e-Submission: Guidance for service interruption or downtime

In the event that Turnitin, UCB Online, the University network or the University's internet connection is not accessible for 4 or more hours on the day of submission i.e the assignment Due date/time (UK GMT), students will be able to submit the following day on which Turnitin, UCB Online, the University network or the University's internet connection becomes available, without a late submission penalty. Students should NOT use alternative methods to submit their work e.g via email to their tutor.

The penalty for late submission of assignments will not apply to those assignments that are submitted late due to a UCB system outage. However late submissions will be subject to the normal penalties and conditions for late submission once the University systems are working as normal again.

IMPORTANT! A technical problem may not always result in a system outage for a significant period of time. For example, an intermittent issue can occur while the system is still available and therefore students should continue to make an attempt to submit their work in such a situation. However, if students continue to experience problems and there is no notification of a system outage on any of the communication platforms that are identified in the communication procedure below, students should then contact the e-Learning team.

Part-time students with a hand-in time of 19:00 (UK GMT) who are submitting work outside of office hours, should provide evidence via email to elearning@ucb.ac.uk and copy in their lecturer as proof of the date and time that they failed to submit work. For example, evidence can be produced by pressing the 'Print Screen' button on the keyboard and pasting into the email the screenshot containing the error message that has occurred at the time they experienced the problem. The following information should also be provided in the email:
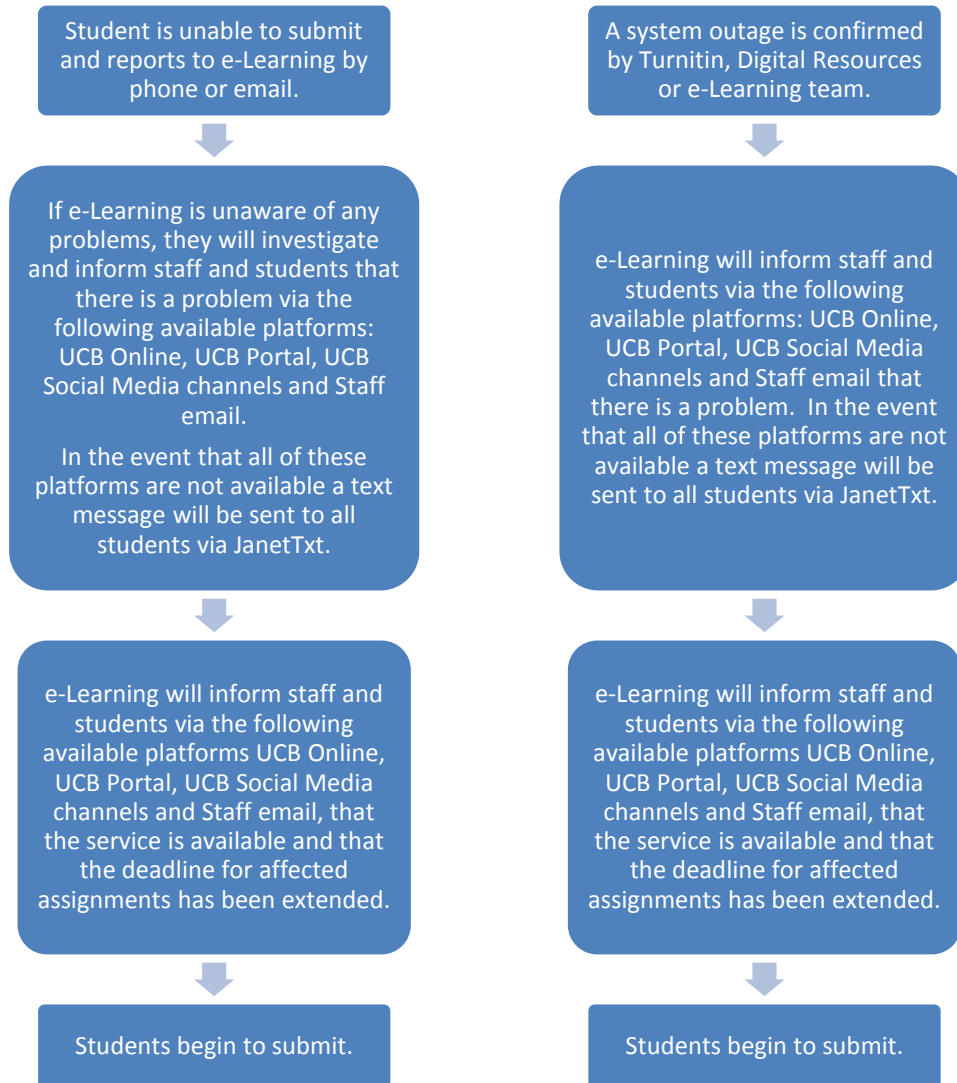
- The student ID number and full name.
- The module for which the student has attempted to submit an assignment.
- The assessment for which the student has attempted to submit work e.g coursework 1 or coursework 2.
- A description of the problem.

Evidence is only required by Part-time students who are submitting work **on** the assignment Due date **and outside** of office hours when the e-Learning team is not available. E-Learning office hours are Monday to Thursday 9am - 5:15pm and Friday 9am – 4:30pm.

If a student is unable to submit work on the assignment Due date because of individual circumstances and chooses to submit work prior to the Due date (to avoid the penalty for late submission), then in the event that a system outage prevents the student from submitting work at the earlier time, students should follow the Extenuating Circumstances procedure and submit their work immediately from the next day after the assignment Due date on which Turnitin, UCB Online, the University network or the University's internet connection becomes available. Students should NOT use alternative methods to submit their work e.g via email to their tutor.

In the event of a system outage, the following communication procedure will be applied to notify staff of students.

Communication procedure

| Student is unable to submit and reports to e-Learning by phone or email. | A system outage is confirmed by Turnitin, Digital Resources or e-Learning team. |

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| If e-Learning is unaware of any problems, they will investigate and inform staff and students that there is a problem via the following available platforms: UCB Online, UCB Portal, UCB Social Media channels and Staff email.

In the event that all of these platforms are not available a text message will be sent to all students via JanetTxt. | e-Learning will inform staff and students via the following available platforms: UCB Online, UCB Portal, UCB Social Media channels and Staff email that there is a problem. In the event that all of these platforms are not available a text message will be sent to all students via JanetTxt. |

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| e-Learning will inform staff and students via the following available platforms UCB Online, UCB Portal, UCB Social Media channels and Staff email, that the service is available and that the deadline for affected assignments has been extended. | e-Learning will inform staff and students via the following available platforms UCB Online, UCB Portal, UCB Social Media channels and Staff email, that the service is available and that the deadline for affected assignments has been extended. |

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| Students begin to submit. | Students begin to submit. |

*Note: Should a system outage occur outside of office hours, staff and students will be notified on the next working day.