

How to Process a Change of Mode of Study Request

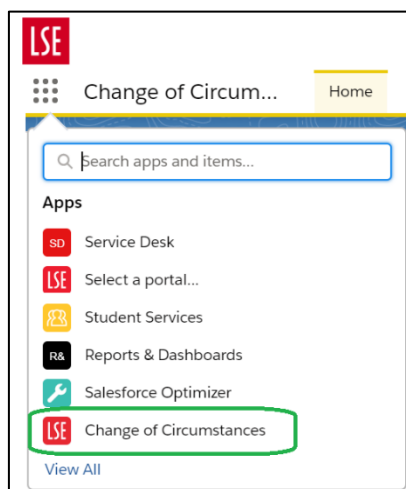
- 1) You will receive an email notification whenever a student, for whom you are the assigned First or Second academic approver, submits a Change of Mode of Study request. You can access Change of Mode of Study requests in two ways:

Accessing a Request via Email Notification

- a. When you receive an email notification, a clearly marked hyperlink to the request page will be included. Click on 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 clicking on 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, click **View All** to view the full list.



- 2) You will see a dashboard called **My Reviews to Action**. To open a request, click on 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 | | | | | |
|--|----------------------------------|--|------------------|----------|--|
| Approvals | | | | | |
| My Pending CoC Reviews | | | | | |
| 6 items · Sorted by Request · Filtered by My approvals · Record Type, Complete · Updated 3 minutes ago | | | | | |
| 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. Read the guidance notes below the Study Details section.

Request 17134 + Follow

Study Details Student Cases

Program Enrolments for Parent Contact (4) ⚙️ 🔄
4 Items · Sorted by Programme Enrolment ID · Updated 10 minutes ago

| Program... | Year and Programme | Enrolment Status | Mode of att... | 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... | UAR - Unregistered, Awaiting Results (P... | 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 10 minutes ago

| Course Connection ... | Course Name | Status | Enrolment Year and Programme |
|---------------------------|---------------------------------|-----------------|---|
| 1 CC-2191 | MYS61 - Social Network Analysis | A-First attempt | 2019/0 - MPhil/ PhD in Economic History |

[View All](#)

Please ensure you provide information required by RDSC for consideration of this request, including your comments on any work plans and supervisory and additional support requirements. Advice is available from the PhD Academy.

Before the student submitted this application it is expected that the options (and any potential issues) will have been discussed with supervisors and/or a relevant departmental contact. This is to ensure that:

- the student's wellbeing is supported and that plans are reasonable, academically appropriate and realistic;
- academic and supervisory support can be provided throughout the remainder of the degree programme; and
- alternative options have been considered.

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

Files (1) Add Files

[Test Evidence for CoC upload](#)
03-Aug-2020 · 12KB · docx

[View All](#)

- 5) Scroll down to complete the **Scorecard** i.e. to confirm that the Department has reviewed 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: CSM

Decision

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

Yes

No

• Please use this space to record any comments regarding the student's case and the rationale for recommending or not recommending the request (including the consideration of any relevant evidence)

• Please confirm your decision on the student's request

Recommended

Not recommended

Cancelled

[Submit Review](#)

Have you been funded by? 🔍

ESRC/AHRC

Do you hold a student visa to study at LSE?

No

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

Yes

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

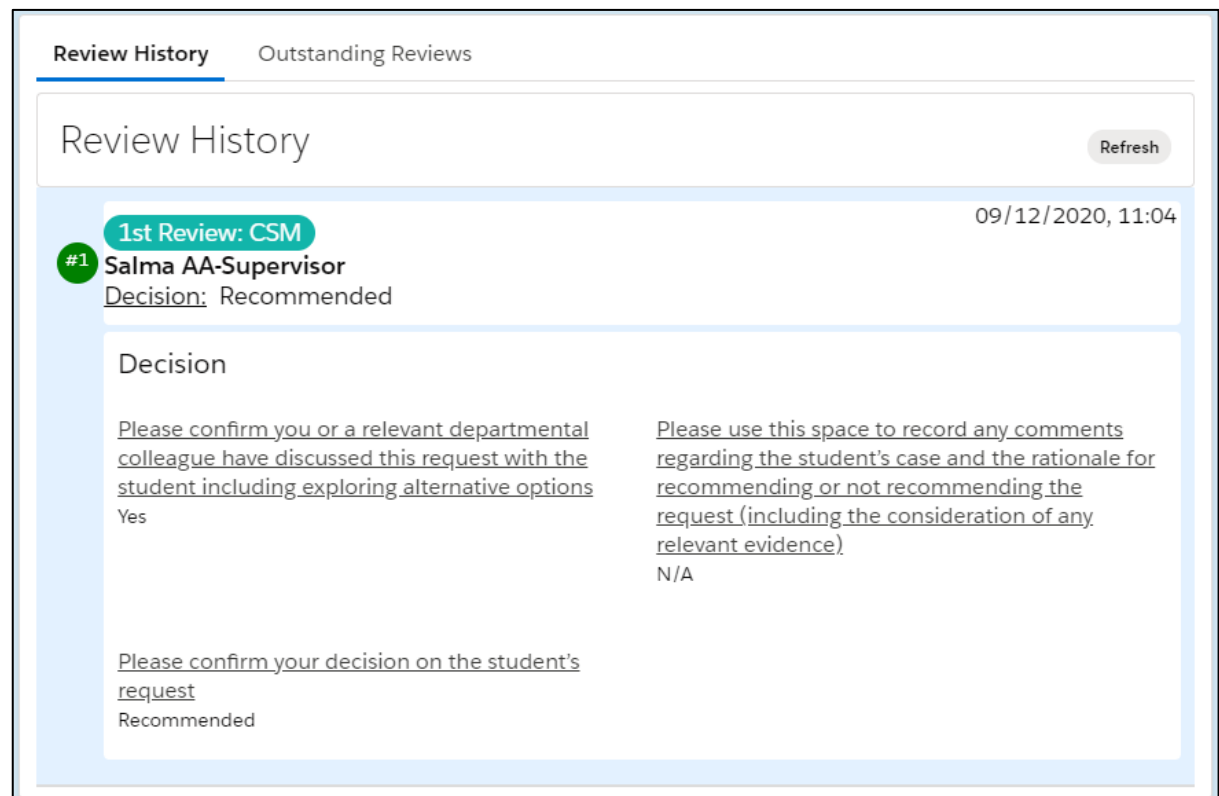
Professor Smith

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

Details

On what date do you wish your part time status to begin?

- 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.
- 7) Click **Submit**. The request will now be sent to the PhD Academy for review.
- 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.



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.

The screenshot shows a table titled 'My Pending CoC Reviews' with 11 items. The table has columns for Request, Requester, Review Type Name, Created Date, and Decision. The data is as follows:

| 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 | |
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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.

The screenshot shows a Kanban board for 'In Progress CoC Requests' grouped by review stage. The stages and their counts are: 1st departmental review (6), 2nd departmental review (3), Conditionally recommended - ... (1), Change of Circumstance team... (3), and Advice team review (0). The cards are as follows:

| Stage | Request ID | Requester | Submitted | Review Deadline |
|-------------------------------------|------------|--------------------------|----------------------|-----------------------------|
| 1st departmental review (6) | 07940 | Petey AA-Student | Submitted: 1/9/2020 | Review Deadline: 4/9/2020 |
| | 07988 | Undergraduate AA-Student | Submitted: 6/10/2020 | Review Deadline: 9/10/2020 |
| | 07990 | Undergraduate AA-Student | Submitted: 6/10/2020 | Review Deadline: 9/10/2020 |
| | 07991 | Undergraduate AA-Student | Submitted: 6/10/2020 | Review Deadline: 9/10/2020 |
| 2nd departmental review (3) | 07993 | Undergraduate AA-Student | Submitted: 6/10/2020 | Review Deadline: 9/10/2020 |
| | 07995 | Undergraduate AA-Student | Submitted: 6/10/2020 | Review Deadline: 9/10/2020 |
| | 07998 | Undergraduate AA-Student | Submitted: 7/10/2020 | Review Deadline: 12/10/2020 |
| Conditionally recommended - ... (1) | 07926 | Undergraduate AA-Student | Submitted: 25/8/2020 | Review Deadline: 28/8/2020 |
| Change of Circumstance team... (3) | 07969 | Undergraduate AA-Student | Submitted: 14/9/2020 | Review Deadline: 17/9/2020 |
| | 07983 | Undergraduate AA-Student | Submitted: 5/10/2020 | Review Deadline: 8/10/2020 |
| | 07989 | Undergraduate AA-Student | Submitted: 6/10/2020 | Review Deadline: 9/10/2020 |

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](#).