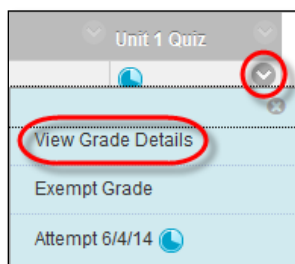


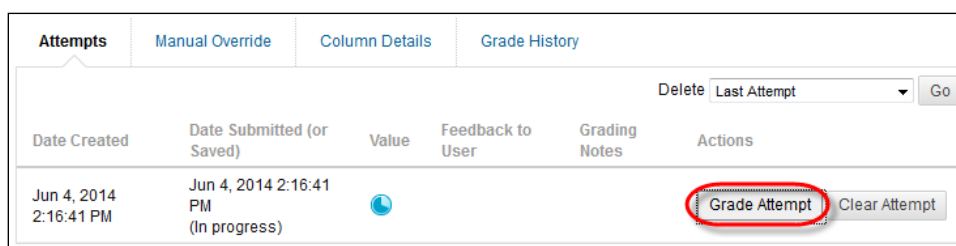
HELPING STUDENTS RESOLVE ISSUES WITH TESTS

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

1. In the Grade Center, locate the cell containing the attempt, which displays the in progress icon.
2. Access the cell's contextual menu and select **View Grade Details**.



3. On the **Grade Details** page, click **Grade Attempt**.



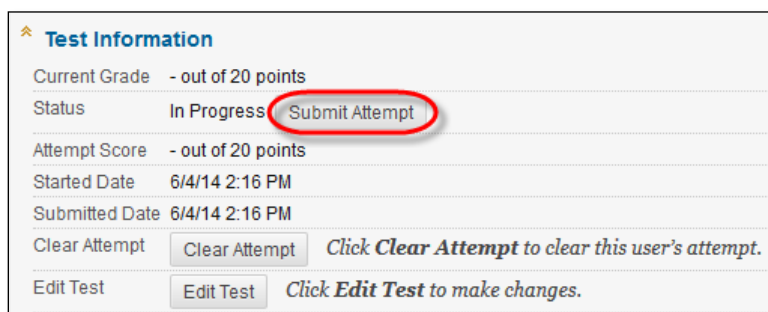
4. Be sure the answers were saved.

NOTE: If multiple questions are marked with **No Answer**, you may want to **Clear Attempt**. The student will have to take the test again.

5. Click **Test Information** to expand the section.



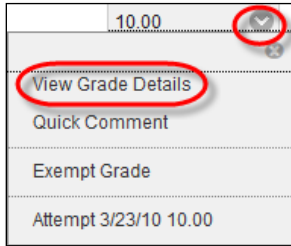
6. If you are satisfied with the student's test attempt, click **Submit Attempt**.



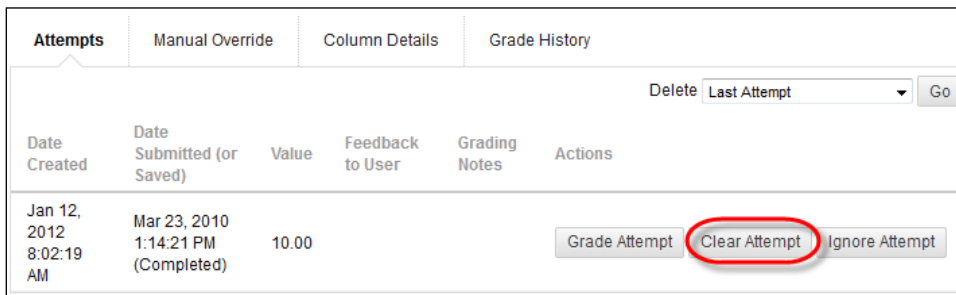
7. Click **OK** to confirm the attempt submission.

If a student experiences a technical problem while taking a test or needs an additional attempt, you can help by submitting or clearing the test attempt. When you clear an attempt, the grade is cleared from the Grade Center and the student can retake the test.

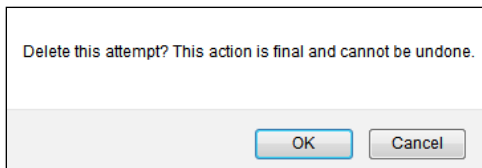
1. In the Grade Center, locate the cell containing their attempt. The cell will contain the in progress or the needs grading icon, depending on the situation.
2. Access the cell's contextual menu and select **View Grade Details**.



3. On the **Grade Details** page, click **Clear Attempt**.



4. Click **OK** to confirm and remove the attempt.



5. 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.