Frequently Asked Questions (FAQ's) - Final Assessment 2-2020 - Updated on 21 October 2020

eActivity or Upload	Category	Question	Answer
Activity	Mobile App	Is the eActivity available on my elearn mobile App?	No you cannot access the eActivity through the eLearn Moodle Mobile App BUT you can access the eActivity by accessing eLearn through the browser on your mobile phone
Activity	Font	What is the correct font & size?	The settings on the eActivity are automatic. The font is Arial and the size is 12pt.
Activity	Font size	I have impaired vision can I view the paper in large print?	Once in eLearn, press and hold the "ctrl" button and then scroll the mouse button, this will increase the "zoom" on the page.
Activity	Power failure/ computer crashes	What happens if my computer crashes or I lose power and I have not finished my quiz?	Your answers will be saved as you are working on line. When you enter the quiz again you can pick up where you left off.
Activity	Connectivity	What happens if I lose connectivity while I am answering the quiz?	If you lose connectivity taking long to respond to a question. You will see a screen that says "This page isnt working". It means the connectivity issue is on your side and not on eLearn.
Activity	Connectivity	My WIFI signal is full but the eActivity seems slow?	This is not an eLearn speed issue. You must check your CPU strength which indicates the speed from your internet provider not signal strength between your device and your router (which is what you see on your device).
Activity	Mark allocation	Where do you see the mark allocation for a question in the quiz?	You look on the top left of the quiz question, where it says "Marked out of"
Activity	Viewing the whole exam not only a question at a time	Can I view my whole exam before starting to answer or is it a Google form where I have to complete a page before moving on?	You can view the whole exam before starting to answer the questions - you can start with any question and flip between the pages.
Activity	Using more than 1 device	Is it possible to log out with one device and log in with another in case one crashes? And if there's a network connection problem in network the 3 hours, will it affect anything?	You can save what you have done, log in to another device and continue provided it's within the stipulated time. If there is a network issue whatever questions the student has answered will be saved.
Activity	Computer issues	My laptop froze moments before submitting my final attempt what will be graded? I was working on question 2 but I had already done question 1, 4, 5 and 7? Will it all be saved or only the last one?	Your answers will be saved as you are working online. When you enter the quiz again you can pick up where you left off. You must however click Finish and submit before the final cut off time period.
Practice site	Cut and Paste	In the practice site I could cut and paste from the case study and between questions but in the live FA I couldn't . The menu looked different ito tools?	You can access cut and copy by right clicking. You cannot access Paste from the right click menu. You will need to use the shortcut Ctrl-V
Practice site	Templates on practice site	Finance templates different in practice site to usual layout	Students must familiarise themselves with the formats of possible templates in the Final Assessment. No questions to relate to the template.
Activity & Upload	Case studies	Are we getting case studies in advance?	Case studies are only released for certain NQF 7 and 8 modules. Some modules' Final Assessment were set with the view that the case study will be released in advance and questions have therefore been formulated with that in mind. Please note that NOT all NQF level 7 modules' case studies will be released in advance.
Activity	Printing the case study	I am unable to physically print the case study outside of eLearn to allow easy referencing during the exam as I do not have a printer at home	You can download and save the PDF. You can also view the case study on a separate tab. To do this - You can right click the top of the Quiz and select Show as Tab. From there you can choose Duplicate the Window. They will then have two windows. The quiz and the case study
Activity	Printing the final assessment question paper (including the case study)	Why isnt there a pdf that I can print?	See page 27 of eActivity How to Guide (FAQ9). This is a fully-online exam. You can print each page of the final assessment (case study and questions) before you commence if you so wish. It is quick and easy. Just right click on your eLearn eActivity using your mouse and select "print" or use the Ctrl-P function. You can then select to Print as PDF and print the PDF document. Please be advised: Firefox browser does not work as well as the other browsers.
Activity	Time allocation for assessments	I didn't manage to complete the assessment, I ran out of time?	Final Assessments for all undergraduate modules were set to be completed in three hours. An additional 45 minutes has been provided to students to allow for potential challenges such as students who are not that comfortable with typing, to allow Group1 students to download the question paper and upload answers, and so on. Unfortunately students underestimate the preparation that goes into an Open book assessment , and often students who struggle to finish examination papers in time, have not done either the correct preparation or enough preparation.
Activity	Release of case studies	Why did I not receive my case study in advance?	Case studies are only released for certain NQF 7 and 8 modules. Some modules' Final Assessment were set with the view that the case study will be released in advance and questions have therefore been formulated with that in mind. Please note that NOT all NQF level 7 modules' case studies will be released in advance.
Activity & Upload	eDiscussion Forum	Will I have access to the eDiscussion Forum?	The eDiscussion Forum will be locked 2 hours prior to the start of session for the duration of the Final Assessment session
Activity	Saving my work	How do I save my work?	The assessment will save automatically as you progress through the assessment up to the page prior to the page you are currently working on
Activity	Submission format	What format do I submit my assessment in?	Your submission will be done as an eActivity. You will not be required to save your answer paper as a PDF document nor to submit the answer through Turnitin or submit the Similarity report for grading.
Activity	Late submissions	Will late submissions be allowed?	No late submissions will be allowed and the Final Assessment will automatically close once the session is over.
Activity	Open-book	What resources will I have access to?	Students will have access to the following resources on eLearn during the Final Assessment: -The Final Assessment -Your module with all the learning resources on eLearn excluding the eDiscussion Forum

Activity	Number of Attempts	How many attempts am I allowed?	You have only **ONE** attempt to complete the eActivity on eLearn. All the questions need to be answered and submitted together via the eLearn activity. No answers may be submitted separately as they will not be marked. Remember to click on the "**SUBMIT ALL AND FINISH"** button at the end of the assessment when you are finished.
Activity	Submission successful	How will I know that my submission has been successful?	You will receive a receipt confirming submission by email. If you do not receive the receipt you are able to check the status of your submission, which will be indicated as Finished on eLearn. The onus is on you to ensure that the submission is successful. Take a screenshot and keep it on record.
Activity & Upload	Online	Are we supposed to be online for the entire duration of the assessment?	Students registered at a SA support centre must be online for the entire examination as it is an online assessment. Students registered at a Zimbabawe support centre do not have to be online, as they will download, complete, then upload the answers.
Activity	Final Assessment access	Can we access the eActivity before the exam starts?	You can access eLearn, but not the eActivity, this is only open at the starting time of the examination
Activity & Upload	Open book assessment	Are the open book assessments difficult?	Yes, do not be under the impression that you do not need to study. If you do not study you will waste valuable time in the exam paging through the text book looking for the theory, then trying to understand it, before attempting the answer. Students who do this often complain about not having enough time to complete the assessment.
Upload	Typing assessments	Are Group 1 students typing or writing by hand the assessments for the numeric subjects?	Students are to type all their final assessments however if there is a problem we will accept handwritten submissions, but they must be submitted as a pdf.
Activity	Typing whilst time runs out?	What happens when I am still typing and the examination session ends?	The eLearn system will automatically submit all Final Assessments which were not submitted by students. Students must however ensure that they move from one pge to another at least 2 minutes before the time ends, as a page is saved ONLY when you move in-between pages.
Activity	When a question disappears	When a table is mistakenly deleted while answering a question	When the table disappears press CTRL Z (Undo) to bring it back or they can refresh the page. When they refresh the page, the table appears with all the content. They can then continue answering the question. If the student has moved on to another page, they will not be able to undo or refresh. In this case we need to send the student a screenshot of the headings. They will need to recreate the table and proceed.