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clickUP assessments in ITS computer laboratories:

Roles and responsibilities

June 2023

This document should be read with the Examinations and Related Matters Regulation. It gives a description of the responsibilities of the Academic Departments, Education Innovation, and the Department of Information Technology Services during a clickUP assessment that is conducted within a computer laboratory managed by ITS.

All parties must adhere to the timelines as set out below regarding computer laboratory bookings, creating question sets, setting an assessment, delivery of an assessment, and reporting.

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Lecturer training		

• Lecturers are advised to attend training as indicated in the **Examinations and Related Matters Regulation**.	• Provide training to lecturers as UP priority courses:
	  • The use of objective items
	  • Training on the use of clickUP and Turnitin for assessment
		• Manage laboratories used for training interventions by EI

Laboratory booking		

Centrally scheduled assessments (Semester tests, Examinations) that take place in Computer laboratories on the Hatfield, Groenkloof, and Mamelodi campuses:
• The AD verifies that the correct venues were booked via Module Lookup in PeopleSoft.
• If the incorrect venue is booked, or if there is no booking available, the AD must contact the DESA Scheduling office with the following information:
  • Module code
  • Number of students
  • Length of the assessment
  • Type of venue = computer laboratory
 	
Assessments that are not scheduled via the central booking system:
• The AD books the applicable computer laboratory using the online
	• EI can assist with compiling sign-up sheets in clickUP on request if the number of students is larger than the capacity of the laboratory.	• A system-generated confirmation message is sent to the person who made the booking, as well as the relevant EI staff member.
		• Notification of all cancellations will be sent by SCS to the relevant EI staff member.
		• SCS ensures that at least two computers are available during each session to mitigate possible computer-related problems during a session.
		• Time allocated to students with special needs or disabilities

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booking system available at http://labadmin.up.ac.za at least one month in advance. Assessments should not be set up for a specific date before the computer laboratory booking has been confirmed. ● Take note: Laboratory bookings are made on a first-come, first-served, basis. ● The computer laboratories are available for online on-campus assessment on weekdays from 7:30-16:00. After-hours assessments can only be conducted in exceptional circumstances and are subject to the availability of EI and SCS staff, overtime project approvals, and other resources required. ● Where possible, the full capacity of the laboratories should not be booked. At least two computers should be left available to mitigate possible computer-related problems during a session. ● Sessions that are no longer required must be canceled with the relevant SCS staff member via email as soon as it becomes known that the session will not take place, but no later than 2 working days before the booked session to allow enough time to inform all stakeholders. ● Sufficient time must be booked for each laboratory session. **Formula to calculate laboratory session time:** Laboratory Session Time = Assessment time + 15 minutes (entrance and exit time) + Time required for additional time students (if necessary) + *Feedback time (5 min, ONLY for formative assessments) * **NOTE:** Students will always be able to return to the feedback if feedback is allowed – this practice may compromise the question		needs to be taken into consideration before the laboratory booking is finalised. Should additional time be needed for a student after the finalisation of the laboratory booking, the AD needs to verify with the laboratory personnel whether the additional time can be accommodated in the current booked time slot. ● SCS staff will manage the feedback time for formative assessments and may shut down the computers if the students do not stop perusing the feedback to manage the booked times for all users of the computer laboratories.

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banks. If this is not acceptable, a separate Review session must be scheduled in the laboratory after marks are available. If multiple assessments have to be completed within the same session (for the same module), the formula is: Laboratory Session Time = Assessment time + Time required for additional time students + 15 minutes + 5 minutes for each assessment. If feedback is needed for these sessions, refer to * above. **Example of session time calculation**: For a test of 60 minutes where students may see feedback for 5 minutes, and if there is a student who needs an additional 10 minutes per hour, the total session length will be 90 minutes. 90 minutes = laboratory booking time for this example. (When setting the assessment, the timer of the assessment will be set to 60 minutes and the display time should be set to allow 30 minutes after the laboratory booking time.) ● The AD must inform SCS of any students with special needs or disabilities at the time of the booking. Should additional time be needed for a student after the finalisation of the laboratory booking, the AD needs to verify with the laboratory personnel whether the additional time can be accommodated in the current booked time slot. ● To adhere to University regulations, all on-campus online examinations, via the **Internet** or any other system, are physically invigilated to ensure students complete the examination with integrity. ● Students are allocated different time slots if the number of students is larger than the capacity of the laboratory. A departmental procedure or sign-up sheets in clickUP may be used to allocate the time slots.		

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• Lecturers must emphasise to students the importance of being on time for a test session as stipulated in the Examinations and related matters regulations of the University. **If students are late, i.e. after the punctual commencement of the test or examination session, they will not be allowed to take the assessment**. • If a lecturer requires support from EI during an assessment, the lecturer must notify EI of the booking date and time of an assessment by forwarding the confirmation received from SCS.		
Creating/selecting question sets		
• Lecturers create their own question sets in POOLS in clickUP or • Use the Word format for Respondus to create questions • If the Respondus format was used, lecturers import the questions into clickUP**.** • Question sets should be updated regularly and new question sets should be introduced. Students can compile sets of questions used for test and examination purposes if question sets are not updated regularly. This leads to the appearance of "leaked tests". • If you need assistance with setting up questions for clickUP tests, contact your Instructional Designer at least 10 working days before the test to ensure there is enough time to set up these questions and do the test settings. • **Include** the integrity statement as approved by the Registrar and DESA in the instructions of EACH online assessment (clickUP Test, clickUP assignments, Turnitin assignments, Graded tools) • Approved integrity statement:	• Provide Help documentation on how to set ○ Tests ○ ClickUP assignments ○ Turnitin assignments ○ EXAMINATIONS: Note that the settings for examinations differ from that of other assessments. • Provide support with ○ Respondus if needed ○ Conversion of QuestUP tests to clickUP. • Provide guidance about question types, and which questions may work or not work depending on the question structure/formulation.	

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"The University of Pretoria commits itself to produce academic work of integrity. I affirm that I am aware of and have read the Rules and Policies of the University, more specifically the Disciplinary Procedure and the Tests and Examinations Rules, which prohibit any unethical, dishonest, or improper conduct during tests, assignments, examinations, and/or any other forms of assessment. I am aware that no student or any other person may assist or attempt to assist another student, or obtain help, or attempt to obtain help from another student or any other person during tests, assessments, assignments, examinations, and/or any other forms of assessment".		
Setting up assessments		
• Lecturer chooses which questions /topics should be used in the assessment and their display options (random block/question sets) • Lecturer sets the settings for the assessment (time, shuffling, feedback, etc.): **Pay careful attention to these guidelines to minimise possible problems during test taking**. https://clickup.up.ac.za/bbcswebdav/xid-74396349_1 **Important note 1:** Lecturers must make sure the "Force Completion" option is **NOT** selected from "Edit the Test Options". If this option is selected, students will not be able to resume their test if moved to another computer or during **load shedding** when the computer restarts. **Important note 2:** Lecturers must set a password on the test to prevent students outside the venue from writing the assessment. • The lecturer and moderator (if applicable) proofread the assessment before it takes place.	• Provide guidance and documentation about clickUP test settings • Check the settings of a test on request from a lecturer if needed. • EI may compile assessments on request in accordance with the specifications provided by the lecturer.	SCS makes sure that all computers are fully functional and set up in accordance with the applicable test image.

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• If students have not used clickUP for assessment previously, lecturers should conduct a mock test at least 2 days in advance to allow students to make sure they can log in to clickUP. If they are not successful **in changing** their password, students can contact ITS Support (studenthelp@up.ac.za; (012) 420 3837) for assistance. This must be done before the assessment. The mock test is to ensure students are able to access clickUP and know how to navigate within clickUP. This assessment may be done on students' own devices. • Communicate the relevant information to students through a clickUP Announcement. • If you need assistance with clickUP test option settings, contact your Instructional Designer at least **2 working days** before the test to ensure there is enough time to do the test settings. • If you need assistance from an Instructional Designer to set up your assessment, contact the person at least **5 working** days before the test to ensure there is enough time to set up the assessment. • Any updates to computer software associated with the assessment needs to be arranged with SCS staff at least 14 days in advance and should be tested and signed off by the lecturer at least 3 days before the assessment.		
Delivery of the test/during the session		
• In accordance with the UP registration regulations students are only allowed to write assessments for modules they are registered for. Students need to be registered at least 24 hours before the assessment.	• EI cannot provide invigilation support for each test due to resource limitations. • Lecturer to request EI personnel to be on standby if necessary during office hours.	• The standardised CBT image must be loaded on all the computers in the computer laboratories. • The browser version in all the computer laboratories must be the

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• Students should make sure that their UP Student Portal login credentials are up to date. They should know their username and passwords. • A departmental representative must be available (in person or telephonically) to answer subject-specific questions and make decisions on additional time, re-taking of assessments, etc. • A departmental representative must change the passwords used for students to access the assessment as soon as all students have logged in and the assessment has started. • One departmental invigilator or representative must be present 5 minutes prior to the beginning of the assessment when assessments are taken in the computer laboratories. • Before the test session begins, the departmental representative must review handouts or examination booklets, to ensure that the correct number of handouts or booklets are available. • In accordance with the Examinations and related matters regulation of the University of Pretoria, one invigilator per 50 students must be present during the assessment at all times. Note; EI and SCS do not act as invigilators. • The assessment may be canceled if a departmental invigilator is not available. • Invigilators must inform SCS if there is any valid reason why an assessment should be delayed. • Invigilators must make sure that each student has a valid student card before the student is permitted to take the assessment. The General Academic Regulations and Student Rules 2022 (p.105) states: "**No access to the test or examination venue will be allowed without a valid student card. Students are obliged to identify themselves positively by means of a valid student card when writing a test or examination.**"		same and must be in accordance with the requirements of the clickUP developer. • The presence of a permanent SCS staff member in the computer laboratory is a prerequisite for an assessment to take place. • **NB: In accordance with the University of Pretoria test and examination rules, on punctual commencement of the assessment, no students coming late will be allowed to enter the venue.** • SCS staff will place an attendance slip at each workstation before the assessment begins. • It is the responsibility of SCS staff to solve all technical problems in laboratories under their control. • SCS staff announces test rules and guidelines. • SCS staff explains the login procedure through the UP Portal / directly to clickUP to the students. • SCS staff provides the password for a specific session. The password will only be provided once every student has logged in. All students must start the assessment at the same time. • SCS staff must assist students to log in to take the assessment. • SCS staff will keep track of any problems experienced during an assessment session. A Google document with

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• While students are taking an assessment, the invigilators must verify that the student's name and surname displayed on the computer screen corresponds to the student name and surname on the card and that the photo on the student card corresponds to the student who sits at the computer. • **Students who finish the assessment early, and wish to leave the venue early, must raise their hands and the invigilators will check that they have submitted their assessments, before they are allowed to leave the testing venue.** This is done in order to prevent students from continuing with the assessment from outside the computer laboratory. • Invigilators are responsible for the orderly conduct of students during the assessment session and must ensure that all test and examination regulations of the University of Pretoria are adhered to. • Invigilators must ensure that each student receives an attendance slip and that a completed slip is handed in after the assessment. The slip serves as backup confirmation that a student did indeed take the test, in the event of technical problems. • The invigilator takes responsibility to deliver the attendance slips to the AD. SCS will not take responsibility for slips left behind in the laboratory. • Invigilators must remain in the laboratory until all students have completed the assessment. • All relevant legal health-related protocols must be adhered to as applicable at the time of the assessment. • In accordance with the University of Pretoria Examinations and related matters regulation, the AD must store the slips for backup purposes in case of a dispute or inquiry for at least one year after the date of the assessment.		the reports will be available to EI and SCS. • SCS staff will communicate with EI during the test session via Google Chat or WhatsApp or other applicable means if necessary. • If a student experiences a technical problem with a specific question or assessment, SCS will record the problem and report it appropriately on the prescribed template. • SCS staff may automatically lock all assessment screens at the end of the test session after the scheduled feedback time. • Power failures will be handled according to the Examinations and Related Matters regulation. SCS will inform EI that the assessment must be rescheduled if necessary.

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• Power failures will be handled according to the Examinations and Related Matters regulation. In case of a power failure, the invigilator must warn students not to leave their seats or the venue and they may not communicate with one another until a decision about the commencement of the assessment is made. The assessment should be rescheduled if the disruption lasts longer than 15 minutes. If power is restored immediately, it would not be necessary to reschedule. • Provide ITS Lab staff with contact details of EI faculty instructional designers. • Lecturer to request EI personnel to be on standby if necessary.		
Reporting		
• Lecturer provides an incident report to DESA (Login to UP Portal, go to PeopleSoft Campus Solutions, click on the Exam Incident Report Tile) • Lecturer access Grade Center to view marks of students and mark short, file upload, and essay questions • Lecturer views and interprets item analysis reports and improves questions. • Lecturer can remark questions that were problematic for students • Contact EI regarding technical problems with the results	• Assist lecturers with requests as necessary.	• Provides an incident report regarding any problems experienced during the assessment to EI on the SCS reporting template.