**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 Nqayi  David 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 Nqayi  David 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 Chairperson  Department Admin | Capture questions on SUNLearn and structure question paper | Sign-off from Module Chairperson  Must be completed 5 days before assessment |
| * **Security** | Modules Chairperson  Department 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 Chairperson  Department Administrator  SunLearn support  Agreed platform  Class 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 platform  All 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 |
| * Off-site Connectivity | Agreed Platform  Students  Team Communication | * Receive all reports of connection problems * Confirm online status throughout the assessment | * Team communication * Refer to responsible persons to be addressed |
| * Lost connections | Agreed Platform  Teams 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 |
| * Test related questions | Agreed Platform  Communication 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 |
| * Complete disconnect, failed attempts to reconnect | Module Chairperson  SunLearn Support  Exams 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 |