


PROCEDURE

COURSE DEFERMENT PROCEDURE

EHL Campus (Singapore)

Administration

ACCOUNTABILITY	
Student Affairs Manager	Student Affairs Manager

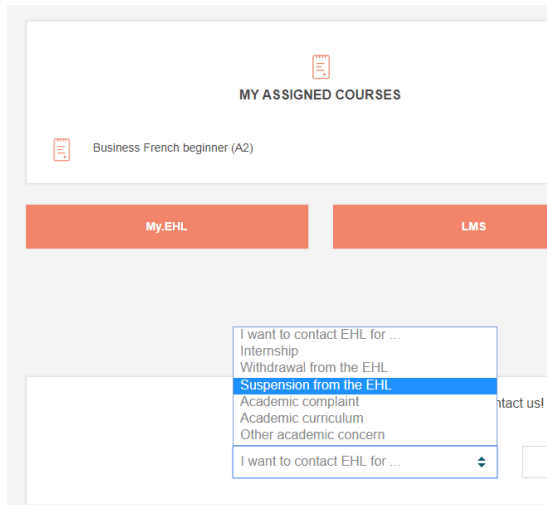
APPROVED BY	
Name	p.p. Joshua Gan Boon Hun
Designation	Dean
Signature	

RELATED DOCUMENTS
<ol style="list-style-type: none"> 1. Course Rules and Regulations 2. Course deferment checklist 3. Communication templates 4. Leave of Absence Agreement

REVISION HISTORY				
Version	Approval Date	Valid as of	Modifications	Modified by (designation)
4	06.12.2019	06.12.2019	Alignment of the format with the new brand guidelines	Risk & Compliance
3	24.09.2019	24.09.2019	Addition of Course deferment checklist and Communication templates references in Related Documents & wording	STA
2	15.04.2019	15.04.2019	Addition of a <i>Revision History</i> field	Risk & Compliance
1	29.09.2018	29.09.2018	First version	STA

1. Starting a defrement through the Student Management System

1.1. Deferment requested by a student



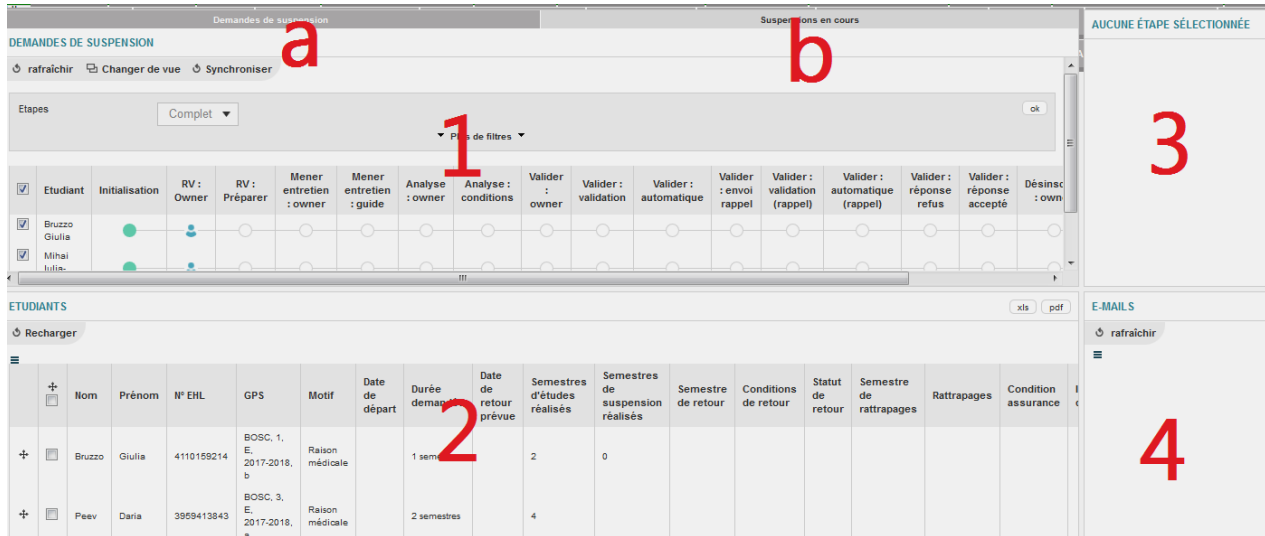
- A student submits the request on her/his account on the Student Management System. She/He clicks on “deferment from the EHL Campus (Singapore)” in the scrawl-down list to start the process. Once completed, the deferment request is then directly sent to Student Services.
- Once the request has been received by Student Services, a Student Affairs officer handles the deferment request.

1.2. Deferment made by the School

- Student Services initiates a deferment without the student’s authorization, for example in case of an academic decision made by School. To do so, Student Affairs accesses the student’s file on Student Management System and starts the deferment process.
- The student then gets a personalized email with all pertaining information.

2. Centralised Management of Deferment Requests

2.1 Deferment Request Tab (tab a in picture below)



The screenshot shows the 'DEMANDES DE SUSPENSION' interface. It features a workflow progress bar at the top with steps: Etudiant, Initialisation, RV: Owner, RV: Préparer, Mener entretien: owner, Mener entretien: guide, Analyse: owner, Analyse: conditions, Valider: owner, Valider: validation, Valider: automatique, Valider: envoi rappel, Valider: validation (rappel), Valider: automatique (rappel), Valider: réponse refus, Valider: réponse accepté, and Désinsc: own. Below this is a table of students with columns for their names, EHL numbers, and various dates and semesters. A second table below shows detailed student information including name, EHL number, GPS, motif, date of departure, duration, and return dates. The interface also includes filters, refresh buttons, and a sidebar for email management.

- The following information is to be found in the deferment request tab for management and follow-up purposes:
 1. Workflow of the pending deferments,
 2. List of all currently deferred students with relevant academic information,
 3. Relevant information showing up according to the step of the process,
 4. List of emails sent during the process,
- All deferment requests, either initiated by the student or by Student Services, progress according to a same general process. Steps completed show as a green dot, steps in progress show as a blue person icon.
- By confirming the deferment request on her/his Student Management System account, the student is informed of the name of the Student Affairs officer managing his case. She/He stays in contact with the same officer throughout the entire process.
- As the deferment process moves forward, the position of the 'green point' and the 'blue person icon' will be systematically updated accordingly.

2.2 Meeting the Student

- According to the process, a meeting between the student and the SSO takes place. A meeting request email is directly sent to the student via the Student Management System portal. During the meeting Student Affairs ensures the student makes an informed decision and clarifies the deferment conditions.
- All relevant information discussed during the meeting as well as the conditions are entered by the Student Affairs officer in the student's file.
- The student accesses his complete deferment file on her/his Student Management System account. The process requires her/him to either confirm or reject the deferment record made by Student Affairs. Confirming the record equals accepting the conditions, whereas rejecting the record equals refusing the conditions (see print screen below).



MY GAP SEMESTER(S)

Your suspension conditions were sent by e-mail the 09.03.2018.

Start date	16.03.2018
Reason	Professional opportunity
Duration	2 semestres
Request status	En cours
Resuming semester	BOSC6
Resuming conditions	Cours
Resuming status	Normal (NO)
Rattrapages	2019 - Week 14
Semestre de retake	BOSC5
Case owner	Christelle Arbogast
Délai de réponse	19.03.2018

Validate

Reject

- In case of a deferment requested by the School, the by default validation is done by Student Affairs.

2.3 Informing Faculty and School Administrations

- After validation from the student, the Academic Administration is required to take over the process. The Academic Administration will update the student's semester registration (GPS) in the Student Management System and informs by email faculty members and the School's administration of the student's academic status (see print screen below).

Jun, 27.08.2018 10:30
Academic Administration
Suspension

LETOUZE Stéphanie; Service Center; MERCORDO Carlo; VESCO Virginia; VEYRET Shabana; Communications; SALMER Vanessa; MARGARIAN Laurence; BODESCH-CASSELLA Maria; SUTTON Priscilla; Student Affairs & Counselling; LAURENT Christopher; Finance EHL; Reception; MARTIN Barbara; SAFAL-NAEINI Kabira; BANSE Margaux; SCOTT Andrea Maria; PERBON Goylene; FOSTER/DIN Geraldine; SANDOZ Patricia; ROBERT-TISSOT Amanda; VAN HEEB-JURZINO Sylvie; Securité / Security; AZAU Jeanne; STEINER Gerald; VERONHEAU Lisa; library@ehl.edu; TECOURESCU Alexandra; WINDINGTON Mark; CANNET Anne-Sophie

Coordination BOSC; Coordination AP; Professeurs BOSC; Professeurs AP

Christelle

Bonjour,

Vous trouverez ci-dessous les informations relatives au parcours des étudiants suivants :

Nom	Prénom	GPS actuel	Equipe	Statut	Raison de l'absence	A partir de	Commentaires
MAGALHAES	Daniel	AP, 2, E, 2018-2019, b		Absent	Suspension	27.08.2018	L'étudiant se présentera aux rattrapages AP au mois de Janvier 2019
PETER	Vanina Mélanie Victoria	BOSC, 2, E, 2018-2019, b		Absent	Suspension	27.08.2018	L'étudiante ne passera pas ses rattrapages BOSC 2 au mois d'Août 2018. Elle suspend pour un semestre de plus.
Halate	Yeliana	BOSC, 2, E, 2018-2019, b		Absent	Suspension	03.09.2018	

Merci de prendre note de ces informations et d'entreprendre les actions nécessaires.

En vous remerciant de votre aimable collaboration, nous restons à disposition pour tout complément d'information.

Meilleures salutations, Academic Administration

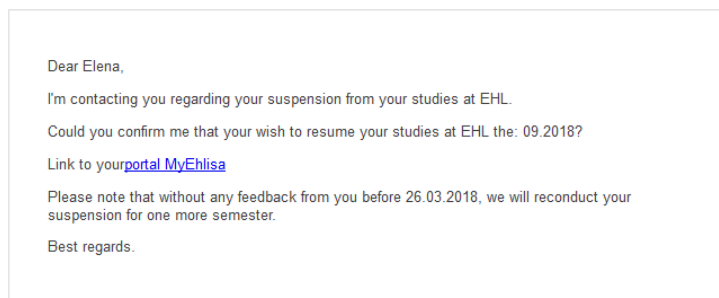
2.5 Centralized Management of Ongoing Deferments (tab b in picture above)

- All ongoing deferment cases show on the “Ongoing Suspension” tab.

Demandes de suspension										Suspensions en cours						
SUPENSIONS EN COURS																
<input type="button" value="rafraichir"/> <input type="button" value="Changer de vue"/> <input type="button" value="Synchroniser"/>																
Etapes: <input type="text" value="Complet"/> <input type="button" value="OK"/>																
▼ Plus de filtres ▼																
<input checked="" type="checkbox"/>	Etudiant	Initialisation	Demande validée	En suspension	Retour - Confirmation : owner	Retour - Confirmation : envoi e-mail	Retour - Validation : owner	Retour - Validation : réponse	Retour - Validation : réponse (automatique)	Retour - Validation : raison de refus	Retour - Validation : refus	Retour - Validation : acceptation	Retour - Inscrire : owner	Retour - Inscrire : valider inscription	Retour - Cloture suspension	Retour - Fin
<input checked="" type="checkbox"/>	Economu Elena	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.6 Resuming Studies after a Deferment

- In May and November, Student Services emails all currently deferred students to confirm their return according to their deferment records. At this point in time, a student may extend her/his deferment for another semester (see print screen below).



EHL - Route de Cojonnex 18, 1000 Lausanne 25, Switzerland

- The process requires the student to again confirm her/his return or her/his request to extend the deferment period.
- A confirmation email is then sent to the student (see print screen below) and the Academic Administration updates the student's semester registration (GPS) accordingly.

English text below

Bonjour Elena,

Suite à mon e-mail du 16.03.2018, je me permets de vous relancer afin d'avoir votre accord / refus concernant les conditions de suspension et de retour à l'EHL avant le 26.03.2018

Sans nouvelles de votre part, les conditions envoyées font foi.

- Date de début de la suspension : 16.03.2018
- Durée : 1 semestre
- Semestre suspendu : BOSC2
- Date de retour à l'EHL : 09.2018
- Semestre repris : BOSC2 / Normal (NO)
- Date des rattrapages (si applicable) :

Merci de confirmer ces conditions de suspension en validant cette proposition sur votre [portail MyEhlisa](#).

Je reste à votre disposition pour tout complément d'information durant votre suspension.

Meilleures salutations.

Iulian VIRLAN

Dear Elena,

Following my e-mail from the 16.03.2018, I remind you that we need an agree / disagree of the suspension and return conditions at EHL before the 26.03.2018.

Without any news from you, we will take into consideration the suspension conditions send to you./

- Suspension start date : 16.03.2018
- Duration : 1 semestre
- Suspension of the semester : BOSC2
- Resuming studies : 09.2018
- Resuming semester : BOSC2 / Normal (NO)
- Retake date (if applicable) :

Please confirm that you accept the above conditions on your [MyEhlisa portal](#).

I remain at your disposal for any further information or support during your suspension.

Best regards