e:Vision Stage 1

Appeals…for Students

Appeals
Occasionally things might go wrong or students will experience circumstances outside their control, which impacts on their academic assessment, award or progression.

Students can submit an appeal where no resolution or remedy was possible at an earlier stage.

How to access e:Vision
1. Open up a web browser and log into the student portal.
   http://portal.city.ac.uk/
2. Click on Update my Details(e:Vision)
3. Log in using your City username and password.

Submitting an Appeal
Step 1 - e:Vision ‘Home Page’

On the Home page you will see– ‘Appeals’
To submit an Appeal, click on ‘My Appeals’
Step 2 – ‘My Appeals’

From the ‘My Appeals’ screen, you will be able to submit new appeals, amend any incomplete appeals, review submitted appeals and access all closed appeals.
Step 3 - Guidance Pages

Upon starting a new appeal, you will be presented with a series of guidance pages that you should read carefully before starting your appeal.

Step 4 – ‘My Details’

Your personal details will be automatically populated across from your student record. However you may amend your details, using the appropriate ‘Edit’ buttons.

You may add another email address to which you would like any correspondence regarding your Appeal sent, in addition to your university email address.

You can also add your own reference, so that you can easily identify the appeal in any future correspondence in e:Vision.
Step 6 – ‘Grounds for My Appeal’

At this step you will be presented with some information about the type of appeal you can submit. Please read this information carefully.

Using the Calendar tool to select the date of your results notification.

Select the type of appeal you would like to submit. Go back a step for guidance.
Step 6 – ‘Material Error’ (this screen will only appear if you have selected ‘Material Error’ as your grounds for appeal)

Select what your appeal relates to.

- Individual Assessments
- All Assessments / Other (e.g. assessment board decision)

Select what you would like to happen.

- Correction of administrative error
- An opportunity to be re-assessed

As detailed in the guidance under ‘Remedies that can be offered’, there are cases where the Assessment Board may offer a remedy other than the correction of administrative error or re-assessment (e.g. through permanent injury that makes it impossible for you to complete the original assessment again).

- My circumstances mean that I would not be able to undertake reassessment. I would like the reviewers to consider my case and make a recommendation to the Assessment Board.

If applicable, please provide a supporting statement regarding reasons for not being able to undertake a reassessment.
Enter details of your appeal. The pink text boxes are mandatory.
Step 6 a – ‘Undisclosed Extenuating Circumstance’

If you choose to appeal on the grounds of Undisclosed Extenuating Circumstances or ‘BOTH Material Error and Undisclosed Extenuating Circumstances’ you will need to complete an EC claim, as part of your appeal submission.

Click here to start your claim.
Step 6a - Guidance Pages

Upon starting a new claim, you will be presented with a series of guidance pages that you should read carefully before starting your claim.

At any point you can click on Return to Appeal to go back to your appeal form.

Step 6b – ‘My Details’

Your personal details will be automatically populated across from your student record. However you may amend your details, using the appropriate ‘Edit’ buttons.

You may add another email address to which you would like any correspondence regarding your ECs sent, in addition to your university email address.

You can also add your own reference, so that you can easily identify the claim in any future correspondence in e:Vision.
Step 6c – ‘My ECs’

Type in Assessment name (e.g. Exam, coursework, lab etc)

Select ‘Module’ from the drop-down menu (only your registered modules will be displayed on the drop-down menu)

Enter the ‘Due date’ for your assessment
Step 6 – ‘Statement about my extenuating circumstances’

Enter details of your extenuating circumstances. All questions are mandatory apart from the final question.

Statement about my extenuating circumstances

Please respond to each of the following.
Important: For security reasons, you will be automatically logged out of e:Vision after being on a single page for 10 minutes. Please ensure you save before this time elapses otherwise your responses could be lost.

What were your extenuating circumstances and the relevant dates? Please be as specific as possible regarding the relevant dates.

0 / 200

How did the extenuating circumstances affect your performance or prevent you from attending or submitting work on time?

0 / 200

Why were the circumstances unforeseen and outside your control?

0 / 200

What steps did you take to address the extenuating circumstances at the time? (e.g. seeing a doctor/ counselor, seeking support through relevant agencies)

0 / 200

‘Statement about my extenuating circumstances’ (continued)

What advice and guidance did you seek at the time? (e.g. consulting your personal tutor, seeking the advice of the invigilator)

0 / 200

Are there any further details not covered in the above?

0 / 200
Step 6d – ‘Circumstances impacting on your ability to undertake reassessment’

If you wish to supply a statement concerning your inability to undertake re-assessment, you can do so by selecting ‘Yes’ from the drop-down menu.
Step 6e– Supporting Evidence

Please note, the 7 day submission deadline referred to in the EC guidance does not apply to ECs that accompany Stage 1

‘Supporting Evidence’ (continued)

Upload electronic copies of evidence clicking on the ‘Browse My Computer’ and ‘Upload’ buttons

If you do not have your evidence and need to submit it later, you can indicate that here.

You will need to provide details of what the supporting evidence will be and when you expect to submit it to your course office

PLEASE NOTE: Any outstanding evidence must be either emailed to your Course Officer or submitted to your course office, in person. The electronic form does not allow you to submit evidence later
Student View - Appeal Forms

Step 6f – ‘Declaration’

You will have to confirm that all the information that you have provided is accurate, to the best of your knowledge, below

![Declaration step](image)

Step 6g – ‘Summary of your Extenuating Circumstances claim’

![Summary step](image)
‘Summary of your Extenuating Circumstances claim’ (continued)

**IMPORTANT:** You must click ‘Submit EC form’ in order for your claim to be considered by the Extenuating Circumstances Panel.

Once submitted you can review for EC form and then click here to return to your appeal.
Click on ‘Next’ to complete your appeal.

Step 6h – ‘Extenuating Circumstances claim’

Fill in the pink required boxes and click ‘Next.’
Step 7 – ‘Supporting Evidence’
You will be presented with some guidance on Supporting Evidence.

Step 8 – ‘Uploading Supporting Evidence’
Use these buttons to upload your notification of results, transcript and supporting evidence.

PLEASE NOTE: Any outstanding evidence must be either emailed to your Course Officer or submitted to your course office, in person. The electronic form does not allow you to submit evidence later

Step 9 – ‘Declaration’
Read the declaration and tick the boxes for confirmation.
Step 9 – ‘Advice and Guidance’
You may leave any feedback and indicate which sources of support you consulted (if any) on this page. Then, click on ‘Review Appeal Pre-Submission’ to view a final summary of your appeal, prior to submission.

Step 10 – ‘Summary of Appeal’
You will be presented with a final summary page of your Appeal.

Step 11 – ‘Submit Appeal’
**IMPORTANT:** You must click ‘Submit Appeal form’ in order for your claim to be considered.
Once submitted, this claim will appear under ‘Open’ tab on the ‘My Appeals’ page.