#### Processes for Online Submission, Marking, Return and Archiving of Student Coursework with Turnitin/Grademark

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| **Document information** | This document outlines processes to manage electronic submission and marking of student coursework in the Faculty of Humanities  |
| **Audience** | Assessment Officers, Administrative teams, T&L Directors, T&L administrators, Programme Directors, Programme Administrators |
| **Related documents** | The Faculty Policy on the use of Turnitin via Blackboard available at <http://www.humanities.manchester.ac.uk/tandl/policyandprocedure/guidelinesandpolicydocuments/> |
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#### Introduction

In line with JISC Assessment and Feedback programme and other UK Higher Education Institutions, the Faculty of Humanities and its Schools agreed in 2011-12 to initiate a large-scale programme to introduce gradually, and with the support of technology, change in assessment and feedback practice with the aim of enhancing the learning and teaching process and delivering efficiencies, quality improvements and student satisfaction.

Assessment by coursework constitutes one the most common types of assessment within the Humanities and until the present has fundamentally been delivered by paper-based systems. While there is a wide range of technologies to support assessment and feedback, Turnitin/Grademark offer a number of advantages over other available tools i.e. integration with plagiarism checking, anonymous marking, a range of features to facilitate the provision of more and richer feedback as well as easiness of use. While online submission and marking via Turnitin/Grademark appears to be the most optimal tool, there are other tools that may be more adequate to the nature of assessment (e.g. group work) or the medium of assessment e.g. online discussion boards, wiki-based assessments.

Needless to say, online submission and marking (via Turnitin/Grademark or other) is not expected to be the default option either in those cases where electronic format does not support the specificity of the assessment, the assessment criteria or assessment strategy e.g. students submitting physical artefacts, assessment of calligraphy, artistic performance ability.

This document outlines processes for online submission and marking with the use of Turnitin/Grademark and is intended to guide colleagues involved in the administration and delivery of assessment by coursework.

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#### Acronyms

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| Bb | Blackboard |
| CS | Campus Solutions |
| KB | Knowledge Base |
| QM | QuickMarks |
| T&L | Teaching and Learning |

#### Pre-Submission

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|  | Requirements / Task | School process | How | Responsibility |
| A.1 | Student informed that work may be submitted to Turnitin.Schools/disciplines must clearly communicate to students which units have online submission and which don’t.In those cases where dual submission is the case, Schools/disciplines must also communicate the rationale for dual submission.  |  | Students are informed in The ‘University of Manchester’s Guidance to students on plagiarism and other forms of academic malpractice’ that submitted coursework may be screened electronically to check against other material on the web and other submitted work. <http://documents.manchester.ac.uk/display.aspx?DocID=2870> In addition, the following statement should be reproduced in Student Handbooks (June 2012): “The University uses electronic systems for the purposes of detecting plagiarism and other forms of academic malpractice and for marking. Such systems include TurnitinUK, the plagiarism detection service used by the University.As part of the formative and/or summative assessment process, you may be asked to submit electronic versions of your work to TurnitinUK and/or other electronic systems used by the University (this requirement may be in addition to a requirement to submit a paper copy of your work). If you are asked to do this, you must do so within the required timescales. The School also reserves the right to submit work handed in by you for formative or summative assessment to TurnitinUK and/or other electronic systems used by the University. Please note that when work is submitted to the relevant electronic systems, it may be copied and then stored in a database to allow appropriate checks to be made.” | School administrative/academic Assessment Officer |
| A.2 | Seeking student acknowledgement of UoM Plagiarism Policy and or signature of commitment to good academic practice/originality  | As determined by the School, student declaration of originality can be pursued electronically or in written format (signature) It can be presented to the student once or at every single instance of coursework submission.It can be either implicit or explicit: a) In explicit hard copy declarations students sign to state that work is their own and that they are aware of the University’s Policy on Academic Malpractice. Explicit declarations can be pursued online by asking students to complete an online quiz using a programme space where it exists. b) Implicit declarations can take the form of an statement where it is stated that by submitting coursework students declare that the work submitted is their own that are aware of the University policy regarding Academic Malpractice | Where hard copy submission applies: student signs form at School office; form states that the work submitted is student’s own and student had read and understood UoM policies.Where submission is done online, there are a number of online options:* Preferred: A Student declaration is present as a reminder every time the student submits course work (by default an Originality Statement is available in all Bb courses (within the ‘Submission of Coursework’ folder)
* Alternatives: A student Declaration quiz within Bb can be made available at programme level to gather actual acknowledgement that the student has read and understood plagiarism policy

Where dual submission applies, the declaration must also state that both the hard copy and the electronic copy submitted to Turnitin are the same. | School admin/Assessment officer |
| A.3 | Student informed of Assessment Criteria and Assessment brief | The criteria used in marking must be made clear to students in advance. Criteria should be made widely available and publicised on hardcopy and electronic mediumAssessment brief/outline is also to be supplied at the start of the semester or soon after. | Marking criteria can be uploaded to Blackboard as a file at the start of the semester. Marking criteria should also be referred to when marking in hard copy of online (Grademark rubric). | School admin/Academic staff |
| A.4 | Provide academic and admin access to Turnitin | Access to Turnitin is done via Bb and therefore via Campus Solutions | Access to Turnitin/Bb for school staff is granted by School office via Campus Solutions Schedule of Classes. Guidance including roles in Blackboard are available at: <http://www.campus.manchester.ac.uk/planningsupportoffice/SSO/ops_support/guidance/index.html>  | School admin |
| **A.5** | **Anonymity** | The Assessment Framework contains information about anonymity requirements: <http://documents.manchester.ac.uk/display.aspx?DocID=7333>  | By default summative Turnitin assignments ought to be set to anonymous Students could be asked to save their files following a standard protocol e.g. ‘student number underscore\_assignmenttitle’ (3456437\_principlesoflandlaw.doc) or student number alone. |  |
|  |  |  |  |  |
| A.6 | Ensure admin and academic staff training | It is Faculty policy that any academic marking or using Turnitin for plagiarism checking purposes must attend training | Turnitin/Grademark training can be undertaken face to face or online. Training dates available at <http://www.humanities.manchester.ac.uk/tandl/elearning/training/>  |  |
| A.7 | Assignment creation | Course director creates assignment brief, distributes to students by agreed procedure (face to face and via Blackboard)Submission inboxes are created in BB module areas - not in Programme/organisation spaces. | Course director (or nominee) creates within Bb:* Assignment brief
* Turnitin assignment.

For consistency purposes, it is advisable that assignment inboxes are always placed under the ‘Assessment’ area in Bb, and within a default folder commonly entitled ‘Submission of Coursework’. This folder is replicated across all Blackboard courses in Humanities via the Standard Course Structure.Turnitin assignments should follow the recommended Faculty settings i.e. anonymity, no student access to originality report, submission to the repository, allowing resubmissions, midday deadlines, post date normally after 15 working days, use of Grademark rubric. Note: for large cohorts/multiple markers, it is advisable to create Bb groups and create/selectively release assignments for each group. KB guidance at <http://documents.manchester.ac.uk/protected/display.aspx?DocID=13469>  | [as determined by School] |
| A.8 | Preventing student access to originality reports of their own coursework | No **student** access to Originality report is allowed but formative tasks and education on academic practice are encouraged.“The default setting is that students cannot routinely submit their own work to Turnitin, the plagiarism detection system, which is integrated with Blackboard. However, if academic staff wishes to carry out a trial session of submitting students’ work to the University’s plagiarism detection systems in order to demonstrate to students how work can be checked for originality, staff should contact their eLearning teams who will be able to assist with this". (Paragraph 2 (e) of the University’s Plagiarism and Academic Malpractice - Guidance for Teaching Staff: <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=2869>)For a full list of TLSO resources on Academic Malpractice and Plagiarism, see: <http://www.tlso.manchester.ac.uk/plagiarism/>  | Turnitin setting that allows students to view Originality report must be set to ‘do not allow’. |  |
| A.9 | Responding to requests for viewing students submissions from colleagues or other institutions | Academics from other institutions may request to view papers submitted to UoM. Policy on requests for access to student’s coursework from external institutions is spelled out on the Policy on the use of Tii via Bb and available at:http://www.humanities.manchester.ac.uk/tandl/policyandprocedure/guidelinesandpolicydocuments/ | Since May 2013 access to student papers which have been submitted by UoM students to UoM courses and which are suspected of plagiarism is automatic.However, requests for access to UoM students’ coursework from external institutions may still be received. It is recommended that Schools determine a procedure to handle such requests e.g. all external requests for access to University of Manchester student papers are forwarded to the UG/PGT Director who determines if it is appropriate or not to release the student’s paper (via Tii) to the third party.There is no requirement to release a student paper. However, as long as any identifying student information received in the email request from Tii is removed, the student paper does not contain sensitive information (e.g. material covered by a non-disclosure agreement etc) and in the spirit of collegiality it is best practice to respond to such requests for access. |  |
| A.10 | Contingency planning – should system go down at submission times | School to decide on contingency plans as a programme or discipline team and communicate these clearly with students. Reference to contingency plans should be included in course handbooks. | Guidance for service interruption or downtime is available at http://www.humanities.manchester.ac.uk/tandl/policyandprocedure/guidelinesandpolicydocuments**/** | As determined by the School |

#### Submission Phase

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|  | Requirement/Task | School process | How | Responsibility |
| **B.1** | **Providing student guidance on how to submit online** | Student guidance on how to submit coursework online to be providedConsistency is advisable e.g. submission inboxes all being in the same area across all courses. (Assessment>Submission of coursework folder)Information to students on how to upload coursework to Turnitin and also on how to view and download feedback from Turnitin must be provided to students on all courses | A generic folder ‘Submission of coursework’ is *by default* in place in all courses – via Standard Course Structure under the ‘Assessment’ area. The submission of coursework folder including and all its content should be retained.Submission of coursework folder contains links to Knowledge Base guidance documents for students on how to upload to Turnitin and download feedback. This method allows these guides to be continuously reviewed and be up-to-date from Turnitin new releases.* Student guide on how to upload coursework to Turnitin <http://documents.manchester.ac.uk/display.aspx?DocID=13010>
* Student guide on how to collect feedback <http://documents.manchester.ac.uk/display.aspx?DocID=13011>
 | Academic or administrative responsibility as determined by the School |
| **B.2.** | **Setting submission protocols** | For archiving purposes as well as to be able to identify non-submissions within Turnitin, students need to be asked and reminded to:* Enter ID number (rather than their name) in their submission
* Enter ID number on title inbox at the time of submitting to Turnitin

To facilitate student compliance, Schools ought to remind students around submission times of ID requirements. Reminders via Blackboard announcement tool may be used effectively for such purposes.Schools may want to consider introducing a file naming convention for all submitted coursework e.g. ask students to save file according to a convention that retains student number in the file itself  | Ask students to:* Ensure ID number instead of student name appears in the document being submitted e.g. cover page
* Enter ID number in Turnitin title field at the time of submission
* Not to enter double quotation marks in the submission title

It can also be helpful to ask students to save all submission files in an agreed format e.g. student number\_course\_code.doc (2345678\_LAWS15000) studentnumber\_submissiontitle.doc; or student number alone to prevent students entering quotation marks in title field at the time of submissionGuidance documentation on how to upload coursework to Turnitin should be available on all courses: <http://documents.manchester.ac.uk/display.aspx?DocID=13010> |  |
| **B.3** | **Ensuring that word limit can be checked** | Where word count needs to be checked, students should be asked to submit in Word format (so that word count can be performed after due date) | Turnitin allows downloading of original file *only* after post date if student submitted a word document.On post date folder with submissions and grades could be hidden to allow for word checking and made viewable straight after work count of suspected cases has been completed. | Academic/admin as determined by the School |
| **B.4** | **Providing for Group submission** | Group submission is a common form of assessment.Online submission group work is not supported by Turnitin but workarounds exist.  | A work around is needed to provide for group submission. Either 1. One student is nominated by the group to submit assignment on behalf of the group and to download feedback and distribute to the rest of the group.

Through this method the marker only marks the group submission and relies on nominated person to download Grademark file and distribute to peers. However, the uploading of grades to CS would need manual entering of individual grades on Grade Centre or in CS.1. All students submit following an agreed title convention (Group 1, 2, etc). If using this method, the marker will need to re-enter marking for each individual in the group. More than one inbox could also be set up and if Bb Groups and adaptive release is used, only students from that group will be able to submit to its assignment. The marker will locate their group (via View Assignment by Groups) and go to the Tii assignment for marking with Grademark.
 | Academic responsibility |
| **B.5** | **Tracking late submissions** | Schools should draw a process to identify and track late submissions so that penalties can be applied where appropriate. | Online: Student submission in Grademark display a ‘late’ flag attached to the assignment that has been submitted after due date.Exact time when submission was made is recorded and visible together with other additional information concerning the individual submission. | Procedure involving admin or academic staff as determined by School. |
| **B.6** | **Application of penalties e.g. word limit and informing student of penalty being applied** | Who applies penalties (academic or admin team) is determined by School procedures. Procedure to the established and communicated to staffSchool to determine a system to communicate that grade penalties have been applied to late submissions | Options:* Penalties applied can be explicitly entered in Grademark at the time of marking and immediately reflected in the marked obtained.
* School/discipline could determine whether QuickMark Grademark commentary should identify that a penalty has been applied
* Where penalties are applied post marking, penalties must be recorded elsewhere (process spreadsheet or Campus Solutions) and communicated to the student.
* Penalties for lateness could be made visible to student by incorporating them on School/discipline rubric.
 | Exams Officer |
| **B.7** | **Identifying non submissions** | Admin teams may need to be able to identify those students who failed to submit.Anonymity is required for marking but not required for administrative processes such as identifying non submissions | Turnitin Assignment inbox should be set to be anonymous for academic marking. Turnitin does not distinguish the different admin and academic needs and anonymity conditions apply to both marking as well as administrative. Turnitin Assignment inbox contains as many rows as students enrolled on a give course. The Turnitin Assignment inbox therefore will clearly display an empty row where a submission is missing. However, Turnitin will not reveal the identity of non-submitters. Identification of non-submitters can be done by comparing a list of enrolled students in a given course (ID numbers) against all submissions made to an inbox. The anonymous submission settings make the identification of non-submissions reliant on students having added their student number in either title or in submitted coursework. A spreadsheet of all students (ID numbers) enrolled on a course can be downloaded from Campus Solutions, Blackboard or Turnitin. Identification of non submission is a manual process that can be fairly laborious for large groups, but if Bb Group management is used, becomes simpler. Creating groups within a course and then Viewing Turnitin submissions in those groups that have been created can be used to narrow down the identity of non-submitters. To view guidance on how to create groups and to view Turnitin Assignment by groups is available in section C.10 below.It is inadvisable to try to ‘tweak’ Tii to temporarily reveal names, as this may not only compromise the release of grades on the actual post date with the associated student and staff anxiety but also moving the post date backwards to reveal names is irreversible i.e. if inbox is de-anonymised it cannot be reverted back to anonymous for marking purposes. Please seek advise with eLearning team should you find yourself unable to identify who has not submitted  | Administration team |
| **B.8** | **Mitigating circumstances and agreed extension** | A separate inbox for extensions and re-sits is recommended in those cases where there exist legitimate reasons for late submission and the submission takes place well into the 15 working days turnaround period. Creation of extension folders should be accompanied by hiding of other submission folders to the view of the student namely, to avoid students submitting to more than one folder. | Creation of an Extensions inbox accompanied by adaptive release of main inbox in Bb. | Admin staff |

#### Marking Phase

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|  | **Task/requirements** | **School process** | **How** | **Responsibility** |
| **C.1** | **Turn-around**  |  | Turnitin post date to be set, normally, to 15 working days after due date. Post date changes after students have started submitting to an assignment will risk not only the availability of marks on actual post date but also will have an irreversible effect on anonymity setting. Moving post date backward will de-anonymise inbox in an irreversible manner. | [as determined by School] |
| **C.2.** | **Contingency planning should system or individual academic access is disrupted** | Assessment is high priority and high stakes activity.  | Guidance for service interruption or downtime is available at [http://www.humanities.manchester.ac.uk/tandl/policyandprocedure/guidelinesandpolicydocuments**/**](http://www.humanities.manchester.ac.uk/tandl/policyandprocedure/guidelinesandpolicydocuments/)Daily feedback to academic staff on progress from technical teams (eLearning and or ELAT) is expected. |  |
| **C.3** | **Opting out for H&S reasons** | Matters relating to occupational health fall in the jurisdiction of Occupational Health.The Disability Support Office provides support for disabled staff. http://www.dso.manchester.ac.uk/ | Generally speaking use of a PC and keyboard is regarded as standard. Staff unable to use a PC or a keyboard e.g. for long periods of time may address/self-refer their case to Occupational Health to gain individual exemption. Disabled staff requiring an exemption to online marking procedures should contact the Disability Support Office. Advice on additional tools such as voice recognition software can be sought from the elearning team.  |  |
| **C.4** | **Detecting and dealing with suspected plagiarism cases** | Responsibility for detecting and dealing with plagiarism lies primarily on course directors.University procedures staff should follow if they discover a case of suspected academic malpractice by students following taught programmes are set out in ‘Academic Malpractice: Guidance on the Handling of Cases’ <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=639>  | Marker accesses Originality Report and originality index produced by Turnitin via BbSetting thresholds above which student work should be checked out is not advisable (documentation tba) |  |
| **C.5** | **Preventative withholding of grades in cases of potential plagiarism** | Where a potential case of plagiarism is being investigated, a discipline/School may want to withhold the return of a student’s work after the post date has been reached. | To prevent a given student from collecting his/her feedback from Grademark, use Adaptive release via Blackboard to hide the Turnitin inbox to the student concerned.Where the course has a ‘My Grades’ area visible to students, the Turnitin inbox can be hidden to the individual being investigated while the remaining of the class can access their feedback via the Turnitin inbox. Where the course has a ‘My grades’ area visible to students, hide ‘My Grades’ area to prevent the given student accessing the Blackboard Grade Centre. Communicate the change to all students. | Course director or admin team as determined by the School |
| **C.6** | **Using School/discipline specific Feedback Forms for Marking** | Discipline/School Feedback forms can be (largely) reproduced in Grademark and created from afresh in Grademark.Exams Officer signs off rubrics as appropriate and up-to-date (given changes in marking criteria discussed at T&L committee) | Schools can liaise with eLearning team with a view to producing one or a set of appropriate feedback form (rubric) within Grademark. Guidance on creating, importing and attaching Grademark rubrics is also available in KB: Creating, importing and attaching Grademark rubrics:<http://servicedesk.manchester.ac.uk/portal/app/portlets/results/viewsolution.jsp?ismodal=true&solutionid=041226309015873&SToken=EA9A16819F77DBD9D80F7206B1ED7E1F>Grademark Rubrics can be attached to assignments at the moment of creation or after submissions have started. |  |
| **C.7** | **Using discipline specific feedback – comment library** | Where School or discipline wants to rip the benefits of Grademark facilities such as the re-usability of quality feedback comments tailored to a given discipline, through a process determined by the discipline it can present develop a library of comments | Academics may liaise with eLearning team to produce a QuickMarks library of comments; these can be forwarded to eLearning for loading as library items for sharing UoM-wise |  |
| **C.8** | **Audio Feedback** | As Grademark does not offer the possibility to download audio files for access by external examiners, the use of audio feedback in Grademark is not recommended in *summative* assessments for practical reasons.  | 3 minute mp3 files can be recorded in Grademark for the purposes of formative assessment. KB guide available: <http://servicedesk.manchester.ac.uk/portal/app/portlets/results/viewsolution.jsp?ismodal=true&solutionid=041218712423548&SToken=BFF8DCCE01AE4E92033D78EBA4D11637>  |  |
| **C.9** | **Marking by course director** | Where dual submission applies first marker collects scripts from School office and marks hard copies or electronic copies in TurnitinWhere submission is fully online marker accesses all submission from within Turnitin/Grademark | Electronic student submissions to Turnitin are available via the course Blackboard site. |  |
| **C.10** | **Multiple markers in large cohorts** | For large cohorts, responsibility for marking scripts may well be shared among a number of markers. | Where more than one marker is marking coursework for the same assignment, Bb groups can be created. After groups have been created the ‘View Assignment by Groups’ function in Bb will filter student submissions by the groups that have been previously created. How to Create Groups in Bb: <http://documents.manchester.ac.uk/display.aspx?DocID=11637>Guide on Viewing Assignments by Groups: <http://documents.manchester.ac.uk/protected/display.aspx?DocID=13469>  |  |
| **C.11** | **Moderation within 15 working days** | Moderation systems can be described as an internal quality assurance system where moderator’s comments are addressed to the first marker (not to the student) in what is effectively a method to ensure fairness and quality marking.Because any text entered on Grademark will be released to students, those Schools that use a moderation model ought to establish a method for delivering moderation outside of Grademark and communicate it to all staff.Schools/disciplines should also establish a method that allows to track any changes in grade both proposed or implemented after first marker has completed his/her work. | First marker is the person ultimately responsible for entering feedback in Grademark. She/he is the only person that should enter any text on Grademark. Second marker will be given access to the course but he/she will not edit or amend any text in Grademark (except, perhaps, for typos). As second marker’s comment are not addressed to the student (i.e. are not for student direct benefit), all moderation should takes place outside of Grademark, and in a suitable fashion so that evidence and audit trail of moderation is available should external examiner want to monitor such moderation. Options to record moderation outside of Grademark can be easily implemented with Excel. A spreadsheet from Grademark including the grades can be easily exported and then distributed to the moderator who may record their comments on the spreadsheet.The Grademark file must to be seen as a ‘paper script’ that is being marked by the first marker and returned to the student 15 working days afterwards. Any changes to the overall mark that occur afterwards should be recorded in Campus Solutions, not recorded on Grademark or Blackboard Grade Centre. |  |
| **C.12** | **Moderation taking place outside the 15 working days turn around e.g. at the end of the year** | Moderation systems can be described as an internal quality assurance system where moderator’s comments are directed to first marker (not to the student) in what is effectively a method to ensure fairness and quality marking.As any text entered on Grademark is released to students, those Schools that use a moderation model ought to establish a method for delivering moderation outside of Grademark and communicate it to all staff.Schools/disciplines should also establish a method that allows to track any changes in grade both proposed or implemented after the first marker has completed his work | Files marked by first marker should be downloaded (as pdf) before post date to ensure anonymity is preserved for the moderation that is taking place later on in the year.By default moderation is not a form of feedback. Moderators comments are not addressed to students but to fellow academics. Moderators comments are not released to students either, and therefore should not be entered in Grademark.Moderators proposed changes to grades as well as moderators comments could be recorded in ways suitable for Schools e.g. * by using of existing standarised Word feedback forms;
* by resorting to a marking grid i.e. Excel file downloadable from Turnitin or from BB Grade Centre - after post date. The Excel file can compile and record the first mark, proposed changes and comments by moderator against an agreed moderating sample, as well as include a column for External examiner comments.

Any changes agreed to student grades are to be entered in CS not in Grademark. |  |
| **C.13** | **Second marking within 15 working days** | In second marking models the Feedback from 2 members of staff go to studentFirst and second marker access student coursework and enter feedback in GrademarkSchool to determine appropriate way of distinguishing marker comments (headers e.g. first marker/second marker or initials to precede all feedback from each of the markers)Final grade cannot be second marked. School to agree a procedure to agree on who and how the final grade is entered. |  |  |
| **C.14** | **Second marking by an external member of staff** | [as determined by School] | Not possible to give external access to online assignments. Coursework needs to be downloaded individually within post date (so that it is anonymous) and pdf copies need to be sent to external second marker.  |  |
| **C.15** | **Blind second marking** | Blind second marking provides students with feedback from 2 different sources. Markers do not share or view each other’s marking. Blind second marking is commonly used for marking of dissertations. | A work around is available that allows for blind double marking:* Two submission inboxes need to be created where only one of the assignments is set to submit papers to the repository.
* Students are asked to submit their assignments to both inboxes
* Each marker agrees to enter her/his own inbox only.
* On post date student access feedback from each academic by going to both submission inboxes.
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| **C.16** | **Word count** | Penalties for non-observance of word limit are normally used by disciplines/Schools. | Setting post dates 14 rather than 15 working days will allow academic staff to download original file Adaptive release conditions to the folder in BB containing Turnitin submission inboxes can be set up so that all feedback is visible 15 working days after submission deadline. Turnitin post date can be set to 14 working days after submission deadline to provide one day for check word limits.Agreement on who sets penalties for contravening word limit needs to be made. Where penalties are applied by admin teams, and students must be informed of changes to the grades given to students in Grademark. |  |
| **C.17** | **Capping of marks** |  | Where marks are capped, the capping of marks ought to take place outside of Grademark and Blackboard. |  |
| **C.18** | **Students viewing marks / feedback**  | Students access their grades and feedback online. Grades and feedback are released automatically | Once the Grademark’s ‘post date’ has been reached students can view their grades and feedback online within Tii via Blackboard. On post date, grades and comments are released automatically to students. Marks are also fed through to Grade Centre and to My Grades in Blackboard. |  |
| **C.19** | **Student keeping records of assignment marks and feedback** | Schools should always recommend students to download a copy of their feedback. Students must be reminded of their responsibility to download their feedback (in .pdf) format – at the latest before they lose access to their current Bb courses. Access to assignment is only available while Blackboard course is available i.e. Turnitin access for students is linked to Bb life-cycle. | Students must be recommended and reminded to download their marked assignments from Turnitin, especially because access to Blackboard course is in most cases limited to the current academic sessionA Guidance document for students on how to download feedback from Grademark is available in the generic ‘Submission of Coursework’ folder and also on the KB at: <http://documents.manchester.ac.uk/display.aspx?DocID=13011>  | [as determined by School]  |
| **C.20** | **Marker / School archive of assignment marks and feedback** | [as determined by School] | Batch download of * Originality reports
* Grademarked assignments

NB School archive process needed (secure server, ensure archived) |  |
| **C.21** | **Identification of sample for external examiner**  | Identification of sample is commonly an academic task | Academic staff can either download the sample from Grademark or communicate to admin teams the paper IDs that constitute the sample to be reviewed to external examiners |  |
| **C.22** | **Sending coursework to External Examiner** | It is UoM policy to not give external access to online assignments in Turnitin. Assignments (either sample or full class) to be batch downloaded as PDFs and distributed to external examiners. Who downloads the submissions and who sends scripts to the external examiner is determined by School. | Student submissions need to be batch downloaded from Turnitin and either a) sent to the external examiner via encrypted email b) sent by post in paper format, or c) made available for download from a secure web locationSchools using web filing software (Livelink, Sharepoint) may give access and determine permissions to certain folders for External examiners moderation work.External file sharing applications such as Dropbox are not supported by the University and are not recommended because although they may offer management of permissions, they cannot guarantee file security. The use of external tools is at School’s discretion and risk.To preserve student anonymity batch downloading should be done before post date is reached.  |  |
| **C.23** | **Withholding of feedback and or grades release to student** | In especial occasions course directors or administrators may want to withhold the automatic release of grades and feedback on post date e.g. where all marking has not been completed in time. | Guidance on how to withhold student access to grades and feedback is available on the Knowledge Base at:  |  |
| **C.24** | **Preference for non-automatic e.g. face to face delivery of feedback to student** | Course tutors may prefer to release marked coursework in a face to face manner e.g. asking students to pick up their feedback in office hours.  | Where a discipline or a course tutor prefers to deliver feedback face to face i.e. not automatically, the course tutor can:1. Follow the same step as outlined in C.21 above to withhold automatic grade and feedback release to students
2. Use BB selective release facilities to allow access to online feedback on a student by student basis manually and only after face to face meetings have taken place.

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#### Post marking

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|  | **Requirement Task** | **School process** |  | **Responsibility** |
| **D.1** | **Exam board changes to marks** | Exam boards may change marks well after students have been given their marks and feedback | Any changes to the overall mark that occur after a paper is marked by the first marker should not be done on Grademark files but in Campus Solutions |  |
| **D.2** | **Transfer of/Recording marks in Campus Solutions (CS)** | Marks uploaded to CS are final marks (after second/marking/moderation has taken place) * Second-marking:
* Moderation. Downloading of marks from Turnitin via BB Grade Centre and moderation of marks taking place outside of BB via Spreadsheet upload
 | Uploading to marks to CS takes place via spreadsheet download from CS and Spreadsheet upload to CS.On Turnitin’s post date all marks cascade down to Blackboard’ Grade Centre, at this point they are available for export to Campus Solutions (as .csv file from Bb)Uploading of marks to CS is done by the School. Instructions on how to transfer grades from BB9 to Campus Solutions are available in Student System Office website <http://www.campus.manchester.ac.uk/planningsupportoffice/SSO/ops_support/guidance/index.html> | [as determined by School] |
| **D.3** | **Retaining Student work** | School should have a policy and procedures for retention and disposal of assessment material. Timing to be determined by School, however, where archiving needs to be anonymous the downloading needs to take place before post date is reached.The University’s Record Retention schedule can be found at <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=6514>It is University policy to archive certain types of summative assessments (e.g. examination scripts, online exams and other substantial pieces of work submitted for summative purposes) for one year after the date of the final exam board each year (i.e. June each year for UG and November each year for PGT). It is important to note that the policy only relates to summative **retained** assessments. There is no obligation for Schools to keep copies or originals of summative returned or formative assessments. Specific Guidance on Retaining Student Work is available at:<http://www.tlso.manchester.ac.uk/map/teachinglearningassessment/assessment/sectionb-thepracticeofassessment/guidanceonretainingstudentwork/>**T**he University Records Office recommends that data such as students’ assessed work should be kept for no longer than is necessary in line with the requirements of the Data Protection Act., and that in the majority of circumstances the period for storage recommended is 1 year. **I have a reason for keeping records for longer than a year am I permitted to do so?**Yes, there is no objection to such material being kept over longer periods if there are sound administrative reasons for doing so (for example, during audits in which case a 5 year period is appropriate), or in the rare event that an appeal continues after 1 year, but to ensure compliance with the Data Protection Act for the majority of cases 1 year is appropriate. If work ***is*** to be retained for longer than 1 year, Schools should inform students of this fact.**Do I need to archive material away from the Blackboard environment as insurance in the event of an appeal?**In the case of summative retained assessments, Schools are required to keep archived copies of the assessments. For other types of assessment, it is up to the School’s discretion to decide whether copies should be retained. It is worth bearing in mind that since the cut off period for appeals is “within 20 working days of notification of the result or decision,” as stipulated on the [Academic Appeals Form](http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=1878), any appeal will occur (and in the vast majority of cases be resolved) within the 1 year period. Doesn’t Quality Assurance require that students’ work is kept for six years?The Quality Assurance Agency (QAA) requires that certain types of institutional reports are kept for six years (e.g. Periodic Reviews, External Examiner Reports, etc.), but this requirement does not include assessed work.  Assessed work falls under the University’s Record Retention Schedule and Student Feedback Policy | **Only summative retained assessments need to be archived.**School admin teams must batch download Grademark assignments before post date if anonymity needs to be preserved. When anonymity does not need to be preserved, the very final date for archiving is 4 weeks after graduation day. After graduation, all copies of originality reports and online marking are made unavailable. Archiving space has been secured for all Schools and access to admin teams has been granted. Additional members of admin requiring access to archive server should contact IT services giving the network address of the drive (OnlineAssignmentData on 'uk-ac-man-ss2a\vol2'). Requests for access are granted after requests for access are approved by main School administrator.Guidance is available in KB:* How to archive marked assignments from Grademark: <http://servicedesk.manchester.ac.uk/portal/app/portlets/results/viewsolution.jsp?solutionid=041220610411467&SToken=EA9A16819F77DBD9D80F7206B1ED7E1F>
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