



Australian
National
University

Support Guide

MANAGE MY DEGREE HDR EFORM EMAILS AND OUTPUT DOCUMENTS

Version 1

14 March 2018

Version 1 – February 2018 pg. 1

Support Guide

Introduction

The purpose of this document is to provide detailed support information on the Manage My Degree HDR eForm for administrators and support staff. The guide outlines the key functionality as well as possible errors which may be triggered on each page. This may be referred to for trouble-shooting and end-user support. To navigate this guide, first identify the page on which the error occurs and follow the link to the page from either the full contents list or the lists organised by action type below. Note that some pages are only visible on certain forms and under specific user inputs. The guide also provides information on the email escalations sent during the eForm process and information on the documentation and storage of files during the process.

The MMD HDR eForm combines several key functions which are utilised by selecting an Action from the Action selection page. Selecting an Action causes the form to activate only the functions and pages which are applicable to that Action. The form approval process is also directed by the Action as each Action requires a different approval chain. A list of the Actions and the functions they utilise are shown below:

- Apply for Leave – Milestones completion check, Previous Leave, Leave Application, Enrolment History, Drop affected courses, ECoE
- Return from Leave – Notification of Return
- Add / Drop Coursework Courses – Enrolment History, Add Courses, Drop Courses
- Change Intensity (to full time or part time) – Program amendment, Enrolment history, Add Courses, Drop Courses, ECoE
- Change Program Level (to MPhil or PHD) – Program amendment, Enrolment history, Add Courses, Drop Courses, ECoE
- Extend Research Program – Extension Application, Milestones completion check, Previous Leave
- Extend Scholarship – Extension Application, Milestones completion check, Previous Leave
- Change thesis details – Change Thesis title, Change Thesis abstract, Change Thesis submission date, Change Thesis format
- Voluntary Discontinuation – Notification of Voluntary Discontinuation, Drop affected courses.

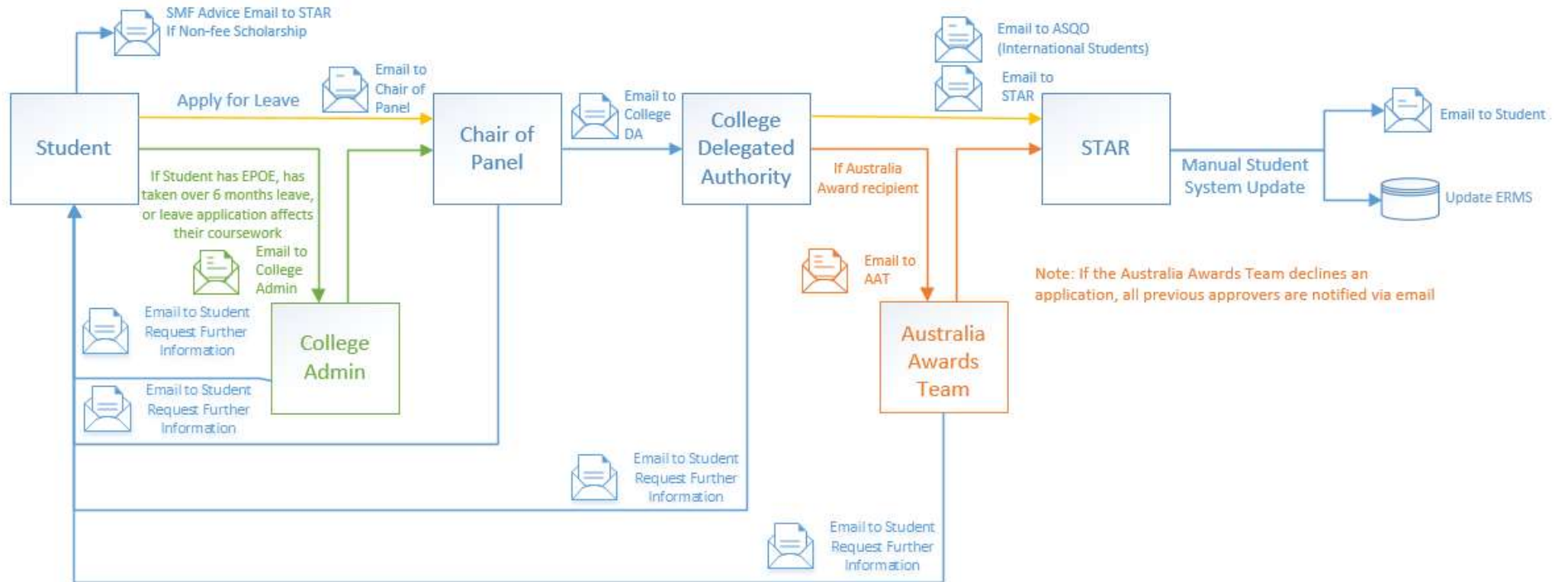
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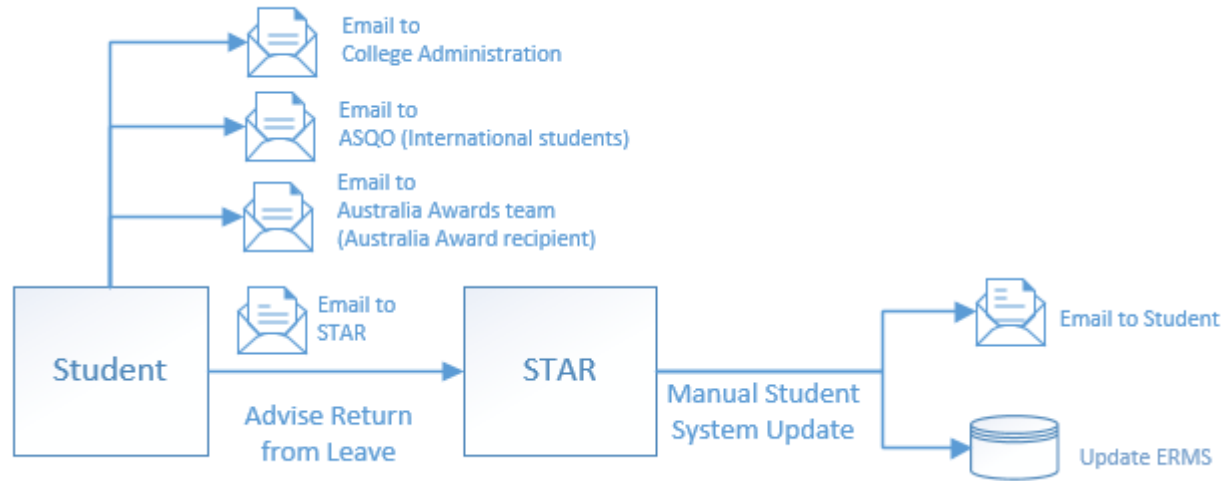
1 Email Workflow

1.1 Email Workflow Diagrams

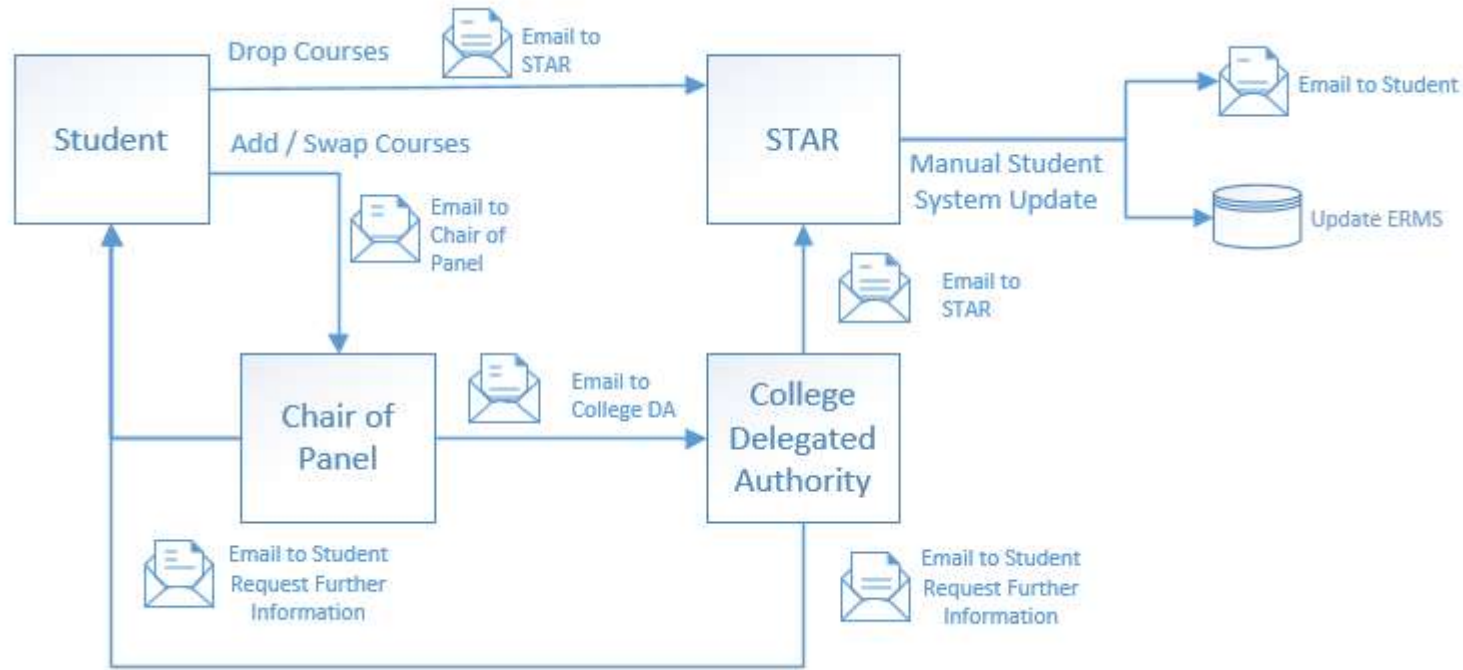
1.1.1 Apply for leave



1.1.2 Return from Leave

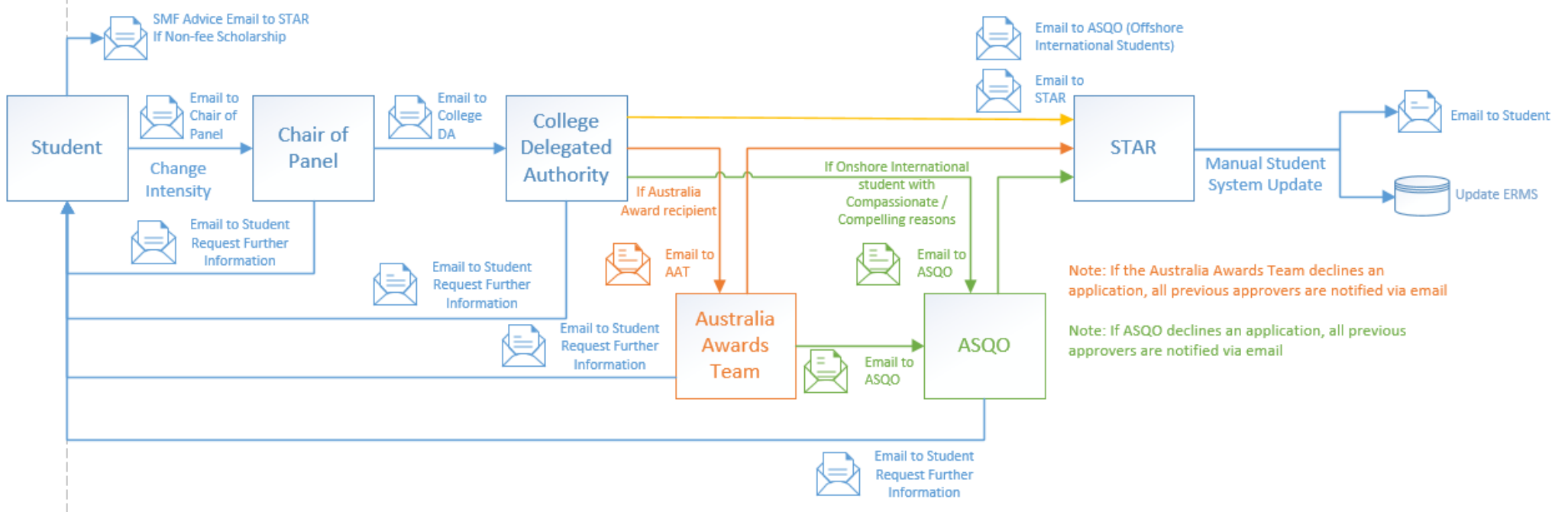


1.1.3 Add and/or Drop Courses

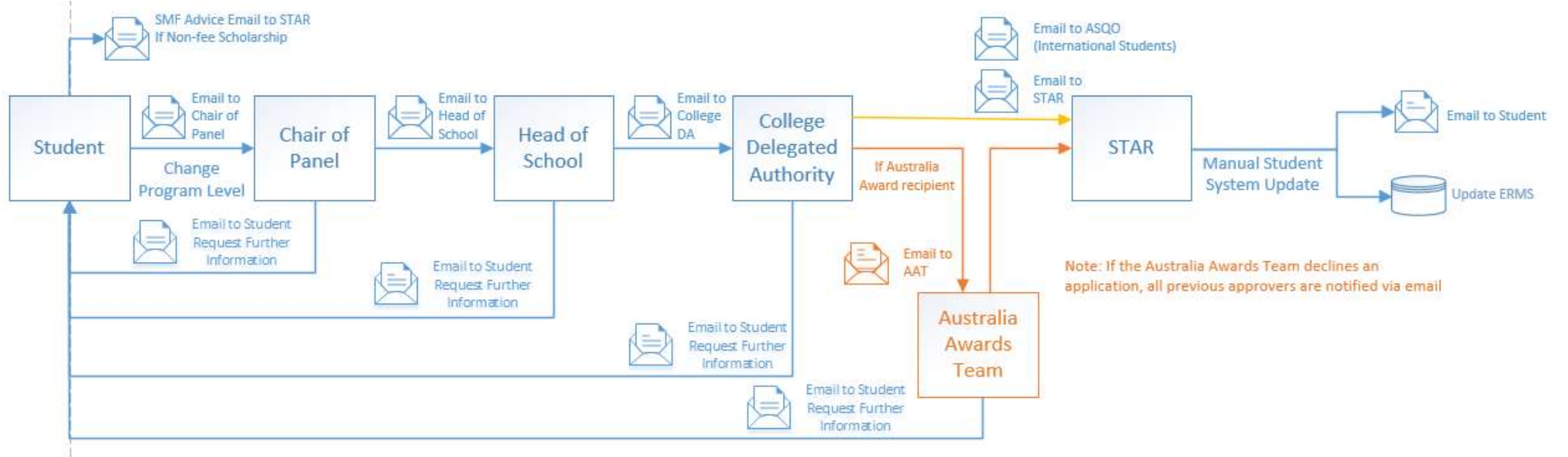




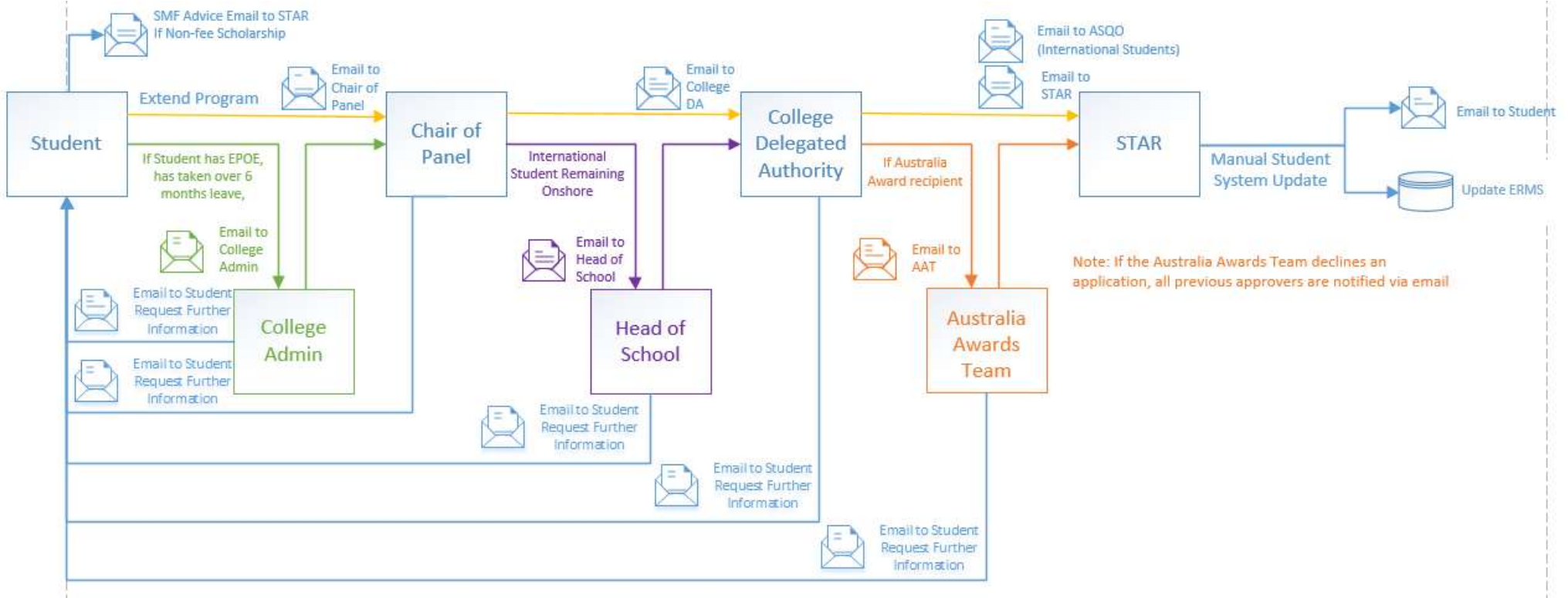
1.1.4 Change Intensity



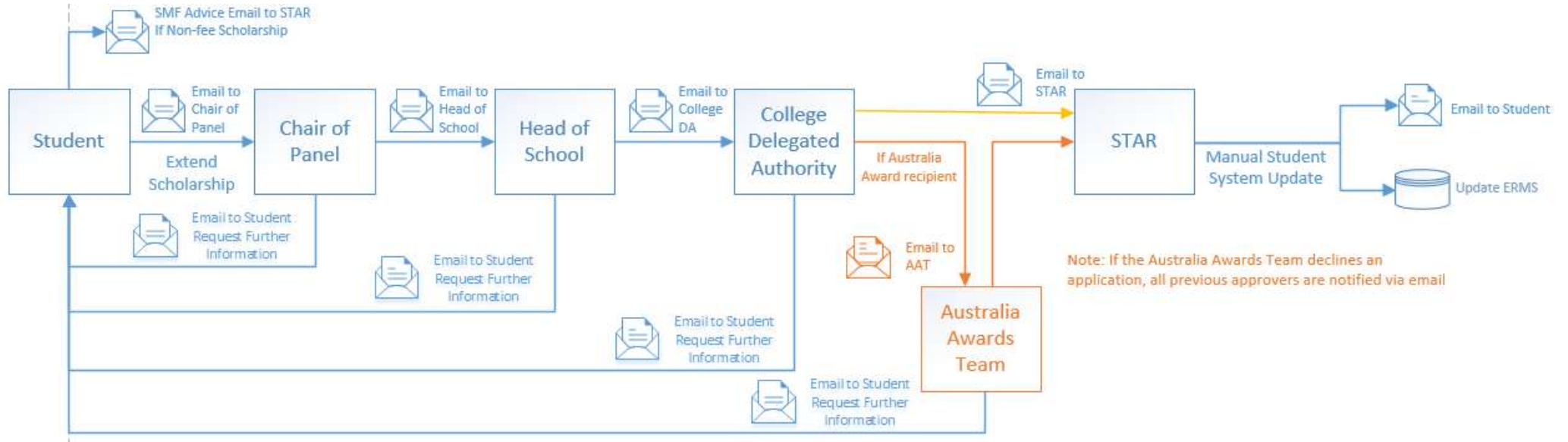
1.1.5 Change Program Level



1.1.6 Extend Program



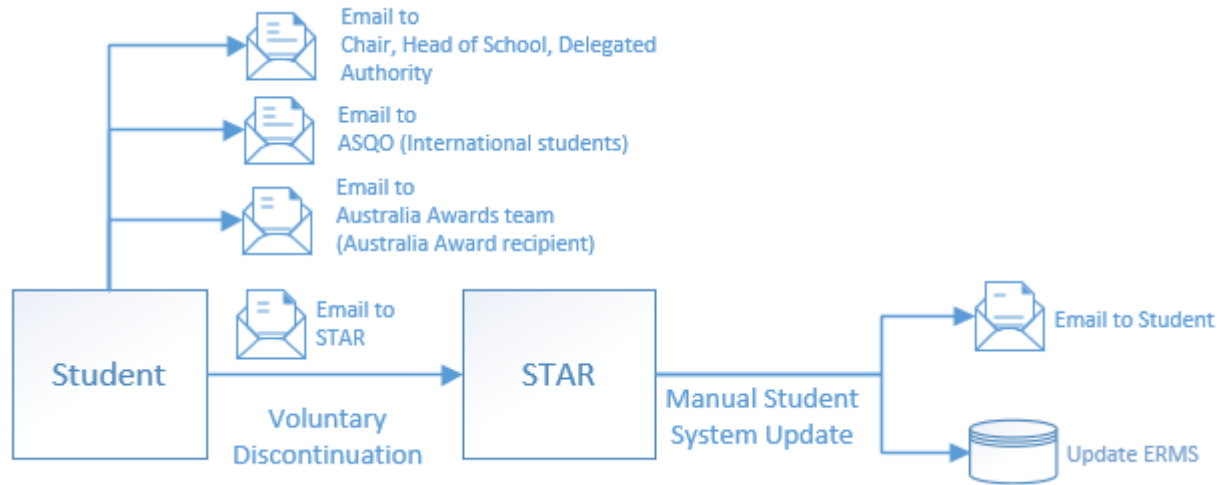
1.1.7 Extend Scholarship



1.1.8 Change Working Thesis Format, Title, Abstract or Submission Date



1.1.9 Voluntary Discontinuation



1.2 Email Details

1.2.1 Student Stage / Approver Stage to the next Approver Stage

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when a student submits an action or an Approver approves an action, unless that approver is the final approver.	For approval	For approval: MMD HDR application (<i>Action Type</i>) for <i>Student Name</i> (UID)	Next Approver	Student Stage or previous Approver Stage	Supporting Documentation
Sent 2 days and 4 days after Approver receives a request for action if no action is taken.	Reminder	For Action: Reminder - HDR application (<i>Action Type</i>) for <i>Student Name</i> (UID)	Approver	eForms	None
Sent 1 week after Approver receives a request for action and every week for 10 weeks if no action is taken	Reminder	For Action: Reminder - HDR application (<i>Action Type</i>) for <i>Student Name</i> (UID)	Approver	eForms	None
Sent when a student with a Non-Fee Scholarship applies for Leave, Extend Scholarship, Change Program Level, or Change Intensity	For Action	For action: Advice for SMF – MMD HDR application (<i>Action Type</i>) for <i>Student Name</i> (UID)	STAR	Student Stage	Supporting Documentation, Advice for SMF

1.2.2 Student Stage Return for Information

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when Approver requests further information	Request for more information	For Action: MMD HDR application (<i>Action Type</i>) further information requested (UID)	Student	Approver Stages	None
Sent 2 days and 5 days after request for more information	Reminder	For Action: Reminder - HDR application (<i>Action Type</i>) further information required	Student	eForms	None

1.2.3 Approver Stage to the STAR Stage

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when the final approver before STAR submits their approval (excluding Non-Fee Scholarship students)	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when the final approver before STAR submits their approval for an Add, Drop or Swap request	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document
Sent when a Scholarship Extension action is approved	For Action	For approval: MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when a Scholarship Extension action is approved for a Non-Fee Scholarship student	For Action	For approval: MMD HDR application <i>Action Type</i> for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent when a Leave, Change Program Level, or Change Intensity action is approved for a Non-Fee Scholarship student	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent when a Leave, Change Program Level, or Change Intensity action is declined for a Non-Fee Scholarship student	For Action	For action: Declined MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when the final approver before STAR submits their approval (excluding Non-Fee Scholarship students)	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when the final approver before STAR submits their approval for an Add, Drop or Swap request	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document
Sent when a Scholarship Extension action is approved	For Action	For approval: MMD HDR application(<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when a Scholarship Extension action is approved for a Non-Fee Scholarship student	For Action	For approval: MMD HDR application <i>Action Type</i> for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent when a Leave, Change Program Level, or Change Intensity action is approved for a Non-Fee Scholarship student	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent when a Student notifies a Return from leave (excluding Non-Fee Scholarship students)	For Action	For action: MMD HDR Return from leave for <i>Student Name (UID)</i>	STAR	Student	<ul style="list-style-type: none"> • Output Document
Sent when a Non-Fee Scholarship Student notifies a Return from leave	For Action	For action: MMD HDR Return from leave for <i>Student Name (UID)</i>	STAR	Student	<ul style="list-style-type: none"> • Output Document • SMF Advice

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when the final approver before STAR submits their approval (excluding Non-Fee Scholarship students)	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when the final approver before STAR submits their approval for an Add, Drop or Swap request	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document
Sent when a Scholarship Extension action is approved	For Action	For approval: MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when a Scholarship Extension action is approved for a Non-Fee Scholarship student	For Action	For approval: MMD HDR application <i>Action Type</i> for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent when a Leave, Change Program Level, or Change Intensity action is approved for a Non-Fee Scholarship student	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent when a student applies for a Voluntary Discontinuation	For Action	For action: MMD HDR application for Voluntary Discontinuation for <i>Student Name (UID)</i>	STAR	Student	<ul style="list-style-type: none"> • Output Document
Sent when a Non-Fee Scholarship student applies for a Voluntary Discontinuation	For Action	For action: MMD HDR application for Voluntary Discontinuation for <i>Student Name (UID)</i>	STAR	Student	<ul style="list-style-type: none"> • Output Document • SMF Advice

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when the final approver before STAR submits their approval (excluding Non-Fee Scholarship students)	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when the final approver before STAR submits their approval for an Add, Drop or Swap request	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document
Sent when a Scholarship Extension action is approved	For Action	For approval: MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation
Sent when a Scholarship Extension action is approved for a Non-Fee Scholarship student	For Action	For approval: MMD HDR application <i>Action Type</i> for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent when a Leave, Change Program Level, or Change Intensity action is approved for a Non-Fee Scholarship student	For Action	For action: Approved MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i>	STAR	Final Approver Stage before STAR	<ul style="list-style-type: none"> • Output Document • Supporting Documentation • SMF Advice
Sent 5 days after to STAR receives a request for action and every week if no action is taken	Reminder	For Action: Reminder - HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i> requires processing	STAR	eForms	None

1.2.4 Approve / Decline emails

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when STAR completes the form	For Information	For information: MMD HDR application (<i>Action Type</i>) outcome (<i>UID</i>)	Student	STAR Stage	None
Sent when an Approver declines the request	For Information	For information: MMD HDR application (<i>Action Type</i>) outcome (<i>UID</i>)	Student	Delegated Authority, Australia Awards team, ASQO Stages	None
Sent when STAR completes the Voluntary Discontinuation request	For Information	For information: MMD HDR application for Voluntary Discontinuation complete (<i>UID</i>)	Student	STAR Stage	None

1.2.5 Non-Student Notifications

Trigger	Purpose	Email Subject	Sent To	Sent From	Attachments
Sent when ASQO declines the request and terminates the form	For Information	For information: MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i> declined by <i>Name</i>	Previous Approvers	ASQO Stage	None
Sent when Australia Awards team declines the request and terminates the form	For Information	For information: MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i> declined by <i>Name</i>	Previous Approvers	Australia Awards Team Stage	None
Sent when the final Approver before the STAR submits their approval for International students applying for leave, change of intensity or change of program level	For Information	For information: MMD HDR application (<i>Action Type</i>) for <i>Student Name (UID)</i> has been approved	ASQO	Final approver stage before STAR	Supporting Documentation, Output Document
Sent when a student applies for Voluntary Discontinuation	For Information	For information: <i>Student Name (UID)</i> has withdrawn from their program	Chair of Panel, Head of School, Delegated Authority, Australia Awards team (where applicable), ASQO (International Students)	Student stage	None
Sent when a student notifies of their return from leave	For Information	For information: <i>Student Name (UID)</i> has returned from leave	College Administrator, ASQO, College Administration	Student stage	None

2 Output Documents and File Storage

The Output Documents generated by the form, and the Supporting Documents uploaded during the form process are stored in the Electronic Records Management System (ERMS). All documents are stored within the **Student File** on the system. Students cannot access the files directly but can request for a file to be retrieved by their supervisor. For detail on how to access the files, refer to: <https://services.anu.edu.au/information-technology/software-systems/electronic-records-management-system>.

NOTE: The Form ID and the student ID is included in the title of each document. For Supporting Documentation the Form ID is appended with an 'A' these will be saved in the **Restricted** folder within the Student File. These may be used to search for records within the system.

2.1.1 Output Documents and Attached Supporting Documentation

Document Title	Uploaded By	Actions
<i>Form ID</i> Manage My Degree – HDR – <i>Action Type</i> – <i>UID</i>	Form Generated Document	All
<i>(Form ID)</i> A Manage My Degree – HDR – <i>Action Type</i> – Supporting Documentation – Student(<i>UID</i>) – <i>row number</i>	Student	All Actions except Voluntary Discontinuation and Return From Leave
<i>(Form ID)</i> A Manage My Degree – HDR – <i>Action Type</i> – Attachment – ASQO – <i>row number</i>	ASQO	Late Withdrawal (correspondence to College)
<i>(Form ID)</i> A Manage My Degree – HDR – <i>Action Type</i> – Attachment – Student(<i>UID</i>) – <i>row number</i>	Form Generated Document	Late Withdrawal (Withdrawal letters)
<i>(Form ID)</i> A Manage My Degree – HDR – <i>Action Type</i> – Attachment – Australia Awards Team – <i>row number</i>	Australia Awards Team	All Actions except Voluntary Discontinuation



2.1.2 Sample Output Document

The Output Documents generated by the eForm are built on the same template. Sections are visible or hidden depending on the type of Action as well as inputs provided by the users.

Manage my degree – HDR change record

APPLICATION DATE	<i>ApplicationDate</i>
COMPLETION DATE	<i>Date</i>
TYPE	<i>ChangeType</i>
OUTCOME	<i>Outcome</i>
FORM ID	<i>FormID</i>

Student Details

Name	<i>Student Full Name</i>
UID	<i>Student UID</i>
Student type	<i>International / Domestic</i>
Program or degree	<i>Student Program Name</i>
College/Research area(s)	<i>Student College List</i>
Enrolment load	<i>Academic Load</i>

Visa Details

Country of birth	<i>Country Of Birth</i>
Passport number	<i>Passport No</i>
Citizen status	<i>Citizenship Status</i>
Visa number	<i>Visa Number</i>
Visa status	<i>Visa Status</i>



Application Details: Leave

Leave dates	From: <i>From Date</i> To: <i>o Date</i>
Courses dropped	<i>Dropped Courses</i>

Student responses:

Reason(s) for application	Reason for leave: <i>Reason</i>
Additional information for application	<i>Additional Info</i>
Overdue milestone(s)	<i>Milestone List</i>
Overdue milestone(s) justification	<i>Milestone Overdue Justification</i>
Supporting documentation uploaded to ERMS	<i>Documentation Uploaded</i>
Extension of eCoE requested	No, an extension has not been requested. / Yes, an extension has been requested. Supporting information:

Application Details: Return from Leave

Date returned from leave	<i>Return Date</i>
--------------------------	--------------------

Application Details: Change of Intensity

Commencing on	<i>Start Date</i>
Academic load selected	<i>New Academic Load</i>
Added courses	<i>Added Courses</i>
Dropped courses	<i>Dropped Courses</i>



Student responses:

Reason(s) for application	<i>Reason</i>
Extension of eCoE requested	No, an extension has not been requested / Yes, an extension has been requested. Supporting information:
Supporting documentation uploaded to ERMS	

Application Details: Extension of Program

Period of extension	<i>Extension Period</i>
Non-standard period	<i>Non Standard Extension Time</i>
Extension end date	<i>Extension Date</i>
Academic load	<i>Academic Load</i>

Student responses:

Units of extension requested	<i>Units Requested</i>
Reasons for non-standard extension	<i>Non Standard Reason</i>
Reason(s) for application	<i>Reason</i>
Thesis progress	<i>Thesis Progress</i>
Overdue milestone(s)	<i>Milestone List</i>
Overdue milestone(s) justification	<i>Milestone Overdue Justification</i>
Extension of eCoE requested	No, an extension has not been requested. / Yes, an extension has been requested. Supporting information:
Supporting documentation uploaded to ERMS	



Application Details: Voluntary discontinuation

Reason(s) for application	<i>Reason</i>
Commencing from	From: <i>Date</i>

Application Details: Add Course(s)

Added course(s)	<i>Course List</i>
Supporting documentation uploaded to ERMS	

Application Details: Drop Course(s)

Dropped course(s)	<i>Course List</i>
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Application Details: Scholarship Extension

NOTE: The following list of scholarships will not be complete until the eForm has been completed and actioned by STAR.

Head of School:

Supported scholarships	<i>Supported List</i>
Non-supported scholarships	<i>Non Supported List</i>

Delegated Authority:

Approved scholarships	<i>Approved List</i>
Declined scholarships	<i>Declined List</i>

STAR:

Eligible scholarships	<i>Eligible List</i>
Non-eligible scholarships	<i>Non Eligible List</i>



Student responses:

Reason(s) for application	<i>Additional Info</i>
Thesis progress	<i>Thesis Progress</i>
Overdue milestone(s)	<i>Milestone List</i>
Overdue milestone(s) justification	<i>Milestone Overdue Justification</i>
Supporting documentation uploaded to ERMS	<i>Documentation Uploaded</i>

Application Details: Change of Program Level

Current program	<i>Current Program</i>
Requested program	<i>Requested Program</i>
Commencing on	<i>Start Date</i>
Academic load	<i>Academic Load</i>
Added course(s)	<i>Added Course List</i>
Dropped course(s)	<i>Dropped Course List</i>

Student responses:

Reason(s) for application	<i>Additional Info</i>
Overdue milestone(s)	<i>Milestone List</i>
Overdue milestone(s) justification	<i>Milestone Overdue Justification</i>
Extension of eCoE requested	No, an extension has not been requested / Yes, an extension has been requested. Supporting information:



Workflow History

User	Workflow Step	Completed
User list	Step list	Completed

Approvals

Endorsed by College Administrator? Yes / No

Justification:

Documentation uploaded:

Endorsed by Chair of Panel? Yes / No

Justification:

Documentation uploaded:

Endorsed by Head of School? Yes / No

Justification:

Documentation uploaded:

Approved by Delegated Authority? Yes / No

Justification (if provided):

Documentation uploaded:

Amended by Delegated Authority? Yes

The Delegated Authority nominated to amend the original extension of program from *Original Units* to *New Units*. Through these selections the revised extension date would be *New Date* based on *Student Full Name's* current study intensity.

Justification:

Documentation uploaded:

Approved by Australia Awards team? Yes

Documentation uploaded:

Approved by Australia Awards team? No

Justification:

Documentation uploaded:

Approved by ASQO? Yes

Documentation uploaded:

Approved by ASQO? No

Justification:

Documentation uploaded:



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Actioned by STAR?

Yes

Documentation uploaded (if applicable):

Student Administration & Records Scholar Movement Form

Employee ID: <i>EMPLID</i>	Movement Type:
First Name: <i>First Name</i>	Change of Intensity from <i>From</i> to <i>To</i> Change of Program Level from <i>From</i> to <i>To</i>
Surname: <i>Surname</i>	Application submitted: <i>Application Date</i>
Area/College: <i>Area / College</i>	eForm ID: <i>Form ID</i>

Scholarship Details:

Employee Record	Position Number	Scholarship name	Amount (per annum)	Commencement date	Current termination date**	New/Extended termination date**	Budget Code	%
<i>Details Employee Record</i>	<i>PN</i>	<i>Name</i>	<i>Amount</i>	<i>Commencement Date</i>	<i>Current End Date</i>	<i>New Extended Termination Date</i>		

**Day after last day, consistent with ESPHR

Scholarship Details:

Change of intensity commencing on: *Application Date*

THE AUSTRALIAN NATIONAL UNIVERSITY

|

Student Full Name

Employee Record	Position Number	Scholarship name	Amount (per annum)	Commencement date	Current termination date**	New/Extended termination date**	Budget Code	%
<i>Employee Record</i>	<i>PN</i>	<i>Name</i>	<i>Amount</i>	<i>Commencement Date</i>	<i>Current End Date</i>			

**Day after last day, consistent with ESPHR

Scholarship Details:

Taking *Paid / Unpaid* leave from *From Date* to *To Date*.

Employee Record	Position Number	Scholarship name	Amount (per annum)	Commencement date	Current termination date**	New/Extended termination date**	Budget Code	%
<i>Employee Record</i>	<i>PN</i>	<i>Name</i>	<i>Amount</i>	<i>Commencement Date</i>	<i>Current End Date</i>			

**Day after last day, consistent with ESPHR.

Scholarship Details:

Returning from leave on: *Date*

Employee Record	Position Number	Scholarship name	Amount (per annum)	Commencement date	Current termination date**	New/Extended termination date**	Budget Code	%
<i>Employee Record</i>	<i>PN</i>	<i>Name</i>	<i>Amount</i>	<i>Commencement Date</i>	<i>Current End Date</i>			

**Day after last day, consistent with ESPHR

Scholarship Details:

Change of program level commencing on: *Application Date*

Employee Record	Position Number	Scholarship name	Amount (per annum)	Commencement date	Current termination date**	New/Extended termination date**	Budget Code	%
<i>Employee Record</i>	<i>PN</i>	<i>Name</i>	<i>Amount</i>	<i>Commencement Date</i>	<i>Current End Date</i>			

**Day after last day, consistent with ESPHR

Scholarship Details:

Voluntarily discontinued from: *Application Date*

Employee Record	Position Number	Scholarship name	Amount (per annum)	Commencement date	Current termination date**	New/Extended termination date**	Budget Code	%
<i>Employee Record</i>	<i>PN</i>	<i>Name</i>	<i>Amount</i>	<i>Commencement Date</i>	<i>Current End Date</i>			

**Day after last day, consistent with ESPHR

ONLY RECALL ONCE STUDENT HAS RETURNED FROM LEAVE, OR FOR RETRO APPLICATIONS

NOTES:

PLEASE PAY RETRO OR RECOVER OVERPAYMENTS UNLESS ADVISED OTHERWISE

Name

Date

