

LEARN THE UP WAY *Online*

Frequently Asked Questions for lecturers

Teaching and Learning Resources available

- ClickUP helps site for both [students](#) and [staff](#) :
 - The first page of the help site for staff include an overview of key documents
 - A section focussing on [student engagement](#) include Blackboard Collaborate resources
- International Blackboard Collaborate [help site](#)
- The Blackboard [help-site for instructors](#) and [students](#)
- A [self-enrolment](#) clickUP Alert course 2020 for all clickUP instructors which include advice such as:
 - Tips
 - Institutional documents shared such as academic continuity etc.)
 - Where to find support
 - Recording of Collaborate sessions held to support lecturers with Collaborate
- Online self-paced courses for contract lecturers, based on the face-to-face courses that are usually presented. These courses are also available to any other lecturer to learn how to use clickUP in a structured way. A Letter of Participation will be released for each of the courses on achieving a 50% result for a test that is available for each course.
- [Enrol yourself into these courses](#) from within clickUP
- Self-paced courses now available
 - INTRODUCTION & PREREQUISITE for the OTHER courses:
 - Overview & creating course navigation
 - DISTRIBUTE CONTENT:
 - clickUP Content
 - Narrated PowerPoints (Available 4 May)
 - Interactive Video and Content (Available 4 May)
 - ASSESS STUDENTS:
 - clickUP Assessment
 - Turnitin

- Turnitin Grading and Feedback (Available 4 May)
- Grade Center
- MONITOR PARTICIPATION:
 - [Metrical](#): The use of data in clickUP to monitor students
- Normal support through the [e-support office](#) and consultations per appointment with [Instructional Designers](#) remain in place
- [UPOnline self-help guides](#) available for students

Blackboard (Bb) Collaborate ([Help Site](#))

Question	Answer
Are Bb Collaborate sessions free?	Live sessions are currently not included through the UP Connect Portal, but UP's IT Services is investigating possible solutions. Recordings of Bb collaborate sessions can be downloaded in clickUP without incurring any data costs.
Can I run three collaboration sessions in one time slot (lecture groups run simultaneously)?	Technically, you can create multiple sessions as each session generates its own unique session ID. It will require three lecturers to manage the different sessions.
Can I run a Bb Collaborate session with over 500 participants (585 to be exact)?	Bp collaborate is limited to 500 students. Please note that while Bb collaborate is currently not available without incurring data costs through the UP Connect Portal, recordings can be downloaded for free. In other words, students may download recordings of sessions. Lecturers are advised to re-think the approach to use Collaborate for sessions consisting of large groups as they will have limited interaction with the students. For example, a pre-recorded session or narrated PowerPoint allows students to master the content supported by a quiz to identify gaps in their knowledge. Use Collaborate during class to answer questions or to explain difficult concepts, but keep in mind that you will incur data costs for these sessions. (You can also use asynchronous discussion boards, which will be free to use. Remember, even if Collaborate sessions are later zero- rated, not all your students will have a sufficiently stable Internet connection. Please visit the clickUP help site for more information about student engagement options in clickUP at https://eduvation.up.ac.za/staff/index.php/engagement
While a student is busy with Bb Collaborate Ultra, the system throws her off at times. Why?	Collaborate monitors and adjusts to your connection speed. This means you can take part in sessions even when your connection is slow, or your network is poor. Click here to read more information on how to check your connection status. A very unstable connection will, however, result in a participant being "thrown off".
Is there a guide to working with Bb Collaborate for online assessments?	Using Collaborate for oral assessment is one of its frequent usages. Visit the help site for moderators on the web and within the clickUP help site to understand how its features can be used for online oral assessment purposes.

Will there be anything like a tech hotline that can be called for instant support if things go wrong in a live Bb Collaborate session?

There is a complete [help site for moderators](#) on the web and also within the [clickUP help site](#). Contact your [Instructional Designer](#) and make an appointment for support. If possible, ask a colleague to join the session to manage the chat functionality during the live session.

Logistics: Lack of appropriate device, Internet access, electricity, textbooks

Question

Answer

How will staff be assisted to provide online teaching if they do not have laptops or sufficient data?

Lecturers who do not have laptops should consult their HoDs. You can get access to clickUP and library sites through <https://connect.up.ac.za> without incurring any data costs.

If we know of students who are struggling because they are without devices, who should be alerted of their situation?

We are in the process of providing students who have no access to an Internet-enabled device and who genuinely cannot afford to buy it themselves with a loan laptop. Students have to be from lower-income or missing-middle households and not be recipients of bursaries, grants and scholarships that make provision for the acquisition of laptops. They should be registered and have been academically active for the duration of the first quarter.

Qualifying students have already been identified. If you have not yet received a laptop or if you want to track the delivery or if you had not been approached by the University but would meet the requirements for receipt of a loan laptop (as explained above) please email your name and surname, student number as well as your telephone number to laptoploan@up.ac.za.

Alternatively, send a SMS:

1. If you want to know the progress of your laptop request and you have already submitted the Google form or sent an SMS LAPTOP Loan, please SMS "Laptop Loan Status" to 45278
2. If you have confirmed your delivery address and you want to track your laptop request delivery SMS "Laptop Delivery STATUS" to 45278
3. If you have submitted your details to your Faculty to request a Laptop, please SMS "Faculty LAPTOP Loan Status" to 45278
4. If you submitted a request to be assisted with LAPTOP LOAN to SRC, please SMS "SRC LAPTOP LOAN STATUS" to 45278
5. If you have made enquiries to the university about obtaining a LAPTOP, please SMS LAPTOP LOAN Enquiry Status to 45278

If you have not been able to connect to the online learning material or access UP clickUP system because you do not have an internet-enabled device and want to find out if you qualified for a LAPTOP LOAN SMS "LAPTOP LOAN REQUEST" to 45278

Assessment

Question	Answer
Can we do away with the exams in certain modules and promote students on the basis of continuous assessment?	Deans have been asked to collect the information from lecturers as Senex approved deviation from current rules within certain guidelines.
Will the university reconsider the entry requirements for the examination?	Deans have been asked to collect the information from lecturers as Senex approved deviation from current rules within certain guidelines.
Will students be writing a formal online examination?	Deans have been asked to collect the information from lecturers as Senex approved deviation from current rules within certain guidelines.
Why do we need to make the semester or block tests on a Friday morning?	It is not possible to schedule all assessments at preferred slots, there are simply too many assessments to accommodate in the timetable.

ClickUP Help Site

Question	Answer
Should we provide students with unlimited attempts for a quiz/test?	If the aim of the test is for learning, then unlimited attempts are a valuable option. Use this document on the correct settings for clickUP tests for formative and summative assessments . Visit the clickUP help site for help on assessment tools in clickUP.
Can we set a time limit for a test/quiz that will automatically cut off when the time has lapsed?	You can set the due date and time, as well as a time limit. The time limit does not stop when the date and time setting expire. If a student started late, he/she will be able to complete the two hour test and when the test is submitted, it will be flagged as LATE. The lecturer will be able to access the test log to view the progress of the student, which question the student completed and which was still in the due date and time. Only mark up to that point. Visit the clickUP help site for details about this .
How do we use discussion boards?	Click on the following links for the help files: Lecturers
Will there be a standard document on IT etiquette available to Bb/clickUP users on how to communicate during the lockdown?	Please visit the email etiquette in the UP portal Link

Data

Question	Answer
How do I connect to clickUP using the free data offer?	Go to https://connect.up.ac.za on a browser. Log in with your UP portal username and password. Select the application you want to access. It only works for web access but not through the Blackboard App. Please read the announcement in the clickUP portal regarding what is free. Video on how to connect to the free data website
Where can I find guidance on how to use the zero-rated services?	Video on how to connect to the free data website
How will staff be assisted to provide online teaching if they do not have laptops or sufficient data?	Please contact your Lecturer, Head of Department or Deputy Dean: Teaching and Learning.
If YouTube videos are embedded in clickUP/blackboard will they be zero-rated?	<p>In order to ensure that service providers are willing to offer continued support of this initiative, it is essential that all users act responsibly in making use of data. With the launch of the initiative, it was noted that a few individuals had abused the system and used enormous amounts of data, thus compromising the agreement with the Internet Service Providers and the sustainability of the project in support of our many thousands of students and staff. It was thus necessary for the University to restrict the access to YouTube to only allow curated YouTube videos in clickUP to be viewed on the portal. YouTube videos, which were embedded in ClickUP before 22 April 2020, can still be viewed.</p> <p>Below is the process we have established for lecturers to submit embedded YouTube videos URLs to be whitelisted. It will take at least one business day before the video will be available for students to view as UP Information Technology Services (ITS) will whitelist all the submitted URLs once a day:</p> <ol style="list-style-type: none"> 1. Complete the following form for only the number of URLs required. A second form must be completed if more than 5 URLs are required. 2. We require two URLs: <ol style="list-style-type: none"> a) the complete YouTube URL and b) the complete URL from within clickUP where the specific Video is embedded. <p>A complete YouTube URL must be in this format: https://www.youtube.com/watch?v=Abc123deF or https://www.youtube.com/embed/Abc123def</p> 3. Please DO NOT submit URLs for YouTube playlists. <p>Access through the connect portal implies that embedded YouTube videos or videos linked as a web link from a Google Drive folder will be free to download and it does not requires a whitelisting process.</p>
Will all mobile service providers join the zero-data initiative?	Only South African Mobile providers: MTN, Cell-C, Telkom and Vodacom.

How will we deal with student access to online prescribed textbooks? For instance, my students use a McGraw Hill textbook with Connect. Will this data also be free?	The following document provides more detail about content that is zero-rated in clickUP
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Consultation and Communication

Question	Answer
Some students rely on the university's counselling services, how will they be able to access these remotely?	The UP Careline is available on 0800 747 747 or SMS UP 31393 or UP 24-hour crisis line on 0800 006 428. The Student Counselling Unit services are available during office hours on 012-420 2333 or at studentcounselling@up.ac.za . Students can also SMS 31393 for a call back.

Off-campus IT Support

Question	Answer
Who can I contact if I need help with my IT setup?	Call: 012 – 420 3051 or email: help@it.up.ac.za
How can I find out if a student qualifies for a laptop?	<p>We are in the process of providing students who have no access to an Internet-enabled device and who genuinely cannot afford to buy it themselves with a loan laptop. Students have to be from lower-income or missing-middle households and not be recipients of bursaries, grants and scholarships that make provision for the acquisition of laptops. They should be registered and have been academically active for the duration of the first quarter.</p> <p>Qualifying students have already been identified. If you have not yet received a laptop or if you want to track the delivery or if you had not been approached by the University but would meet the requirements for receipt of a loan laptop (as explained above) please email your name and surname, student number as well as your telephone number to laptoploan@up.ac.za.</p> <p>Alternatively, send a SMS:</p> <ol style="list-style-type: none"> 1. If you want to know the progress of your laptop request and you have already submitted the Google form or sent an SMS LAPTOP Loan, please SMS "Laptop Loan Status" to 45278 2. If you have confirmed your delivery address and you want to track your laptop request delivery SMS "Laptop Delivery STATUS" to 45278 3. If you have submitted your details to your Faculty to request a Laptop, please SMS "Faculty LAPTOP Loan Status" to 45278 4. If you submitted a request to be assisted with LAPTOP LOAN to SRC, please SMS "SRC LAPTOP LOAN STATUS" to 45278 5. If you have made enquiries to the university about obtaining a LAPTOP, please SMS LAPTOP LOAN Enquiry Status to 45278

	6. If you have not been able to connect to the online learning material or access UP clickUP system because you do not have an internet-enabled device and want to find out if you qualified for a LAPTOP LOAN SMS “LAPTOP LOAN REQUEST” to 45278
Will there be anything like a tech hotline that can be called for instant support if things go wrong in a live collaborate session?	If staff or students lose connection during a collaborate session, it is usually owing to connectivity issues. IT support will not be able to help with this.
What should a student do if he/she does not have internet access?	Contact your Lecturer or Head of Department to make alternative arrangements.
What should a student do if he/she cannot study from home due to a lack of electricity?	Contact your Lecturer or Head of Department to make alternative arrangements.
Why can't I access YouTube videos through the UP Connect Portal	Open access to YouTube are restricted and only curated YouTube videos can be viewed on the portal. Please support the University and your fellow students by using the resources responsibly at all times.
Will students be writing formal examinations?	This information will be provided by the relevant departments. Students should refer to ClickUP for module specific information related to tests and examinations.
How will students be assessed?	This information will be provided by the relevant departments. Students should refer to ClickUP for module specific information related to tests and examinations.