ACADEMIC APPEALS MODULE

Faculty User Guide
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1 Faculty Appeals' Assignments

- Lecturers review academic appeals in the following cases:
  - Appeals in courses in which they serve as chief lecturers.
  - Appeals submitted for review by the Student Administration.
  - Appeals in courses in which the chief lecturer has given them the proper authorization.

- In the first two instances, lecturers receive an email and can review and deal with the appeal via the lecturer information station.
- In instances where chief lecturers have given authorization, they will not receive a notification on pending appeals, but will see them in the appeals module.

2 Reviewing an Appeal

2.1 Accessing the appeals module

- When an appeal is submitted for review, lecturers receive an email containing a link to the personal information center.

- Access the link through the personal information center > my links > lecturer information station.
• On the lecturer information station's screen click on menu > exams > appeals.

• The "Appeals Review" screen comes up.
• The default display of the "Filtering Settings" section shows it closed.
The "Appeals Review" screen lists appeals pending review (if there are any).
The default display of the "Appeal Details" section shows it closed.
Appeals are listed according to the earliest reply deadline (the earliest date appears first). Secondary filtering lists appeals according to submission date.

Appeals pending review. The appeals are listed according to the earliest reply deadline (the earliest date appears first). Secondary filtering lists appeals according to submission date.
2.2 Reviewing an Appeal's Details and Exam Notebooks

- In the "Appeals Review" screen, the default display of pending appeals shows the "Appeal Details" section closed.
- The "Appeal Details" section can be opened to view a single appeal by clicking on the arrow to its left.
- The "Appeal Details" section can be opened to view all appeals by clicking on "Show Appeals."
The details of a specific appeal can be viewed by clicking on the arrow.

To view the details of all pending appeals, click on "Show Appeals."

If you encounter a problem in opening exam notebooks please click here to download Adobe Reader.
- A screen shot of an the "Appeal Details" screen

- Appeal details include:
  - Date/time of the submission.
  - Submission reference number.
  - Course details: year, semester, session, course name/number, final exam type.
  - Deadline for a pending appeal's reply.

- Screen options:
  - Viewing the exam notebook – download the exam notebook.
  - Viewing the exam's questionnaire/solution (if scanned). An error notification will appear if the questionnaire/solution has not been scanned.
  - Example reply – download an example for a reply to an appeal (if scanned). An error notification will appear if the example has not been scanned.
2.3 Reviewing the Appeal's Text

- Clicking on "View Appeal's Text" will open the "Appeal Details" screen, which contains the appeal details (student ID, date, reference number etc.), as well as the text included in it.
### Appeal Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
<td>314282260</td>
</tr>
<tr>
<td>Student name</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>17/12/2015 16:21</td>
</tr>
<tr>
<td>Appeal no.</td>
<td>186008</td>
</tr>
<tr>
<td>Course code</td>
<td>Principles Of Macroeconomics</td>
</tr>
<tr>
<td>Course Instructor</td>
<td>Ofir Yuval</td>
</tr>
<tr>
<td>Group</td>
<td>151043201 Law and Government</td>
</tr>
<tr>
<td>Exam session</td>
<td>1</td>
</tr>
<tr>
<td><strong>Appeal test</strong></td>
<td><strong>1234</strong></td>
</tr>
<tr>
<td></td>
<td><strong>test</strong></td>
</tr>
<tr>
<td></td>
<td><strong>5678</strong></td>
</tr>
</tbody>
</table>

Appeal text, as included by the student
2.4 Replying to an Appeal
Clicking on "Answer Appeal" opens a reply screen, where the reply can be entered into the system.

If you encounter a problem in opening exam notebooks please click here to download Adobe Reader.
- **The Reply Screen**
  - Enter text (mandatory), use the drop menu to determine the grade's status (changed/unchanged), and enter the new grade accordingly (mandatory if a grade has been changed).
**Determine a Grade's Status – Changed**

Choose "Exam grade has been changed"
Enter the new grade

After you have finished forming your reply, enter the new grade into the system (if necessary), and click on "Submit". The appeal will be removed from the list of appeals pending review.
Determine a Grade's Status – Unchanged

Choose "Exam grade has not been changed"
The grade value box remains faded

This is an Answer to:
1234
After clicking on "Submit" a sent item report will appear, including an "answer summary."

Dear Student

Answer summary

Answer:

Answer type: OK

Change Grade
Grade Final Exam Old: 74
Grade Final Exam New: 95
Final:
Status:
Appeal answer has been sent to Student Administration
Date: 17/12/2015 16:44:15
3 Emails and Notifications

- When an appeal is filed, an email is sent to the lecturer. This email contains a link to the personal information center.
- Should the deadline for a reply on the appeal elapse, the lecturer will receive a reminder by email.
- Should the administration office ask another lecturer to review an appeal, the lecturer will receive an update by email.
- Emails from the course administrator.

4 Filters and Queries

- The default display for the "Filtering Settings" section shows it closed, as normally they are unnecessary.
- Click on "Filtering Settings" to open and close this section.
• The default display includes all active and pending appeals for the past year, filtered according to the earliest reply deadline (primary) and submission date (secondary).

• Filtering options:
  o The lecturer search field:
    ▪ "No Lecturer Filter" (default) – displays all the appeals pending review.
    ▪ The "Lecturer Name" filter – displays all the appeals shared by you and <lecturer name>, meaning all the appeals you have been authorized to review by <lecturer name>, or have authorized <lecturer name> to review.
  o The "Course" field – displays appeals according to courses.
  o The "Active/Inactive Appeals" field:
    ▪ Active (default) – displays appeals pending review.
    ▪ Inactive – displays reviewed or rescinded appeals.
  o The date display – filters appeals according to submission date. The default display includes appeals submitted over the past year.
  o The "Student" field – displays appeals filed by a specific student, by ID number.
  o The Year/semester/session field – display results by year/semester/session.

• Action buttons:
  o "Filter" – displays the list of appeals that meet the defined search criteria.
  o "Clear Filter" – reverts all search fields to their default settings and refreshes the display list.