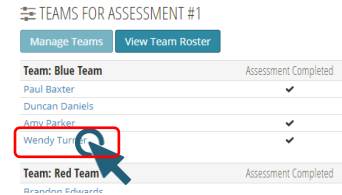


Student Assessment Status Page

The **Student - Assessment Status** page (called **Status**) has a lot of information about a student taking an assessment. This information will enable you to troubleshoot most of the questions you will receive from students. See the troubleshooting guide below.

To open the **Student - Assessment Status** (called **Status**) page, go to the Assessments Page. Under teams, each team member is a link shown in blue. Click on a student link, for example Wendy Turner. (The troubleshooting guide is included on the next page.)



STUDENT - ASSESSMENT STATUS

WENDY TURNER (BLUE TEAM) WendyTurner@gmail.com E
Back

ASSESSMENT 1

Start Date 7/22/2018 - 5:30am MST

Deadline 7/28/2018 - 10:55pm MST

ASSESSMENT STATUS AND LINK

Status Completed A

Link <https://system.peerassessment.com/a/eaceb8> B

ASSESSMENT EMAILS ⓘ

SENT TO WENDY TURNER

Assessment Sent to WendyTurner@gmail.com on 7/22/2018 - 8:10pm MST C

Reminder Sent to WendyTurner@gmail.com on 7/27/2018 - 4:00pm MST D

Confirmation Sent to WendyTurner@gmail.com on 7/23/2018 - 8:32pm MST

Report No email has been sent yet.

VIEW/EDIT PEER WENDY TURNER'S RESPONSES TO 'BLUE TEAM' MEMBERS ⓘ

- ▶ Paul Baxter
- ▶ Duncan Daniels
- ▶ Amy Parker
- ▶ Wendy Turner
- ▶ Team: Blue Team
- ▶ Other Answers

TROUBLESHOOTING GUIDE

Problem	Explanation	Instructor Action

Key items on the **Status** page include:

- A. **Status** – Once a student has finished their assessment, their status becomes “Completed”. They cannot re enter and change their “Completed” assessment feedback unless you reset it to “In Progress”. To reopen a “Completed” assessment, press the button “Reopen Assessment”.
- B. **Link** – This is the student’s link to their questionnaire that is emailed to them. If they claim the emails are not reaching them, then you can copy this link and paste it into a regular email to send to them and be certain they received it. Or, if you click the link yourself, it will open up the student’s assessment so you can test that it works.
- C. **Resend Email Now** – If a student claimed they did not receive an email, you can resend the email from this link at any time. The student’s Assessment Link (Item B) will be included in the email.
- D. **View/Edit Student’s Responses To** – If you find offensive comments that need to be changed, open this page for the team member who authored the offensive remarks and click on the person to whom the remarks were written. You can edit the remarks here.
- E. **Email > Send Message** – To simply send a message to the student, click on the email address and enter your message. If you want them to re-enter their assessment, you may copy and paste the Link (B) into the message.

TROUBLESHOOTING GUIDE		
<i>(The Student Assessment Status page is referred to simply as the Status page.)</i>		
Problem	Explanation	Instructor Action
Student needs to modify their responses after they were submitted.	Once student submits their responses, the system will not allow them to reopen the assessment for revision. However, as instructor, you may reopen their survey so they are able to revise.	Open the student's Status page. Press button under Status, Reopen Assessment . [A] Notify the student that they may re-enter the assessment to make revisions. They will need to click on the link from a prior system email, or you may copy the student Link [B] to send to them.
Student received email but is unable to successfully login.	Once a student opens their personal link, they login by entering the 1st initial of their first name, and full last name. However, names can be confusing (eg. multiple first or last names, hyphens, nicknames, name changes, etc.). These situations can give the student problems logging in. The key point to remember is that one must enter names names exactly as they are stored in the system . The email to the student identifies the first initial and last name that the system has stored.	Open the Status page for the student. You can test their login by clicking Link.[B] Try entering the 1st initial of their first name, and the full last name as given in the system. <ul style="list-style-type: none"> • If you successfully login, notify the student. Tell them exactly what you entered, then copy the student's Link [B] and add it to the email message. • If the name is incorrect in the system, open the Manage Teams page, click on the student name, make corrections to the first or last name, and press Save. • If there is still a problem, notify technicalsupport@peerassessment.com
Student did not receive email from the system.	Occasionally emails can end up in the student's email spam folder, or the student may be confused over which email account it was sent to.	Open the Status page for the student. Check email send dates [C] to see if/when it went out. Also check that their email address [E] is correct. If email was sent to the correct email, then ask the student to search their email spam folder for the message. OR You can copy the student Link [B] and paste it into an email message from your instructor account. This will overcome any factors that may have caused the system-sent email to divert to spam.

<p>One student gives another offensive feedback.</p>	<p>Our experience is that this occurs very rarely if the instructor sets guidelines for writing feedback. However, when necessary, instructor can directly edit the comments or ratings given by one student to another.</p>	<p>Open the Status page for the student who created the feedback that needs to be modified. Click View/Edit Peer Responses link [D] for the student who received the feedback. Make necessary changes.</p>
<p>Student dropped the class.</p>	<p>When a student drops your class, this action will inactivate their participation in your class.</p>	<p>Open the Manage Teams page. Click on the student's name who dropped to open the student information. Press button to "Remove Student From Class".</p>