

Troubleshoot Releasing Grades

Overview

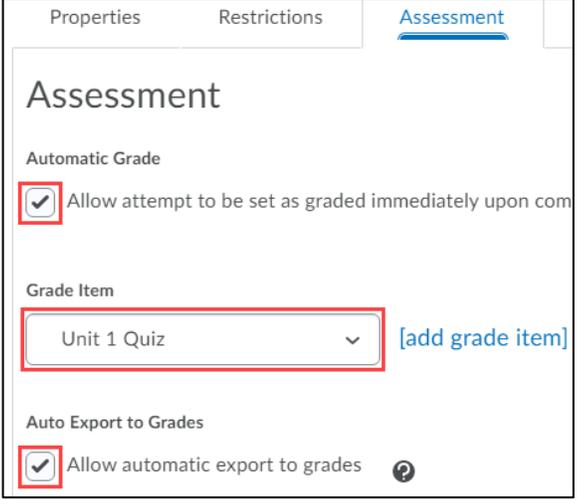
The following guide is intended to help instructors troubleshoot common grade release issues. To confirm what your students can see, use the 'Demo Student' tool in your course. Refer to the [Demo Student guide](#) for instructions on how to create and impersonate a demo student. If you still have issues after following the troubleshooting steps in this guide, contact the ITS [Helpdesk](#) for additional help.

Objectives

By following the guide, you will be able to troubleshoot common grade release issues, such as:

- Part 1: Students cannot see the grade for a quiz.
- Part 2: Students cannot see the grade for an assignment.
- Part 3: Students cannot see the grade for a discussion topic.
- Part 4: Students are not seeing scores in their gradebook.
- Part 5: You are not seeing students' scores in your gradebook.
- Part 6: Students cannot see their current total grade (Calculated Final Grade).
- Part 7: Your total points are not correct in your gradebook.

Part 1: Students cannot see the grade for a quiz.

Steps to Check your Settings:	What it looks like:
<p>Step 1: Check that the quiz is connected to Grades.</p> <ol style="list-style-type: none">1. Click Course Tools in the navigation bar.2. Click Quizzes in the dropdown menu.3. Locate the specific quiz.4. Click the dropdown arrow next to the quiz name.5. Select Edit in the dropdown menu.6. Click the Assessment tab.7. Make sure the quiz has a grade item linked to the Grades tool.8. If no grade item is listed, click the dropdown arrow to select a grade item (already created in Grades) or click 'add grade item' to create a new one.9. Confirm that Automatic Grade and Auto Export to Grades are checked.10. Click Save and Close.	
Did that fix it? If not, continue below to Step 2.	

Step 2: Republish the Grades.

1. From Quizzes, click the dropdown arrow next to the specific activity.
2. Select **Grade**.

<input type="checkbox"/>	Current Quizzes	
<input type="checkbox"/>	Unit 1 Quiz	▼ 🔑
<input type="checkbox"/>	Unit 2 Quiz	Edit
<input type="checkbox"/>	Unit 3 Quiz	Hide from Users
<input type="checkbox"/>	Unit 4 Quiz	Preview
<input type="checkbox"/>	Unit 5 Quiz	Delete
<input type="checkbox"/>	Unit 5 Quiz	Grade
<input type="checkbox"/>	Unit 6 Quiz	Reports

3. Scroll down to make sure that you are viewing all students on the same page. Change number per page if needed. Then scroll back up.
4. Click the check box at the top of the list to select all the student names.
5. Click the **Publish Feedback** link.
6. Click **Yes** to confirm.

<input type="checkbox"/>	Reset	<input checked="" type="checkbox"/> Publish Feedback	<input type="checkbox"/> Retract Feedback
<input checked="" type="checkbox"/>	First Name ▲, Last Name	Completed	
<input checked="" type="checkbox"/>	Emily Dickinson		
<input checked="" type="checkbox"/>	attempt 1	Mar 9, 2020 3:54 PM	

Did that fix it? If not, continue to Part 4 & 5.

Part 2: Students cannot see the grade for an assignment.

Steps to Check your Settings:

Step 1: Check that the assignment is connected to Grades.

1. Click **Course Tools** in the navigation bar.
2. Select **Assignments** in the dropdown menu.
3. Locate the specific assignment
4. Click the dropdown arrow next to the assignment name.
5. Select to **Edit Assignment** in the dropdown menu.
6. Next to the 'Score out of points', click the link to **In Grades** and select **Choose from Grades**.

What it looks like:

Score Out Of	20 points	<input checked="" type="checkbox"/> In Grades ▼	Due Date	No due d
Instructions	Purpose	Choose from Grades	Remove from Grades	ng the
For this project, yo	Name your docum	Reset to Ungraded	case1	

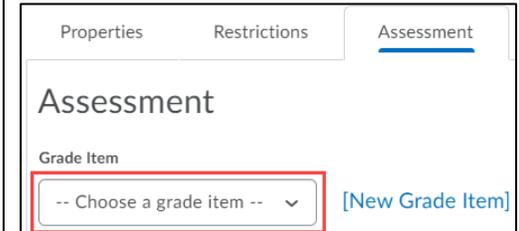
7. Select the option to **Link to an existing grade item** (if already created in Grades) or click 'Create and link to a new grade item' to create a new grade item.
8. Click the dropdown arrow to expand a list of non-associated grade items and select the appropriate name.
9. Click **OK**.
10. Click **Save and Close**.

Choose from Grades
<input type="radio"/> Create and link to a new grade item
<input checked="" type="radio"/> Link to an existing grade item
Case Analysis ▼
Points: 20
<input type="button" value="OK"/> <input type="button" value="Cancel"/>

Did that fix it? If not, continue below to Step 2.

<p>Step 2: Confirm that the graded assignments are published.</p> <ol style="list-style-type: none"> 1. From Assignments, click the dropdown arrow next to the specific assignment. 2. Select View Submissions in the dropdown menu. 	
<ol style="list-style-type: none"> 3. Confirm that the grading is 'Published'. 4. If the grading is still a saved 'Draft', it is recommended that you review each submission manually to confirm that you have finished grading. 	
<ol style="list-style-type: none"> 5. Alternatively, if confident that grading is complete, click the check box at the top of the list to select all the student names. (Remember to confirm whether you are viewing all students on the page.) Next, click the Publish Feedback link. Then click Yes to confirm. (Note: If this doesn't work, you will need to Publish each submission manually.) 	
<p>Did that fix it? If not, continue to Part 4 & 5.</p>	

Part 3: Students cannot see the grade for a discussion topic.

<p>Steps to Check your Settings:</p>	<p>What it looks like:</p>
<p>Step 1: Check that the discussion topic is connected to Grades.</p> <ol style="list-style-type: none"> 1. Click Course Tools in the navigation bar. 2. Click Discussions in the dropdown menu. 3. Locate the specific discussion topic. 4. Click the dropdown arrow next to the discussion topic name. 5. Select Edit Topic in the dropdown menu. 6. Click the Assessment tab. 7. Make sure the discussion has a grade item linked to the Grades tool. 8. IF 'Choose a grade item' is listed, click the dropdown arrow to connect to a grade item unassociated in Grades or click 'New Grade Item' to create a new one. 9. Click Save and Close. 	
<p>Did that fix it? If not, continue below to Step 2.</p>	
<p>Step 2: Confirm that the graded discussions are published.</p> <ol style="list-style-type: none"> 1. From Discussions, click the dropdown arrow next to the specific discussion. 2. Select Assess Topic in the dropdown menu. 	

3. Confirm that the grading is 'Published'.
4. If the grading is still a saved 'Draft', it is recommended that you review each submission manually to confirm that you have finished grading.
5. Alternatively, if confident that grading is complete, click the check box at the top of the list to select all the student names. (Remember to confirm whether you are viewing all students on the page.) Next, click the **Publish Feedback** link. Then click **Yes** to confirm. (Note: If this doesn't work, you will need to Publish each submission manually.)

Last Name ▲, First Name	Score	
Austen, Jane		
Topic Score	- / 60 (-%)	Draft: Mar 15, 2024

Publish Feedback
 Retract Feedback

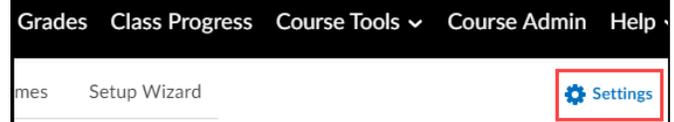
<input checked="" type="checkbox"/>	Last Name ▲, First Name
	Austen, Jane

Did that fix it? If not, continue to Part 4 & 5.

Part 4: Students are not seeing scores in their gradebook.

Step 1: Check the default display settings for students.

1. Click **Grades** in the navigation bar.
2. Click the link to **Settings** in the top-right.



3. On the 'Org Unit Display Options' tab, confirm that the 'Grade Details' have 'Points Grade' checked along with any other details that you want displayed to students in their gradebook.
 - Points Grade: (Ex: 90/100)
 - Grade scheme symbol: (Ex: 90%)
 - Grade scheme color: (Ex: Green)
4. If you make any changes, click **Save**.

Personal Display Options
Org Unit Display Options

Managing View Display Options

Decimals Displayed *

Number of decimal places to display ?

Student View Display Options

Grade Details

Points grade ?

Grade scheme symbol ?

Grade scheme color ?

Did that fix it? If not, continue below to Step 2.

Step 2: Check the grade item's display settings for student view.

1. From Grades, click the dropdown arrow next to the specific grade item.
2. Select **Edit** in the dropdown menu.
3. Scroll down to the 'Display Options' section.
4. Click '**Show Display Options**' to expand the settings.
5. Confirm that the **Override display options for this item** is NOT checked.
6. Confirm that the **Show** settings are at least showing 'Points grade'.
7. Click **Save and Close**.

Student View

Display class average to users ?

Display grade distribution to users ?

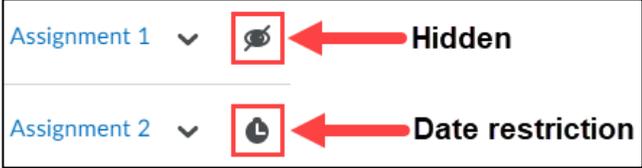
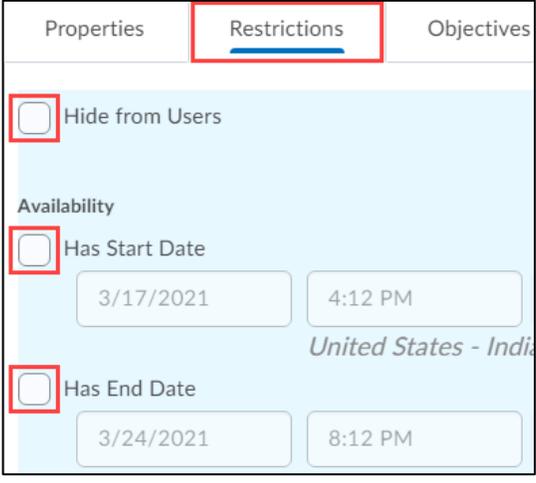
Override display options for this item

Show

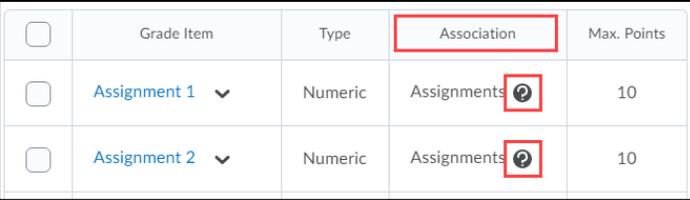
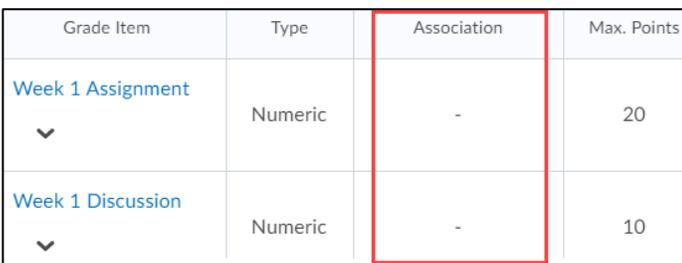
Points grade

Grade scheme symbol

Grade scheme color

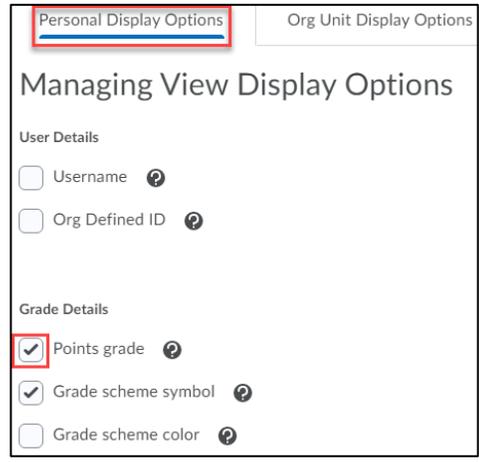
<p>Did that fix it? If not, continue below to Step 3.</p>	
<p>Step 3: Check whether you have any availability restrictions set.</p> <ol style="list-style-type: none"> 1. Click Grades. 2. Click Manage Grades. 3. Review the icons to the right of the grade item name. <ul style="list-style-type: none"> • If the grade item is set as hidden, a crossed-out eye icon will display. • If the grade item is set with a date restriction, a stop watch icon will display. 	
<ol style="list-style-type: none"> 4. IMPORTANT: Visibility and Availability Start & End Dates set for a grade item, ONLY restrict the student's view of the grade item in their gradebook. It does not hide or restrict the activity itself! 5. To correct these setting in Grades: <ul style="list-style-type: none"> • Uncheck the box 'Hide from Users'. • Uncheck the box 'Has Start Date'. • Uncheck the box 'Has End Date'. <p>Note: It is NOT recommended to add 'Availability' date restrictions to a grade item!</p>	

Part 5: You are not seeing students' scores in your gradebook.

<p>Steps to Check your Settings:</p>	<p>What it looks like:</p>												
<p>Step 1: Confirm that your grade items are connected to their activities.</p> <ul style="list-style-type: none"> • Click Grades in the navigation bar. • Review the Association column and confirm that an association is listed for all activities. <ul style="list-style-type: none"> • Associations will display the tool and an icon for more information. 	 <table border="1"> <thead> <tr> <th>Grade Item</th> <th>Type</th> <th>Association</th> <th>Max. Points</th> </tr> </thead> <tbody> <tr> <td>Assignment 1</td> <td>Numeric</td> <td>Assignments ⓘ</td> <td>10</td> </tr> <tr> <td>Assignment 2</td> <td>Numeric</td> <td>Assignments ⓘ</td> <td>10</td> </tr> </tbody> </table>	Grade Item	Type	Association	Max. Points	Assignment 1	Numeric	Assignments ⓘ	10	Assignment 2	Numeric	Assignments ⓘ	10
Grade Item	Type	Association	Max. Points										
Assignment 1	Numeric	Assignments ⓘ	10										
Assignment 2	Numeric	Assignments ⓘ	10										
<ul style="list-style-type: none"> • If there is no association, a dash symbol will be displayed. • To connect or disconnect a grade item to an activity: <ul style="list-style-type: none"> • Return to the activity to associate the grade item. (Refer to Part 1, 2, or 3 of this guide.) 	 <table border="1"> <thead> <tr> <th>Grade Item</th> <th>Type</th> <th>Association</th> <th>Max. Points</th> </tr> </thead> <tbody> <tr> <td>Week 1 Assignment</td> <td>Numeric</td> <td>-</td> <td>20</td> </tr> <tr> <td>Week 1 Discussion</td> <td>Numeric</td> <td>-</td> <td>10</td> </tr> </tbody> </table>	Grade Item	Type	Association	Max. Points	Week 1 Assignment	Numeric	-	20	Week 1 Discussion	Numeric	-	10
Grade Item	Type	Association	Max. Points										
Week 1 Assignment	Numeric	-	20										
Week 1 Discussion	Numeric	-	10										
<p>Did that fix it? If not, continue below to Step 2.</p>													

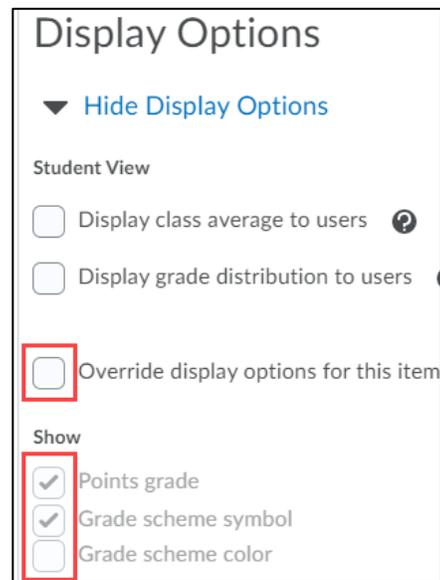
Step 2: Check your default display settings for instructor's view.

1. Click **Grades** in the navigation bar.
2. Click the link to **Settings** in the top-right.
3. On the 'Personal Display Options' tab, confirm that the 'Grade Details' have '**Points Grade**' checked along with any other details that you would want displayed in your gradebook.
 - Points Grade: (Ex: 90/100)
 - Grade scheme symbol: (Ex: 90%)
 - Grade scheme color: (Ex: Green)
4. Click **Save**.



Step 3: Check the grade item's display settings for the instructor's view.

1. From **Grades**, click the dropdown arrow next to the specific grade item.
2. Select **Edit** in the dropdown menu.
3. Scroll down to the **Display Options** section.
4. Click the **Show Display Options** link to expand the settings.
5. Scroll down to confirm the settings for **Managing View** (This is the Instructor's view).
6. Confirm that the **Override display options for this item** is NOT checked.
7. Confirm that the **Show** settings are at least showing 'Points grade'.
8. Click **Save and Close**.



Part 6: Students cannot see their current total grade (Calculated Final Grade).

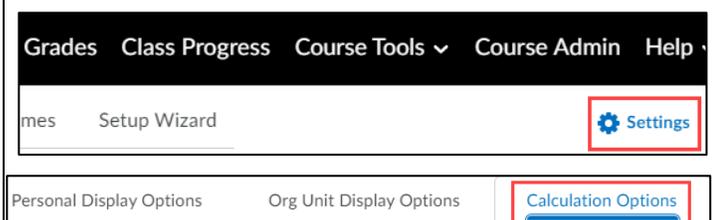
Steps to Check your Settings:

Step 1: Confirm which final grade column you are displaying.

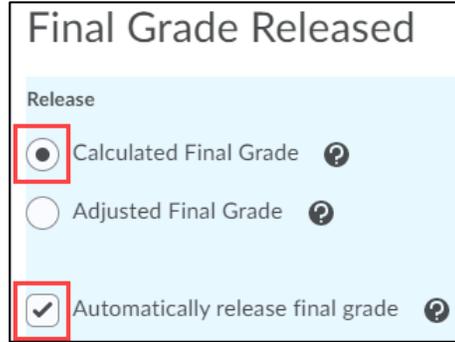
Note: If you want students to see a total grade as the semester progresses, you will need to change from Adjusted Final Grade to Calculated Final Grade:

1. Click **Grades**.
2. Click the **Settings** gear link in the upper-right.
3. Click the **Calculation Options** tab.

What it looks like:



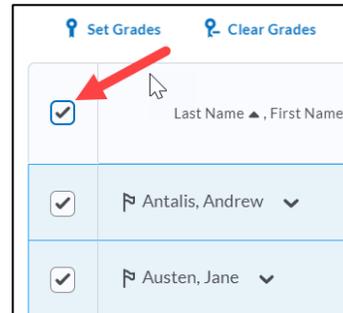
4. Scroll down to the **Final Grade Released** section.
5. Change the 'Release' to **Calculated Final Grade**.
6. Confirm that **Automatically release final grade** is checked.
7. Under **Grade Calculations**, confirm that the Ungraded Items are handled the way you want them to.
 - Drop ungraded items (Total pts. will adjust as work is submitted.)
 - Treat ungraded items as 0 (Total pts. reflects total of all grade items.)
8. Click **Save**.
9. Click **Yes** to confirm.



If you made changes in Step 1, proceed below to Step 2.

Step 2: Since this was a change, you need to republish the final grade to display for students.

1. From the Grades, click the **Enter Grades** tab.
2. Click the dropdown arrow next to **Final Calculated Grade**.
3. Select **Enter Grades**.
4. Scroll down to make sure that you are viewing all students on the same page. Change the view if needed. Then scroll back up.
5. Click the top check box to select all the students.



6. Click the **Release/Unrelease** button (see screenshot #2 below).
7. Note the far right 'Released' column will check all the boxes.
8. Click **Save and Close**.
9. Click **Yes** to confirm.

	Last Name ▲, First Name	Final Calculated Grade		
		Grade	Scheme	
<input checked="" type="checkbox"/>	Antalis, Andrew ▼	- / -	-%	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Austen, Jane ▼	45 / 50	90 %	<input checked="" type="checkbox"/>

10. After the change is made, the screen will switch back to the **Enter Grades** view.
11. Look for the appropriate symbols next to each student's Final Calculated Grade score to confirm that the final grade is being released.

Note: No (Release/Unrelease) symbol will display if you are still set to release the Adjusted Final Grade.

Final grade **NOT** released



Final grade is **released**



12. When the Final Calculated Grade is set to release, students will see the Final Calculated Grade at the top of their gradebook when they click Grades.

Note: The 'View as Learner' role will not display the Final Calculated Grade. Use the Demo Student tool to accurately test this view.

Grades

Final Calculated Grade

Points
825 / 1,000

Grade
83 %

Part 7: Your total points are not correct in your gradebook.

Steps to Check your Settings:

What it looks like:

Step 1: Review grade items in Manage Grades.

1. Click **Grades** in the navigation bar.
2. Click the **Manage Grades** tab.
3. Identify any unneeded grade items (including duplicates)
 - Take note of which items to delete. Consider renaming them to make the deletion process easier for you. (Ex: Quiz 1 delete).
 - For any grade items you wish to keep for future use, make sure to check the boxes to 'Hide from Users' (Properties tab) and 'Exclude from Final Grade Calculation' (Restrictions tab) under Edit.

<input type="checkbox"/>	Quiz 1 ▾	Numeric	Quizzes ?
<input type="checkbox"/>	Quiz 1 ▾	Numeric	-
<input type="checkbox"/>	Assignr Edit		Assignments ?

Step 2: Review the Association column for each grade item.

2. From Manage Grades, confirm that all the grade items that should be linked to an activity, show an association.
 - Click the icon to review the association information.
3. To connect or disconnect a grade item to an activity:
 - Return to the activity to associate/disassociate the grade item. (Refer to Part 1, 2, or 3 of this guide.)

	Grade Item	Type	Association	Max. Points
<input type="checkbox"/>	Assignment 1 ▾	Numeric	Assignments ?	10
<input type="checkbox"/>	Assignment 2 ▾	Numeric	Assignments ?	10

Step 3: Delete all unneeded grade items.

1. From Manage Grades, click the **More Actions** button.
2. Select **Delete** from the dropdown menu.
3. From the 'Delete Grade Items and Categories' page, click the checkbox next to each item to delete.
4. Click the **Delete** button at the bottom of the page.
5. Click **Delete** in the popup window to confirm.

<input type="checkbox"/>	Quiz 1 ?
<input checked="" type="checkbox"/>	Quiz 1-delete

Note: You will NOT be able to delete grade items that are already associated with an activity. (Refer to Part 8, Step 2.)

Step 4: Review the Max. Points column for each grade item.

1. From Manage Grades, confirm that all the grade items have the correct max. points value.
2. To adjust a point value for a grade item:
 - Click the dropdown arrow next to the grade item.
 - Select **Edit** in the dropdown menu.
 - Scroll down to the 'Maximum Points' field.
 - Edit the point value as needed.
 - Click **Save and Close**.

<input type="checkbox"/>	Grade Item	Type	Association	Max. Points
<input type="checkbox"/>	Assignment 1 	Numeric	Assignments 	10
<input type="checkbox"/>	Assignment 2 	Numeric	Assignments 	10

Step 5: Review the excluded items in Manage Grades.

1. From Manage Grades, confirm that unused grade items are excluded from the final grade.
 - Excluded grade items will be marked with an exclamation mark symbol.
2. To edit this setting for a grade item:
 - Click the dropdown arrow next to the grade item.
 - Select **Edit** in the dropdown menu.
 - Scroll down and check the box to **Exclude from Final Grade Calculation**.
 - Click **Save and Close**.

Class Project Assignment  

Can Exceed
 

Bonus
 

Exclude from Final Grade Calculation
 

Step 6: Review the bonus items in Manage Grades.

1. From Manage Grades, confirm that extra-credit grade items are set as bonus.
 - Bonus points are not included in the total points and are added on top of the calculated grade. Bonus grade items will be marked with a star symbol.
 - Note: It is recommended to NOT include Bonus items in a Category to avoid potential incorrect calculations.
2. To edit this setting for a grade item:
 - Click the dropdown arrow next to the grade item.
 - Select **Edit** in the dropdown menu.
 - Scroll down and check the box to set as **Bonus**.
 - Click **Save and Close**.

Case Analysis Revision  

Can Exceed
 

Bonus
 

Exclude from Final Grade Calculation
 