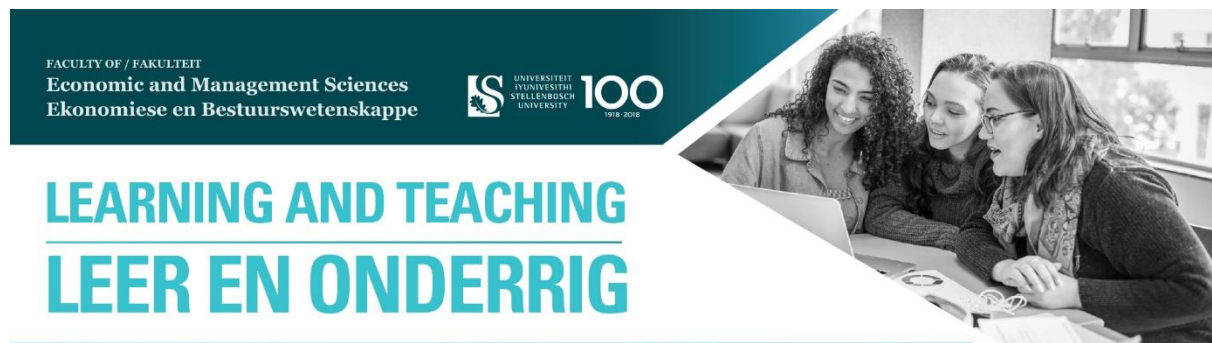


FACULTY-SPECIFIC E-MAIL TO EMS STUDENTS DATED 12 JUNE 2020:



ATTACHED TO THIS E-MAIL:

1. [General Online Assessment Guidelines and Troubleshooting](#)

Dear EMS Students

Please take note (again) of the following **important information with regards to assessments and especially the uploading of documents.**

- **General online assessment guidelines and troubleshooting document.** The document is attached. Please note the screenshot to log a call and the telephone number. Unfortunately, **if you still cannot submit your document in the 30 minutes upload time, irrespective of the reason, you will have to make use of the next assessment opportunity.**

• **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
- **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

- When an assessment requires you to download a question paper and then upload your answers in a document, we find that students access these assignment activities at the start of the assessment and leave it open for the duration of the assessment, usually longer than 2 hours.

Do NOT do this as you will be logged out due to automated logout on the network.

Remember:

- a. At the start of the assessment, download any documentation you require, and **then close the session by closing the tab.**
 - b. When you are done, access SUNLearn and the assignment to carry out the submission upload.
- You can also:
 - a. First, open the link <https://sso.sun.ac.za/logout>
 - b. Then, open the link <https://sso.sun.ac.za/login>
 - These steps were also communicated on <http://www.sun.ac.za/english/learning-teaching/student-affairs/cscd/Documents/Guidance%20for%20Student%20Online%20Learning/Online%20Assessment%20Guidelines%20and%20Troubleshooting.pdf>
 - If you have a slow internet connection, consider using your phone as a hotspot.
 - **Students are responsible for uploading their assignments.** You can unfortunately not e-mail your assignment to the lecturer. It is thus imperative that you do everything possible to follow the guidelines provided, i.e. stop writing after the writing time has expired; sign in and out of SUNLearn; and upload your document. Contact SUNLearn help if needed (they can only try and assist you and cannot upload on your behalf). If after all these steps you still cannot upload, unfortunately you will have to make use of the next assessment opportunity.

All the best for the remainder of your assessment weeks.

Kind regards
Ronel du Preez

Prof Ronel du Preez

Vise-Dekaan (Onderrig) | *Vice-Dean (Teaching)*

Professor: Bedryfsielkunde | *Professor: Industrial Psychology*

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