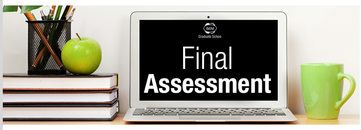
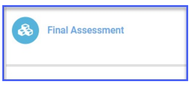


Dear Registered Student

This is the final of the four emails where we will be addressing the details and communication channels open to you during your final assessment session, devices that may be used, data usage and submission options. Please read through this email carefully and thoroughly.

1. Academic Support during the final assessment (final assessment) session

- eDiscussion forums will be closed 24 hours before your final assessment session start time. Although you may not post any questions via the module specific eDiscussion forum during this time, you may still view and read all previous questions and answers posted on your modules eDiscussion forum.
- All other eLearn resources will be available.
- The eLibrary and Proquest will be available – please ensure you use Google Chrome when logging into eLearn and accessing Proquest, as they operate best with this Operating System.
- Your module final assessment paper will be available for download from the start of your final assessment – please refer to email 3 of 4 for a step by step guide how to download your final assessment. Once you have selected your module, look out for the "Final Assessment" block which you must click on.



- Any questions regarding the question paper, must be raised within the first three hours of the final assessment session start time. This will be from 8h00-11h00 for the morning session and 14h00-17h00 for the afternoon session. All questions must please be sent to helpme@immgsm.ac.za.
- Where necessary, announcements will be made via SMS and posted as an announcement on eLearn under the relevant module. Such announcements can be posted up to three hours after the commencement of the final assessment session. It is **IMPERATIVE** that you ensure that your cell number is correct. Log into the Student Portal to check that your cell number is correct.
- Please note, the academic team will not respond to any queries requesting for assistance with:
    - Answering a question;
    - Locating content in textbooks, study guide or internet sources;
    - Confirming if students have the correct answers or are referring to the correct content when answering a question.
    - Clarifying/Rephrasing any question on the final assessment question paper.

2. General student support during the final assessment session:

- The full student support team will be online to assist from 8h00 to 20h00 Monday to Friday, from 18 – 29 May 2020 on helpme@immgsm.ac.za
- When requesting assistance or for academic queries relating to the question paper, please include the following information so that we may assist you as efficiently as possible during the session:
    - Student Number and Module code in the Subject line;
    - Please supply as much detail as possible – screenshots and error messages/codes if any;
    - Clear and straight forward questions
- The student support team will not respond to any of the following queries:
    - Assistance with answering a question;
    - Locating content in textbooks, study guide or internet sources;
    - Confirming if students have the correct answers or are referring to the correct content when answering a question.
    - Clarifying/Rephrasing any question on the final assessment question paper;
    - Confirming the final submission of a student's final assessment answer script – refer to your emailed confirmation of submission receipt, the same receipt as sent for assignments;

3. Devices

Suggested devices that may be used: Desktop computers, laptops, tablets or smartphones.

4. Data

Students only need data to access the internet to download their question paper at the start of the final assessment session and then again to submit their final document for grading. Students can complete their final assessment completely offline.

5. Final assessment duration

Final assessment question papers will be available for download from 8h00 for morning sessions and from 14h00 for afternoon sessions.

Undergraduates (Higher Certificates, Diploma and Degrees qualifications)
The final assessment duration is 6 hours in total, the exam final assessment question paper is designed so that it should not take longer than 3 hours to complete, however, you may make use of the additional time to complete the final assessment and submit to Turnitin, **as long as the final submission is made before the session closing time - 14h00 for morning sessions and 20h00 for afternoon sessions.**

Postgraduates (Postgraduate Diploma and BPhil Honours qualifications)
The final assessment session duration is 8 hours in total, the final assessment question paper is designed so that it should not take longer than 4 hours to complete, however, you may make use of the additional time to complete the final assessment and submit to Turnitin, **as long as the final submission is made before the session closing time - 16h00 morning session.**

6. Submission Alternatives

eLearn on your mobile devices

We are also excited to launch our eLearn app that provides you with a further option to access your study material. You can now access eLearn on any electronic device, including your cell phone, as long you have downloaded the free Moodle app via your mobile app store.

You only require data to (i) download the app, (ii) download the material and (iii) when you upload your final assessment. Once you have downloaded the eLearn app, you will be able to access all your study resources and complete your final assessments offline.

A word of caution - data charges will apply to any external site that you may access through the Moodle eLearn app, for example, eTutorials and any video links in your eStudy Guides.

So here are the steps to accessing and using the mobile app:

1. Download the Moodle app from the iTunes or Play store on your cell phone
2. Type in the site address: learn2020.imm.ac.za/
3. Type in your username and password for eLearn
4. All the courses for which you are registered, will now show on your cell phone including the 'Final Assessment Practice'
5. Switch off your mobile data should you want to work offline
6. NB! Switch ON your mobile data when you want to make your final submission.

Or view the video (click here) for step-by-step guidance in setting up and accessing your app. As the final assessment is an upload, please do not follow the submission instructions on this video link as it is for an eActivity.

7. Scanning and uploading

For numerical modules (Financial Management, Business Numeracy, Business Statistics, Economic Principles), or in worse case scenarios, students may handwrite their answers for the final assessment, scan and upload as **ONE single** PDF document. To do this, download a scanner app from your Playstore/Appstore, such as *Adobe Scan*. Test the app so that you can familarise yourself with how to use it. You will then be able to take clear photographs of each page of your final assesment answer sheet using your mobile device, and save as **ONE** PDF document, upload via your Moodle app or eLearn platform.

1. Ensure your handwriting is neat and legible;
2. Ensure you take clear, sharp images of each page (the markers must be able to read your submission in order to mark your submission);
3. Save as **ONE** PDF document. Only **ONE** attempt is available for final submission – only **ONE** document may be submitted.

8. Reminders:

- Please ensure you have downloaded your *Examination Confirmation Letter* from your Student Portal before the 18th of May 2020 to confirm your final assessment dates and start times – these dates and times are final.
- Ensure all available devices are fully charged before the final assessment session;
- Ensure you have sufficient data to download your questions paper and upload your submission.
- Please check your contact details are correct and up to date on your Student Portal as we will refer to these to communicate with you during the final assessment session.
- Login to **eLearn** beforehand, ensure you have the correct username and password, or reset your password if required – write down your username and password and keep it nearby.
- Please ensure a submission is made – via any of the many options available to students. It is imperative a submission for grading is received for your final assessment.
- If you are using a company supplied device, please note that the IMM Graduate School website (www.imm.ac.za) may be blocked due to strict firewall and security settings. To access eLearn, please use this link directly in your Google Chrome search bar: https://learn2020.imm.ac.za/login/index.php

Thank YOU! - our student, for your patience, engagement and feedback during this preparation phase, in a time we could never have anticipated we would be experiencing.

The IMM Graduate School team is fully equipped, prepared and ready for the final assessment submissions, and we (and our IT team) can assure you, that our systems are functioning optimally and efficiently.

Good Luck!

The IMM Graduate School Team

for **student support** contact:
helpme@immgsm.ac.za

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