

SURVEY RESULTS FILE DOWNLOADED FROM GRADE CENTER NOT RECOGNIZED BY WINDOWS



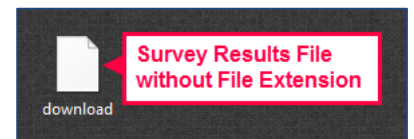
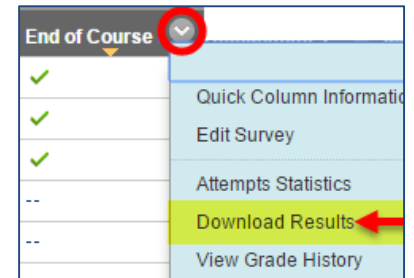
Known Issue

ISSUE DESCRIPTION

Instructors who create their own surveys using the Survey Tool in their Blackboard courses have the option of downloading survey results as an Excel file through a course's Grade Center.

When using the Google Chrome or Internet Explorer web browser, the downloaded file is named "Download" and is missing a valid Excel file extension. This causes the computer to display a prompt that asks you to select a program to open the file.

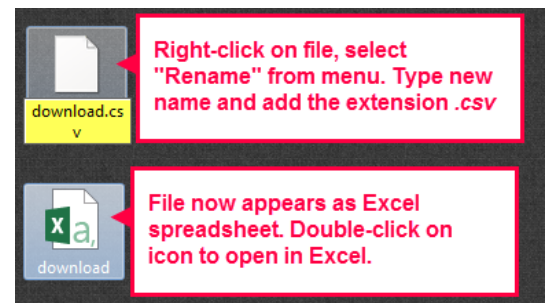
Blackboard has identified this as a known issue that will be resolved in a future service pack update.



SUGGESTED WORKAROUNDS

Please choose one of the following workaround solutions:

Option 1: After downloading the file, [rename the file to include the .CSV file extension](#). This will allow you to open the file in Excel and view the survey's results.



Option 2: Use [Mozilla Firefox](#) to access your course in Blackboard and download the survey results. Mozilla Firefox will prompt you to either open the file in Excel immediately or save the file to your computer.

