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Summary of actions for submission, marking and feedback

The below contingency actions should be followed for system downtime up to 48 hours. When system downtime exceeds 48 hours an exceptional process to consider further required actions will be triggered.

The decision on enacting this protocol will be made at an appropriate senior level

Submission

If a submission point is unavailable at the time of submission a one working day extension from the time the system is restored is to be provided to all students affected.

If Blackboard is unavailable at the time of, or becomes unavailable during, a Blackboard test the Module Leader is to liaise with the affected student(s) to arrange a suitable alternative date. Student Services are to be provided with the new date to allow for the updating of Assessment Scheduler.

Marking and Feedback

If system unavailability prevents the marking of work, for example due to being unable to access electronically submitted work, an ¹extended period of time equivalent to the duration of system unavailability (up to 48 hours) is to be allowed to complete the marking and provide feedback to students.

If there is to be a delay in providing feedback to students due to system unavailability, either at the time of marking or the time of releasing feedback, the anticipated feedback date is to be communicated to students via the Blackboard module site, although if staff can still meet the original turnaround times this is to be encouraged.

Further details of the process for managing submission, marking and feedback contingency can be found in the [submission, marking and feedback contingency process document](#).

Summary of actions for other assessment based processes

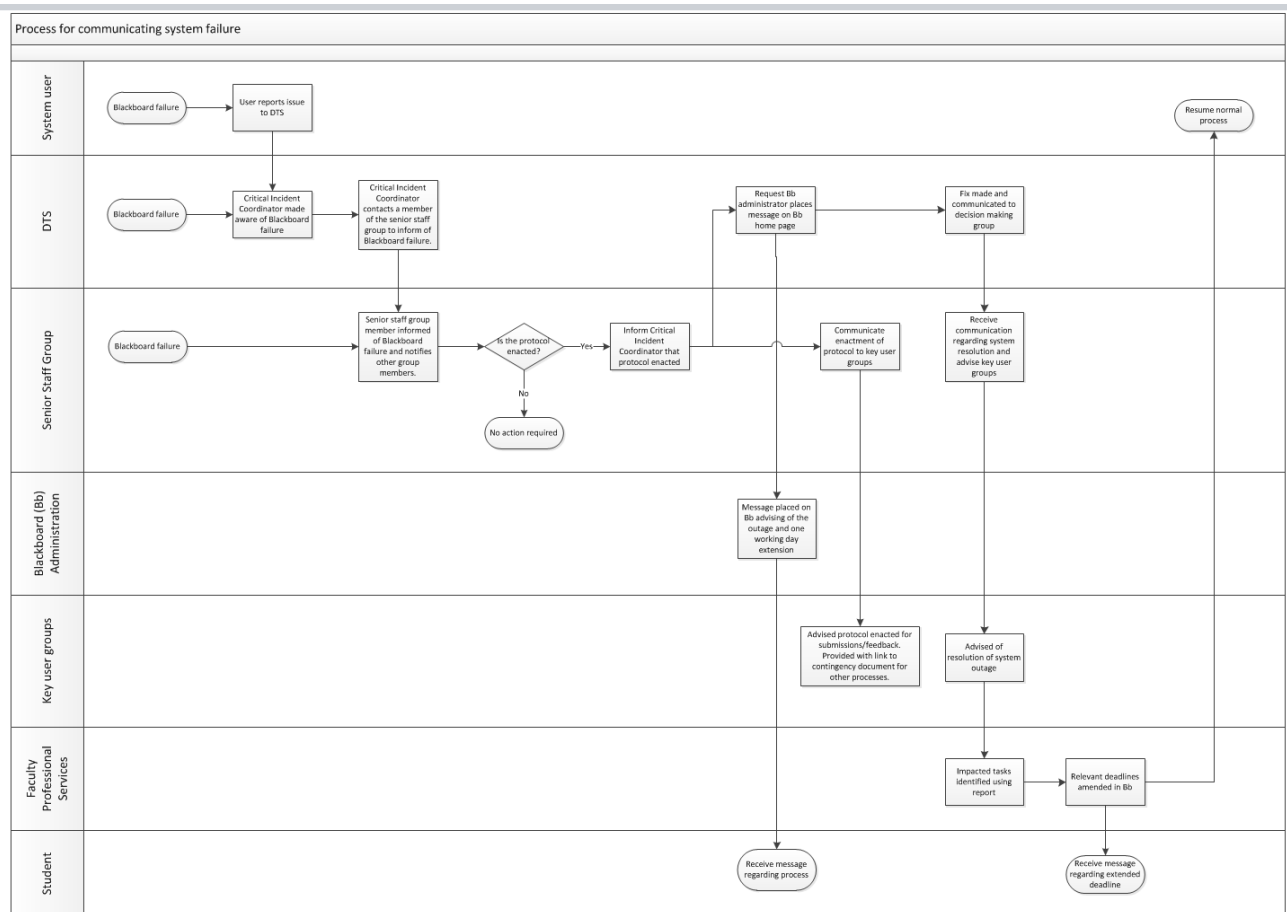
The following document summarises the actions required to mitigate the impact of any downtime of the systems the University uses to support assessment. The actions are listed under the sections of the assessment lifecycle and are broken down by system and impacted process. They vary with the time of process in which the system failure occurs.

¹ In some circumstances due to the timing of the boards the timescales for marking, feedback and the provision of marks may not be able to be extended as they will need to align to the deadlines for the boards

Process for Communicating System Failure

Any failure of IT systems should be reported to DTS via IT Help: ithelp@shu.ac.uk or ext. 3333.

In the event of Blackboard failure the following process will be implemented.



Details on the actions required in the event of other system failure can be found below.

2. Setting (assessment level)



Blackboard Unavailable

Impacted process: **Module Site Creation (Roll over and new site request)**

Affected stakeholder group(s)	Academic staff - Module Leader	
Action owner(s)	DTS	
Mitigation / action required	Following period allocated to complete site roll over	Communication sent to affected staff group from action owner, advising of delay in site creation.
	At time of new site request	

Impacted process: **Blackboard Calendar View**

Affected stakeholder group(s)	Student
Action owner(s)	Academic staff - Module Leader
Mitigation / action required	Action owner to advise students during induction of the available calendar views with reminders as required during the year. Module Leaders need to ensure Blackboard is accurate. Expectation that student will review dates throughout year so no mitigation required.

Data Warehouse Unavailable

Impacted process: Data validation and management of bunching

Affected stakeholder group(s)	Academic staff - Programme Leader, Course Leader, Module Leader Professional Services staff - Student Services
Action owner(s)	Data Warehouse Team
Mitigation / action required	Action owner to communicate system failure to affected stakeholder group. No mitigation is felt to be required due to the period of time allowed to validate data and manage bunching. Individual module dates and course views can still be obtained from Curriculum View.

SITS Unavailable

Impacted process: Data validation

Affected stakeholder group(s)	Academic staff - Programme Leader, Course Leader, Module Leader Professional Services staff - Student Services
Action owner(s)	
Mitigation / action required	Action owner to send communication to affected staff groups advising that system is down. No mitigation is felt to be required due to the period of time allowed to validate the data and manage bunching issues. Further communication when system restored.

3. Supporting



Blackboard Unavailable

Impacted process: Extension request

Affected stakeholder group(s)	Professional Services staff - Student Services Academic staff - Module Leader Student
Action owner(s)	Professional Services staff - Student Services
Mitigation / action required	No mitigation is felt to be required as Blackboard submission points are to be left open for a period of 49 days post deadline.

Impacted process: Blackboard Calendar View

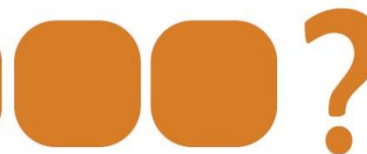
Affected stakeholder group(s)	Student
Action owner(s)	Academic staff - Module Leader
Mitigation / action required	Action owner to advise students during induction of the available calendar views with reminders as required during the year. Module Leaders need to ensure Blackboard is accurate. Expectation that student will review dates throughout year so no mitigation required.

SITS Unavailable

Impacted process: **Managing a Request to Repeat an Assessment Attempt (RRAA)**

Affected stakeholder group(s)	Professional Services staff - Student Services and Student Administration Students	
Action owner(s)	Professional Services staff - Student Services and Student Administration SI Help Communications team	
Mitigation / action required	On the day of the deadline for submitting request	Message advising of system failure added to MSR home screen by SI Help Communications. Student Services to ask student to submit as soon as system is available. Progress saves throughout completion of request form.
	Following the deadline for submitting request	Student to submit request as soon as system restored. (RRAA request form saves as it is being completed, so the student can resume filling the request form out once the system is restored). Rationale for late submission would be required. If system is unavailable at point of extenuation review by RRAA panel, panel would have to be re-convened.

4. Submitting/Sitting



Blackboard Unavailable

Impacted process: **Submission/Sitting (to include submissions to Blackboard and PebblePad and Blackboard tests/exams)**

For submission of coursework see [Summary of actions for submission, marking and feedback](#) (page 3)

In the event that students are sitting an examination using Blackboard, which has been organised by the University Examination Service, the following steps should be taken:

1. The University Examination Service should be contacted immediately on extension 225 6002, to notify them of the system failure and an estimated resolution time
2. The Examinations Manager will make a decision about what action should be taken regarding any affected examinations
3. The University Examination Service will communicate their decision to all affected examination venues to be cascaded to students

Skype/software supporting distance learning vivas, presentations etc. unavailable

Impacted process: **Submission/sitting**

Affected stakeholder group(s)	Academic staff - Module Leader Professional Services staff - Student Services and Student Administration Student
Action owner(s)	Academic staff - Module Leader Professional Services staff - Student Services

Mitigation / action required	New date and time of presentation to be agreed between student and Module Leader ML to provide details of new date and time to Student Services to enable updating of SITS.
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5. Marking and feedback



Blackboard Unavailable

Impacted process: Originality report

Affected stakeholder group(s)	Academic staff - Module tutor Student	
Action owner(s)	Academic staff	
Mitigation / action required	At the time of marking	Mark work without reference to originality report. View report once available.
	Upon completion of marking	View originality report once available. Follow student conduct process as required.

Impacted process: Marking online

See [Summary of actions for submission, marking and feedback](#) (page 3)

Impacted process: Marking offline - unable to download work

Affected stakeholder group(s)	Academic staff - Module Leader and module tutors Professional Services staff - Student Administration and Student Services Student	
Action owner(s)	Academic staff - Module Leader	
Mitigation / action required	At the time of the submission deadline passing	No mitigation required. Await system being restored.
	Up to 15 working days after the submission deadline	Work to be marked once system is restored. Any likely delay to releasing feedback to be communicated to students via Blackboard.
	16 working days or more after the submission deadline	Delay in providing feedback communicated to students via Blackboard. Work to be marked once system is restored. Module Leader to liaise with Student Administration regarding any possible impact on assessment board.

Print Shop Unavailable

Impacted process: Print to mark

Affected stakeholder group(s)	Academic staff - Module tutor Professional Services staff - Student Administration and Student Services	
Action owner(s)	Academic staff - Module Leader The Print Shop	
Mitigation / action required	The Print Shop to communicate system failure to stakeholder groups. Module Leader to consider local printing or alternative marking methods.	

Crocodoc Unavailable

Impacted process: **Marking online**

Affected stakeholder group(s)	Academic staff - Module tutor
Action owner(s)	Academic staff - Module Leader
Mitigation / action required	Action owner to advise module tutors of alternative marking methods (support may be obtained from Faculty TEL)

Data Warehouse Unavailable

Impacted process: **Review of late submissions and application of capping**

Affected stakeholder group(s)	Academic staff - Module Leader
Action owner(s)	Data Warehouse Team
Mitigation / action required	Action owner to communicate system failure to affected stakeholder group. Module Leader to either wait until marking report is available (up to a maximum of 15 working days after deadline date) or manually review submission dates and times as recorded in Blackboard against the deadline and agreed extensions, applying capping as appropriate.

6. Recording marks



Blackboard Unavailable

Impacted process: Upload of feedback and initial mark

Affected stakeholder group(s)	Academic staff - Module tutor Student
Action owner(s)	DTS Academic staff - Module tutor
Mitigation / action required	Communication to be sent to affected stakeholder groups by DTS. Academic staff await resolution by DTS and add marks to Grade Centre when system available.

7. Returning marks and feedback



Blackboard Unavailable

Impacted process: Release of feedback and mark to student

See [Summary of actions for submission, marking and feedback](#) (page 3)

8. Boards



Contingency plans to be provided by Stephen Bolton, Student Administration Operations Manager, and Cheryl Woods, Assessment Awards and Graduation Senior Officer.

Network Outage

A network outage would mean the loss of all SHU systems and is considered highly unlikely. If it were to occur it would be a major issue and the University's contingency plans would come into effect. Potential causes of network outage include a cyber attack. A fix time for network outage cannot be predicted. For some processes it may be possible to revert to non-electronic process but the likelihood is that the University may not remain open in the event of network outage.