

## Online Assessment Guidelines

### Purpose

The Online Assessment Guidelines have been created for Course Coordinators using MyUni for student assessment. The Guidelines provide instructors with information about the capabilities of the MyUni system, guides to assessing the risks associated with assessment tool settings, and provides advice on contingency planning for 'when things go wrong'.

### About the Guidelines

These Guidelines were originally created by the Online Assessment Guidelines Working Party. The Working Party consisted of academic staff using online assessment in large classes, an eLearning Adviser ([Learning Technologies Team](#)), and representatives from the Teaching Applications Team ([Technology Services](#)). The Guidelines have since been endorsed by the eAssessment Community of Practice.

### Important Note: Unplanned Outages

Academic Board advises that if there is an unplanned outage of one hour or more to any University online assessment tool within 24 hours before an online assessment item is due or an unplanned outage of 5 minutes or more within the last 30 minutes before the deadline, an automatic 24 hour extension should be granted to all students affected.

### Overview

Online assessment is assessment that takes place using MyUni tools for submission and/or marking and/or return of marked assignments to students.

Online assessment may be used for diagnostic, formative or summative assessment purposes.

These guidelines do not cover every assessment tool in MyUni. They should be read in conjunction with University, Faculty, and School policies and procedures.

All online assessments must comply with the [Assessment for Coursework Programs Policy](#), [Modified Arrangements for Coursework Policy](#), and other related assessment [policies](#).

## Table of Contents

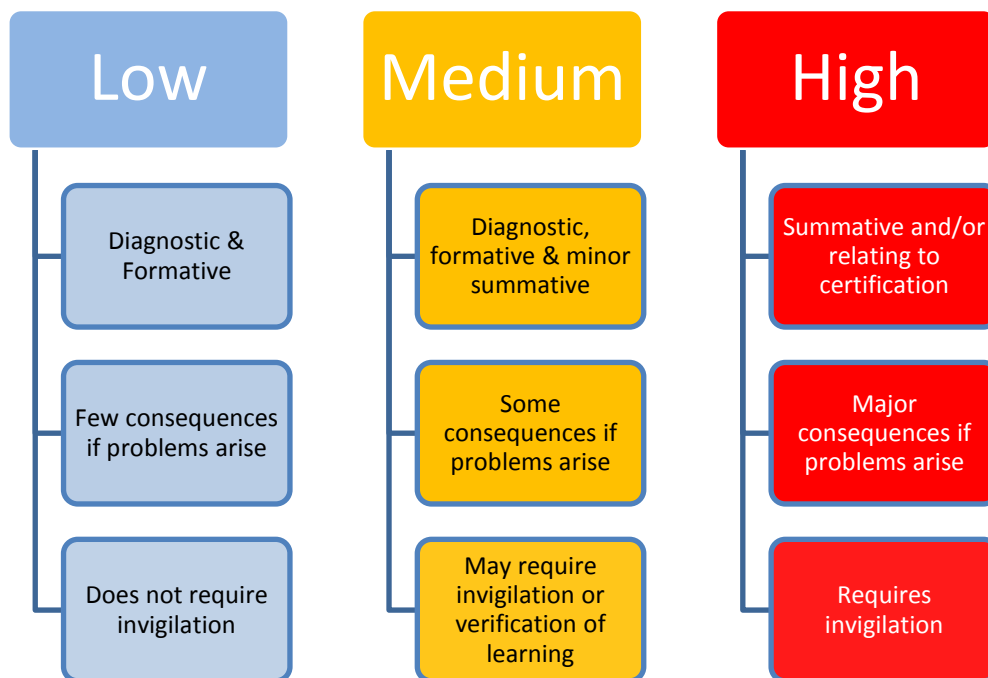
|   |    |
|---|----|
| How high are the assessment stakes? .....                         | 3  |
| General Risks with Online Assessment .....                        | 3  |
| Understanding the capabilities of the online system (MyUni) ..... | 4  |
| Online Assessment Tools and MyUni.....                            | 2  |
| Online Assessment Errors and Discrepancies .....                  | 5  |
| Avoiding User Error .....   | 5  |
| Contingency Planning .....  | 6  |
| Turnitin .....  | 7  |
| MyUni Quizzes .....   | 8  |
| MyUni Assignment Submission .....                                 | 9  |
| MapleTA Assignment.....   | 10 |
| Articulate Storyline .....  | 11 |
| Online Assessment Case Studies.....                               | 12 |
| Disability and Accessibility Support .....                        | 13 |
| Training and Support .....  | 14 |
| List of Terms.....  | 15 |

## How high are the assessment stakes?

MyUni can be used for a variety of assessment activities ranging from self-assessment revision exercises to surveys, tests, group work, and assignment submission. Classifying the assessment task as low, medium or high stakes assessment will help with the planning of online assessment and the attention you need to pay to potential risk factors, as well as the need for strategies to deal with risk mitigation.

No system is 100% reliable. However, for medium and high stakes online assessment the highest possible standards should be sought.

Contingency planning is important for any mode of assessment but it is especially important for medium and high stakes assessment.



## General Risks with Online Assessment

Conducting online assessment is not risk free. The risks identified below may prevent students from successfully completing online assessment in MyUni.

- Online assessment is not accessible and available to the student cohort
- Incorrect online assessment tool settings
- Students not having adequate online access
- Inadequate preparation of students for the online assessment task (i.e. students are unfamiliar with technology, or have not completed practice tests, etc.)
- Fixed point in time assessment submission
- A high number of users simultaneously submitting an individual assessment item
- Possible outage of University of Adelaide and/or external servers
- Internet access problems (i.e. private ISP issues, etc.)

## Understanding the capabilities of the University's online system (MyUni)

Users of online assessment systems require a general understanding of the capabilities of online systems when planning online assessment and developing contingency plans. This will help to inform development of appropriate risk management strategies.

- Security/Identity – Student access to MyUni is through their University student number and password.
- Possible server down-time – outages to University of Adelaide servers are kept to a minimum but these may impact on users trying to access MyUni and other applications. There are regular scheduled maintenance outages to MyUni systems and other outages which are notified through email and at [IT Service Status](#).
- Staff and students need to be aware of, and, plan for possible outages to personal ISP (internet service providers) for off-campus access.
- Time zone differences – MyUni is set to display Adelaide time for all users. If working with students interstate/overseas, remind students to adjust the date/time for their specific location.
- Correct settings – online assessment tool specific. It is recommended that instructors implementing online assessment attend the relevant [MyUni training<sup>1</sup>](#), or use the relevant [online support resource](#) or consult the relevant [MyUni FAQs](#).

## Assessment Tools and MyUni

There are two types of assessment tools in MyUni:

- External assessment tools integrated with MyUni  
Tools that sit on servers outside of the University. This means that outages, maintenance windows, and upgrades are not within the control of the University (e.g. Turnitin).
- Internal assessment tools  
Tools that are under the control of the University and sit on internal servers (e.g. MyUni Tests).

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<sup>1</sup> MyUni Training is available for only some assessment tools within MyUni – other specialised tools such as Maple TA are not covered in MyUni Training.

## Online Assessment Errors and Discrepancies

Any error received when undertaking online assessment via MyUni should be reported to the MyUni Support Team - email [service.desk@adelaide.edu.au](mailto:service.desk@adelaide.edu.au) - Staff and students can email MyUni Support.

Course Coordinators are also advised to create, explain, and advertise a solution process to students to be communicated to students using MyUni.

Course Coordinators should also use the MyUni [Student View](#) mode to review assignment settings. This allows the instructor to experience the MyUni course as if they are a student enrolled in that course, view content, and even submit assignments, etc. to check that everything is operating as expected from the student point of view.

The majority of errors/issues reported about online assessment in MyUni fit into one of three categories:

- User error
- Tool error (either within MyUni or with an external tool)
- Server error (i.e. planned or unplanned outages)

**When an error/issue occurs, report this to MyUni Support - call 8313 3000, Ext 3 or email [service.desk@adelaide.edu.au](mailto:service.desk@adelaide.edu.au)**

**Errors should be reported by the user who received the error, as this makes requests additional information easier to obtain.**

### Avoiding User Error

- Users should avoid changing assessment settings in MyUni after the assessment has been made available to students.
- Users should ensure that the assessment is accessible and available to the student cohort
- Users should confirm that tool settings are correct for the particular task – ask colleagues to check settings, or email MyUni Support and ask them to review assignment settings
- Students should ensure they have adequate online access
- Students are adequately prepared for the online assessment task (i.e. familiar with technology, having completed practice tests, assignment upload, etc.)

It is advisable that users attend the relevant [MyUni training](#) or use the relevant [online support resource](#).

If you think you have made an error with an online assessment tool call the Service Desk on 831 33000 - select Option 3, MyUni Support or email the Service Desk at [service.desk@adelaide.edu.au](mailto:service.desk@adelaide.edu.au).

## Contingency Planning

It is important to have a contingency plan in place in case there is a problem with online assessment. The tools listed in this section are the most commonly used in MyUni. If you are using a tool that is not listed here you can still use the information provided to create a contingency plan.

Regardless of the contingency plan you choose it is advisable to inform students early about what to do if they encounter a problem with their online assessment in MyUni:

- Inform students about the contingency plan
- The contingency plan should contain the following information:-
  1. Who will decide that the plan is in effect?
  2. How students will be advised if the plan is in effect?
- Who to contact if there is a problem (i.e. do they call the Service Desk, send the instructor an email, both?)
- Advise students that information in My Grades (within MyUni) are indicative of how they are tracking in the course. These grades are provisional. Official grades are provided via Access Adelaide at the end each of each teaching period.

The following sections provide advice on developing contingency plans for specific online assessment tools.

## Turnitin

Information regarding Turnitin regular maintenance schedules and unexpected outages can be found on the [Turnitin website](#). If you are a regular user of Turnitin you may find it useful to receive Turnitin email alerts (sign up for alerts through the Turnitin website).

If you have multiple markers for an assignment, decide in advance how you will assign assignments to each marker. You can discuss this with your Faculty eLearning Adviser.

If any tutors have not previously used electronic marking it is advisable that they attend a MyUni training session on marking with Turnitin.

**Please note:** Turnitin is not designed to support pair or group work. The MyUni Assignment tool can better manage pair or group assignments.

### Turnitin specific contingency plan options

When using Turnitin for assignment submissions there are a number of contingency plans that could be implemented.

Implement **prior** to issue occurring:

- Submission is open/available over a few days/weeks (rather than a few hours)
- Allow multiple submission attempts
- Allow submissions after the due date
- Remind students to check for their emailed Turnitin submission receipt – and advise them to retain it.

Implement **after** issue occurs:

- Deadlines are extended in line with revised Assessment Policy (See Note on page 1)
- Optionally – assignment submissions are emailed directly to instructor
  - The instructor or nominated person can submit the assignments to Turnitin on behalf of the student in order to generate a Turnitin Originality Report

### Turnitin Risk Factors

| Risk factor (tool option)   | Low risk | Moderate risk | High risk |
|---|----------|---------------|-----------|
| Open ended submission availability  | X        |               |           |
| Restricted submission availability  |          | X             |           |
| Small cohort  | X        |               |           |
| Large cohort (over 100)   |          | X             |           |
| Large cohort open ended availability – students can submit after due date       |          | X             |           |
| Large cohort restricted availability – students unable to submit after due date |          |               | X         |
| Restricted file type submission   |          | X             |           |

Questions? Please contact MyUni Support via email [servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au).

## MyUni Quizzes

There are a number of contingency plans that could be implemented when using online quizzes.

### MyUni Quizzes specific contingency plan options

Implement **prior** to issue occurring:

- Offer an initial 'Practice Test', allowing students to become familiar with online tests in a low-stakes environment
- 'Best of System' (e.g. best scores of 8 out of 11 quizzes are used to calculate the grade)
- Tests are made available to students over a few days (rather than a few hours)

Implement **after** issue occurs:

- Extend deadlines, in line with revised Assessment Policy (See Note on Page 1)
- Allow additional attempts (e.g. a student uploads an incorrect file or the file is corrupt)
- Paper tests are created manually and distributed (if conducting the quiz in-class)

### MyUni Tests Risk Calculator

| Risk factor                               | Low risk | Moderate risk | High risk |
|---|----------|---------------|-----------|
| Single submission tasks                   |          | X             |           |
| Multiple submission tasks                 | X        |               |           |
| Open ended assessment task                | X        |               |           |
| Open ended timed assessment tasks         |          | X             |           |
| Fixed time assessment                     |          | X             |           |
| Small cohort                              | X        |               |           |
| Large cohort (over 100)                   |          | X             |           |
| Large cohort open ended timed assessment  |          | X             |           |
| Large cohort fixed time single submission |          |               | X         |
| Text input tasks (short answers etc.)     |          | X             |           |

Questions? Please contact MyUni Support via email [servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au).



## MyUni assignment submission

There are a number of contingency plans that could be implemented when using MyUni assignments.

**Please note:** MyUni assignments do not produce an equivalent of the Turnitin Originality Report containing details of *matching* or *similar text* between a student's assignment and sources the assignment is compared against. However MyUni assignments can manage pair and group assignments in a way that Turnitin can't.

### MyUni Assignment specific contingency plan options

If you have multiple markers for an assignment, decide in advance how you will assign electronic papers to each marker. You may choose to discuss this with your Faculty eLearning Adviser. If a marker has not previously used electronic marking, it is advisable that they attend a MyUni training session.

Implement **prior** to issue occurring:

- Submission is open/available over a few days/weeks (rather than a few hours)
- Allow multiple submission attempts
- Allow submissions after the due date

Implement **after** issue occurs:

- Extend deadlines, in line with revised Assessment Policy (see Note on Page 1)

### MyUni Assignment Risk Calculator

| Risk factor (tool option)                                       | Low risk | Moderate risk | High risk |
|---|----------|---------------|-----------|
| Open ended submission availability                              | X        |               |           |
| Restricted submission availability                              |          | X             |           |
| Small cohort  | X        |               |           |
| Large cohort (over 100)   |          | X             |           |
| Large cohort open availability can submit after due date        |          | X             |           |
| Large cohort fixed availability unable to submit after due date |          |               | X         |

Questions? Please contact MyUni Support via email [servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au).

## MapleTA Assignment

Maple T.A. is a web-based system (integrated within MyUni) for creating tests and assignments, and automatically assessing student responses and performance. It supports complex, free-form entry of mathematical equations and automatic evaluation of responses.

Maple TA can also be IP address restricted. This feature is useful when administering as an invigilated online assessment within a University computer suite.

### MapleTA Assignment specific contingency plan options

When using MapleTA a few contingency plans could be implemented.

Implement **prior** to issue occurring:

- Offer an initial 'Practice Test', which allows students to become familiar taking online tests
- Make tests available over a few days (rather than a few hours)
- Generate printable versions of the test (from within Maple TA)
- Allow more than one attempt (if a student clicks the 'grade' button rather than 'next' this will submit and close the test.)

Note: MapleTA does not permit an instructor to extend availability of an assignment or test for an individual student.

Implement **after** issue occurs:

- Extend the deadline for the MapleTA Assignment (for all students in the course)
- Distribute paper based tests (if conducting the test in-class)

### MapleTA Assignment Risk Calculator

| Risk factor (tool option)  | Low risk | Moderate risk | High risk |
|--|----------|---------------|-----------|
| Single submission test   |          | X             |           |
| Multiple submissions (only the latest attempt, not the highest score, will show in Grade Centre) |          | X             |           |
| Open availability  | X        |               |           |
| Open availability & timed  |          | X             |           |
| Fixed availability   |          | X             |           |
| Small cohort   | X        |               |           |
| Large cohort (over 100)  |          | X             |           |
| Large cohort open availability timed test  |          | X             |           |
| Large cohort fixed availability single submission  |          |               | X         |

Questions? Please contact MyUni Support via email [servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au).

## Articulate Storyline

Articulate Storyline is eLearning authoring software that allows instructors to build interactive online content (including quizzing, screen recording, and software simulation). Articulate Storyline modules can be uploaded to MyUni (as SCORM packages) and can then be viewed and interacted with by students within the MyUni course.

**Please note:** Articulate Storyline is not specifically designed for online assessment. However if configured correctly Articulate Storyline SCORM packages can be uploaded to MyUni and can be used to score students' attempts at completing any quizzes in the Articulate Storyline module, or alternatively it can be used to assess student's 'completion' of the overall Articulate Storyline module. It can then display this score or completion status in the MyUni Grade Centre in a very basic way. However if you really want to quiz your students for summative assessment it would be far safer to use the MyUni Tests rather than to try to rely on the limited functionalities of Articulate Storyline. You could discuss this more with your Faculty eLearning Adviser.

### Articulate Storyline specific contingency plan options

When using Articulate Storyline for assessment a few contingency plans could be implemented.

Implement **prior** to issue occurring:

- Offer an initial 'Practice Storyline module', which allows students to become familiar with using Articulate Storyline modules
- Access is available over a few days/weeks (rather than a few hours)
- Allow multiple attempts
- Give serious consideration to using MyUni Tests for creating and managing summative assessment quizzes

Implement **after** issue occurs:

- Deadline for the Articulate Storyline module is extended (for all students in the course)

### Articulate Storyline Risk Calculator

| Risk factor (tool option)   | Low risk | Moderate risk | High risk |
|---|----------|---------------|-----------|
| Single attempt  |          |               | X         |
| Multiple attempts (only the latest attempt, not the highest score, will show in Grade Centre) | X        |               |           |
| Open availability   | X        |               |           |
| Fixed availability  |          |               | X         |
| Small cohort  | X        |               |           |
| Large cohort  |          |               | X         |
| Large cohort open availability  |          | X             |           |
| Large cohort fixed availability single attempt  |          |               | X         |
| Using Articulate Storyline for summative assessment   |          |               | X         |

Questions? Please contact MyUni Support via email [servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au).

## **Online Assessment Case Studies**

Online Assessment Case Studies in Canvas will be available shortly.

## **Disability and Accessibility Support**

When using online assessment it is important to be aware that not all online tools are accessible to people with a disability. If students have identified themselves as having a disability and require modified assessment they should be referred to contact the [Disability Service](http://www.adelaide.edu.au/disability) at <http://www.adelaide.edu.au/disability> for support.

## Training and Support

If you are planning on incorporating online assessment into your course for the first time, or are thinking about changing the way you use online assessment, you need to be aware of the training and support that is available to you.

### eLearning Advisers

Each Faculty has an assigned eLearning Adviser. As a part of their role, they provide pedagogical and best-practice advice to staff in the University's blended learning environment (MyUni). They can help answer questions about online assessment such as:

- Should assessment be online?
- How can I make the online assessment process work for me (i.e. Submission, Marking, Feedback)?
- How will this impact my students and how do I support them online?
- How could this change my existing assessment management processes – marking allocation, moderation, extensions, re-marking – and how could I manage it?

Visit <http://www.adelaide.edu.au/learning-technologies/partnerships/> for details about your Faculty eLearning Adviser.

### Technology Services Training

Technology Services IT Training provides face-to-face training for staff in many applications including MyUni. Attending MyUni training can help answer questions such as:

- How do I add online assessments to MyUni?
- How do I make online assessments available to students?
- Which settings do I need to select in the online assessment tool?
- How do I use the online marking tools?

To view and register for MyUni training courses go to <https://www.adelaide.edu.au>.

### MyUni Support

MyUni Support is the first point of contact for all queries regarding technical issues with MyUni. They can help answer questions such as:

- Why do I receive an error when creating/marking an assessment?
- Why can't my students see the assessment?
- Something doesn't work, can it be fixed?
- Where do I find \_\_\_ in MyUni?

Contact MyUni Support by email [service.desk@adelaide.edu.au](mailto:service.desk@adelaide.edu.au) or call 8313 3000, Select Option '3'.

### MyUni Assist Ambassadors

MyUni Assist Ambassadors are current students who have been trained to provide 'At-your-desk' assistance with MyUni. Appointments can be made Monday to Friday and assistance is available on all campuses. The service is aimed at new users of MyUni. Visit

<http://www.adelaide.edu.au/myuni/myuniassist/> for details and booking information.

## List of Terms

### Canvas

The learning management system used by the University of Adelaide. This online environment is referred to as 'MyUni'.

### Electronic Submission

A type of online assessment. The student completes the assessment task outside of the MyUni system (e.g. an essay in Microsoft Word) and then submits (uploads) their assessment task to MyUni. Usually, marking and feedback are then completed online by the instructor.

### ISP

Internet Service Provider.

### MyUni

The name of the online environment used by the University (also known as Canvas).

### Online Assessment

Any type of assessment either undertaken online (e.g. an online quiz) or submitted electronically (e.g. an essay is uploaded to MyUni).

### Quiz

A set of questions used to test a student's knowledge. Quizzes are often diagnostic, formative, or used as informal 'tests'.

### Test

A set of questions or problems used to evaluate a student's achievement of learning outcomes. Tests are often summative.

### Turnitin

Turnitin is an external program that has been integrated within MyUni. It allows students to submit assessments online and provides a 'plagiarism check' (for text-based documents).