

Frequent Concerns and Questions:

Learnsmart: scores, discrepancies, how to view reports.

Learnsmart are due date dependent, meaning whatever point the student is at when the due date passes is what will transfer to Blackboard. Encourage your students to *at least* open an attempt before the due date each week, to ensure that a score is recorded. Even if they submit late, you can give an extension using the steps below.

1. First, check Connect for a score. Follow the path: In BlackBoard > Course Tools > McGraw Hill Higher Education > go to my Connect Section> Performance> Reports> Scroll down to bottom of page> LearnSmart Reports > Student Details.
2. If a score is listed, you can manually update Blackboard with the score listed.
3. If there is not a score listed, or a 0 is listed for the students in Connect, BUT the student is telling you they completed it, or they will complete it later, you must:
 - Give the student an extension on the assignment. Follow the path: In Blackboard, click the Learnsmart Assignment in question > Manage Extensions > Select student > Input a date > Click save.
 - Use your discretion on dates. Student will have to re-access the assignment and click submit again, so make sure you leave enough time for you to get that message to them, and for them to be able to get back in to do it.
 - Inform the student they need to re-click into the assignment. This will resubmit the updated score, and the extension will ensure that the score is transferred to Blackboard.

Date Changes

All assignments in Connect are set to become available one week before the Module starts. They cannot be opened earlier than that, and **permission can no longer be granted to open assignments earlier.** Due to some limitations of the system, and how sections are connected, early opened assignments were becoming “active” early in the term, thereby locking everyone else out from making changes, so the decision was made to make the one week early open universal and final.

In cases of emergency, or very special circumstances, please contact your team lead and dean.

Grade Discrepancies/Synchronize with Section

First, run a **synchronize with section**. Follow these steps:

1. Enter your Blackboard course
2. Click the "Course Tools" button
3. Click on "McGraw-Hill Higher Education"
4. Click "Synchronize with Section"
5. Click "Submit"

Synchronizing helps to "refresh" the connection between Blackboard in Connect and is the equivalent of hitting the "refresh" button on your browser. It can help to:

- Bring over grades
- Bring over date changes
- Make any unavailable assignments available.
- Bring over important content or policy updates.

You will likely get a few requests over the course of the term from your Learning Resource Manager or a McGraw Hill representative to run this function. **Please familiarize yourself with it, and use it often!**

Check their grades in Connect by following these steps below:

1. From the Connect Home page, click on "Reports" at the top of the screen.
2. Click on the Assignment results link and click "view report" (For security reasons, names have been removed from this screen shot).
3. Click on the score (in blue) to review the assignment.
4. The student's report will appear as seen below. It will show the incorrect/correct answers, question score and total score.

NOTE: If a 0 is manually entered into the Blackboard grade book, it will not be overridden by a grade from McGraw Hill. You must manually enter the updated grade after checking the grade reports in Connect using the above procedure.

Students Unable to Access an Assignment

This could be for any number of reasons:

1. Assignment is unavailable (check availability dates in Connect and Blackboard).

2. Student is out of attempts on the assignment (cross check the policy vs. whether they have an attempt submitted)
3. Assignment has not been assigned in Connect (you will know because it will be shown in yellow on the Connect home page, as well as say “not assigned”)
4. Assignment is not deployed correctly. (the link may be broken, or had some other reason for redeployment)
5. Student has lost access due to expired code.

For #1 and #2 these are things you can manage on your own within your course. Be familiar with when assignments are set to become available, and reiterate this to your students. Also, familiarize yourself with the policies of your assignments. You can view the policies of any assignment by clicking on it in Blackboard, then clicking the “policies” tab.

#3, #4, and #5 → Contact your Learning Resource Manager, Lindsay Conole.

Please include the following information on ANY request submitted:

- Your course ID
- The name(s) of any student involved
- The name and number of any assignment listed
- Whether it is a Learnsmart assignment or a regular Connect assignment (homework or quiz/exam).
- As much detail as possible about any error messages being received, screen shots if possible.
- What steps you have already taken.

Content Issues/Questions showing wrong answers

In most assignments, there is a link to submit a content issue. It’s at the bottom of each question, so if you go in to student view, or preview, you should see it. Screen shot below.

Explanation:

a. The value of the firm before it pays out current dividends is:

$$PV_{\text{firm}} = \$900,000((1 + 0.06) / (0.06 - 0.04)) \\ = \$47.70 \text{ million}$$

b. The value of the firm immediately after paying the dividend is:

$$PV_{\text{Ex-Dividend firm}} = \$900,000((1 + 0.04) / (0.06 - 0.04)) \\ = \$46.80 \text{ million}$$

[report a content issue](#)  [references](#)  [ebook & resources](#)



This goes directly to the McGraw Hill Content team, and they notify the Learning Resource Manager.

Follow up with your dean and/or team lead to let them know you submitted it.

Adjusting Credit for Student Responses:

If you find a content issue that affects the integrity of a question on an assignment, you may choose to adjust credit for those students who answered that question. To do this:

1. Go to your Connect section.
2. Click the Performance tab
3. Click Reports, Assignment Results.
4. Select the assignment you wish to view using the Options screen. Note: Please make sure all date ranges are cleared, as well as unchecking the “Exclude attempts submitted after due date” option on the right hand side.

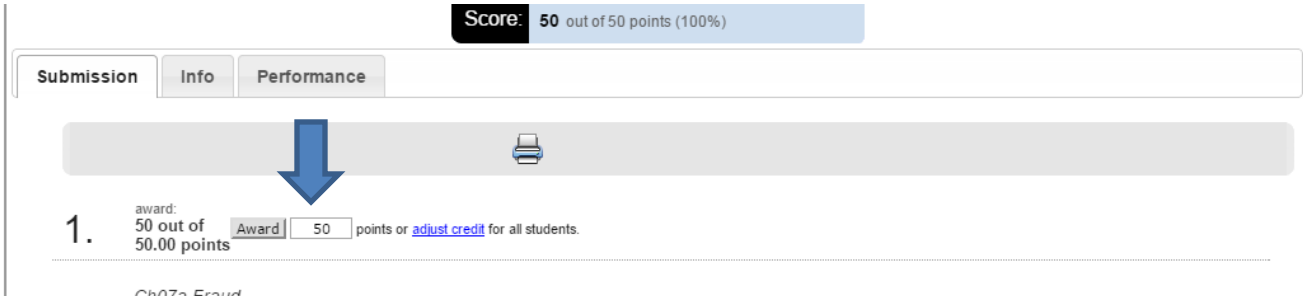
Section(s)	Assignment(s) <small>Filter by ▾</small>	More options
<input type="checkbox"/> Anuforo Ebony <input type="checkbox"/> BUS-206-14EW1-MASTER 25 <input type="checkbox"/> BUS-206-14EW6-MASTER 26 <input checked="" type="checkbox"/> BUS-206-15EW3-MASTER 31 <input type="checkbox"/> Babik Stephan <input type="checkbox"/> BUS-206-14EW1-MASTER 14 <input type="checkbox"/> BUS-206-14EW6-MASTER 13 <input type="checkbox"/> Bears Jeffrey <input type="checkbox"/> BUS-206-14EW4-MASTER 18 <input type="checkbox"/> BUS-206-14EW5-MASTER 17	1-2 Connect: Interactive Instructions about 1-3 Case Study (Practice Only) 2-2 Case Study 2-3 Quiz 1 3-1 Case Study 4-2 Case Study 4-3 Quiz 2 5-1 Case Study 6-2 Case Study 6-3 Quiz 3 7-1 Case Study 8-3 Case Study 8-4 Quiz 4	Assignment attempt <input checked="" type="radio"/> Best <input type="radio"/> Last <input type="radio"/> All <input type="radio"/> Average <input type="checkbox"/> Exclude attempts submitted after due date <input type="checkbox"/> Drop assignments with the lowest scores Specify a report date range (optional) From: <input type="text"/> To: <input type="text"/> Score style <input checked="" type="radio"/> Points <input type="radio"/> Percents <input type="radio"/> Points & Percents <small>Note: Blackboard and Blackboard Vista export points only.</small> Customize Report Information +

Select all | Clear all Selecting assignments

Remember that the current assignment results report reflects the LAST due date filter you selected for it. To update this report, please adjust your date criteria selection.

View report

5. Click “View Report”
6. Select a student’s individual report by clicking on the score that appears.
7. On the submission screen, adjust the point value listed in the field next to the “Award” button. Then click “Award”



8. DO NOT click the “Adjust Credit” for all students link.

9. Contact your Learning Resource Manager, Lindsay Conole, for further assistance with ensuring all students are corrected.

Points of Contact/Preferred Contacts by Issue

Please use the following contacts for the types of issues in the table.

Type of Issue	Examples	Contact (In order of applicability)
Technical	<ul style="list-style-type: none"> • Content not loading • Slow loading • Broken links • Blank screens • Can’t submit assignment 	<ol style="list-style-type: none"> 1. SNHU Help Desk : http://www.snhu.edu/techsupport OR Live Phone Support: 1-855-877-9919. 2. Lindsay Conole: l.conole@snhu.edu
Assignment/access related	<ul style="list-style-type: none"> • Can’t get in to assignments • Assignments aren’t listed/showing • Code issues • Content is incorrect/adjust credit needed. 	<ol style="list-style-type: none"> 1. Lindsay Conole: l.conole@snhu.edu 2. SNHU Help Desk: http://www.snhu.edu/techsupport OR Live Phone Support: 1-855-877-9919.
Instructor related processes	<ul style="list-style-type: none"> • Navigation of Connect system • How to view grades 	<ol style="list-style-type: none"> 1. CXG – McGraw Hill Customer Service for Instructors:

	<ul style="list-style-type: none">• How to view performance reports• How to give extensions• Where to find things in Connect.	<p>1-866-247-3605 OR cxg.snhu@meducation.com</p> <p>2. Lindsay Conole: l.conole@snhu.edu</p>
--	---	---