What to Do When Students Can't See Their Grades
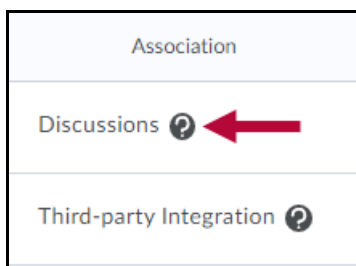
Occasionally, students will report not being able to see one or more grades that have been posted. This article provides some suggestions for troubleshooting missing or invisible grades.

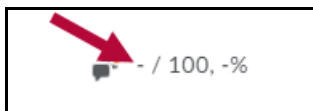## When a Student Cannot See a Single Grade

Verify that Quizzes, Assignments, and Discussions are Associated to Gradebook Items

1. Go to **Grades > Manage Grades**.
2. Locate the Grade Item and verify that it is associated to the appropriate activity. Click the ? in the black circle to see these details.

   Refer to the links below if you need to associate an activity to a grade item:
   - Set Quiz Assessment Options (https://vtac.lonestar.edu/help/b301)
   - Create Assignments (https://vtac.lonestar.edu/help/a032) (Step 12)
   - Configure a Discussion Topic for Assessment (https://vtac.lonestar.edu/help/a058)

- If the grade is associated with a Quiz, Assignment, or Discussion, verify that the grade has been published to the gradebook.
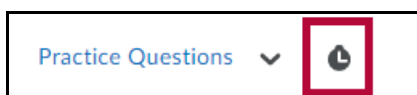

   Refer to the links below if you feel that your grades have not been published:
   - Quiz Grades Not Publishing to Gradebook (https://vtac.lonestar.edu/help/a246).
   - Evaluate Assignment Submissions (https://vtac.lonestar.edu/help/a038).
   - Grade a Discussion (https://vtac.lonestar.edu/help/a073).

Check Grade Item Restrictions and Properties

1. Go to **Grades > Manage Grades**.
2. Check for icons to the right of the grade item's name.
   - A clock icon indicates date and time restrictions are applied to the grade.

      1. Click the grade item to open the settings.
      2. Click the **Restrictions** tab.
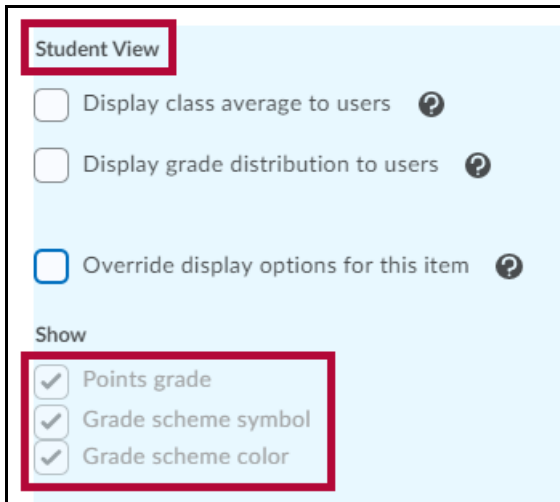   3. Uncheck the boxes for start and end date.

4. Click **Save and Close**

- An eye with a slash through it indicates the grade item is hidden from students.

1. Click the arrow beside the grade item.
2. Select **Make Visible to Users**.

3. Click on the **Properties** tab.
4. Scroll down and select **Show Display Options**.

5. Verify that the **Student View** shows **Points Grade** and **Grade Scheme Symbol** (Click **Override display options** to adjust these settings).

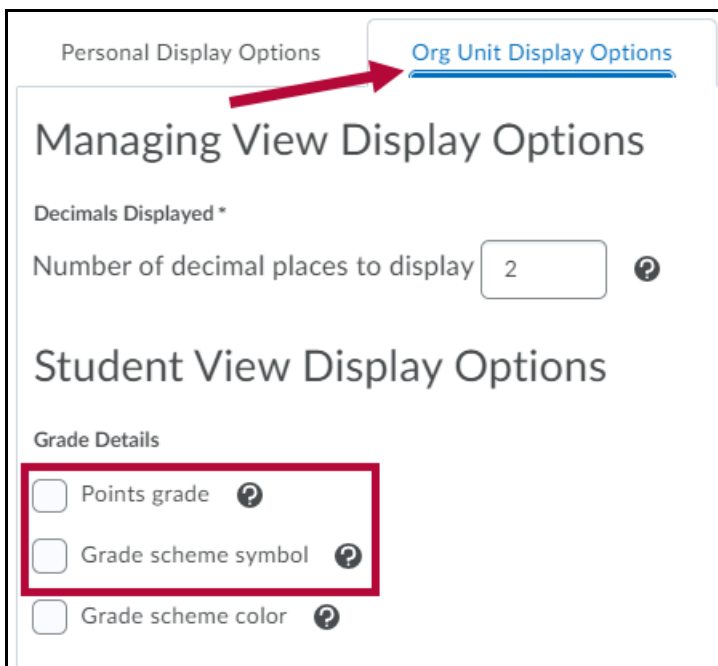6. Click **Save and Close**.

When a Student Cannot See Any Grades

1. Click the **Settings** icon in the gradebook.

2. Click the **Org Unit Display Options** tab.
3. Verify that **Points grade** and/or **Grade scheme symbol** are selected.

4. Click **Save**.

When Students Cannot See the Final Calculated Grade

1. Click the **Settings** icon in the gradebook.
2. Click the **Calculation Options** tab.
3. Scroll down to the **Final Grade Released** heading. Verify that the gradebook is set to **Calculated Final Grade**.

4. Click **Save**.
5. Follow the instructions to Release Grade Average to Students (https://vtac.lonestar.edu/help/a183).