LTS protocol in the event of eVision difficulties

1. Initial reporting of problem

If LTS staff become aware that eVision is not available/has slowed down to the extent that staff/students cannot access information/submit coursework/complete e-registers etc, they should report the problem to ITCS Helpdesk (it.helpdesk@uea.ac.uk, ext 2345).

2. Confirmation of problem

If/once ITCS/SAS team colleagues become aware that there is a difficulty that could not be quickly resolved, Ben Petley (BP), Head of Student Administration Systems (or representative) has agreed to:

2.1 send an email to all LTS Staff (using hub-specific generic email addresses), explaining what the issue was (where known);

2.2 update Christina Chan (CC)/Rachel Paley (RP) of status by 1.00pm that day (if the issue was identified before 12.30pm) or by 4.30pm that day. A check will also be made on whether there was any planned maintenance/downtime for eVision/portal over the next few days.

3. Communication of problem to staff and students

If the problem was identified before 1.00pm:

3.1 CC/RP will consider the update from BP and issue one of the messages in section 4 to:

(i)   Fiona Billings (portal communication);
(ii)   Tom Freestone (website communication);
(iii)   Admin staff in DUS office (for communication to (a) all LTS staff in all areas, with the instruction that relevant staff teams should pass the message onto students who may be affected and (b) School managers/Faculty managers, copied to Senior Faculty Managers, in all Schools, with the instruction that they inform academic colleagues accordingly);
(iv)   Ben Petley (to ask the SAS team to remove late flags globally, if the coursework submission deadline has been extended);
(v)   DOS (for information).
(vi)   Chris Browne, Printservices@uea.ac.uk

If the problem was identified after 1.00pm, CC/RP will consider whether an appropriate message as set out in section 4 should be issued to the above list of recipients.

4. Messages to students

4.1   To extend deadline for submission of coursework/confirmation re timetables:

Date, e.g. Monday 7th January

Electronic submission of coursework

Unfortunately the eVision service is very slow today and this may affect you if you are trying to submit coursework electronically. The reasons for this are being investigated and it is hoped that the issues will be resolved shortly. Please keep trying to submit your coursework. Late submissions for electronically-submitted coursework will be accepted, with no penalty, up to 10.00am tomorrow (DateJanuary).

Any further updates will be posted on the LTS webpages (www.uea.ac.uk/learningandteaching)

Timetables

You can access your Timetables outside of e:Vision, by following the procedure shown here: https://www.uea.ac.uk/is/ithelpsheets/How+to+subscribe+to+your+personal+timetable.

For advice on any other uses of e:Vision, please contact your Hub reception staff in the first instance.

[Note to Hub reception staff:

For non-time critical uses of e:Vision (e.g. updating student's address, reporting absences online, checking marks etc) please ask students to check back later.]

4.2   To extend deadline for submission of coursework further:

Date

Electronic submission of coursework

UPDATE: There continues to be problems with the eVision service. Late submissions for electronically-submitted coursework due in today will be accepted up to [insert date/time] with no penalty.

There will be a further update [insert date/time of update].

4.3   Message to students following eVision downtime

Electronic submission of coursework

For coursework due in today, eVision is currently working and it is hoped that there will be no further technical issues. It will be monitored throughout the day.   However if there is a problem due to load on the server which means eVision becomes unavailable just before today's deadline, please keep trying to submit your work, which you should be able to do by 3.30pm.

 If you have any concerns, please speak to your Hub reception staff.

If it is necessary, further updates will be published via the Portal and the LTS webpages www.uea.ac.uk/learningandteaching

5. **Communication with Academic Staff if there is a delay to the coursework being available for marking**

Where a coursework submission deadline has been extended as described in a message in section 4 above, and therefore the coursework will not be available when the Module Organisers are expecting it, LTS staff in Hubs should, where practicable, inform Module Organisers directly.

6. **Staff Absences**

In the event that staff are absent/on annual leave etc, the arrangements for cover:

Staff Absent	Staff providing cover for the above protocol
Ben Petley	This will most often be carried out by BP, if available, but can be carried out by any other team member if BP is unavailable. Contact number for the team is 1707.
Christina Chan/Rachel Paley/both	Michele Pavey. If Michele is unavailable, Becky Fitt/ Lynne Ward.