

## Frequently asked questions

From 2 workshops held at Wits and in Cape Town under the auspices of the SAAFP, 11 and 13 October 2022, on the topics of using the Scorion e-portfolio, together with all 9 FM programs in SA and international partners in the Netherlands, the following issues emerged, which were frequently intertwined:

### Administration

#### 1. How can the supervisor “see” what the registrar’s portfolio looks like?

- The supervisor can log in and then access the registrar’s portfolio via the list of registrars in the tab “user management”
- The supervisor can sit together with the registrar and look at each other’s screens in real-time.
- The registrar can send the supervisor a link to view the portfolio.

Universities can create a dummy (test) registrar portfolio if they want to use this in training supervisors and registrars (will need to pay the user fee for an additional registrar as below).

#### 2. What is the costing structure for the Scorion portfolio?

The development of the portfolio was covered by a grant from the government of the Netherlands. Changes to the architecture to accommodate all the universities incurred a once-off fee that has already been paid. The ongoing costs are as follows:

Annual licencing fee	shared per program	annually
Individual user fee	per registrar	about 30 euros annually
Individual user fee	per supervisor	about 1 euro annually
Helpdesk	shared per program (not WSU or UL)	paid in advance every 1-2 years and used to change or upgrade the portfolio’s programming fee-per-hour basis

#### 3. What if registrar drops out during the year, can that cost be recovered?

No, because the fee covers the cost of registering the registrar on the system

#### 4. After a registrar completes studies, what happens to the portfolio, i.e. can HOD/admin continue to view past portfolios?

Yes, can de-activate previous registrars, but the data and the portfolio remain in the system.

#### 5. Who owns the data? Security?

SAAFP and university programs own the data. SCORION are accredited with high levels of security, ISM compliant.

#### 6. Many registrars, supervisors, and administrators remain uncertain about how to use Scorion.

Here are both the training manual and YouTube training which were supplied:

Video Registrars Instruction Scorion e-portfolio - <https://youtu.be/Gji-Kb34rOw>

Video Supervisors Instruction Scorion e-portfolio - <https://youtu.be/X2hHbnyQBO>

If necessary, the SAAFP can organise additional training sessions.

#### 7. I am an administrator and a supervisor and cannot access my registrars' accounts.

You need to have a separate supervisor account. In the system, there is a strict separation between the administrator (admin) roles and the content roles (manager, supervisor, registrar). *The reason for this is, that because of privacy rules, administrators have full access, which is undesirable for people who also review content. That is why the admin roles always have a different account than the people with content roles.* If someone has both, a content role, and an administrator role, it is necessary that this person has two separate accounts.

Role: Content	Functions	Hierarchy	Login URL	Scope
Registrar	Sees own portfolio only	In specific group registrars	<a href="https://apps.parantion.nl/scorionx">https://apps.parantion.nl/scorionx</a>	Own Uni
Supervisor	Sees their own registrars and can assess a registrar when invited	Above one or more specific group registrars	<a href="https://apps.parantion.nl/scorionx">https://apps.parantion.nl/scorionx</a>	Own Uni
Manager	"Read only" access to all groups	Above all groups registrars	<a href="https://apps.parantion.nl/scorionx">https://apps.parantion.nl/scorionx</a>	Own Uni

*If someone has one or more content roles, he/she only needs one account. These roles can be combined in one account.*

Role: Admin	Functions	Hierarchy	Login URL	Scope
University Administrator	Access to all registrars of own Uni. Can create users and groups.	Above all groups registrars	<a href="https://africa.parantion.nl/">https://africa.parantion.nl/</a>	Own Uni
SAAFP Administrator	Overall access to everything across all universities	Above all universities	<a href="https://africa.parantion.nl/">https://africa.parantion.nl/</a>	All Uni's

*These roles cannot be combined with the content roles.*

#### 8. How do the levels of 'administration' work?

There are three administrative and support levels:

Level 1: Each university has a designated administrative support person. They can create users and make groups (linking registrars with supervisors). We need to investigate that they have full functionality in terms of allocating roles and creating linkages. They should also be able to delete forms that are not needed.

Level 2: At the SAAFP, Lucy Boshoff can perform all the actions of level 1 and in addition can edit or create forms in the portfolio content. Substantive changes to the portfolio must be approved by the national Education and Training Committee (Chair is Prof Hanneke Brits).

Level 3: Can do all the actions of level 1 and level 2, but in addition can change the architecture, change the programming or sort out any glitches in the programming/software. The helpdesk service is charged at a fee per hour to the helpdesk account that is paid in advance by the SAAFP. Only the SAAFP should contact SCORION at level 3.



Scorion Architecture:

Scorion Helpdesk (Netherlands)

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SAAFP (Lucille) – ETC oversight

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University admin

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Users

**9. Can we have more than 3 supervisors attached to a registrar?**

Yes. As many as you like. Local administrator can do that using the group function

**User issues**

**10. How can people observe the registrars and complete the forms (e.g. miniCEX, DOPS) if they are not on the SCORION system?**

SAAFP will ensure that all forms (except for the PAT) can be sent to anyone via email to complete, whether or not they are on the SCORION system. Registrars must take the initiative to send these requests via email.

**11. Can we change the Dutch messages to English that pop up?**

Yes, by clicking on the UK flag. Sometimes occasional messages in Dutch may still appear. Please screenshot and send to Lucille.

**12. Can Scorion work offline?**

Not at present. SCORION are working on an application that can support offline use.

**13. Voice to text?**

Yes, this functionality exists for converting voice to text when giving feedback from a smartphone or iPad.

- 13.1 All smartphones, tablets, and smart laptops have embedded functionality to record voice and convert to text
- This is found in multiple app, like Whatsapp, etc.
- For example, in Whatsapp, when the typing textbox appears, notice the microphone icon at the bottom middle.
- Tapping here, start talking. Text appears as one talks.
- Big challenge is to talk slowly and clearly, vocalizing every word at the same tempo and intensity.
- Editing of the text will be necessary.



- The more one uses this function in one app, the more the machine learns to recognize your voice, so keep going.
- One can then copy and paste the text anywhere, into Notes, Feedback textboxes in Scorion, a Word doc, etc.

**14. Regarding the Learning Plan form, but also Reflection Form and Periodic Assessment forms, can we expand the free text boxes?**

Yes, we need to request via SAAFP this change from Scorion.

**15. What if the HOD is not available to complete the PAT?**

The registrar must create the PAT form (insert into form set), and then can send a link and must invite a designated program coordinator or senior or HOD to complete the PAT form.

**16. How is the PAT scoring calculated?**

A brief document exists to explain how the various scores were arrived at. This is uploaded in File Manager (under Shared Folders) (as well as on the SAAFP website?).

**17. Can a supervisor initiate an assessment form for a registrar after a learning activity?**

Yes, via the “New push feedback form” icon. This applies to mini-CEX, DOPS and Educ Meeting forms. (Unsure if it includes teaching form). One proviso is important: The registrar must have inserted at least one of these forms (as a blank form) into their form set for that year.

**18. Assignments – what if a program has a different assignment to those options loaded?**

One can choose the option of “Other”. Assignments are marked at university level according to local templates, and only the scores are uploaded to the portfolio. The assignment can be added as an attachment. The intention was not to mark the assignments in the portfolio, although this would be possible.

**19. MSF – we cannot see the aggregated feedback in the PAT.**

The registrars also don’t get narrative feedback. Only scores are reflected. [Open ticket with Scorion]

**20. Can we have more than three Learning plans, registrar reflections and periodic assessments?**

Currently Scorion is adding a 4<sup>th</sup> form set. If universities would like >4, SAAFP need to request this from Scorion.



**21. Can we add a text at the end of the Learning Plan form that reminds the registrar to also request a periodic assessment form completion for every learning plan and registrar reflection?**

Must request via SAAFP to open ticket with Scorion.

Commented [LJ1]: This is a new addition to action.

**22. How do we delete a form.**

Local university admin cannot delete a form. Only SAAFP can delete or edit a form. Need functionality locally to enable local admin to delete 'open' forms. Not closed forms.

**23. We still have many hard copy forms. How do we include these in the portfolio?**

Attachments for all forms will soon be possible. Attachments do not add to the system data points. So need to complete e-forms. Attachments serve as backup sources of info. Can also insert documents and files into File Manager.

**24. In the supervisor feedback, can certain key terms be aggregated, to assess development, progress? Future plans to code machine learning into app, even prepopulate with prompts for supervisor feedback are in the pipeline.**

**25. To explore the possibilities of building in reminder prompts on the registrar's dashboard for outstanding form submissions like we had with EPass.**

E.g. red or green light against complete/incomplete forms. I forget what the Parantion team responded when we raised it in the early days but think we should raise again.

*Several questions remain unanswered and are pending feedback from Scorion.*

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