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## 1. What is Turnitin?

Turnitin is a web-based program which has 'text'matching software, designed to allow teachers and students the opportunity to submit work and compare such to a database of sources. Ultimately, it is designed to educate students regarding appropriate citation and referencing techniques, as well as paraphrasing skill. In doing so, Turnitin allows Glenwood High School to know with confidence that the academic integrity of our students' work is intact. Turnitin ensures this by comparing student submissions against an archive of Internet documents and data, a database of previously submitted papers, and their subscription repository of various publications. Turnitin will then produce a 'Similarity Report', which can be viewed by both

teachers and students, where it identifies any text within a student submission that has matched another source.

Turnitin does not on its own detect plagiarism, it will simply match text within a student's assignment to text elsewhere. The correct interpretation of this is the required by both teachers and students in order to ensure the successful use of Turnitin.

## 2. Why does Glenwood use Turnitin?

Glenwood uses Turnitin as a tool to educate students regarding proper citation and referencing, while also providing Glenwood with the assurance in the academic integrity of our student's work. It also provides Glenwood students with the flexibility of online submissions, which also helps to prepare them for the likely advent of such technology in further tertiary study.

Turnitin is not used at Glenwood as a punitive tool. Its primary purpose is to provide students with a digital means of understanding and applying citation and referencing techniques in their work, and a method in which to check their correct and efficient use of sources and information.

## 3. How does Turnitin work?

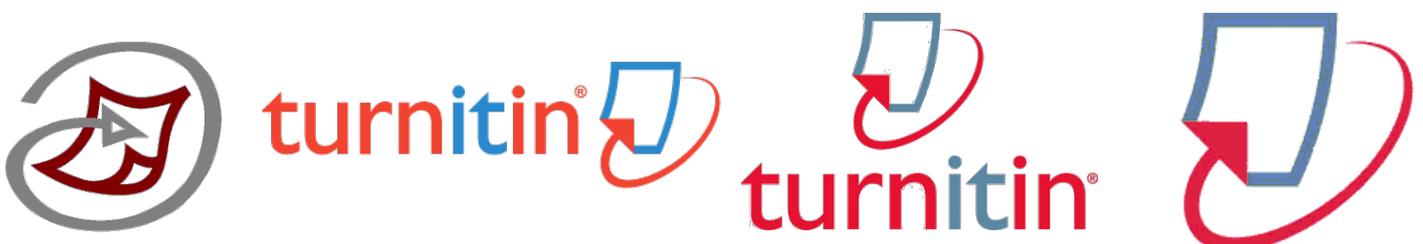
For the relevant course/class, a teacher will set up an assignment within Turnitin, to be made accessible to the students. A student will then submit the assignment, following the instructions in regards to the relevant due date and time.

Turnitin then matches the text within the assignment against their database of internet documents and archived websites, repository of student papers, subscription repository of periodicals, journals and other publications. Turnitin will then produce a 'Similarity Report', which is accessible to students and teachers, identifying any areas of the students' text that has matched another source.

Turnitin then stores a record of all the submitted assignments on their database, in order to compare future assignments – both from Glenwood and beyond – against these tasks as well. While Turnitin keeps a record of these papers, they are not reproduced to any third party, and students retain ownership of their assignment.

## 4. How do I know when I have to use Turnitin?

Most faculties use Turnitin for some or all of their courses. However, even then, Turnitin is not used for all tasks. For any task where you will need to use Turnitin to submit your assignment, your task notification will indicate so with the use of the Turnitin icon/logo, and also provide not only the due date but due time for the task to be submitted. The icon/logo used would look like one of the following:



## 5. How do I create an account?

In order to create an account, you must first be added to a class. Once this happens, you will receive an email letting you know that you have been added to a class in Turnitin, and ask you to follow the steps to create your account. There has been a guide created to help you through the process in creating your account, which you can access from the 'Turnitin' section in the GHS Intranet site ([www.ghsintranet.com](http://www.ghsintranet.com)), titled 'Creating my account'.

NOTE: the only email used for Turnitin is your school email, not your private one. Please ensure you have access to your school emails.

## 6. What if I forget my password?

As part of your account set-up process, Turnitin requires that you set up a secret question, in case you ever forget your password. As such, if you go to log in as normal on [www.turnitin.com](http://www.turnitin.com), click on 'Forgot my password' instead, and follow the steps to answer the secret question and reset your password. If you can't remember the answer to the secret question, click on 'Forgot your answer' and follow the steps to reset your password.

## 7. How can I change my email address or password?

You should only change your email address in Turnitin if it has been spelt incorrectly, or a non-school email has been used. If this is the case, once you log into Turnitin, click on your name on the top black bar of the page. This will take you to your user settings. Here, simply edit or re-type your email as listed, before clicking on 'Submit' on the bottom of the page. It is also on this page where you can change your password, as well as your secret question.

## 8. How do I enrol into a class?

Teachers may enrol you into their class for you. In which case, if your Turnitin account is already set up, you would simply get an email letting you know you've been enrolled into a class, and it would be on your home page when you next log into Turnitin.

If you are enrolling into a class yourself, there are two key pieces of information you need from your teacher – the Class/section ID and the enrolment key. Once you have this information, you can simply log into Turnitin, click on the 'Enroll in a class' tab, enter the two pieces of information and click 'Submit'. The class should then appear on your homepage.

Support in this process can also be found on p.5 of the 'Creating my account' document in the Turnitin section of the GHS Intranet page ([www.ghsintranet.com](http://www.ghsintranet.com)).

## 9. Can I use Turnitin if my teacher hasn't set it up?

In order to use Turnitin for a particular course or subject, your teacher must first set up a class. As a student, you are unable to do this for yourself. If you have an assignment to submit for a particular course and the class is not visible on your Turnitin home page, seek assistance from your teacher in order to ensure you are enrolled, or can get the information to enrol yourself.

## 10. How can I check if I have an assignment?

When you log into Turnitin, your home page will list the classes you're enrolled in. If you click on these classes, any assignments that have been set up will be visible, which detail the name of the task, due date, and steps to submit it.

Regardless of whether an assignment will be submitted through Turnitin or not, students will still receive hard copy notification of an assessment task. If a task requires Turnitin submission, the notification will state as such (see Question 4 for further detail).

## 11. How do I submit my assignment?

First, you simply log into Turnitin, and click on the relevant class that you need to submit an assignment for. The assignment should then appear. Simply click 'Submit' to begin the process of submitting your task.

There is an in-depth guide to help you in this process titled 'Submitting my assignment' on the Turnitin section of the GHS Intranet ([www.ghsintranet.com](http://www.ghsintranet.com)).

## 12. I tried to submit my assignment but it won't work. What do I do?

Firstly, check the 'Submitting my assignment' guide on the Turnitin section of the GHS Intranet page to ensure you're submitting your assignment correctly.

If you've been following the steps correctly, try to use Turnitin on a different Internet browser. Submissions can become difficult on occasion when using Safari. Try using Firefox or Chrome browsers which should resolve this issue.

If you're still unable to submit your task, take screenshots of your attempts to submit the task, in order to show what Turnitin is reporting to you as the error. If the due date and time is approaching fast, you should email a copy of your task to the relevant teacher, as well as your screenshots, and describe the issue you are having. We can then work to troubleshoot the problem.

## 13. I submitted my assignment as a draft to check if it was plagiarised, but now it won't let me submit the final copy. What do I do?

This is likely due to the assignment settings not allowing for multiple submissions. If you hover your mouse over the information icon where your assessment task is listed on Turnitin -  , it will state whether re-submissions are allowed or not.

If re-submissions are allowed, but you are unable to do so, contact the relevant teacher to ask for assistance. If the due date and time is approaching fast, email a copy of your final assessment task to your relevant teacher, and describe the issue experienced with re-submission.

NOTE: Remember, Turnitin will allow you to submit a total of **two drafts**. Once the third copy is submitted, Turnitin will not allow you to submit anything into that assignment again.

14. I submitted my assignment as a draft and it took 5min for the Similarity Report to come up. I've now submitted the final copy of the assignment, but it is now taking a long time for the Similarity Report to come up. Why? Will this affect me submitting my assignment on time?

The first submission of a task usually only takes up to 10min to produce a Similarity Report. However, if you then re-submit the task, it can take up to 24hrs for the Similarity Report to be produced. This is due to having the previous task still in their database, and as such taking longer to ensure the previously submitted draft of the task does not come up as plagiarised – since you are the author of both, unless text matches from another external source, it will not be marked as plagiarism.

It is important to note that this does not affect your assessment task being submitted on time. If your re-submitted task is in Turnitin before the due date and due time, but the Similarity Report has not yet come through, this will not impact on you submitting the task in time.

15. How do I know if my assignment is plagiarised?

When your assignment has been submitted, Turnitin will produce a Similarity Report. This is what details where any text within your assignment has been matched to something else within the Turnitin database.

If you look at the assignment inbox where you have submitted your task, under the column 'Similarity', there will be a percentage. This is the amount of plagiarism detected within your work. If you click on 'View', it will take you to look at your assessment task, where you can click through the red column tabs to see which parts of the text has been highlighted as plagiarised, and where that match has come from. This Similarity Report is accessible to you as the student, as well as your teacher.

16. What is the percentage I have to be under to make sure I haven't plagiarised?

At Glenwood High School, there is no enforced percentage that students must be under to ensure their task is not plagiarised. This is due to the difficulty in enforcing such. For example, students doing an assessment task on World War II may find that dates, brief facts and individual names consistently come up as plagiarised, or students completing an essay for Legal Studies find the words used in the question keep coming up as plagiarised, meaning their Similarity Report indicates their task is 18% plagiarised, when in fact on observation of the report by teachers, this is not deemed to be the case.

Remember, Turnitin simply matches text. It is then the responsibility of students and teachers to read through the Similarity Report and correctly interpret its data to deem if students have plagiarised text or not.

## 17. How do I know if my assignment went through correctly?

Firstly, check the 'Submitting my assignment' guide on the GHS Intranet page ([www.ghsintranet.com](http://www.ghsintranet.com)) to ensure you submitted your task correctly. You will get a confirmation once your task has been submitted correctly.

You will also receive a confirmation email to confirm the assessment task has been submitted, detailing the name of the task, the date and time it was submitted, etc. This is proof that your assessment task has gone through correctly.

If you do not receive a confirmation email, your task has not gone through correctly. Follow the steps within the 'Submitting my assignment' guide again to complete the process. Ensure your email is entered correctly in Turnitin (check Question 7 for details on how to change your email), however, please remember you must use your school email for Turnitin, since we do not have access to or know any private emails students may have.

## 18. I thought I submitted my assignment, but my teacher hasn't got it.

### What do I do?

Firstly, you should ensure you have correctly submitted the assessment task, by checking the assignment inbox for the relevant subject in Turnitin. Also, with the correct submission of any task, you will get a confirmation email sent to you.

If you did not get a confirmation email, then your assessment task was not correctly submitted.

If you have received a confirmation email but your teacher still cannot see your submitted task, please forward the email from Turnitin confirming the submission to the relevant teacher. It is therefore very important that you do not delete any confirmation emails Turnitin send you, as they are proof of submission.

## 19. I've submitted my assignment late, but now it won't go through Turnitin. Why?

This is usually because the 'Post Date' for the assignment has passed. If this date has passed, Turnitin won't let anyone post another assignment to this task. In this instance, you will need to see your teacher and get them to change the date. Once this happens, you should be able to submit your task through as normal.

## 20. I checked my Similarity Report, but the question we had to do for the assignment and my name is coming up plagiarised. Why?

Since it is likely that all the students within your course/class have got the same question detailed in their assignment, Turnitin will think that this is plagiarised. However, on inspection of the Similarity Report by students and teachers, we will know that this is not the case. Similarly, on occasion, if you've submitted the task in draft form, and then re-submitted with the final copy, Turnitin could identify your name as plagiarised. Again however, on reading the Similarity Report, students and teachers will know that this is in fact not plagiarised.

Remember, Turnitin simply matches text. It is then the responsibility of students and teachers to read through the Similarity Report and correctly interpret its data to deem if students have plagiarised text or not.

## 21. Will Turnitin check a resubmitted assignment against previous submissions for the same assignment?

If a student submits a revised draft to the same Turnitin assessment task inbox, the files will not match each other. This is because previously submitted assessment tasks are overwritten by resubmissions. This is also why it can take up to 24hrs for the Similarity Report for a re-submission to be generated, since it is checking through to ensure it does not come up as plagiarised due to it being a re-submission to overwrite a previous submission.

## 22. Is it possible to get a similarity of 0%?

It is possible and therefore acceptable to obtain a similarity of 0%. A low similarity usually relates to the way in which your teacher has set up the assessment task on Turnitin. There are options to exclude bibliographies and small matches (normally 5-8 words long), which can lead to a legitimate 0% plagiarism score.

## 23. I got a similarity score of 3% when I submitted my task, but now it says it's 15%. Why has it changed?

This is usually because other students in your course/class have now submitted their assessment tasks, which has impacted on your similarity as Turnitin has now identified some matches between them and yours. This does not necessarily mean that it is plagiarised however, it may be because students have referenced the same question within the assessment task for example. Check your Similarity Report to see where the matches have been found.

Remember, Turnitin simply matches text. It is then the responsibility of students and teachers to read through the Similarity Report and correctly interpret its data to deem if students have plagiarised text or not.

## 24. I think my similarity is too high – what do I do?

If in reading your Similarity Report you think that your similarity is too high to other matched text and sources, then it would be worth continuing to work on your assessment task to refine and re-work your task until it reflects information that has been rephrased into your own words, or you have improved your referencing to ensure all sources are correctly identified.

This is why it is important to utilise the features of Turnitin to submit a draft to check your plagiarism if your assessment task allows for re-submissions (check Question 13 on re-submissions). Otherwise, ensure you work on your assessment task thoroughly so that all information is correctly referenced and re-phrased into your own words where applicable.

## 25. Why is my bibliography coming up as plagiarised?

This could be due to the settings for the assessment task, which haven't excluded the bibliography from being checked by Turnitin for plagiarism. Ensure you have correctly referenced your sources, and ensure your bibliography has a heading, e.g. 'Bibliography', 'References', etc. so that Turnitin can ignore it from its Similarity Report if the setting has been turned on to exclude it from the check. If it is still coming up in the Similarity Report as plagiarised, your teacher will see this as well and know that it is simply your reference list. Remember, Turnitin simply matches text. It is then the responsibility of students and teachers to read through the Similarity Report and correctly interpret its data to deem if students have plagiarised text or not.

## 26. My assessment task has been deemed as significantly plagiarised.

### What happens now?

In the instance your teacher (and Head Teacher where applicable) deem your assessment task to be significantly plagiarised, you will be issued with an N-Award warning. Please consult your relevant Assessment Policy in regards to the N-Award requirements and process.

## 27. Who do I see for help?

Your first port of call for any assistance regarding Turnitin, would be the relevant teacher associated with the issue you're having. For example, if you need the information to enrol in a class in Turnitin, or have a question regarding an assessment task's submission, direct them to the relevant teacher.

For any other queries, questions or issues regarding Turnitin, you can seek assistance from Ms Powter in Staffroom West (HSIE).

## 28. I've set up my account, but now I can't login. What do I do?

Firstly, go through the steps in the 'Forgot your password?' link in the Turnitin login page. Here, it will ask you your secret question and get you to re-set your password.

If you don't know the answer to your secret question and can't re-set your password, you will need to seek assistance from Ms Powter in Staffroom West (HSIE).