

What to Do When Students Can't See Their Grades

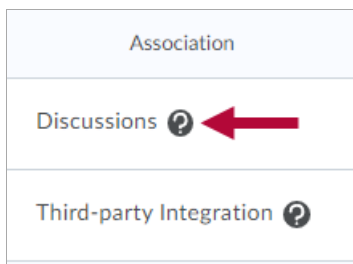
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Occasionally, students will report not being able to see one or more grades that have been posted. This article provides some suggestions for troubleshooting missing or invisible grades.

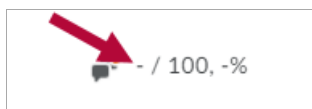
When a Student Cannot See a Single Grade

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.

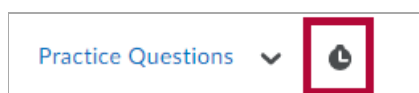


3. If the grade is associated with a **Quiz**, **Assignment**, or **Discussion**, verify that the grade has been published to the gradebook.



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. A clock icon indicates date and time restrictions are applied to the grade.



- Click the grade item to open the settings.
- Click the **[Restrictions]** tab.
- Uncheck the boxes for start and end date.

- Click **[Save and Close]**.

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

- Click the arrow beside the grade item.
- Select **[Make Visible to Users]**.

3. Click 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).

Student View

Display class average to users ?

Display grade distribution to users ?

Override display options for this item ?

Show

Points grade

Grade scheme symbol

Grade scheme color

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.

Personal Display Options **Org Unit Display Options**

Managing View Display Options

Decimals Displayed *

Number of decimal places to display ?

Student View Display Options

Grade Details

Points grade ?

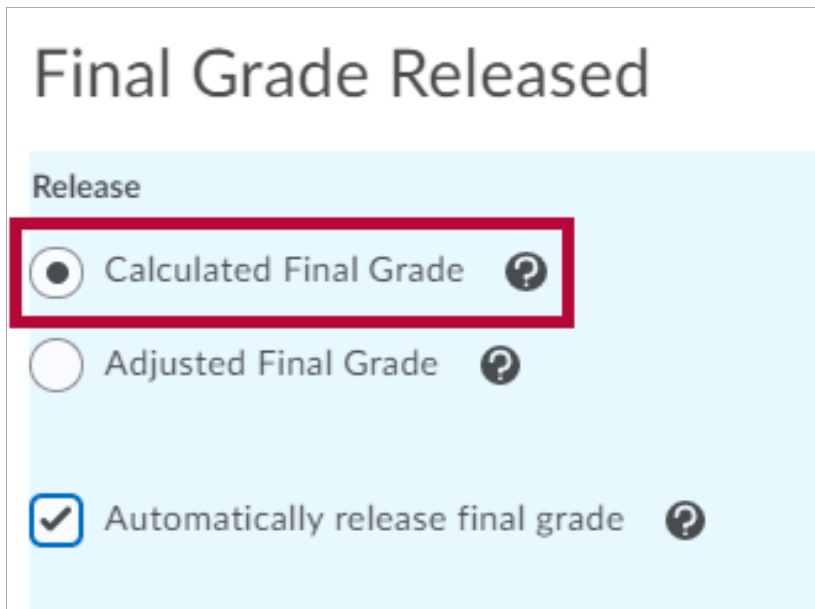
Grade scheme symbol ?

Grade scheme color ?

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**. Click **[Save]** when finished.



4. Follow the instructions to [Release Grade Average to Students](https://vtac.lonestar.edu/help/release-grade-average) (<https://vtac.lonestar.edu/help/release-grade-average>).

Troubleshooting and Support

If you need additional assistance, contact the **IT Service Desk** at **281.318.HELP** (4357).