

Aegrotat and Compassionate Consideration: What is the new digital solution?

Background

- Today, students who seek either Aegrotat or Compassionate consideration for exams are required to download and print multiple forms, complete forms manually then submit to University Health & Counselling Services by hand or by post.
- These forms cross multiple University service areas and departments, and applications can take up to two months to complete.
- Multiple handling, delays and lack of transparency do not provide a positive student and staff experience.

How does the digital solution benefit both students and staff?

- Students and Staff only complete information once
- Students can pay online and receive notifications regarding the application
- Visibility of a student's application viewed by relevant staff (except where confidential)
- One source of truth is captured and is a historic record of application
- Confidential information is contained and secure.

The image shows a paper application form titled 'Application for Aegrotat Consideration AS-50'. It is divided into several sections: 'SECTION A: To be completed by student' with fields for ID number, last name, first name, address, and signature; 'SECTION B: Confidential report to be completed by registered medical practitioner or registered dental practitioner' with fields for the practitioner's name and contact details; and 'SECTION C: Student declaration' with checkboxes for exam preparation status and a 'Notes' section at the bottom.

Figure 1. Current paper Aegrotat application form.

The image shows a digital application form titled 'APPLICATION FOR AEGROTAT or COMPASSIONATE CONSIDERATION'. It includes a header with the University of Auckland logo, a 'Info' section, a selection of terms (Aegrotat or Compassionate), and a table of courses. The 'Aegrotat' section contains a form for medical evidence and a 'SUMMIT' button at the bottom.

Course	Description	Exam Date	Ⓜ	Ⓜ	Ⓜ
LAWCOURM	ST Aspects of New Corp Governance	Feb 20, 2017	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 2. New digital Student application form.

How does the digital Aegrotat solution work?

Activity completed by those groups involved in an Aegrotat & Compassionate Consideration application are summarised below:

Students: Students submit applications (including supporting evidence) for Aegrotat and Compassionate consideration for Exams via their PC or mobile device. Payments are completed via a digital payment gateway.

University Health & Counselling Services: UHCS view new and in-progress Aegrotat and Compassionate applications. If sufficient evidence is provided, the application is sent to a Moderator queue for review. If insufficient evidence is provided, the students are prompted to submit further evidence.

University Health & Counselling Moderators: Moderators review each course applied for, students' supporting evidence and consider degree of impairment. If evidence supports exam impairment, applications are then sent to the Course Director.

Course Director: Course Directors review the student applicant's Canvas coursework marks and make a recommendation ('no change to grade' or 'grade change to' or 'request new exam'). They print and attach applicant's coursework and exam marks to the application, as well as a range of other students' with similar coursework marks. These are then sent to the Academic Head for review.

Academic Heads: Academic Heads review the student grade, coursework, exam details, attachments and the Course Director's recommendation. The Academic Head either endorses the recommendation or refers the application back to the Course Director (with mandatory supporting commentary).

Exams Office: The Exams Office manually print and email the application and recommendation details to the Senate Rep (to be made electronic in a later version)

Senate: The Senate Rep reviews and provides commentary via mail back to the Exams Office.

Exams Office: Update application with Senate comments. Where a change in grade is approved, this is updated in SSO. Students receive an email notification of the outcome of the application.

Figure 3. New digital Moderator's form.

Figure 4. New digital Examiner's form.

How do I get more information?

- The digital Aegrotat solution is supported by Academic Services (Exams Office), University Health Counselling Services (UHCS), Medical and Compassionate Moderators, Examiners and Academic Heads.
- For more information on the solution please contact the Exams Office: aegrotats@auckland.ac.nz