Known Issue: Grade Center Displays a Zero (‘0’) Grade for Assignments

Some instructors may notice a Grade Center issue with assignment columns displaying zeros (‘0’) for assignments that students have not attempted. Blackboard seems to take the time/date stamp from when a student first clicks the assignment link (not saving a draft or submitting work) and logging that as a “Not Attempted” attempt into the student’s grade history.

Similarly, this error has been seen when there is a multiple-attempt assignment with a corresponding Grade Center column that calculates grades based on the latest attempt. For example, the student may have successfully submitted an assignment using only 1 attempt and have received a grade, then clicked the assignment link again to log a “Not Attempted” attempt. The result will be that the latest attempt (the “Not Attempted” attempt) be used to calculate a grade of zero (‘0’).

This is a known error that is related to restored courses. Blackboard is aware of the issue and is in the process of determining a solution.

Detection of “Not Attempted” Attempts

By reviewing the student’s Grade Details for the assignment, you may see the actual attempts the student completed as well as any “untaken/unsubmitted” attempts.

When you view the Grade Details of the “untaken” attempt, the Grade Details page will display a “Not Attempted” label associated with the timestamp. No other icons or information will be displayed here or when the attempt is opened.

Workaround

Clear the student’s “Not Completed” attempt.

This will force the Grade Center to calculate a grade based on any previously submitted/graded attempt. If no previous attempt is present, it will display dashes (- -) in the grade cell, indicating that no attempt is present.