

## **What emails does EERS automatically send out?**

EERS will automatically send the following emails to External Examiners, on behalf of the Key School Contact:

- Confirmation that a report has been created and ready to draft – sent as soon as a report is allocated to an External Examiner
- Reminder that the report submission deadline is approaching – sent 2 weeks prior to deadline
- Reminder that the report is now due – sent on day of deadline

Academic Response Coordinators:

EERS will automatically send confirmation that an External Examiner report has been submitted and is awaiting their response

Readers

EERS will automatically send confirmation that an External Examiner report has been submitted and it ready to be viewed.

## **School Contacts**

### **Is there more than one Key School Contact per school?**

**Answer:** There is only one person defined as the UG key contact for a school, and one person defined as the PG key contact; however, there is nothing to stop the same person acting as both the UG and PG contact for a school. There is only ever one Key School Contact per report.

### **Where can I find all the reports for my school?**

**Answer:** The Key School Contact has a 'School Reports' tab available on their dashboard. Clicking on this tab will present a list of all reports for the school together with the status of each report and where an examiner has submitted or an academic response coordinator has responded to a report, there will be options presented to view the report and the response.

### **How do I let an External Examiner know that their report is ready?**

**Answer:** Once a report is allocated to the appropriate Academic Response Coordinator, EERS will send out a notification email to the External Examiner which includes a link to the report within EERS.

### **How can additional members of staff be permitted to view a report?**

**Answer:** Key School Contacts can allocate Readers to a report. This allows them to view a report, but does not give them any admin rights.

### **Do all readers need to be from the same School?**

**Answer:** No they do not need to be.

### **How do I allocate Readers to a report?**

**Answer:** There are 2 steps to follow:-

Firstly, you must set up your School Distribution List with the details of all possible Readers you may ever want to select from to allocate to a particular report.

Secondly, for each report you are allocating you must select the appropriate Readers for the report from the readers available in your School Distribution List.

#### **Can I amend the reader list after the report has been allocated?**

**Answer:** The Key School Contact may change the Readers allocated to a report up to the point of the External Examiner submitting the report. It is the report submission that triggers the email to all the Readers to let them know that a report has been submitted. If, after submission, the Key School Contact identifies a further Reader, they would just need to copy the report link and email this directly to the specific Reader.

#### **Can I delegate responsibility for a report to a colleague?**

**Answer:** A Key School Contact may allocate additional School Contacts to a report. Once allocated to a report, School Contacts will have the same admin rights as the Key School Contact

#### **Where can I find guidance on completing any of these steps?**

**Answer:** Further guidance on how to complete any of the steps outlined above can be found in the following document: <http://edin.ac/1SXDGRV>

## **College Contacts**

#### **Is there more than one Key College Contact per school?**

**Answer:** There is only one person defined as the UG key contact for a College, and one person defined as the PG key contact; however, there is nothing stopping the same person acting as both the UG and PG contact for the college.

#### **How do I monitor late External Examiner reports?**

**Answer:** BI suite reports can be used to identify any reports that have passed the deadline date; filtering by the 'Report Status' field.

#### **Where can I find all the reports for my college?**

**Answer:** The Key College Contact has a 'College Reports' tab available on their dashboard, clicking on this tab will present a list of all reports for the college together with the status of each report and where an examiner has submitted or an academic response coordinator has responded to a report, there will be options presented to view the report and the response.

## **External Examiner Accessing the System**

**My External Examiner has been notified that they have a report ready to draft but they cannot access the system. What might the issue be?**

**Answer:** One of the issues maybe that the External Examiner may not have registered themselves on EASE. Please contact Student Systems support via [studentsystems@ed.ac.uk](mailto:studentsystems@ed.ac.uk)

**My External Examiner already has a visitor registration with another school. How do they access the system?**

**Answer:** They can log into EASE using their current login details and EERS will identify their user name and give them access to their report. When the current visit ends, their login details will transfer to their new visit and there will be no need for them to re-register with EASE.

## **Academic Response Coordinator**

**Why must I only use the role title of individuals when responding to the external examiner report?**

As the External Examiner Reporting System is open to all staff with EUCLID access, Academic Response Coordinators are asked not to identify students or staff by name in their reports. Instead Academic Response Coordinators should refer to a person by their role. External Examiners have also been asked to observe this request in the External Examiner Handbook.

**Will ticking the school, college or institution buttons against a comment make a difference? How does it work?**

**Answer:** The clicking of radio is a tag created so that reports can be drawn off for analytical purposes for aggregated data. It makes it easier for Schools, Colleges and Institutional level to take stock of comments and whether action needs to be taken. If, however, you think the matter needs urgent input from the College or Academic Services before the external examiner can be responded to, than please feel free to do this by emailing your relevant contact.

**What if I think the external examiner's comment refers to a school, college and the institution ?**

**Answer:** It may be best to tick the school as you will be able to comment on your school's approach to the matter.