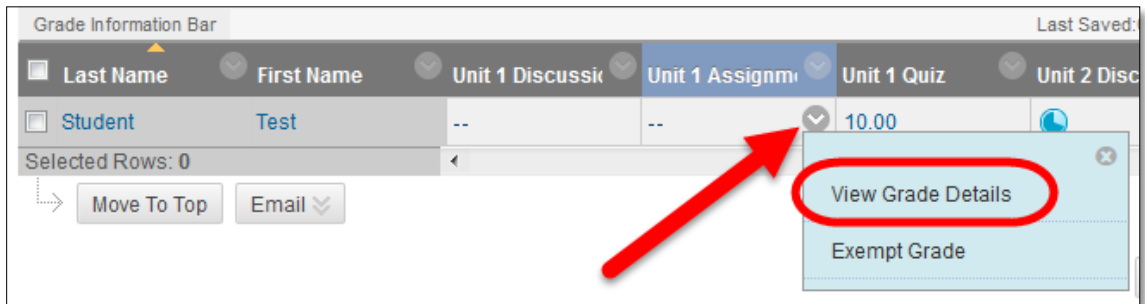# STUDENT CLAIMS THEY COMPLETED ASSIGNMENT

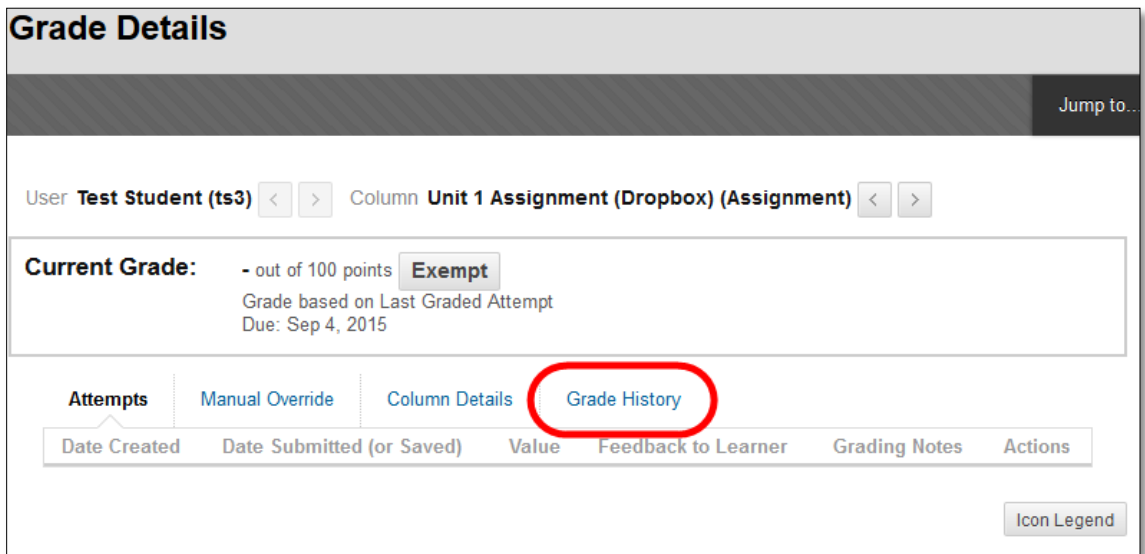## 1. VERIFY SUBMISSION WAS NOT CLEARED

A. In the Full Grade Center, locate the column and the student's cell. Click the dropdown menu and select **View Grade Details**.

B. Click the **Grade History** link.

C. If **No Grade History information** is available, then there was no recorded submission.

D. If there are entries on the **Grade History** area:

1) **Attempt submitted**: indicates an attempt was submitted by the person in the Last Edited by column.

2) **Attempt Grade Cleared**: indicates an attempt was cleared (deleted) by the person in the Last Edited by column.

3) **View Complete History**: indicates there are additional entries not currently being shown.

2. RUN STATISTICS REPORT ON ASSIGNMENT

The Statistics Report on an assignment will provide information verifying the student accessed the assignment. If the student never accessed the assignment area, it is unlikely that the student attempted to submit the assignment.

A. In your course, locate your Assignment. Click the dropdown for the assignment, and select **View Statistics Report**.
Note: The View Statistics Report option is only available if Statistics Tracking is turned ON.
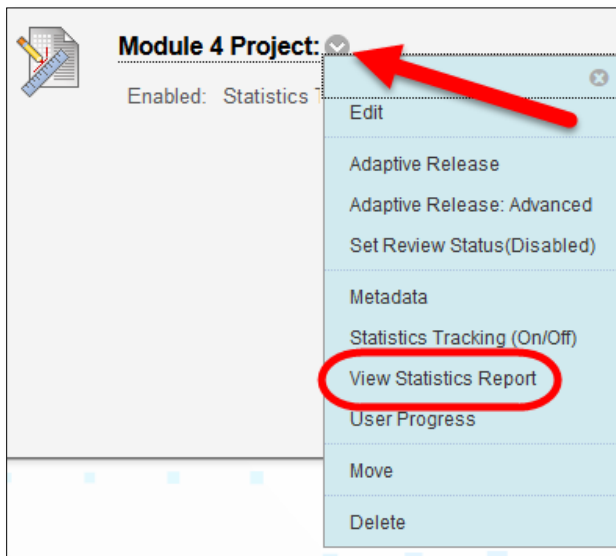
B. On the **Course Reports** page, select the dropdown menu for the **Content Usage Statistics** report, and click **Run**.
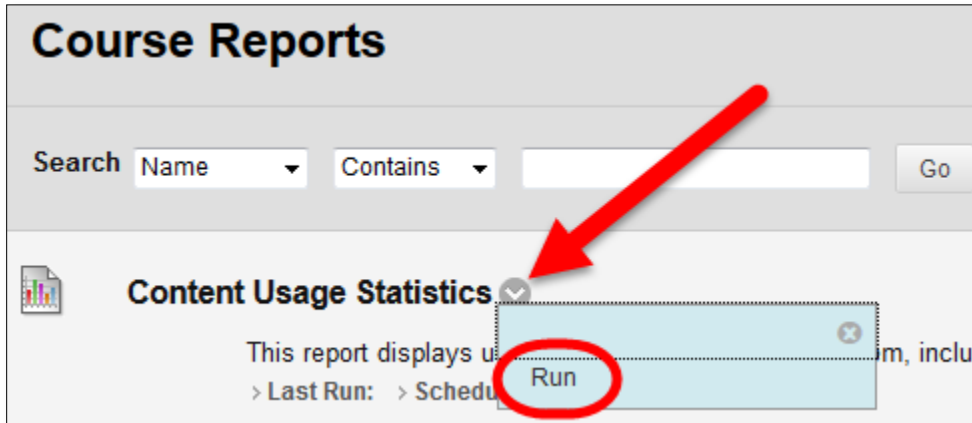
C. Select the **Start** and **End Dates** for when you want to run the report, and select the **Users** to run the report on.
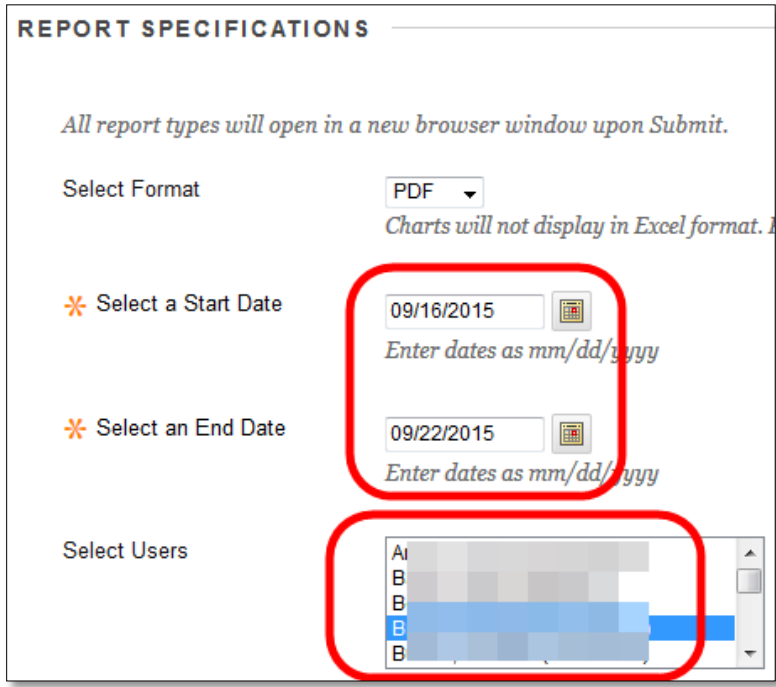
D. The report will start to process. This may take up to several minutes to complete depending on the date range and number of students selected.

E. If the report does not automatically open, select **Download Report** to open the report.

Successful Run: Content Usage Statistics

Save to Content Collection
Save this report to the Content Collection.
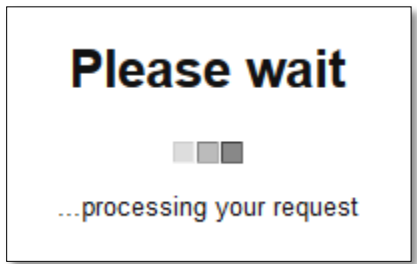
Download Report
Save the file containing the report data to a local system.

Run a new Report
Run the report again using different report criteria.

F. The first area of the report will show a bar chart of days the student accessed the item with the number of times they access the item.
In the report below, this student access this assignment on 9/22/15, 4 times.

Access / Date
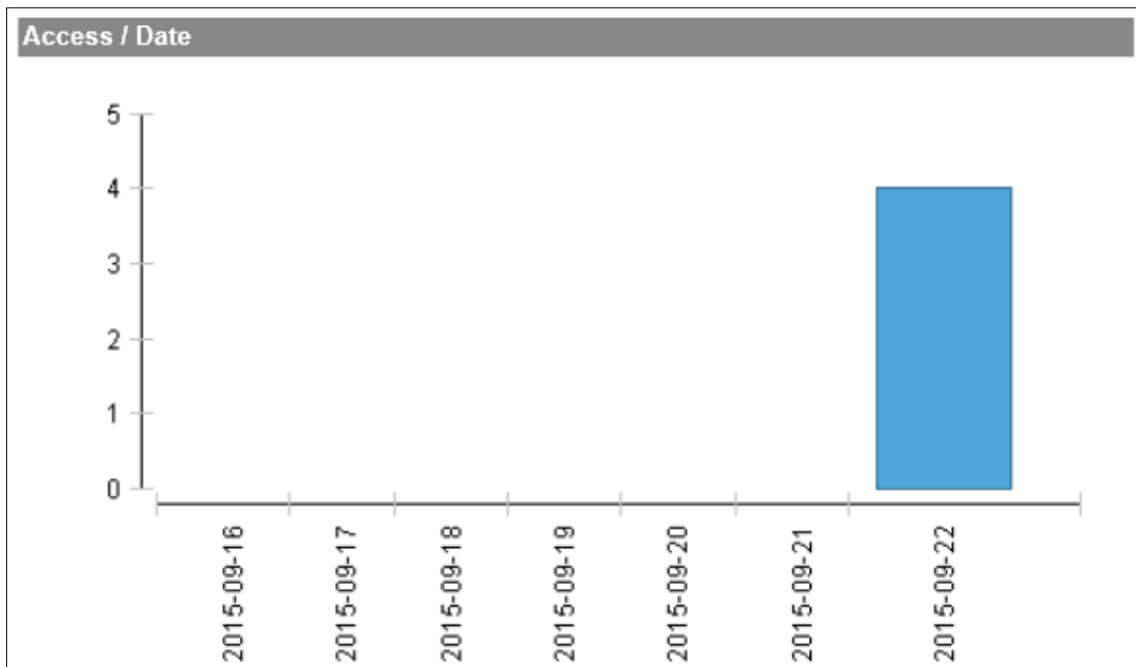
G. The next area of the report will list every student in the class, but information is only updated for the student(s) selected when running the report. Again it will list each day the report was ran for, and how many times the student accessed the item on that day.
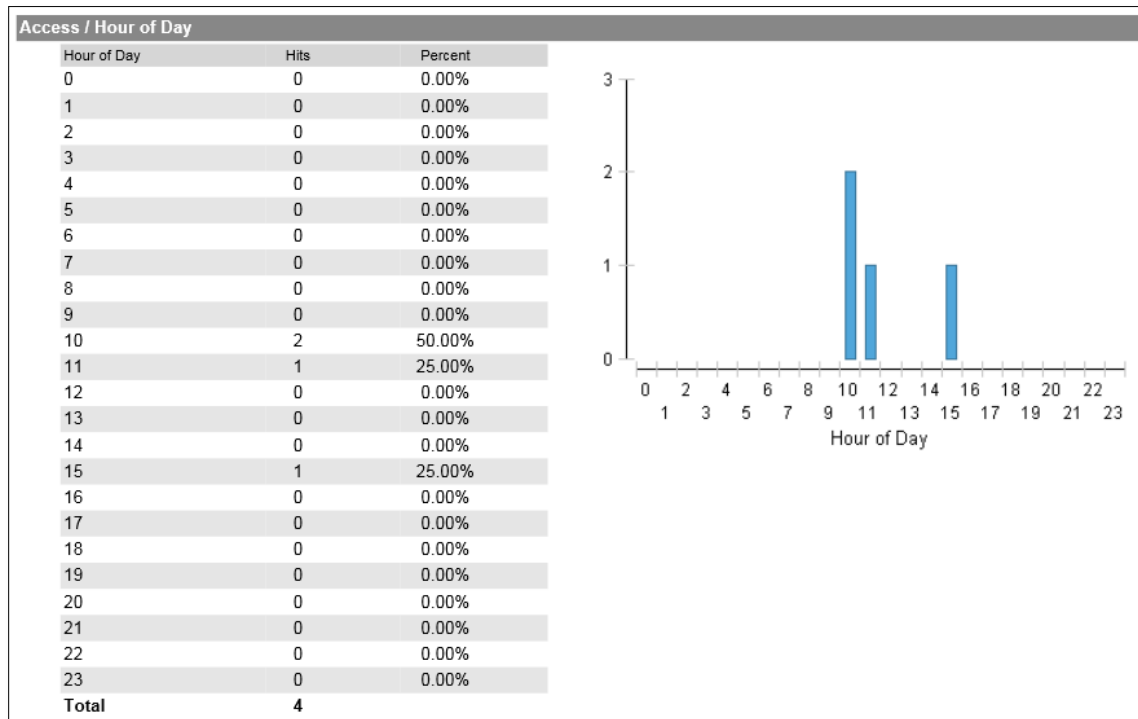*In the report below, this student accessed this this assignment 4 times on 9/22/15.*

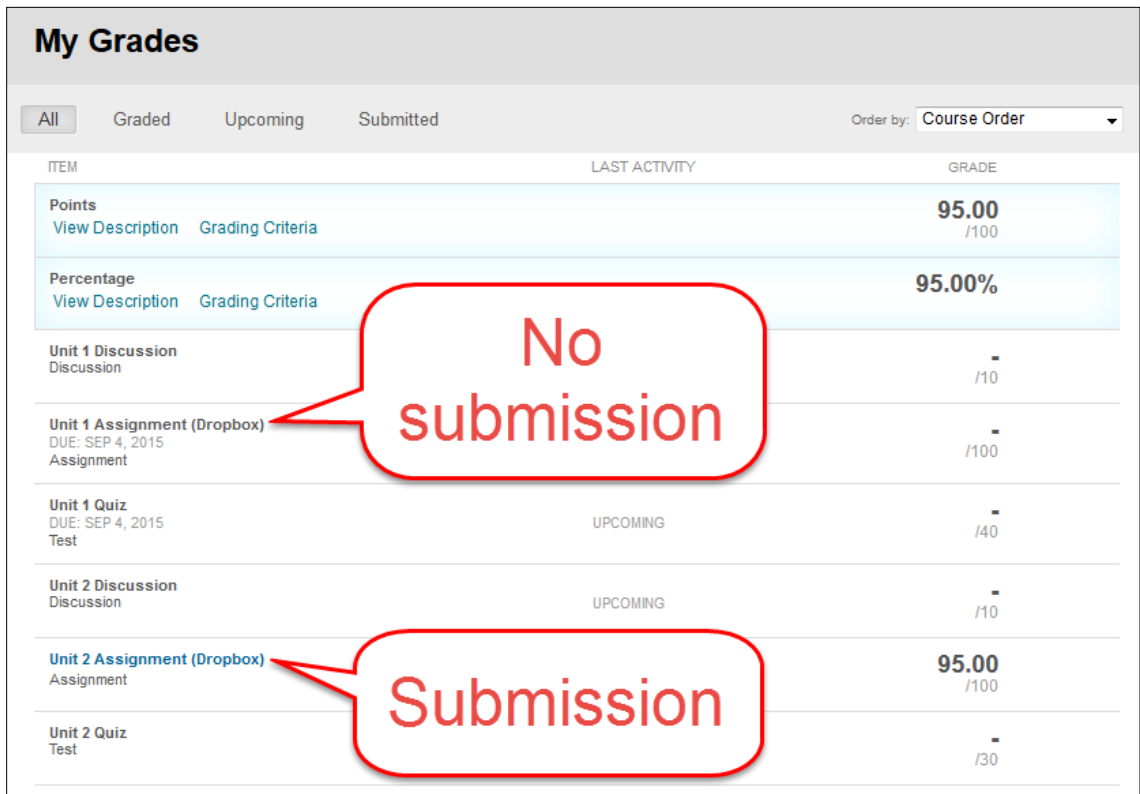| 2015-09				16	17	18	19	20	21	22		Total
A				0	0	0	0	0	0	0		0
B				0	0	0	0	0	0	0		0
B				0	0	0	0	0	0	0		0
B				0	0	0	0	0	0	4		4
B				0	0	0	0	0	0	0		0
C				0	0	0	0	0	0	0		0

H. After the students are listed by date, the report will list the Hour in the day that the student accessed the item.
In the report below, the student accessed this assignment 2 times during the 10AM hour, 1 time during the 11AM hour, and 1 time during the 3PM hour. Because this student only accessed this item on 1 day we know that these are accurate for this one day. If the student has accessed this assignment more than one day a new report would need to be ran to verify times during that specific day.

Access / Hour of Day

Hour of Day	Hits	Percent
0	0	0.00%
1	0	0.00%
2	0	0.00%
3	0	0.00%
4	0	0.00%
5	0	0.00%
6	0	0.00%
7	0	0.00%
8	0	0.00%
9	0	0.00%
10	2	50.00%
11	1	25.00%
12	0	0.00%
13	0	0.00%
14	0	0.00%
15	1	25.00%
16	0	0.00%
17	0	0.00%
18	0	0.00%
19	0	0.00%
20	0	0.00%
21	0	0.00%
22	0	0.00%
23	0	0.00%
Total	4	

3. HAVE THE STUDENT CHECK MY GRADES

A. Request that the student login to the course and access **My Grades**.

B. Within **My Grades**, have the student locate the assignment.

   a. **Blue link** = submission exists. Have the student enter the submission and take a screenshot to send to ITSC Help Desk for further investigation.

   b. **No link** = no successful submission.