e-Assessment guidelines and best practices

CUA e-Assessments

1.   The Booking

1.1   e-Assessments

- Assessment dates are given through to the Assessment Office by the Scheduling (Timetables and Venues) Office.
- The Assessment Office schedules, <u>but do not book</u>, the A2 and/ or A3 assessments at the various CUAs for modules administered by the Assessment Office. This booking responsibility lies with the lecturer/ departmental representative. For A2 and A3 assessments administered internally by the department, the lecturer/ department is solely responsible for both the scheduling and the required booking the CUAs.
- The Assessment Office provides feedback on the venues to the lecturer and the CUA at least one (1) month prior to the assessment for A2 and A3 assessments administered by the Assessment Office.
- The booking is finalised when the CUA has made the booking in S+ and sent the confirmation to the lecturer.
  - Complete the information necessary to finalise the booking – you will find the booking form on the particular CUA's service desk:
    - All the CUA service desks can be found here: https://servicedesk.sun.ac.za (see Table 1)
- See section 2.1 for lecturer responsibilities.

1.2   Ad-hoc e-Assessments

- All the bookings for assessments must be made two (2) months prior to the assessment.
  - This will ensure that the required software for the test is running and working in the CUA.
- The lecturer/department can find an available timeslot at the CUA on the timetable website: https://web-apps.sun.ac.za/SyllabusPlusTimetables/DisplayVenueTimetable.jsp
- The lecturer/department request a booking on the respective CUA's service desk.
  - All the CUA service desks can be found here: https://servicedesk.sun.ac.za (see Table 1)
- The booking is only secured once a booking confirmation was received from the CUA.

1.3   Electronic Class e-Assessments

- It is compulsory to inform all the support staff (CUA, CLT, LTS (academic IT)) when a class assessment will take place during a scheduled class.
  - This will minimize unexpected issues, either with hardware, software or network related.
- The support staff can be informed via their corresponding service desks.
  - All the service desks can be found here: https://servicedesk.sun.ac.za (see Table 1)

2.   Responsibilities[2]

2.1   Lecturer/Department

- The lecturer/departmental representative will make sure that the assessment's booking has been made in S+, for this is only secured when a booking confirmation is sent from the CUA.
- The lecturer/departmental representative will test the software/interface that will be used during the assessment at least 2 weeks prior to the assessment.
- The lecturer/departmental representative will send out written communication to all the parties involved during the assessment. The parties involved are:
  - Students
    - Instructions and guidelines on how to log in for the assessment
    - Clear instructions on what is expected, and what is allowed and not allowed during the assessment (e.g. Open book assessment, Files saving etc.)
  - Technical support staff (CUA, IT, CLT (SUNLearn Team))
    - Instructions on what technical support may **not** be provided during the assessment (e.g. Uploading or saving of files, Formatting of data etc.)
  - Invigilators
    - Invigilators will invigilate according to the guidelines provided by the lecturers.
    - Information on log in procedure (e.g. exam usernames or student own credentials)
    - Guidelines on how to be contacted for questions and technical issues
    - Information relayed to technical staff (e.g. Technical staff are only allowed to assist the student if the lecturer/representative has given them the green light to do so)
    - Information on assessment specific details (e.g. Open book, Software used, Credentials used etc.)
- Academic support in the form of the lecturer/lecturer's assistant must be at the CUA during the entire assessment. Technical staff and invigilators will not be able to assist with technical questions asked by students during an e-assessment. Technical staff will be able to assist the student after the lecturer/assistant has given them the green light to do so.
- Request(s) for technical support staff/services, at their corresponding service desks, is the sole responsibility of the lecturer/department.
- To determine that all students are present in the venue, the lecturer must use Safe Exam Browser to ensure that students start their assessment in the venue/on-campus.
- It is compulsory to use Safe Exam Browser when a student is not allowed to use the internet or any other technology than SUNLearn (or any of the other instances).

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[2] A separate guideline document will be distributed specifically for disabled students.

- If specific usernames are required, the lecturer must prepare these log in usernames before-hand and either hand it in at the Assessment Office a day before the scheduled assessment or be available at the venues before the start of the assessment on the day with the prepared log in usernames for A2 and A3 assessments administered by the Assessment Office.

2.2 CUA staff
- CUA staff will ensure that the booking for the assessment is confirmed.
  - A call to the CLT help desk will be logged to inform them that a formal booking was made for an e-assessment at the CUA.
- CUA staff will ensure that the venue is ready for the assessment:
  - Computers will be in working order.
  - Software[3] needed for the assessment will be running optimally.
- No maintenance will be done on computers, or any infrastructure associated with the assessment that would add extra load to the network.
- When CUA staff are requested to be on-site, the staff will be there 30 min prior to the test.
- When CUA staff are requested to be on standby, the delegated staff member will be able to assist with the issue remotely during the duration of the assessment.
  - It will be clear in the Jira call how the CUA staff member will be able to be contacted.
- CUA technical staff will only assist students at their computer when directed so by an academic staff member, lecturer or representative.
- CUA technical staff are allowed to issue a student with a TAP (Temporary access pass) to be able to Authenticate using MFA. This is an emergency protocol and is only available if a student does not have access to a phone, the phone was lost/ stolen, or the battery of the phone is depleted.

2.3 CLT staff
- When CLT staff have been requested to be on-site, they will assist at their home/work offices and will be available to be contacted for the duration of the assessment.
- CLT support staff will be able to support SUNLearn (and all other instances), and all other Learning technologies used for e-assessments in CUAs,
- CLT staff will ensure that the lecturer/lecturer representative has a way to contact the staff member. This will be made clear in the Jira call logged by the lecturer/lecturer representative, to CLT directly.

2.4 IT (including Academic IT) staff
- When IT staff has been requested to be on-site, they will monitor the services that needs to be available for the assessment. i.e., network, servers, services etc.
- No maintenance, backups, or any changes that would add an unnecessary load onto the network, servers or services will be permitted.
- IT will ensure that the lecturer will know in the Jira call what the procedure would be, if IT needs to be contacted for issues during the assessment.

2.5 Invigilators
For A2 and A3 assessments administered by the Assessment Office:

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[3] Safe Exam Browser will be available for all assessments that wants to guarantee that a student was in the venue or that all students are not able to browse outside of the browser.

- Invigilators will follow their responsibilities as set out by the Assessment Office.
- In the CUA they will ensure that:
    - students sit on the allocated seating.
    - students log on to the computers as directed by the respective department.
    - Students' cell phones are switched off and turned face-down on the desk – after they logged in with the Authenticator App
- Invigilators can register on Eduroam Visitor Access[4] to be able to contact the support staff if they do not have their own phone or data.
- Once all the lecture theatres are fit with a Teams Room System, invigilators will be able to contact IT/CUA support and lecturers via Teams in the room.
- See Appendix A for Invigilators

3.   After hours technical support

3.1   CUA Staff – Technical staff working in the CUA.

- CUA technical staff will be on-site after-hours if requested so by the lecturer/department during the booking process.
- CUA technical staff will be paid by the relevant department for being on-site:
    - Payment will be made during the booking process.
    - Staff will be paid according to the CUA after hour support regulations document.

3.2   CLT Staff – Technical staff supporting SUNLearn front-end.

- CLT staff will be available in their work/home office during the duration of the assessment, if, and only if, the lecturer/department has requested it directly to the CLT support team.
- CLT support staff must receive the request in their service desk. (See Table 1)

3.3   IT/LTS Staff – IT staff supporting network, and the back end.

- Relevant IT staff will be available in their work/home office during the duration of the assessment, if, and only if, the lecturer/department has requested it directly to the IT support team.
- IT support staff must receive the request in their service desk. (See Table 1)

4.   Invigilating

Invigilators are appointed and trained by the Assessment Office for A2 and/ or A3 assessments administered by the Assessment Office within an official assessment period (May/ Nov).

4.1   Assessments

- Invigilators are allocated to the assessment venues for A2 and A3 assessments administered by the Assessment Office.
- Invigilators will follow the guidelines for e-assessments in CUAs as provided by the Assessment Office (See Appendix A) unless the lecturer provides their own invigilators. For departmentally handled assessments, all arrangements such as venue bookings, securing

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[4] Raise a request to access wifi access for guests here: WiFi Registration - ICT Partner Portal - Service project

invigilators and payment are made by the respective lecturer/ department and not the Assessment Office.

- Kindly note invigilators do not possess of the knowledge to be able to distinguish between a technical or subject-related query.

4.2 Tests, Class Tests, A2 and A3 assessments administered internally by the department

- Lecturers/Departments who require invigilators for tests/class tests or for departmentally handled A2 and A3 assessments, can contact the Assessment Office to provide them with a database of invigilators whom they can contact to request for invigilation for their own tests and/ or A2 and A3 assessments, according to the invigilators' availability. Departments will be responsible for all arrangements and remuneration of invigilators for their own tests/ departmentally handled assessments. Lecturers must guide / train invigilators in terms of their invigilation duties i.e. what to look out for, etc. before the start of the session and be available for the duration of the assessment to assist with any queries from students. Kindly note invigilators do not possess of the knowledge to be able to distinguish between a technical or subject-related query.

Please Note:

Table 1 - Abbreviations and Service desks

Abbreviation	What it stands for	Service desk
CLT	Centre for Learning Technologies	https://servicedesk.sun.ac.za/jira/plugins/servlet/theme/portal/9
CUA	Computer user area	https://servicedesk.sun.ac.za
FHARGA	Computer User area for Economic and Business management Sciences	https://fharga.sun.ac.za
FIRGA	Computer User area for Engineering	https://firga.sun.ac.za
HUMARGA	Computer User area for Humanoria (Arts and Social Sciences, Education, Law and Theology)	https://humarga.sun.ac.za
ICT	Information and Communication Technologies (IT)	https://servicedesk.sun.ac.za
LTS	Learning Technology Systems (Academic IT)	https://learnhelp.sun.ac.za
NARGA	Computer User Areas for Science and AgriSciences	http://narga.sun.ac.za

Appendix A

FOR THE ATTENTION OF SENIOR INVIGILATORS AND INVIGILATORS FOR A2 AND A3 ASSESSMENTS ADMINISTERED BY THE ASSESSMENT OFFICE
GUIDELINES FOR INVIGILATION IN COMPUTER USER AREAS (CUAs)

1. The CUAs are:
- HUMARGA at Arts and social sciences,
- NARGA at Admin A, Geology and Science Building,
- FIRGA at Engineering and
- FHARGA at Neelsie and Jan Mouton Study Centre.

2. On the day when invigilating in a CUA:
- Collect the documentation from the Assessment Office (assessment books, name slips, class lists, cover sheet containing information with communication as well as additional information and prepared user names, if required, from lecturers to students, technical staff, and invigilators).
- Proceed to the specified CUA as indicated on your timetable.
- Arrive at the CUA approximately an hour before the time (08:00 and/ or 13:00 respectively).
- A CUA staff member will give you access to the venue.
- A CUA staff member will be available for technical assistance only if requested so by the lecturer or an academic representative. The lecturers will be available for assessment – related queries.
- Allow students into the venue at 08:30 and 13:30 respectively.
- Start your announcements at least 15 minutes prior to the start of the assessment to ensure that it starts on time.
    - Communicate the guidelines as stipulated by the lecturer to the students on the cover sheet provided.
    - Do note that some lecturers may prefer to do their own announcements which is in order
- Execute your invigilation duties as outlined in your Invigilator manual as provided to you at the training session and as per instruction of the lecturer in the venue.
- Refer queries from students only to the lecturer/departmental representative who must be available for the duration of the assessment.
- If an assessment is scheduled after 17:00 there has to be an lecturer/departmental representative in the venue at all times. Invigilators should not be left alone with students after hours.
- As per the SU assessment rules, a student may enter the assessment venue late (up to 45 minutes). Such a student will have to complete the assessment in the remainder of the time, no additional time will be allocated. Lecturers should keep this in mind when they set up the

starting times of the assessment – (i) after 45 minutes, no student should be able to access the assessment (ii) all assessments should close at the same time irrespective of the time when a student started with the assessment because they arrived late.

- As per the SU assessment rules, a student is allowed to use their cell phone for the time allocated to log onto SUNLearn using MFA on the Microsoft Authenticator App. After they have authenticated, the cell phone must be turned off completely and be placed face-down on the table in front of them. If a student struggles with MFA, ask the CUA support staff to assist.
- Only students receiving extra writing time's assessments should be adapted accordingly.
- Lecturers should check their special concessions before the time to ensure that they accommodate all special concessions i.e. assistive technology

IN COLLABORATION WITH EXAMINATIONS OFFICE AND CUA MANAGERS

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Appendix B

Information provided to CUA staff during the booking process

The following information will be provided to the CUA staff during the booking process and will be available for distribution when lecturers communicate to students, technical staff and invigilators.

Display name	Required	Drop downs
Faculty	Yes	All Faculties listed
Department	Yes	All Departments in Faculty listed
Module (e.g. Biochemistry 214)	Yes	Txt: Add name manually
Activity	Yes	Class; Test; Exam; Tutorial
If Test/Exam, is SUNLearn going to be used	Yes	Yes / No
No. of students/seats required	Yes	Provide total manually
Software requirements - provide 2 months ahead of time	No	List Software manually
Exam usernames required and number? (When students shouldn't use own login details) e.g. Yes, 321	No	Txt: Add Manually
Date & Time	Yes	Date Picker
Duration	Yes	Select hours and minutes in dropdown
CUA/RGA Venue (Covid regulation size in brackets)	No	Select all needed venues
Contact Person	Yes	Txt: Provide name
Contact Number	No	Txt: Provide number
E-mail	No	Txt: provide email
Instructor	Yes	Txt: Lecturer
Instructor e-mail	Yes	Txt: Lecturer
Support Needed (After-hours has a cost implication)	Yes	None, On Call, On-Site
Provide US numbers of staff that needs to be granted access to NARGA	No	Txt: Provide list of Names and US numbers for access to the RGA
Assessment details:		
Login method used		Dropdown: Exam username, Student own username
Internet access allowed i.e. students may browse any sites (if access is restricted SEB or Lockdown browser must be used)		Y/N
Students are allowed to use written/printed notes/books		Y/N

Students may be assisted with upload and saving of files		Y/N
Students may use external devices e.g. USB		Y/N
Phone number of primary lecturer/instructor during assessment in case of student queries		Txt: number
Phone number of alternative lecturer during assessment		Txt: number
Declaration: The above information will be communicated to students, invigilators and technical support staff (RGA, IT & SUNLearn) at least 2 weeks before the assessment.		Y/N