



External examiner guide

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Instructions from the internal examiner

This document aims to guide an external examiner through the technical use of the Blackboard Ultra system, known as clickUP Ultra at the University of Pretoria.

The table below indicates which steps in this document will apply to you. If you are unsure about the process, please get in touch with the internal examiner.

Internal examiner choice (Tick all that apply)	Processes to follow
SAMPLE SELECTION	
☐	Use the pre-selected sample of examination submissions
☐	Choose your selection of examination submissions
ALLOCATING MARKS & FEEDBACK	
☐	Add marks & feedback in an Excel spreadsheet
☐	Use the separate rubric created for external examiners to add marks & feedback
Special instructions from internal examiner:	
Click or tap here to enter text.	

1. Access

You must provide the internal examiner with the following information to arrange access to the University of Pretoria's Learning Management system, known as clickUP.

- Initials:
- Name:
- Surname:
- ID number:
- Copy of your ID:
- Email address:

Once you received your UP username, you will need:

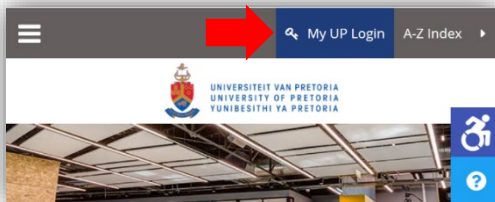
1. Access to the Internet (there is free access on campus in the computer labs and library).
2. An Internet Browser: e.g. **Chrome**  or **Firefox** (latest  versions).

Do NOT use Internet Explorer.

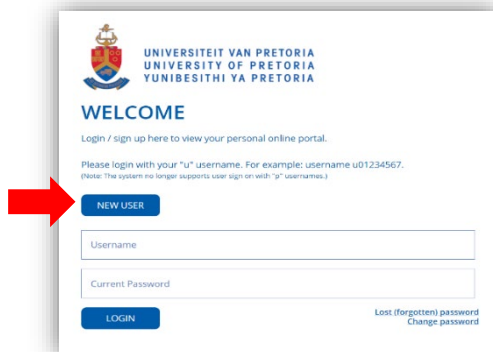


2. Create your password

1. Open your browser (Chrome or Firefox)
2. In the address bar, type the URL for the University of Pretoria's home page:
<http://www.up.ac.za>
3. Click on **My UP Login**



4. On the Login page that displays, click on the **New user** link.



5. Use the Username supplied by the University of Pretoria. It will contain 8 numbers. To use it as the username, add a lowercase u in front of the 8 digits, e.g. u12345678.

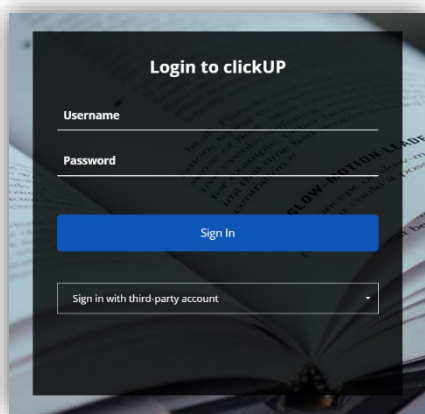
6. The system will guide you through the steps for creating security questions and to set up your password.
7. Read the steps and information (on passwords and browsers) carefully.
8. After you create your own password through the 'new user' link, you will use your password for future logins. If you forgot your password, use the 'Lost (forgotten) password' link to create a new one.



Do not share your password with anyone, or they will be able to access your account! Remember that the system is case sensitive. You must make sure that you use upper and lower case correctly when typing your username and password. For example, **U**12345678 will not work.

3. Log into clickUP

1. Open your browser (Firefox or Chrome).
2. In the address bar, type the URL for clickUP: <https://clickup.up.ac.za/>



3. Login using your UP Portal username and password (Username =u+8 digits, Password = one set up with the process described above).
4. The clickUP Home Page will display a list of modules you have access to. You can access the list again by clicking on the **Courses** link on the menu.

4. Access submissions (Sample Selection)

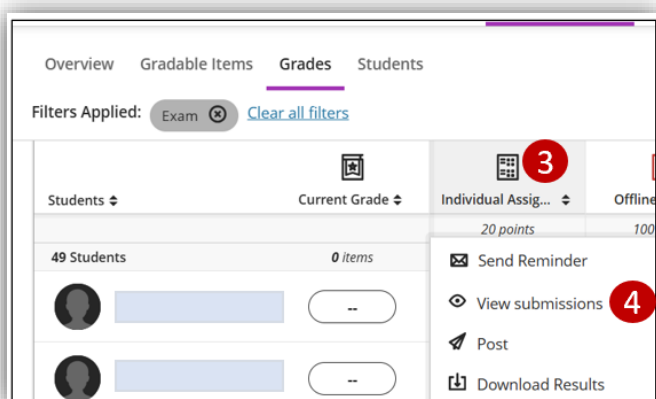
1. Copy and paste the SUBMISSIONS URL that the internal examiner sent you into the Address Bar of your Google Chrome browser. The first half of the URL will typically contain elements similar to the following: https://clickup.up.ac.za/ultra/courses/170514_1/grades?gradebookView=... Followed by the last half of the URL.
2. You will see a list of student names and the marks for each examination next to each student's name.



IMPORTANT NOTE:

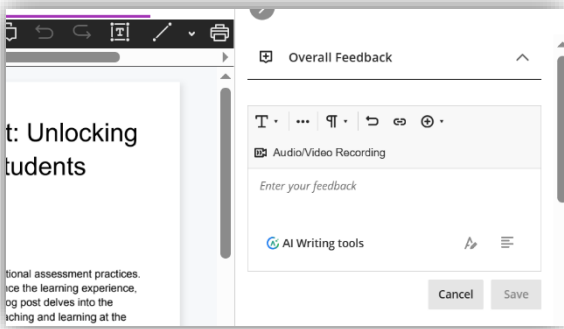
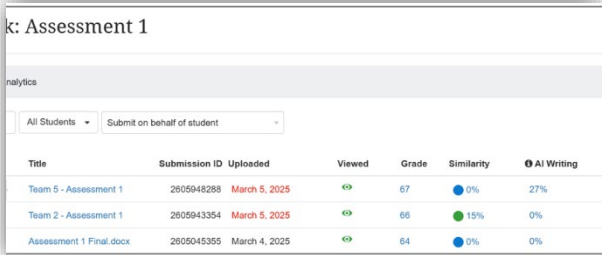
- Do NOT click on Delete under any circumstances. This will delete the candidate's submission from the system.
- Do NOT click on Exempt Grade under any circumstances. This will remove the grade from the internal examiner's calculations.
- Do NOT clear the filters

- Find the column in which you have to add marks, and click on the **Icon** of the column.
- Select **View Submissions** from the drop-down menu.



- A list of student submissions will appear.
- Click on a student's name to view their submission.
- The student's attempt will open. Depending on the type of submission, a different screen will display. Use the table below to determine which instructions to follow:

Elements displayed on page	Instructions to follow
	Go to clickUP Tests, nr. 4.1

	Go to clickUP Assignments, nr 4.2
	Go to Turnitin assignment, nr 4.3

4.1. clickUP Tests

Take note that students may have had multiple attempts; please confirm with the lecturer which attempt needs to be moderated.

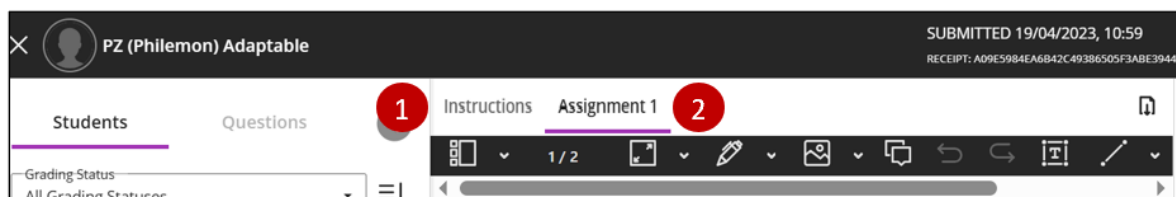
1. Scroll through the test to view questions and answers given.
2. Do not make changes to questions or change marks on the student's test itself, unless so instructed.
3. Provide marks and feedback as described at **point 5 Provide marks and feedback** below.
4. Click on **Save and Exit**.
5. Repeat the process for each candidate.

Special instructions from internal examiner:

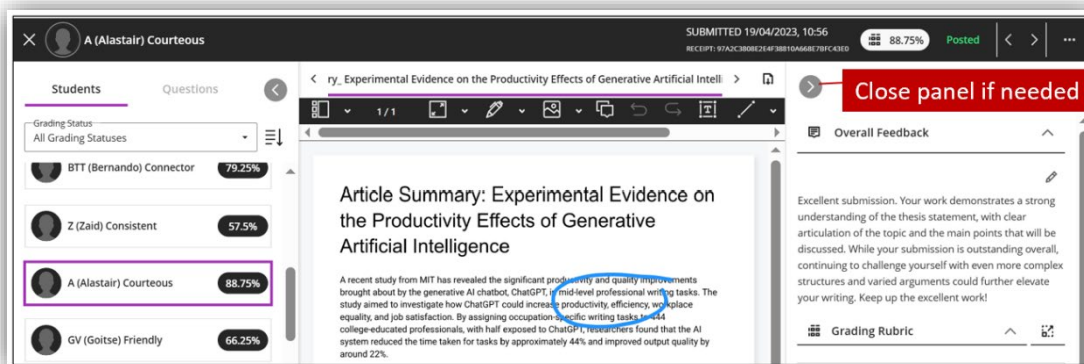
Click or tap here to enter text.

4.2. clickUP Assignments

1. To view the examination instructions, click on the **Instructions** tab at the top above the student submission.
2. To view the student's attempt, click on the **Name of the exam** in the tab at the top.



When the attempt opens, you will see a list of students on the left, the submission of the student you selected in the middle of the screen, and the grading panel on the right. The student assignment itself will display with marks and feedback from the internal examiner on the actual text/written work of the student.



3. **If the internal examiner used a rubric to assess the examination**, use the arrow (a) or the icon (b) to open it. (If there is no content beneath Grading Rubric, the lecturer did not use a rubric to mark the assignment.)

The linear view allows you to view the exam and rubric on one screen. Click on **Show descriptions**, use the arrows next to each criterion to control the amount of text to display. The description in black constitutes the **mark assigned** by the internal examiner.

The icon will open the tabular view of the rubric in a new window. The choice of the examiner will be highlighted in grey. Click on the button in front of "Show full descriptions" to see the full rubric. This layout will require you to toggle between the student submission and the rubric.

Criteria	Excellent	Good	Satisfactory	Poor
Focus or Thesis Statement 25% of total grade	The thesis statement names the topic of the essay and outlines the main points to be discussed. 85	The thesis statement names the topic of the essay. 50 - 75%	The thesis statement outlines some or all of the main points to be discussed but does not name the topic. 25 - 50%	The thesis statement does not name the topic AND does not preview what will be discussed. 0 - 25%
Sequencing 25% of total grade	Arguments and support are provided in a logical order that makes it easy and interesting to follow the author's train of thought. 90	Arguments and support are provided in a fairly logical order that makes it reasonably easy to follow the author's train of thought. 50 - 75%	A few of the support details or arguments are not in an expected or logical order, distracting the reader and making the essay seem a little confusing. 25 - 50%	Many of the support details or arguments are not in an expected or logical order, distracting the reader and making the essay seem very confusing. 0 - 25%
Sentence Structure 25% of total grade	All sentences are well-constructed with varied structure. 90	Most sentences are well-constructed and there is some varied sentence structure in the essay. 50 - 75%	Most sentences are well constructed, but there is no variation in structure. 25 - 50%	Most sentences are not well-constructed or varied. 0 - 25%
Grammar & Spelling 25% of total grade	Author makes no errors in grammar or spelling that distract the reader from the content. 100	Author makes 1-2 errors in grammar or spelling that distract the reader from the content. 50 - 75%	Author makes 3-4 errors in grammar or spelling that distract the reader from the content. 25 - 50%	Author makes more than 4 errors in grammar or spelling that distract the reader from the content. 0 - 25%

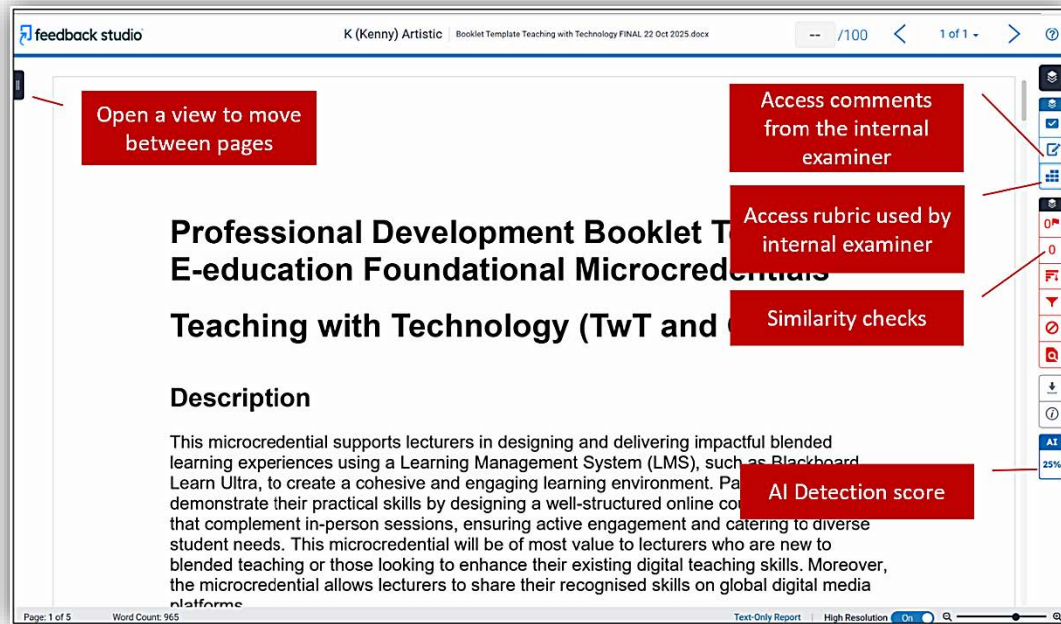
4. Provide marks and feedback as described at point 5 below.
5. Navigate to the next student you wish to moderate by clicking on their name in the list on the left.
6. Repeat the process for the next student.
7. Close the module/browser when the moderation process is complete.

Special instructions from internal examiner:

Click or tap here to enter text.

4.3. Turnitin assignment

1. Click on the Assignment submission link to the right of the student's name.
2. The submission will open in a new Tab named **Feedback Studio**. Click on the new tab to view the submission.
3. The screen functionalities are explained below.



4. Provide marks and feedback as described at point 5 below.

5. Provide marks and feedback

5.1. Use Excel created for external examiners to provide marks and feedback

- a. If the internal examiner requested that you add marks and/or comments to the Excel spreadsheet they provided, type in the **marks into column G** (Name & total mark of exam in header row) and the **comments in column J** (Feedback to Learner).
- b. Complete a separate Excel sheet for EACH component (i.e. if marks were allocated in a separate Gradebook column).

						Marks	Comments			
A	B	C	D	E	F	G	H	I	J	K
1	Last	Nan	First	Nar	User	Stud	Last	Ava	External examiner (Total Pts: 100 Score)	Marking/Notes
2	Adaptab	P	(Philen	ustudent	###	Yes	65		Feedback to Learner	Feedback Format
									Extra marks for Q.13	



IMPORTANT NOTE:

- DO NOT make any changes to the headings of this Excel sheet.
- Save the document with the same name you received it.
- Do NOT use Save As.
- DO NOT delete columns from the Excel sheet.
- DO NOT change the document type when saving it.

Special instructions from internal examiner:

Click or tap here to enter text.

5.2. Use clickUP rubric created for external examiners to provide marks and feedback

Take Note

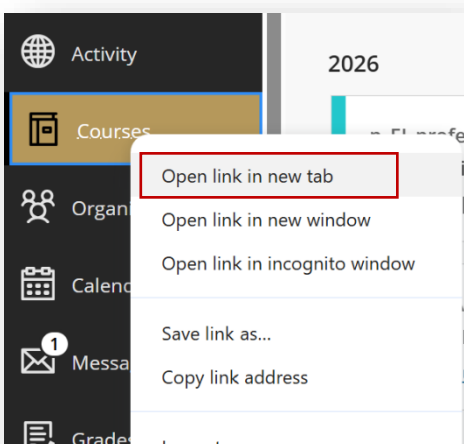
You will have to open two tabs to see the students' assignment/essay in one tab, and the External examiner's rubric in the other.



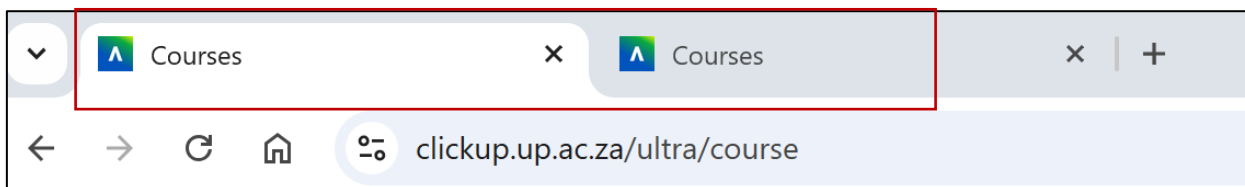
IMPORTANT NOTE:

- DO NOT click on Post Grades anywhere.

1. On the Base navigation, **right-click** on **COURSES**, and select **Open link in new tab**

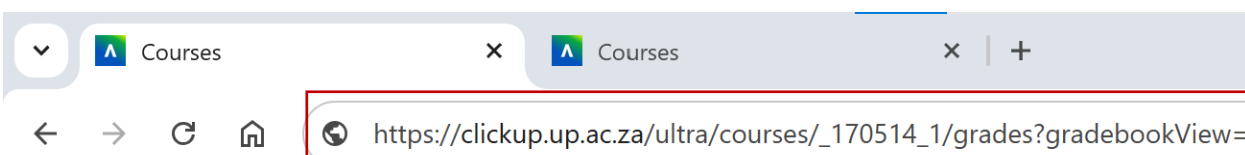


2. You will now have two tabs open.



3. **Open the students' submission in the first tab:**

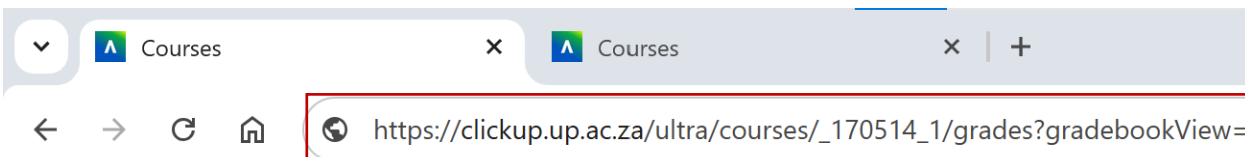
- a. Copy and paste the URL that the internal examiner sent you for the SUBMISSIONS into the Address Bar of your Google Chrome browser. The first half of the URL will typically contain elements similar to the following:
https://clickup.up.ac.za/ultra/courses/_170514_1/grades?gradebookView=... Followed by the last half of the URL.



- b. You will see a list of student names and the marks for each examination next to each student's name.
- c. Follow the steps at Step 4 above to view the graded students' submissions.

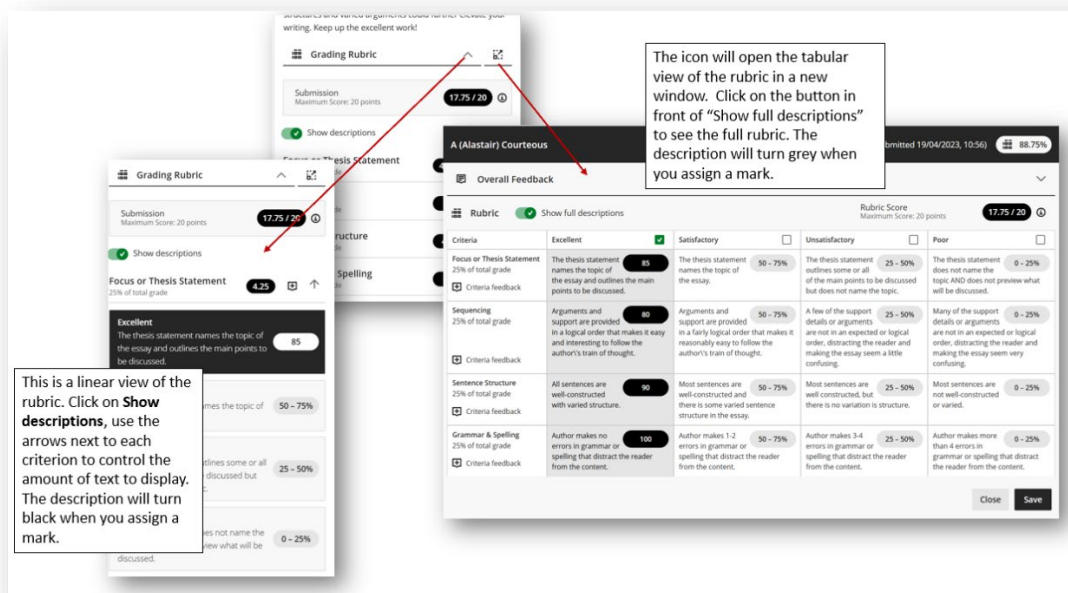
4. **Open the rubric with which to provide marks in the second tab:**

- a. Click on the other open clickUP tab.
- b. Copy and paste the URL that the internal examiner sent you for MARKING into the Address Bar of your Google Chrome browser. The first half of the URL will typically contain elements similar to the following:
https://clickup.up.ac.za/ultra/courses/_170514_1/grades?gradebookView=... Followed by the last half of the URL.



- c. You will see a list of student names and no marks where you will add the marks and comments onto the rubric that was provided.
- d. Click on the **icon** of the external examiner column, and select **View Submissions**.
- e. Click on a **student's name** you have to assess (Make sure it is the same student whose assignment is open on the other tab).
- f. On the **Create Attempt** panel that opens to the right, use the date and time as is.
- g. Click on **Save**.
- h. The marking screen will open with the rubric to the right.

- i. On the right, below the word “Submission”, click on **Show Descriptions** to show the rubric descriptions in a list view, or click on the icon  to pop out the rubric into grid format.



- j. **Assign a grade by clicking on the description** that applies to the student's work. (If a grade range is used, you have to type in the grade you want to allocate). You can add feedback at each criterion by clicking on the + icon next to it, or Overall feedback at the top of the rubric.
- k. If you use the **list** view of the rubric, close the student submission and rubric by clicking on the cross in the top left corner.
- l. If you used the **grid** view, click on **Save**, then click on **Close** at the bottom of the rubric. Close the student view by clicking on the cross in the top left corner.
- m. Move to the next student you have to evaluate on both tabs and repeat the steps above.
- n. **KEEP THE COLUMN HIDDEN FROM STUDENTS.**

