

Blackboard and Turnitin: August 2017

IMPORTANT INFORMATION

Blackboard Communique

The LTO would like to bring to notice the following as items that staff should be aware of this semester, with regards to Blackboard, and Turnitin.

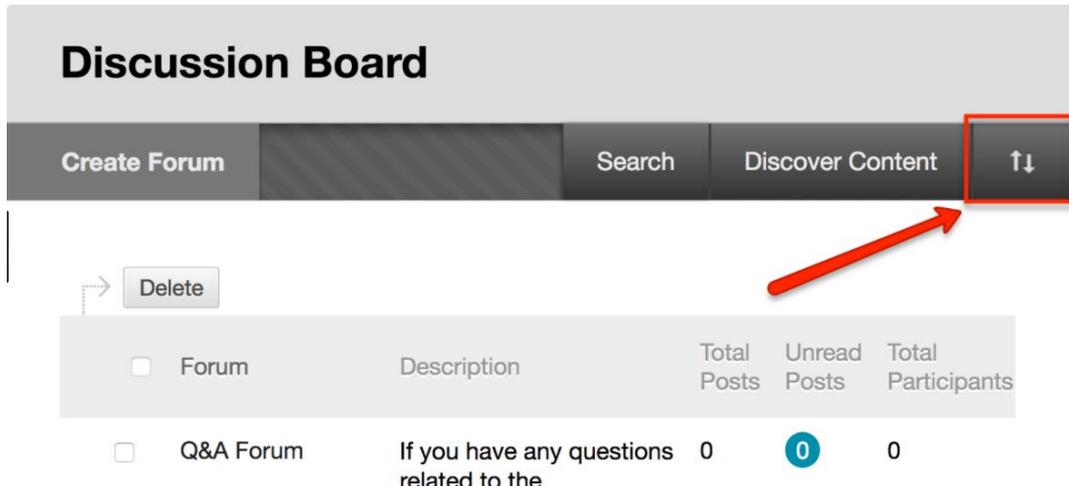
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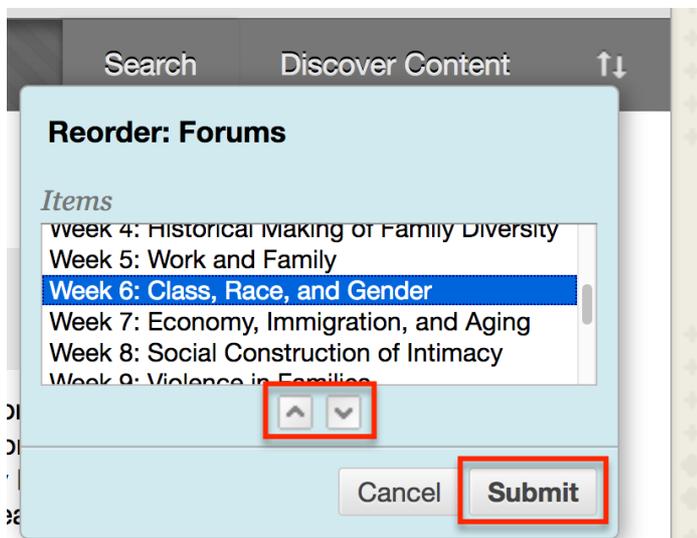
Blackboard

Unable to Reorder Course Menu Items or Contents

There is a known issue currently in Blackboard where it is, in some cases, not possible to Reorder Course Menu Items or Contents. This is due to be fixed in the next major Blackboard update to Q2 2017 at the end of the year. The workaround is to use the "Keyboard Accessible Reordering" feature.



In the Reorder box, select the item you'd like to move from the list. Use the Move Up and Move Down icons to adjust the order and click Submit.



(Ref: <https://spsfaculty.commons.gc.cuny.edu/tag/ofdit/>)

Online tests

Instances have been reported (*in isolated cases*) where a test freezes, and / or test responses are not recorded correctly (or at all). There are several variables that could result in submission failure. The following measures should be closely followed to mitigate this. Please note the following for Blackboard online tests:

- Use ONLY Firefox or Chrome internet browsers (This you are clearly doing).
- NEVER use Internet Explorer or Safari because Blackboard doesn't work well with the latter two internet browsers.
- Close all internet browsers in your computer screen.
- Open ONLY ONE Blackboard window/tab. If you open more than one window/internet browser, Blackboard interprets that you are doing more than one attempt and Blackboard will automatically save and submit your Online Test. And will no longer be able to re-start the test and no longer eligible to attempt it again.

Issues can occur under any of the following circumstances (NB. any number of these circumstances could possibly occur):

- When internet connection drops
- When a browser page refresh is performed (or back arrow)
- When the browser window or tab (with test running) is closed (refreshing the browser will have the same effect)
- Having two tests with the same name in the same course (resulting in conflicting date information)
- Clicking the submit button multiple times (multiple saves)
- If there is network latency (slowness / lag)

Course / File sizes: Best practice

Please note the following recommendations with regards to course / file sizes:

- Video - *link to videos rather than uploading video files to a course*. Instead, upload your videos to **YouTube, Vimeo**, and then link to them within a course. Be mindful of intellectual property rules.
- Use Mashups - upload slide decks to SlideShare, video to YouTube, or images to Flickr. You can easily embed these elements in your course with the Blackboard Learn Mashups tool. To learn more, see: https://help.blackboard.com/Learn/Instructor/Course_Content/Create_Content/Create_Course_Materials/Add_Social_Media
- Course Files or Content Collection - look for large file sizes and unused files and folders that you can delete. (NB. Be careful not to delete files that have links to them from within the course / unit).
- Reduce File Sizes - before uploading, reduce file sizes for:
- Microsoft Office Files - Use the tools available in Microsoft Office to reduce file size for PowerPoint and Word files. The Reduce File Size option is located in the File menu. You can also save files as PDFs before uploading, which often makes smaller, read-only versions of the files.
- Images - Use a graphics program to resize images for screen viewing before uploading. You can also use an online service such as <http://www.shrinkpictures.com> or <http://www.picsize.com>.
- Audio - Use software to resample or trim audio files to reduce their size.

Mozilla Firefox

Firefox is the preferred browser. Whilst Google can also be used, in most instances without problems, it should be noted that neither Internet Explorer or Apple Safari browser should be used (at *any* time) to access Blackboard.

Please note the requirement in Firefox regarding:

- The requirement to upload multiple files to Content Collection via “Upload Theme Package”
http://www.nd.edu.au/_data/assets/pdf_file/0007/141397/Multiple-file-upload.pdf
- Embedding YouTube Videos
http://www.nd.edu.au/_data/assets/pdf_file/0004/141394/Embedding-media-content.pdf

Blackboard Collaborate

UNDA will be moving to a new version of Collaborate (Ultra), as of next semester (2018 S1). This is a web based version of the software, and will not a client ‘launcher’, as is the case with the current version. Please be aware of the following when using the current version of Blackboard Collaborate:

- Always setup *and test* Collaborate sessions well in advance.
- Test the session with at least one student before going live, to ensure that entry times, and student participants are configured correctly).
- Currently, there is a problem where *some* scheduled sessions do not work properly with the default settings (in ‘Session Type’, set as ‘Course’, which *should* allow all students enrolled in the unit to access the session. In some cases, it is necessary to configure “Restrict access to this session”, and add all students as participants to the session. Either add students as participants to sessions (by default) or test this prior to the session to ensure correct functionality.

Turnitin

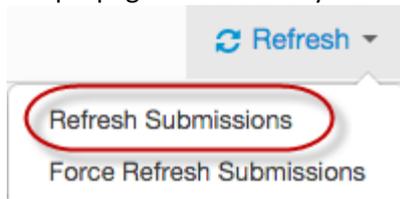
Turnitin (student) submissions

UNDA has recently upgraded the Blackboard Turnitin Plugin from version 20161223.1.0 to 20170717.1.0. Whilst this update has been implemented primarily to address issues of student assignments not being submitted successfully (due to excessive load on the Turnitin Plugin), it should be noted that the following has been suggested to help resolve issues which *may* prevent Turnitin from working correctly, when submitting assignments **off-campus** (i.e. remotely).

1. Ensure that either Chrome or Firefox is used. Do not use Internet Explorer, or Safari
2. Ensure your computer meets the minimum system requirements
3. Clear your browser's temporary internet files, including "cookies" and "cache"
4. Update Java to the latest version available
5. Ensure your browser's pop-up blocker has been temporarily disabled while using Turnitin
6. Add the Turnitin URLs to your firewall's safe list
7. Connect through a hard-wired Ethernet connection
8. Consider using the computers at the public library (or UNDA computers), if problems are experienced

Turnitin Refresh submissions required

It had been reported in some cases where Turnitin Similarity Reports remain '*pending*', and also where grades do not propagate successfully from Turnitin to grade centre. In such cases, it is necessary to "Refresh Submissions"



(Refreshing the submissions inbox will look through the current submissions that are in the inbox and check for any changes. If there is something different it will refresh the inbox. Forcing the submissions inbox will refresh every submission inside it, even if they haven't changed).

([https://guides.turnitin.com/03 Integrations/Turnitin Partner Integrations/Blackboard/Blackboard Learn/Blackboard Direct v2.5/Instructor User Manual 2.5/07 Viewing the Turnitin Submissions Inbox](https://guides.turnitin.com/03_Integrations/Turnitin_Partner_Integrations/Blackboard/Blackboard_Learn/Blackboard_Direct_v2.5/Instructor_User_Manual_2.5/07_Viewing_the_Turnitin_Submissions_Inbox))

Requests for 2016 (and prior) Turnitin assignments

Blackboard moved from UNDA hosted to Blackboard Managed Hosted services in Jan 2017. It is a requirement to decommission the old Blackboard servers in Nov 2017. As such it will no longer be possible to obtain 2016 (and prior) Turnitin assignments from the UNDA Blackboard infrastructure.

Obtaining Turnitin assignments **directly** from Turnitin

It is however possible to obtain Turnitin assignments **directly** from Turnitin, and a guide for this will shortly be available from the LTO at <http://www.nd.edu.au/lto/technologies>

For any 2016 (and prior) Turnitin assignments that are imminently required, please submit requests to service.desk@nd.edu.au by 31st August 2017.

Turnitin Feedback Studio

Turnitin has upgraded to *Turnitin Feedback Studio*, which has been designed to improve marking, and assessing similarity reports.

UNDA Guides are available at <http://www.nd.edu.au/lto/technologies>.

General information is also available at

https://guides.turnitin.com/01_Manuals_and_Guides/Instructor_Guides/Feedback_Studio

(NB. Some of the guides from Turnitin relate to direct access to Turnitin, whereas UNDA has its interface through Blackboard (e.g. no direct login to Turnitin is required).

Turnitin – Live Expert Training Sessions

Turnitin are running online Training Sessions with the purpose of helping Turnitin users (administrators and lecturers) understand the basics using Turnitin (Feedback Studio). This training will be useful to staff who require knowledge around creating, managing and grading assignments, Turnitin rubrics, student submissions, and interpreting Originality Reports.

(Note that some of the content pertains to use of Turnitin outside of a Blackboard (LMS) environment) but this is clearly explained during the sessions).

Session Details:

Audience: Anyone at the school/institution site

Session Length: 45 minutes

Delivery: Online via Adobe Connect

Schedule: Pre-scheduled times each week

Subscription: 12 Month access to monthly training webinars

Instructions:

1. Go to <http://go.turnitin.com/live-expert-training>
2. Review the schedule of the training sessions to pick a session most suitable to your availability.
3. Click on the session to copy details to your calendar(optional) or note details of the session date and time.
4. Please complete the '[Join the online Training form](#)' on the right **5-10 minutes prior** to the actual training session. Please do not complete the form in advance (e.g. a few days or hours prior to the actual training)
5. Commence training!
6. At the end of your training session you will be sent an email to confirm your attendance and a link to useful resources.
7. Please note due to exceptional circumstances, an individual session may be cancelled.

System Requirements:

Turnitin Live Expert Training webinars use [Adobe Connect](#) and requires a Flash-enabled browser.