Clearing Unsuccessful Assessment Attempts

Sometimes assessment sessions in Blackboard are interrupted, leaving students with unfinished, un-submitted exams. To fix this situation, instructors often have to clear the student’s current, aborted attempt and have the student begin the exam again. This document will describe how to clear attempts for students.

Clear an Assessment Attempt:

1. Login to Blackboard.
2. Enter the course within which you wish to work.
3. In the Control Panel, click on the Grade Center item, then select Full Grade Center, or the appropriate Smart View.
4. Find the grade cell for the attempt you wish to clear, then click on the box with double-down arrows located within the cell.
5. Select View Grade Details from the drop-down menu.
6. On the Grade Details page, you should see three buttons to the right of the submission date/time stamp and score: View Attempt, Clear Attempt and Edit Grade.

7. Click the Clear Attempt button corresponding to the submission you wish to discard and follow the prompts to confirm. Please be aware that once an attempt is cleared, it is deleted from the system and cannot be restored. Clearing an attempt is a permanent process.