

Higher College of Technology



Student Appeal Against Exams Results User Manual

Project Title: Student Appeal Against Exams Results

Organization: Higher College of Technology, Muscat

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1. General Information

1.1 System Overview

1.1.1 Functional Overview

The Student Appeal Against Exams Results System(SAAERs) is a web based system that converts tedious manual processes into a more simplified systematic approach with user friendliness through enriched GUI. The system is the most beneficial to HCT students community as well academic departments. Since, they could be able to make appeals against their exam results with in the three days from exams results are announced or time frame set by the college registrar.

1.1.2 Why We Need SAAERS?

The current SAAER process is more tedious and time consuming , and it takes more man power and other resources and if students wanted to know about out come of the their appeals they have to check with students affairs department time to time. If a student wants to appeal against his/her exams results .He/She has to come to the college in-person and fill the physical form and then submitted it to the students affairs department for further actions

2. Major Features

2.1 Integrates with Academic departments

- The system allows all the department registrars and appeal committee members to forward students appeal request to the specific department.

2.2 Intuitive and Easy to Use

- The intuitive web interface eliminates any need to train users.
- Rich Graphical User Interface (GUI).

2.3 Eliminate Hassles and Save Time

- Eliminates tedious paper based processes by using SAAERS through forward appeal request to the respective department.
- Make an appeal through online.
- Check the appeal status time to time.

2.4 Improve Communications

- Provides real-time access to the latest information.
- A detailed request record log tracks every change made to the requests.

2.5 Flexible, Adaptable, and Customizable

- Manages multiple requests.

2.6 Improved performance

- Users at different level can be able to print documents.
- Provides online, interactive access via the web 24/7.

2.7 Excellent Overall Value

- Easy 24/7 web access.

2.8 Who can benefit from SAAERS

Colleges who want their students to be able to make a request online for appeal against exams results and check their request status anywhere and anytime.

3. Significance of Project

SAAERS provides requests management through a comprehensive operation status, and streamlines the tedious and time consuming requesting a service through administrative department. SAAERS changes the way of traditional service request by providing an easy, convenient, secure, and free tool for the HCT community, allowing users to access the system online anytime without investing in hardware, software, and maintenance.

3.1 Points of Contact

3.1.1 Information

For information about CSS/ETC or questions about the software or its documentation, please contact your account executive or send an email to etc@hct.edu.om or call the HCT phone numbers available on our site. Visit www.hct.edu.om for more information.

3.1.2 Technical Support

For assistance in using the system or if any unforeseen problems arise, contact a technical support specialist by either sending an email to etc@hct.edu.om or call the Helpdesk.

3.2 Roles & Responsibilities

Students

- Apply for an appeal against exams results.
- Check the appeal status.

3.3 Definitions, Acronyms and Abbreviations

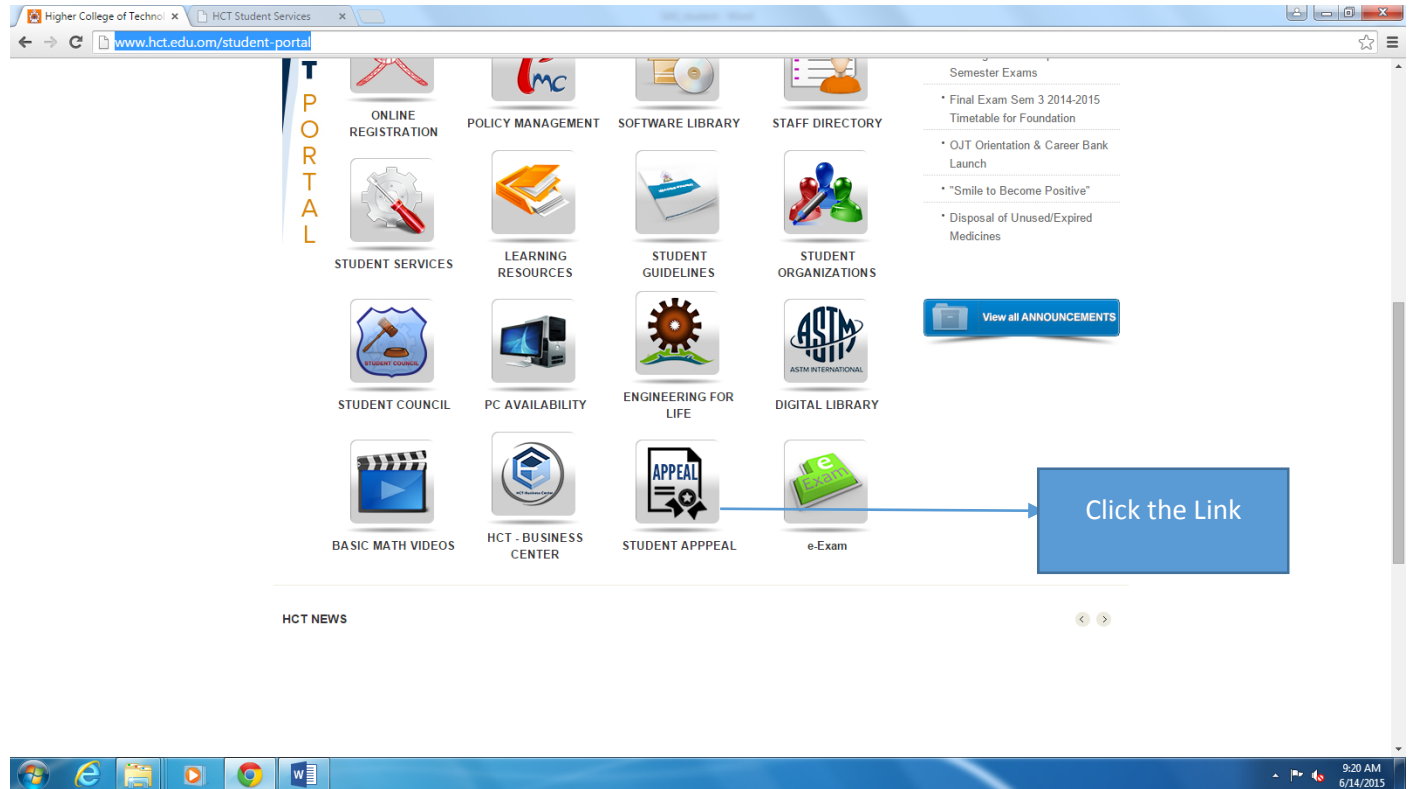
- Student – a person who will be using the system for its intended purpose

GETTING STARTED

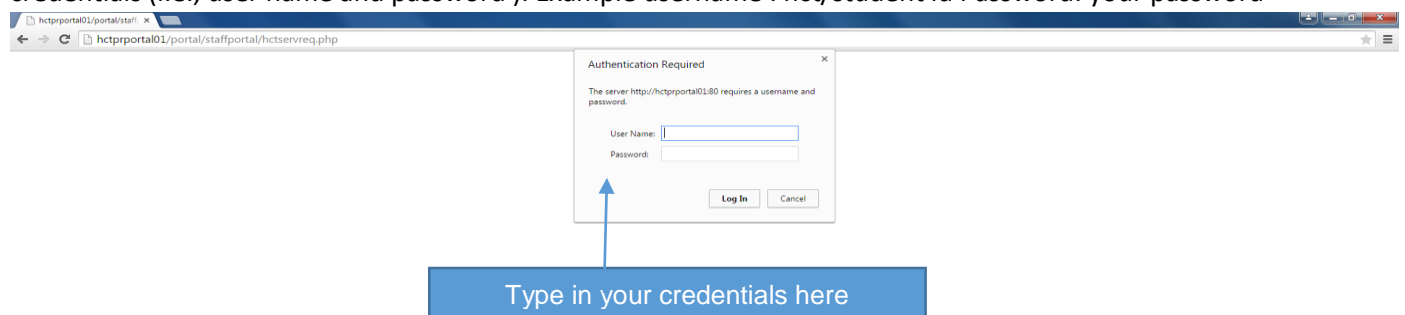
4. GETTING STARTED

4.1 Single Sign ON (SSO)

The system can be accessed through our college website with address: <http://www.hct.edu.om/student-portal/>

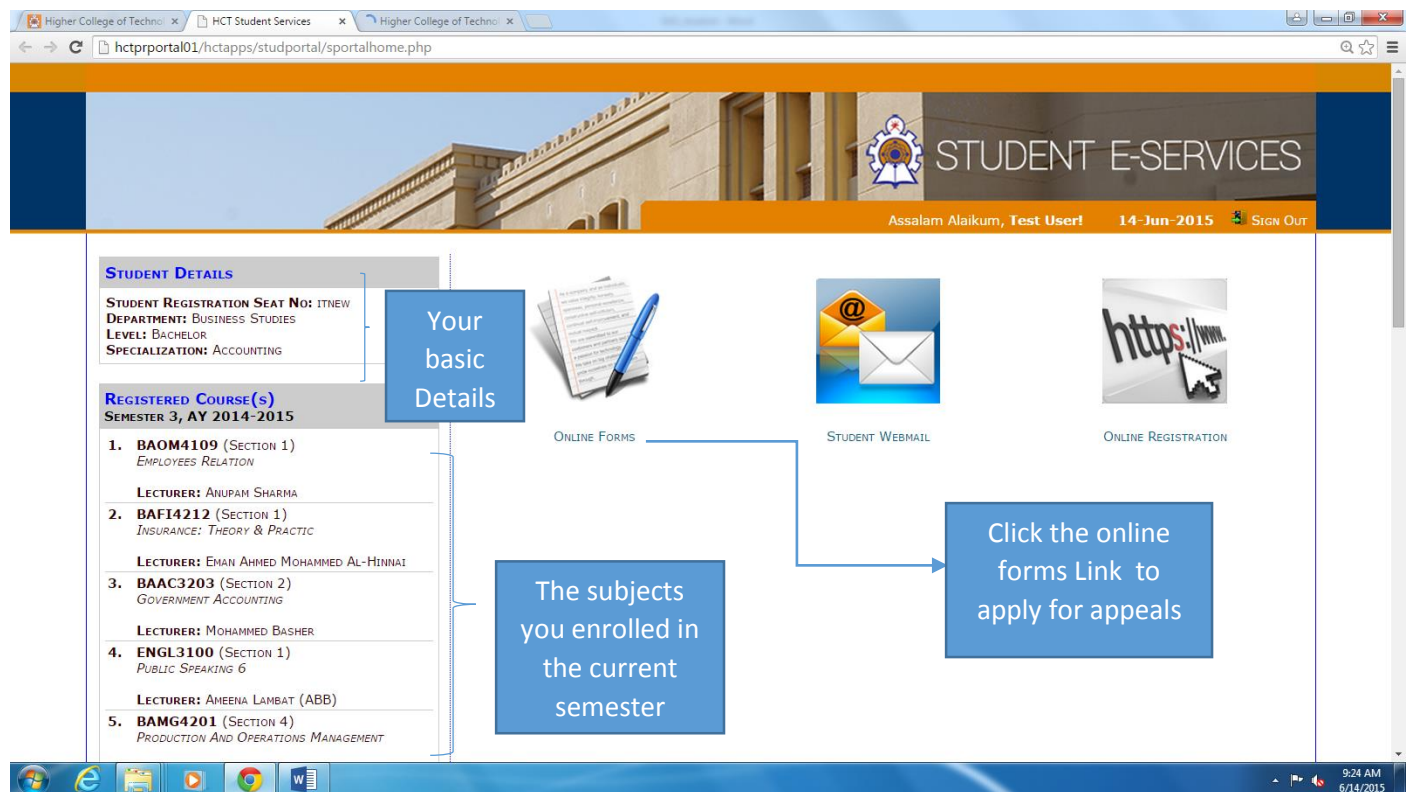


And click the “Student Appeal” icon and it allows the users automatically logged on based on our college credentials. If you are not logged on your computer with your college credentials the system prompts to you enter your college credentials (i.e., user name and password). Example username : hct/student id Password: your password



4.2 Home Page for the Student

Upon successful login , the system takes you the initial screen with various options. The following screen shot depicts the same.



The left panel show all the basic details about the user ,who logged in to the system such as Registration seat number, department, level and specialization and also list all the subjects enrolled by the student in the current semester.

The “**ONLINE FORMS**” link in the right panel allows you to do appeals against exams results and check the appeal status.

4.2.1. Appeal Against Exams Results

When you click the “**ONLINE FORMS**” link it will takes you to the new screen , where you have provisions to apply online against exam results through “**Final Exam Appeal Form**” link and other link with name “List of My appeals” is used for to check your applied appeal status such as “On queue”, “On Processing”, and “Decided”.

On Queue : The submitted appeal form yet to be processed by the department.

On Processing : The submitted appeal form currently is in process by the department and decision yet to be taken.

Decided : The submitted appeal form processed and decision has been made.

The screenshot shows the 'STUDENT E-SERVICES' portal. The left sidebar contains 'STUDENT DETAILS' (Registration Seat No: ITNEW, Department: Business Studies, Level: Bachelor, Specialization: Accounting) and 'REGISTERED COURSE(S)' for Semester 3, AY 2014-2015, listing five courses with their respective lecturers. The main content area has a 'Home' button and two sections: 'ONLINE FORMS' with a link to 'Final Exam Appeal Form' and 'REPORTS' with a link to 'List of My Appeals'. The top navigation bar includes 'Assalam Alaikum, Test User!', the date '14-Jun-2015', and a 'SIGN OUT' button.

Please click the link with name “ Final Exam Appeal form” to make an online appeal

4.2.2 Apply for an appeal

Please read the “**final exam appeal terms and conditions thoroughly and upon agreed all criteria check the Box**” and press Click here button.

The screenshot shows the 'FINAL EXAM APPEAL TERMS and CONDITION' page. The left sidebar is identical to the previous screenshot. The main content area displays seven terms and conditions in English and Arabic. At the bottom, there is a checkbox labeled 'Please tick box if you agree to the Terms and Conditions.' and a button labeled 'Click here if you AGREE to the TERMS and CONDITONS'. The top navigation bar is also identical.

The screenshot shows the 'FINAL EXAM APPEAL FORM' on the HCT Student Portal. The form is titled 'FINAL EXAM APPEAL FORM' and 'Today is 14-Jun-2015'. It contains the following fields:

- Sem & Academic Year:** Semester 3, 2014-2015
- Registration Seat No & Name:** itnew - Test User
- Department:** Business Studies
- Level:** Bachelor
- Specialization:** Accounting
- *Mobile Number:** 911111111

Below these fields is a button labeled 'Enter your GSM'. Underneath is a section titled 'YOU CAN SELECT ANY COMMON REASONS FOR YOUR APPEAL BELOW:' with two checkboxes: 'Not satisfied with the marks' (checked) and 'Failed in the subject' (unchecked).

Below this is a table with two columns: 'COURSE TITLE/CODE/SECTION' and 'LECTURER'.

COURSE TITLE/CODE/SECTION	LECTURER
<input checked="" type="checkbox"/> Exploring Couture Techniques (FD322S) Section 11	BISSAN WAHIB NAHLE
<input checked="" type="checkbox"/> Abaya Designs (FD222S) Section 11	BISSAN WAHIB NAHLE
<input type="checkbox"/> Wedding Dress Portfolio (FD321S) Section 11	BISSAN WAHIB NAHLE

Below the table is a section titled '*Required' with a checkbox labeled 'I agree to the Terms and Conditions. Please click [here](#) to read again Terms and Conditions.' (checked). At the bottom are 'Submit Appeal' and 'Reset' buttons.

Annotations on the left side of the form:

- 'Select the subjects' points to the first two rows of the table.
- 'Check the Box' points to the checkbox in the first row of the table.
- 'Check the relevant reasons' points to the 'Not satisfied with the marks' checkbox.

At the bottom of the form, there is a red text warning: 'To protect your account, always SIGN OUT properly before going out or when leaving your computer.'

Upon click the Submit Appeal button , your online will be submitted and the system gives you confirmation of the same.

The following screen shot shows the confirmation window.

The screenshot shows the confirmation window on the HCT Student Portal. It contains the following text:

Your appeal for the following course(s) has been submitted.

1. Exploring Couture Techniques (FD322S)
2. Abaya Designs (FD222S)

Note: You will receive email about the result of your appeal(s). Please always check your HCT Email and this page regarding the result of your Appeal(s)!

Please click [here](#) to return to the HOME PAGE

At the bottom, it says: 'Updated by HCT-ETC-CSS with permission from SHCT Web Development Team SHCTcms © 2012'

The system allows the students to check their appeal status by any time login to the system and click the link “LIST OF MY APPEALS”.

The screenshot shows the 'STUDENT E-SERVICES' portal. On the left, under 'REGISTERED COURSE(S)', a list of courses is shown. In the center, under 'ONLINE FORMS', the 'Final Exam Appeal Form' is listed. Below that, under 'REPORTS', the 'List of My Appeals' link is highlighted with a blue box and an arrow pointing to it with the text 'To check the appeal status'.

The screenshot shows the 'STUDENT E-SERVICES' portal with the 'LIST OF FILED APPEAL(S)' table. The table has columns for Appeal Ref No., Semester, Appeal Date, Course/Code, Status, and View. The table lists several appeals, all with a status of 'On Queue'.

APPEAL REF NO.	SEMESTER ACAD YEAR	APPEAL DATE	COURSE/CODE	STATUS	VIEW
841496	Semester 3 2014-2015	14-Jun-2015	ASAB4117 Histology & Hematology	On Queue	View
193735	Semester 3 2014-2015	14-Jun-2015	FD2225 Exploring Couture Techniques	On Queue	View
499266	Semester 3 2014-2015	14-Jun-2015	FD2225 Abaya Designs	On Queue	View
535795	Semester 3 2014-2015	14-Jun-2015	BAOM4109 Employees Relation	On Queue	View
332353	Semester 3 2014-2015	14-Jun-2015	BAFJ4212 Insurance: Theory & Practic	On Queue	View

The system will send an email to your college email at once decision taken by the department.

5.0 Frequently Asked Questions (FAQ)

Question . Can I able to do appeal all the time ?.

Answer : NO

The students are able to do an online appeal only during the appeal period set by the college registrar.

If you are try to do appeal anytime other appeal period.

You might see an information like below:

