

# FAQs – Contents

Click the headings below to access the relevant section of the document

<b>NEW USER CHECKLIST</b>	<b>2</b>
What are the distance learning minimum technical specifications?	2
What links and software will I need to download?	2
<b>WHO SHOULD I CONTACT?</b>	<b>3</b>
Who should I contact with a query about assessment?	3
Who should I contact with a technical issue regarding the teaching and learning materials on the module?	3
How can I find out more about the staff involved in my module?	3
Who should I contact for guidance and support regarding a disability, medical condition or specific learning difficulty e.g. dyslexia?	3
<b>ASSESSMENT QUERIES</b>	<b>3</b>
When are my assignments due?	3
Where can I find more information on how to reference my work properly?	4
Where can I find further information around poor academic practice e.g. copying and pasting (plagiarism)?	4
<b>PLEASE REVIEW THE ‘STUDENT HANDBOOK’ WHICH CAN BE ACCESSED VIA THE ‘GUIDELINES AND SUPPORT’ TAB ON YOUR MODULE HOMEPAGE FOR FURTHER INFORMATION AROUND ACADEMIC INTEGRITY.</b>	<b>5</b>
<b>SUBMITTING YOUR WORK IN TURNITIN</b>	<b>5</b>
Detailed user guides for Turnitin can be found in the guide attached here. We have also included some brief instructions below.	5
How do I upload my case report/work in Turnitin?	5
Can I submit a draft copy of my work in Turnitin to check my originality report/score?	6
<b>ACCESSING YOUR FEEDBACK</b>	<b>6</b>
How do I access my feedback in Turnitin?	6
How do I access my feedback for Short Answer Questions/Assessed Discussions?	8
<b>DISCUSSION BOARDS</b>	<b>8</b>
How do I know when someone has commented on a discussion board thread?	8
<b>ACCESSING THE LIBRARY AND WEBMAIL</b>	<b>9</b>
How do I gain access to journal articles when I don’t have a library nearby?	9
How do I access my UoL emails?	<b>Error! Bookmark not defined.</b>
<b>GENERAL QUERIES</b>	<b>9</b>

Will I get a certificate once I have completed my module?	10
Do I need to let you know if any of my details change (e.g. address etc)?	10
How do I get a copy of my academic transcript?	10

## New User Checklist

### What are the distance learning minimum technical specifications?

As an online programme you will be accessing a range of tools via the internet. Some basic requirements are required in order to be able to complete the modules. You will need to have access to a computer with the following minimum technical specification and accessories:

#### For Windows and Mac

- **Operating System:** Windows 10, Mac OS 10.11 (El Capitan) or higher
- **Processor:** Intel i3 or equivalent; 2GHz or higher
- **Hard Drive:** 80 GB or greater
- **Memory:** 2 GB of RAM or higher, 4GB preferred, depending on the OS
- **Internet Connection:** Broadband internet connection. Note: If you are using a mobile internet provider, you may experience timeouts, IP address issues, session problems, or course mail issues caused by latency. You may also incur additional costs if you go over your mobile data allowance.
- **Browser:** Firefox, Google Chrome.
- **Software:** Mozilla Firefox or Google Chrome, Microsoft Office 2016, 2019 or Office 365, up-to-date Adobe Acrobat Reader\* (Adobe products are available via a free download), Zoom.
- **Graphics and Sound:** Capable of viewing video/audio over the internet (try YouTube with your machine to see if you can play and hear a video).
- **Webcam/Microphone:** Camera enabled device or separate webcam. Microphone enabled device or separate microphone
- **Canvas Mobile App Requirements:** Device OS iOS 11+ Android 5+

If you do not have the minimum specification outlined above or would like to ask a question about the technical requirements of joining our courses, please contact Computing Services Department on 0151 794 4567 or email [servicedesk@liverpool.ac.uk](mailto:servicedesk@liverpool.ac.uk) and let them know what equipment you have, as there may be free\* updates that can be applied to your computer to help make it compatible with our learning systems.

### What links and software will I need to download?

The following links should ideally be referenced, and software installed before embarking on your distance learning module:

**Adobe PDF Viewer:** <http://get.adobe.com/uk/reader/?promoid=BUIGO>

Required to access PDF resources.

**Zoom:** Your MWS username and password grant you access to your University of Liverpool Zoom account which is automatically set-up for you upon registering with the University. To log-into your University Zoom account please visit:

<https://liverpool-ac-uk.zoom.us/>

**Documentation:** Microsoft Office; Word, PowerPoint, Excel, are required to access resources. You will also need to be able to view PDFs, JPG images and .mov/MP4 video files.

**Email system:** Mozilla Firefox or Google Chrome are required to access the web-based email system.

**Links:** If resources are hosted outside of the University of Liverpool we must remind you that we are not responsible for content hosted on external servers and ask that if content or links are no longer active or if the content has changed, that you inform us as soon as possible so that we can work on a fix.

\*Free at time of collation, updates are available from Microsoft and or Adobe and are applicable to PC based systems. E&OE.

## Who Should I Contact?

### Who should I contact with a query about assessment?

For any questions regarding assessments please contact the Assessment Administrator on [vpusupport@liverpool.ac.uk](mailto:vpusupport@liverpool.ac.uk) or phone 0151 794 6165. These questions can be anything from uploading files, late submissions, discussion boards, etc.

You also have access to the University's [KnowHow](#) site which offers a range of interactive workshops and online resources designed to help you succeed in your academic studies and improve your general wellbeing.

### Who should I contact with a technical issue regarding the teaching and learning materials on the module?

If you have any technical queries e.g. broken links, lectures not playing etc, please contact [vpusupport@liverpool.ac.uk](mailto:vpusupport@liverpool.ac.uk) or phone 0151 794 6165.

If you require any academic support with the teaching and learning materials please contact the Senior Administrator/Academic Support Team on 0151 795 6299 or email [vpumod@liverpool.ac.uk](mailto:vpumod@liverpool.ac.uk) or alternatively get in touch with your Module Coordinator whose email you can access via the 'Introduction to Staff' link on your Canvas module homepage.

### How can I find out more about the staff involved in my module?

There are short bios available on all the staff involved in your module in the "Staff and contacts" section on your Canvas module homepage.

### Who should I contact for guidance and support regarding a disability, medical condition or specific learning difficulty e.g. dyslexia?

Please visit the 'Student Handbook', which can be found in the Guidelines and Support section of your module homepage in Canvas for guidance and support regarding a disability, medical condition or specific learning difficulty e.g. dyslexia.

## Assessment Queries

### When are my assignments due?

If you click on the 'Assessment' tab in the centre of your module homepage in Canvas, you will find a table containing all the assessments required and dates due. There are also further instructions on due dates within the instructions for each individual assessment.

### **What happens if I submit an assessment late?**

Please click on the Guidelines and Support tab on your module homepage in Canvas. Scroll-down to Extensions and Extenuating Circumstances.

### **What happens if I have had an unexpected event in my life/health and need an extension**

Please click on the Guidelines and Support tab on your module homepage in Canvas. Scroll-down to 'Extensions and Extenuating Circumstances' for further information.

### **Where can I find my assessment grades and feedback?**

Grades and feedback can be found in the "Grades" section of the module in Canvas, accessed via the navigation panel on the left hand side of each module page. Please note

Feedback is generally in 3 forms, although not all assessors use all forms of feedback on every assessment:

1. The grading rubric – see below for more details
2. Comments on your actual submission – this often includes editorial corrections
3. General text comments on your work overall

### **Why has the grading column for a submitted assessment disappeared in 'Grades'?**

Sometimes assessors will hide the grade column whilst they are marking all the submissions. If your grade column does disappear then please check back at a later date as it will reappear again once the marks have been released.

### **What is the pass mark for the module?**

50% is the pass mark for all modules.

### **Where can I find more information on how to reference my work properly?**

Click [here](#) for a copy of the Harvard (Cite them Right) referencing guide. Further information around referencing as well as guides on using Harvard (Cite them Right) in referencing platforms can be found on the [library website](#).

### **Where can I find further information around poor academic practice e.g. copying and pasting (plagiarism)?**

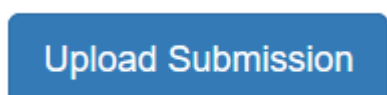
Please review the 'Student Handbook' which can be accessed via the 'Guidelines and Support' tab on your module homepage for further information around academic integrity.

## Submitting Your Work in Turnitin

Detailed user guides for Turnitin can be found in the guide [attached here](#). We have also included some brief instructions below.

### How do I upload my case report/work in Turnitin?

1. Click on 'Assessment' on your Canvas homepage, click on the relevant assessment link you need and scroll-down the assessment instructions until you get to a Turnitin portal with a blue submissions link, which you click:



2. Enter a title for the submission

Submission Title

Untitled

3. Click 'Browse' to search your computer for the correct document

Submission File

Browse...

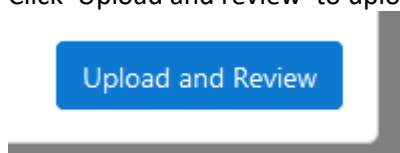
No file selected.

Supported file types:

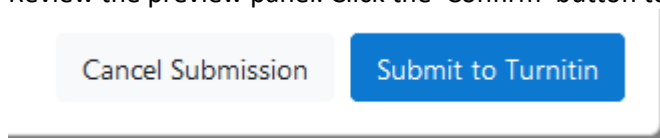
Text, MS Word, MS PowerPoint, Postscript, PDF, RTF, HTML, WordPerfect, Hangul, OpenOffice

4. Select your chosen document and 'open' to link it into the Turnitin portal.

4. Click 'Upload and review' to upload the file



5. Review the preview panel. Click the 'Confirm' button to upload the file to the assignment



- After the submission is complete you may download a digital receipt by clicking on the icon on the right:

Paper Title	Uploaded	Grade	%	
<a href="#">a case report</a>	29 Jul 2020 13:13 BST	--		  



A copy is also sent via e-mail to your UoL email address. Save the receipt and the submission ID, as this is proof of a completed submission.

### Can I submit a draft copy of my work in Turnitin to check my originality report/score?

You may submit numerous draft submissions prior to the due date in order to check your originality report/score, before you submit the final version for assessment purposes. Click [here](#) for further information.

## Accessing Your Feedback

Whether Turnitin or CANVAS, feedback is generally in 3 forms, although not all assessors use all forms of feedback on every assessment:

1. The grading rubric – see below for more details
2. Comments on your actual submission – this often includes editorial corrections
3. General text comments on your work overall

### How do I access my feedback in Turnitin?

1. Click 'Grades' from the left-hand menu. This brings you to a page entitled 'Grades for (your name)'
2. The assignment you are interested in will have a small flag on the right-hand side; click on this to access your submission in Turnitin, as seen below

Grades for Evan Holdsworth					Print Grades
Course	Arrange by				
A-module (SA) for Septeml	Due date			Apply	
Name	Due	Status	Score	Out of	
Welfare Report - Step 1 - Upload report to Turnitin as a Word/Pdf document so it can be graded and generate a similarity score	12 Oct by 12:00		18		
Welfare Report - Step 2 - post your case report (SAME one used in step 1) on here. Then return here, by due date, and comment on your Peers' Case Reports	19 Oct by 12:00	-	2		
Graded Assignments			N/A	0.00 / 0.00	
Non-graded but compulsory Assignments			N/A	0.00 /	



- Once your paper has opened in Turnitin, you can select to view the originality report by clicking the icons in red from the toolbar. Here you can view your originality score along with the match overview down the right-hand side of the page - SEE BELOW. **It is your responsibility to highlight any potential issues arising from this score, particularly if you believe that there is a specific reason for the high score. In general scores above 25% will be critically examined.**

The screenshot shows the Turnitin Feedback Studio interface. On the left, a document titled 'Welfare Case' is open, showing text about the Five Freedoms of Animals. A red arrow points from the text to the toolbar. The toolbar contains several icons, including a red one with a magnifying glass. On the right, a 'Match Overview' panel is displayed, showing a 9% originality score and a table of matches.

Rank	Source	Score
1	www.veterinarywebinar... Internet Source	3%
2	donkeys.ie Internet Source	2%
3	www.rcvs.org.uk Internet Source	2%
4	www.ivis.org Internet Source	1%

- To view your feedback, click the blue speech bubble icon from the toolbar and you will see little speech bubbles appear throughout your report - if you click on these bubbles the comments will appear. Any general comments will appear in the column down the right-hand side of the page - SEE IMAGE BELOW

The screenshot shows the Turnitin Feedback Studio interface. On the left, a document titled 'Welfare Case' is open, showing text about a horse's condition. A red arrow points from the text to the toolbar. The toolbar contains several icons, including a blue one with a speech bubble. On the right, an 'Instructor Feedback' panel is displayed, showing a 'View Rubric' button and a 'Text Comment' section. The text comment is circled in red.

**Text Comment:**

A interesting case to discuss. Some more detailed discussion of the animal welf are act would have enhanced your report. Try to add more detail to your discussion of other cases.

- To view your breakdown of marks in the grading rubrics, click 'View Rubric' - SEE IMAGE BELOW

The screenshot shows the Turnitin Feedback Studio interface. On the left, a document titled 'Welfare Case' is open, showing text about a horse's condition. A red arrow points from the text to the toolbar. The toolbar contains several icons, including a blue one with a speech bubble. On the right, an 'Instructor Feedback' panel is displayed, showing a 'View Rubric' button circled in red and a 'Text Comment' section.

**Text Comment:**

A interesting case to discuss. Some more detailed discussion of the animal welf are act would have

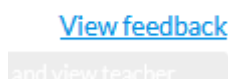
## How do I access my feedback for Short Answer Questions/Assessed Discussions?

To view your feedback and scores for short answer questions and assessed discussions follow the steps below:

1. Click 'Grades' from the left-hand menu

Here you will find a list of all your submitted assignments for the module, their grade scores and a small coloured flag which you may click to see your similarity score for each assignment.

2. Clicking on the assignment title itself takes you into the **submission details** for that assignment where you can view your feedback by clicking on the link:



[View feedback](#)  
and view teacher

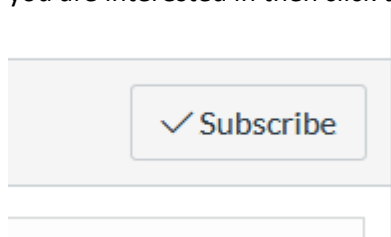
3. When you are in the submission details page for each assessment, as well as the feedback from the assessor please remember to click on the **rubric** for that assessment to see how your final grade has been reached according to the different grading criteria. This will help you highlight areas to focus-on for future assessments.

## Discussion Boards

### How do I know when someone has commented on a discussion board thread?

You can subscribe to discussion boards in your Canvas module, which means you will be sent notification to your UoL email address when other people post a comment. These email notifications are normally sent once daily but this can be changed by editing your account settings.

To subscribe to a discussion board, click 'discussions' from the left-hand menu. Enter the discussion you are interested in then click the following button:



If the discussion board is 'post-first' – which means you have to make a post before you can view the other comments – then you cannot subscribe until you have posted. Once you have done so you may find that you are automatically subscribed, as seen when the button turns green:



Please note – you may still not see your notifications depending on how you have your permissions set up in Canvas, please see the following video guide on how to set up your account to receive notifications:

<https://liverpool.instructuremedia.com/embed/759d2123-7b8c-494a-91e6-70d2e2564d41>



## Accessing the Library and Webmail

### How do I gain access to journal articles when I don't have a library nearby?

As part of your learning you now have access to the University of Liverpool's e-library and various other issues including Vet Record, In Practice etc. To access all these journals please follow these instructions:

1. Click the 'Library' tab on your module homepage.
2. This will open all the resources available to you. Scroll down the page to find the quick link picture icons for the most popular journals as well as quick links to PubMed, Science Direct, IVIS and Wiley at the bottom of the page.
3. When you click on an image icon, you will be asked to enter your UoL username and password
4. Click the "LOGIN" button and this will open a new page for that specific journal.
5. You will now have access to most back issues and current ones.
6. For broad reviews of the literature, use the 'Discover' search engine found on the Library homepage. This will give you access to all publications that the University of Liverpool Library has subscribed to.

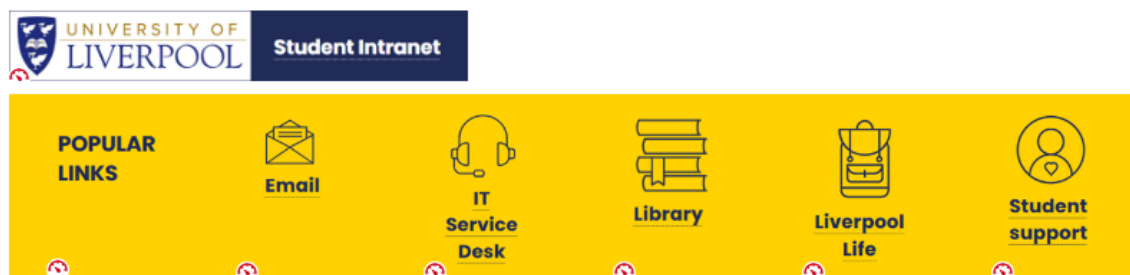
### How do I access my UoL emails?

On your module homepage click on the 'FAQ's icon. Scroll down then click on the following link to access your UoL webmail account:

If you are new to Liverpool, click here to go to our orientation or 'Getting Started' page, with a tour around Canvas and your modules and information on how to get the most out of your time studying with the Veterinary Postgraduate Unit.

### Being a University of Liverpool Student

As a postgraduate student, you have access to the University of Liverpool student services. The student intranet, accessed below, gives you access to a range of information, news and links. The most important links for you are here below.



It is essential that you keep track of all emails sent to your UoL account as this is where all announcements and important messages regarding you and your module are sent. You can either login and check your emails regularly using the icon above or set up your UoL emails to be automatically forwarded to another email account of your choice. You will find instructions on how to set up email forwarding just below the [Webmail link](#), as seen here:

## Email and Communication

Your University of Liverpool email address is where all announcements and important messages regarding your study and modules are sent. Please regularly check your University of Liverpool email address. You can either do this via the email link above or to make this easier you are able to have emails sent to your University email account forwarded to an email address of your choice.

[Click here for instructions on how to forward your University email onto another account.](#)

## General Queries

### Will I get a certificate once I have completed my module?

Yes, for all modules except for Introduction to Veterinary Business Management and Work Based Learning. You will receive a certificate of completed hours of continuing professional development via email from the University of Liverpool usually within 2-3 months of successfully completing each individual module. If you successfully pass all 6 VBM modules you will be eligible for a University of Liverpool award (degree) and post-nominal letters PgCertVBM.

### Do I need to let you know if any of my details change (e.g. address etc)?

Yes. To keep your records up-to-date, it is necessary to let us know if you change address or wish to change names.

### How do I get a copy of my academic transcript?

Official academic transcripts can be prepared for you at any time but they must be ordered through central University. There is a charge of twenty pounds sterling (£20.00) for the first copy and five pounds (£5.00) for every additional copy requested at the same time.

See the following [link](#) for further information.

It is also possible to print an unofficial copy of your transcript at any point during your registration. This facility is available at any time from [Liverpool Life](#). Although please note that it is unlikely that an employer, educational institution or immigration agency will accept a transcript in this format as supporting documentation.

**NOTE:** From July 2016 The University of Liverpool will introduce an electronic version of the Higher Education Achievement Report (HEAR) for all postgraduate taught students. The HEAR is designed to encourage a more sophisticated approach to recording student achievement and will be available for all graduates of our postgraduate programmes. HEAR is a formal, electronic, University-verified document that will contain detailed information about your learning and achievements and, along with your degree certificate, will support your applications for employment and further study.

Further information about the HEAR can be found at: <https://www.liverpool.ac.uk/student-administration-and-support-division/hear/> and on the national [HEAR website](#).