



iLearn: Solving Quiz Submission Issues

Center for Innovation in Teaching and Learning

Solving Issues with Submitting Quiz Attempts

Students may experience technical issues while taking a quiz. If they save their answers but are unable to submit, the attempt will remain "**in progress.**" Instructors can manually submit these attempts. If necessary, instructors can also reset a completed or in-progress quiz attempt to allow the student to retake the quiz.

Submit a Quiz Attempt for a Student

1. In your course, click **Quizzes** in the purple navigation bar.
2. Click the **dropdown arrow** next to the quiz with the attempt that needs to be manually submitted.
3. Select **Grade**.
4. Select Show Search Options to filter the view to only students who have an attempt in progress.
5. Change the filter by using the dropdown arrow [1].
6. Selecting **Users with attempts in progress** [2].
7. Click the **magnifying glass** in the empty search box [3].

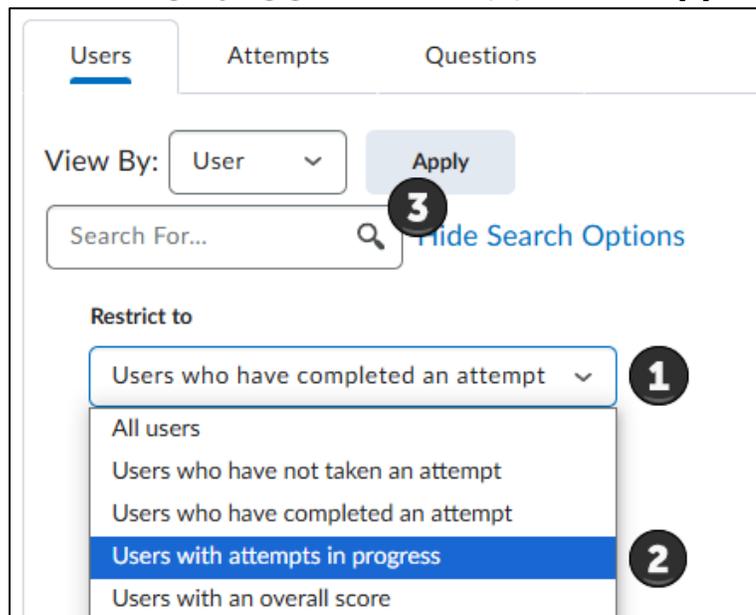
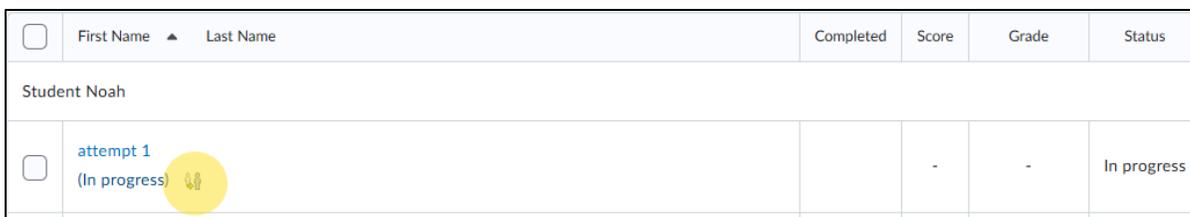


Figure: Search for users with attempts in progress.

8. From the list of students select the **Enter Quiz as User icon** next to the (In Progress) attempt.

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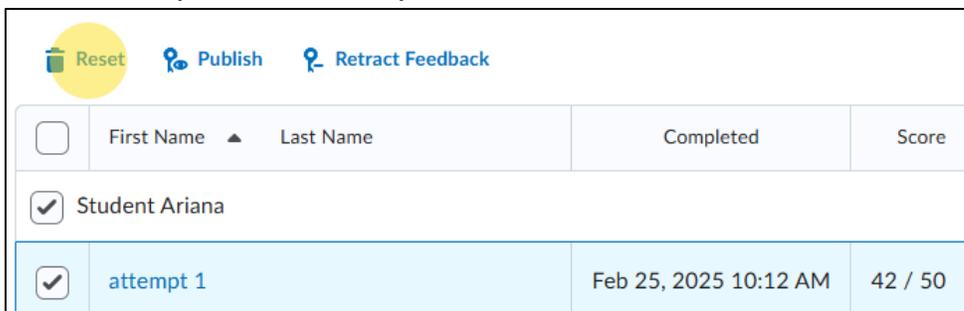
<input type="checkbox"/>	First Name ▲ Last Name	Completed	Score	Grade	Status
Student Noah					
<input type="checkbox"/>	attempt 1 (In progress) 		-	-	In progress

Figure: Enter Quiz as User Icon

9. A pop-up message asking for confirmation will appear. Click **Yes** to impersonate the student and enter the quiz.
10. A page that lists the student's responses to the quiz questions will open. Click **Submit**.
11. After selecting Submit once, the Quiz Submission Confirmation page will display. Click **Submit**.
12. The attempt has now been submitted and can be graded.

Reset a Completed Quiz Attempt

1. In your course, click **Quizzes** in the purple navigation bar.
2. Click the **dropdown arrow** next to the quiz with the attempt that needs to be manually submitted.
3. Select **Grade**.
4. Select the **checkbox** next to the quiz attempt to be reset.
5. Click **Reset (trash can icon)**



<input type="checkbox"/>	First Name ▲ Last Name	Completed	Score
<input checked="" type="checkbox"/>	Student Ariana		
<input checked="" type="checkbox"/>	attempt 1	Feb 25, 2025 10:12 AM	42 / 50

Figure: Reset button

6. A pop-window will open confirming attempt deletion. Select **Yes**.
7. The quiz attempt will be deleted, and the student will be able to retake the quiz. Click **Save and Close**.

Note: If the end date has passed, use Special Access to extend the end date.

Reset a Quiz Attempt in Progress

1. In your course, click **Quizzes** in the purple navigation bar.
2. Click the **dropdown arrow** next to the quiz with the attempt that needs to be manually submitted.

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3. Select **Grade**.
4. Select the **Attempts** tab.
5. Click **Show Search Options**.
6. Under the "Restrict to" field, use the dropdown menu to select **Attempts in Progress**.
7. Click the magnifying glass icon in the "Search for" field.
8. The page will refresh with the attempts in progress listed at the bottom.
9. Select the **checkbox** next to the attempt to reset.
10. Select the **trashcan icon** to reset the attempt.
11. A popup window will open to confirm the request. Select **Yes** to complete the reset.