

Student queries about e-submission

Students occasionally experience difficulties when submitting assignments electronically using Turnitin or Blackboard. In some cases, you may not be able to submit or may find out later that your assignment hasn't uploaded correctly.

We understand that these situations can cause concern, particularly around deadline times. This guidance sets out a consistent process for handling queries about submissions, making sure that queries about submission are dealt with fairly and in a timely manner. You can get support from your personal tutor.

If you do have any problems when you are submitting, please keep screenshots of any error or warning messages you see. These may help us deal with your query. Also, have a look at the Advice to Students at the end of this document. Further information on submission can be found on our FAQs.

Raising a query

To help ensure that queries are responded to promptly and consistently:

- Students should raise any concerns about e- submissions with their module co-ordinator and also email their departmental email address.
- If you contact Digital Education directly, we will ask you to contact your departmental email address for support and guidance.

Running an Activity Search

All staff can look at the Activity Log in Blackboard. Information on how to use it can be found on the [Blackboard help site](#). Note that records are only kept for 120 days.

If staff need information further back than 120 days, the [Activity Search](#) in myadmin.aber.ac.uk can provide information whether a student has clicked on a submission link.

Please note that while this information can be very helpful, **not all technical issues are recorded by the system**, and an Activity Search may not capture every possible problem. The Activity Search records what a student has interacted with and the time and date of that interaction.

The Data Protection Manager reminds departments that students would normally have a right to see the results of an Activity Search. 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 for Staff

We recommend the following to help students become familiar and feel confident with the submission process:

- Arrange a practice submission for all students and confirm that all files have been successfully submitted. Any students who have problems with the practice submission should contact elearning@aber.ac.uk for advice.
- Staff should check submission points within one (1) day of the deadline passing. This will ensure that any students who have not submitted work can be identified as early as possible, and any problems can be checked quickly. The Digital Education Team, (elearning@aber.ac.uk) can advise staff on methods of identifying students who have not submitted.

Advice for Students

Before submitting

- Start your submission with plenty of time before the deadline, allowing time to deal with any technical issues that may arise.

- Take part in any practice submissions, ideally using the same computer and browser you plan to use for your final submission.
- If you experience difficulties using a personal device, university computers are available at various locations across campus.
- Check the Prifysgol Aberystwyth University Status webpage for details of any IT problems which may impact your submission. If our systems are not working properly, arrangements are in place to contact students with submission deadlines.

After submitting

- Check immediately that your work has been successfully submitted. Guidance is available in the Blackboard Assessment and Feedback area and via the FAQ [How do I check that my assignment submission has been successful?](#)

If you experience a problem

- If the deadline hasn't passed, contact the Digital Education Team (elearning@aber.ac.uk) and your departmental email address as soon as possible so that support can be provided.
- If the deadline has passed, please contact your departmental email address promptly to explain the situation. You can also report the issue to the Digital Education Team (elearning@aber.ac.uk).
- Where possible, we recommend that you keep copies of submission receipts, confirmation emails, and screenshots of any error messages, as these can be helpful when dealing with a query.

This information is available to both staff and students via Blackboard and our FAQs. Departments are also advised to include the details in their handbooks for students.