

# Turnitin - Service Status and Known Issues

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## Service Status

<p><b>Current Status:</b> <span style="color: green;">✔</span></p> <p><b>Key</b></p> <table border="1"> <tr> <td style="text-align: center;"><span style="color: green;">✔</span></td> <td>Service available</td> </tr> <tr> <td style="text-align: center;"><span style="color: orange;">⚠</span></td> <td>Service available but with some issues</td> </tr> <tr> <td style="text-align: center;"><span style="color: red;">✘</span></td> <td>Service unavailable or experiencing major issues</td> </tr> </table>	<span style="color: green;">✔</span>	Service available	<span style="color: orange;">⚠</span>	Service available but with some issues	<span style="color: red;">✘</span>	Service unavailable or experiencing major issues	<p>Tweets relevant to the UK service (which UCL uses) are prefaced by 'TurnitinUK'</p> <div style="border: 1px solid blue; padding: 10px; text-align: center;"> <p><b>Loading Twitter Widget</b></p> <p>Widget #575618887485644801</p> </div>
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## Turnitin Known Issues

Issue	Date Identified	Status	Workaround
When setting the restrict access criteria for a Turnitin assignment to user based restrictions, it treats tutor and course administrators like students.	2016	Raised with Turnitin support	If you set restrict to students with a certain email, it is also necessary to add the tutor/course administrator email.
Submitting .docx created in Office 365 files does not always submit to Turnitin. Despite receipt number being generated. The following advice has been circulated via the HELF (JISC Heads of E-Learning Forum) Turnitin mailing list, 'We have confirmed that one cause of failed/corrupted submissions is the result of students submitting Word documents created using Word Online (Office 365). Those documents saved as PDF before submission seem to work.' Re-saving the document in normal 'desktop' Word will also fix this issue.	2016	Raised with Turnitin support	Open and save the file from Windows desktop Office software. Save as PDF.  From Turnitin

"As discussed, this assignment is set to allow any file type. This means that some submissions that have been made will not be able to generate an originality percentage and may show as pending as we are unable to extract the text to generate a report.

We would advise that the students access the check for issue area within Microsoft Word, inspect the document and look for any custom XML errors and then click on the 'remove' button to see if this removes the areas and tries submitting the work again. This may allow the report to be generated.

Please also note, we do not accept documents that have been created via Google Docs. If

			students have tried to submit created via Google Docs, then we will not be able to generate a report. We recommend that such documents are saved in a different format
Sometimes marks in the assignment don't transfer into the gradebook	Unknown	Raised with Turnitin support	This occurs when the Turnitin assignment in Moodle does not synchronise with the Turnitin database. Clicking on <b>Edit Settings</b> for the assignment and clicking <b>Refresh all Grades from Turnitin</b> should sync them.
There is an issue with PeerMark that if a student starts a review but does not submit it before the due date they will appear as 'submitted' after due date, but this is not reflected in the downloadable spreadsheet of scaled responses, as attempt was never officially submitted. Therefore the number of submission in the spreadsheet will not reflect the number displayed in PeerMark. This can be identified by seeing if the students review submission date was the same as due date.	27 Oct 2016	Raised with Turnitin support	Be aware of this possible discrepancy if you use the downloadable spreadsheet.
An anonymous assignment is created with only one part. After creation, the course admin or tutor adds one or more new parts to the assignment. When the students begin to submit to the secondary parts, their names are shown despite the post date not being reached.	27 Feb 2017	Raised with Turnitin	If multiple part anonymous assignment is required, ensure all parts are set up at the time of assignment creation.

<p><b>PeerMark:</b> A bug has been identified in the Peer Assignment distribution. Due to this bug, it is not possible to guarantee the even distribution of Peer reviews between students when the feature "automatic distribution of papers" is selected during the assignment's creation. Also, some students will be able to complete more reviews than those assigned to them.</p>	<p>7 Feb 2017</p>	<p>Raised with Turnitin</p>	<p>Turnitin's engineering department is working on a fix. But, as a workaround, instructors are able to manually pair students when creating the assignment in order to guarantee a more even distribution.</p> <p>Alternatively, consider using <a href="#">Moodle Works hop for peer assessment</a>.</p>
<p>Deletion/bin icon not working for some users. When clicked, nothing happens.</p>	<p>25 Apr 2017</p>	<p>Raised with Turnitin</p>	<p>Clear browser cache- this should fix the problem. If this does not work, please email <a href="mailto:di-gi-ed@ucl.ac.uk">di-gi-ed@ucl.ac.uk</a> with the module code and paper ID for deletion.</p>
<p>Digital receipts being generated for students who have not submitted. This happens when the grader accidentally clicks on the grade pencil next to a students' name in the submission inbox.</p>		<p>To be fixed July 2017</p>	<p>Avoid clicking the grading pencil for students who have not submitted. A warning is generated when you do click on the icon.</p>

### Turnitin Quirks - Expected Behaviour

Issue	Status	Workaround or Reasoning
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When a teacher clicks rubric icon on the assignment submission page to preview rubric, it shows a different rubric to the one they attached.	Expected behaviour	When a teacher clicks the rubric icon it opens the rubric editor and shows the first rubric in their library. When students click the same icon they will see the rubric attached to the assignment. To check your rubric and assignment are setup correctly use a <a href="#">test student account</a> .
Allows Post Date to be sooner than the Due Date.	Expected behaviour	This is a feature which has been introduced by design, as it gives the ability for instructors to provide feedback to students who have submitted an assignment, perhaps a first draft. This will allow students to view initial feedback, continue to progress with their assignment and resubmit their assignment until the final due date.
When, as a student, you preview a rubric in Turnitin, the Close button doesn't work in Firefox.	Turnitin unable to fix	Please use the 'Close' link top right of screen instead.
Tutor can be submit on behalf of student after due/ post date.	Expected Behaviour	Instructors have the ability to resubmit submit papers after the assignment due date, until the class expires, at which time the class becomes read-only. This option allows instructors to resubmit for a student in case the wrong paper was submitted.
Inconsistent upload of Word for Mac files. Sometimes file can be submitted without problems, however, on occasion, Turnitin will fail to process the whole document.	Turnitin unable to fix	Open and save the file from Windows Office software. Save as PDF and resubmit paper.
21/03/18 Missing line breaks in FS - shows blank space where next page is meant to be. Issue with using Quckmark tool not working properly	Logged issue with TII	Clearing cache seems to resolve issue with line breaks

### Recently resolved

Issue	Date Identified	Resolution Date/ Tested Date
Message "Resubmissions are allowed for this assignment until the due date passes. Any and all marks will be deleted when or if the paper is resubmitted. Would you like to continue?"	Unknown	05 Oct 2016
Submission titles containing a forward slash ( / ) or quotation marks ( " ) will not submit properly	Unknown	07 Sep 2016
The submission count doesn't increment each time you resubmit a document to a submisison inbox	Unknown	07 Sep 2016

Student can see the blue grading pencil when they look on 'my submissions' tab. Clicking on this will launch the document viewer, but an error will then be generated.	8/08/2016	Unknown
Export option not working. Raised with Turnitin Clicking on the export button leads to an error message: Timeout from upstream server.	08 May 2017	11 May 2017
<p><b>Issue:</b> Pasting text into the Feedback comments area from word processors such as Microsoft word causes the screen to freeze and/or only allows a minimal amount of text to be entered ( the limit should be 5000 characters). This is due to extra formatting being pasted into the comments section making it un-editable.</p> <p><b>Workaround:</b> Text should be pasted from plain text editors such as Notepad or Textedit</p>	5th March 2018	7th March 2018  RF Ticket-02877310

## Release Notes

The latest release notes from Turnitin, listing bug fixes and new functionality

<https://help.turnitin.com/release-notes/moodle/moodle-direct-release-notes.htm>