Frequently Asked Questions for Faculty

Where can I get additional help?

Tk20 login page: https://southernct.tk20.com/

Please email any of your questions to tk20support@southernct.edu

Tk20 resource page (with Quick Guides): http://www.southernct.edu/education/tk20/

What is Tk20?

Tk20 is the certification assessment system at SCSU. It allows you to organize and manage the distribution and evaluation of key assessments that monitor students' progress along certification standards. In Tk20, you can send messages, grade assignments, and provide feedback in an online platform.

How is this different than Vista?

Vista is primarily a teaching tool that focuses on the administrative process of teaching a class. Tk20 is used to collect key assignments and assessments that are required to maintain state and national accreditation of our certification programs. In Tk20, you can monitor student progress throughout their entire certification process. Tk20 will only be used for certain key assignments that have been chosen by your program. For all other coursework, you will be asked to use Vista in conjunction with Tk20.

How do I access Tk20?

You can access your Tk20 account by visiting https://southernct.tk20.com. Enter your username (SCSU username) and password to log into your account. Your initial password is your 8 digit Southern ID. Once you have logged in you will be prompted to reset your password.

I forgot my password.

If you forget your password, please email Tk20 technical support at tk20support@southernct.edu A representative from the office of Assessment and Planning will reset your password and send you an email with instructions.

Can I change an assessment for my course?

Please consult with your department chair or program coordinator before requesting any assessment revisions as this may impact your programs' accreditation efforts.

How do students get their Tk20 assignments?

- The Tk20 Unit Administrator sends out all required assignments to students' Tk20 accounts. Required Tk20 key assessments are determined by each program.
- Assignments cannot be submitted by a student or assessed by an instructor, until they have been sent out to the students.

- Once students have submitted their assignment in Tk20, the instructor will automatically receive the students' submittal in their Tk20 account. Each assignment has been already linked to the correct scoring rubric so when an instructor opens the students' assignments the correct rubric will automatically appear.
- The instructor completes the scoring, submits the assessment and the students receive a copy of the scored assessment in their Tk20 accounts.

I have a student in my class who is taking the course as an elective and is not a certification student and never intends to be. Should he or she purchase Tk20?

For cases such as these, where non-certification students take the course, please contact your department chair or program coordinator, who will address the issue on an individual-by-individual basis. Perhaps your program already has a policy.

What do I do if one of my courses, or one of my students, does not appear in Tk20?

The Tk20 system is updated on a regular basis and if your course is not appearing now it may appear in a few days. Please contact tk20support@southernct.edu if the issue persists.

My student told me he or she is having technical difficulties with the program and cannot see the assignment.

First, ask the student if he or she has purchased an account. Then ask the student if it was activated. Students should be aware that the process can take two or three business days. If they haven't yet purchased an account, remind them that it is a requirement of the course.

My student submitted an assignment without an artifact or submitted the wrong file. What can he or she do?

If you have not yet submitted a score for this student, the student can recall his or her assignment, upload the correct artifact, and resubmit to you. If, however, you begin grading the student's assignment with the missing or incorrect artifact, the student will be unable to recall his or her work. In this case you will need to grant the student an extension, which will reopen the document for editing.

How do I grant an extension or give the students more time to complete their assignments?

In your Tk20 account, click the *Courses* tab. In the *Coursework* folder in the side menu, click on *Assignments*. To grant an extension to the entire class, check the box to the left of the assignment and click the gray *grant extension* box above. To grant an extension to an individual student, click on the pertinent assignment, check the box to the left of the student's name, and then click the gray *grant extension* box above. Enter the new due date information. Do NOT revoke the assessment.

Will students be able to submit their assignments after the due date.

Yes, students can submit after the due date. The status of their assignments will show as *Late*. It up to you to decide if you want to deduct point for lateness.

I used the revoke button for a student and now they are not showing up in my list. What do I do?

When you revoke an assignment, it deletes the assignment for both the student and the faculty member. In order to correct this issue you will need to send the assignment to your entire class and revoke the assessment for everyone EXCEPT for the student whose assignment was revoked. Please contact the Tk20 Unit Administrator at tk20support@southernct.edu for assistance.

How do I change a student's grade on an assessment that I already submitted?

If you submit an incorrect grade or wish to modify a previously completed assessment, you must go back and revise the original scoring rubric you used. In your Tk20 account, click the *Courses* tab. Find the course the assessment was in, either in the *Current* or *Previous Courses* tab, click the course number and open the *Activities* tab. Click on the name of the assignment and then the student's name whose assessment you want to revise. A double screen will open up with the assessment rubric shown on the right. Click on "<<**Back**" at the top of the right hand screen (above the rubric). Then, click on the *revoke assessment* button. You can now reopen and reassess the assignment.

If the semester is over, can I still enter a student's score?

Yes. **If your student submitted** his or her assignment, you can open the courses tab in your Tk20 account. Click on the *Previous Courses* tab under the *My Courses* label. Find and click on the appropriate course number and you will see a list of assignments that were submitted for that course. You can then open and score the incomplete assessment. If an assignment was not submitted by the student please contact Tk20 support at tk20support@southernct.edu for assistance.

Can I get a list of my students who have not purchased Tk20?

Yes. In your Tk20 account, under the *Courses* Tab, click on the *Courses Reports* (found on the left of the screen). On the right side, click on *041 Student Course Rosters by Term*. Choose the parameters you are interested in and hit the *Display Report* button below. You can use the *export* button (upper left) to export the data into an Excel spreadsheet.

What reports are available? How do I get copy of a report?

Many reports are available. Please contact tk20support@southernct.edu or call the Tk20 Unit Administrator at (203) 392-6544 with the details of the you information you would like.

Is there a Frequently Asked Questions sheet available for students?

Yes, the answers to students' typical questions may be found on the School of Education's website. Please direct students to the Tk20 resource page (with Quick Guides): http://www.southernct.edu/education/tk20/