

## Resolve Student Issues With Tests

### Submit a Test for a Student

If a student was unable to submit a test, but had completed the work, you can submit the attempt so that 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 click **View Grade Details**.
3. On the **Grade Details** page, click **View Attempt**.
4. Be sure the answers were saved.

**Note:** If multiple questions are marked with **No Answer**, you can **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.

### Clear a Test Attempt

If a student experiences a technical problem while taking a test or needs an additional attempt, you can help by 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. On the **Grade Details** page, click **Clear Attempt**.
2. Click **OK** to confirm and remove the attempt.
3. 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.

# Test Access Log

Instructors and other users who are granted permission can view a test attempt's **Access Log** for a list of times of various student interactions with the test. The log can help to confirm whether a student began a test or ran into problems during a test.

**Note:** Access logs are not currently available for mobile-compatible tests that students submit in the Mobile Learn app.

1. On the **Control Panel**, expand the **Grade Center** section.
2. Click **Tests**.
3. Locate the cell for the student's test that you want to investigate.

**Note:** The cell must contain either a grade or a Needs Grading exclamation mark for an access log to be generated. If you submitted the test for the student, an access log is not generated, unless the student clicked **Save All Answers**.

4. Access the cell's contextual menu and click **Attempt**.
5. On the **Grade Test** page, expand the **Test Information** section.
6. Click **Access Log**.

User: **Chris Casper (Attempt 1 of 1)** ⚠️  
View: **Tests**

⚡ **Test Information**

Current Grade - out of 50 points  
Status **Needs Grading**  
Attempt Score 0 out of 50 points  
Time Elapsed 4 minutes. **Access Log**  
Started Date 6/7/13 5:25 PM  
Submitted Date 6/7/13 5:29 PM  
Clear Attempt  Click **Clear Attempt** to clear this user's attempt.  
Edit Test  Click **Edit Test** to make changes.  
Instructions

The **Access Log** shows a detailed list of every interaction a student had with the test for that attempt. The log shows the time the test was started, when each question was saved, and when it was submitted.

An unusual gap in activity might be interpreted as a connectivity problem if the student claims to have had one. However, the system cannot determine what caused the time gap—it can only show that it occurred.

Be aware that the time spent on a question may include time that the student spent looking at other questions before saving that answer.

Center > Grade Test: Unit 1 Quiz

### Access Log

The Test Time column shows times relative to the start of the test and the Time Spent column shows the time between the current Access Type and the previous Access Type. Time format is: mm:ss.

Date and Time	Access Type	Test Time	Time Spent*
6/7/13 5:25:13 PM	Test started	00:00	00:00
6/7/13 5:25:35 PM	Saved question 1	00:21	00:21
6/7/13 5:25:45 PM	Saved question 2	00:31	00:10
6/7/13 5:25:55 PM	Saved question 3	00:41	00:09
6/7/13 5:27:38 PM	Saved question 4 multiple times over a period of: 01:41	02:24	01:42
6/7/13 5:29:17 PM	Test submitted	04:03	01:38

\*The times appearing under the Time Spent column may not accurately represent the time the Student spent on each question; the Student may have looked at other questions before answering and saving individual questions.