

Q: The student finished their LearnSmart assignment, but the grade is not showing in Blackboard. How can I fix this?

A: First check to see if the grade is present in connect.

- Navigate to the Performance tab at the top of your course homepage and select Reports.
- Scroll to the bottom of the list, and select LearnSmart Reports>Student Details.
 - If there is a score present, try synchronizing your section (see below). Synchronizing helps to refresh the connection between Connect and Blackboard. Synchronization can assist with bringing over grades from Connect, date changes, making assignments available and bringing over content or policy updates
 - If there is not a score listed or it says "0.00", then you can give the student an extension to complete it. (See Below)

Q: How do I synchronize my section?

A: In blackboard navigate to the course management pane on the left side. Select Communication & Tools then select the McGraw-Hill Higher Education link. Choose the Synchronize with Section link. Click Submit. The green bar at the top informs you of the synchronization status.

Q: How do I set up a student extension?

A: From your Section Home page, click the assignment. In your Assignment Preview page, click "manage extensions" on the top right corner. In the Student Extensions page, check each box for the student(s) you would like to provide an extension to. Make adjustments to the policies on the right. Click the 'save' button.

Q: Why is my student having trouble accessing an assignment?

- A:** There could be a few reasons why this is happening:
- The student could be trying to access the assignment outside of the availability dates in Connect/Blackboard –OR- the student is out of attempts on the assignment. (You can check how the policy is set, against number of attempts, as well as due dates.)
 - The assignment is not assigned in Connect. The assignment will show in yellow along with the status message of "not assigned".
 - The assignment was not deployed correctly.
 - Access has been lost due to expired code.

Q: How do I adjust a student's grade?

A: In your Connect section homepage select the Performance tab at the top of the page. Click Reports>Assignment Results. Choose the assignment you wish to view. Select a student's individual report by clicking on the score that is showing. On the submission screen, adjust the point value in the field next to the "Award" button then click "Award".

Q: How do I pair my course to Blackboard?

A: You can pair your Connect course to Blackboard by following the steps below, or viewing [this Instructional Video](#):

- Login to your Blackboard account and select the course you want to pair.
- Select "Communication and Tools" in the pane on the left side and click the McGraw- Hill Higher Education link. Select the "Pair Course with Connect Section" link. This may direct you to the Connect login window where you will enter your credentials.
- Once in Connect, select the option to pair to "a section in an existing Connect course".
- Locate your course textbook and select the course you want to pair with. Click Save.

Q: How do I deploy assignments to Blackboard?

A: After pairing your course you can deploy assignments by following these steps:

1. In Blackboard, select Class Sessions in the left pane.
2. Click the Assessments dropdown and choose McGraw-Hill assignments.
3. At the top of the list of assignments check the box to select all assignments
4. Click Submit- A verification page showing all assignments that will appear in Blackboard then click submit.