

TURNITIN: Student Frequently Asked Questions

Learning Services

Contents

What is Turnitin?.....	3
What does Turnitin do?.....	3
How do I log in to Turnitin?.....	3
What types of files does Turnitin accept?.....	3
What if the PDF file I submitted was rejected?.....	4
I've submitted my work, why does it say 'Processing'?.....	4
I still can't see my originality report.....	4
Does it matter if I've uploaded the same assignment a few times?.....	4
What happens if I've uploaded the wrong work or to the wrong place?.....	5
My deadline is at 17:00 (5 pm) - how late can I leave it to submit?.....	5
I've missed the deadline - what do I do?.....	5
The University's internet connection/Learning Edge/Turnitin/network is down - what do I do?.....	5
My broadband connection or home PC has failed - how can I submit?.....	5
Turnitin won't let me submit, what do I do?.....	6
Where is my email receipt?.....	6
How do I get my grade?.....	6
None of these FAQs answer my specific question, who do I contact for assistance?.....	6

What is Turnitin?

Turnitin is an online tool embedded in the VLE which your department might ask you to use, to submit your assignments.

Turnitin has features for online submission, online marking and feedback, and for helping lecturers check that the assignment is original. Your lecturers will inform you about proper referencing and avoiding plagiarism, and any specific expectations for your programme of study. It's a good idea to familiarise yourself with Turnitin and how to submit your assignments well ahead of any deadlines.

What does Turnitin do?

When a paper is scanned by Turnitin the system produces two pieces of information:

- A similarity index, which identifies how much of the submitted work Turnitin can identify as being matched against another source
- A colour coded originality report, which identifies each match in more detail and allows more detailed investigation of the original source

Turnitin does not in itself identify plagiarism, which remains a matter of academic judgment. However, the index and report can provide valuable evidence in making this judgment as well as supporting you in developing your own knowledge about plagiarism, referencing and your academic writing skills.

How do I log in to Turnitin?

You submit assignments to Turnitin through your Learning Edge/Blackboard course so **you do not need to log in to Turnitin directly**.

Your lecturer decides where to place the Turnitin drop-box within your course. Ask your lecturer if you cannot find where you need to submit.

What types of files does Turnitin accept?

- The file must be less than 100 MB (read suggestions to meet requirements)
- The maximum paper length is 800 pages

All file types are allowed and can receive marks in GradeMark and PeerMark; however, only Microsoft Word, PowerPoint, WordPerfect, mPostScript, PDF, HTML, RTF, OpenOffice (ODT), Hangul (HWP), Google Docs, and plain text files with at least 20 words of text will be eligible to receive Originality Reports.

What if the PDF file I submitted was rejected?

Sometimes submissions are rejected as the 'Fast Web View' setting has been enabled when you saved/created your PDF. This may be default in some PDF generators. Please check your settings before saving your PDF files. Once disabled, try re-saving your file then re-submit it again. If you are still experiencing this issue visit your nearest Learning Services Help Desk for support.

I've submitted my work, why does it say 'Processing'?

This means your work is waiting to be checked by Turnitin. It does not mean your work is waiting to be submitted: the work has been handed in in but not checked yet.

The first time you submit a piece of work (and the following 3 resubmissions), it can take between a few seconds and a few hours to return your report, but it may take significantly longer at peak hand-in times.

The fourth resubmitted assignment will always take a minimum of 24 hours to return a report. If you have concerns, get in touch with your module tutor.

Why can't I see my originality report even after 24 hours?

Your tutor needs to ensure they have allowed students to view reports. Check with your tutor to make sure they have enabled this.

Does it matter if I've uploaded the same assignment a few times?

If your tutor has allowed multiple submissions, you will overwrite the older one. You can re-submit as often as you like up to the 'Due Date' (the deadline for online submission) but remember generating an Originality Report takes 24 hours for a re-submission.

What happens if I've uploaded the wrong work or to the wrong place?

You need to resubmit the correct bit of work to the correct assignment. You also need to warn your lecturer that you have submitted the same work elsewhere as he/she will see the match in the report.

My deadline is at 17:00 (5 pm) - how late can I leave it to submit?

Submitting your work online a few minutes before the deadline is risky. It can take a few minutes for the system to 'register' your submission and it will 'stamp' your work late if this happens even a few seconds after the deadline. To be safe, and to give yourself time to resubmit your work in case you notice a mistake, you might consider submitting 24 hours before the deadline.

I've missed the deadline - what do I do?

Once the due date has passed, you may be unable to submit your work. You will need to contact your tutor for guidance on what to do next to make a late submission.

The University's internet connection/Learning Edge/Turnitin/network is down - what do I do?

If you are unable to submit your work because of a failure of a University IT system you need to:

- Report the problem by email to CatalystEnquiries@edgehill.ac.uk
- Email a copy of your completed work to yourself to prove you had the work finished.
- Check with your tutor to see if alternative methods for submission have been set up. It may simply be a case of emailing your work to your tutor.

My broadband connection or home PC has failed - how can I submit?

You need to find an alternative connection or computer to submit your work.

Turnitin won't let me submit, what do I do?

One explanation is that there has been an error in the set-up of the assessment in Turnitin, for example, the due date is sometimes set to 12am rather than 12pm. In any case, contact your module tutor to report the issue straight away. Also, check that the file type you are submitting is one of those accepted.

Where is my submission receipt?

Turnitin does not send an email receipt, but you will be promoted to download a digital receipt once your submission is successful. You may also return to the submission dashboard at any time, and click on the paper icon on the far right-hand side of the page to download it.

How do I get my grade?

In most cases, a specific date and time will have been set when the marks your tutors have inputted in Turnitin are released in line with your faculty's assessment policies and procedures. To view your grade, click back to the Turnitin drop-box area in the course.

None of these FAQs answer my specific question, who do I contact for assistance?

If you are having technical difficulties in submitting your work to Turnitin then please contact the Learning Services Help Desk in the first instance on 01695 657800. All non-technical difficulties should be addressed to your module tutor.