

## How to Process an Interruption Request

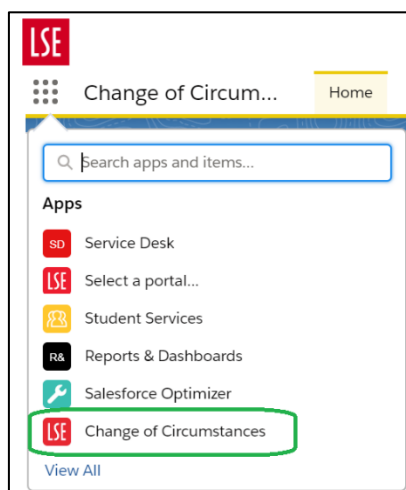
- 1) You will receive an email notification whenever a student, for whom you are the assigned First or Second academic approver, submits an Interruption request. You can access Interruption requests in two ways:

### Accessing a Request via Email Notification

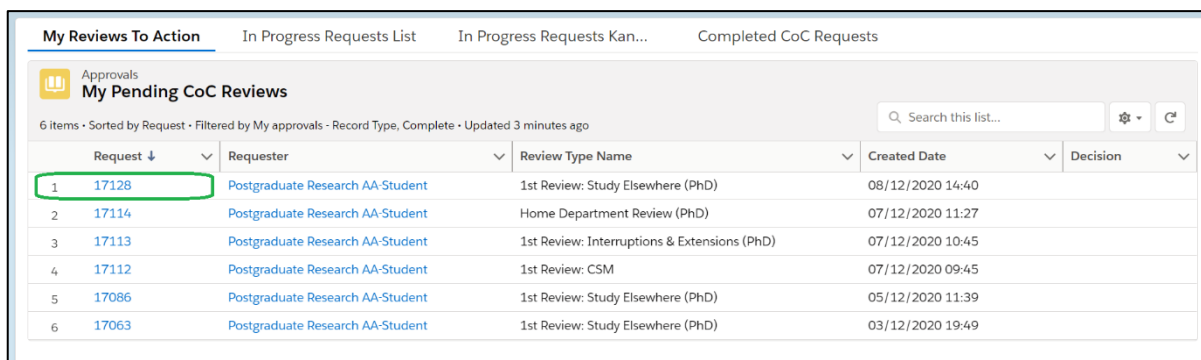
- a. When you receive an email notification, a clearly marked hyperlink to the request page will be included. Click on the link to directly access the request in Salesforce.

### Access a Request via Salesforce Login

- a. To access the request form without clicking on 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.



The screenshot shows the 'My Reviews to Action' dashboard in Salesforce. The dashboard has a search bar and a table of pending reviews. The table has columns for Request, Requester, Review Type Name, Created Date, and Decision. The first row of the table is highlighted with a green circle.

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 17137

Study Details Student Cases

Program Enrolments for Parent Contact (4)

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 99	UAR - Unregistered, Awaiting Results (PG on...	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)

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.

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

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 been funded by

No external funding

Do you hold a student visa to study at LSE?

No

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

No

What is the start date of your interruption?

21 December 2020

What is the end date of your interruption?

17 June 2021

Have you interrupted your studies at LSE before?

No

- 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". A red "Submit" button is located at the bottom right of the form.

- 7) Click **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 displays a review entry for "1st Review: Interruptions & Extensions (PhD)" by Salma AA-Supervisor, dated 09/12/2020, 12:16. The decision is "Recommended". Below the decision, there are four questions with their respective answers:

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