

Blackboard Help

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Resolve Student Issues with Tests



A special note from Product Management on COVID-19: The team has been taking several pre-emptive infrastructure measures to help prepare for significantly increased traffic as a growing number of schools move to fully online courses. We will continue to monitor closely and take any additional steps required to provide a seamless service.



Your institution controls which tools are available in the *Original Course View*. Tests are always available to instructors in the *Ultra Course View*, but anonymously submitted surveys aren't supported at this time.

Submit a test for a student



If a student was unable to submit a test but completed the work, you can submit the attempt so you can grade it.

1. In the Grade Center, locate the cell that displays the *In Progress* icon.
2. Access the cell's menu and select *View Grade Details*.
3. On the *Grade Details* page, select *View Attempt*.
4. Be sure the answers were saved.



If multiple questions are marked with No Answer, you can clear the attempt. The student needs to take the test again.

5. Select *Test Information* to expand the section.
6. If you're satisfied with the student's test attempt, select *Submit Attempt*.
7. Select *OK* to confirm the attempt submission.

Clear a test attempt



👉 Doesn't seem familiar? [Jump to the "Ultra" help about clearing attempts.](#)

If a student experiences a technical problem or needs an additional attempt, you can clear the test attempt. The submission is cleared from the Grade Center and the student can retake the test.

1. Access the *Test Information* section as detailed in the previous section.
2. On the *Grade Details* page, select *Clear Attempt*.
3. Select *OK* to confirm and remove the attempt.

4. On the *Grade History* tab, the action is recorded with "Attempt Grade Cleared." In the Grade Center, no grade or icon appears in the student's test cell.

Test access log



Instructors and other users who are granted permission can view a test attempt's *Access Log* for a list of times of various student interactions with the test. The log can help to confirm whether a student began a test or ran into problems during a test.

1. On the *Control Panel*, expand the *Grade Center* section and select *Tests*.
2. Locate the cell for the student's test that you want to investigate.



The cell must contain either a grade or the Needs Grading icon for an access log to be generated. If you submitted the test for the student, an access log isn't generated unless the student selected Save All Answers.

3. Access the cell's menu and select *Attempt*.
4. On the *Grade Test* page, expand the *Test Information* section.
5. Select *Access Log*.

User: Chris Casper (Attempt 1 of 1)

View: Tests

Test Information

Current Grade	- out of 50 points	
Status	Needs Grading	
Attempt Score	0 out of 50 points	
Time Elapsed	4 minutes.	Access Log
Started Date	6/7/13 5:25 PM	
Submitted Date	6/7/13 5:29 PM	
Clear Attempt	Clear Attempt	<i>Click Clear Attempt to clear this user's attempt.</i>
Edit Test	Edit Test	<i>Click Edit Test to make changes.</i>
Instructions		

The *Access Log* shows a detailed list of all the interactions a student had with the test for that attempt. The log shows the time the test was started, when each question was saved, and when it was submitted.

You might interpret an unusual gap in activity as a connectivity problem if the student claims to have had one. However, the system can't determine what caused the time gap. The system can only show that the time gap occurred.

Be aware that the time spent on a question may include the time that the student spent looking at other questions before saving that answer.

Center > Grade Test: Unit 1 Quiz

Access Log

The Test Time column shows times relative to the start of the test and the Time Spent column shows the time between the current Access Type and the previous Access Type. Time format is: mm:ss.

Date and Time	Access Type	Test Time	Time Spent*
6/7/13 5:25:13 PM	Test started	00:00	00:00
6/7/13 5:25:35 PM	Saved question 1	00:21	00:21
6/7/13 5:25:45 PM	Saved question 2	00:31	00:10
6/7/13 5:25:55 PM	Saved question 3	00:41	00:09
6/7/13 5:27:38 PM	Saved question 4 multiple times over a period of: 01:41	02:24	01:42
6/7/13 5:29:17 PM	Test submitted	04:03	01:38

*The times appearing under the Time Spent column may not accurately represent the time the Student spent on each question; the Student may have looked at other questions before answering and saving individual questions.

ULTRA: Clear attempts and add exceptions



➔ Doesn't seem familiar? [Jump to the "Original" help about clearing attempts.](#)


When special circumstances arise, you have two options to remedy submission issues. You can clear a test attempt or add an assessment exception.

Introduction to Sociology

Sociological Imagination

1 of 22
GRADED

← Zoe Spooner Ashby Cooper

 **Submission**
Posted 2/6/19, 3:11 PM (CST)

Goal: To help you interpret and understand your social world. I want you to dev...
influenced by society.

We will start with a standard sociology exercise. I want you to analyze an everyday object using your sociological

75 / 100

- Exceptions
- Edit Feedback
- Delete

Clear an attempt

If you choose, you can clear a student's test attempt. The submission is cleared from the gradebook and the student can retake the test.

Assessment exceptions

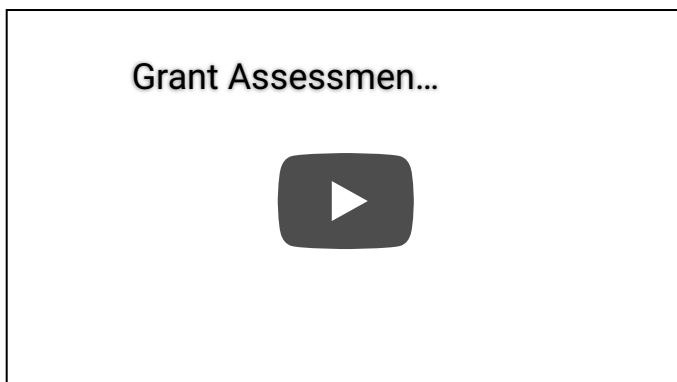
You can give an individual student an exception on a specific test. An exception includes additional attempts or extended access, even if the test is hidden from other students. An exception overrides the two settings applied to everyone else for only that specific test.

➔ [More on assessment exceptions](#)

ULTRA: Watch a video about assessment exceptions



Video: [Grant assessment exceptions](#) shows how to allow an exception on a specific test or assignment to an individual student.



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