



Queen Margaret University
EDINBURGH

Student guide to creating and sharing a webfolio

This guide includes:

- An introduction to webfolios
- Reasons why you might choose to develop a webfolio
- Instructions on how to create, edit and add content to a webfolio
- Guidance on materials to include in a webfolio
- Hints and tips on developing a webfolio
- Instructions on how to share webfolios
- Information about publishing a webfolio to a gateway
- Suggestions for where to go for help

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1. An introduction to webfolios

A webfolio is an evidence-based website that can be used to demonstrate your learning achievements, knowledge and experiences whilst studying at Queen Margaret University (QMU). You can create several webfolios and tailor them for different purposes. For example, you may be asked to create a webfolio as part of your learning programme at QMU, or you may wish to create a webfolio for professional or employability purposes.

Webfolios can contain any number of pages which can be added to, edited or deleted at any time. Pages may also contain links to documents, websites, to other assets within your ePortfolio, and also to media such as photographs, video files, and audio files. In some cases, you can link one webfolio to other webfolios.



An example of a webfolio

2. Why develop a webfolio?

A webfolio could be used for learning, assessment and also for professional/employment purposes:

2.1 Learning

You may be asked to develop a webfolio in order to:

- Organise and structure course work (which may link with mindmaps);
- Document evidence of your learning;
- Demonstrate skills;
- Reflect on learning;
- Keep documents together, including other ePortfolio assets such as blogs, actions plans and competency checkers.

Using a webfolio in this way can help you to organise and structure your learning and crucially assist you in reflecting on the process of learning. You may be asked to share your webfolio with your tutor, who may use the commenting function to provide you with valuable feedback to assist your progress.

2.2 Assessment

In this case, your webfolio is shared with tutors as part of an assessment. The focus here is on the product of your learning, for example, a webfolio which:

- Meets specific assignment criteria;
- Demonstrates recognition of prior learning and meets module outcomes;
- Shows how you are meeting programme outcomes.

2.3 Professional/employment portfolio

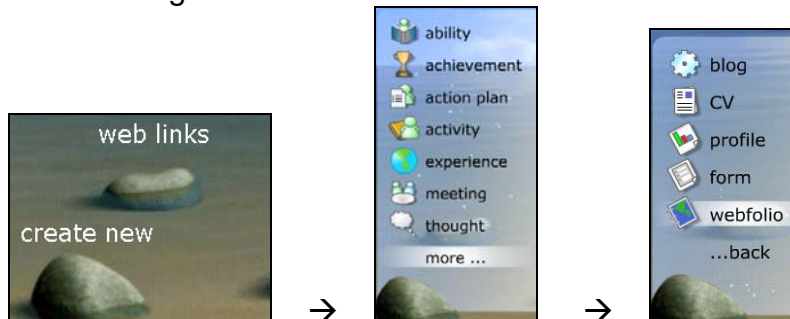
In this case, you may develop a webfolio in order to provide an overview of your learning, your development and your curriculum vitae (CV). It is hoped that this will provide a competitive advantage over other job seekers. A webfolio developed for this purpose may be shared with a potential employer or published to the Internet.

3. How to create a webfolio

The following steps demonstrate how to create and use a webfolio.

Please note: A link to a video guide called **Creating a Webfolio** can be found on the right-hand side of the ePortfolio **login** page – this video guide talks you through how to create a webfolio.

To create a webfolio, open your PebblePad account and using the **create new** menu go to **more...** and then select **webfolio**.



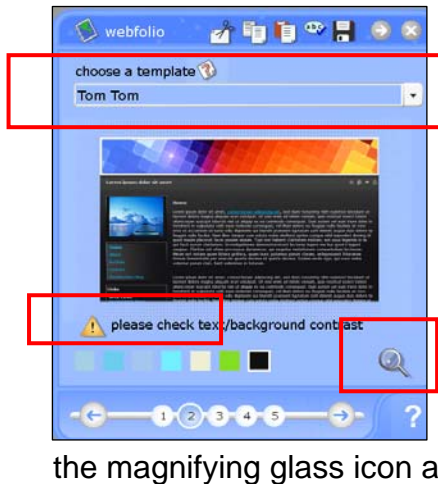
Step 1

A pad will appear on the right-hand side of your screen.

On the first page there are areas to add an appropriate **title**, select a **tag** (a tool to help you organise and manage your assets) and add a **description** for your webfolio.

Next, select either the **number 2** button or the next **arrow** on the navigation bar to move to the next section.





Step 2

Section 2 is where you can choose a template for your webfolio. This gives a style to your webfolio, by providing a consistent header for each page you create and a background colour. Select your template using the drop-down menu.

Please note: an alert triangle will appear when you browse the templates. This is to remind you to check the contrast between the text and the background colour of the page – to ensure it is readable. You can **preview** at any stage using the magnifying glass icon at the bottom, right of the pad.

It is possible to create your own template if you prefer. To do this scroll right down to the end of the list and select **create new template**. (Please see PebblePad's online **Help** menu for full details of how to create a custom template – available using the ? icon at the bottom, right of each pad).



Move on to the next section using either the **number 3** button or the next **arrow** on the navigation bar.



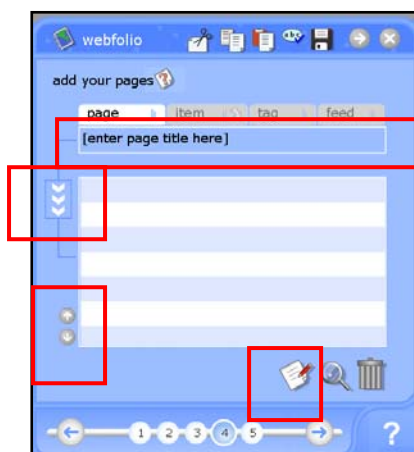
Default navigation setting

Step 3

This section allows you to define where you want to place the **navigation bar** on the pages of your webfolio. You can choose to place the navigation bar on the side or at the top of the webfolio. You can also place the **sidebar left** of the webfolio or **right** of the webfolio. In most cases it is advisable to keep the default setting (navigation in sidebar; sidebar placement on left).

Again, you can preview at any time using the magnifying glass at the bottom, right of the pad.

Select either the **number 4** button or the next **arrow** on the navigation bar to move forward.



Step 4

This section is where you can **add pages** and other items to your webfolio:

- To add a page, click in the box which says **[enter page title here]** and type in a title for your page;
- Use the downward **chevrons** to add the new page to the webfolio;
- Repeat this process for as many pages as you wish to add to your webfolio;
- You can re-position webfolio pages by selecting the page title in the list and then using the up and down **arrows** on the left;

- You can also insert items from your ePortfolio as a page in your webfolio e.g. another webfolio, a blog, a profile response, a Yahoo! Flickr photo set, a CV, or a form. In this way it is possible to attach evidence of your learning and experiences to your webfolio (see section 4.5 for details of linking to evidence);
- You can edit the content of a page by using the **edit page** icon at the bottom of the pad, or by double clicking the page name.

Please note: you can preview a page at any stage of development, but you must be in edit mode to make changes.

Once you have set up your pages select either the **number 5** button or the next **arrow** on the navigation bar to move to the last section.



Step 5

You can choose to do a number of things with the webfolio asset you have just created:

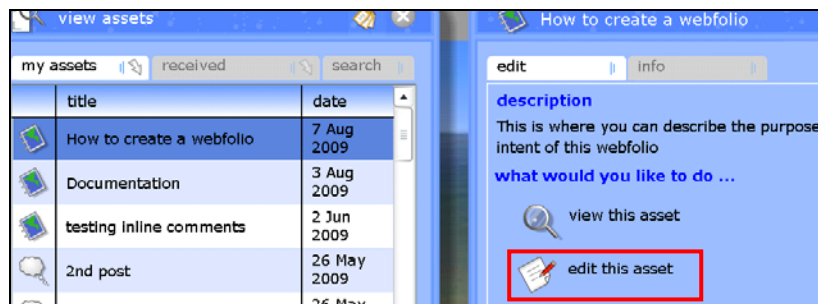
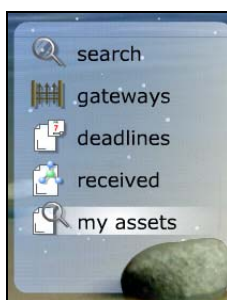
- view this asset;
- send to...: person, web, gateway, blog, activity log (if enabled), word;
- add a review;
- add/edit a link;
- tag this asset.

You can also simply click on the green **tick button** to save and close your asset – returning to add content at a later date.

4. Editing your webfolio

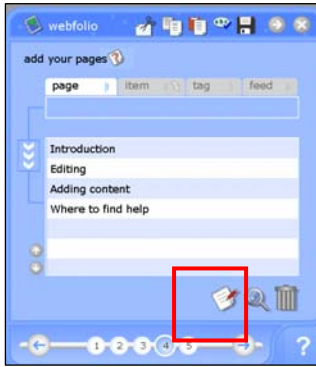
4.1 Adding and editing content

To add content or to edit your webfolio, open it from your asset store. To do this go to the **view** menu, select **my assets**, and then find your webfolio in your list of assets. With your webfolio highlighted, select **edit this asset** from the options on the right-hand pad.



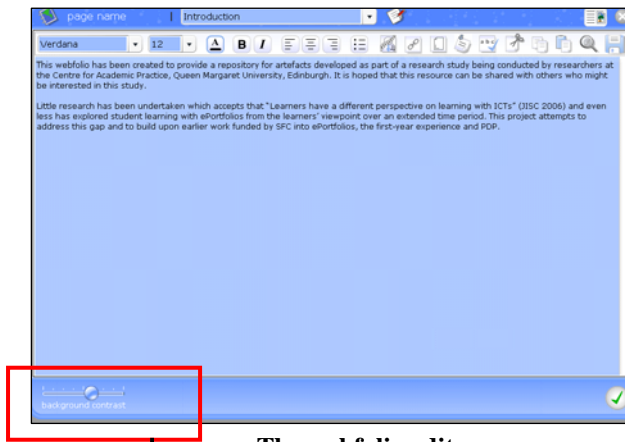
Select 'edit this asset'

In edit mode, go to **section 4** and choose the webfolio page you wish to edit and/or add content to.



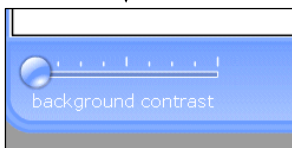
You can either use the **edit page** icon at the bottom of the pad, or double click on the page title to open the webfolio editor – a double sized pad.

To add content to a page, you can either type text straight onto the page, or you can paste text from a document that you have already prepared, for example in WORD – but watch out because the formatting may not always transfer from WORD to your webfolio.



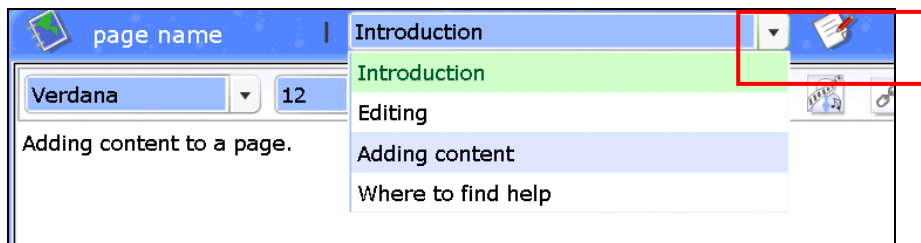
The colour of your text in the webfolio editor will be dependent on whether you have chosen a template with a light or dark background e.g. if a dark template is used, text will appear white in edit mode and vice versa.

The webfolio editor



It is possible to adjust the background contrast of the editing screen if required – use the sliding tool at the bottom, left of the webfolio editor screen.

The webfolio editor will help you to edit text, add images and add media to the content of a webfolio page. At the top of the pad is a drop-down menu containing all the pages within the webfolio. Using this will allow you to move easily between pages that you wish to modify. This area can also be used to edit the title of a page – to do this use the **edit pad** icon to the right of the drop-down menu.

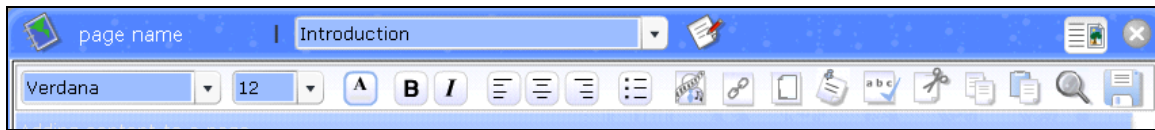


Page name area and edit pad

You can add images, multimedia, links, or info tips within your pages and against specific words or phrases. Changing the style of text in the pad is similar to editing text in a word document. First you need to **highlight** the text you want to edit and then using the options at the top of the pad you can change certain aspects (see section 4.2 for details of how to format text).

4.2 The webfolio editor tool bar

The main webfolio editor tool bar has 19 functions and these are now explained.

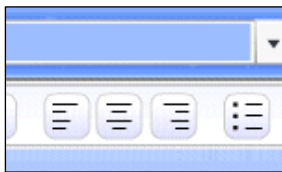


Working from left to right the icons are:

- **Font** - select a font by using the drop down box;
- **Size** - change the size of your text by using the drop down box;
- **Colour** - change the colour of text by using the 'A' icon – this will open up colour swatches to choose from;
- **Bold** - to make the text bold select the 'B' icon;
- **Italic** - you can make the text italic by using the 'I' icon.

Remember: first highlight the text you wish to format before selecting from these tools.

The next sequence of icons are to help you align and format your text:



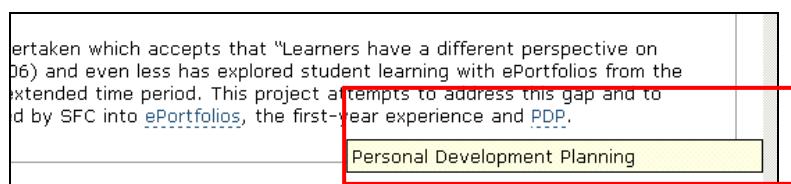
- The first icon aligns text **left**;
- The second icon **centre** aligns text on the webfolio page;
- The third icon aligns text **right**;
- The fourth icon adds **bullet points** to the text you have selected.

The next sequence of icons enable you to:



- Add an image or a multimedia element to the side bar (see section 4.3 for details);
- Add a **link** – this can be a link to another asset in your ePortfolio (such as a blog, action plan etc.), or to an external file such as a Word document, a PDF, a PowerPoint presentation, a web page, or an email address (see section 4.5 for details);
- Link to another page in the same webfolio;
- Add an **info tip**.

Note: an info tip is an annotation which can be added to a word or phrase to provide further explanation. You might wish to use this tool like a glossary to explain key terms or acronyms. When creating links and info tips you first need to highlight the text you wish to be changed.



An example of an info tip



For detailed information on how to add images or multimedia to the sidebar, or for adding links and info tips, please see the online user guide which is available by using the question mark icon at the bottom-right of each right-hand pad. **Please note:** this help facility is not available in the webfolio editor mode – you will need to return to the main PebblePad desktop to locate the online help facility.



regularly to avoid losing your work.

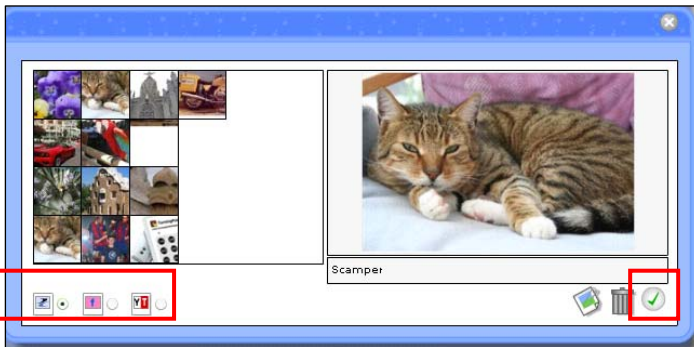
The last 6 icons on the webfolio editor tool bar are: spell check, cut, copy, paste, view this page, and save this page. It is recommended that you save

Please note: there is no facility for inserting tables into a webfolio and furthermore, it is not possible to transfer tables from word documents into a webfolio. If you need to use a table, keep it in Word format and then add a link to the Word document.

4.3 Adding images and videos to the side bar



It is possible to add images to the sidebar of each page in your webfolio. To do this, open the webfolio page that you wish to add an image or multimedia file to and then select the **add multimedia** icon on the tool bar in the webfolio editor.



A photo gallery will open – the default view displays any images you may already have imported into your ePortfolio. You can select one of these and then use the **green tick** to add the image to the side bar.

Alternatively, if you have a Yahoo! Flickr account, selecting the **Flickr** icon will take you to the account login page, where you can login to choose an image from your collection. When you use this option you will be asked to authorise your Flickr account using the **yellow shield** button that will have appeared in the webfolio gallery, before you can access your Flickr images.



Another option is to import a video from your **YouTube** account. If you select this option you will be asked for your YouTube username before you can proceed.

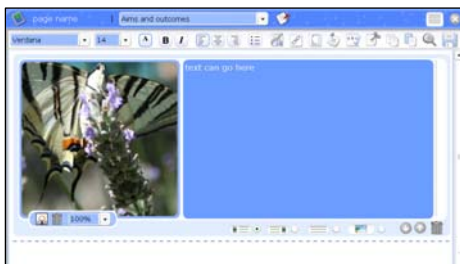
It is also possible to search for images stored externally or on a memory stick. To do this use the **browse for file** icon on the bottom, right of the photo gallery pad. This will open the browse for file window and you can search

externally for an image. Any image or video that you insert in this way will appear at the top of the list of page names on the sidebar.

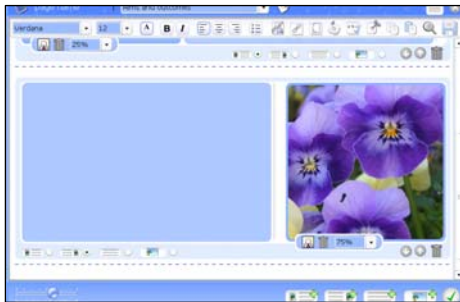
Please note: there is a limitation on the size of image that you can upload – this is set at 10MB.

4.4 Adding images and text to the webfolio page

It is also possible to add images beside text on your webfolio pages and a special tool, the **layout manager**, is available at the top-right of the webfolio editor pad for this purpose. The **layout manager** divides the editing area into two sections, one for adding text and one for inserting an image.



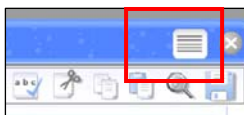
An image can be aligned left with an area for text on the right of the image.



Or an image can be aligned right with an area for text on the left.

Alternatively, an image can use the entire width of the page with text above and below the image, or you can choose to have a section entirely of text.

Note: if you decide to use this feature within a pre-existing webfolio, any existing textual content will automatically be copied to the text area and you can choose whether to select a text area with an image or to go for just a text area.



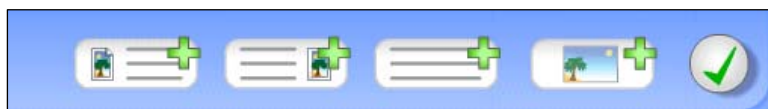
Beware – it is possible to return to the basic editor mode using the layout manager icon, but if you do this you will lose any images that you have added up to this point.

At the bottom of any section that you insert will be icons for managing how and where the images and text will appear on your webfolio page. Select the radio button beside the option you wish to use.



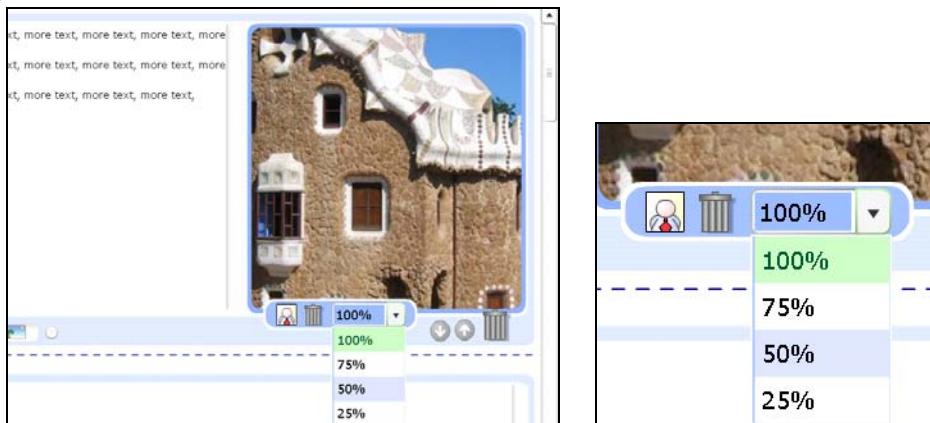
- The first option provides an image area on the left and a text area on the right;
- The second option provides a text area on the left and a image area on the right;
- The third option provides a text area with no image;
- The fourth option allows you to add just a photograph to the centre of the page;
- The up and down arrows allow you to move the section up and down the page if you wish to reorganise your content structure;
- The bin icon removes the section from the page.

It is also possible to add a new section to the page, using the icons at the very bottom of the editor window. For example, after you have added an image, you may then want to continue adding text. To do this you would choose the icon: **add text only section**.



The green tick allows you to save the webfolio page and close the editor.

It is possible to set the size of any image you insert, using the drop-down box on the menu bar, immediately below the image. **Please note:** when the size is set at 100% any text placed beside an image may appear below the image on preview.



Note: When you add a new section it will always be added to the bottom of the page, but can be moved up by using the arrow buttons within the section.

Whilst the webfolio page editor provides a really easy means of creating web pages, it is not a complex text editor and so does not contain the kinds of tools associated with word processors or with other web editing tools. For example, you cannot insert tables or other components into the text.

4.5 Adding links and multimedia items to your webfolio

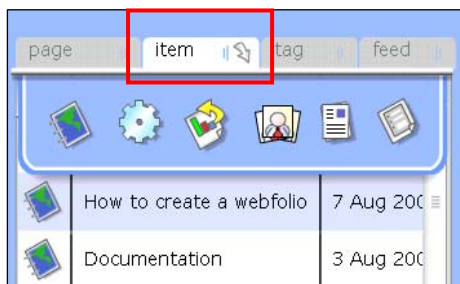
As you will have seen in earlier sections of this guide, it is possible to add links to a wide range of media formats within your webfolio. This functionality allows you to demonstrate evidence of your learning achievements, skills and experiences. For example, you may decide to create a link within the text of a specific webfolio page to a word document which demonstrates evidence of

skills competency, or you may wish to link to a particular blog within your ePortfolio, which demonstrates your reflections on a particular course related experience. This section explains how to insert links to a variety of media formats.

4.5.1 Inserting existing assets from your ePortfolio as a new page

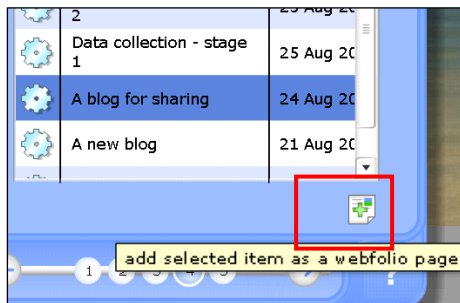
It is possible to insert existing assets from your ePortfolio as a **page** within your webfolio. For example, you can insert any of the following assets:

- Another webfolio;
- Blog;
- Profile response;
- Yahoo! Flickr photo set;
- CV;
- Form.

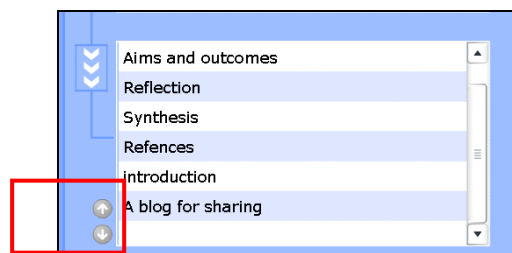


To do this, select your webfolio in your asset store and then choose **edit this asset**. On pad 4 go to the **item** tab and select the white arrow to **browse by type**.

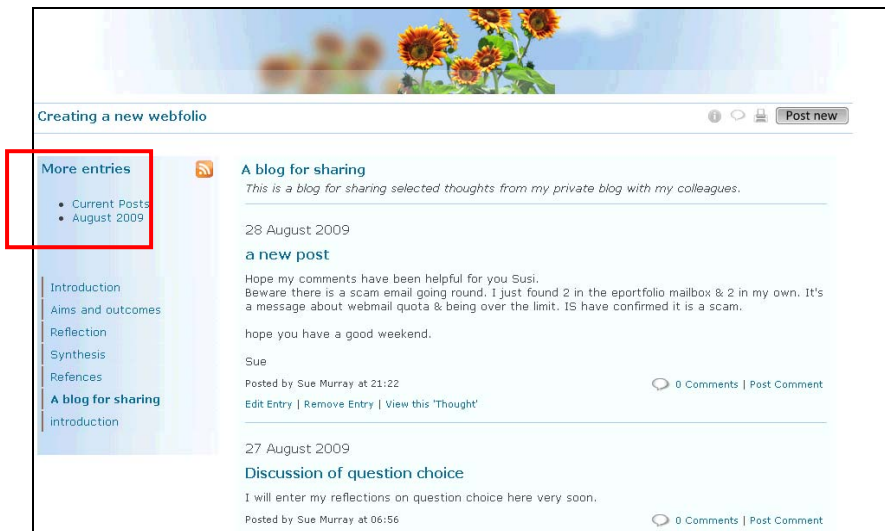
Search for the asset you wish to insert as a page, and then use the **green plus** icon at the bottom-right of the pad to add the selected item as a page in your webfolio.



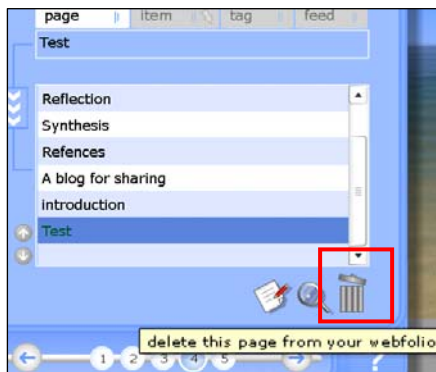
The asset will now appear at the bottom of the list of page names. You can reorganise the page list structure by using the **up** and **down arrows** to move the selected item to another position in the list.



The asset will now appear as a page within your webfolio and although the content will be unchanged, the asset will appear slightly different in this setting. For example, a blog that is linked to a webfolio in this way will take on the template of the webfolio. In addition, in a blog, **current posts** and any links under **more entries** will now appear on the left-hand side of the page instead of on the right-hand side.



Example of a blog inserted as a webfolio page



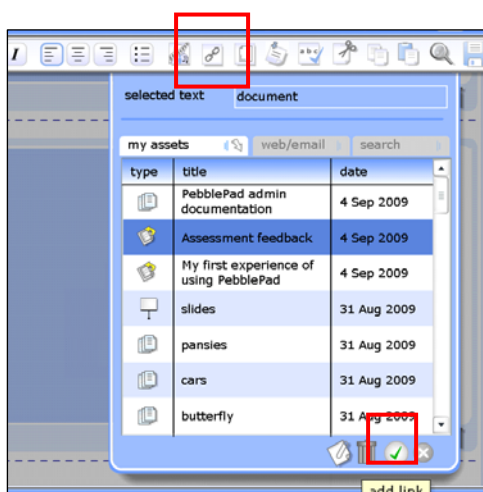
If you wish to remove an asset that you have inserted in this way (or any page from your webfolio) select the page name from the list on pad 4 and then use the **bin** icon to delete the item.

A confirmation message will appear asking if you want to delete the page – select **yes** if you are sure this is what you wish to do.

Note: deleting an asset which you have inserted as a page within your webfolio will only remove it from this webfolio – the asset will still be available to you within your asset store.

4.5.2 Inserting links to assets and media items from within a webfolio page

It is possible to create links to a range of media formats, as well as to items from your asset store, from within the text of a webfolio page.

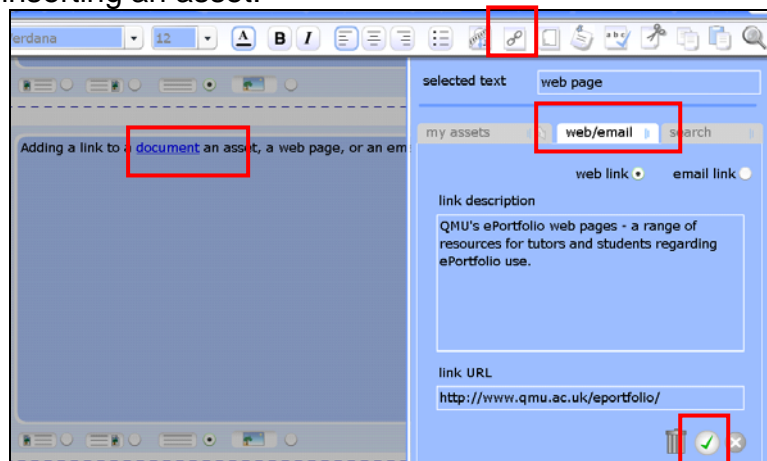


For example, to add a link from a word or phrase on your page to an item in your asset store:

- First **highlight text** that you wish to act as an anchor (choose something relevant to the item you are linking to);
- Then select the **link icon** on the tool bar at the top of the webfolio editor pad;
- Next select the **asset** you wish to create a link to in the pad that appears;
- Finally, use the **green tick** to add the link.

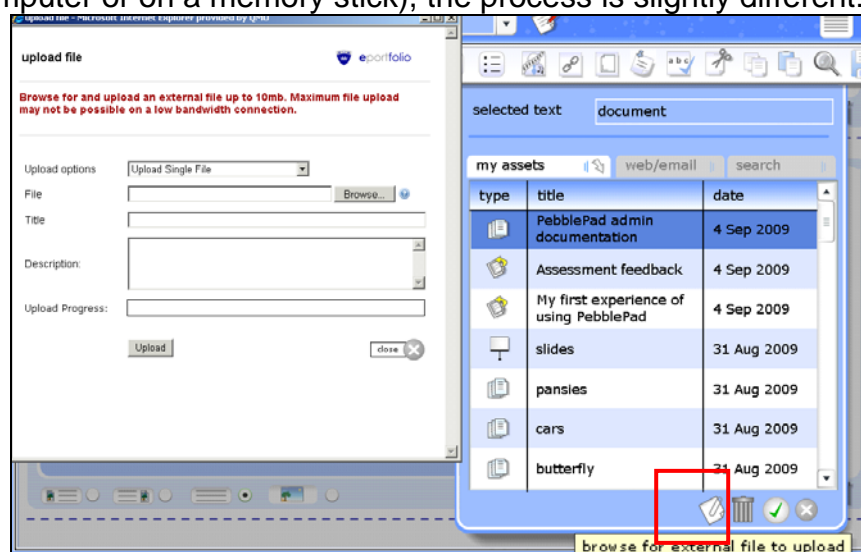
Please remember: you can link to any asset in your ePortfolio in this way and that you can browse your assets by type, using the white arrow on the **my assets** tab.

To add a link to a **web page** or to an **email address**, follow the same process as above for inserting an asset:



- **Highlight text** on the webfolio page that you wish to act as an anchor;
- Select the **link icon**;
- Select the **web/email tab**;
- Select either **web link** or **email link** as required using the radio box provided;
- Enter a brief **description** of the link (this will aid recall later, as well as assist other readers, such as tutors);
- Enter the correct web address (URL) or email address (always good practice to copy and paste in a web address to ensure it is correct);
- Finally use the **green tick** to add the link.

To add a link to an external file (which may be in your document folder, on your computer or on a memory stick), the process is slightly different:



- **Highlight text** on the webfolio page that you wish to act as an anchor;

- Select the **link icon**;
- Next select the **browse for external file** icon at the bottom of the pad that appears;
- An **upload file** window will appear;

- You can choose to **upload a single file**, or use the drop-down menu on the upload file window to select a **zipped file**;
- Use the **Browse** button to search your document folder, computer or memory stick for the file(s) you require;
- Enter a brief **description** of the file(s) – to assist later recall or assist others viewing your file;

- Click on the **Upload** button to upload the file(s) to your asset store;
- **Highlight** the file in your asset store once uploaded – you may need to click on the file to do this;
- Finally use the **green tick** to add the link to the item(s).

Please note: for multiple files each item will need to be highlighted and selected individually.

Important – please remember:

Save your work using the save icon on a regular basis as you create a webfolio page so that you do not lose your work.

5. Hints and tips when creating a webfolio

Some points to be aware of when you are developing a webfolio:

5.1 Word count

There is no word count function in the Webfolio. If you wish to check the number of words used, it is suggested that you select and copy text from your webfolio page and then paste into a word document.

5.2 Adding a new page

If you find you need to add an extra page to your webfolio you will need to open the webfolio in edit mode and then add a new page on pad 4 (see section 3, step 4).

5.3 Tables

Please remember that webfolios do not accommodate the use of tables and that it is not possible to transfer table information over from word documents.

5.4 Losing formatting when copying from word

When copying and pasting text from a word document into a webfolio, please note that **formatting will be lost**. To format text in a webfolio you will need to highlight all of the text and then add formatting using the options available in the webfolio editor tool bar. It is likely that your font will change when copying text from word to the webfolio.

5.5 Deleting a link

If you wish to remove a link to an asset or a file that you have inserted into a webfolio page, open your webfolio in edit mode and click on the word where you have the link. This will bring up the link pad. Next, highlight the item in the list that appears and then use the **bin** icon to remove the link to the asset or file.

If the item you wish to remove is a link to a web page or email address, click on the link in the main body of the page and then use the **bin** icon in the link pad that appears to remove the link.

5.6 Adding links as evidence of learning – issues of quantity and copyright

You may want to add links in your webfolio to show evidence of your learning during a module; this might be linking to sections of your blog, to Word/PowerPoint/PDF documents, to images/videos which might be in your Yahoo! Flickr account, or to a YouTube account. **Beware about providing too much evidence** as this will distract your tutor from the most important evidence. To make it easier for tutors to decide whether to view your evidence, always provide a short description for each link.

Please note: you must have copyright clearance to upload materials into your webfolio. If in doubt, check.

5.7 Adding a reference list

Like any academic piece of work, you will be expected to provide a reference list to works that you have cited. Your tutors will give you specific guidance about whether this list should be on a separate page of your webfolio, or at the bottom of each page of your webfolio. For guidance on Harvard style of referencing used at QMU, see the “Write and Cite” guidelines at:
http://www.qmu.ac.uk/lb/IFS_Harvard.htm

5.8 Scanning documents

It is possible to use the multi-functional devices (MFDs) at QMU to scan paper documents such as Word and PowerPoint and add these to your webfolio as a PDF. A full guide to scanning is available on the **QMU Technology Training** area:

http://intra-serv.qmu.ac.uk/sites/technology_training/default.aspx

Use the link to **Printing, copying and scanning on campus** under **Documents** on the left side of Technology Training page.

6. Sharing your webfolio

There will be occasions when you might be asked to share your webfolio with your tutor, or you may choose to share with a friend, or with a potential employer. This section explains the different ways of sharing.

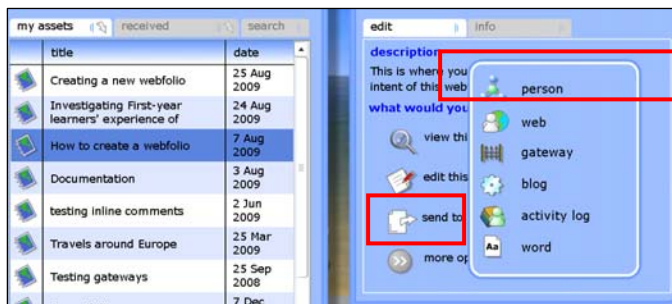
6.1 Why would I share my webfolio?

Reasons for developing a webfolio were discussed earlier in section 2 of this document. Whilst any webfolio that you create is entirely private, it is possible that you may wish to, or be asked to, share this asset. For example:

- For feedback on learning progress;
- For assessment purposes;
- For career or employment purposes.

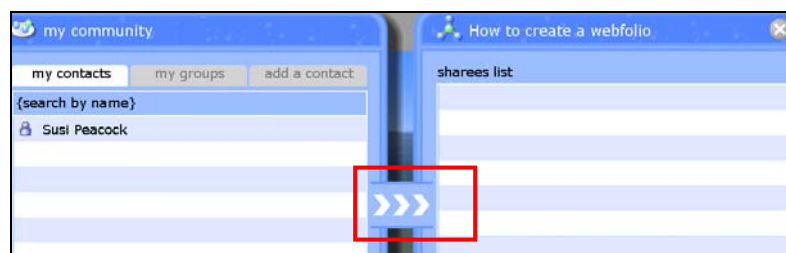
6.2 Sharing a webfolio with an individual

To share with an individual at QMU (or externally), first find the webfolio you wish to share in your asset file.



To do this go to the **view** menu, select **my assets**, and then find your webfolio in the list of assets. With your webfolio highlighted, select **send to... person** from the options on the right-hand pad.

A list of any contacts that you may already have added will appear and if the person you wish to share with is listed, simply select their name and use the chevrons to move the name over to the right-hand pad ready for sharing.



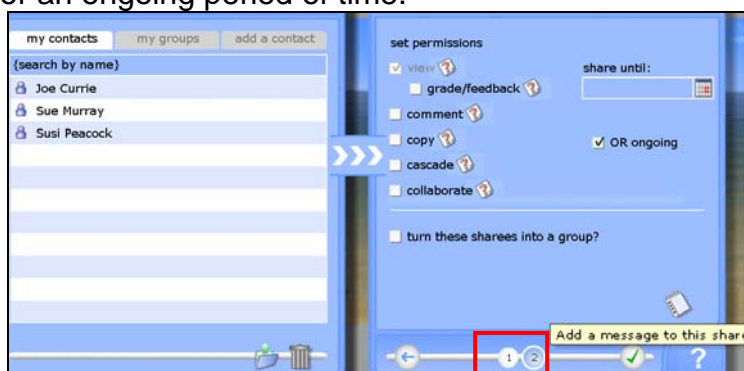
If the person you wish to share with is not listed, select the **add a contact** tab and then using either the **qmu eportfolio user** or the **non qmu user** option, enter the details required.



Use the **search for eportfolio user** icon (magnifying glass) beside the name boxes to find the QMU user you require.

For external persons, enter the name and email address, then use the **green tick** to add the person to your list of contacts.

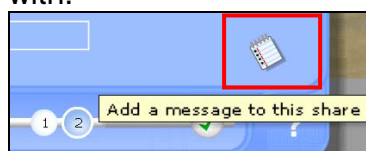
Once you have added the individual to your share list, move to section 2 where you can set viewing permissions, specify a period of time for sharing and add a short message for the person you are sharing your webfolio with. The default setting is for a sharee to be able to **view** only and to have this permission for an ongoing period of time.



Permissions you can grant include:

- grade/feedback – allows the person to view the grade for your asset;
- comment – allows the person to add comments to your asset;
- copy – allows recipient to make a copy of your asset;
- cascade – allows recipient to re-share your asset (but only with view and comment permissions);
- collaborate – this gives the share co-ownership of the asset once they have edited it.

If you wish to set a time limit on the share, use the calendar icon beside **share until**. Use the note pad icon to add a message for the person you are sharing with.



(For further information on sharing with an individual please see the online user guide – available using the ? icon on the right-hand pad).

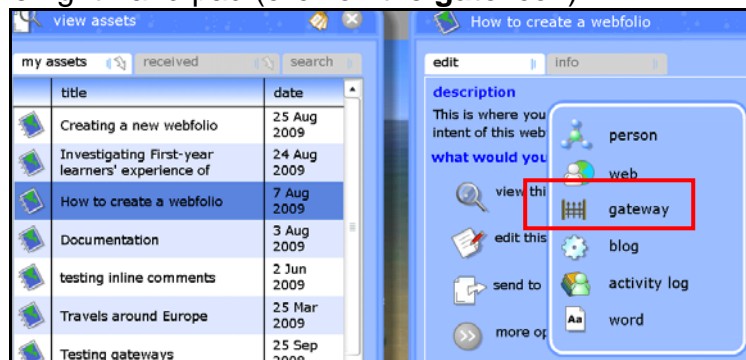
6.3 Publishing a webfolio to a gateway

You may be asked by your tutor to share your webfolio by **publishing** it to a **gateway**. A gateway can be thought of as an institutional space, the place where assets can be published for viewing by other users such as tutors. Access is controlled by permissions, so for some gateways, users may be able to publish items but not view other people's work, whilst on other gateways users may be able view each others work. This means that gateways can have a wide range of uses including assessment submission, mentoring, sharing items with a group, or personal tutoring. **If in doubt, always check with your tutor.**

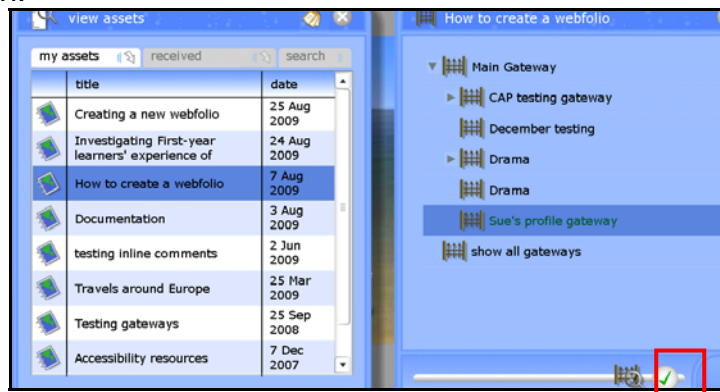
If an ePortfolio gateway has been created for your module or programme area in PebblePad you will be informed of this by your tutor(s) and directed to this area. It may be that your tutor wishes you to share an asset to this area so that you can receive feedback on your progress, or it may be that a gateway

has been created for sharing resources with your fellow students. There are many potential uses for a gateway, but you will always receive guidance regarding the purpose of any gateway you are required to use. Further information about gateways can be found in our user guide: **Student guide to using gateways in ePortfolio**.

To publish a webfolio to a gateway, first find your webfolio in your asset store. Then, with your webfolio highlighted, select **send to... gateway** from the options on the right-hand pad (click on the **gate** icon).



A list of gateways that you are subscribed to will appear. Select the one that you have been advised to publish your webfolio to and then use the **green tick** to publish.



As soon as you have published, the gateway will open and you will be able to see your webfolio is there. If this is for assessment purposes, then you will not be able to see anyone else's webfolio and they will not be able to see yours.



An email will be sent by PebblePad to your QMU email account, confirming that the asset has been published.

For further details on using gateways please see our **Student guide to using gateways in ePortfolio**.

7. Hints and tips when publishing to a gateway for assessment

Some points to be aware of when publishing a webfolio to a gateway for assessment.

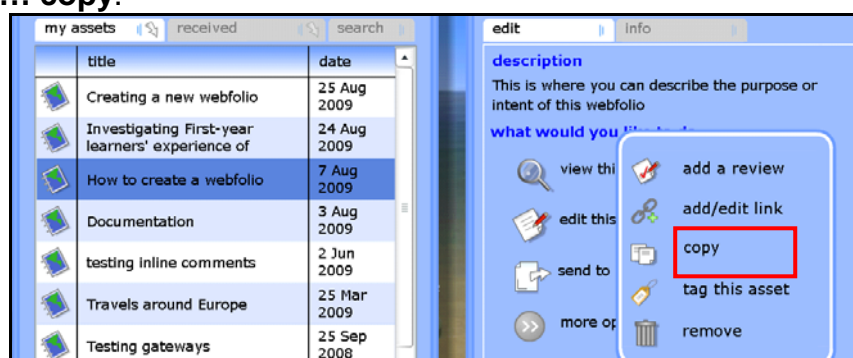
7.1 Deadlines and locked gateways

Submissions to a gateway for assessment will be subject to submission dates as specified by your tutor(s). Once the submission date is reached, the gateway will close and will in effect be locked – **it will not be possible to remove or edit any asset** that you have submitted. It may, however, still be possible to submit to a gateway after the submission date, as long as the tutor has arranged for this.

7.2 Continuing to work on a webfolio after submission

In some circumstances you may wish to continue working on your webfolio while it is on a locked gateway – for example, if you are using the webfolio to record details of a placement experience. In this circumstance it is advisable to take a copy of your webfolio to allow you to continue working on it.

To take a copy, select your webfolio in your **asset store**, go to **more options... copy**.



A copy of the webfolio will now appear at the top of the list of assets in your asset store. You may wish to change the title to save later confusion – to do this use edit mode (see section 4.1).

7.3 Where to find feedback on your webfolio

If you have published a webfolio to a gateway for assessment purposes you are likely to receive feedback on this from your tutor. Feedback can take several forms, depending on your tutor(s) preference. For example, you may receive:

- Comments on an individual page of a webfolio;
- Comments on a webfolio as a whole – here feedback/comments will be visible on every page;
- A standard feedback form – this will appear as a downloadable file in the comments area.

Please refer to your tutor(s) for details regarding the type of feedback you should expect to receive and where you should go to view feedback/comments.

If you have submitted your webfolio at an early stage of your studies, you may receive feedback to assist you in your progress with your learning. In this case, your tutor may require you to respond to comments or feedback that they provide – you will be advised of what form the feedback might take by your tutor(s) and of any requirements for responding.

8. Where to go for help

Further information about ePortfolios can be found on the ePortfolio web pages: <http://www.qmu.ac.uk/eportfolio/>

An extensive online help facility is available within PebblePad – use the ? icon at the bottom right of all right-hand pads to access step-by-step guides. Help movies and tip sheets are also available on the ePortfolio login page.

If you are experiencing problems logging into or using QMU's ePortfolio, please email epportfolio@qmu.ac.uk stating your name and matriculation number.

If you are having problems with your password or have forgotten your password, please email LRCHelp@qmu.ac.uk stating your name and matriculation number. The helpdesk will be able to reset your password for you.