<p style="text-align:center">

Student Manual Osiris Case

EC requests

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Index
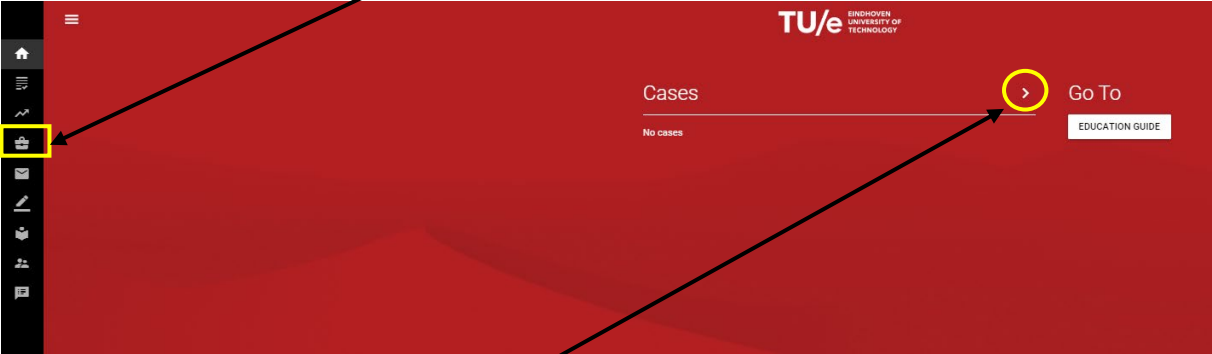
June 30, 2024

Claire Vereecken, C.L.M.

Key-user Osiris Zaak
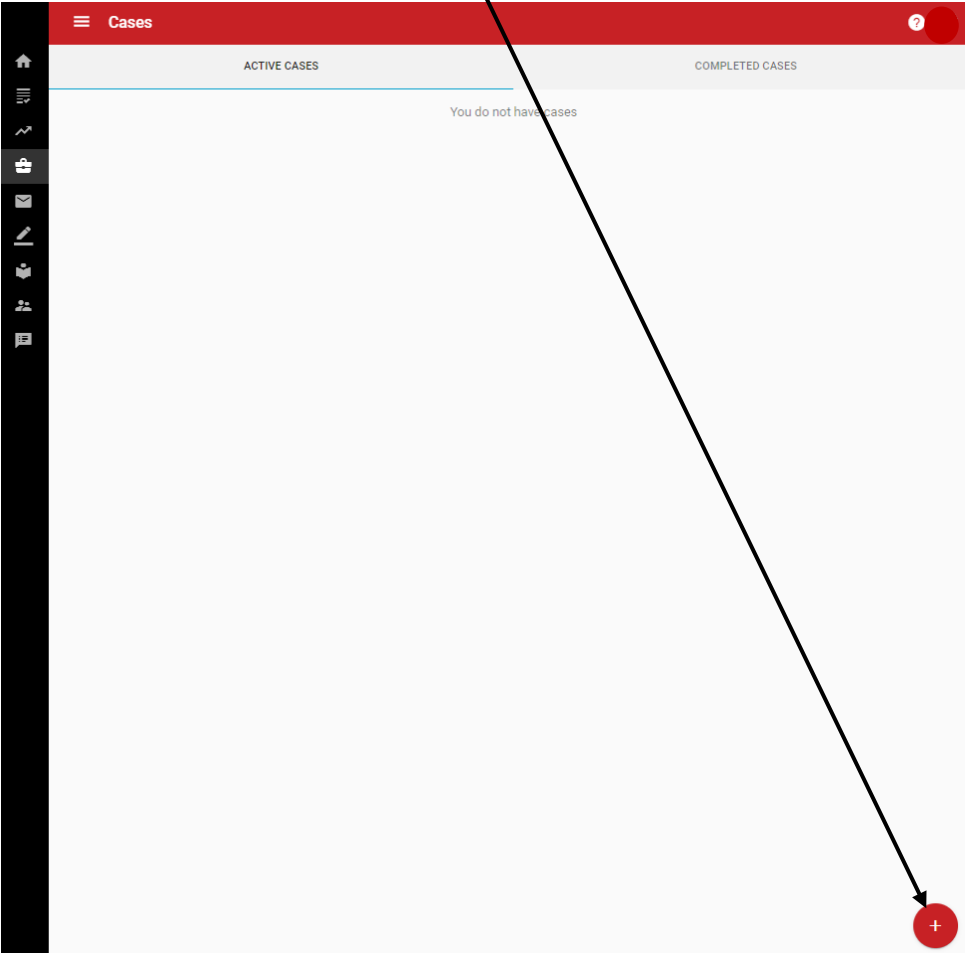
Student Manual Osiris Case

1. Starting a new case:

To start a (new) case, go to the [briefcase] icon:
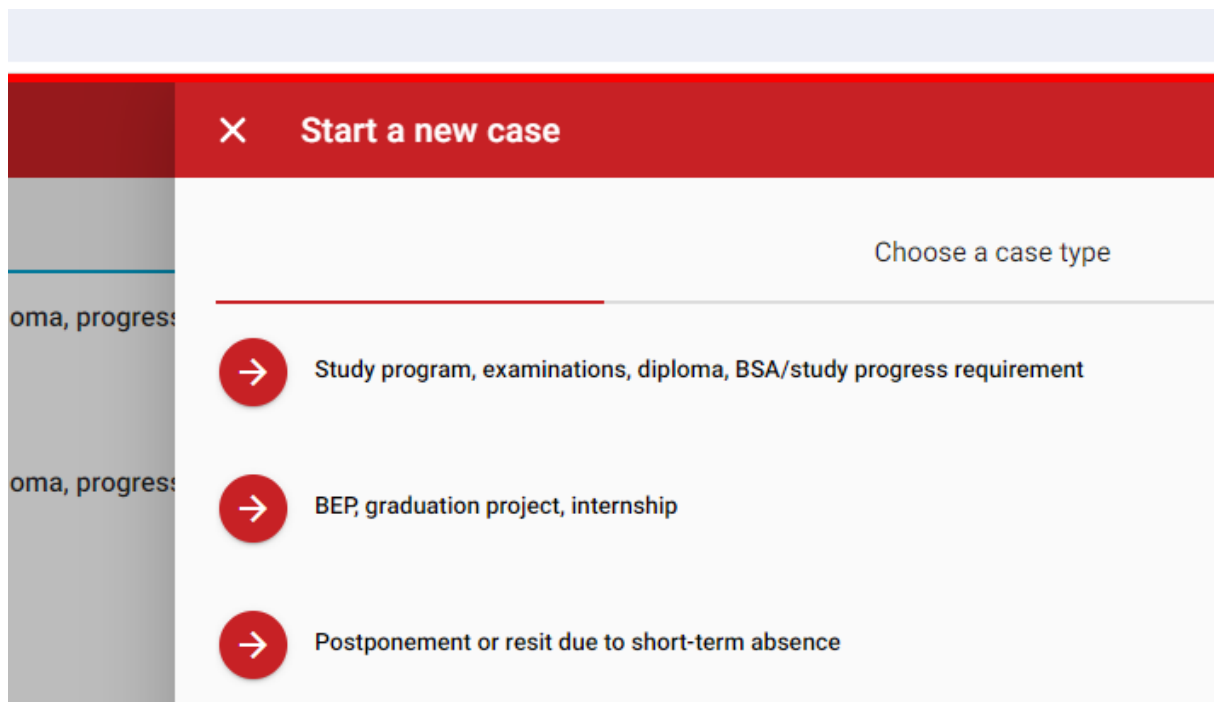
Click on the arrow next to "Cases"

Use the + symbol to start the case:

This screen opens:

Choose a case type:

Study program, examinations, diploma, BSA/study progress requirement:

Study program, examination, diploma, progress requirement

Bachelor students who want approval for the electives space in their degree program must do so by submitting a proposal in the **PlanApp**.
It may be that there are exceptions for your program or situation, in which case you have to submit a request via OSIRIS Case.
Check the possible exceptions in the education guide of your program.

You can check possibilities for other types of requests relating to the study program by starting this case.

Requests regarding **internal double diploma** can be submitted through the webform on the education guide.

BEP, graduation project, internship:

Final Bachelor / Graduation Master project and internship

Start this case if you have a request related to your final Bachelor project, MSc graduation project or internship

Postponement or resit due to short-term absence:

Postponement or resit due to short-term absence

Are there any special personal circumstances that make you want to request a solution for your midterm, final or other form of examination?
Have you discussed this PC with the student dean and/or your study advisor? If so, also mention this in your request.
Start this case to see what the possibilities are.

PER article 8.7 (PER Ba), Article 5 (PER Ma)
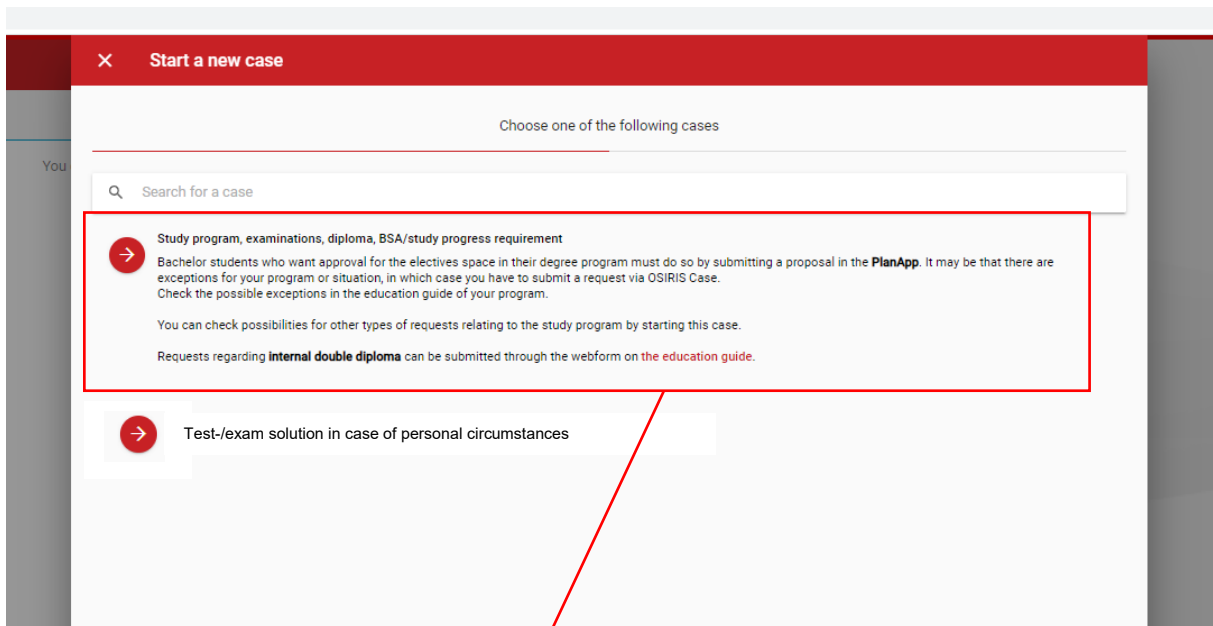
Choose the type of case that you need to file a request for.
In this chapter, we choose "Study program, examinations, diploma, BSA/study progress requirement". Click the case-field.

<u>A fill-in form opens</u>:

2. The request form:

Fill in form (check the * = required fields):

Start a new case

Fill in form - Study program, examination, diploma, progress requirement

Request form Examination committee

Select the study program to which your request relates*
○ Applied Mathematics (B)   ○ Applied Physics (B)   ○ Industrial and Applied Mathematics (M)

> If you only have one study program, the program is already indicated (always check if this is the right program!). If you do more than one study program, pick the program your request is about.

What is the request about?*
○ Approve or modify BSc study program
○ Approve or modify MSc (or pre-master) study program
○ All requests related to the transition from the old bachelor college to bachelor college 2.0 and affecting your program of study
○ Examinations (exemptions, extra attempts)
○ Postponement of degree certification
○ BSA / study progress decision
○ Other

> What is the request about: select the main category here, from there on subcategories will be unfolded.

Motivate your request (use the text box below)*

> Write a clear and detailed motivation here. If applicable, also indicate who supports your request, what your situation is and what your new program will look like, etc. A clear request makes it easier for the EC to process.

Who is your academic advisor and when was your latest conversation about this topic (if applicable)?

> If you think this is helpful for your case: please state when and with which academic advisor you recently spoke and what you discussed globally.

Who is your mentor/supervisor/teacher coach and when was your latest conversation about this topic (if applicable)?

> If you think this is helpful for your case, enter the name of your personal tutor, coach, teacher coach, here.

Attachment   **BROWSE...**
.PDF, .XLS, .XLSX, .DOC, .DOCX, , Maximum 5MB

> Please upload all the documents that you think will help the EC decide over your case. You can upload up to 5 MB in PDF or Excel-files only.
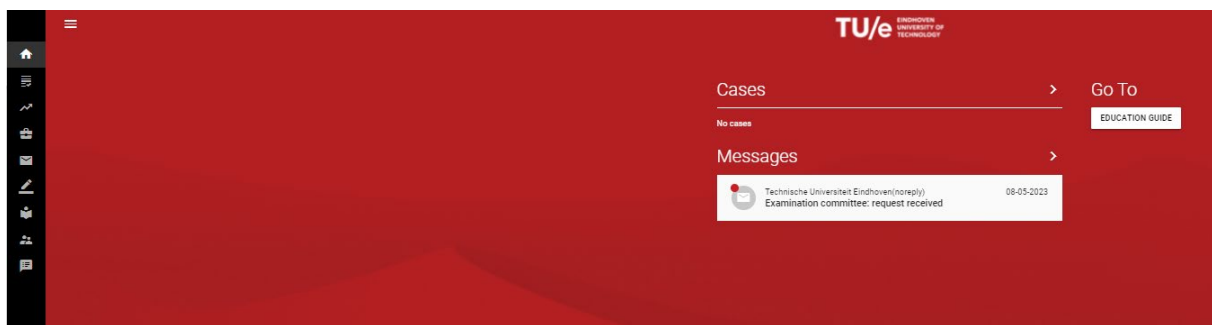
* Mandatory field

SUBMIT → Don't forget to submit !

If you press the "submit" button, a screen opens that tells you your case is submitted successfully, and reminds you that in case you forgot to upload documents, you can ask the EC secretary to re-open your case:
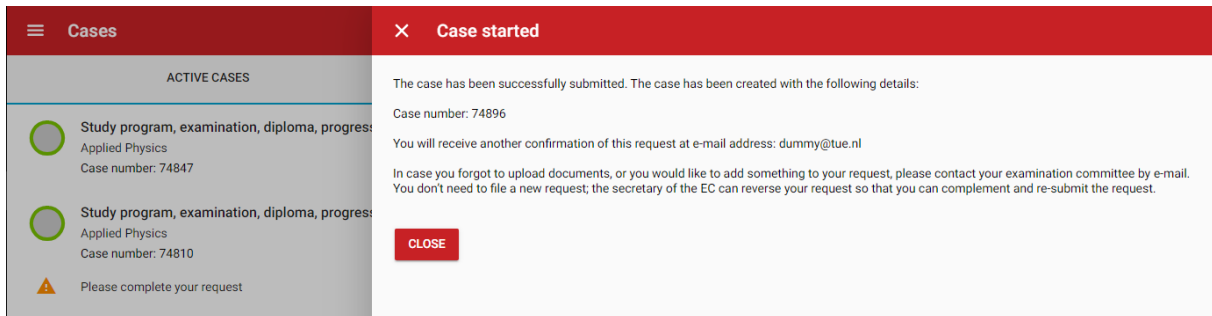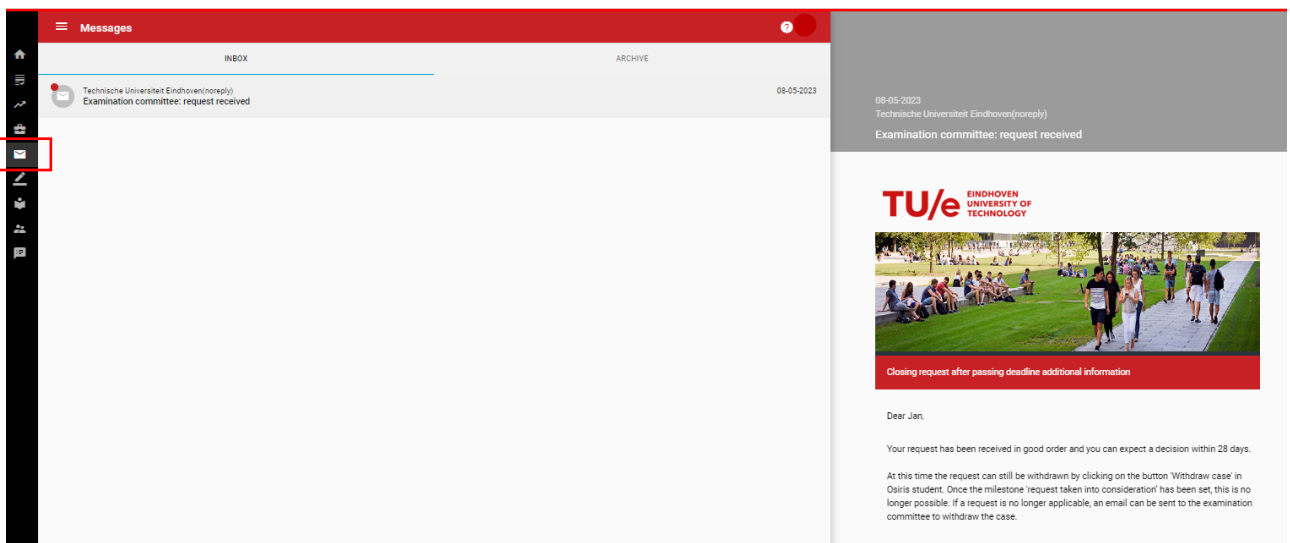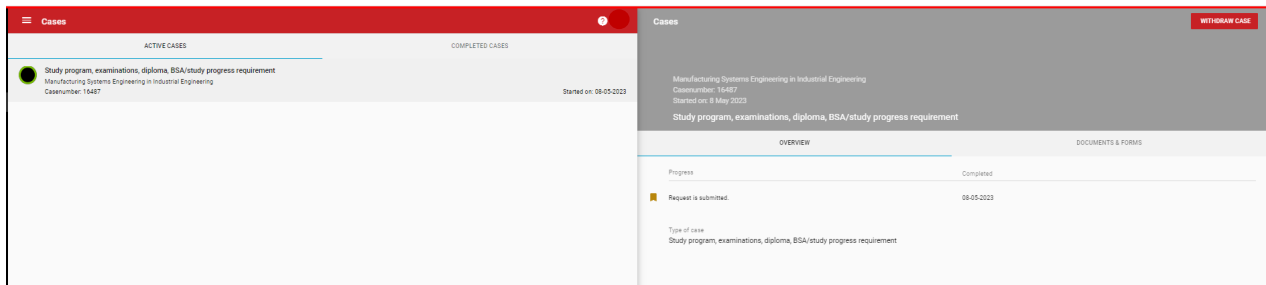

3. Your case is submitted:

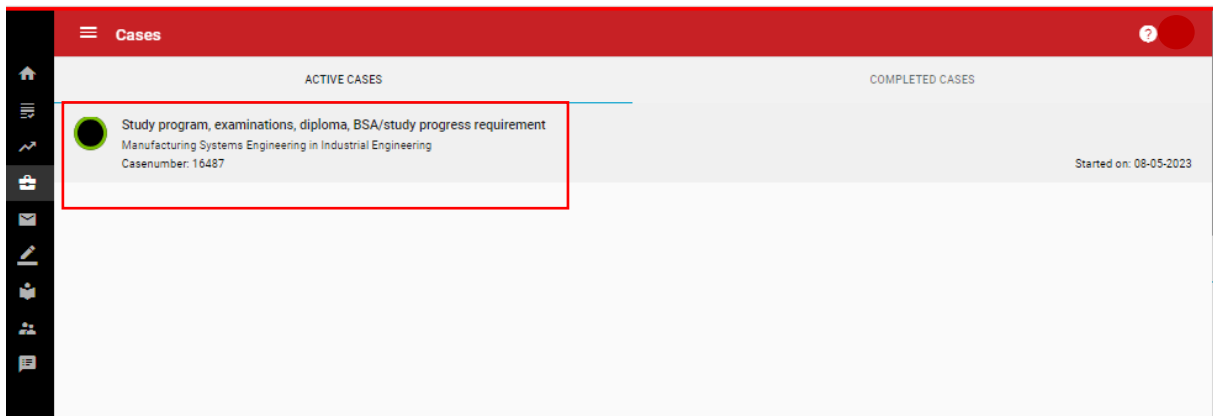You receive an email in your mailbox, and in Osiris Student:

You see new messages on your dashboard, and you can read or archive messages in the messages-box of Osiris Student:
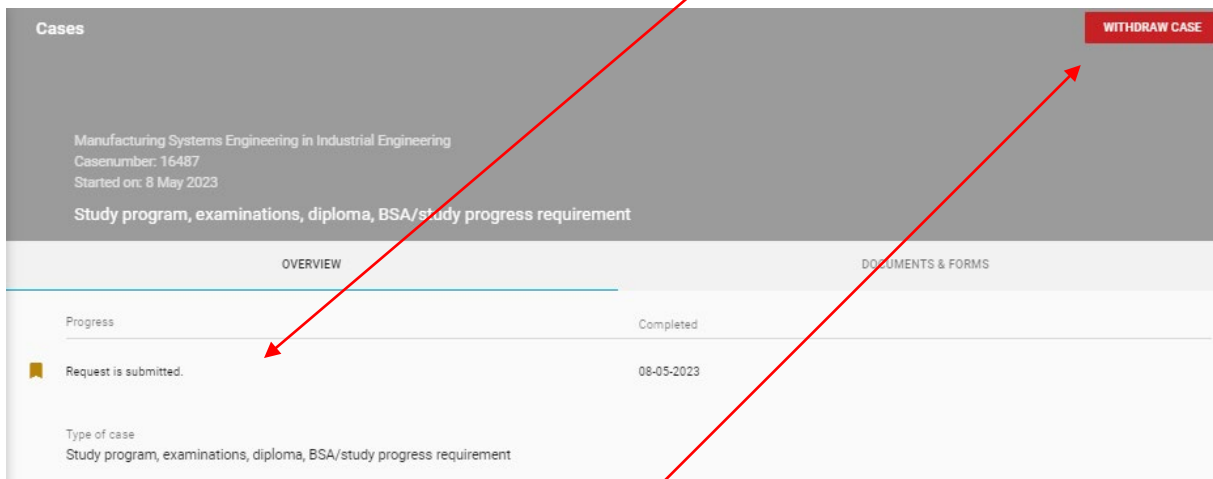
Cases:

Once you submitted your case, your case will receive a case-number.

You can see the progress of your case in the "Overview":

You can still withdraw the case at this point.

You can find your request form and the forms you've uploaded here:
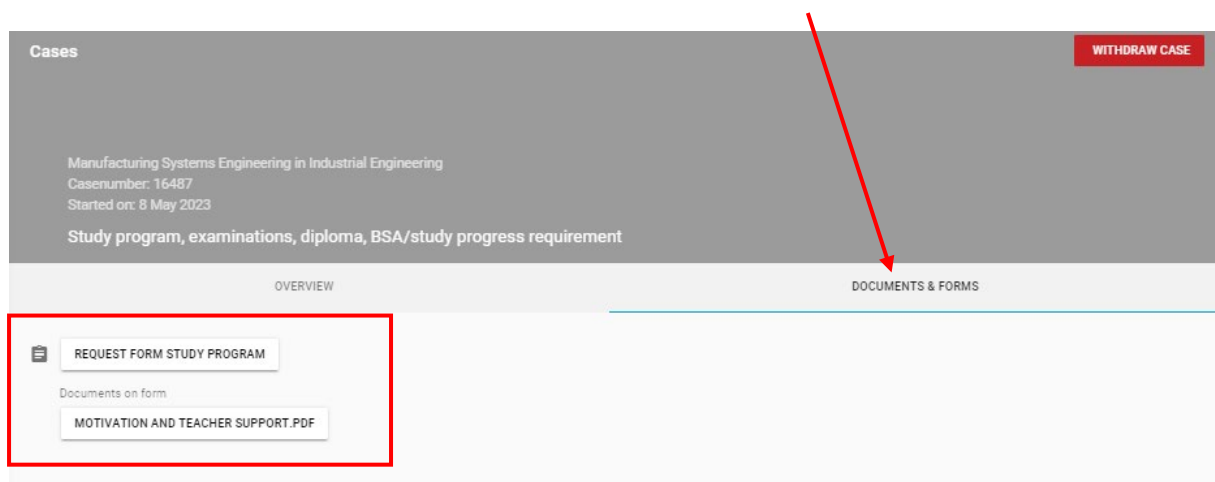
4. The process:

Your request is now with the EC secretary. The secretary will check if your request is admissible and complete.
The response time is 28 working days, you can see the status of your request at the milestones.
It is possible that the EC requires additional information, or that your request is rejected.
Your request may be processed by the Daily Board or receive a conditional decision.

You can find all of this in Osiris Case.

5. Possible outcomes:

Your request can't be taken into consideration: you will receive an email/message, giving you the reason why your request is closed.

Request will not be taken into consideration

Dear Floortje,

Your request with case number 74896 has been reviewed and will not be taken into consideration. The request cannot be processed and the case will now be closed.

Explanation: This is not a request for the EC.

Shortcut to case: https://tueacc.osiris-student.nl/zaken/74896

Your request is now archived in "Completed cases":
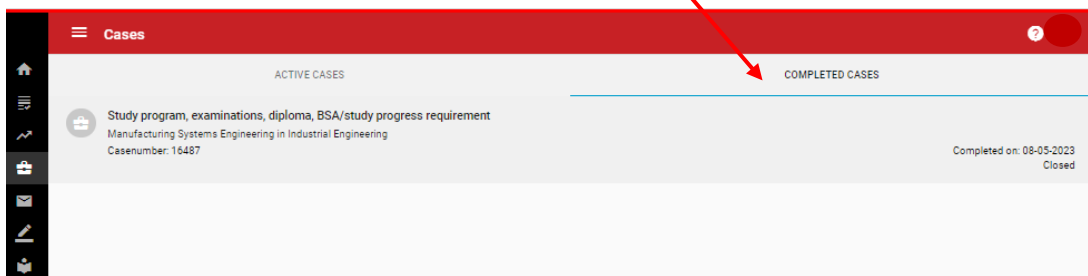
Your request is admissible:

After your request is submitted, and the EC secretary has accepted your request, your request is labeled "pending". This means that the secretary will check if more information from your side is needed, or if advice from a third party is needed (e.g. teacher, teacher coach, CSA, academic advisor, etc.) before your case will be placed on the agenda (Daily Board or EC meeting, depending from the urgency).
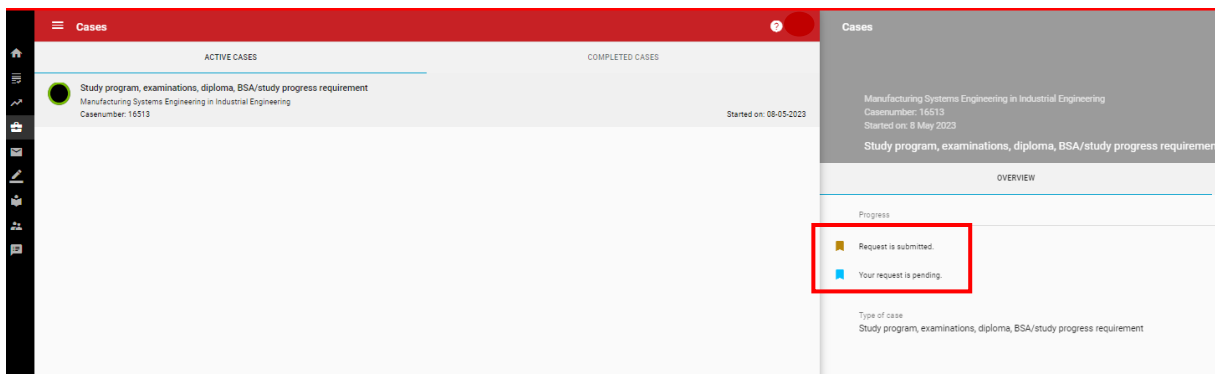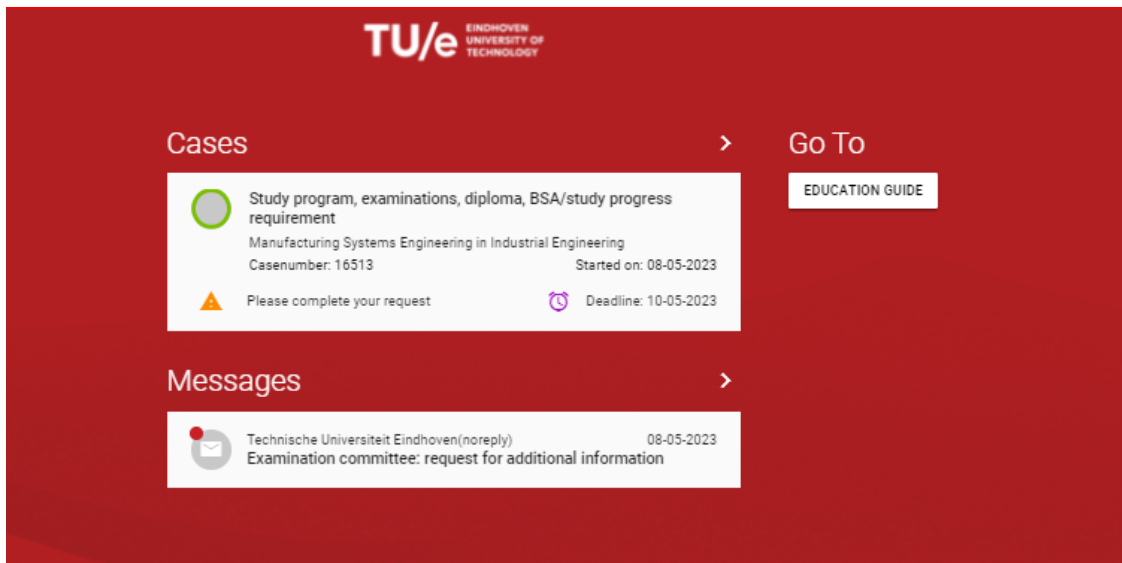
Two possibilities:

    a. Request for additional information
    b. Your request is complete, you have to wait until a decision is taken

<u>More information is needed:</u>
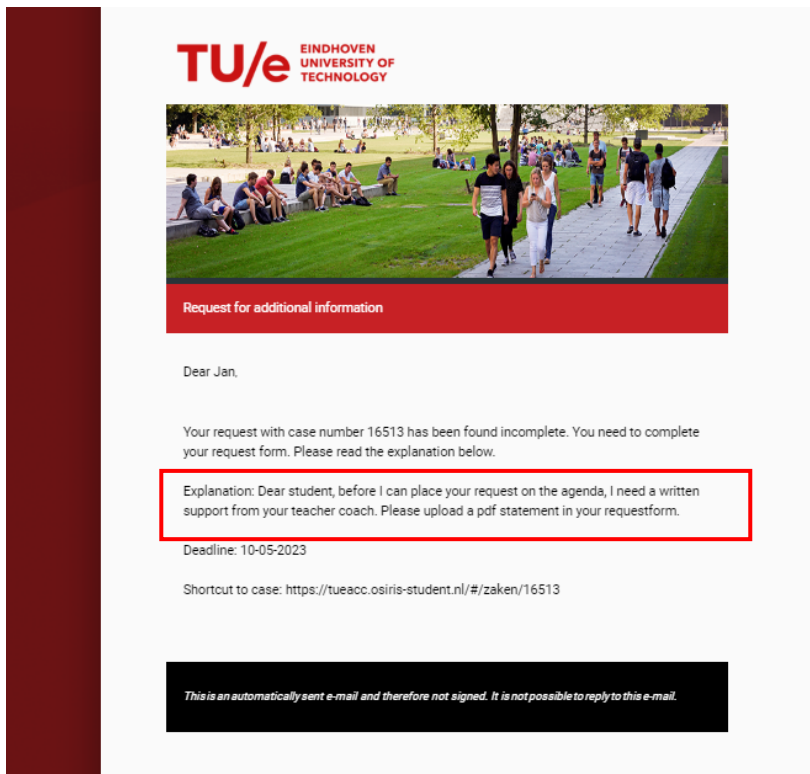
You receive an email/message saying what information is still needed.

A deadline is set, you have 10 working days to complete the request, otherwise the request will be closed.

Read the message first, so that you know what to do:

Complete your request form, or upload the requested document(s).

Open the case, then: open the request form. Add what is asked for. Then SUBMIT.

You can upload as many documents as you like for a maximum of 5 MB

You can write all additions here, even if you wrote something here in the first place.
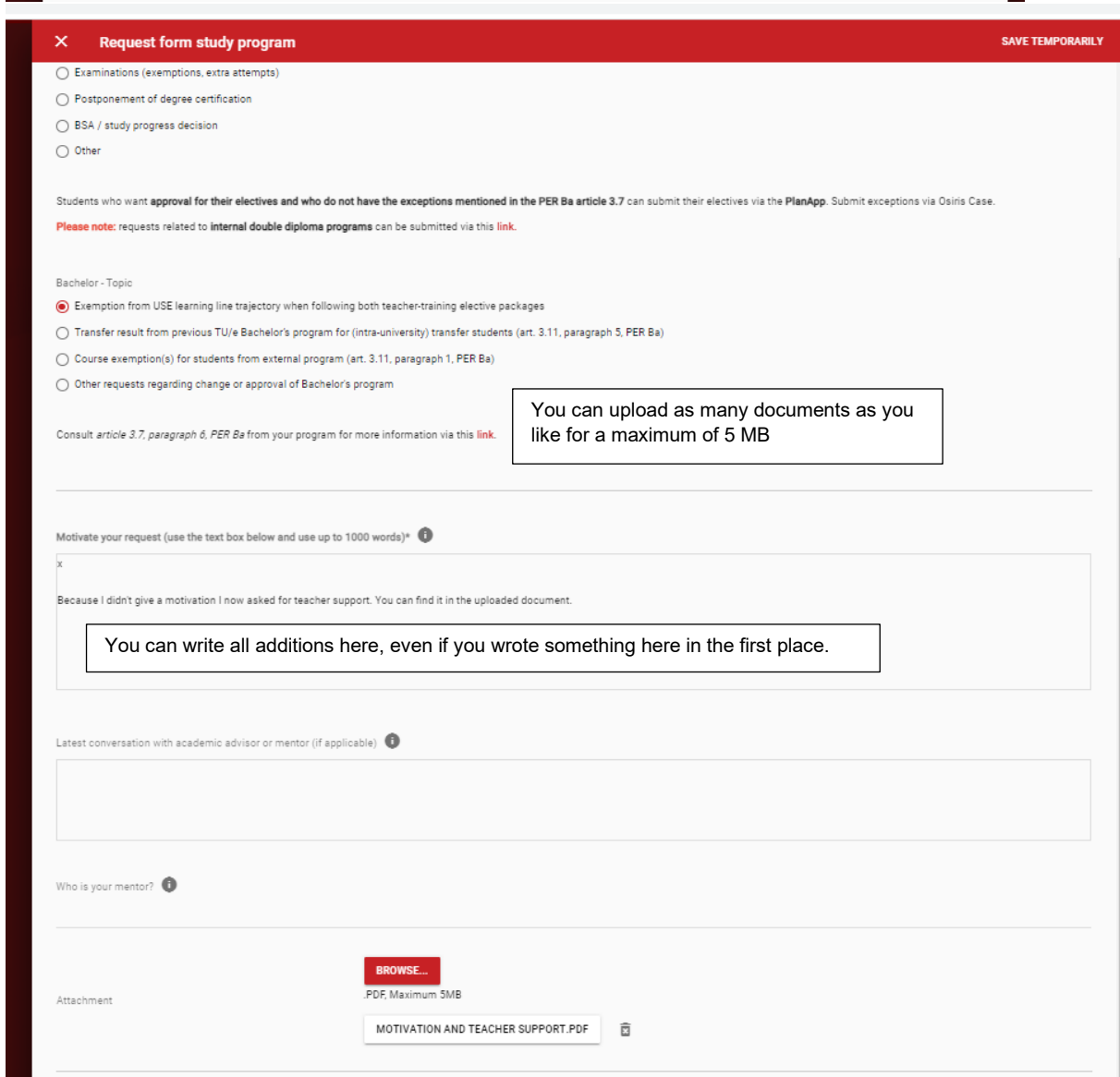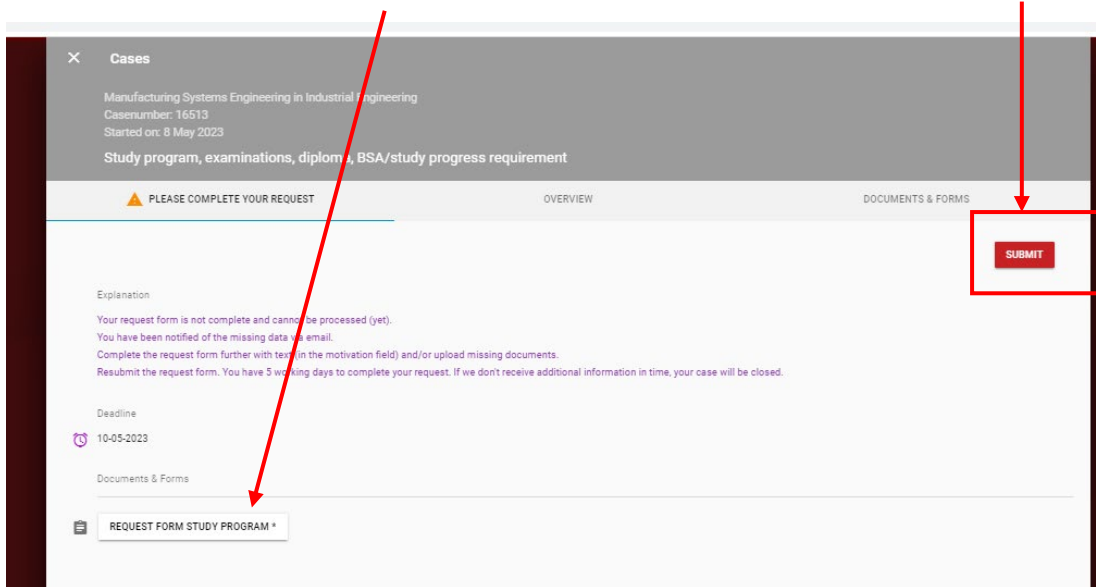
After you completed what is requested **SAVE** the adapted file:

And than **SUBMIT**:

Your addition to the request is now submitted:

After the addition is submitted, you have to wait again. The EC secretary decides if your request still needs some additional information from other parties, if the request is urgent and needs to be handled by the Daily board, or if your request can be placed on the EC agenda.
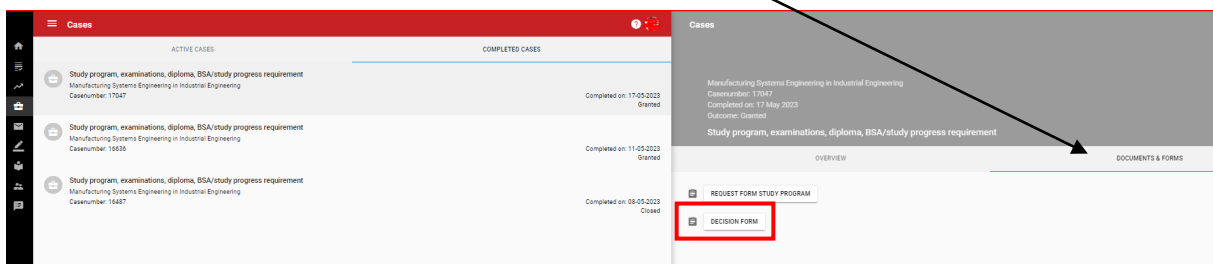
Once a decision has been taken, you receive an email, and a message in Osiris Student saying that a decision has been made:
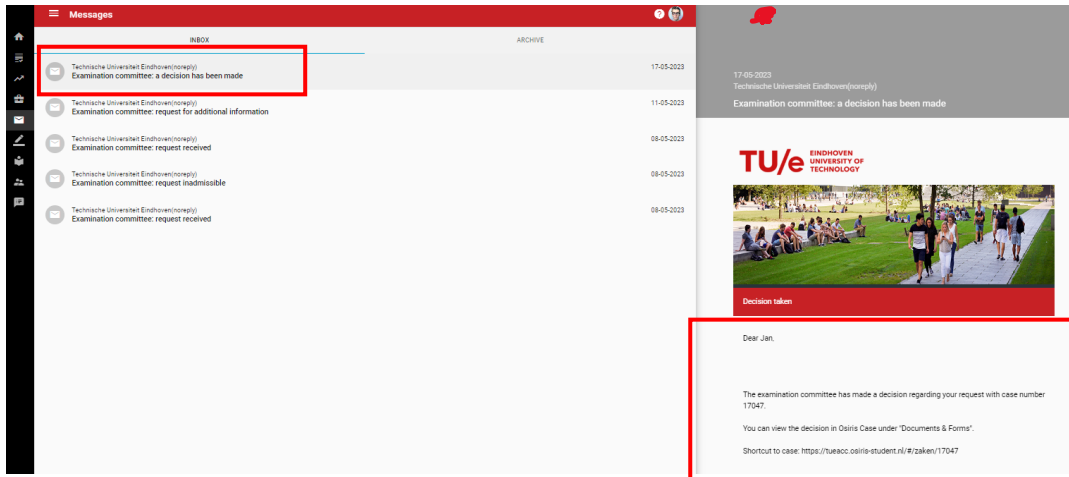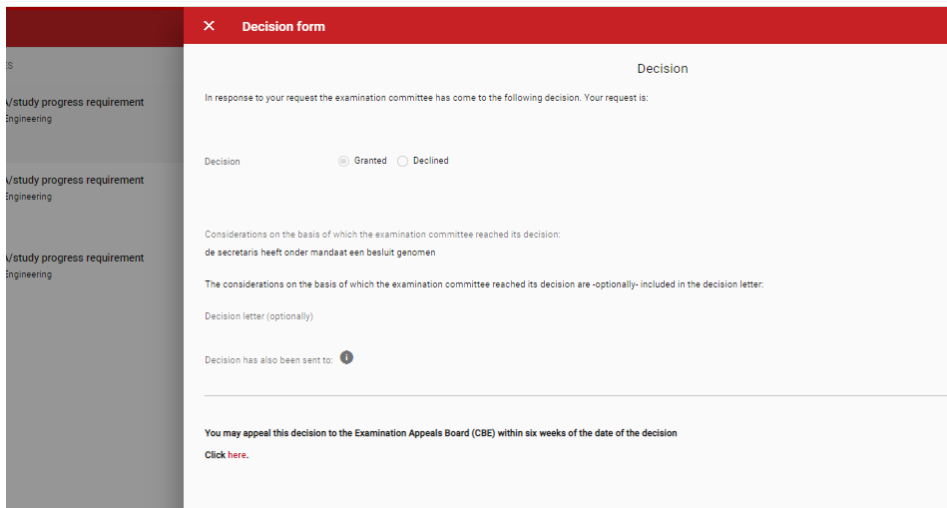

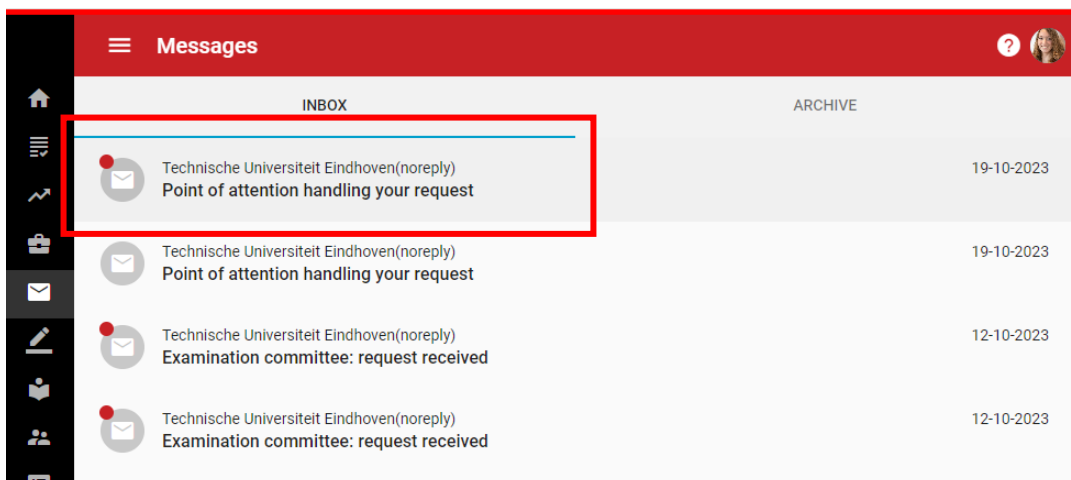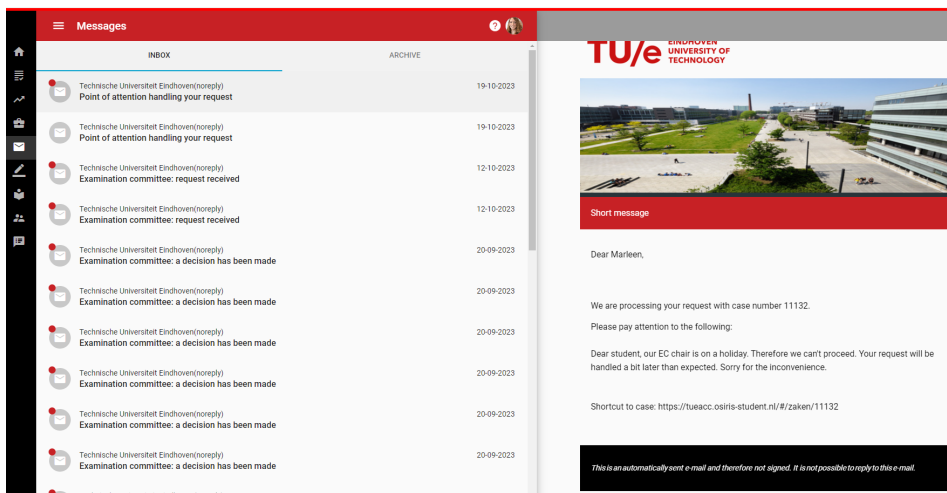You can find the decision in the "completed cases":
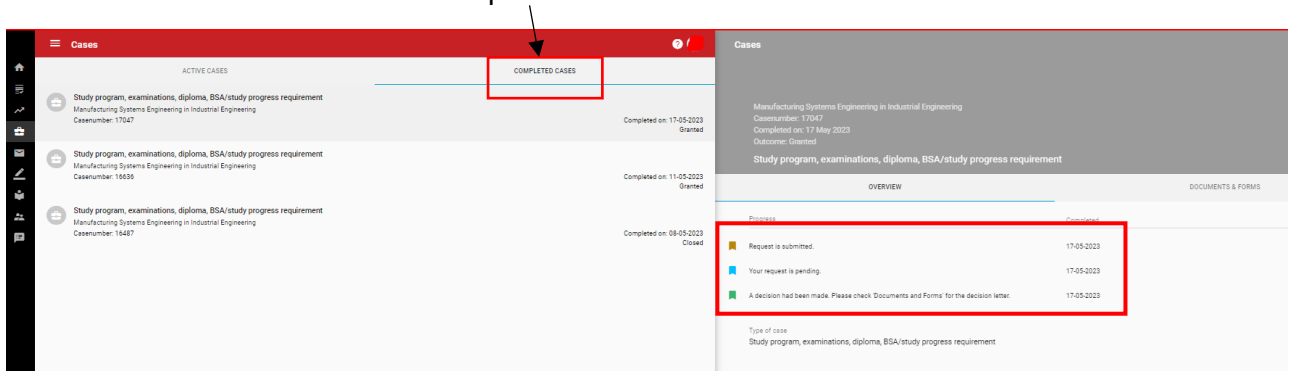
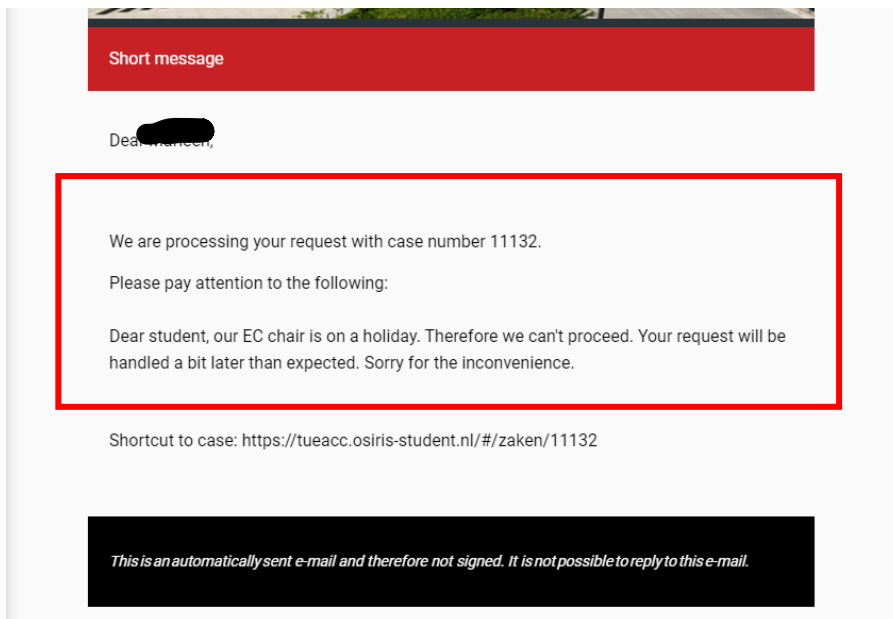You can read the decision form in "Documents and Forms":

6. In-between messages:

If the secretary wants to reach you before a decision is made, he/she can send you a message. You will find this message in your email and in Osiris Zaak:

Short message

Dear ~~Maarten~~,

We are processing your request with case number 11132.

Please pay attention to the following:

Dear student, our EC chair is on a holiday. Therefore we can't proceed. Your request will be handled a bit later than expected. Sorry for the inconvenience.

Shortcut to case: https://tueacc.osiris-student.nl/#/zaken/11132

This is an automatically sent e-mail and therefore not signed. It is not possible to reply to this e-mail.

The Dashboard shows all the cases that need attention and all the messages that aren't archived yet:

Messages that are read can be archived by using this <u>button</u>: