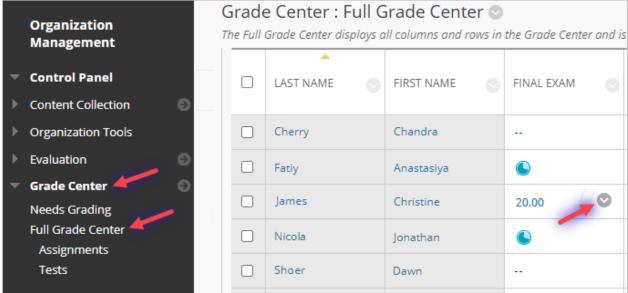
## **SV** Check Exam Logs on Blackboard

Get the following information from the student:

- What time was the test taken;
- What was the last question the student answered and saved;
- Description of the problem.
- 1. Go to the Full Grade Center area in the course.
- 2. Hover over the exam grade/in-progress icon in question and click on the drop-down arrow next to the grade/in-progress icon.



3. Click on the attempt you would like to review.

**Note**: Usually, the attempt will be in the *In Progress* state, but we've seen cases where the *In Progress* icon is not there.

- View Grade Details Exempt Grade Attempt 5/26/21
- 4. Click on **Test Information** section heading to expand test information details.

	<	Viewing 1 of 1 gradable items	
		C Anastasiya Fatiy (Attempt 1 of 1)	
Y	* Tes	t Information	



5. Click the Access Log button. Do not clear the test attempt on this screen!

<	Viewing 1 of 1 gradable items	>
<u> </u>	Anastasiya Fatiy (Attempt 1 of 1)	-
	•	
Test Informa	ation	
Current Grade	- out of 185 points	
Status	In Progress Submit Attempt	
Attempt Score	- out of 185 points	
Started Date	5/26/21 10:53 AM Access Log	
Submitted Date	5/26/21 10:53 AM	
Clear Attempt	Clear Attempt Click Clear Attempt to clear this user's attempt.	
Edit Test	Edit Test Click <b>Edit Test</b> to make changes.	
Instructions		

**Note:** Started and Submitted dates in the Test Information may display as the same time and date. This is a known issue with Blackboard.

6. The access log will show the last question the student was able to answer (as stated in the requested information from the student to investigate this matter)

Access Log					
There is no start time recorded for this attempt as it was taken prior to the Learn version when start times were included in archives.					
DATE AND TIME	ACCESS TYPE	TEST TIME	TIME SPENT*		
5/26/21 10:54:00 AM	Saved question 11	20:11	00:13		
5/26/21 10:54:45 AM	Saved question 12	20:24	00:44		
5/26/21 10:55:24 AM	Saved question 13	21:13	00:32		
5/26/21 10:55:53 AM	Saved question 14	21::42	00:24		

- 7. Exit out of the Access Log and scroll down to the test question details on the student's attempt to confirm the last question the student answered and saved. The rest of the questions should say **Selected Answer [None Given]**.
- 8. Click **Exit** button at the bottom of the screen to close the test record.

Question 7	
What is the brightest star in the Night Sky?	
Selected Answer: 😢 [None Given]	
Correct Answer: 🥑 Sirius	Exit



Once you have confirmed that the student actually had a technical issue, use the **Ignore Attempt** feature to allow the student to retake the exam. **Ignore Attempt** is recommended so that the full history of the grade, including initial student responses, is retained, but the student is able to retake the test.

- 1. Return to the **Full Grade Center** area.
- 2. In the cell representing the test attempt, click on the gray drop-down arrow to open the drop-down Options menu.

Organization Management	Grade Center : Full Grade Center 💿 The Full Grade Center displays all columns and rows in the Grade Center and is			
Control Panel  Content Collection		LAST NAME	FIRST NAME	FINAL EXAM
Organization Tools		Cherry	Chandra	
Evaluation		Fatiy	Anastasiya	6
<ul> <li>Grade Center</li> <li>Needs Grading</li> </ul>		James	Christine	20.00
Full Grade Center		Nicola	Jonathan	6
Tests		Shoer	Dawn	

3. From the Options menu, click **View Grade Details**.

	Charne	Chandra	0
0	Cherry	Chandra	View Grade Details
	Fatiy	Anastasiya 🥌	Exempt Grade
	lames	Christine	Attempt 5/26/21 🕒

4. On the Grade Details screen, click the **Ignore Attempt** button.

Grading Notes	Actions		
Instructor grading notes.			
	View Attempt	Clear Attempt	Ignore Attempt

**Note**: Please contact your campus Blackboard team if you want to confirm a Blackboard issue during the reported time.