University of Divinity
Learning Management System

ARK GUIDE

for students

- Jude Caspersz, February, 2023

For help with ARK,
please contact the Learning Support Coordinator:

Mr Jude Caspersz
Office 2.22
Email [preferable]: jude.caspersz@ctc.edu.au
Phone: 9412 3338

In Jude's absence:

Dr Chris Morris
Office: 2.23
Phone: 9412 3322

If your online class is about to start and you are having difficulties joining:

- email Jude immediately

If it has already started:

- ring CTC Reception 9412 3333.
- ensure your phone is near you.

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Dear Student,

Welcome to CTC!

*I present to you our **ARK Guide** for students.*

*An important point to note regarding ARK is that you will only be able to access the program after your **enrolment process is complete**.*

This means all I.D. documentation has been submitted and the Academic Records Office has been able to enter your details into our enrolment system.
Once you receive your Student No. (either via your Student Card or Enrolment Summary) you can work out your system-generated password (see p3).

*Please note that the units in which you are enrolled will not be visible to you on ARK until **7 days prior** to the commencement date of your first class.*

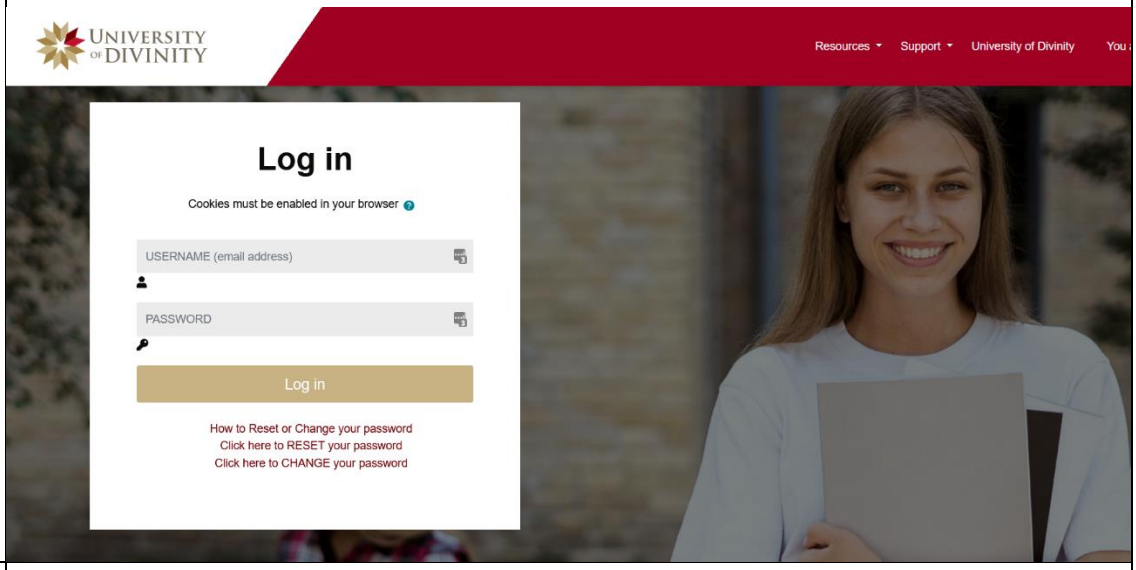
I hope you find this user guide helpful.
Please do not hesitate to contact us should you require any assistance.

Kind regards,

Jude Caspersz
CTC Learning Support Coordinator

1. ACCESSING ARK

ARK is the University of Divinity online **Learning Management System**.
Each unit in which you are enrolled will have at least one corresponding webpage on which lecturers can post resources. e.g.: readings, PowerPoints and links through which assignments are lodged online.

website address:	ark.divinity.edu.au You should bookmark this.
logging in:	Access requires a username and password:
ARK login page:	
username:	The email address you gave at enrolment e.g.: james.brown@inet.org
password:	For new students, this is the day and month of your birth (DD/MM) and the last three digits of your University of Divinity student ID. For example: your date of birth is **01/12/1970** and your student number is 201312543, your password would be: **01/12543** **Remember to include the forward slash**! If you forget your password, be careful with making repeated attempts as the system will log you out if numerous attempts are made. See Section 2 for more important information.

Paradigm:	Paradigm EMS (Educational Management System) is the site where you can view your enrolment details and access results. The login above is the same for your logins to Paradigm and Library Hub.

2. WHAT IF I CAN'T GET INTO ARK OR I FORGET MY PASSWORD?

Important points:

- The ARK login area is case-sensitive. Therefore, username must be in lowercase (even if you normally use uppercase for emails).

- If you attempt to log in more than three times in quick succession with an incorrect username or password your account may automatically lock.

- You may like to try re-setting your password. Click "Reset your password" on the ARK login page and follow the step by step instructions. This will not work if you have already locked up your account (see above).
  The system will ask you for your email (username) plus DOB.

It is quite common for students to run into difficulty with this process. If it is does not work, email Jude, Learning Support Coordinator (learningsupport@ctc.edu.au) for assistance.

- If successful, the system will send you a new complex password. Contact the Learning Support Coordinator if you would like assistance in changing this to something user-friendly.

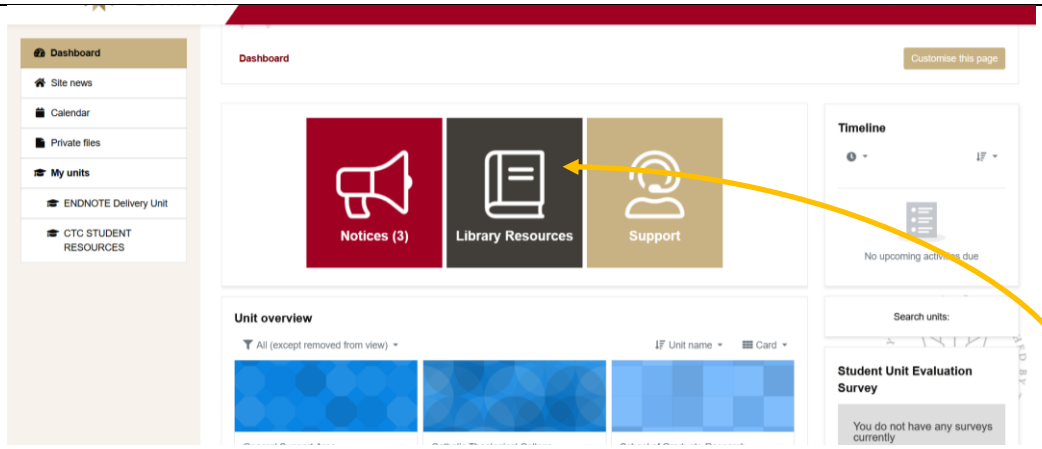
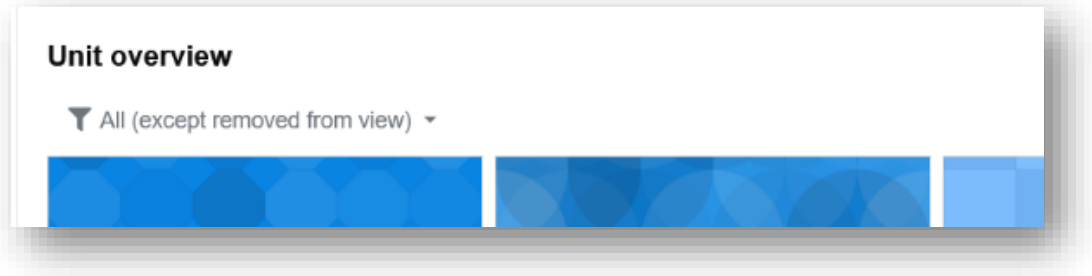
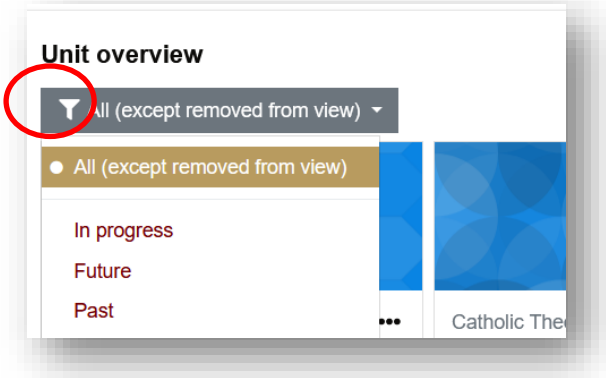
"My login is still not working. What can I do?"

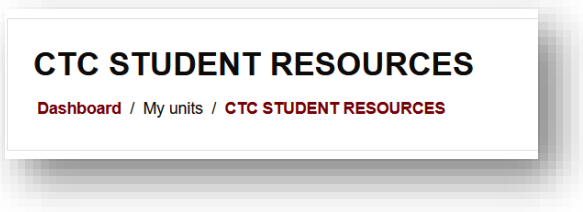
Contact Jude as soon as possible (learningsupport@ctc.edu.au) .

"What if I cannot login and I have an assignment due very soon?"

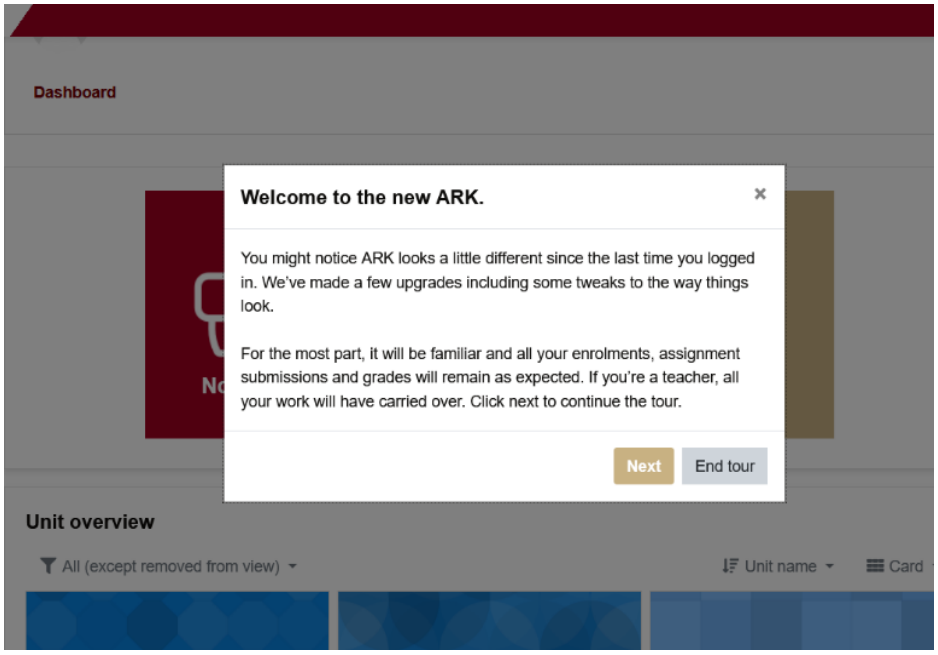
To avoid late submission, email assignment to your lecturer, with explanation; copy in the **Learning Support Coordinator** (learningsupport@ctc.edu.au) who will then advise how to get it through *Turn-it-in,* or do it for you at a later stage.

3. NAVIGATION

dashboard:	 This is your homepage. Should you ever find yourself 'lost' in ARK, click Dashboard to return to main menu.
direct link to online Library resources:	You can go back and forth to the online Library site from this link.
unit overview:	Where you locate your units. It holds all your units at U-Div, currently enrolled and prior. Note that enrolled units will only appear 7 days prior to the official start date of the semester or Intensive unit. 
filter icon:	 Immediately under the Unit Overview heading is the filter icon. This sorts your units into different folders: ***In Progress*:** your current units. ***Future:*** your units in which you are enrolled but have not yet commenced.

	Past: units you have recently completed. Note that older units will periodically expire from your Dashboard. **See Section 6 for more details.** ***All (except removed from view):*** This is the recommended filter to capture all your units, as your units will tend to move from one of the above folders to the other, as determined by ARK's timing settings. The last folder is **"*Starred":*** This is your *favourites* folder, in which you select which units appear. After selecting the "All" filter, it is highly recommended you *star* all your current units. **Please refer to *The Star function* in Section 4.**
breadcrumb trail:	This assists with navigation. Click items along the trail to move back / forward. 

3. YOUR FIRST ENCOUNTER WITH ARK

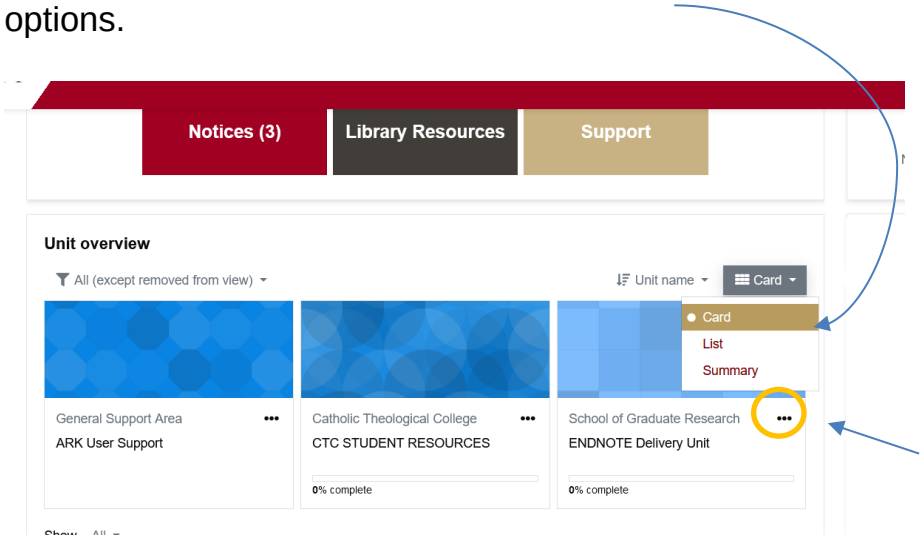


On entering ARK for the first time, you will notice a welcome message and offer of a tour of the "*New ARK"* :

It is suggested you utilise this, as it only appears once. Unless it is reset (see bottom left-hand Side of Dashboard)

4. YOUR CHOICE OF VIEW

Towards the right from your Unit Overview you can select your favourite view options.

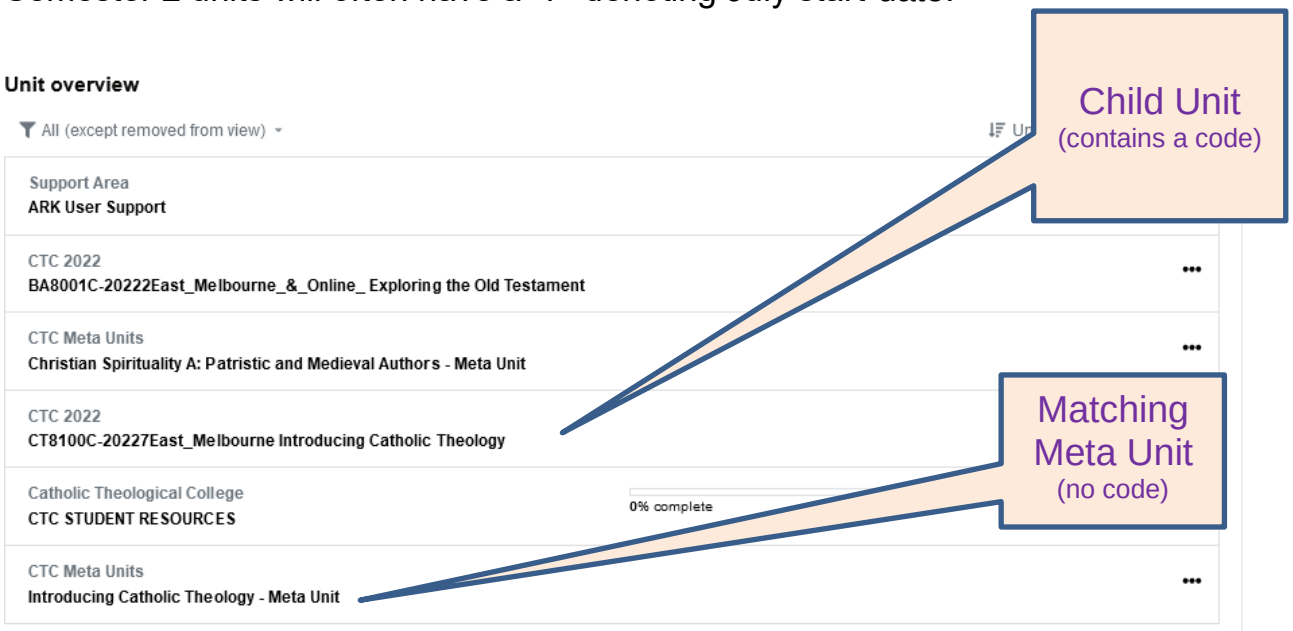


You can also select which units you wish to consider as *favourites* so only they appear in your Dashboard under the Unit Overview. To do this, "*star*" your unit by clicking the three dots after the title.

5. CHILD UNITS AND META UNITS

Generally speaking you will see two versions of your enrolled unit.
One is identified with a **Unit Code,** e.g.: *CT8100C Introducing Catholic Theology.*
This is referred to as the ***Child unit***.
Another version has no code and is identified as the 'parent' or ***Meta-Unit*****,**
e.g.: Introducing Catholic Theology – Meta unit.

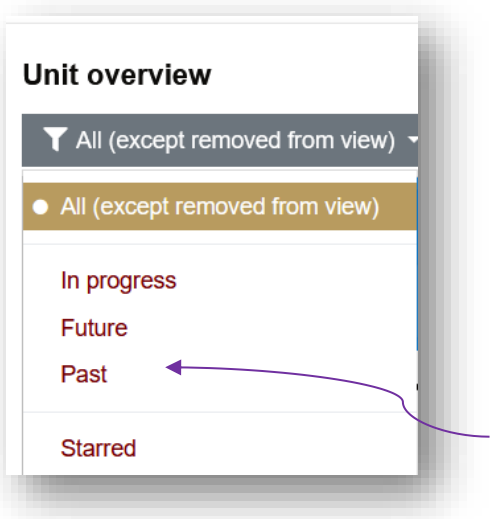
Year indicators: Notice that titles for Child units are also followed by the year plus the commencement month, e.g.: "AP1001 - 20232". This denotes a unit commencing in 2023; the extra '2' denotes February as the starting month. Semester 2 units will often have a "7" denoting July start-date.



Practically speaking – how are these units used?
Most CTC units are delivered to a combined class of undergraduate and post graduate students. If you are enrolled in one of these, the lecturer will post resources on the ***Meta unit*** – this means that all students in the class will see this material. Resources that could be uploaded to the Meta unit include: readings (PDF or links), websites (URL), videos, links to online classes, Forum Announcements or *News from the lecturer* link, etc.

Specific items only relating to your level of study will be posted on the ***Child Unit*** page, for example: CT8100C. This will include all assignment links (**see Section 9**) and the Unit Guide which is the official document listing Learning Objectives, Assignment Instructions, planned topics for each session, etc.

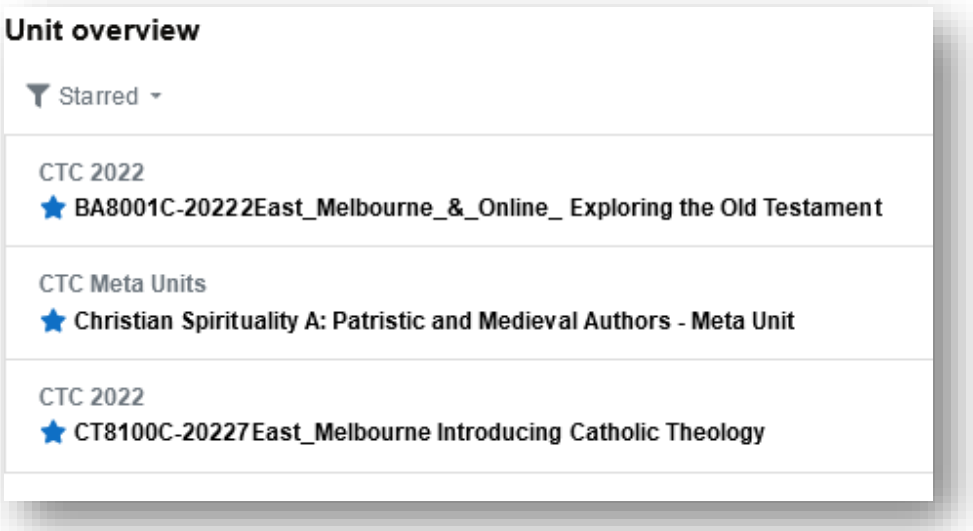
6. LOCATING MY UNITS



As mentioned in Section 3, the recommended filter to use on initial entry to ARK is "**All (except removed from view)**", as this is the most reliable way to see all your units (see image previous page).

On the above-mentioned illustration, you will also notice 3 dots at the end of each unit. This allows you to *star* your current units as favourites. Once you have selected units this way, you access starred units by selecting the "**Starred**" option in the Unit Overview drop down menu.

The *Starred* function allows you to easily filter only those items you wish to access readily.



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7. What happens to my units at the end of each semester?

At the end of each semester, your units should move from the “In Progress” folder to the “Past” folder (see Section 3). Your meta unit is then set to soon disappear from your Dashboard completely. This gives your lecturer opportunity to reset resources for their next teaching group.

Please use this time window to download any resources required before you lose access.

8. CTC STUDENT RESOURCES

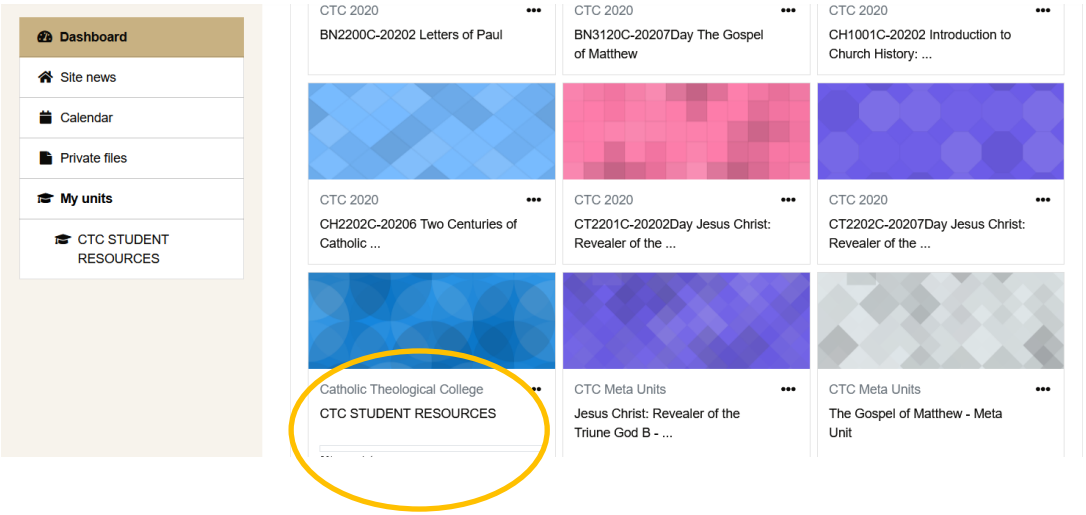
CTC Student Resources is a special ARK resource site in which all students are enrolled. It contains easy to find resources such as:

- academic information and application forms for an assignment extension
- special links to sites for the Mannix Library
- recorded sessions for the Academic Writing Course
- student orientation presentations by key staff
- Practice portals for students to lodge assignment drafts into Turnitin for similarity checking (see Section 9).

The College is continually adding information for current students, as well as direct links to important items on the CTC website.

Where do I find it?

CTC Student Resources is accessed via the Dashboard. Go to: Unit Overview / ‘filter icon” / In Progress:



9. ONLINE LEARNING

As you would be aware, many of our classes are run via online mode. Some use ***asynchronous* teaching** tools to guide your learning. This might include notes, readings, videos, learning activities and frequent written communication ("Forum messages") – all via your ARK meta unit.

For most online units however, CTC lecturers teach **synchronously** – that is live interactive classes via the Zoom platform.

Do I need a Zoom licence?
As a student participating in our classes, there is no need for you obtain a Zoom licence.

What do I need to use Zoom on my computer?
Anyone accessing our Zoom classes online will need an application that is automatically downloaded to your computer the first time you join a Zoom meeting (class). This is called the "desktop client" which requires very little memory. You should allow a few extra minutes for this to be done just before your first class.

It will give you an opportunity to test if your microphone and speakers work effectively.

It is preferable that your computer/laptop has a built-in camera. However, if it doesn't, you can still access Zoom classes via your smartphone, as several of our students do regularly. Some find it best to use their computer and phone together if the computer does not have a camera.

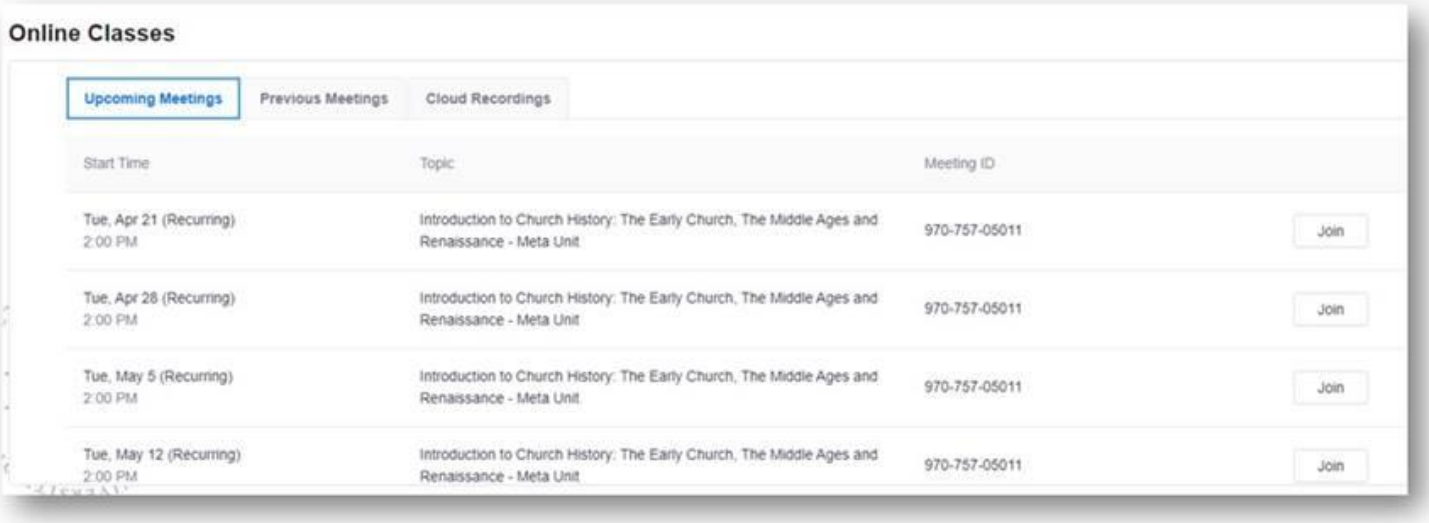
10. HOW DO I ACCESS MY ONLINE ZOOM CLASS?

If your lecturer has opted to provide *live* online class sessions, the doorway into these is through your **Meta Unit** in **ARK**.
The way to join an online class via Zoom is by following these simple steps:

In the top, general or "header" section of your Meta unit you will find a green icon that looks like a jigsaw piece:

By clicking this icon, it will take you to a type of storage area that holds links to all online class sessions for that unit.

You will need to wait a few moments before something like the following appears:



Make sure you find the correct date for the class and then click "**Join**".

Always start this process at least 10 minutes before your timetabled class start time. This way, if anything does not work properly for you, it can be worked out without delaying things for your fellow students.

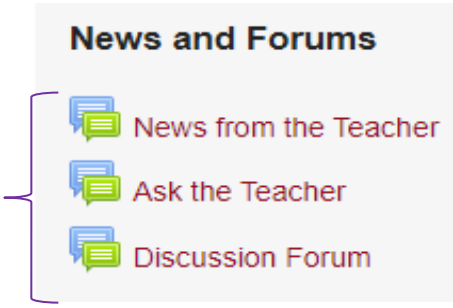
> ***"My class has started and I can't join."***
> - See front cover

11. FORUM MESSAGES

News, updates and other important messages from the Lecturer will often be sent via the Forum Message facility in ARK. When this is done, ARK will automatically send you the message to your registered email account.

If you are not seeing your lecturer and fellow students face-to-face, it is particularly important that you check regularly for messages (via email) from your lecturer. Lecturers often use the "News Forum" or "News from the Lecturer" facility in the ARK meta to send group messages to the whole class.

It will also store these forum messages for you in the **News Forum** in the meta unit. If you want to check for previously sent messages, you can also access these by clicking the following icon (it can have a variety of titles):



If your lecturer uses the Forum Message tool, it will appear in the general header section in the meta unit.

What happens with forum messages if I enrol late?
If you have enrolled close to the start date of the class or later, there is a chance that you may have missed important information about your class or schedule sent

previously by your lecturer. You should locate the Forum and check for any previously-sent messages, as these will not appear in your email account.

12. HOW DO I UPLOAD MY ASSIGNMENT?

All formal assignments are to be submitted into the relevant Turnitin link in your Child unit. These are identified by the symbol:

Important Note:

> Turnitin can only accept submissions in Word(.doc) or PDF format. It cannot read for example, documents in Apple 'Pages' format, or Google Docs. Therefore you need to convert these and other file formats before uploading.

It is advisable to submit your assignment at least a couple of days before the due-date. This will give you opportunity to receive a similarity rating and review matches found with your paper and other sources on the Internet. It therefore assists you to avoid plagiarism.

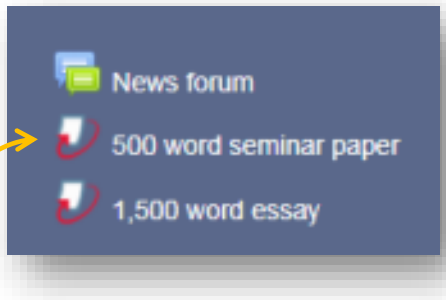
Practice portals

Many students also avail themselves of the two *Practice portals* located in CTC Student Resources where you can upload your assignment draft as many times as you like (as long as you submit into the same portal only once within the same 24 hour period).

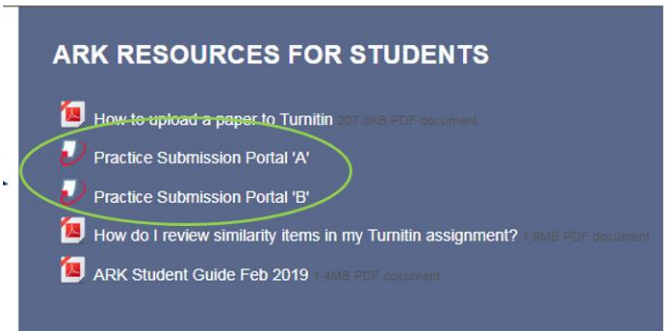
Steps to uploading:

- Login to ARK and choose the relevant unit you are enrolled in, or the Practice Portals (CTC Student Resources)

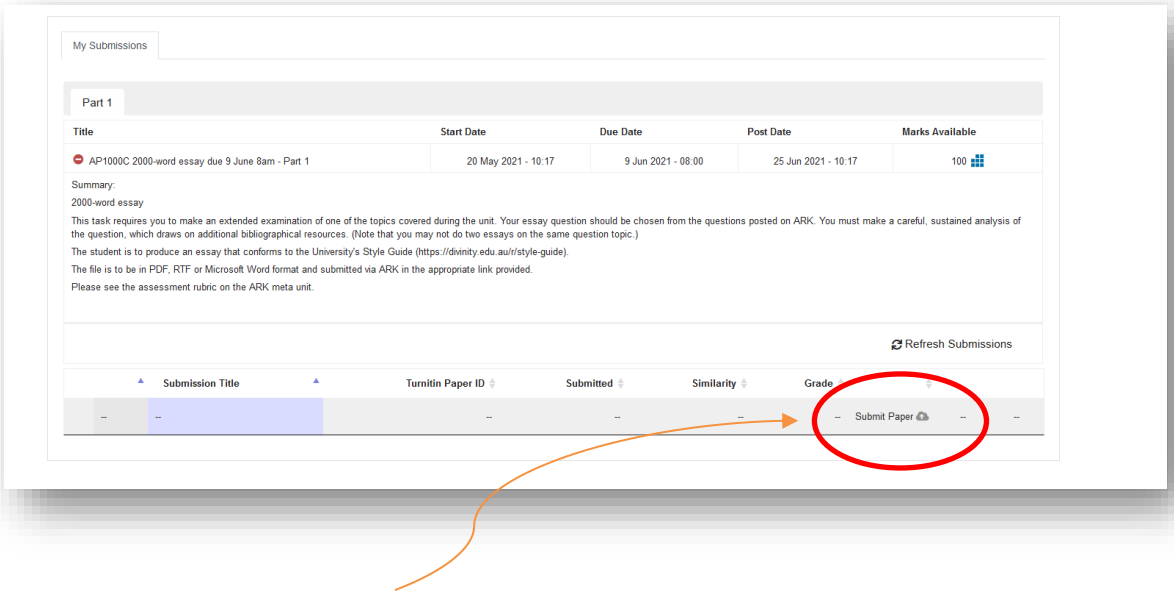
- Click on the appropriate assignment portal on the unit webpage,
  e.g.: “500 word essay seminar paper”



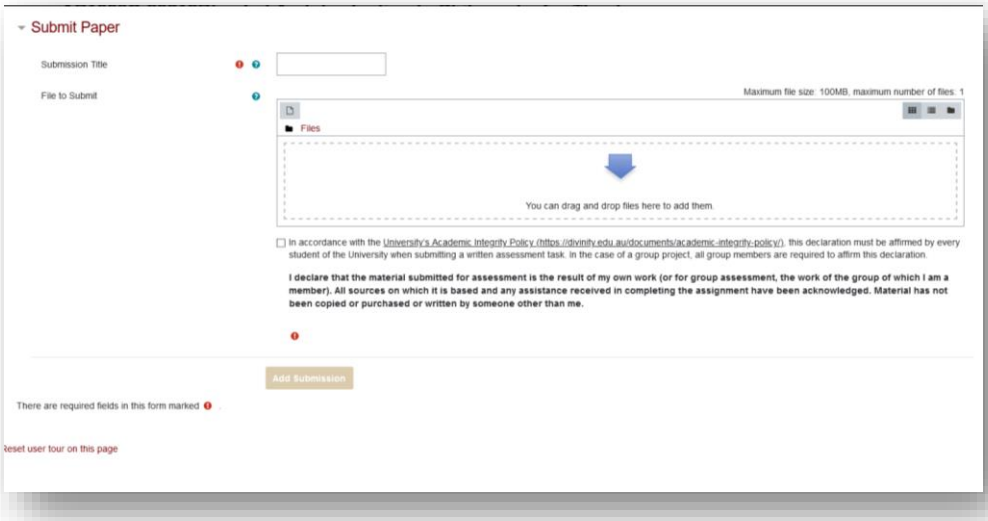
or: Practice portal ‘A’ or ‘B’ in CTC Student Resources



- You will be taken to “My Submissions”.

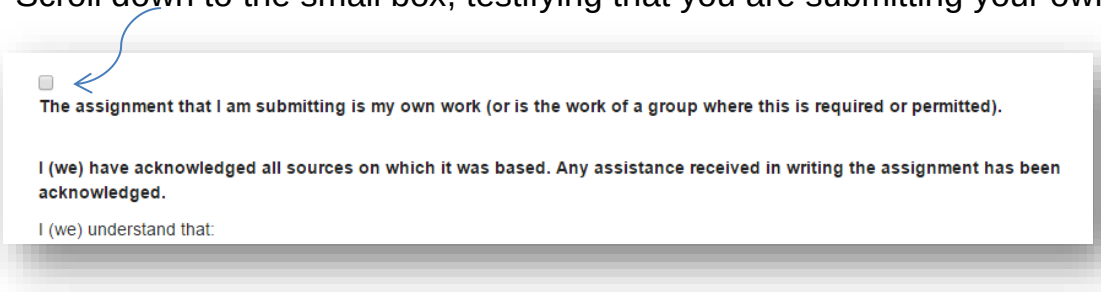


- Click “submit Paper”



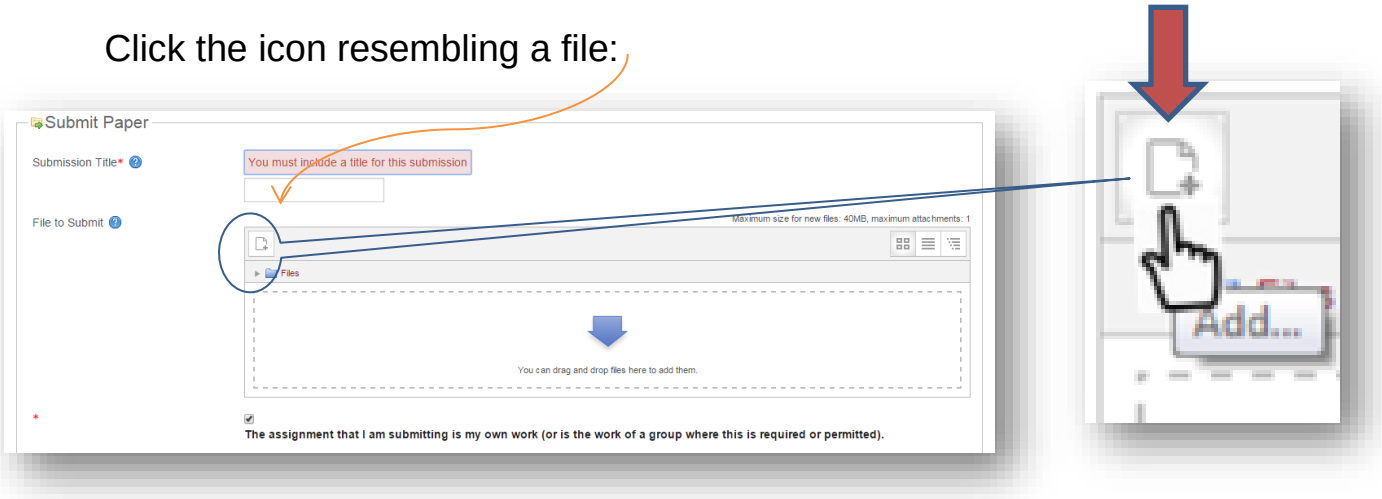
- Enter the title
of your assignment alongside “**Submission Title**”

- Scroll down to the small box, testifying that you are submitting your own work.



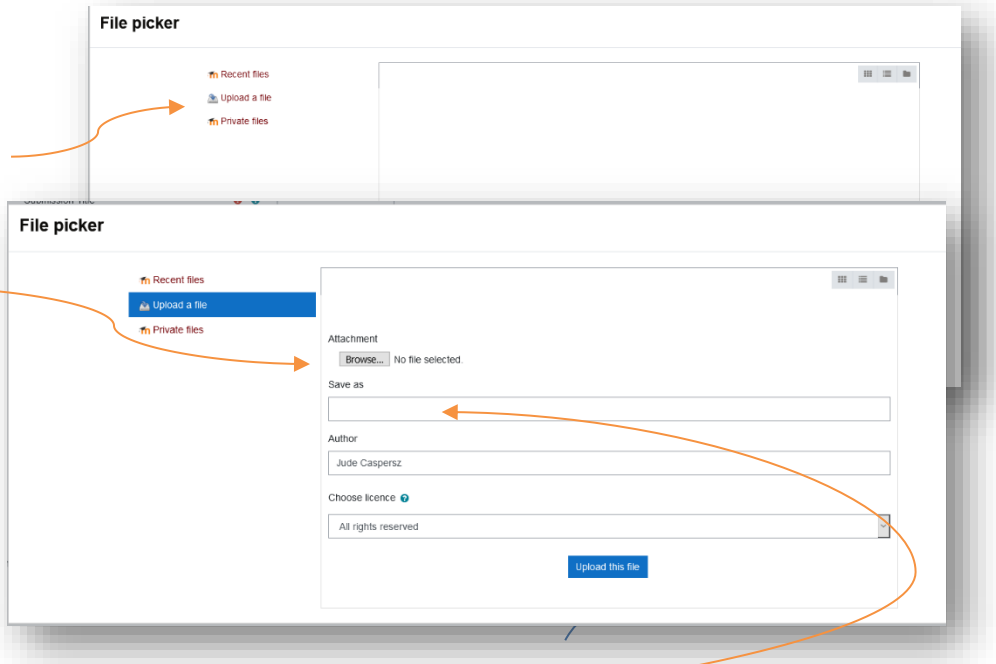
- Scroll back up to the "**Files to submit**" area.

Click the icon resembling a file:



When you hover the curser over this icon, the word "**Add**…" will appear. Click this.

You will be taken to the "**File Picker**"



Click "Upload a file"

- Click "Browse"

- After browsing through your files and locating the the appropriate document, Double-click the file. The name of this file will appear here.

- You can choose another filename for your lecturer's reference under "save as" (optional) or leave blank.

- Click “Upload this file”

- A Digital Receipt will appear, confirming your submission has been successful. It will also be emaile to you. Click “close” (see top right-hand corner of screen).

important note: You may upload a revised version of your assignment up to the submission date (and after, if you have an extension). Once submitted and after reviewing the *Turnitin* feedback, you may wish to modify your work and re-submit. Note that the last upload will be recorded as submission date. For this reason, it is suggested you begin submitting your drafts at least a couple of days before the due date.

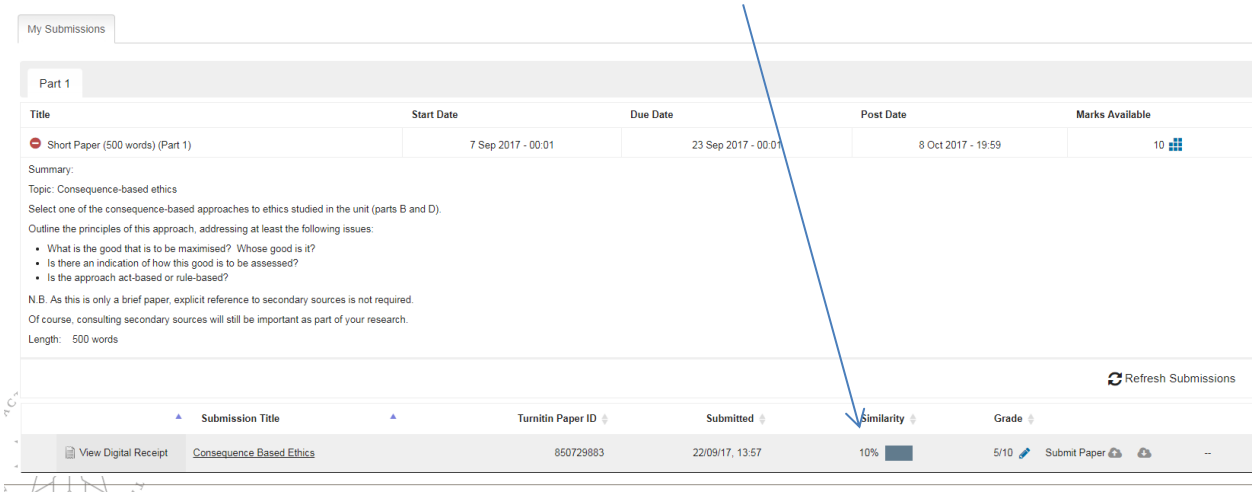
“I am having technical difficulties logging in to ARK and the due-date for my assignment is today. What do I do?”

To avoid late submission, email assignment to your lecturer, with explanation; copy in the **Learning Support Coordinator** (learningsupport@ctc.edu.au) who will then advise how to get it through *Turn-it-in,* or do it for you.

13. HOW DO I ACCESS MY SIMILARITY RATING?

Go to the relevant assessment task and click on your marked essay. A new window or tab should open up with your essay and some other symbols on the screen. This is called the Submission Inbox:

The Similarity rating box may initially appear grey, with the word “pending”. This means that the system is comparing your paper to the database of all other papers previously submitted. Try again in about 30 minutes and a similarity rating should appear. The coloured box will be ‘*heat-related*’. That is, as the matched similarity level rises, the colours change from blue to green to yellow and even red. Generally, blue or green would be ‘safe’ levels.



To open your paper to read where there were direct similarity matches in the database, comments – click on either the name of your essay or the coloured similarity rating band. This take you to:

feedback studio

14. FEEDBACK STUDIO

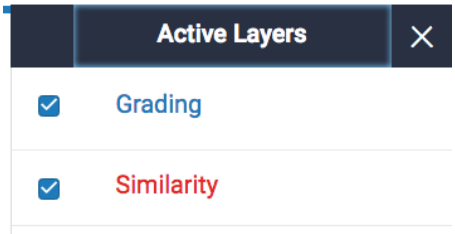
The Feedback Studio has two main functions:

1) It is where you can investigate the break-up of your similarity check. Click on ***Similarity*** in the "Active Layers" side panel – to make this visible, click on the icon that looks like stacked squares or diamonds.

The Active Layers icon allows you to choose to see either, both or none of the two layers of your submitted work:

Select the Similarity Layer or by toggling it directly:

By selecting the Similarity Active Layer, you can see the percentage of material that is duplicated from/in other sources:

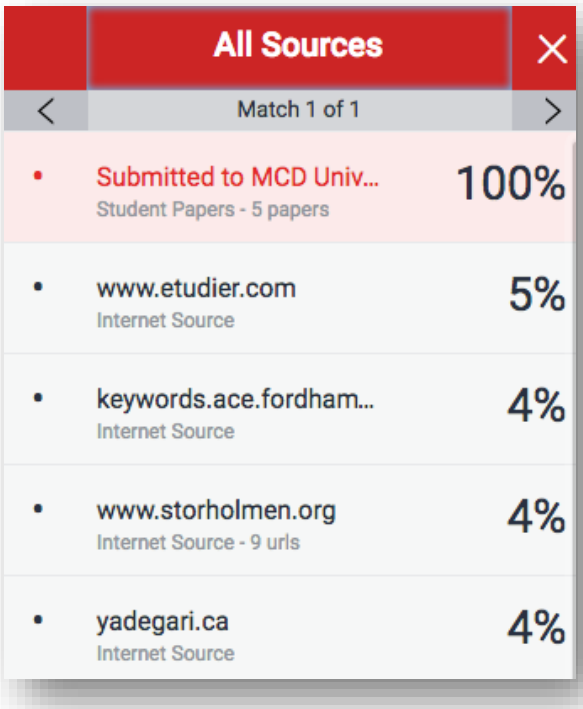


Similarity: particular text will be highlighted to show all material sourced:

Nam hendrerit purus posuere lectus hendrerit rhoncus. Sed id turpis sit amet erat cursus ullamcorper in eget eros. Nunc tincidunt eros nisl, non pharetra lectus faucibus vitae. Integer at dignissim augue. Curabitur eu massa at nulla molestie pretium. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Nulla velit lacus, pellentesque ut leo non, tempus mattis augue. Praesent non suscipit velit. Donec sodales libero et erat adipiscing consectetur. Morbi felis tellus, molestie in libero non, elementum elementum lorem. Nam feugiat eget lorem in laoreet. Phasellus varius diam sit amet arcu sollicitudin, quis ornare eros varius. Cras hendrerit gravida sem. Sed posuere est ut tristique sollicitudin.

It will show you all sources from which material is drawn, by order of percentage, in the right hand column:

If you find you have missed quotation marks or your Similarity rating is too high, you can make adjustments and re-submit, provided the due-date of the essay has not yet been reached.

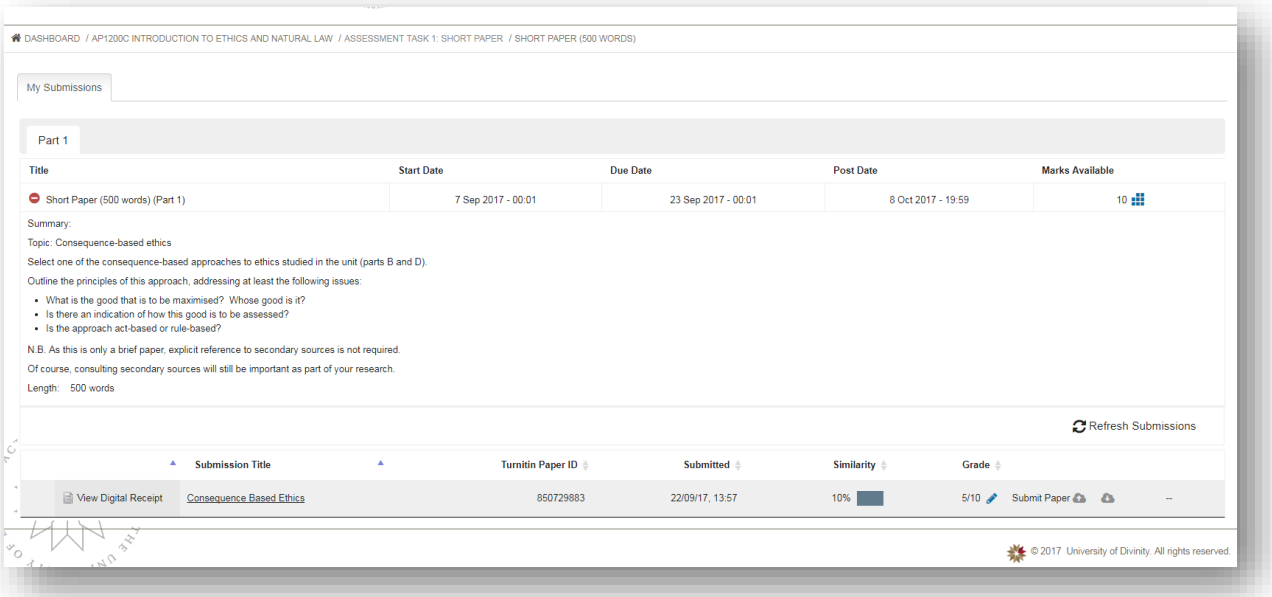


2) The Feedback Studio is also where many lecturers will lodge their feedback to you on your written assignments (**See Section 12**).

15. HOW DO I ACCESS LECTURER'S COMMENTS AND SAVE MY CORRECTED PAPER?

Lecturers at CTC provide marks and feedback on submitted assessment tasks in various ways. The instructions here relate only to work marked using ARK/Turnitin's *Feedback Studio*.

1. Go to the Submission Inbox for your particular assignment (see #5 above).

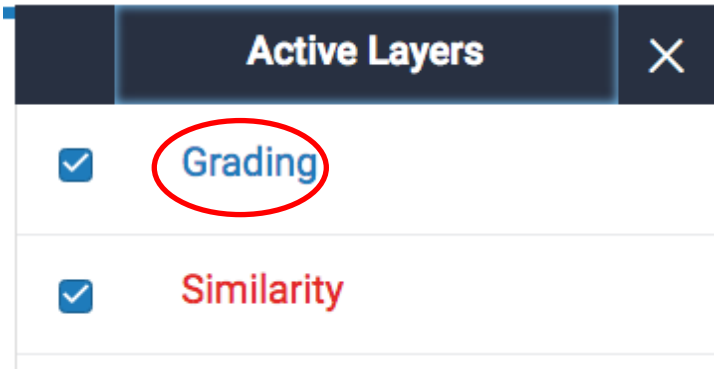


Do this soon after the results are available, to gain maximum advantage from the advice offered during semester. At the end of semester, download any

remaining feedback promptly, because your access to this unit on ARK will cease soon.

To open your assignment paper to read lecturers' feedback, click on either the name of your essay or the coloured similarity rating box:

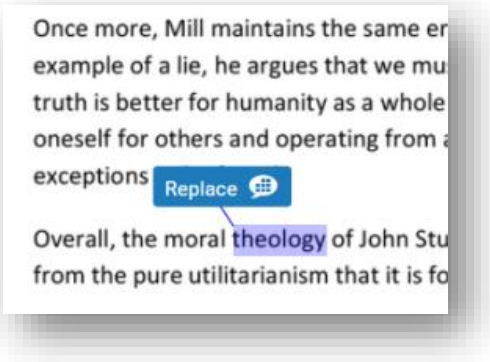
2. Select the **Grading Active Layer**, side panel – to make this visible, click on the icon that looks like stacked squares or diamonds.

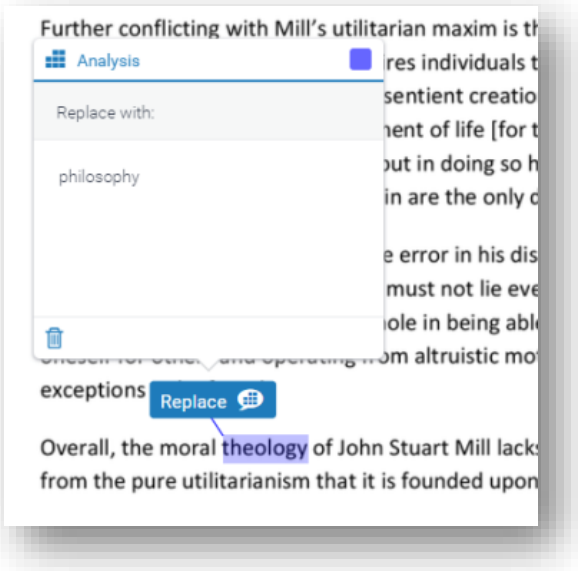


3. You have a choice of methods:

Method A – on screen (more interactive):

- Click on each of these blue words or symbols in turn. In many cases, you will see extra words of feedback from your marker. When you've finished reading each one, click somewhere else on the essay part of the screen. Example:

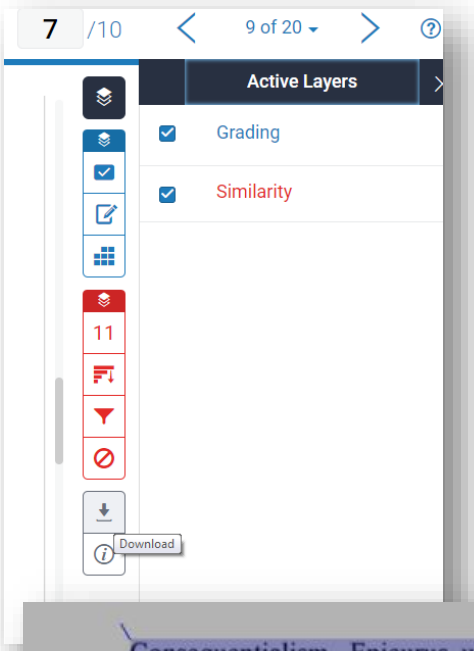




Lecturers usually provide an overall comment after they finish marking the essay.

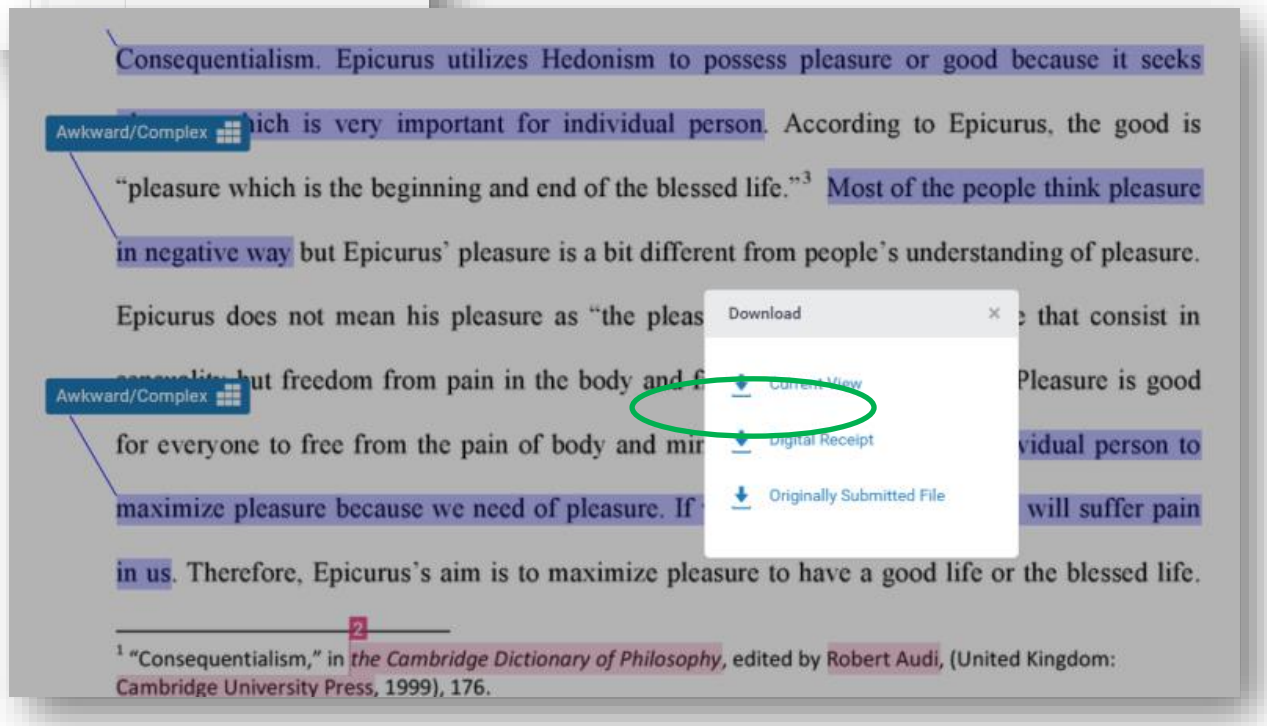
- Lecturers often calculate the marks using rubrics. If you look at the subdivision of your marks you will see which aspects of your essay were strong and which needed more work. Click on View Rubric to see if the marker has made use of Turnitin's rubric tool.

Method B – download feedback (to read when away from ARK & keep for your records):



- Once you have succeeded in getting Feedback Studio to display your essay and some feedback in blue on it, click on the Download icon (this is a down-arrow pointing to a horizontal line).

- Select the **Current View** option. Feedback Studio will then produce a PDF file that you can save on your computer. The PDF will contain everything described in Method A, but in a rather different format.



16. PRINTING YOUR ASSIGNMENT

If you have followed the steps in #11 above, your paper can now be printed. It is highly recommended that you do print your paper with Lecturer's feedback now, as your access to this unit on ARK will cease at the end of the semester.