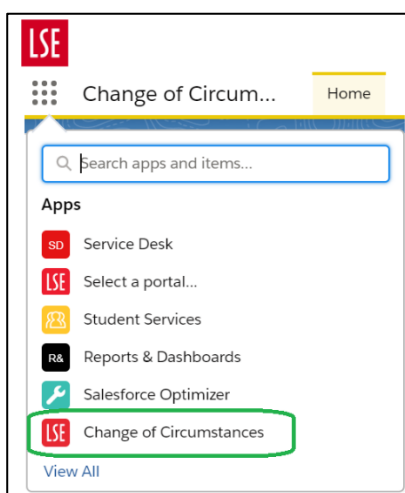


## How to Process a Withdrawal Request

- 1) The PhD Academy processes withdrawal requests from PhD students with no formal recommendation required from Supervisors or Programme Directors. Members of the PhD Academy should access Withdrawal requests in the following way:
  - a. [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.

The screenshot shows the 'My Reviews to Action' dashboard. At the top, there are tabs for 'My Reviews to Action', 'In Progress Requests List', 'In Progress Requests Kan...', and 'Completed CoC Requests'. Below the tabs, there is a section for 'Approvals' with the title 'PhD Academy Pending Reviews'. Below this title, there is a search bar and a table of pending reviews. The table has columns for Request, Requester, Request Type, Current Review Stage, Request Created Date, Created Date, and Due Date. The first row of the table is highlighted with a green circle.

Request	Requester	Request Type	Current Review Stage	Request Created Date	Created Date	Due Date
17141	Postgraduate Research AA-Student	Withdrawal (PhD)	Change of Circumstance team review	10/12/2020	10/12/2020 14:40	15/12/2020
17139	Postgraduate Research AA-Student	Programme Transfer (PhD)	Change of Circumstance team review	09/12/2020	09/12/2020 16:33	14/12/2020
17138	Postgraduate Research AA-Student	Interruption (PhD)	Change of Circumstance team review	09/12/2020	09/12/2020 16:25	14/12/2020
17111	Postgraduate Research AA-Student	Mode of Attendance Change (PhD)	Change of Circumstance team review	07/12/2020	07/12/2020 09:02	10/12/2020
17107	Postgraduate Research AA-Student	Withdrawal (PhD)	Change of Circumstance team review	06/12/2020	06/12/2020 08:19	09/12/2020
17103	Postgraduate Research AA-Student	Interruption (PhD)	Change of Circumstance team review	06/12/2020	07/12/2020 09:27	10/12/2020
17102	Postgraduate Research AA-Student	Mode of Attendance Change (PhD)	Change of Circumstance team review	06/12/2020	06/12/2020 10:44	09/12/2020
17065	Postgraduate Research AA-Student	Interruption (PhD)	Change of Circumstance team review	04/12/2020	06/12/2020 10:38	09/12/2020
17031	Postgraduate Research AA-Student	Withdrawal (PhD)	Change of Circumstance team review	02/12/2020	02/12/2020 16:42	07/12/2020
17030	Postgraduate Research AA-Student	Withdrawal (PhD)	Change of Circumstance team review	02/12/2020	02/12/2020 16:38	07/12/2020
17028	Postgraduate Research AA-Student	Withdrawal (PhD)	Change of Circumstance team review	02/12/2020	02/12/2020 16:25	07/12/2020

- 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 17141

Study Details Student Cases

**Program Enrolments for Parent Contact (4)**  
4 Items - Sorted by Programme Enrolment ID - Updated a few seconds ago

Programme Enrolment ID	Year and Programme	Enrolment Status	Mode of attendance	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 a few seconds 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](#)

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 it without downloading by clicking on the file's title. You are also able to add your own files if you like.

**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 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 [Shared]  
PhD Academy Review: Withdrawals

**Decision**

Notes on student request

\* Have you contacted the student to confirm the request?

Yes  
No

\* Please confirm the School's final decision on the student's request

Approved  
Cancelled

[Submit Review](#)

Have you been funded by

Departmental funding

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?

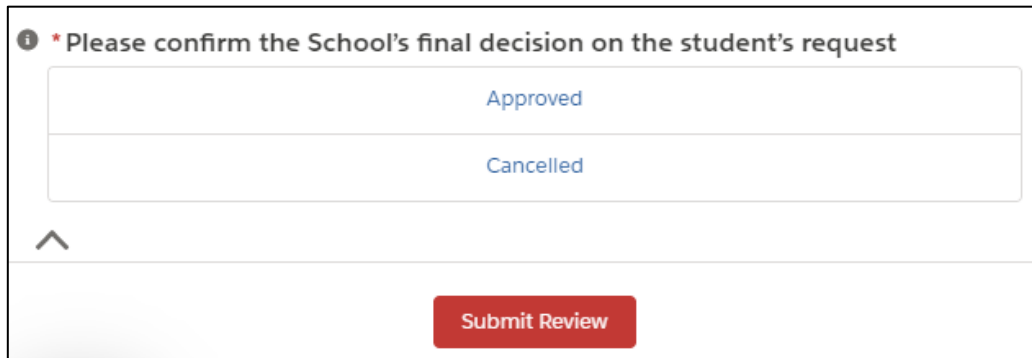
Professor Smith

What is the last date you intend to attend teaching at LSE? (if you have already left, please state the last date of teaching you attended)

18 December 2020

What is the main reason for your request?

- 6) Once you have reviewed the request, answer the questions on the left-hand side (yellow border in the screenshot above). Decide whether to **Approve** 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.



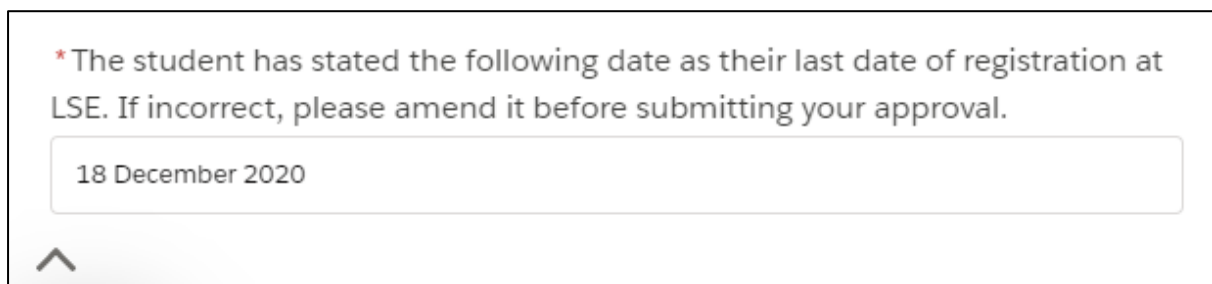
\* Please confirm the School's final decision on the student's request

Approved

Cancelled

Submit Review

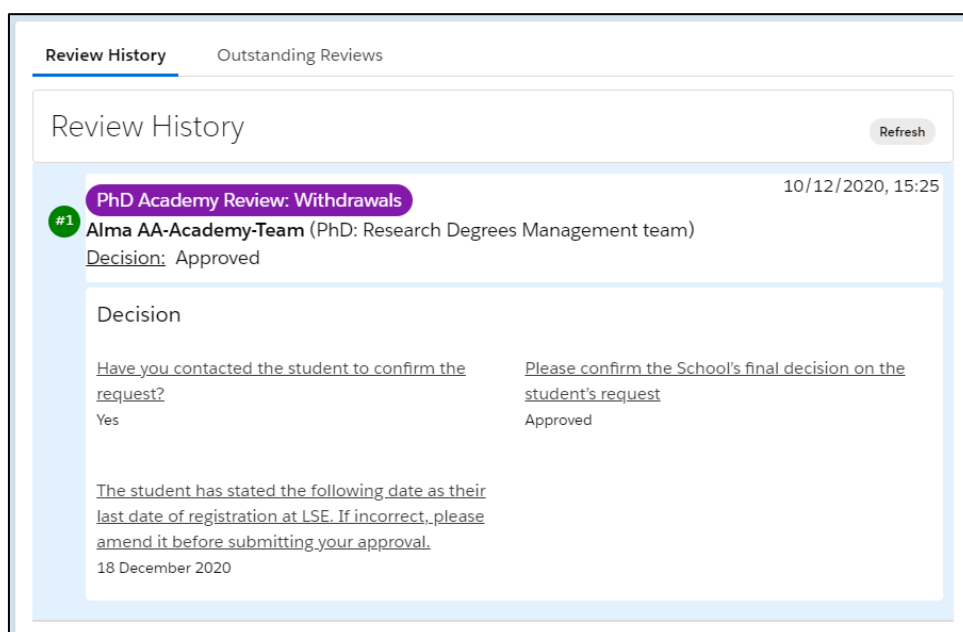
- a. If you select **Approved**, an additional question will display asking you to confirm or amend the student's intended last date of registration.



\* The student has stated the following date as their last date of registration at LSE. If incorrect, please amend it before submitting your approval.

18 December 2020

- 7) Click **Submit**.
- 8) Scroll down to see the request's **Review History**.



Review History Outstanding Reviews

Review History Refresh

10/12/2020, 15:25

#1 **PhD Academy Review: Withdrawals**

Alma AA-Academy-Team (PhD: Research Degrees Management team)

Decision: Approved

Decision

Have you contacted the student to confirm the request?	Please confirm the School's final decision on the student's request
Yes	Approved

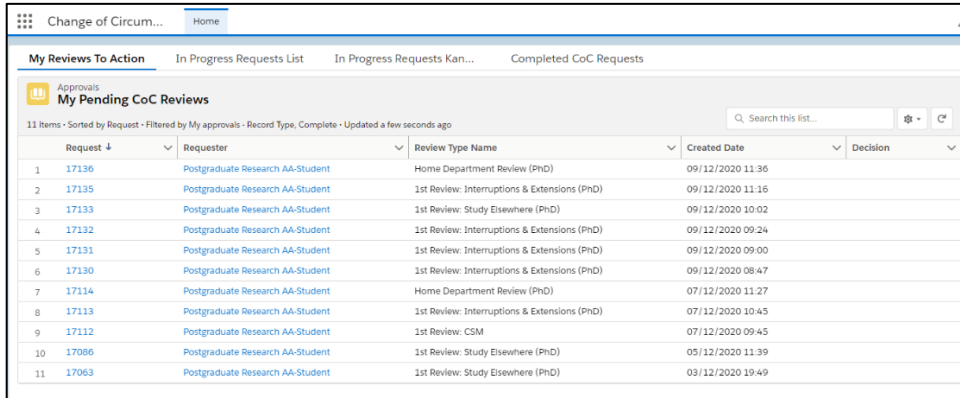
The student has stated the following date as their last date of registration at LSE. If incorrect, please amend it before submitting your approval.

18 December 2020

## 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:

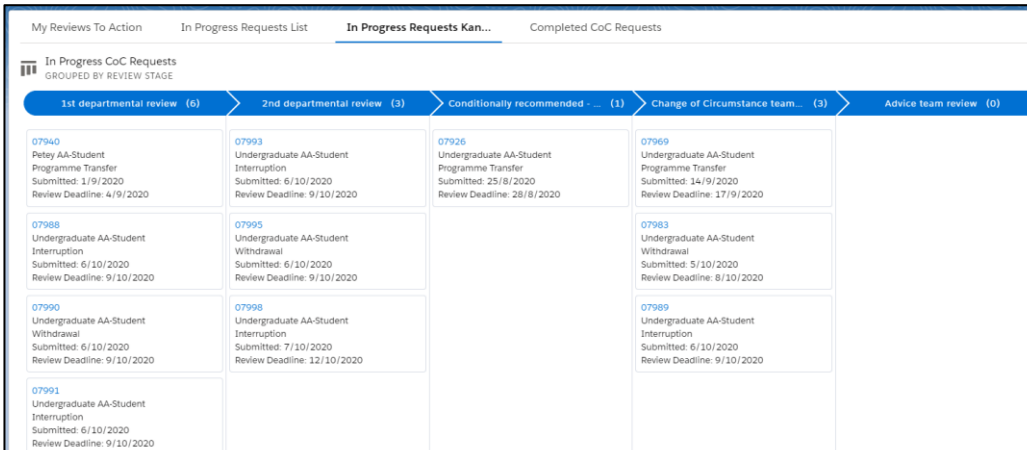
- **My Reviews to Action:** a list of requests that have been assigned to you to make a decision on.
- **In Progress Requests List:** a list of all requests assigned to or shared with you which are at one of the review stages.
- **In Progress Requests Kanban:** as above, but displayed in groups to allow 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 17134	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 *1<sup>st</sup> departmental review* stage, and three at the *2<sup>nd</sup> 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)
<b>07940</b> Petey AA-Student Programme Transfer Submitted: 1/9/2020 Review Deadline: 4/9/2020	<b>07993</b> Undergraduate AA-Student Interruption Submitted: 6/10/2020 Review Deadline: 9/10/2020	<b>07926</b> Undergraduate AA-Student Programme Transfer Submitted: 25/8/2020 Review Deadline: 28/8/2020	<b>07969</b> Undergraduate AA-Student Programme Transfer Submitted: 14/9/2020 Review Deadline: 17/9/2020	
<b>07988</b> Undergraduate AA-Student Interruption Submitted: 6/10/2020 Review Deadline: 9/10/2020	<b>07995</b> Undergraduate AA-Student Withdrawal Submitted: 6/10/2020 Review Deadline: 9/10/2020		<b>07983</b> Undergraduate AA-Student Withdrawal Submitted: 5/10/2020 Review Deadline: 8/10/2020	
<b>07990</b> Undergraduate AA-Student Withdrawal Submitted: 6/10/2020 Review Deadline: 9/10/2020	<b>07998</b> Undergraduate AA-Student Interruption Submitted: 7/10/2020 Review Deadline: 12/10/2020		<b>07989</b> Undergraduate AA-Student Interruption Submitted: 6/10/2020 Review Deadline: 9/10/2020	
<b>07991</b> Undergraduate AA-Student Interruption 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](#).