ELECTRONIC SUBMISSION, FEEDBACK AND GRADING ROLES AND RESPONSIBILITIES: WHO DOES WHAT AND WHEN

Contents

1. Introduction

This document provides a clear demarcation of the roles and responsibilities of different users/stakeholders in the end-to-end electronic Submission, Feedback and Grading (eSFG) process for summative assessments.

Where possible, it will link through to guidance and support on specific processes.

We have identified the key users as:
- Students
- Support Centre staff (Senior Programme Administrators, Programme Administrators and Student Support Coordinators)
- Academic staff (SDTL, module convenors, markers, internal moderators, and Exam Officers)

2. Setting up and managing of assignments

2.1. Support Centre Staff/Programme Administration Team

Activity	Owner	Roles & Responsibilities
Setting up and managing the Blackboard 'Course Menu'	Programme Administrator	Set up/arrange the Blackboard 'Course Menu' with a clearly defined assessment area/section for modules/programmes. **Note**: only applies to modules that have never been submitted online previously or modules that have changed and update is required to the current Blackboard 'Course Menu'. TEL Guides- Customising the Course Menu
Gathering re/assessment information	Programme Administrator	Check assignment information with the module convenor i.e. deadline submission date, type of submissions, rubric required, Turnitin originality report settings, anonymisation settings etc. **Note:** templates provided by the CQSD TEL team can be used to assist in the gathering of assignment set-up information. Assessment Details Form
Recording re/assessment information in RISIS including the mode of submission	Programme Administrator	Select the 'Mode of Submission' in RISIS for each assignment. Record the module/assignment information in RISIS. **Note**: use the eSFG 'Mode of Submission' guidance document to select the correct mode of submission in RISIS for the type of assignment.

		TEL Guides- Modes of Submission
		Search RISIS FAQs- 'Assessment Data'
Setting assignment submission points	Programme Administrator	Using the assessment information collated, and the Modes of Submission guidance, set up the assignment submission points in Turnitin or Blackboard and create Blackboard Grade Centre columns as required. **For assessments involving either a Blackboard test, journal, blog, wiki or discussion board, the academic will continue to set these up.** TEL Guides- Modes of Submission TEL Guides- Blackboard Assignment TEL Guides- Turnitin Assignment
Updating any changes to submission points	Programme Administrator	Update any requested changes to submission points on RISIS / Blackboard / Turnitin (i.e. change to a submission deadline, etc.), as requested by academic staff. If necessary, inform students of changes through Blackboard. For RISIS: Search RISIS FAQs- 'Assessment Data' For Blackboard: Contact it@reading.ac.uk for help
Providing assignment submission instructions	Programme Administrator	Add clear and consistent details of the assignment and instructions about how to submit online in the assessment area/section. Include any special instructions or requirements for the assignment; these may have been provided by the module convenor or derived from the handbooks/Blackboard assessment/briefcases. Student Submission instructions

2.2. Academic staff

Activity	Owner	Roles & Responsibilities
Provision of re/assessment information	Module Convenor	Prepare and share specific module/assessment information with the relevant Programme Administrator/s for the department/school. (Only if re-assessment will not be the same as the original). Assessment Details Form
Informing Programme Admin team of any changes to re/assessment information	Module Convenor	Provide any changes to re/assessment information to Programme Administration teams in a timely and accurate way.
Setting assignments that use Blackboard tools (Blogs, Journals, Wikis, Discussion Boards, Tests)	Academic	Programme Administrators will set up the assignment submission points where a Turnitin or Blackboard Assignment or Blackboard Grade Centre column is required. **Academics will continue to set up the following Blackboard tools: test, journal, blog, wiki and discussion board that are used for summative assignments.** **Note**: ensure these types of summative assignment are recorded in the assessment information provided to the programme administrator. TEL Guides- Blackboard Tools

3. Submission of Assignment

3.1.   Students

Activity	Owner	Roles & Responsibilities
Submitting assignments	Students	Submit assignment following all instructions. **Note:** refer to the **academic submission route and marking options diagrams** under **Appendix A** for guidance. Access Student Guidance via Essentials
Requesting ECFs	Students	Submit the extenuating circumstance request online via RISIS **(if required).** Access Student Guidance via Essentials

3.2.   Support Centre Staff/Programme Administration Team

Activity	Owner	Roles & Responsibilities
Receipting and processing physical entity assignments	Programme Administrator	Collate and process assignments submitted manually in the hardcopy coursework submission drop box by students. Using RISIS hard copy receipting, email all students who have submitted their course work on time a submission receipt. Search RISIS FAQs- 'Receipting hard copy submission'.
Managing late submission and non-submissions	Programme Administrator	Online submissions- check if all assignments have been received when submission due date/deadline is reached and send the generic 'non-submitter email'. TEL Guides- Blackboard Email Non-Submitters TEL Guides- Turnitin Email Non-Submitters Physical submissions- Check the date and time for assignments submitted in the hardcopy coursework submission drop box provided at the Support Centres and email non-submitters using RISIS hard copy receipting. Search RISIS FAQs- 'Receipting hard copy submission'.

Managing ECFs	Student Support Coordinators	Process the ECFs submitted by students and inform the Programme Administrators of the decisions.
Managing ECFs	Programme Administrator	Enter the relevant ECF code on RISIS and inform the academic staff (markers) of the decision. Contact the EMA team for help

4. Marking & provision of feedback

4.1.   Academic staff

Activity	Owner	Roles & Responsibilities
Marking & provision of feedback	Marker	Assess students' work and provide marks and feedback using the relevant eSFG route for the type of assignment. **Note:** refer to the **academic submission route and marking options diagrams** under Appendix A for guidance on the marking options for different type of submissions. As required, use the digital features within Turnitin and Blackboard for marking and provision of feedback e.g. rubrics, QuickMarks, audio feedback, etc. **Note:** staff development and training materials are available to support the move to online marking. This support includes face-to-face sessions, bookable one-to-one consultations, online tutorials and help guides. TEL Guides- Blackboard Assignment TEL Guides- Turnitin Assignment
Identification of academic misconduct	Marker	Identify academic misconduct in student work and escalate to the SDTL/DDTL. TEL Guides: Interpreting the Turnitin Similarity Report
Internal moderation	Internal Moderator	Verify the marking process and record internal moderation output. TEL Guides- Internal Moderation
Internal moderation	Marker/Module Convenor	**If internal moderation happens within the 15 working day turnaround time,** update/amend marks in Blackboard Grade Centre as required, once the module has undergone internal moderation. **If internal moderation happens after the 15 working day turnaround time,** inform the Programme Administration teams of the mark changes (by returning the moderation form) so that these can be input into the RISIS sub modular mark

Activity	Owner	Roles & Responsibilities
		scheme. This is necessary because the mark will have been released to the student. TEL Guides- Internal Moderation
Managing the external moderation process	Exam Officer	Manage and oversee the external moderation process by ensuring that **External Examiners** have access to marked work (both online and physical submissions) and exam papers. TEL Guides- External Moderation

4.2.   Support Centre Staff/Programme Administration Team

Activity	Owner	Roles & Responsibilities
Supporting the internal moderation process	Programme Administrator	Once the module has undergone internal moderation, upload the moderation documents (moderation form and spreadsheet) into the Blackboard course file folder and/or Blackboard Organisation. **Note:** changes to marks as a result of internal moderation are to be actioned as follows: • Pre-15 day/pre-release of marks to student – changes made in Blackboard/Turnitin. • Post 15 day – changes to marks made in RISIS. TEL Guides- Internal Moderation
Supporting the external moderation process	Programme Administrator	Set up and manage the Blackboard organisation (i.e. upload documents, set up links required for external moderation in Blackboard organisation, check access/permissions etc.). **Note**: if the Exams Officer has decided to use Blackboard for External Examiner access; request the CQSD TEL team to set up a Blackboard Organisation for your school/department. TEL Guides- External Examiners
Supporting the external moderation process	Programme Administrator	Create a smart view in the Blackboard Grade Centre of the moderated sample for each assignment and 'Favourite' it. The URL link to a smart view, within a course, can then be copied and put into the External Examiner Blackboard Organisation to give the Examiner quick access to these. TEL Guides- External Moderation

5. Recording of grades

5.1. Academic staff

Activity	Owner	Roles & Responsibilities
Mark entry *(within 15 working day turn-around time)*	Marker/Module Convenor	Once the marking is complete, enter marks on Blackboard or Turnitin*. **Note:** for Turnitin assignments select 'sync grade' to ensure that all marks are transferred to Blackboard Grade Centre. Where potential academic misconduct has been identified within the 15-day turn-around time do not enter a mark in Blackboard or Turnitin. The mark can be entered in Blackboard or Turnitin once a decision has been made on academic misconduct. *In exceptional circumstances, the marker may not be required to enter the marks into Blackboard or Turnitin. Programme Administrators will make markers aware if that is the case. TEL Guides- Blackboard Assignment TEL Guides- Turnitin Assignment
Managing academic misconduct	SDTL	Make decision on appropriate disciplinary action for any academic misconduct identified by academic staff (marker) whilst marking. Issue a letter to the student advising of process/decision. Inform the Programme Administration teams of any changes to marks so that these can be input into RISIS sub modular mark screens.

5.2. Support Centre Staff/Programme Administration Team

Activity	Owner	Roles & Responsibilities
Mark approval and transfer (BB to RISIS)	Programme Administrator	Approve the marks in the Blackboard Grade Centre so that they are automatically transferred to RISIS at the next scheduled extraction time. Mark extraction time: Two-hourly intervals, at 9:00, 11:00, 13:00 and 15:00, Monday-Friday. TEL Guides- Mark Approval and Transfer Before marks reach RISIS, they are processed by the Enterprise Service Bus, which identifies any errors. Erroneous marks are rejected, and details are included in the daily Grade Import Exception report.
Mark approval and transfer (10 days' SLA)	Programme Administrator	Transfer marks from BB to RISIS within 10 days' service level agreement (SLA). **Note**: this is calculated from the date marks are released to students on Blackboard grade centre.
Mark entry (amendments and updates) (After 15 working day turn-around time)	Programme Administrator	Update/amend marks and add a comment in RISIS, as required, if internal moderation occurs after marks have been uploaded/transferred into RISIS i.e. after 15 working day turn-around time. **Note:** this also applies to administering late penalties and ECFs. Amending marks: Search RISIS FAQs- 'grades' Adding notes: Search RISIS FAQs- 'notes'
Administering of penalty policy	Senior Programme Administrator and Programme Administrator	Administer penalty policy by applying appropriate penalty to student marks. **Note:** amend marks on RISIS only and add the following notes: • In **RISIS,** advise student that a penalty has been applied, using the appropriate code. • In **BB Grade Centre,** advise student that a penalty will be applied in RISIS, but do not include the level of deduction in Blackboard. Contact Programme Manager for help on amending marks. To add notes: Search RISIS FAQs- 'notes'

6. Returning marks and feedback

6.1. Academic staff

Activity	Owner	Roles & Responsibilities
Inform the Programme Administration team that marking is complete	Marker	Inform the Programme Administration team that marking is complete and is ready to be released to the students.

6.2. Support Centre Staff/Programme Administration Team

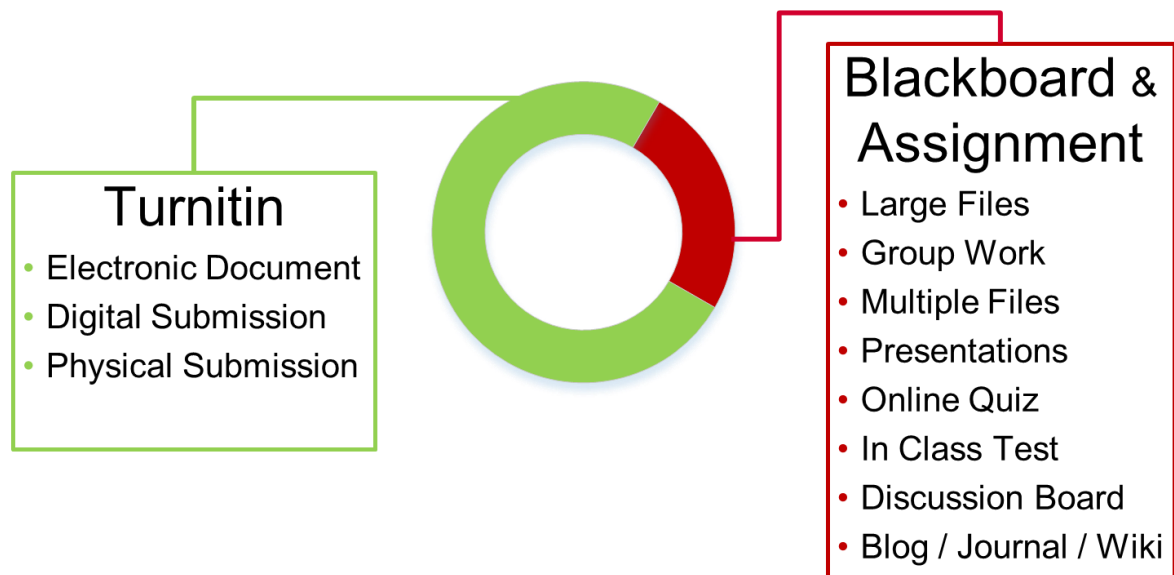| Activity	Owner	Roles & Responsibilities
Release marks and feedback to students	Programme administrator	Upon reaching the post-date, usually set for the last day of the 15 working day turn-around time: • Blackboard assignments: remember to untick the **'Show to students in My Grades'** section in Blackboard Grade Centre when the marks are ready to be released to the students. • Turnitin assignments: feedback and marks/grades will be released automatically when the post-date is reached but please check to confirm that all grades appear in Blackboard Grade Centre. If they do not press 'sync grade'. In the event of late submissions: • single submission point: marks will be made available automatically as soon work has been marked • post-deadline submission point: once received and marked, marks and feedback can be released manually TEL Guides- Blackboard Assignment TEL Guides- Turnitin Assignment

6.3. Students

Activity	Owner	Roles & Responsibilities
Accessing feedback and marks	Student	Access the outcomes (provisional marks and feedback) of their assessed work after 15 working day turn-around time. • Online submissions: access provisional feedback and marks/grades on Turnitin and/or Blackboard via '*My Grades'*. • Physical submissions: access provisional feedback and marks/grades on Turnitin and/or Blackboard via '*My Grades'*. The feedback may be available either online, or as a hard copy feedback sheet, or via an annotated physical submission, or provided verbally. Access Student Guidance via Essentials

Appendix A –
Academic submission route and marking options diagrams

Blackboard and Turnitin online marking tools have different strengths and weaknesses. The University uses both these tools in order to achieve the maximum benefit for students and staff. In the past, there has been some confusion about which is the best tool for the type of assessment or specific pedagogical requirement. Through extensive work with schools and programme administration staff, we are now able to provide clear guidance and recommendations on the right tool to use. Training and additional support material is also available via the CQSD TEL team.

For the majority of electronic submissions Turnitin will be used for online marking and provision of feedback. The diagram below depicts the distinction between Turnitin and Blackboard marking. There are some exceptions; you can look through the decision tree diagrams to confirm how your online submission points will be set up and to view the recommended approaches to marking. Your Programme Administration team is setting up submissions in alignment with the new guidance. Members of the EMA Programme team are very happy to discuss your particular requirements with you if you do not feel that they are reflected in the processes outlined below.

Turnitin
- Electronic Document
- Digital Submission
- Physical Submission

Blackboard & Assignment
- Large Files
- Group Work
- Multiple Files
- Presentations
- Online Quiz
- In Class Test
- Discussion Board
- Blog / Journal / Wiki

Academic submission route and marking options diagrams – Decision Trees

The diagrams below will assist you in identifying the appropriate marking tools where there are different options for submission. The options are based upon the assessment requirement and how feedback needs to be provided. Your Programme Administrators are setting up assessment submission points in alignment with this guidance. Please consider if you will require training to use the tools.
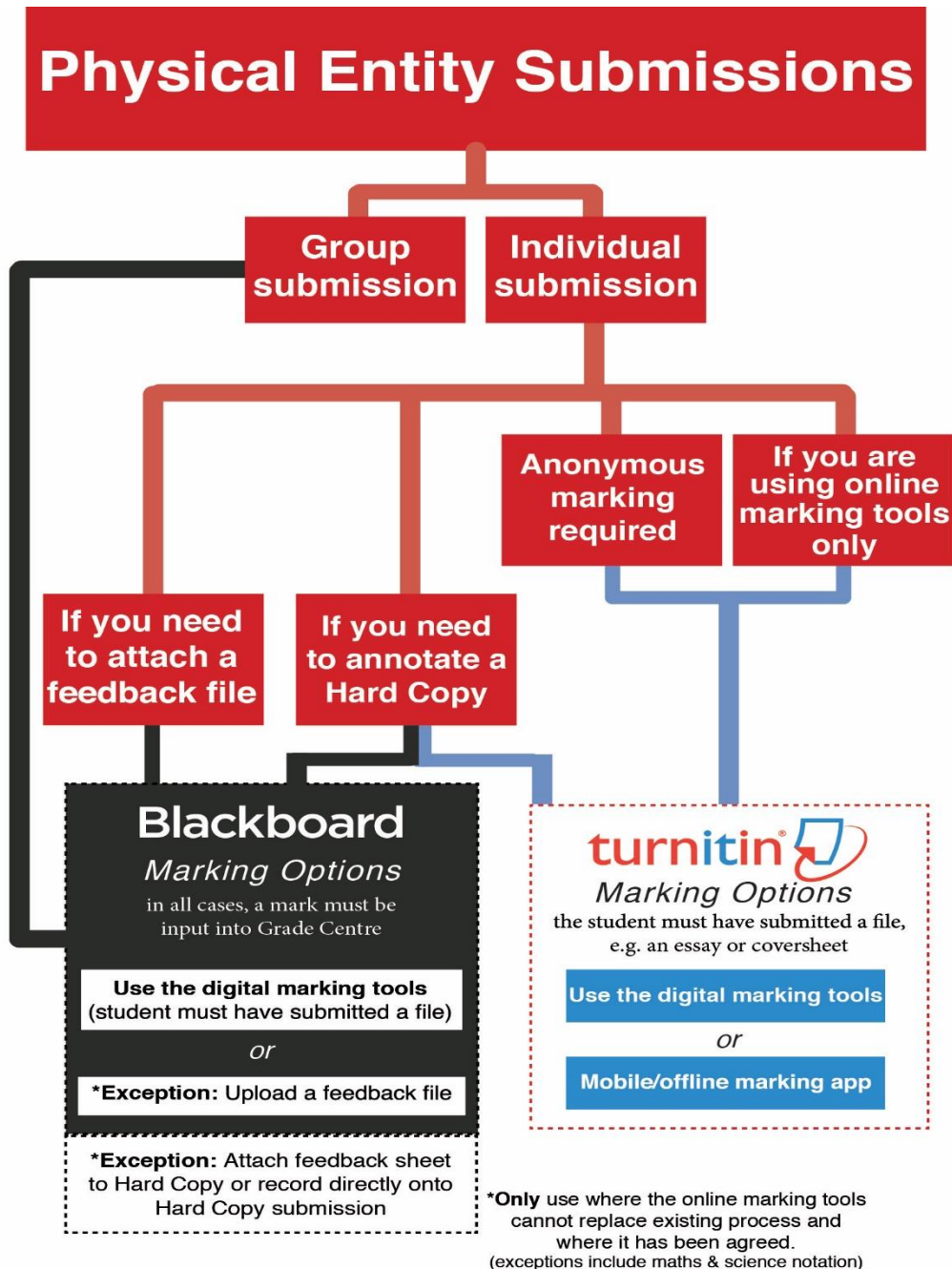
i.   Electronic Document

Electronic document includes any assessments completed using Microsoft Office that can be submitted online via Turnitin or Blackboard, for example essays, research, briefing papers, portfolios, photo diaries, reports etc. (This covers majority of the assessments.)
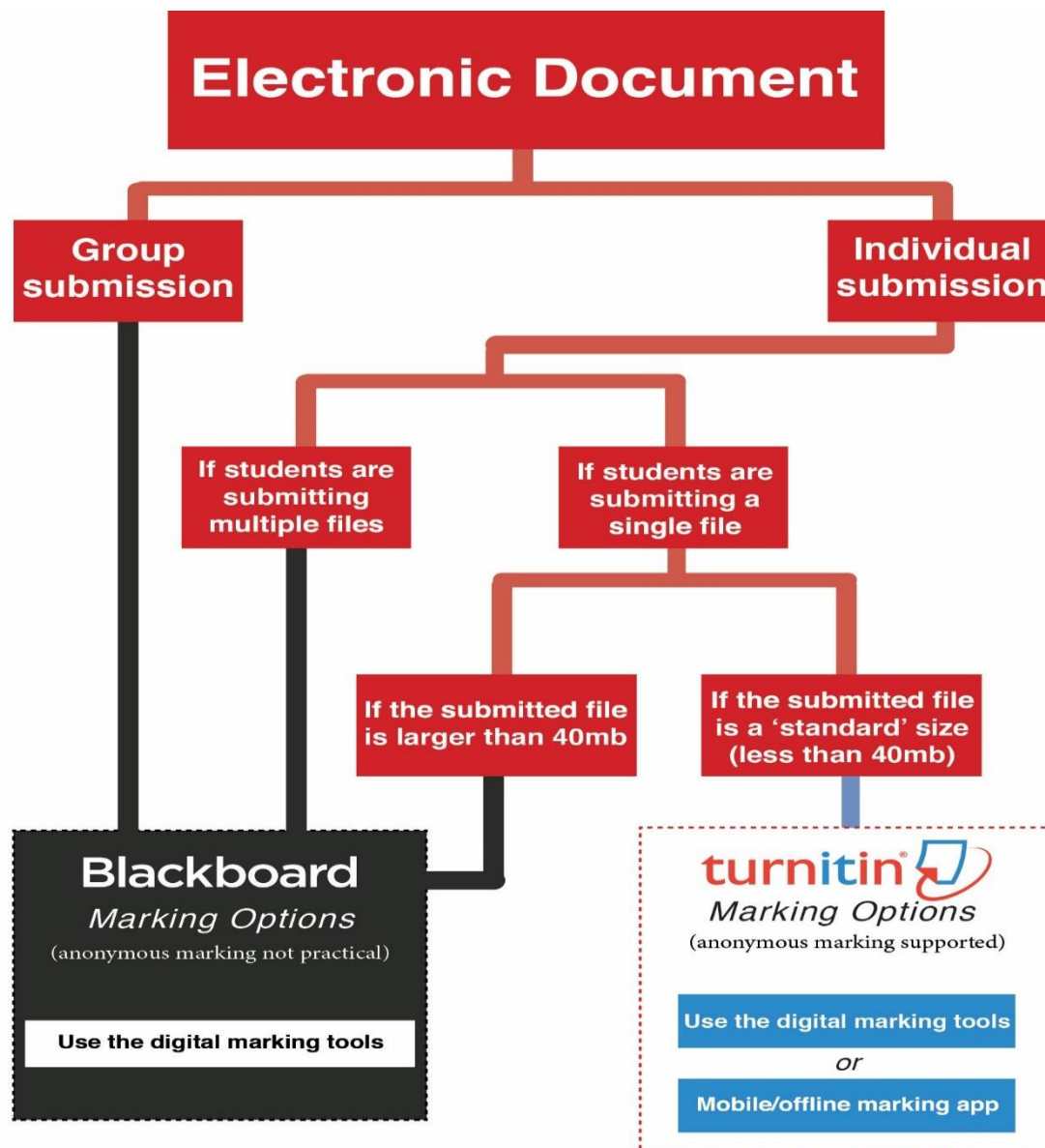
ii.   Physical Entity Submissions

Physical entity submissions include any "physical" submissions like notebook, field notes, art exhibition, lab books/reports, in-class tests, MCQ's and any assessments that have to be submitted in hard copy due to the type of assignment. Assessments containing mathematical and/or scientific notation, for example, may fall into this category.

Physical Entity Submissions

- Group submission
- Individual submission

- Anonymous marking required
- If you are using online marking tools only

- If you need to attach a feedback file
- If you need to annotate a Hard Copy

Blackboard
Marking Options
in all cases, a mark must be input into Grade Centre

Use the digital marking tools
(student must have submitted a file)

or

***Exception:** Upload a feedback file

***Exception:** Attach feedback sheet to Hard Copy or record directly onto Hard Copy submission

turnitin
Marking Options
the student must have submitted a file, e.g. an essay or coversheet

Use the digital marking tools

or

Mobile/offline marking app

***Only** use where the online marking tools cannot replace existing process and where it has been agreed.
(exceptions include maths & science notation)

iii.   Presentation

This involves the submission of work presented in class as a part of an assignment.