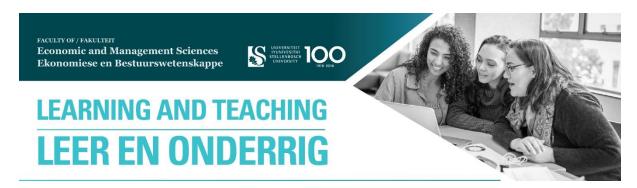FACULTY-SPECIFIC E-MAIL TO EMS STUDENTS DATED 25 JUNE 2020 REGARDING EMERGENCY E-MAIL SUBMISSION ADDRESS (submitEMS@sun.ac.za):

Dear EMS Student

Message to inform students about the emergency email submission address: submitEMS@sun.ac.za

An email address has been created to allow students who experience **SUNLearn technical difficulties** when submitting files to SUNLearn (within the 30 minutes allowed or during your allotted quiz time if a file upload is required as part of your quiz) an emergency route for submission during formal assessment opportunities. **This email address will be implemented at the start of A3 on 27 June 2020**. It will NOT be active during the June A2 opportunities nor will you be able to use this email for submission as a result of non-SUNLearn technical difficulties.
Please note that this email address will not be used to solve any technical issues. If you would like assistance in solving technical issues, please contact the SUNLearn helpdesk (021 808 2222 or log a request for assistance at learnhelp.sun.ac.za).

If you have trouble uploading a document to SUNLearn during a formal assessment opportunity, please send the document to **submitEMS@sun.ac.za**. The following information **must** be included in your email. If you do not include this information, your submission will be void and NOT uploaded to SUNLearn on your behalf:

1. Email subject line: Student number, module name and assessment detail (e.g. 1234567 Economics 111 A3).
2. The document you want to submit should be attached to the email. Make sure that this is the final version of the document in the **correct format and pages are in sequence** as required by the lecturer. The contents of the document will not be reviewed to ensure that it is correct, and the file will be uploaded as is if it complies with the other guidelines stated here.
3. The following information in the email body:
    a. The module name (e.g. Industrial Psychology 114)
    b. Your student number (e.g. 1234567)
    c. Assessment detail (e.g. A3)
    d. The reason you could not submit via SUNLearn. You must provide a **clear explanation** setting out the nature of your challenge and attach evidence such as screen shots or photos of the error. Clearly explain the reason why you could not submit via SUNLearn.
4. The document will only be uploaded onto SUNLearn on your behalf if it was received **before the due date/time of the assessment** with the time being determined on the receiving computer and not as recorded on the sent computer. No late submissions will be accepted after the expiry of the 30 minutes submission time.

Once you have sent the email you will receive an autoreply from submitEMS@sun.ac.za stating that your email has been received. Thereafter you will receive an email within 2 working days stating if your document has been uploaded to SUNLearn on your behalf or not (and the reasons if it has not been uploaded).

Please note:

- Your submission will NOT be taken into consideration if it is not received before the cut off time/date of the assessment. Therefore, it is important to use the 30 minutes allocated uploading time to attempt to submit your submissions.
- Uploading time is NOT additional writing time! Start the upload to SUNLearn as soon as your writing time is up to ensure you make the cut-off time. Waiting until the end of the time may cause you to miss the cut-off time. The SUNLearn access log can be used to determine whether you did indeed attempt to submit a file onto SUNLearn during the upload time. Your individual activity is recorded on SUNLearn's logs.
- There will be no follow-up correspondence if there is outstanding evidence, insufficient information or if the file is corrupt. This will automatically result in the assessment not being uploaded on your behalf to SUNLearn.
- If more than one email is received after experiencing technical problems with SUNLearn, only the last email will be read. Multiple emails and/or files will not be consolidated, and the prior submissions will be disregarded.
- If a file has already been uploaded to SUNLearn AND an email is sent to submitEMS@sun.ac.za, the documents submitted via SUNLearn will be accepted because there were no technical problems. Therefore, please do NOT submit by email if your submission on SUNLearn was successful.

The onus rests entirely on each student to ensure that they finish writing by the set time. The 30-minute upload time is solely intended to submit the answer(s). Failure to adhere to this requirement constitutes a breach of assessment rules and will be dealt with in terms of the appropriate student disciplinary procedures.

By using this emergency submission route, you have no recourse after the submission. Moreover, the Senate rules apply, and no discussions will be entered into by the module lecturers, the faculty or SUNLearn staff.

Kind regards and all the best for A3.

Prof Ronel du Preez

Prof Ronel du Preez

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

Professor: Bedryfsielkunde | *Professor: Industrial Psychology*

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