



LEARNING AND TEACHING LEER EN ONDERRIG

Dear EMS Students

I hope you are all well and that you are positive and well prepared for the upcoming assessments! Herewith a compiled e-mail with very important Teaching and Learning matters:

- SUNLEARN ASSESSMENT and SUPPORT:** The Learning Technologies Helpdesk (<https://learnhelp.sun.ac.za/>) now has a dedicated SUNLearn Assessment section. The SUNLearn telephone number (021 808 2222) will be manned after hours (till 22:00 on weekdays) and Saturdays (while assessments are ongoing). Staggered start times of assessments means that **all students start simultaneously at the time indicated on the timetable**. This was done to alleviate the burden on SUNLearn. Please see the attached document on Online Assessment guidelines [**Attached: [Revised online assessments guidelines and troubleshooting](#)**].
- A2 & A3 ASSESSMENTS:**
 - Please **read the instructions carefully** and adhere to ethical behaviour. If students are implicated, EMS will follow the **disciplinary code** of the University.
 - Extra time: All extra time students must be allowed their allotted **extra time for assessments**.
 - **Submission upload time** for assignments: **30 minutes** irrespective of the length of the assignment. **Please do NOT use the upload time to write as students that miss the submission deadlines, irrespective of the reason, will unfortunately need to use the following assessment opportunity.**
 - Quiz: **No additional time** will be allowed and the quiz will close immediately.
- CLASHES A2/A3 IN SEMESTER 1:** Please inform your lecturer ASAP, but at least 3 days before the assessment.

For clashes due to repeating subjects “herhalers” and module combinations not allowed in the calendar:

- For clashes in the A2 period, no accommodation is made, and a student must choose which module s/he will do in the A2 period and in the A3 period.
- For clashes in the A3 period, the lecturers of the two modules that clash, will provide the student the opportunity to write the assessments online in a back-to-back manner.

For clashes that did not previously exist on the 2020 timetable before shrinkage and for modules that are legitimate combinations (as per the calendar) but now clash due to the shrinkage of the timetable:

- Lecturers accommodate students to write back-to-back in A2 and A3

4. **ASSESSMENT REGULATION CHANGES AND UPLOADING OF MARKS:** As previously communicated, the faculty amended the assessment regulation in the light of Covid-19. <http://www.sun.ac.za/english/faculty/economy/Pages/default.aspx>. One of the major changes are that lecturers will use the **BEST of A2 or A3** to determine your final mark for a particular semester module. This will have implications for how marks are uploaded.

After A2

- Lecturers upload the **raw marks** for A2 onto SUNLearn – this will enable you to work out your mark (according to the formula in your revised module framework) and to decide if you want to write A3. Remember, we will be using the highest mark of A2 or A3 to calculate your final mark.
- All students will see “further assessment allowed” on MyMaties (even if you passed or failed).

After A3

- Lecturers upload the **raw marks** for A3 onto SUNLearn.
- Lecturers will upload your internally moderated **final mark** on the MyMaties website (where you always see your marks).

5. **ACCESS TO A4:** All students that did not pass Semester 1 modules will be allowed to write A4's in January. More institutional information to follow.
6. **SCENARIOS FOR SECOND SEMESTER:** **No students should return to the campus** before they receive institutional communication to do so. The faculty is in the process of submitting our student/staff return plans. **There will be no dual-mode lectures in the second semester. If all students for a particular module are not able to attend in-class, face-to-face lectures, that module will only be presented online.** The SA Government restrictions only permit international travel at much lower COVID19 Alert Levels. By implication many SADC students will not be able to participate in face-to-face lectures/practicals on campus. More information to follow.
7. **LANGUAGE IMPLEMENTATION SECOND SEMESTER:** **New teaching/learning material** may be offered in **English only**. During other forms of learning facilitation, e.g. online discussion forums and emails, the lecturers will respond in Afrikaans and/or English.
8. **STUDENT FEEDBACK:** Please provide your lecturer with module feedback when you receive the invitation via email.
9. **STUDENT SUPPORT:** Please make use of the specialised support that the CSCD offers free of charge: academic support (studysuccess@sun.ac.za) and emotional support (supportus@sun.ac.za).

All the best for the assessment weeks ahead. I am confident that you can do this!

Prof. Ronel du Preez

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Online Assessment: Guidelines and Troubleshooting

Online assessments and examinations are quite different from the usual way we complete assessments, and successful completion will require some earnest preparation, planning and dedication on your part. This document serves as a checklist to provide you with some **guidelines and troubleshooting advice to help you prepare for, complete, and improve on your online assessment experience.**

Click on the buttons below to direct you to specific sections:



ASSESSMENT PREPARATIONS

- 1) Assessment scope and how you'll be assessed
- 2) Study and plan
- 3) Prepare your space
- 4) Prepare your technology

DURING THE ASSESSMENT

- 1) Read the instructions carefully
- 2) Plan and keep track of your time
- 3) Assessment etiquette and academic integrity
- 4) Technical difficulties

AFTER THE ASSESSMENT

- 1) Reflect on your experience
- 2) Revise your strategy and approach

CONTACT INFORMATION

Important Contact Information



Preparation considerations:

1) Ensure you know the scope of the assessment and how you will be assessed

- Which chapters/topics/themes will be assessed?
- How will these chapters/topics/themes be assessed: Quiz/Assignment/Other?
- Which question types will be used (essay, calculations, multiple-choice questions etc.)? Will you be able to navigate freely between questions, i.e. can you go back and forth between questions or only answer sequentially?
- From which date and time will the assessment be available, and when is the cut-off date and time?
- How much time do you have to complete the assessment?
- How much does the assessment count? If you have this information and the assessment timing you can estimate the amount of time you have to spend on each question.
- Late submissions: Will late submissions be accepted and if so, will a penalty be applied for late submissions?
- How many attempts are you allowed to complete?
- Are there any additional instructions, such as the specific file type you need to upload (Word, PDF, audio file)?
- May you use your notes, summaries, mind maps, textbooks or any other materials when completing the assessment?

If you are unsure about anything, check with your lecturer or tutor at least 72 hours in advance.

2) Study and plan

- Plan a study schedule.
- Study as you would for any class- or examination room-based assessment.
- This is also true for an open book and/or take-home assessment, as you will not have enough time to search for information when formulating your answers.
- Plan and schedule when you will take the assessment. If the test will be available for several hours or a few days, choose a suitable time for you to complete it.
- Plan “in case of emergency” time in case something goes wrong or you experience technical difficulties.





3) Prepare your space

- Find a quiet (or quiet enough), comfortable space to complete your assessment.
- Communicate your assessment schedule with family members and housemates and ask them not to interrupt you at these times.
- Minimise any distractions: switch off the TV, switch off your phone and close emails and all social media apps.
- Make sure you have everything you need to complete this assessment:
 - If you may use your notes, summaries, mind maps, textbooks, or any other materials, ensure that they are neatly arranged and readily available.
 - Declutter and remove any unnecessary books or notes from the assessment space.

4) Prepare your technology

- Ensure that you will be able to complete the assessment with your device type (especially if it is a mobile device). If need be, try to borrow a laptop or tablet from a family member, neighbour or friend.
- Ensure your device is fully charged and/or plugged in.
- Test and, where necessary, update the software you will be using to complete this assessment (such as Word and/or Excel). To update your Office 365 applications, click [here](#).
- Test and, where necessary, update your internet browser(s). If possible, ensure that you have access to TWO internet browsers in case you experience problems viewing or opening a SUNLearn test on one of them.
 - We recommend downloading and using Microsoft Edge, Google Chrome and Mozilla Firefox when accessing SUNLearn. Download via these links:
[Microsoft Edge](#)
[Google Chrome](#)
[Mozilla Firefox](#)
- Plan your internet access in advance:
 - Ensure that you have a stable internet connection at the time of assessment.
 - Ensure that you have enough data to access and complete the assessment.
 - If you make use of a wi-fi router that is shared with family members or housemates, ask them to disconnect their devices during your scheduled assessment time. Remember: the more active devices that are linked to a wi-fi router, the slower the internet connection.





During the assessment:

1) Read the instructions carefully

As with any assessment, take the time to read your instructions very carefully and make sure you understand what is expected of you.

2) Plan and keep track of your time

Once you start the assessment you may have limited time to complete it. Therefore, set an alarm at certain intervals to notify you how much time is left – like the invigilator in a class- or examination room-based assessment would do.

- Plan enough time to read your instructions.
- If there are any files you can download beforehand, do so.
- Estimate how much time you may need for each question (by looking at its grade allocation) and try to keep to that.
- Try and plan some “buffer time”:
 - Extra time for you to return to questions you could not initially answer (if the assessment allows for this).
 - Enough time for you to read through your answers and ensure you have completed all of them (if the assessment allows for this).
- Plan “in case of emergency” time to ensure that you will be able to successfully complete your assessment, even if something goes wrong.

3) Guidelines on assessment etiquette and academic integrity

As with all assessments throughout your studies we expect you to follow proper etiquette and comply with the University’s academic integrity stipulations. Carefully read the following instructions on academic integrity and honesty. If you are found to have contravened these conditions you will be subject to disciplinary action.

Remember: this must be your work, and your work only!

Unless the assessment instructions expressly state otherwise, the following apply:

- You are **not allowed to copy this assessment** or to create images of the screen showing any part of the assessment (including, but not limited to, images obtained by means of screen shots, photographs and any software applications).
- This is an **open-book assessment, but you may consult only the following sources** from the time that the assessment becomes available on SUNLearn until you have





submitted all your answers: the textbook and sources prescribed, recommended or provided by the lecturers; notes or materials that you created personally and independently using the aforementioned sources; and sources expressly allowed by the question paper.

- You are **not allowed to communicate** about any aspect related to the assessment with another student or anybody else, from the time that the assessment becomes available on SUNLearn until you have submitted all your answers or until the opportunities for submitting the assessment have closed (whichever occurs last). This prohibition includes, but is not limited to, telephonic communication, SMSs, WhatsApp, Messenger, any social media, e-mail and any other form of communication.
- You carry the **sole responsibility for successfully submitting** and uploading your completed assignment and required documents. You may not assume that submission was successful until SUNLearn has indicated expressly that your submission was accepted. No late submissions or uploads will be accepted.

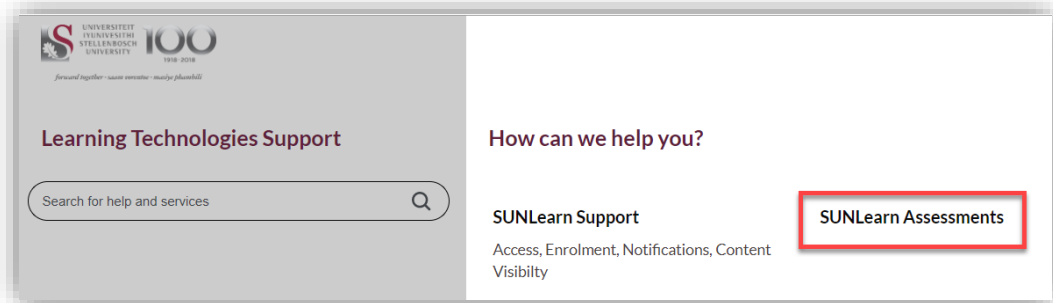
4) What do I do if I experience technical difficulties?

- Make sure that you are connected to the internet and that you have data.
- Make sure that you are using Microsoft Edge, Google Chrome or Mozilla Firefox when using SUNLearn.
- Ensure your password is still active. If you need to change your password, click [here](#).
- **If you cannot access SUNLearn, follow these steps:**
 - Test the Single Sign On login:
 - First, open the link <https://sso.sun.ac.za/logout>
 - Then, open the link <https://sso.sun.ac.za/login>
 - Clear your browser cache:
 - While having your browser open, press the Ctrl+Shift+Del keys (Cmd+Shift+Backspace in Mac) on your keyboard.
 - If you are using Google Chrome, be sure to select the Advanced tab.
 - The window that opens will show Clear browsing data or Clear all history.
 - Next to the Time range, select Everything, All Time or The Beginning of Time.
 - Select all check boxes listed (in Firefox, select the check boxes under both History and Data).





- Click Clear, Clear Now or Clear Data.
- Wait for the browser to finish clearing. Once finished, close the browser completely, including any other sessions that may have been open at the time.
- Open this link <https://sso.sun.ac.za/login> again.
- If you receive an error now, please take a screenshot and log the call and screenshot at <https://servicedesk.sun.ac.za>.
- **If your assessment stalls or is interrupted**, click F5 or the “Refresh” button on your internet browser to see if you can return to the assessment.
- **Close and reopen SUNLearn** and try to return to the assessment.
- **If none of the above work:**
 - Take a screenshot of your problem
 - Provide clear details:
 - Your full name and student number
 - Full module name and module code
 - Full name of the assessment
 - **Email** this to your lecturer immediately
 - **Log a call** for assessment assistance (see picture below) on the SUNLearn helpdesk <https://learnhelp.sun.ac.za>.



- **Directly call** the SUNLearn helpdesk at 021 808 2222





After the assessment:

1) Reflect on your experience

Reflect on how well you think the assessment went. This is generally a very difficult and awkward activity to do, so ask yourself:

- Could you answer the questions with ease, or would you need to study a bit more in the future?
- Did you plan enough time to answer all the questions or did you have to skip some?
- Did you have any technical difficulties that you could rectify in the future?

2) Revise your strategy and approach

Use the abovementioned reflections to revise your learning strategy and approach. This may mean that you spend more time studying, or at least adjust your study-technique to better retain and retrieve information. Take time to plan your next assessment carefully and make sure that any technical difficulties are resolved.





Important Contact Information

Click on the highlighted links to access websites and emails

SUPPORT	CONTACT DETAILS
SUNLearn Support	Support Desk: Click here for website help. Telephone Number: 021 808 2222
IT Support	Support Desk: Click here for website help. Telephone number: 021 808 4367
Centre for Student Counselling and Development	Academic Support and Development Telephone Number: 021 808 4707 Email: studysuccess@sun.ac.za
Severe Distress Support	Emotional Support and Emergencies Telephone Number: 021 808 4994 Email: supportus@sun.ac.za If you are in severe distress and need immediate psychological support, contact ER 24 . Telephone Number: - 010 205 3032

Please reach out - you are not alone! Visit the **CSCD website** for more information.

