**EC Manager**

* Oversees the overall student processes
* The EC manager can only view claims but can’t process them.

**EC Coordinator**

* Managing the processes of students (for each faculty).
* The EC Coordinator should receive a notification from the system email for the claims to be processed within 14 days.
* The coordinator can only access the claims of students within their faculty.
* EC coordinators of each faculty are to process the claims of each student belonging to each faculty in order for the claims to be approved or decline.
* Statistical analysis like number of claims per faculty should be available.

**Student**

* A student should be able to submit one or more Extenuating Circumstances (EC).
* Students should be able to upload documents/images to support their EC claims.
* The date for the claims can closed for new claims but the evidences to support the claims will still be open for upload.
* An email notification of the decision should be sent to a student while claims are on process.
* Students should be able to view their claims and decisions.

**Administrator**

* The Administrator should be able to maintain system data like:
  + Closure date for each academic year.
  + Items assessment and their due date.
  + Students and password.