
E-SUBMISSION

Enquiries about failed submissions

As the use of e-submission grows, the E-learning Team has dealt with increasing number of requests from students asking for information about failed submissions. The E-learning Team would like to develop a working procedure to deal with these queries to ensure that all requests are dealt with in the same manner.

Most cases of failed submissions are related to errors which have occurred at the time of submission. In these cases the student received a message warning them that their submission was not successful. We have no reported cases of students receiving a successful submission receipt and then encountering problems.

We propose the following procedures for all appeals relating to failed e-submissions:

1. All requests for information about failed electronic submissions are to be sent to elearning@aber.ac.uk by the relevant department / Institute. Any students sending requests to the team directly will be directed back to either their tutor or the departmental administrative staff responsible for their level of study.
2. All requests should include the following information. Any requests not including this information will be returned asking for this information. Please note that this may hold up the request being processed:
 - a. Code and name of the module/s involved
 - b. Time and date of submission attempts
3. Information Services will need at least three (3) full working days to process requests. Information Services retains the relevant log files in an easily accessible state for one (1) month - all requests should therefore be made within a month of submission.
4. Information about submission accesses and any errors will be sent back to the department. This information will include confirmation of whether the student made an attempt on the submission and any error reports.
5. Information Services cannot guarantee that the results of such an investigation cover all problems as not all errors are logged by the system. We recommend that this evidence is used along with other information that the department has about the student.

The Data Protection Manager reminds departments that students would normally have a right to see access logs and therefore there is an expectation that all requests of this nature would be sent to Information Services. This document has been prepared in

consultation with the Data Protection Manager and all queries about this aspect of the procedure can be sent to infocompliance@aber.ac.uk

ADVICE TO STAFF

Staff are advised to take the following steps to minimise student problems:

- a. Arrange a practice submission for all students, with confirmation that files have been successfully submitted.
- b. Check submissions within one (1) day of the deadline. This will ensure that any students who have not submitted are identified as early as possible, and any problems can be followed up quickly. The E-learning Team can advise staff on methods of identifying students who have not submitted, including using the Blackboard Early Warning / Retention Centre.

ADVICE TO STUDENTS

Students are advised to take all steps necessary in advance to avoid making requests:

- a. Attempt the submission in sufficient time before the deadline for any problems to be dealt with before the submission is due.
- b. Attempt any practice submissions that are made available using the computer they are planning to use for actual submissions. If their own personal computers are not able to be used for submission, they should use the university computers available in a number of locations across the University.
- c. Check that their work has been successfully submitted immediately after submitting. Advice about how to check submissions is available via AberLearn Blackboard as well as on the Information Services FAQs site.
- d. Report any problems to both their department and the E-learning Team (elearning@aber.ac.uk) as soon as possible.
- e. Save copies of any emails sent by the system confirming submission, as well as taking screenshots of any error messages.

This information is available to both staff and students via Blackboard and the Information Services frequently asked questions. Departments are also advised to include the details in their handbooks to students as well as in any discussions of e-submission.