**Faculty of Medicine and Health Sciences**

**SOP for Un-invigilated Online Assessments**

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| **Team** | **Agreed Platforms** | **Teams** | **SunLearn Support** |
| <Module Chair/Lecturer><Module/departmental administrator>Nothemba NqayiDavid Wiles | SunLearn (Test)What’s App group for class, managed by Departmental administrator and class rep (Nothemba to support as necessary) | **WA** – <Module Chair/Lecturer><Module/departmental administrator>Nothemba Nqayi**MS Teams** – <Module Chair/Lecturer><Module/departmental administrator>Nothemba NqayiDavid Wiles**Skype4Bus** – Gerga Team | David Wiles (direct contact with Gerga Team) |

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| **Assessment Operations** | **Stakeholders** | **Requirements / Responsibility / Persons** | **Status / Response** |
| **Setup Assessments*** **Capturing**
 | Modules ChairpersonDepartment Admin | Capture questions on SUNLearn and structure question paper | Sign-off from Module ChairpersonMust be completed 5 days before assessment |
| * **Security**
 | Modules ChairpersonDepartment Admin | Ensure that all security settings for SunLearn are applied as required | Consult E-Assessment SOP for assistance or contact SunLearn support to check settings before test |
| * Overall time limit of assessment
 | Set, can do override as required per student or full test |
| * Time lost due to queries
 | Excessive time lost to be managed and adjusted if approved per student |
| * Setting to prevent return to completed questions
 | Option within quiz |
| * Shuffle questions within a quiz
 | Option within quiz |
| * Correct Disclaimer. Linked to access control and agreement
 | Amend as per requirements for specified module |
| * Option : Shuffle answers randomly
 | MCQ option, advised |
| **Incidents during test and team communication** * Password Management
 | Module ChairpersonDepartment AdministratorSunLearn supportAgreed platformClass Representative | * Provide password to all students on a shared platform, at the same time
* Confirm all students are logged in **\*\***
 | Report all password failures and login concerns via shared platformAll IT related queries reported via Help@it |
| * Confirm Access to Test
 | SunLearn Support | * Confirm students logging in (counting as progress is noted)
 | * Report all students not logged in (SunLearn Support)
* Keep record for possible Leave of Absence
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| * Off-site Connectivity
 | Agreed PlatformStudentsTeam Communication | * Receive all reports of connection problems
* Confirm online status throughout the assessment
 | * Team communication
* Refer to responsible persons to be addressed
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| * Lost connections
 | Agreed PlatformTeams Communication (detailed) (Student UT #, Surname and first name) | * Receive reports of disconnect
* Confirm online status
 | * Refer lost connection to IT Support for reconnection
* Refer test connection to SunLearn support for reconnection
* Confirm time allocated to the remainder of the test
* Confirm if second attempt
* Confirm any other override performed
* Keep accurate record of all incidents
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| * Test related questions
 | Agreed PlatformCommunication between Student and Department staff | * Receive student question
 | * Response to question posted for all students on agreed platform
* Address all follow-up questions in the same manner
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| * Complete disconnect, failed attempts to reconnect
 | Module ChairpersonSunLearn SupportExams Office | * Discuss lost connections
* Agree on each case on its own merit
 | * Discuss possible outcomes
1. Leave of Absence (reports from SunLearn and student)
2. Technical investigations
3. Inform student immediately via email, keep accurate record
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