
  - This may be a dropdown field for some courses if assessment information has been populated.
- 4. Input the original weighting of the assessment for your course mark.
  - If you nominate a weighting of less than 20% you will be given an error and be unable to proceed as the assessment is not eligible for an ECA. If you are unsure why you have received this error, please return to the "Which request should I apply for?" tool on the landing page or contact your college admin team.
- 5. Nominate whether you have previously received an extension for this course, including the number of business days the extension was for (up to 99).
- 6. Select the adjustment outcome that you would prefer to receive for this assessment task.
  - This will not guarantee that you will receive this adjustment type
  - If you are unsure what the adjustment types are, there is an information bubble with descriptions of each option.
- 7. Nominate whether you have attempted the examination at the time of this submission
  - Note: the Yes-Attempted option applies only for exams, where you may have fallen ill during the exam and left the exam before being able to complete it.
- 8. Once you have confirmed all information is correct, click **Save** button to save all information

The examination will be added as a row within your application. To add additional assessment tasks, click the '+' button again and repeat steps above. You can remove examinations by selecting the 'Bin' icon that appears next to the '+' button.

Once you have added all the assessment tasks that you wish to defer press the submit button to send the application to the approver.

#### How to apply for multiple assessments or courses at the same time

After saving a course information, click the '+' button again and repeat the steps above. You can apply for multiple assessments from the same course and/or multiple courses.

Note: Students may not apply for more than one ECA for the same assessment task

If you are attempting to apply for a mix of deferred examinations and other adjustments, you will need to complete two separate applications by following the steps above.

If any of your additional assessment tasks are eligible to use the assessment extension application rather than an ECA, you will need to complete your ECA submission first and then navigate to the assessment extension application from the landing page.

### How to check status of an application



Click the 'Review/Update Previous ECA' on the landing page to check status of an application.

- A requests list will show on the top left corner with the request number, request type, status and a view button.
- Before selecting an application you will see a "getting your data" message. You can disregard this as it will automatically clear when you select view on an application.

Getting your data ...

| Extenuating circu   | mstances (ECA) - Requests I                    | ist                   |                         |                       |                       |                               | $\otimes$  |
|---|--|-----------------------|-------------------------|-----------------------|-----------------------|-------------------------------|------------|
| assextn-00001370 Other Adjustment<br>assextn-00001397 Deferred<br>Examination | In Progress view  Decision Outcome (Completed) | Ç.                    |                         |                       |                       |                               |            |
| Student_Name  | Student_UID                                    | ECA Reason<br>Medical | Application<br>Submitte | n Status<br>d         |                       |                               |            |
| Support_Statement   |  | Education Access Plan | Withdraw /              | Application           |                       |                               |            |
| test  |  | Yes                   | No 🗸                    |                       |                       |                               |            |
| Supporting Documentation  Test Upload - Hardship Sup                          | pport Document - Copy.pdf                      |                       |                         |                       |                       |                               |            |
| Course code Cou   | urse title Class #                             | Semester / Session    | Assessment title        | Assessment due date   | Application<br>Status | More information<br>requested | Withdraw   |
|   | 4475   | Sem 1 2023 2023       | test                    | 7/9/2024 12:00 AM Hrs | Under<br>Assessment   | 0 / 0                         | $\Diamond$ |

• Click the view button of a specific request to display the request details.

#### Application Status Types

For the overall application, the following statuses may appear:

- Submitted: The application(s) has been submitted but the approvers have not made any action yet.
- In progress: The ECA approvers have made some action on at least one course application but not all have progressed to a final outcome.
- Withdrawn: All assessment/examination applications within your submission have been withdrawn (note: the list of courses will be blank).
- Completed: A final outcome has been made for all course applications within your submission.

For the individual assessment tasks/examinations, the following statuses may appear:

- Under Assessment: The course application has been submitted for approval but no outcome has been made yet.
- Requires More Information: The course application has been returned to you by the examinations office or College team to provide more information or additional documentation.
  - The "More Information Requested" column will display how many times the course application has been returned for more information and responded to (by default this will always initially show 0/0 indicating that no further information has been requested).
- Completed: The course application has progressed to a final outcome.

#### How to respond to a request for more information

If more information is required by the examinations office or the College team responsible for your course, you will receive an email alongside a notification inside the ECA app. You can access this request by either:

• Following the direct link provided in the email notification.

Or

- Access the 'Review /Update previous ECA' section of the ECA application (as described in the previous section of this guide)
  - After clicking the view button, the number of the more information requested will be highlighted shown as the following:
  - Click the highlighted number of the more information requested, the information box of Additional Information requested will pop up.

| III Power Apps    | Request for Assessment Adjustme  | nt 🛈          |                    |                  |                           | 🖻 Sha                       | are 🗸 🖽                    | ± © | ? 🐣        |
|-------------------|----------------------------------|---------------|--------------------|------------------|---------------------------|-----------------------------|----------------------------|-----|------------|
| Extenuating       | g circumstances (ECA) - I        | Requests list |                    |                  |                           |                             |                            |     | $\otimes$  |
| Defe<br>Exam      | nination Submitted view          |               |                    |                  |                           |                             |                            |     |            |
| Othe              | er Adjustment Requires More view |               |                    |                  |                           |                             |                            |     |            |
| Student_Name      | Student_UID                      | i             | ECA Reason         |                  | Application Status        |                             |                            |     |            |
|                   |                                  |               |                    |                  | Requires More Information |                             |                            |     |            |
| Support_Statement | t                                |               | Education Access P | an               | Withdraw Application      |                             |                            |     |            |
|                   |                                  |               | Yes                |                  | No $\sim$                 |                             |                            |     | L3         |
|                   |                                  |               |                    |                  |                           |                             |                            |     |            |
|                   |                                  |               | *                  |                  |                           |                             |                            |     |            |
| Supporting Docum  | nentation                        |               |                    |                  | Click                     |                             |                            |     |            |
|                   | p                                | df            | î.                 |                  |                           |                             |                            |     |            |
|                   | the strategy of                  |               |                    |                  |                           |                             |                            |     |            |
| Course code       | Course title                     | Class #       | Semester / Session | Assessment title | Assessment due date       | Application<br>Status       | More informat<br>requested | on  | Withdraw   |
|                   |                                  | 2451          | Sem 1 2023 2023    | test             | Hrs                       | Unde<br>Assessment          | 0/0                        |     | $\Diamond$ |
|                   |                                  | 3925          | Sem 1 2023 2023    | Test title 5     | 7/16/2024 12:00 AM Hrs    | Under<br>Assessment         | 0/0                        |     | $\Diamond$ |
|                   |                                  | 2423          | Sem 1 2023 2023    | Test             | 7/12/2024 12:00 AM Hrs    | Request More<br>Information | 1/1                        |     | $\Diamond$ |
|                   | Statement Statement              | 4475          | Sem 1 2023 2023    | Test             | 7/12/2024 12:00 AM Hrs    | Under<br>Assessment         | 0/0                        |     | $\Diamond$ |
|                   |                                  |               |                    |                  |                           |                             |                            |     |            |

#### The Australian National University

TEQSA Provider ID: PRV12002 (Australian University) | CRICOS Provider Code: 00120C

Once you have opened the request for more information:

| III Power App  | os   Request for Assessment Adju                                 | ustment 🛈   |                                  | Ŕ                           | Share $\vee$ | ⊐ 1                        | ۵ | ? 🐣        |
|--|--|---|----------------------------------|-----------------------------|--------------|----------------------------|---|------------|
| > Extenuatir   | ng circumstances (ECA  | .) - Requests list  |                                  |                             |              |                            |   | $\otimes$  |
| De<br>Exa  | eferred Submitted vie  | ew ^  |                                  |                             |              |                            |   |            |
| Oti  | her Adjustment Requires More vie                                 | ew  |                                  |                             |              |                            |   |            |
| Student Name   |  | T UID   | Additional Information requested |                             |              |                            |   |            |
| Manager Hogel  |  | and the second se | Test Add                         |                             |              |                            |   |            |
| Support_Statemer   | nt   |   |                                  |                             |              |                            |   |            |
|  |  | term reports channels   | Requested on                     |                             |              |                            |   |            |
|  |  |   | 7/5/2024 5:00 PM                 |                             |              |                            |   |            |
|  |  |   | More information details - Test  |                             |              |                            |   |            |
| Supporting Docu  | mentation  |   | test                             |                             |              |                            |   |            |
| i Test Upload -  | - Hardship Support Document - Copy - (<br>- More Information.pdf | Copy.pdf  |                                  |                             |              |                            |   |            |
| Course code  | Course title   | Class #   | Student response                 | Application<br>Status       | Mor          | e information<br>requested |   | Withdraw   |
| and the second s | Statistics in the  | Oraft with Copilot<br>2451  | Student response text Z          | Under<br>Assessment         |              | 0/0                        |   | $\Diamond$ |
| and the second s |  | 3925  |                                  | Under<br>Assessment         |              | 0/0                        |   | $\Diamond$ |
| -  |  | 2423  | 3 Add Submit 4                   | Request More<br>Information |              | 1/1                        |   | $\Diamond$ |
| and the second s |  | 4475  |                                  | Under<br>Assessment         |              | 0/0                        |   | $\Diamond$ |

- 1. Click Add button to view the details of the request for more information
- 2. Type a response to the request of up to 3000 characters (mandatory).
- 3. Click the Add documentation button If you need to upload supporting documents (optional).
  - These uploads must adhere to the same restrictions as the initial application (max 32MB per file, up to 10 files, only PDF, jpeg, jpg, png, HEIC or HEIF file types).
  - Notes: Once you have added your documents, press "Close". You will be unable to see a list of the documents you have added without pressing 'Add documentation' to check.
- 4. Click submit button after you add all Information.

• Note: you may need to wait 20 seconds and refresh the page if the status of your application does not update immediately after submitting.

#### How to withdraw from one examination/assessment task in an ECA request

After clicking the view button, you will find the withdraw option in the end of the request detail. If you choose to withdraw any assessment-task/examination from your application, these will no longer be under consideration for any type of adjustment within this application.

| Extenuating  | g circumstances (ECA) - Re   | quests list |                       |                  |                      |                       |                     |           | $\otimes$  |
|--|--|-------------|-----------------------|------------------|----------------------|-----------------------|---------------------|-----------|------------|
| assextn-00001370 Othe<br>assextn-00001397 Defe<br>Exam | er Adjustment In Progress view<br>erred Decision Outcome view<br>(Completed) |             | \$                    |                  |                      |                       |                     |           |            |
| Student_Name   | Student_UID  |             | ECA Reason            |                  | Application Status   |                       |                     |           |            |
|  |  |             | Medical               |                  | Submitted            |                       |                     |           |            |
| Support_Statement                                      | t  |             | Education Access Plan |                  | Withdraw Application |                       |                     |           |            |
| test   |  |             | Yes                   |                  | No 🗸                 |                       |                     |           |            |
| Supporting Docum                                       | <b>rentation</b><br>Hardship Support Document - Copy.pdf                     |             |                       |                  |                      |                       |                     |           |            |
| Course code  | Course title   | Class #     | Semester / Session    | Assessment title |                      | Assessment due date   | Status              | requested | Withdraw   |
|  |  | 4475        | Sem 1 2023 2023       | test             |                      | 7/9/2024 12:00 AM Hrs | Under<br>Assessment | 0 / 0     | $\Diamond$ |
|  |  |             |                       |                  |                      |                       |                     |           |            |

• Click the eraser button next to the row you would like to withdraw, a confirmation box will appear

| Extenuatin                | g circumstance                              | s (ECA) - Requ | uests list   |   |                                 |          |                       |                               | ×      |
|---------------------------|---|----------------|--------------|---|---------------------------------|----------|-----------------------|-------------------------------|--------|
| sextn-00001370 Oth        | er Adjustment In Progress                   | view           |              |   |                                 |          |                       |                               |        |
| sextn-00001397 Def<br>Exa | erred Decision Outo<br>mination (Completed) | come view      |              |   |                                 |          |                       |                               |        |
| Student_Name              |   | Student_UID    |              | ECA Reason  | Application Status              |          |                       |                               |        |
|                           |   |                |              | Medical   | Submitted                       |          |                       |                               |        |
| Support_Statemer          | nt  |                |              | Education Access Plan   | Withdraw Application            |          |                       |                               |        |
| test                      |   |                |              | Yes   | No 🗸                            |          |                       |                               |        |
|                           |   |                |              |   |                                 |          |                       |                               |        |
|                           |   |                |              |   |                                 |          |                       |                               |        |
|                           |   |                |              |   |                                 |          |                       |                               |        |
| Supporting Docum          | nentation                                   |                |              |   |                                 |          |                       |                               |        |
| Test Upload -             | Hardship Support Documer                    | nt - Copy.pdf  |              |   |                                 |          |                       |                               |        |
|                           |   |                | <sup>v</sup> | Withdraw course application   |                                 | $\times$ |                       |                               |        |
| ourse code                | Course title                                |                | Class #      | This is the only course application in this request. If you continue this |                                 |          | Application<br>Status | More information<br>requested | Withdr |
|                           |   |                | 4475         | process, it will also withdrav  | the overall application.        |          | Under                 | 0/0                           | D      |
|                           |   |                |              | Are you sure you want to w  | thdraw this course application? |          | Assessment            |                               | V      |
|                           |   |                |              |   |                                 |          |                       |                               |        |
|                           |   |                |              |   |                                 |          |                       |                               |        |
|                           |   |                |              | Yes   | No                              |          |                       |                               |        |
|                           |   |                |              |   |                                 |          |                       |                               |        |
|                           |   |                |              |   |                                 |          |                       |                               |        |
|                           |   |                |              |   |                                 |          |                       |                               |        |

• Click yes button to withdraw and the request will be permanently removed from your request list.

#### How to withdraw from all examinations/assessment tasks in an ECA request

If you have submitted multiple assessment task/examination requests in one application, you can find the withdraw application option to top which button can allow you to withdraw your application from all assessments at once. This field will only appear if none of your assessment tasks/examinations have received an outcome, if this field is unavailable you will need to withdraw each assessment task individually following the section above.

Note: withdrawing your application will mean that none of the assessments will be under consideration for adjustment within this application.

- To withdraw your application from all assessments in the same request, please follow the steps below:
  - 1) Click the view button and check all courses details
  - 2) Select Yes for withdraw application
  - 3) Click confirm withdraw (Note: the assessment task/examination list will be blank)

| Extenuatin                  | ig circumstances (ECA) - Re                            | equests list |                       |                  |  |                     |                  | $\otimes$      |
|-----------------------------|--|--------------|-----------------------|------------------|--|---------------------|------------------|----------------|
| Exa                         | mination   |              |                       |                  |  |                     |                  |                |
| assextn-00001402 Oth        | ner Adjustment Submitted view                          |              |                       |                  |  |                     |                  |                |
| assextn-00001408 Def<br>Exa | ferred Decision Outcome view -                         |              |                       |                  |  |                     |                  |                |
| Student_Name                | Student_UID  |              | ECA Reason            | Applicat         | tion Status                            |                     |                  |                |
| Madison Wright              | u7314519   |              | Medical               | Subm             | itted                                  |                     |                  |                |
| Support_Statemer            | nt   |              | Education Access Plan | Withdra          | w Application                          |                     |                  |                |
| test                        |  |              | Yes                   | Yes              | Confirm Cancel                         |                     |                  |                |
|                             |  |              |                       | Please           | note that this ECA process will        |                     |                  |                |
|                             |  |              |                       | conclu<br>withda | ide upon your confirmation of<br>awal. |                     |                  |                |
|                             |  |              |                       |                  |  |                     |                  |                |
| Supporting Docum            | mentation  |              |                       |                  |  |                     |                  |                |
| Test Upload -               | Hardship Support Document - Copy.pdf                   |              |                       |                  |  |                     |                  |                |
|                             |  |              |                       |                  |  |                     |                  |                |
| -                           | -  |              |                       |                  |  | Application         | More information | and the second |
| Course code                 | Course the   | Class #      | Semester / Session    | Assessment title | Assessment due date                    | Status              | requested        | withdraw       |
| ENGN2300                    | Engineering Design 2: Systems<br>Approaches for Design | 4475         | Sem 1 2023 2023       | test             | 7/9/2024 12:00 AM Hrs                  | Under<br>Assessment | 0 / 0            | $\Diamond$     |
|                             |  |              |                       |                  |  |                     |                  |                |

#### The Australian National University

TEQSA Provider ID: PRV12002 (Australian University) | CRICOS Provider Code: 00120C

### Summary of Automatic Emails

At various stages, the ECA application will send you automatic notification or reminder emails in order to keep you informed of your application's progress and alert when action is needed. You can check your application's status at any time by following the relevant "How to check application status" section of this guide.

All email notifications will originate from the ECA notifications email (eca-notifications@anu365.onmicrosoft.com) on behalf of the examinations office, please do not reply directly to this inbox.

| Email Content   | When you will receive this email   |
|---|--|
| Confirmation of you submission of an ECA submission   | Initial submission of an ECA   |
| Notice to provide more information  | An approver submits a request for more information   |
| Outcome of deferred examinations request for a course (note: this will not include the exact details of a scheduled deferred examination) | The examinations office or ADE approves or declines a Deferred Examination request for <b>one</b> of the examinations in your ECA submission |
| Outcome of other adjustment request for an assessment task  | The ECA approvers approve or decline a request for an assessment adjustment for <b>one</b> of the assessment tasks in your ECA submission    |
| Confirmation of your withdrawal of an ECA submission  | Withdrawal of an ECA submission (note: you will receive a confirmation for each course you withdraw an ECA from)                             |