



Online Similarity Checking Policy

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Related Documents	University Assessment Regulations

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V1.0	01.08.2016	Academic Quality & Development	First Published version
V1.1	23.09.21	Quality Assurance & Enhancement	Minor revision to Section 2.1, to confirm applicability to all SCQF Levels.

GCU Online Similarity Checking Policy

1. Policy statement

Online similarity checking applications are widely used in higher education to help students develop high quality academic writing and referencing skills, and to enhance their understanding of plagiarism and collusion. Recognising the value of this approach, GCU provides access to Turnitin UK and expects its use to be embedded across all programmes.

2. Principles

- 2.1. All standard academic summative submissions of written assessment, i.e. those that are primarily text-based, will be submitted through similarity-checking software, such as Turnitin. This is applicable to written assessment submissions at all SCQF levels.
- 2.2. Students will normally have the opportunity to submit at least one piece of coursework through Turnitin for formative purposes in their module before being required to submit a summative assignment.
- 2.3. GCU recognises that academic judgment is required to interpret the results of a Turnitin originality report.
- 2.4. Students will be provided with support and guidance in understanding and interpreting a Turnitin originality report from induction onwards, including through access to PLATO, the online plagiarism tutorial <http://plato.gcal.ac.uk/> and in associated module documentation.

3. About Turnitin

- 3.1. Turnitin holds a database of all student papers previously submitted worldwide, current and archived internet web sites, periodicals/journals, books and other publications. New submissions are checked against the database and matched on sequences of words.
- 3.2. Turnitin is available to GCU staff and students via GCULearn, the University's virtual learning environment.

4. Implementation

- 4.1. Programme teams should adopt a consistent approach to the use of Turnitin across modules, addressing the following points where its use has been agreed:

- The academic rationale for using Turnitin and for any variations in approach. This may relate to its use as a formative tool with multiple submissions to support the development of academic writing skills in early stages of study, moving to just one formative submission as a final check of referencing, quotes and bibliographies in more advanced stages of study
- Where hard copies of assignments are required, the front cover should indicate the Turnitin similarity score

4.2. Each module handbook will include statements for students regarding –

- The academic rationale for the use or non-use of Turnitin in the context of the assessments for that module.
- A reminder to students that draft submissions should not be added to the Turnitin database as this renders the originality report on a final version difficult to interpret.
- A reminder to students to submit their assignment through the correct module only.
- Where multiple submissions are allowed, a reminder to students that they can submit to Turnitin only once in 24 hours.
- Confirmation to students that only final originality reports for any given assignment will be considered for grading/marketing purposes.
- Students should be informed that work suspected of plagiarism may be submitted to Turnitin as part of a plagiarism investigation process.
- Students should be advised that their assignments may be retained under the University's name in the Turnitin database and may be used for disciplinary investigations concerning other students after they have left the University.

4.3. Student assignments containing alternative formats and media such as graphics, audio, video, formulae and software coding cannot be checked by, or in some cases submitted through, Turnitin. In addition, files over 40 MB in size cannot be uploaded.

4.4. A similarity score should not be advanced as the sole reason for suspecting that a piece of work is plagiarised. In the first instance, staff should consult the following:

- Appendix B, *The GCU Staff Guide to Interpreting a Turnitin Originality Report*
- The Turnitin Plagiarism Spectrum
turnitin.com/assets/en_us/media/plagiarism_spectrum.php
- The GCU Code of Student Conduct
- <https://www.gcu.ac.uk/aboutgcu/supportservices/governance/complaintsstudentconduct>

The Code of Student of Conduct includes Plagiarism and Cheating which were previously included in the University Assessment Regulations

5. Procedures in the event of a failure of service

5.1. The operational status of Turnitin is actively monitored by the ACADEMIC DEVELOPMENT AND STUDENT LEARNING Blended Learning Team, School Learning Technologists and the IT HelpDesk. In the event of a failure of service of Turnitin, the communication procedures described in detail in Appendix D, *Communication Procedures for E-Submission Issues and/or Loss of Service*, will be implemented.

6. Further information

This policy should be read in conjunction with:

- Good Practice Guidelines for Staff on E-Submission of Assessments (Appendix A)
- Staff Guide to Interpreting an Originality Report (Appendix B)
- TurnitinUK Submissions – a Quick Guide for Students (Appendix C)
- Communication Procedures for E-Submission Issues and/or Loss of Service (Appendix D)
- The GCU Code of Student Conduct

<https://www.gcu.ac.uk/aboutgcu/supportservices/governance/complaintsstudentconduct>

School Resources on the use of Turnitin and Grademark (available from School Learning Technologists)



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Appendix A

E-Submission of Assessments through Turnitin UK: Good Practice Guidelines for GCU Staff

Electronic submission of summative coursework by students through Turnitin is increasingly used across the University and is actively encouraged. The GCU Online Similarity Checking Policy states that all standard academic summative submissions of coursework will be submitted through Turnitin.

Turnitin is a similarity checking application that is used to help students develop their academic writing and referencing skills and enhance their understanding of plagiarism and collusion. Before using Turnitin, you should read the GCU Online Similarity Checking Policy Guidelines.

To ensure a smooth e-submission process, the following practices are recommended:

1. Plan your Submission Timescale

- Ensure your date and time for submission are set for when students can contact someone if they have an issue. In practice this means:
 - avoiding a deadline of midnight on Friday unless you are available to be contacted
 - generally trying to avoid Friday as a submission day.
 - ideally setting your submission time for before 12 noon.

2. Be aware of the limitations of the file submission system

- Turnitin accepts a text file size of up to 40MB (or approximately 400 pages of text).
- Specify a file type so your students know what format to submit, what you want to assess and what the system will accept.
- Screenshot 1 below illustrates the Turnitin details which are shown to students when they are submitting their coursework.

Requirements for single file upload

- File must be less than 40 MB ([read suggestions](#) to meet requirements)
- Files must have at least 20 words of text
- The maximum paper length is 400 pages
- File types allowed: Microsoft Word, Excel, PowerPoint, WordPerfect, PostScript, PDF, HTML, RTF, OpenOffice (ODT), Hangul (HWP), Google Docs, and plain text

Screenshot 1

3. Complete the assignment submission settings

- Complete the required settings to suit your assignment. Screenshot 2 below shows an example of settings which meet GCU's three week feedback timescale requirements:

New Assignment

Assignment title ⓘ
Summative coursework ✓

Point value ⓘ
100 ✓
Optional

Allow only file types that Turnitin can check for originality
 Allow any file type ⓘ

Start date ⓘ
05-Jan-20' [calendar icon]
at 10 : 00 AM

Due date ⓘ
28-Jan-20' [calendar icon]
at 10 : 00 AM

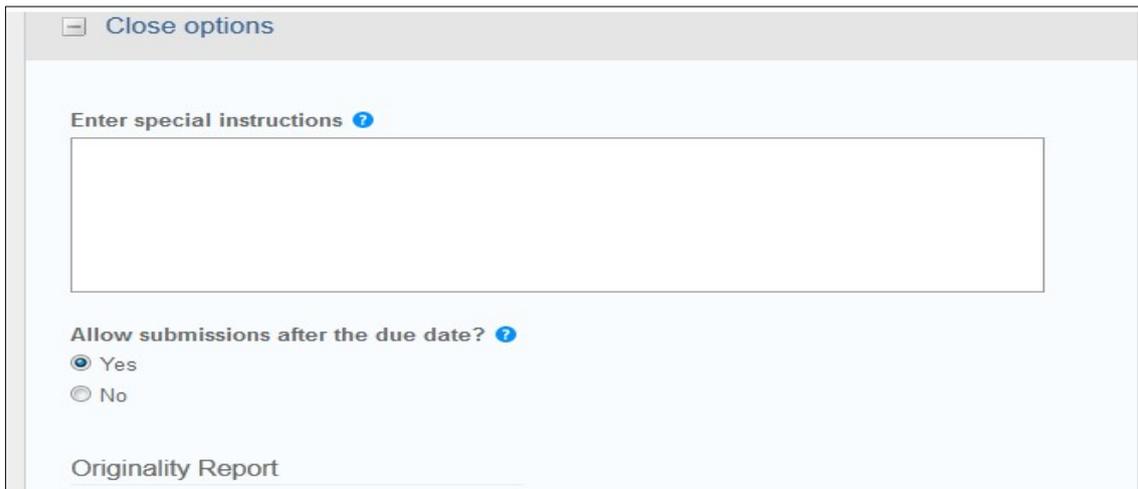
Post date ⓘ
17-Feb-20' [calendar icon]
at 10 : 00 AM

NOTE: For assignments with Anonymous Marking enabled, the post date determines when grades are posted to the Blackboard Grade Centre and when the author names are made available. Otherwise, in Blackboard, the post date relates to the availability of GradeMark papers only and has no bearing on when grades are posted to the Blackboard Grade Centre.

+ Optional settings

Screenshot 2

- Screenshot 2 shows the top level settings. You should enter a relevant total in the point value cell to enable proper marks entry in Grade Centre. Select “*Optional settings*” to add some further key information as shown in Screenshot 3 below.



Screenshot 3

- If you are unsure how to proceed in terms of settings for your assessment, then please contact your School Learning Technologists.

4. Further actions to help reduce student submission issues

- The *Enter special instructions* section is where you can help your students by specifying what is expected of them and what to do if they have a submission problem.

Enter special instructions 

By submitting this piece of coursework via TurnitinUK from your personal GCU Learn account, you are confirming that it is all your own, original work and that it has not been submitted elsewhere in fulfilment of the requirement of this or any other award. You also confirm that you are aware of, and have adhered to, the GCU Code of Conduct for Students (available on the GCU website via this shortened link

<https://bit.ly/3ATSKqv>)

The final submission date and time is [28 January 2016 at 10.00am UK time]. Late submissions may/may not be accepted and will be marked based on the module handbook regulations.

Do not leave your submission until the deadline owing to possible congestion on the submission software.

If you do have a problem, then take a screenshot of the error message and send an e-mail to your module tutor with the screenshot attached.

- You should also make this information available to students outside of the Turnitin submission.
- Screenshot 4 shows examples of other actions to be added to suit the requirements for your assignment:

Allow submissions after the due date? ?

Yes
 No

Originality Report

Generate Originality Reports for submissions? ?

Yes
 No

Allow students to see Originality Reports? ?

Yes
 No

Reveal grades to students only on post date?

Yes
 No

Screenshot 4

Finally, most of these guidelines will have some relevance to other forms of e-submission but will require some adaptation. Your School Learning Technologists, ACADEMIC DEVELOPMENT AND STUDENT LEARNING Blended Learning team and your colleagues can help support you not only with e-submission but also on using the range of assessment tools in GCULearn. Further guidance is available at:

Instructor Quick Start Guide

guides.turnitin.com/01_Manuals_and_Guides/Instructor/Instructor_QuickStart_Guide **Interpreting a Similarity Report**

guides.turnitin.com/01_Manuals_and_Guides/Instructor/Instructor_User_Manual/21_Originality_Check **Turnitin for iPad** guides.turnitin.com/01_Manuals_and_Guides/iPad_User_Manual



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Appendix B

GCU Staff Guide to interpreting a Turnitin Originality Report¹

This guide aims to explain some of the terminology used by Turnitin and how to begin to interpret the Originality Report produced by Turnitin when a student submits an assignment. Turnitin does not (and cannot) tell Instructors whether a paper has or has not been plagiarised, but simply provides the tools to help instructors locate potential sources of plagiarism, or incorrectly cited text.

Assignment Inbox

The 'assignment inbox' is where all the submissions, settings, originality reports and similarity indices for an assignment can be viewed and accessed. To open the inbox for a particular assignment you should:

1. Log into GCULearn and go to the module containing the assignment that you wish to access.
2. In the Control Panel click on 'Course Tools' to expand and click on 'Turnitin Assignments'.
3. Click on the name of the assignment and you will be taken to the 'inbox' for the assignment.

Once you are in the assignment inbox you will be presented with a list of all students and several columns containing information. Each of the column headers can be clicked to 'sort' the column and clicked again to reverse the sort.

<input type="checkbox"/>	AUTHOR	TITLE	SIMILARITY	GRADE	RESPONSE	FILE	PAPER ID	DATE
<input type="checkbox"/>	SOH Student1	Lorem Ipsum 1	0%		*		39734909	16-Jan-2015
<input type="checkbox"/>	SOH Student2	Lorem Ipsum 2	0%		*		39734962	16-Jan-2015

Similarity index

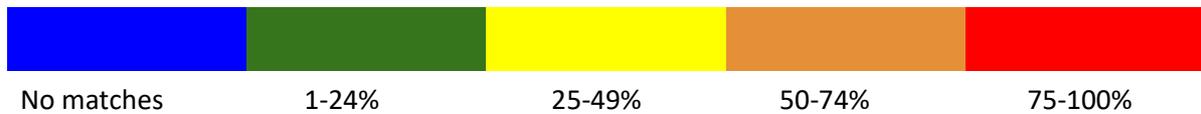
The 'Similarity Index' is located in the column titled 'SIMILARITY' within the inbox of an assignment. Once a student has made a submission and an Originality Report has been generated (only if '**Generate Originality Reports for submissions?**' was selected when setting up the assignment), then this column will show a percentage and a coloured flag, based on the submitted

¹ Guidance on interpreting a similarity report developed by SHLS

work's similarity to the Turnitin repository and internet sources, including a database of published journals. The coloured flag allows "at a glance" indication of submissions of "potential interest".

N.B. It is **NOT a 'plagiarism score'** but merely a summative total of the percentages of all matches between the Student paper and other sources. It is very much dependent on the Assignment settings and as such there can be no cutoff point where plagiarism begins and ends.

*"Turnitin does not determine whether a paper has or has not been plagiarized. Originality Reports are simply tools to help instructors locate potential sources of plagiarism, or text which may have been incorrectly cited. Therefore, only instructors can deem what is a "good" or "bad" score, as interpretation of the data can only be made by the instructor."*²



By clicking on the heading '**SIMILARITY**' you can sort all the indices in to order to best identify the ones that may require attention.

Originality Report

The Originality Report produced by Turnitin is simply a tool which quantifies similarity between a piece of student submitted work and the Turnitin repository and internet sources, including a database of published journals, and lists those sources as an aid to detecting possible plagiarism.

It is **NOT a 'plagiarism report'**.

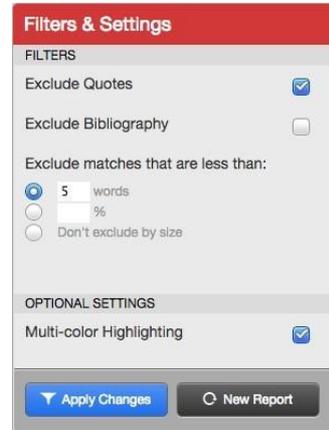
To access the Originality report, click on the Similarity Index or the coloured flag in the assignment inbox.



Make sure that the "Originality" button is selected in the top left (image on left).

² http://turnitin.force.com/pkb/articles/en_US/Knowledge_Article/Originality-Report-Interpreting-Results-Instructor

You may need to play around with the filter settings in order to make the best use of the report. You can access it in the bottom right of Turnitin by clicking the  button. You'll be presented with a box resembling that on the right.



For example, sometimes selecting “Exclude Bibliography” can cause more of the paper to be excluded than you actually wish.

Also, setting “Exclude matches that are less than” to 3 or less can cause large similarity due to commonly used phrases or subject specific terminology.

The settings on the right ‘should’ work in the majority of cases though. Press the “Apply Changes” button when you are done.

You can also see a “breakdown” of the total to individual matches by clicking on this icon  in the top right.

Hover your mouse over the list and click the arrow  to see the match within the original paper.

Commonly asked Questions and Answers

What percentages are safe?

What is the cut-off percentage?

What is a good or bad score?

There is no hard and fast rule regarding any of these questions. For example a student copying a new or obscure journal article might get a really low index (even 0%) but through writing style or other sources might be deemed to be plagiarising, whereas, a student making a 2nd or 3rd diet submission might get a really high index (100% is possible) when their submission matches a previously submitted one.

N.B. this is not self-plagiarism since their 1st diet submission was a fail and therefore did not contribute to their award.

How can you find submissions that ARE plagiarised?

This is really down to academic judgement by considering **ALL** the information available including the Similarity Index, the Originality Report, list of matches, student’s work etc. For example if a Similarity Index is high compared to all the others and stands out then it probably warrants a more

in depth look at the sources. Similarly if the writing style of a section changes dramatically yet does not match any sources then further investigation may be required. A student needs to have found the source somewhere so Google may be a start to finding a source that has not been identified by Turnitin.

Similarly, a fact that shows up in someone's work that was used in previous years but not in recent ones **MAY** indicate resubmission of part of an assignment from a time before Turnitin. Tips to locating these sources include:

- Try copying and pasting the title into Google between double quotes “ ”. This keeps the text as a phrase rather than searching for occurrences of the individual words.
- Similarly, try with a short section of text that is obviously written in a different style.
- Ask your colleagues to read the section of the assignment. If it comes from an article then they might recognise it.
- Ask the student about it. This is probably a last resort as, without evidence, the student will most likely deny any wrongdoing. However they may own up when put in the spotlight.

Here are a few suggestions for how educators and administrators can consider the different types of plagiarism:

1. **INTENT MATTERS**

The Plagiarism Spectrum at turnitin.com/assets/en_us/media/plagiarism_spectrum.php emphasizes the range of intent, which when coupled with prevalence and problematic scores, provides educators with guidance in terms of developing appropriate academic responses. For example the 'Clone', (submitting another's work, word for word, as one's own), with its high problematic and severity scores, warrants a more extreme response, whereas an instance of the 'Mashup' (mixing copied material from multiple sources), while fairly prevalent, does not demonstrate the same severity of intent and thus should not be handled in the same way.

2. **GUIDE STUDENTS**

There is a range of intent behind student plagiarism, highlighting the range of awareness that students may have about the ways in which plagiarism can take form. Educators would do well to provide students with information and guidance around the types, not only to help curb instances of unintentional plagiarism, but to also let students know that their instructors are wise to the ways in which they might inappropriately include information in their written work.

3. **USE OriginalityCheck®**

As instructors work with students on their drafts, they should give them access to view their Originality Reports in Turnitin. This will give students the opportunity to see where they may have improperly paraphrased or inadvertently misused a source. Also, consider asking students to address the Originality Report findings in a "reflection" assignment, i.e. what did the students

learn about their papers through the Originality Report, and what steps will they take to address those concerns?

For more information on different types of plagiarism and their levels of severity, please refer to the Plagiarism Spectrum at http://turnitin.com/assets/en_us/media/plagiarism_spectrum.php



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Appendix C

Turnitin Submissions – A Quick Guide for GCU Students

1. Introduction

Turnitin is a similarity checking application that is used to help students develop academic writing and referencing skills, and enhance understanding of plagiarism and collusion. Turnitin holds a database of all student papers previously submitted worldwide, current and archived internet web sites, periodicals/journals, books and other publications. New submissions are checked against the database and matched on sequences of words.

You may be asked to submit your coursework online by using Turnitin within GCULearn. Your lecturer will provide details of when and what to submit within the module. This short guide leads you through the process of e-submission by outlining what you should know, what to do in the event of getting an error message, and a visual run through.

If you would also like more general support to enhance your academic writing and referencing skills, then please contact your School's Learning Development Centre.

2. What you should know before you start

- You should aim to submit your assignment at least 15 minutes before the deadline to avoid any last minute problems.
- There is a maximum file size of 40MB (approximately 400 pages of text).
- The usual file format to be used is .docx, .doc, .odt. or pdf. The module lecturer will advise the required format in the assignment submission details.
- You can only submit more than once if this feature is enabled by your lecturer.
- Consequently, you can only resubmit once every 24 hours.
- You will get a digital receipt on screen and an e-mail will be sent to your Caledonian e-mail account.
- An originality report normally takes about 10 minutes to generate but can take longer during busy submission periods.
- Only you and your lecturer can see your originality report and feedback.

3. The Dreaded Error Message

If an error message appears on the screen, you will need to capture it by using either the Ctrl, Alt and PrtScn buttons on a PC or the cmd, shift + 3 buttons on a Mac to copy and paste the details into a word document. Attach the saved version of the word document to an e-mail and send it to your module lecturer or programme administrator depending on your submission instructions.

You are responsible for providing evidence of the error message which prevented you from submitting your assignment on time.

4. Submitting your assignment – a run through

Your module e-submission instructions will normally be available via the Assignments menu button within your GCU Learn module and in your module handbook, but do check with your lecturer if you are unsure.

These screenshots indicate what to look for but make sure you read the details on the screen during the submission.

Assignments

 **Student test 1**

Details of submission requirements should appear here. For example, type of document and deadline. If you get an error message then, take a full screenshot, copy and paste it into a document which can be attached to an e-mail and sent [your lecturer, programme administrator]
>> [View/Complete](#)

Select **View/Complete** to get,



Assignment Inbox preferences

Welcome to your new class homepage! From the class homepage you can see all your assignments for your class, view additional assignment information, submit your work, and access feedback for your papers. ✕

Hover on any item in the class homepage for more information.

Class Homepage

This is your class homepage. To submit to an assignment click on the "Submit" button to the right of the assignment name. If the Submit button is grayed out, no submissions can be made to the assignment. If resubmissions are allowed the submit button will read "Resubmit" after you make your first submission to the assignment. To view the paper you have submitted, click the "View" button. Once the assignment's post date has passed, you will also be able to view the feedback left on your paper by clicking the "View" button.

Assignment Inbox: NetskillsCourse18

	Info	Dates	Similarity
Student test 1		Start: 01-Dec-2014 10:00AM Due: 19-Dec-2014 11:00PM Post: 14-Jan-2015 12:00AM	

[Submit](#) [View](#) 

Press **Submit** to get,

Submit: **Single File Upload** STEP ● ○ ○

First name

Last name

Submission title

[What can I submit?](#)

Choose the file you want to upload to TurnitinUK:





Select **Choose from this Computer** and browse to where your submission is saved, possibly on a USB/portable drive. You can also try the two other methods but you may get network connectivity issues depending on your location. Select **Upload** when you have found the file you wish to upload,

Submit: [Single File Upload](#) ▾ STEP ● ○ ○

First name

Last name

Submission title

What can I submit?

Clear file

You will now get a preview of your submission for you to check that you have uploaded the correct version, select **Confirm**,

Please confirm that this is the file you would like to submit...

« Page 1 »

Author:
James Emery_PreviewUser

Assignment title:
Student test 1

Submission title:
Student test 1

File name:
studentaccesssturnitin.docx

File size:
82.34K

Page count:
1

Word count:
158

Character count:
773

Accessing TurnitinUK feedback and originality reports in GCULearn.

This is how you locate your feedback or originality reports after having submitted your coursework via TurnitinUK.

If you have added your work via a GCULearn module Assignment button click on it -> look for your assignment title.



Click on View/Complete to get a screen layout similar to the one below.

Read the information above but the 4 main points are:

1. The Submit button is used to load coursework into the TurnitinUK.
2. The Similarity percentage indicates to both you and lecturer the degree to which your submission matches other items in the TurnitinUK database.
3. "View" enables you to see your feedback online once it has been released which is indicated by the bold date. The paper with comments is downloaded within "View", look for this information at the bottom left of your screen.
4. The  icon allows you to download a copy of your submitted paper.

You will now see your **digital receipt** which you can screen capture or access by clicking on Return to assignment list.

Congratulations - your submission is complete! This is your digital receipt. You can print a copy of this receipt from within the Document Viewer.

Author:
James Emery_PreviewUser

Assignment title:
Student test 1

Submission title:
Student test 1

File name:
studentaccesssturnitin.docx

File size:
82.34K

Page count:
1

Word count:
158

Character count:
773

Submission date:
17-Dec-2014 11:47 AM GMT

Submission ID:
38662258

« Page 1 »

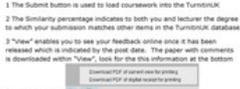
Accessing TurnitinUK feedback and originality reports in GCULEARN

This is how you locate your feedback or originality reports after having submitted your Coursework via TurnitinUK.

If you have added your work via a GCULEARN module Assignment button click on it -> look for your assignment title.



Click on View/Complete to get a screen layout similar to the one below.



Read the information above but the 4 main points are

- 1 The Submit button is used to load coursework into the TurnitinUK
- 2 The Similarity percentage indicates to both you and lecturer the degree to which your submission matches other items in the TurnitinUK database.
- 3 "View" enables you to see your feedback online once it has been released which is indicated by the post date. The paper with comments is downloaded within "View", look for this information at the bottom
- 4 The icon allows you to download a copy of your submitted paper.

Return to assignment list

Select **download arrow** for your digital receipt.

Assignment Inbox: NetskillsCourse18

Dates	Similarity	
Start 01-Dec-2014 10:00AM Due 19-Dec-2014 11:00AM Post 14-Jan-2015 11:00AM	0% <div style="width: 10px; height: 10px; background-color: #0070c0; display: inline-block;"></div>	<div style="display: flex; gap: 5px;"> <div style="background-color: #0070c0; color: white; padding: 2px 5px; border-radius: 3px;">Submit</div> <div style="background-color: #d9d9d9; padding: 2px 5px; border-radius: 3px;">View</div> <div style="background-color: #d9d9d9; padding: 2px 5px; border-radius: 3px; display: flex; align-items: center; gap: 2px;"> </div> </div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 2px; font-size: 8px;"> <div style="background-color: #d9d9d9; padding: 2px 5px; margin-bottom: 2px;">Originally submitted format</div> <div style="background-color: #d9d9d9; padding: 2px 5px; margin-bottom: 2px;">PDF format</div> <div style="background-color: #d9d9d9; padding: 2px 5px;">Digital receipt</div> </div>

You will also get an **e-mail** with a message similar to the one below.

Dear James Emery_PreviewUser,

You have successfully submitted the file "Student test 1" to the assignment "Student test 1" in the class "NetskillsCourse18" on 17-Dec-2014 11:47AM. Your submission id is 38662258. Your full digital receipt can be downloaded from the download button in your class assignment list in Turnitin or from the print/download button in the document viewer.

Thank you for using TurnitinUK,
The TurnitinUK Team

5. Interpreting your Similarity Report³

As noted earlier, Turnitin is a similarity checking application which generates a report highlighting areas in your work where it has found similarity with other documents in its database.

- Turnitin gives your piece of coursework a 'Similarity Score' (sometimes called an 'Originality Index').
- Turnitin does not detect plagiarism by itself. The similarity report it produces needs to be reviewed to determine whether the highlighted areas can be interpreted as plagiarism.
- A high similarity score does not necessarily mean that there is plagiarism (e.g. it might just mean that you've used popular quotes that lots of other essays have used).
- Turnitin simply points out areas that may be of concern, and are perhaps worth a second look to double check.
- **On some occasions a high score may be ok. A low score may not be.**
- So check carefully the areas that are highlighted in your text. Have you –
 - Put in quotation marks and references for all your quotes?
 - Made sure the reference list and any bibliography are complete?
 - Accidentally cut and pasted from a website and forgotten to put in the reference?
 - Made sure that you haven't paraphrased a source rather too closely (although that may still be ok, *if* you have referenced it correctly)?

The main question is... have you referenced your work carefully, comprehensively and consistently?

If you are not absolutely sure what constitutes plagiarism you should log into GCU Learn where you will find an item called **PLATO** (Plagiarism Teaching Online). Click on that and follow the instructions. PLATO is a very useful online tutorial that will take you through the basics of plagiarism.

For full details of how to interpret your similarity report, please see the Turnitin guide at: https://guides.turnitin.com/01_Manuals_and_Guides/Student/Student_User_Manual/17_Originality_Check#Interpreting_the_Similarity_Report

³ Section 5 adapted from guidance by Dr Catriona Miller, GSBS



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Appendix D

Communication Procedures for E-Submission Issues and/or Loss of Service

The status of Turnitin is actively monitored by the IT Helpdesk, School Learning Technologists and the ACADEMIC DEVELOPMENT AND STUDENT LEARNING Blended Learning Team through Twitter and e-mail notification. In addition, staff and students may raise an issue with the IT Helpdesk and/or School Learning Technologists. **When there is an indication of a loss of service, the ACADEMIC DEVELOPMENT AND STUDENT LEARNING Blended Learning Team, School Learning Technologists and the IT HelpDesk will agree on the appropriate course of action as outlined below.**

Communication Procedures

The action taken will be dependent on the specifics and nature of each situation (e.g. duration of interruption, imminence of deadline, potential effect on students, etc). The action taken will be from the following options:

SCENARIO 1: Individual students have a local access or technical problem, perhaps from home or an off campus location.

- If students are accessing Turnitin and receive an error message, they should be advised by their tutor to capture this by taking a screenshot and sending it to their tutor by email as described in Appendix C, Turnitin Submissions: A Student Guide. This error can then be investigated. Students should also be referred to the Assessment Regulations and Policies issued by Quality Assurance and Enhancement.
<https://www.gcu.ac.uk/aboutgcu/supportservices/qualityassuranceandenhancement/regulationandpolicies/universityassessmentregulationsandpolicies>.

SCENARIO 2: Where there is limited systems failure, and the duration, timing or scale of the interruption is deemed not to be significant –

- Learning Technologists will email staff in their Schools to inform them that there has been a limited systems failure.
- Students will **NOT** be informed as the impact is minimal and submission deadlines are not imminent.
- **Staff, if questioned, should inform students to wait and try to submit again in due course.**

SCENARIO 3: Where there is a major and sustained systems failure and submission deadlines are imminent –

- The IT HelpDesk will inform **all staff** via GCU ALL that there has been a major and sustained systems failure.

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- The IT Helpdesk will inform **all students** that there is a problem with the submission process. Students will be told that they **MUST** continue to check both their email and GCULearn for revised submission guidance.
- The ACADEMIC DEVELOPMENT AND STUDENT LEARNING Blended Learning team will post an announcement on the landing page of GCULearn.
- **Students are then responsible for regularly checking their emails and the VLE announcements for updates on revised submission guidance.**
- Any notification of revised submission procedures for specific module assignments will be conveyed by **module tutors or programme administrators**. This can be done by sending an Announcement in the module in GCULearn or by e-mailing all students on the module with a recommended course of alternative action. For example,
 - Students can be asked to e-mail their coursework before the submission deadline to their lecturer or programme administrator.
 - The lecturer can then decide whether to upload the coursework themselves or hold off until Turnitin is operational again then request the students to upload it.
 - This approach allows the module team to retain a record of who has submitted on time.
 - Alternatively, an extended submission deadline may be set.
- The IT HelpDesk will inform **all staff and students** when the system has been restored.



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