

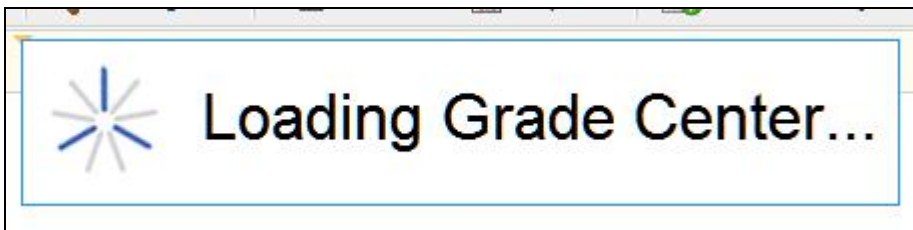
Grade Center - Clearing Attempts

Once a student accesses an online exam, an instructor is able to view the results of that student's attempt and (optionally) clear the attempt. The biggest need for resetting an attempt occurs if certain exam settings are used (single attempt along with force completion) **and** the student experiences a computer crash, power outage or otherwise exits from the exam without submitting it.

This causes an "in-progress" or "locked" condition: the student is unable to return to the exam to continue. Clearing the attempt removes all earlier responses, but will permit students to access and re-take the exam again. Assessment attempts can be cleared for an individual student or for all students at once, but you should be careful to not clear an attempt unless you are certain the student is not actively in the process of taking the exam.

To View/Clear Attempts for an Individual Student:

1. Click Control Panel, Grade Center.
2. A message will be displayed as the main Grade Center screen is generated.



3. Once the Grade Center appears, locate the row and grade column for the individual student's whose attempt you wish to view or clear. An "in-progress" icon will appear in that students' cell.


Note: In Blackboard 8.0 the icon which designates an in-progress attempt has changed. The padlock icon is no longer used—the new icon is a paper and pen.

New icon = 

Old icon = 

4. Move the cursor over the student's "In-Progress icon" to display the Action Link in the cell. From the drop-down menu that appears, click **Grade Details**.

A screenshot of a Blackboard Grade Center table. The table has columns for "Last Name", "First Name", "Last Access", and "Exam 1B". The first row shows a student named Joe with a last access date of February 20, 2008. The second row shows a student named Sue with a last access date of April 1, 2008. In the "Exam 1B" column for Sue, there is a paper and pen icon. A red arrow points to this icon with the label "Action Link". A mouse cursor is hovering over the icon, and a drop-down menu is visible, showing options for "Grade Detail" and "Exempt Grade". Below the table, there is a "Grade Information Bar" and a "Close Menu" button.

<input checked="" type="checkbox"/>	Last Name	First Name	Last Access	Exam 1B
<input type="checkbox"/>	Student	Joe	February 20, 2008	-
<input type="checkbox"/>	Student	Sue	April 1, 2008	

5. Once the Current Grade page appears, locate the Actions column. There are several actions you can take from this area, including:
 - a. **View Attempt:** Allows you to see (and optionally clear) the student's exam responses
 - b. **Clear Attempt:** Allows you to clear the attempt without viewing the responses. **Note:** If multiple attempts are set, select the attempt type (Last Attempt, First Attempt, Highest Scored Attempt, Lowest Scored Attempt, Attempts by Date or All Attempts) to clear by using the drop-down menu next to the **Clear** field in the top-section of the screen and clicking GO.
 - c. **Modify Attempt:** Allows you to override a grade, add feedback (comments) or grading (internal) notes.

Current Grade Override

User Sue Student (sparker)

Student ID

Calculated Grade 0.00

Clear Last Attempt GO

Column Exam 1B (null) Details

Grade Type Score

Description

Attempts

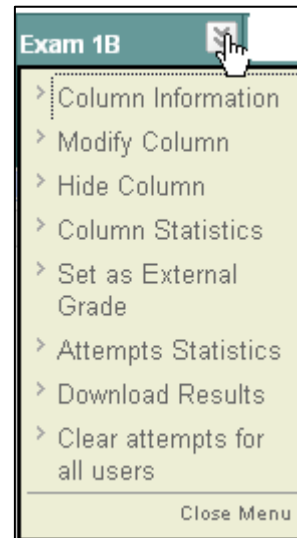
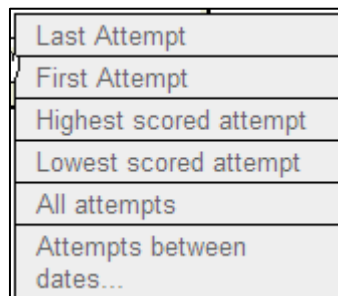
Creation Date	Last Submitted/Modified Date	Value	Feedback to User
Feb 20, 2008 9:42:46 AM (In progress)	Feb 20, 2008 9:42:46 AM		

6. When clearing an attempt, you will receive a confirmation notice: "Remove this attempt? This action is final and cannot be undone".
7. Select OK to close the Grade screen and return to the Grade Center.

To Clear Attempts for All Students:

This option allows the Instructor to remove attempts for all students in the class. For example, it might be used if an instructor was allowing the entire class to retake a quiz.

1. Click Control Panel and select Grade Center.
2. A message will appear as the main Grade Center screen is generated.
3. Once the Grade Center loads, locate the column for the exam to be cleared.
4. Click the Action Link next to the column heading.
(Be sure to click the column link, not the cell link.)
5. From the drop-down menu that appears, select “Clear attempts for all users”.
6. From the second drop-down menu, choose the appropriate attempt type. (Last, First, Highest, etc.)
7. A “Success” message should appear indicating the attempts have been cleared.
8. Click OK to return to the Control Panel.



Frequently Asked Questions

Q. Some of the time it's a legitimate problem, but I think in some cases students are going into the exam just to look it over and then hitting Cancel—this in turn causes a lock-out condition. What can I do?

A. First, when using single attempt/forced completion exams, it's helpful to notify students ahead of time in both your syllabus instructions and also in the exam description itself that they should not click the link for the exam **unless** they are actually prepared to take the exam at that time. This will help to head off a majority of problems. Each instructor has the discretion to decide how they will handle exam resets for their course. Some instructors allow one or two “free” resets and if more are required 2 points are deducted, etc. Another option is to set up the exam with a fairly short time limit, but without the “Force Completion” setting, so that students can still return to the exam if they experience a problem.

Q. I see several “in-progress” indicators appearing in my gradebook. Should I just go ahead and automatically clear out those attempts?

A. Since “in-progress” indicators appear for students who are actively in the process of taking an exam, it's important that that you don't clear them out unless you are certain they have been inactive for an extended time period.