Tun Dr Lim Chong Eu Digital Library

Turnitin: Frequently Asked Questions

INSTRUCTOR (COURSE COORDINATOR & TUTOR)

Q 1: How do I get my Turnitin username and password?

A:
(i) *For Course Coordinator*
- Login to Staff Portal at https://staffportal.wou.edu.my
- Under the Quick Links section, click at *Turnitin Account Request* link.
- Check your WOU e-mail account to receive an e-mail notification from Turnitin Helpdesk, which will provide you your username (i.e e-mail address) and a temporary password. The e-mail subject is read as *You have been added as an Instructor.*

(ii) *For Tutor*
- Login to Tutor Portal at https://tutorportal.wou.edu.my
- Under Tutor Links header, click at *Turnitin Account Request* **link**.
- Check your WOU Tutor's e-mail account from Tutor Portal to receive an e-mail notification from Turnitin Helpdesk. The e-mail subject is read as *You have been added as an Instructor.*

Q 2: I have never accessed my WOU e-mail from Tutor Portal. How do I activate my online e-mail account?

A: From your MY EMAIL homepage in the Tutor Portal, follow the instruction message highlighted in red colour on how to proceed.
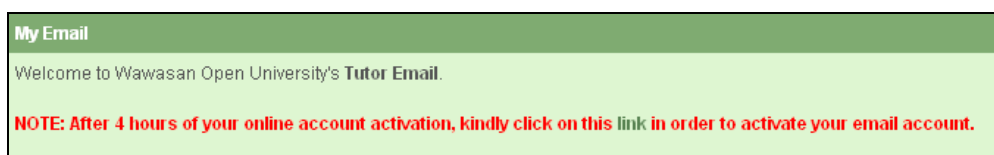

When you have been directed to the E-mail account activation webpage, provide your username and current W-authenticate password. Click on the Activate button. You can now access your WOU email account.
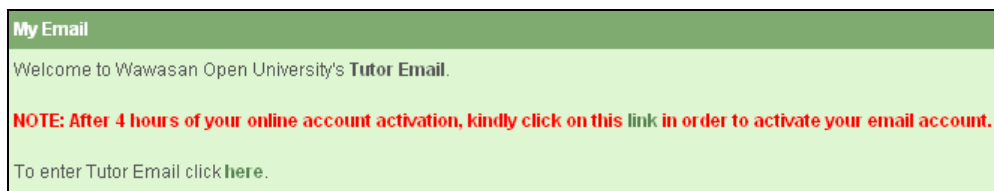
Q 3: I have submitted my request for Turnitin account. Why have I still not received my Turnitin username and password?

A: You must proceed to login to your **MY EMAIL** section in the Tutor Portal (https://tutorportal.wou.edu.my) to retrieve an invitation e-mail sent directly by Turnitin No Reply, USA to your WOU e-mail account (assuming that you have already activated your email account before). This e-mail will tell you your username (which is an e-mail address) and your temporary password. You are advised to also look for the invitation email under your JUNK/SPAM folder in your Inbox because some email providers will see it as spam.
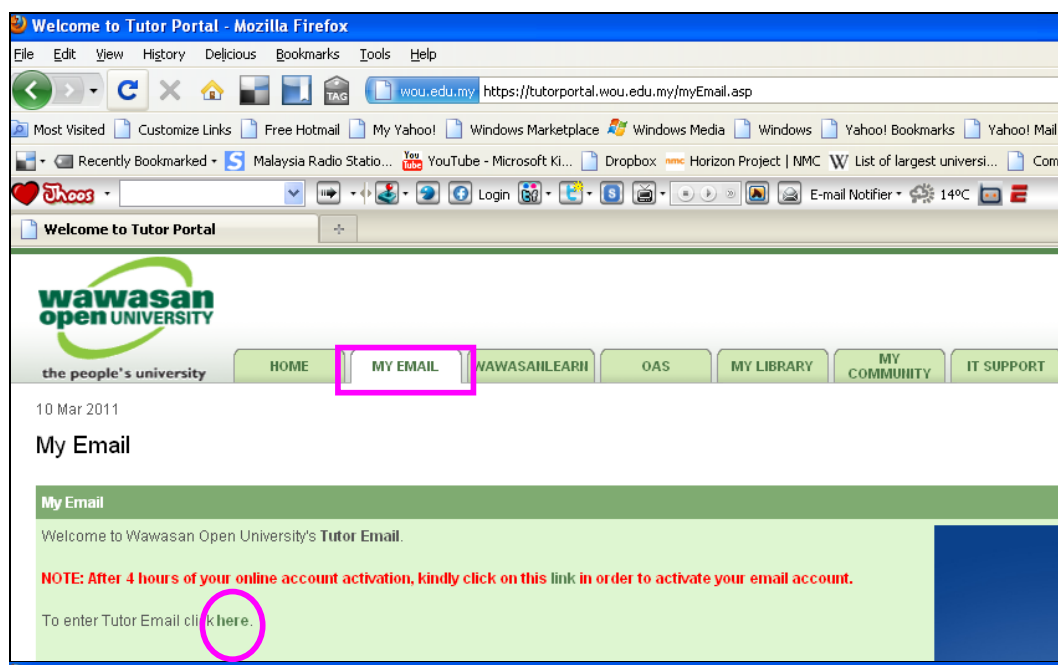
Q 4: I didn't receive the Turnitin e-mail.

A: The initial e-mail should be received within 5-10 minutes after the library administrator has added the Instructor to the Turnitin account. You may also need to check your spam or junk e-mail folder from your Inbox because some e-mail providers will see it as spam.

Q 5: Can the administrator provide the Instructor his/her Turnitin username and password?

A: No. The library administrator does not know the Instructor's Turnitin log-in information. The library administrator's role is to register the Instructor's name and e-mail address in the Turnitin system. Turnitin.com will e-mail directly to the Instructor the log-in information.

wou.edu.my

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Q 6: How do I get started?

A:
- Firstly, you need to have your personal Turnitin username and password (*refer Question 1).*
- Login to http://www.turnitin.com to update your user profile.

For Course Coordinator
- Start to create a **Master class** for your subject(s) and enter the join password.
- Provide the master class ID and join password to your respective Tutor(s).

For Tutor
- Get the **master class ID** and **join password** information from your respective Course Coordinator. Every course will have a different master class ID and join password information.
- Click at **join account (TA)** tab to join into your Course Coordinator's master class. Repeat this step to join into a different course class.
- Start to create a subject class (section class) and enter an enrollment password information. Turnitin system will provide you an unique class ID information (auto-generated).
- Create an assignment portfolio, set the assignment title, start date and due date. Change the necessary default setting under **+optional settings** (*refer Question 20 and 21).*
- Notify your students of the class ID and enrollment password information.

Q 7: Do I provide my Turnitin username and password to my students as Class ID and enrollment password?

A: No. These are your personal login-ID to Turnitin. Please keep this information to yourself.

Q 8: When can I start to create subject class in my Turnitin account and provide my students the necessary Class ID and enrollment password information?

A: You are strongly advised to start before Tutorial 1 class in each semester so that your students can enroll early in your subject class(es).

Q 9: What is a Class ID and what does enrollment password refer to?

A : Class ID refers to the **numeric numbers** (e.g. 3355288) auto-generated by Turnitin when a class is created by the Instructor. Each class will have its own class ID number. The enrollment password refers to the class enrollment password which Instructor has to provide during class creation. The enrollment password is **case-sensitive.**

class ID	class name
3525864	3PPM1

Q 10: How do I name the class and assignment title?

A: We recommend that you use your class code (e.g. 4MBA3) for naming class title and TMA1, TMA2 and TMA3 for naming each assignment title.

Q 11: What should I enter for class end date?

A: We recommend that you enter the end of the semester date.

Q 12: What should I enter for assignment due date?

A: We recommend that you enter the deadline of each TMAs. You can provide a grace period if you wish to cater for late submission or extension. The due date can still be edited.

Q 13: What do I need to provide my students after I have created the class and assignment portfolio?

A: You need to provide the <u>numeric Class ID</u> number and an <u>enrollment password</u> (keyed-in by Instructor) information of your class. Each classes will have its own numeric class ID number. Do not mistaken class ID with class title. You must be aware that for enrollment password the word entries or inputs are <u>case-sensitive.</u>

Q 14: What is the difference between Standard assignment and Revision assignment?

A: Every assignment must start as a **Standard** assignment. If you would like students to submit multiple drafts without overwriting the previous drafts/submissions, you can create additional assignments using the Revision assignment type. It is a duplicate of the "parent" assignment. You may have to set a new start, due and post dates.

Q 15: What will happen if I have incorrectly created a Master Class type instead of Standard Class type? How do I rectify this mistake? *(Note: This method is NOT applicable for Tutor effective Semester July 2011. Master Class is created by Course Coordinator)*

A: Your students will encounter this error message when they try to enroll in your subject:

You may not directly join a master class. Please enter the section ID and enrollment password to join the class".

You need to delete the incorrect class type and refer to your Course Coordinator. Do not mistake the term Master Class with our post-graduate Commonwealth Executive Master of Business Administration/Public
Administration (CEMBA/PA) programme.

**Q 16: How do I transmit the Class ID and enrollment password information to my students?**

A: You can post the information of your respective subject to the Course Forum in WawasanLearn (and NOT in the Public Forum) so that all your students can retrieve the information.

Q 17: My students reported that they faced difficulties in enrolling after I have provided the Class ID and enrollment password. What should I do?

A: Please recheck that you have not provided class name as Class ID which is a numeric numbers. The class ID information can be retrieved from your Turnitin homepage, located next to your class name column. As for enrollment password, please provide the exact password you have entered because it is case-sensitive.
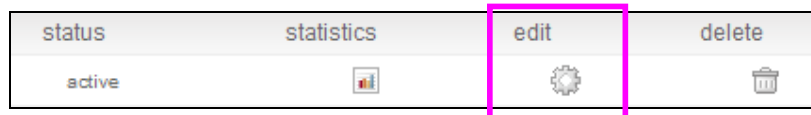
You can retrieve your enrollment password information by clicking the "edit" icon and you will be directed to this screen:
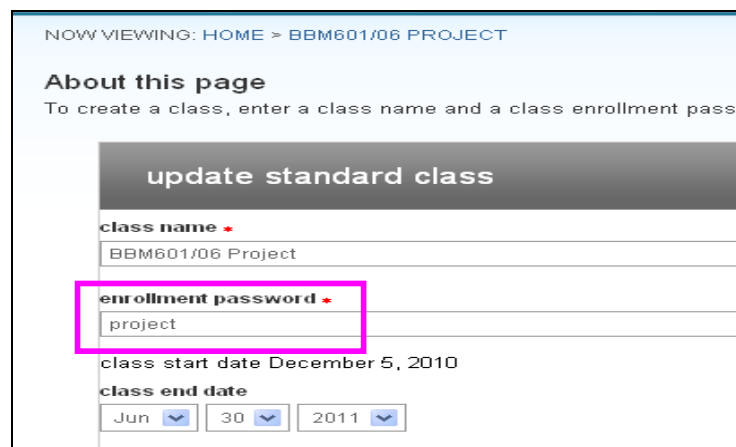

Q 18: Why can't I view my created class?

A: Every class created on Turnitin has an end date. When the end date is reached, the class expires and is limited to read only access. Instructor and students will no longer be able to submit papers or create assignment. However you can reactivate an expired class by changing the end date from the class update screen. Use the **edit** icon.

Q 19: Can I reuse the same class I have created in the next semester?

A: New classes have to be created in each semester because there would be new students in the course(s).

Q 20: I have done all the necessary steps as guided, but my students reported that they are unable to view their Originality Report and Resubmit button? What should I do?

A: Most probably you have forgotten to make the necessary changes in the assignment portfolio section. You should click on the **+optional settings** link button and proceed to change the following settings. The rest of the default settings can remain unchanged (optional).
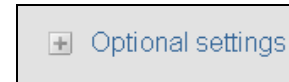
- Item 3 - Generate Originality Reports for student submission?
  Select "immediately (can overwrite reports until due date)"

- Item 7 – Allow students to see Originality Report?
  Select "Yes".

- Item 8 – Allow submission after the due date?
  Select "Yes".

Q 21: Where do I change the assignment default settings?

A: You need to edit in the assignment portfolio section by clicking at the **+optional settings** button. You need to change the following settings in all the assignments you have created. The rest of the default settings remain unchanged (optional).
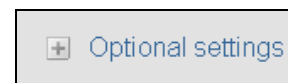
- Item 3 - Generate Originality Reports for student submission?
  Select "immediately (can overwrite reports until due date)"

- Item 7 – Allow students to see Originality Report?
  Select "Yes".

- Item 8 – Allow submission after the due date?
  Select "Yes".

Q 22: I have created a class, provided the Class ID and enrollment password to my students but they reported that they could not submit assignment to Turnitin. What is missing?

A: You have not completed the process to create an assignment portfolio for the subject where you have to create between one to three assignments for each class (e.g. TMA1, TMA2, TMA3). You must set the start date (the default is the current date and time), due date and time.

Q 23: Can I change the settings on Generate originality report for student submissions from "on due date" to "immediately (can overwrite reports until due date)" when my students have already submitted their assignments to Turnitin?

A: Yes you can. However there will then be <u>delays</u> in the generation of students' Originality Report. Reports will be put on hold and not be generated until the due date set previously. In such cases you should report the matter immediately to the Turnitin Administrator @ blchew@wou.edu.my.

Q 24: Do I penalize student who did not submit TMA in Turnitin?

A: There are specific guidelines. Tutor can seek further clarifications from your Course Coordinator. The University has made it compulsory for students to process their written assignment through Turnitin from the January 2011 semester.

Q 25: Is it compulsory to view Similarity Index before marking TMAs in Online Assignment System (OAS)?

A: Yes. The Similarity Index will indicate percentage of similarity of the assignment text submitted by the student with the written work of others contained in Turnitin's huge databases. A high index value means a high degree of similarity between the compared text.

Q 26: How can I edit a student's Similarity Index from their Originality Report?

A: Please refer to the instruction guide (*How to Edit Originality Report*) from your Tutor Portal (https://tutorportal.wou.edu.my), under Important Resources section.

Q 27: I granted extension for TMA submission for my subject and my students reported that they could not resubmit their assignment for checking in Turnitin.

A: You need to go to your class homepage and check if the due date set earlier has lapsed. If yes, you must do the **Edit settings** process. You can find this under the "**More actions**" link as shown below.
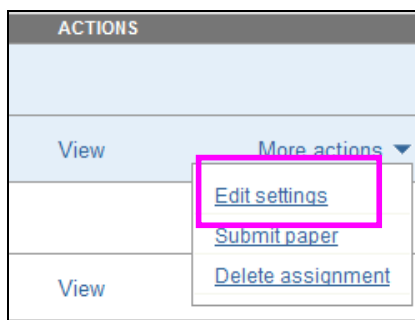
(*Kindly ignore the* *Point value* *and* *Post date* *tools which are used for grading purpose – not applicable for WOU users*)

Q 28: Which Originality Report should be considered valid if I found cases of different Similarity Index values from the student's submitted report and from my Turnitin account?

A: The Similarity index (SI) value as reported in the Tutor's Turnitin system or account is accepted as the correct one and will be taken into account. The SI value shown in the student's submitted report will not be accepted.

STUDENT

Q 29: Where can I find the Turnitin user guide for student?

A: Please refer to the Quick Start for Students (Part 1-4) tutorial file (PDF) prepared by WOU in WawasanLearn or, go to http://wou.edu.my/library/requesting_turnitin.aspx.

However, you can also refer to Turnitin Support (http://www.turnitin.com/static/support.html) webpage for detailed quick start guides, user manuals and training videos.

Q 30: How many Turnitin accounts must I create?

A: You only need to have **one (1)** account and it is valid until you have graduated from your course. You do not need to create a new account in every semester.

Q 31: Can I make use of several sets of Turnitin accounts that I have created?

A: No. Always use the same account to login to Turnitin to avoid unnecessary problem to your Originality Reports percentage results. You may get a very high percentage (Similarity Index of 100%) if you submit using one account for first submission and resubmit using another account. Turnitin will treat the second submission as one done by another student.
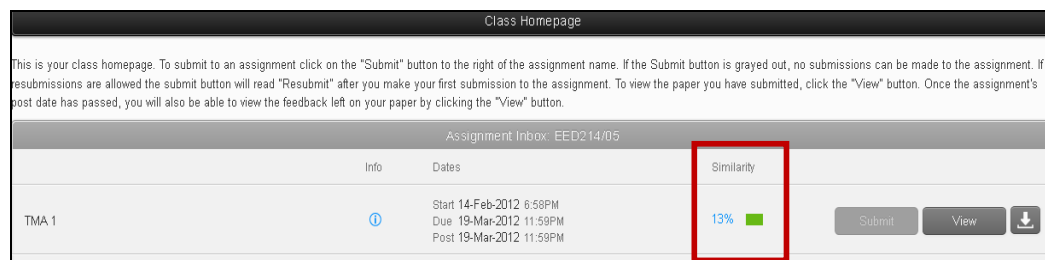

Q 32: Why am I unable to view the Originality Report results after resubmission?

A: Resubmission takes **24 hours delay** to generate the Originality Report. The reason of the delay is to ensure that student researches and think about how to rewrite their assignment paper in their own words rather than just using Turnitin to get a lower Similarity Index score by resubmitting over and over and simply changing the words.

Q 33: Where do I view my Originality Report?

A:
- Originality Reports are typically completed within 10 to 15 minutes of **first** submission.
- University policy's has requested Instructor to allow students to access their own Originality Reports. There will be an Originality Report icon displayed to allow student to view the report.
- Go to your **Assignment Inbox** web page of your subject class (Class Homepage) and look under the **Similarity** column to view the results of your Originality Report. You will see a small color box with a percentage indicated.
- The color of the report's icon is linked to one of the five tiers below of overall Similarity Index.

Blue	No matching words
Green	One matching word – 24 %
Yellow	25 – 49 %
Orange	50 – 74 %
Red	75 – 100 %

Q 34: How do I download my Originality Report?

A: Please refer to the instructions guide (*Guide on downloading the Turnitin Originality Report*) in WawasanLearn to learn how to download the Originality Report.

Q 35: What is an acceptable Similarity Index value?

A: The Schools have decided **30 percent or lower** as an acceptable Similarity Index. Students may have higher Similarity Index due to the following reasons:
- TMA questions included in the assignment
- Small matches, bibliography and quotes included for checking

To reduce the percentage, Instructor has the ability to exclude the above from student's Originality Report.

Q 36: If my Similarity Index percentage is high, what does it mean?

A: Please be aware that Turnitin does not determine plagiarism, it simply shows the Instructor matches between the students' work and files on Turnitin database. Turnitin will flag anything that corresponds to sources found within their database. The determination of proper citation and plagiarism are left solely up to your Instructor.

Q 37: Why can't I find the Resubmit button?

A: Your Instructor has not changed the default settings to allow you to resubmit. Kindly inform your Tutor to change this in the assignment's **"+optional settings"** button (*refer Question 20 and 21*).

Q 38: Why can't I view the Originality Report?
A: Your Instructor has not changed the default settings to allow you to view the originality report. Kindly inform your Instructor to change this in the assignment's **"+optional settings"** button (*refer Question 20 and 21*).

Q 39: What should I do when I encounter the following message when I try to enroll in a subject class?

"You may not directly join a master class. Please enter the section ID and enrollment password to join the class"

A: Your Instructor has provided you an incorrect class ID and enrollment password information. Kindly inform your Tutor or Course Coordinator about this matter.

Q 40: I am confused between Turnitin and Online Assignment System (OAS)?

A: Both systems are not integrated with each other. Turnitin system is a plagiarism prevention service provided by the University for students to check the originality of their written work. Ensure that your written assignment's overall Similarity Index is below 30% before you submit your final TMA through OAS. All grading and remarks for your TMA are still done via the OAS by your Instructor.

Q 41: Do I have to submit the Originality report together with my Tutor Marked Assignment (TMA)?

A: No, you don't have to effective Semester July 2011 except for CEMBA/CEMPA postgraduate students doing their final project assignment. However please seek the advice of your Tutor or Course Coordinator.

Q 42: What will happen if I submitted my Tutor Marked Assignment (TMA) to the incorrect subject class and then rectified it by resubmitting my TMA?

A: Your second submission will indicate a high Similarity Index (e.g. above 90%) as it links to your first submission as the main source of matching text. In this case, you need to alert your Instructor to remove this source from the Originality Report and you can then view the actual Similarity Index.

Q 43: I have submitted my Tutor Marked Assignment (TMA) to Turnitin and have received and read the Originality Report. Would I have completed the TMA submission process and my Tutor will be able to retrieve my TMA and mark it?

A: No, there is still one more important step that you must take.

Once you are satisfied with the Similarity Index value indicated in your Originality Report (OR), you will then zip your completed TMA paper and then submit (upload) that zipped folder to the Online Assignment System (OAS) for grading by your Tutor.

Q 44: How do I create a zipped folder?

A: Please refer to the user guide (*A quick note on the file zipping using Windows XP*) in the Online Assignment System (OAS).

Q 45: Can Turnitin screen or check tables, graphs and charts in my assignment?

A: They are acceptable, but may not be checked for plagiarism. If there is a large string of numbers, the Turnitin system tends to ignore number matches and focus on word-matches. If the tables, graphs and charts are copied into assignment as "images", they cannot be checked for plagiarism.

Q 46: Can I convert a Microsoft Excel document into PDF format and submit it to Turnitin?

A: The converted file must be in the text format in order to be checked for plagiarism. Many PDF files are just "large images" of text. Large number strings are typically ignored in the text matching process.

Q 47: Can I convert Microsoft Powerpoint presentation slides into MS Word or PDF?

A: Powerpoint slides are NOT accepted or checked by Turnitin as they are a type of executable files. Images/multimedia cannot be checked for plagiarism.

Q 48: Who can I contact should I need assistance regarding use of Turnitin?

Contact Support related to ….	
Verification of Class ID and enrollment password	Kindly contact your **Course Coordinator** first. Alternatively you can contact the Administrator for further assistance: Ms Chew Bee Leng (Turnitin Administrator) Email: blchew@wou.edu.my Tel : 04-2180 180 (Monday-Friday; 8.30 am -5.30 pm) [Will respond on next working day if reported via e-mail on weekends or public holidays] *Reminder*: Kindly provide Administrator your Course Coordinator or Tutor's full name and relevant subject class when you report your problem.
Login problem	Kindly attempt to reset your password first if you can by referring to *Question 49*. If fails, you can contact your respective Regional Offices or Main Campus Librarian (library@wou.edu.my) for assistance.

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Not receiving class ID and enrollment password	Notify your Course Coordinator immediately.
Unable to view Originality Report or Resubmit button	Email to : library@wou.edu.my Provide us your Course Coordinator or Tutor's full name and relevant subject class.

GENERAL (applicable for both user groups)

Q 49: What should I do if I have forgotten my log-in password?

A:
- You need to click at **Retrieve password** link from Turnitin webpage (located below the Password box) to reset your password.
- Enter your registered e-mail address and provide the answer to your selected security/secret question. If you can't remember this answer, click at **Forgot password** link. Turnitin system will send a link to your registered e-mail address to reset your password within 24 hours.

Q 50: How do I change my Turnitin password?

A: You can change it by clicking at the "user info" bar to open your user profile options. The user information area is separated into two sections: personal information and user preferences.

Q 51: Can I download/save, print the Originality Report?
A: Yes you can. Choose the appropriate icons in the Originality Report view.

Q 52: What is the acceptable file type and size for uploading my written assignment?

A: You must submit in Microsoft Word (DOC and DOCX). The file size must not exceed 20 MB. Files that are password protected, encrypted, hidden, system files or read-only files **cannot** be uploaded to Turnitin.

Q 53: I have problem with logging-in. I encountered the following error message:

"Login failed! Please check your e-mail address and password and try again"

A: This is the most common reported log-in problem. The probable cause could be incorrect password entered by the user. Please note that password is case-sensitive. You must enter exactly what you've registered in your user profile. Kindly also check if your keyboard is num-locked or cap-locked. If all efforts failed, you will need to do the Reset password process (*refer Question 49).*

If you need further assistance, please feel free to contact our Reference Librarian at 04-2180 159 /2180 167 / 2180 169 or e-mail your query to library@wou.edu.my.

Thank you for using Turnitin!

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