**Users’ Story**

**EC Manager**

* I want to be able to be oversee the overall student processes.
* As a Manager I should be able to view claims.
* Statistical analysis like number of claims per faculty should be available for me to view.

**EC Coordinator**

* As a Coordinator I want to be able to Manage the processes of students (for each faculty).
* EC Coordinator should be able to receive notifications from the system email for the claims to be processed within 14 days.
* As a coordinator I should be able to access the claims of students within their faculty.
* As an EC coordinator of each faculty should be able to process the claims of each student belonging to each faculty in order for the claims to be approved or decline.

**Student**

* A student should be able to submit one or more Extenuating Circumstances (EC).
* As a student I should be able to upload documents/images to support their EC claims.
* As a student I should be able to upload evidences even though the claims has close.
* As a student I want to get notification of decisions.
* Students should be able to view their claims and decisions.

**Administrator**

* As an Administrator I should be able to maintain system data.