

# Student Manual Osiris Case

## EC requests

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November 15th, 2023

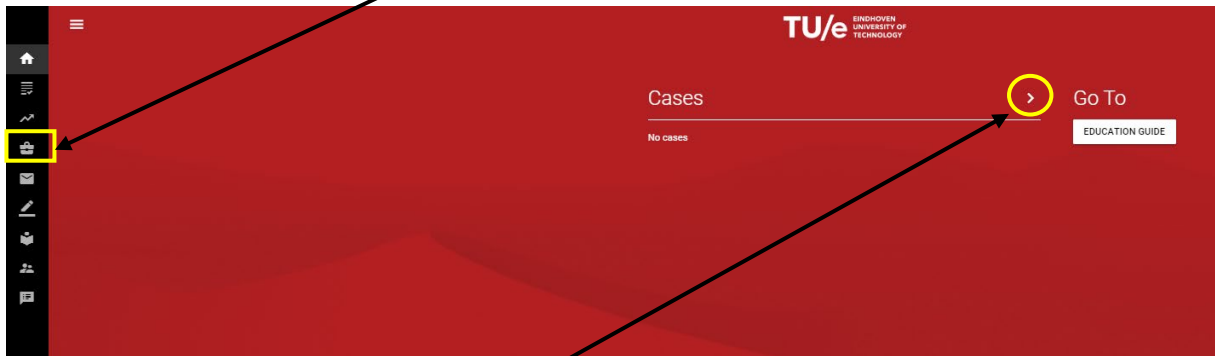
Claire Vereecken, C.L.M.

Key-user Osiris Zaak

# Student Manual Osiris Case

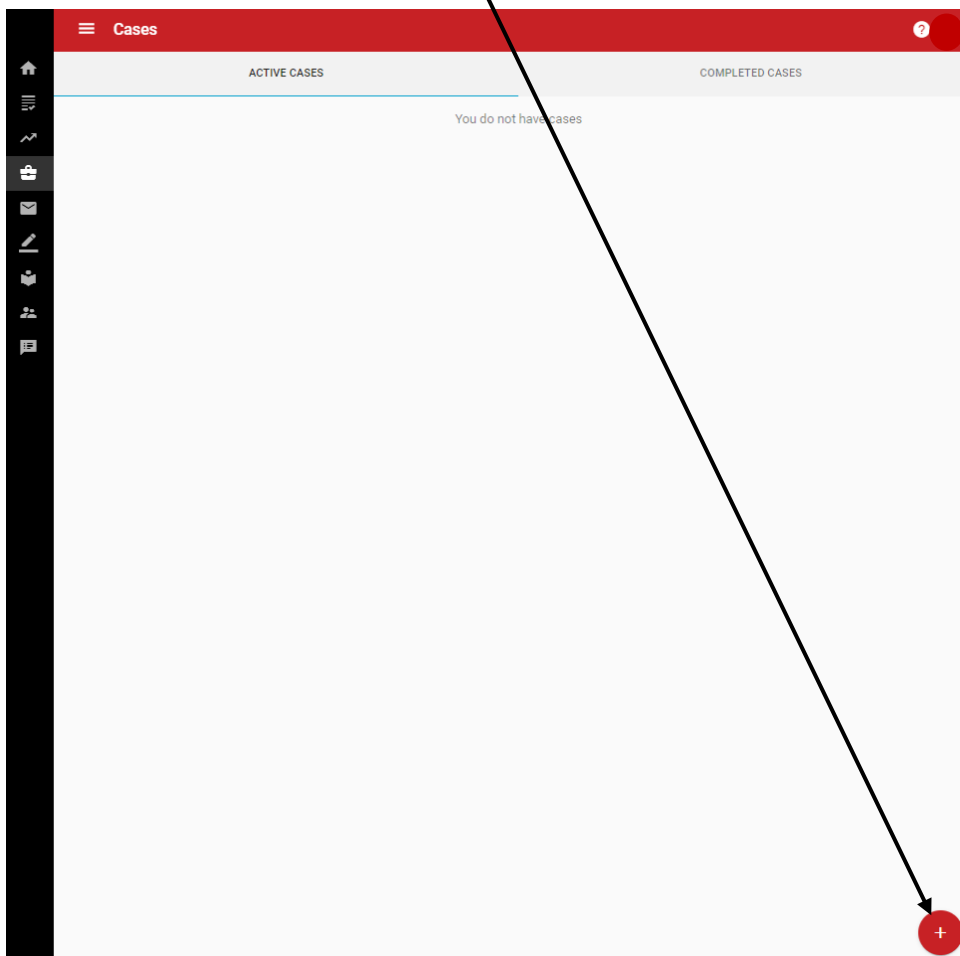
## 1. Starting a new case:

To start a (new) case, go to the  icon:



Click on the arrow next to “Cases”

Use the + symbol to start the case:



This screen opens:

Start a new case

Choose a case type

You

- Study program, examinations, diploma, BSA/study progress requirement
- BEP, graduation project, internship
- Postponement or resit for short-term absence

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 for 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)

**Start a new case**

Choose one of the following cases

Search for a case

→ **Study program, examinations, diploma, BSA/study 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](#).

→ **Test-/exam solution in case of personal circumstances**

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.

### A fill-in form opens:

**Start a new case**

Fill in form - Study program, examinations, diploma, BSA/study progress requirement

Request form Examination committee

Select the study program to which your request relates? <sup>i</sup> ☒ Manufacturing Systems Engineering in Industrial Engineering (M)

What is the request about? <sup>i</sup>

☐ Approve or modify BSc study programme  
☐ Approve or modify MSc (or pre-master) study programme  
☐ 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

Motivate your request (use the text box below and use up to 1000 words)\* <sup>i</sup>

Latest conversation with academic advisor or mentor (if applicable): <sup>i</sup>

Who is your mentor? <sup>i</sup>

Attachment BROWSE...  
PDF, Maximum 5MB

\* Mandatory field

**SUBMIT**

## 2. The request form:

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

×

Start a new case

<

Fill in form - Study program, examinations, diploma, BSA/study progress requirement

Request form Examination committee

Select the study program to which your request relates\*

i

☒ Manufacturing Systems Engineering in Industrial Engineering (M)

What is the request about?\*

i

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.

☐ Approve or modify BSc study programme

☐ Approve or modify MSc (or pre-master) study programme

☐ 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 and use up to 1000 words)\*

i

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.

Latest conversation with academic advisor or mentor (if applicable)

i

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?

i

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

Attachment

BROWSE...

.PDF, 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.

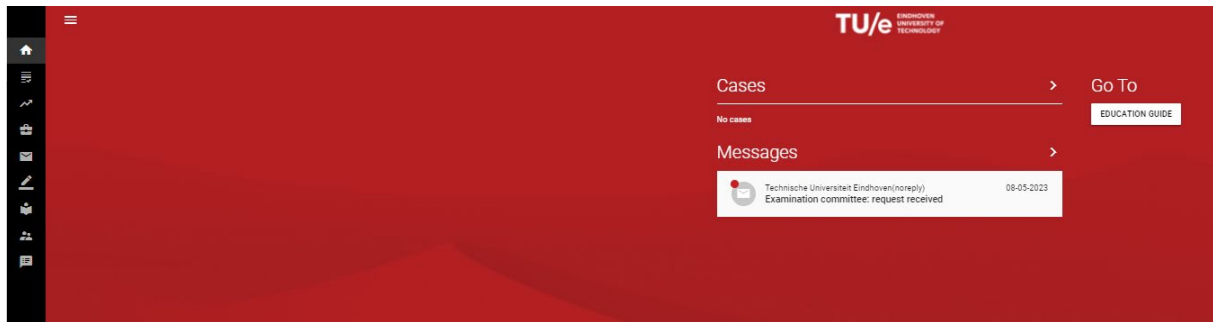
\* Mandatory field

Don't forget to submit !

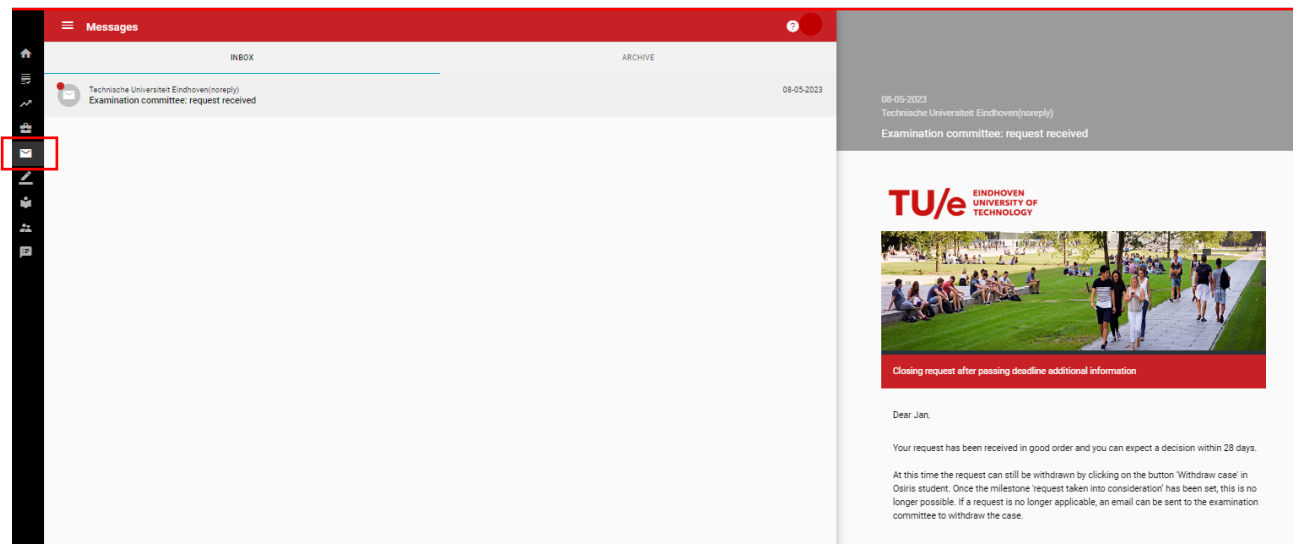
SUBMIT

### 3. Your case is submitted:

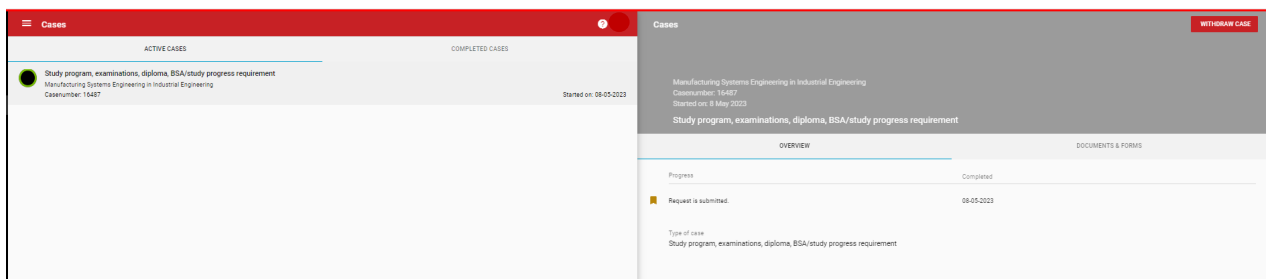
You receive an email in your mailbox, and in Osiris Student:



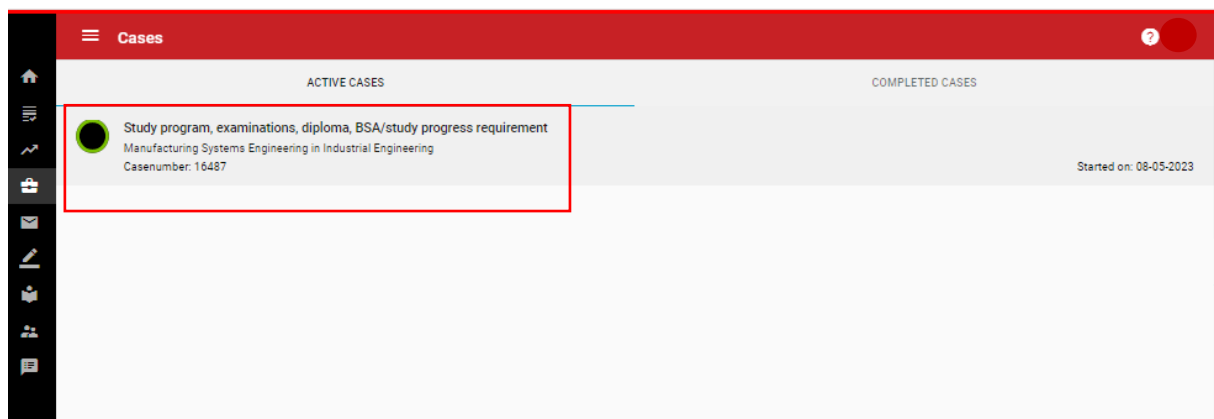
You see new messages on your dashboard, and you can read or archive messages in the messages-box of Osiris Student:



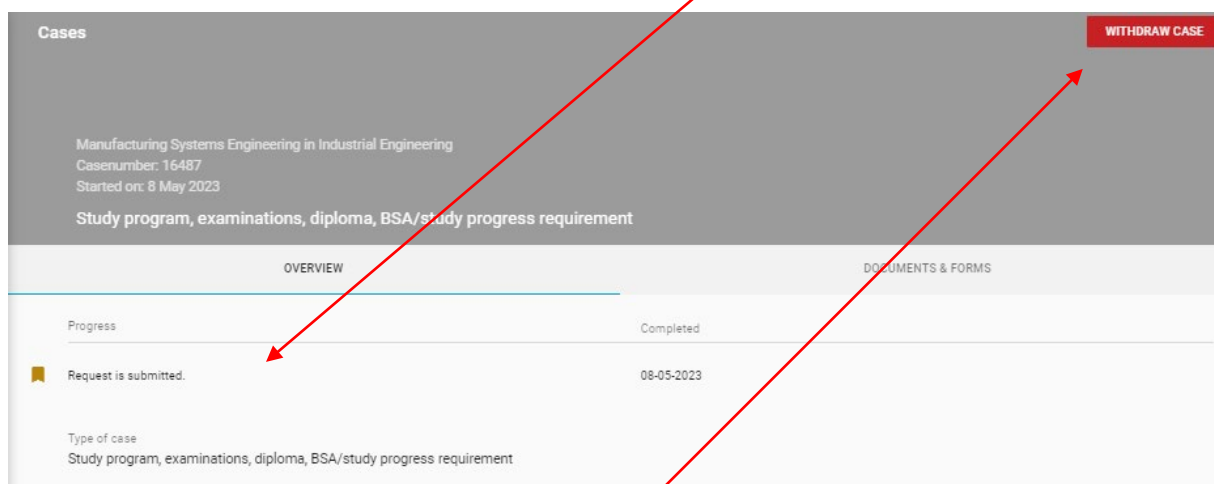
Cases:



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

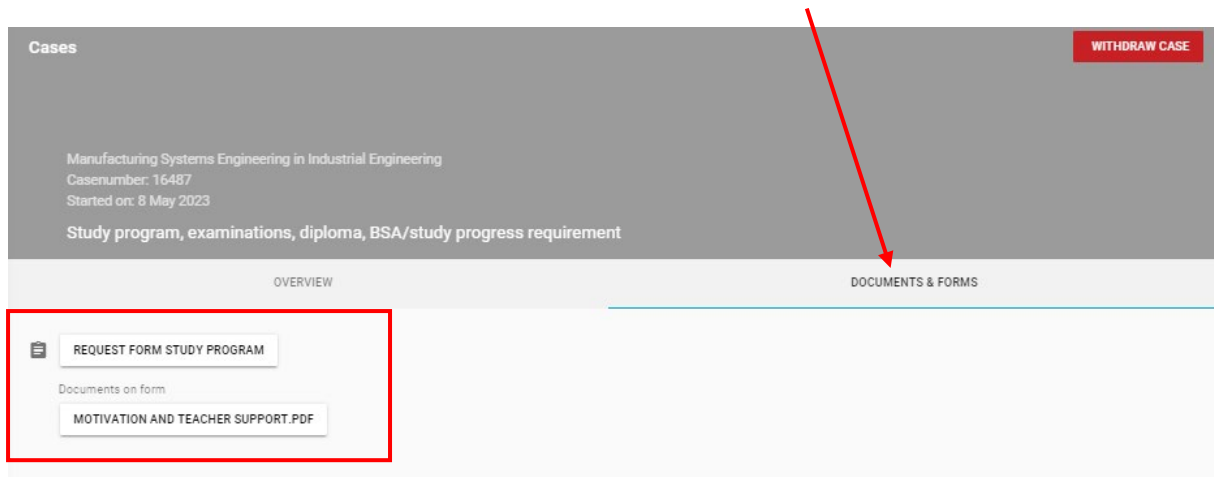


You can see the progress of your case in the “Overview”:



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.

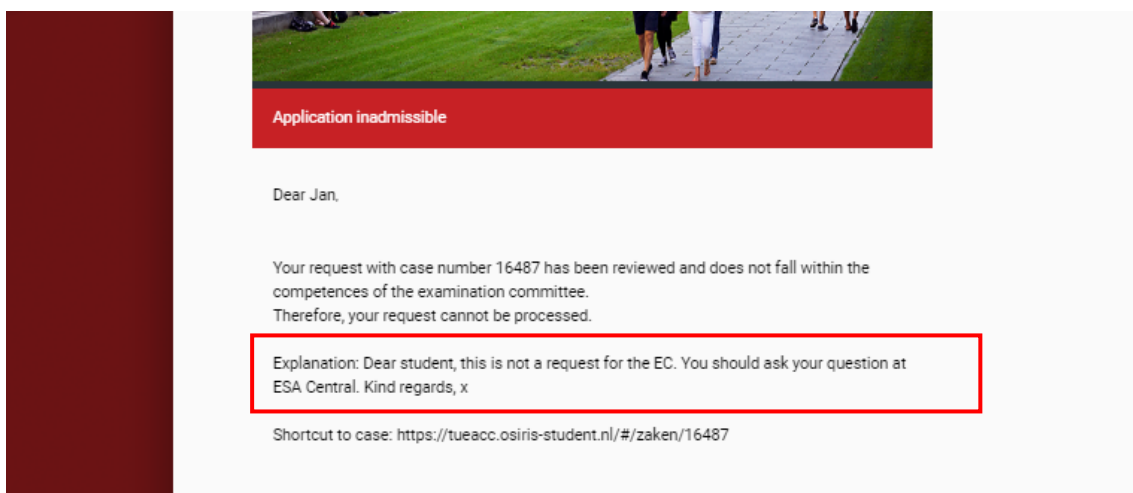
The response time is 28 working days, you can see the status of your request at the milestones.

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.

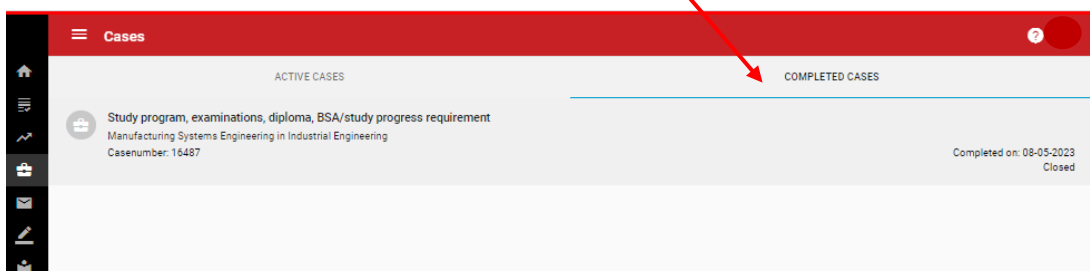
You can find all of this in Osiris Case.

## 5. Possible outcomes:

**Your request is inadmissible:** you will receive an email/message, giving you the reason why your request is closed.



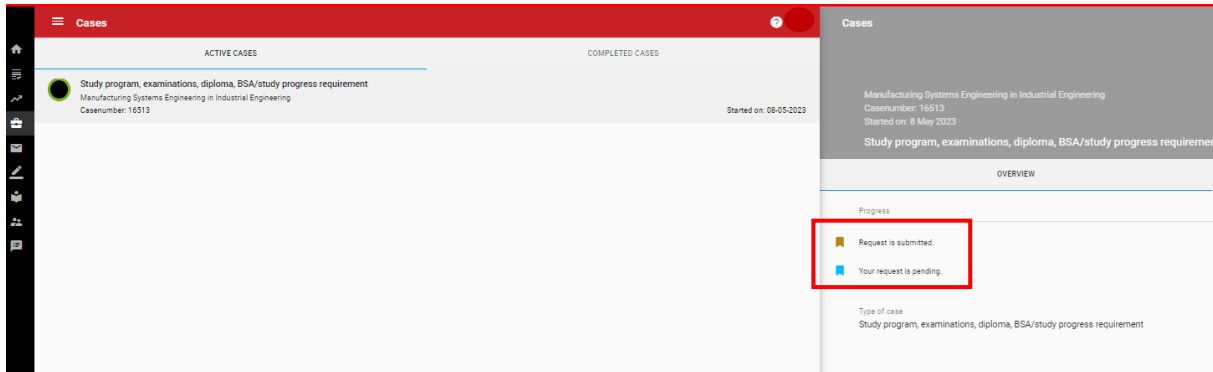
Your request is now archived in “Completed cases”:





### 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).



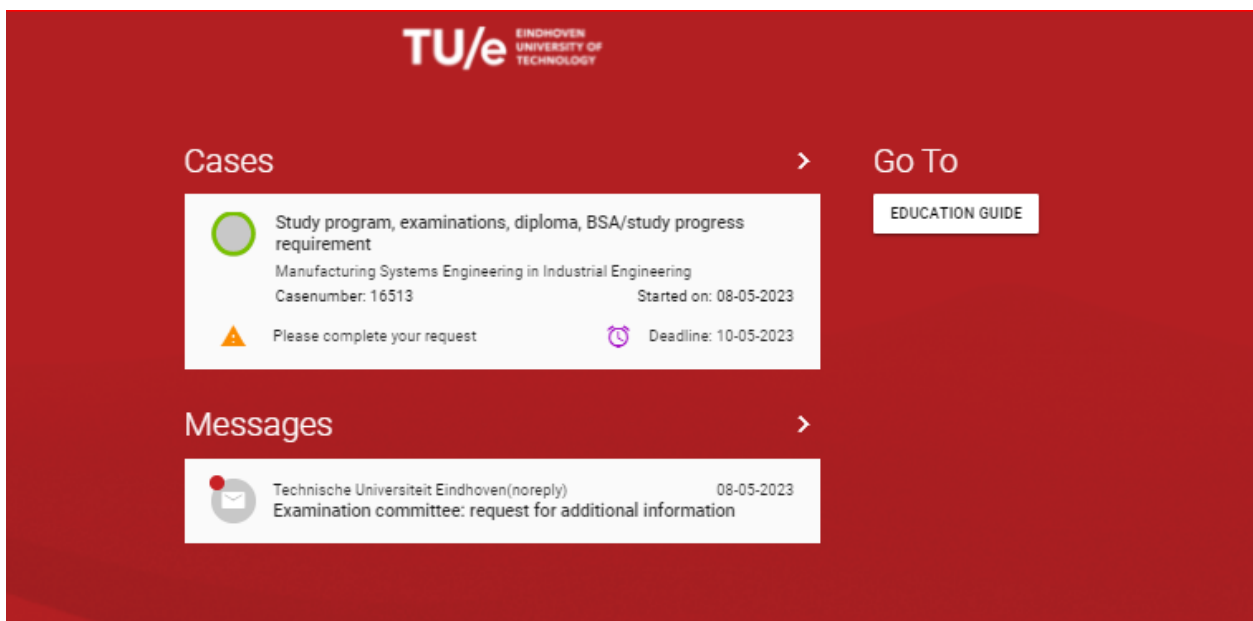
### Two possibilities:

- More information is needed:
- Your request is complete, you have to wait until a decision is taken

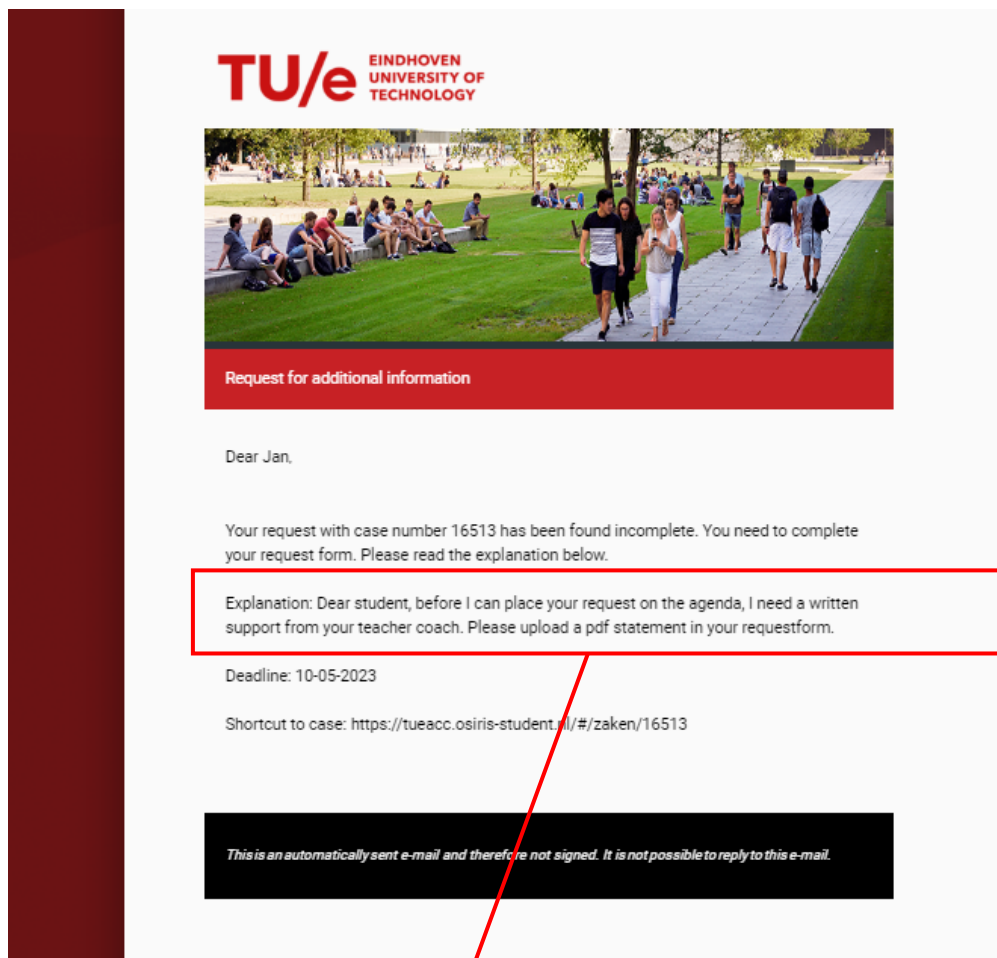
### More information is needed:

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.

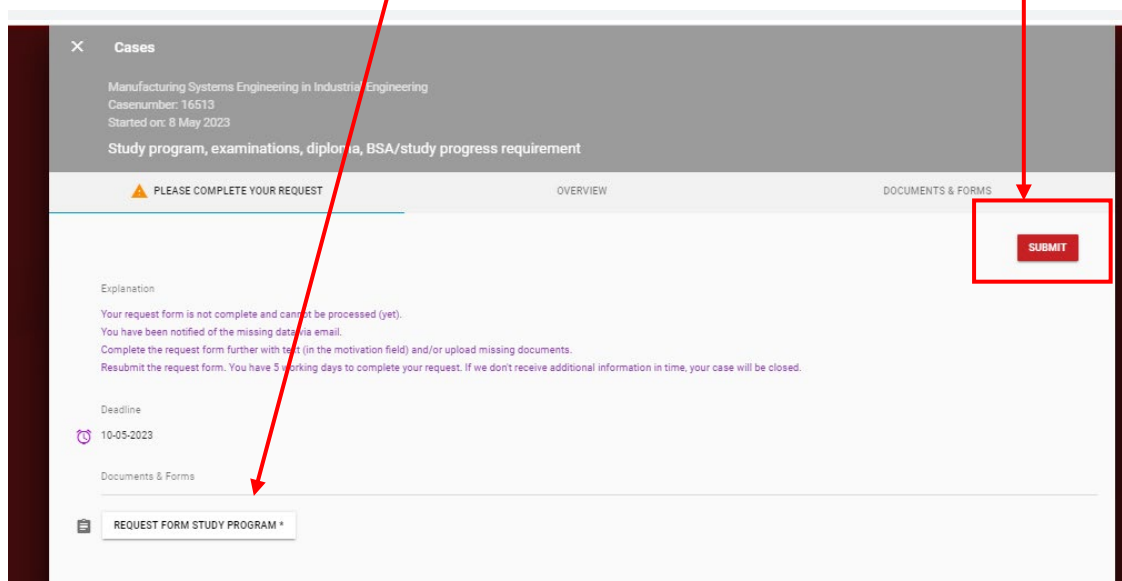


Read the message first, so that you know what to do:



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.



X
Request form study program
SAVE TEMPORARILY

☐ Examinations (exemptions, extra attempts)  
☐ Postponement of degree certification  
☐ BSA / study progress decision  
☐ Other

Students who want **approval for their electives** and who do not have the exceptions mentioned in the PER Ba article 3.7 can submit their electives via the **PlanApp**. Submit exceptions via Osiris Case.

**Please note:** requests related to **internal double diploma programs** can be submitted via this [link](#).

Bachelor - Topic

☒ Exemption from USE learning line trajectory when following both teacher-training elective packages  
☐ Transfer result from previous TU/e Bachelor's program for (intra-university) transfer students (art. 3.11, paragraph 5, PER Ba)  
☐ Course exemption(s) for students from external program (art. 3.11, paragraph 1, PER Ba)  
☐ Other requests regarding change or approval of Bachelor's program

Consult [article 3.7, paragraph 6, PER Ba](#) from your program for more information via this [link](#).

Motivate your request (use the text box below and use up to 1000 words)\* ⓘ

x
Because I didn't give a motivation I now asked for teacher support. You can find it in the uploaded document.

You can write all additions here, even if you wrote something here in the first place.

Latest conversation with academic advisor or mentor (if applicable) ⓘ

Who is your mentor? ⓘ

Attachment

BROWSE...  
.PDF, Maximum 5MB

MOTIVATION AND TEACHER SUPPORT.PDF

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

After you completed what is requested **SAVE** the adapted file:

BROWSE...  
.PDF, Maximum 5MB

MOTIVATION AND TEACHER SUPPORT.PDF

\* Mandatory field

SAVE

And then **SUBMIT**:

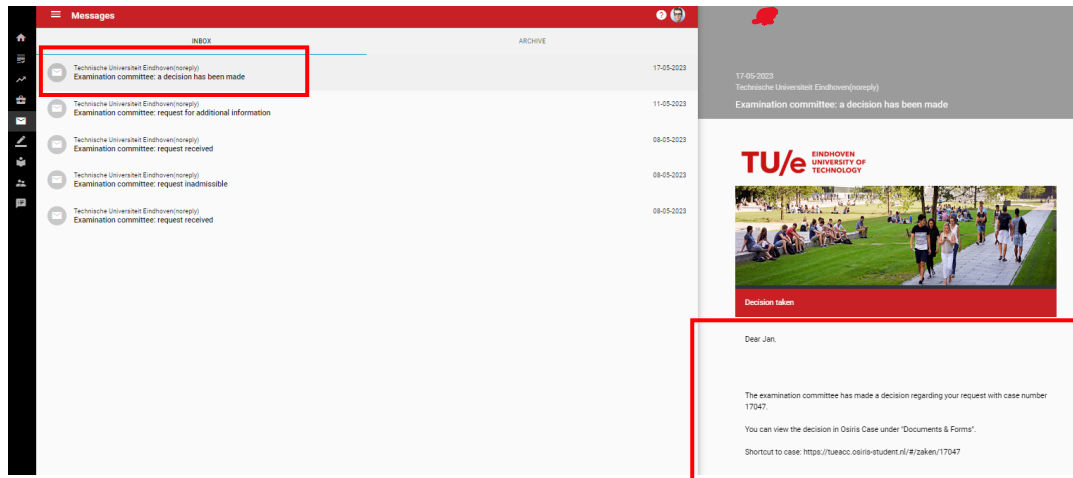
The screenshot shows a web form titled 'Cases'. The header area contains the following text: 'Manufacturing Systems Engineering in Industrial Engineering', 'Casenumber: 16513', 'Started on: 8 May 2023', and 'Study program, examinations, diploma, BSA/study progress requirement'. Below the header is a navigation bar with three tabs: 'PLEASE COMPLETE YOUR REQUEST' (active), 'OVERVIEW', and 'DOCUMENTS & FORMS'. A red arrow points from the text 'And then SUBMIT:' to a red 'SUBMIT' button located in the bottom right corner of the form. Below the navigation bar, there is an 'Explanation' section with the text: 'Your request form is not complete and cannot be processed (yet)'.

Your addition to the request is now submitted:

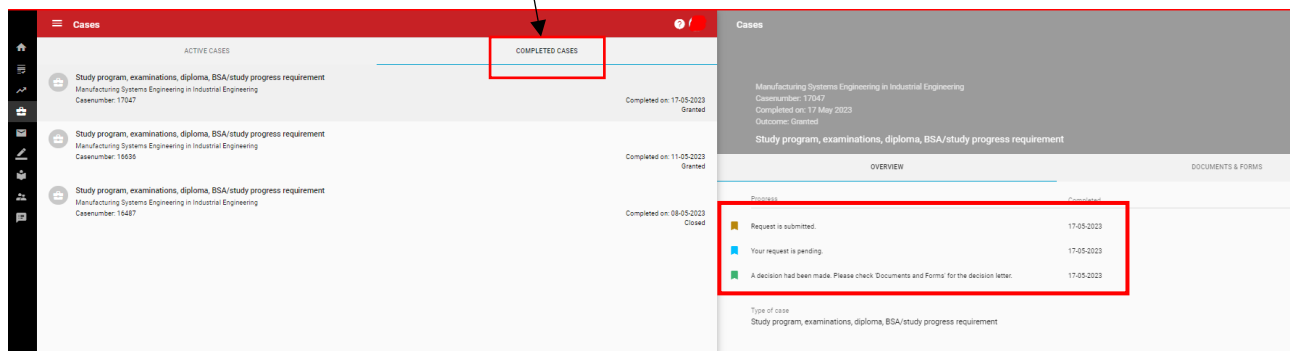
The screenshot shows the 'Overview' page of the 'Cases' form. The header area is the same as in the previous screenshot. Below the header is a tab labeled 'OVERVIEW'. Underneath, there is a 'Progress' section with a list of items: 'Request is submitted.' (with a yellow bookmark icon), 'Your request is pending.' (with a blue bookmark icon), and 'Addition to request is submitted.' (with an orange bookmark icon). The third item, 'Addition to request is submitted.', is highlighted with a red rectangular box. Below the progress section, there is a 'Type of case' section with the text: 'Study program, examinations, diploma, BSA/study progress requirement'.

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.

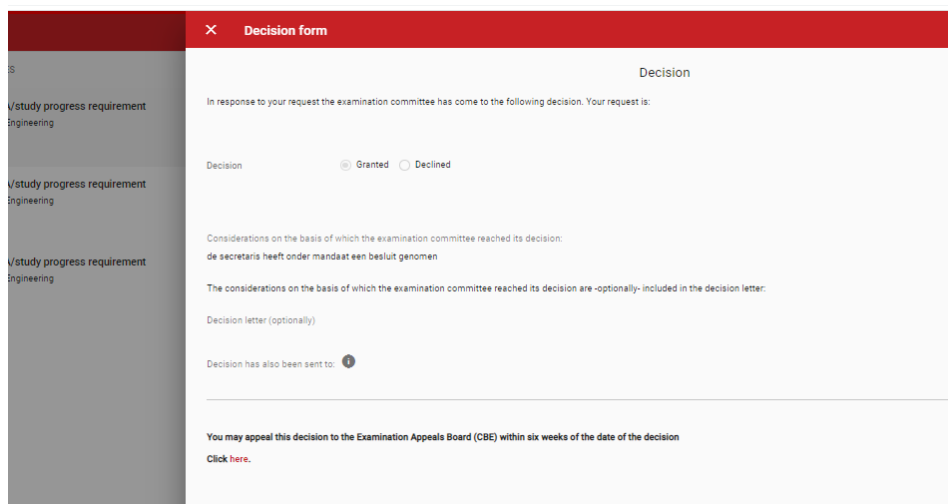
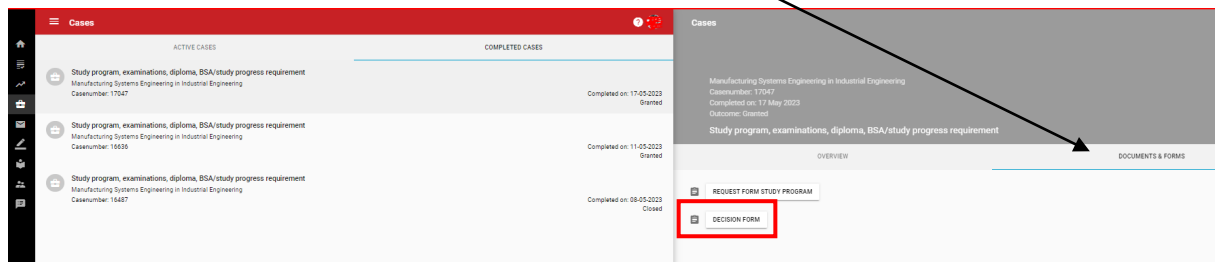
Once a decision has been taken, you receive an email, and a message in Osiris Student saying that a decision has been made:



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:

