

Nashville State Community College

FAQs

Some of the most commonly asked faculty troubleshooting questions, from our inbox.

Office of Online Learning

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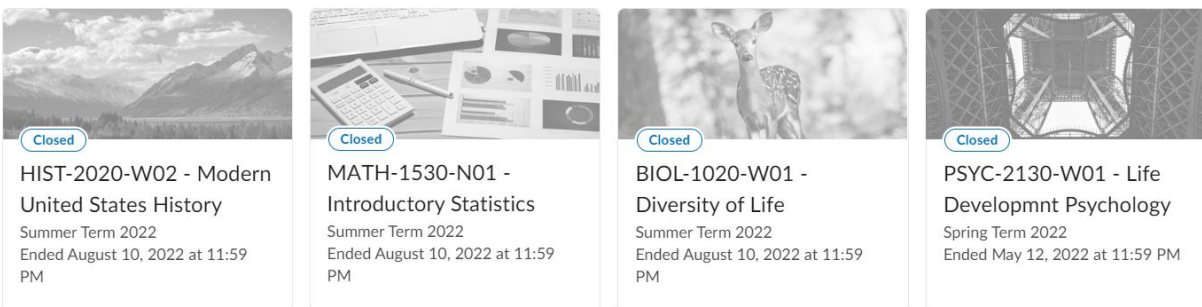
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Course Shells

Course shell shows as “inactive” to all students or is not visible

If the semester has closed, students will no longer be able to access previous semester shells. They will appear on their D2L home page grayed out and labeled “**Closed.**”

If the semester has **not** closed, please email online.learning@nsc.edu if this message appears in error.



Only one student cannot access a course shell

1. Check the **Classlist** to confirm that the student is still enrolled in the course. Please contact records@nsc.edu to confirm the student’s enrollment, if their name does not appear in the Classlist.
2. If the semester has closed, the student may need to be assigned an Incomplete or “I” grade to extend their access. To issue a student an “I” grade, you will need to complete an **Incomplete Grade Request Form** and submit it to your academic dean or off-campus director for processing. Online Learning will extend the student’s access to the course shell once this form is processed.

How do I hide my course from students at the end of the semester?

No action is needed. Courses will become inactive for students automatically after the end of the semester. Faculty access to courses continues indefinitely.

I need access to another faculty member’s course shell. How can I get it?

You will first need approval from your dean and the faculty member in question to be added to a course shell. Please email online.learning@nsc.edu and CC your dean once you have this approval.

Classlist and Student Enrollment

I only have a few students in my Classlist. I know there should be more!

The Classlist is often incomplete just prior to semester start. Enrollment is not finalized and rolled over from Banner to D2L until the weekend before classes start. The system completes this process slowly, adding only a few students at a time, which is why just a few of the enrolled students show up in the list.

You can expect to see your complete Classlist 2-3 days before the official beginning of the semester.

I can't add my dean to a course as Banner_Teacher.

Faculty cannot enroll users with dean or administrative privileges. They can only add other faculty. Please email online.learning@nsc.edu for help with this request.

How can I find a student's "last date of participation" for an online course?

Go to **Course Tools > Class Progress**. For each student, the **Progress Summary** area shows the last items that the student completed in the course, with time stamps.

Progress Summary

Grades
Final grade not released

Grades Received: 3

Module 4.1 Quiz	10 / 10 100 %
Worth 33.33 % of final grade. Achieved 33.33 %	
Last Modified: Sep 1, 2022 9:50 AM	
▶ Feedback	
Module 2 Quiz	10 / 10 100 %
Worth 33.33 % of final grade. Achieved 33.33 %	
Last Modified: Aug 22, 2022 10:43 AM	
▶ Feedback	
Module 1 Quiz	10 / 10 100 %
Worth 33.33 % of final grade. Achieved 33.33 %	
Last Modified: Aug 22, 2022 10:38 AM	
▶ Feedback	

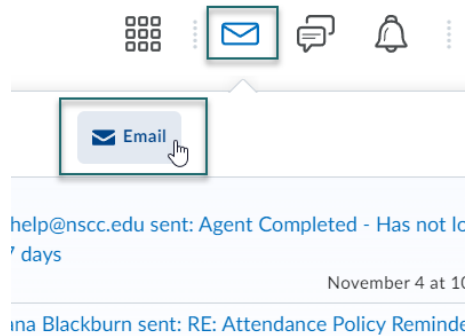
Email

I can't see my unread emails in D2L

Most likely, your inbox is set to only show emails from one course, rather than all of your courses.

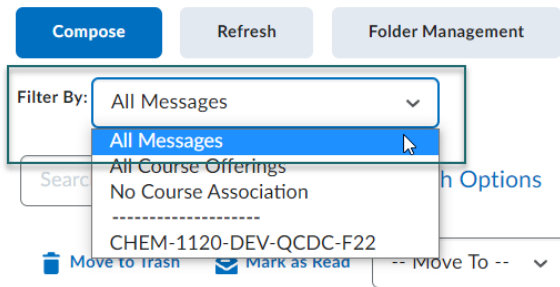
To view all of your email,

1. Go to your inbox.



2. Under **Filter by**, make sure that you have selected **All Messages**.

Inbox

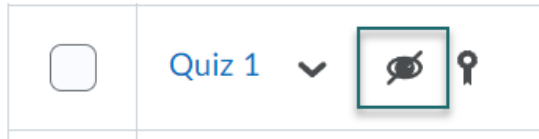


Any unread messages will appear at the top of the list.

Content



All Students Cannot View an Assignment or Page

1. Check to see if the assignment or page has been **Hidden** from students. This is indicated by an eye with a slash through it.



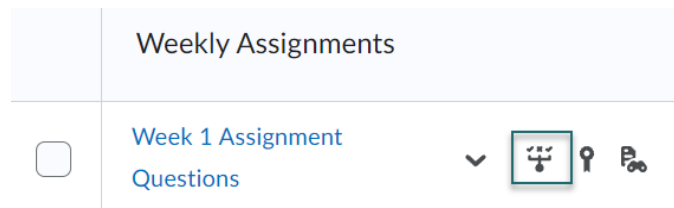
2. Check to see if the assignment or page has an **End** date set. It will not be visible past the end date.

Getting Started ▾

 Due August 30 at 11:59 PM  Starts Aug 30, 2022 8:00 AM Ends Oct 27, 2022 1:00 PM

Only Some Students Cannot See an Assignment or Page

Check to see if **Release Conditions** have been applied to the assignment or page. You can tell if an assignment has Release Conditions because it will have a branching icon with check marks next to it:



Release Conditions control when items in the course are visible to students. Students have to fulfill the specified criteria before they can see assignments with Release Conditions. However, **students cannot see Release Conditions** – the assignment or module just won't appear for them. **The instructor must inform students explicitly about any Release Conditions on items.**

Release Conditions

To view this item, users must satisfy

All conditions must be met ▾



Completes 1 attempt(s) on the quiz: Common Sentence Errors Self-Check



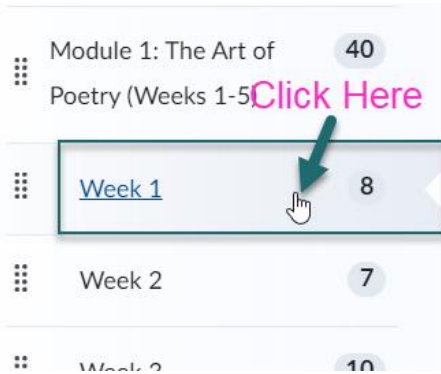
Completes 1 attempt(s) on the quiz: Sources and Citations Self-Check



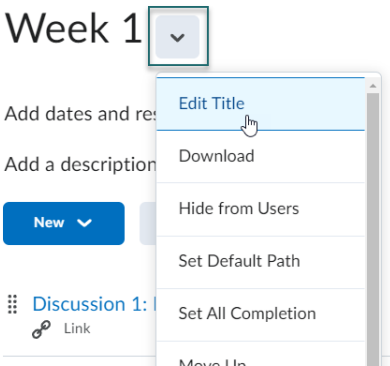
To fix the issue, either tell students what tasks they need to complete to access the item or remove the Release Conditions.

I can't find how to delete or edit a submodule.

You cannot edit or delete a submodule from the main, higher-level module page, inside Content. You have to click on the actual submodule itself from the left-hand menu:

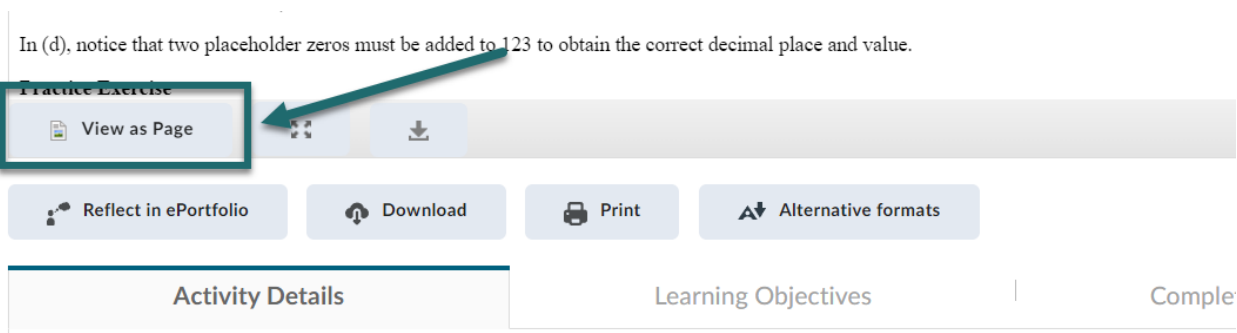


Then, at the top, you can click the drop-down arrow next to where the submodule title appears to edit or delete the submodule.



A PDF or Word document I uploaded to Content has weird formatting.

Please make sure that you are viewing the document "As Page" **not** "As Text." To switch between the two views, scroll down to the bottom of the document preview and click "View as Page."



Assignment Dropbox

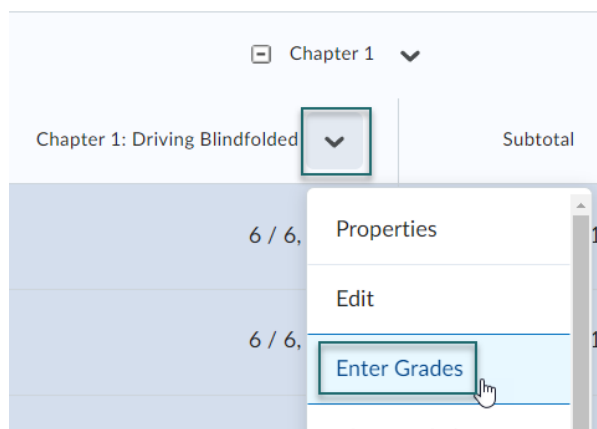
A student submitted their assignment to the wrong Dropbox folder. How can I grade it?

Ask the student to re-submit the assignment to the correct folder. If the End Date for the assignment has passed, add the student to Special Access and extend the End Date for the assignment so that they can access it.

If this is not feasible, email the assignment document as an attachment to online.learning@nscc.edu. We can upload the document to the correct folder on the student's behalf.

Note: you can still manually enter in a grade for the assignment from the Gradebook, regardless of which folder it was submitted to. You will just be unable to grade using any attached rubrics or other Dropbox features.

To manually enter a grade, go to **Grades**, find the grade item column, then select the drop-down arrow and **Enter Grades**. You can manually input a grade from this page.



I can't open a file a student uploaded to a Dropbox.

Make sure that the file is not a **.pages** file (Apple). Assignment Dropbox does not accept **Apple Pages** files. Please ask the student to re-submit the assignment as a **.docx** or **.pdf** file.

I can't open a shared file that a student sent to me.

Students cannot share Sharepoint/OneDrive files with faculty, and vice versa. Any Onedrive links sent from a student to a faculty member will not work. Please ask the student to email the document as a regular attachment or upload the file to an Assignment Dropbox folder.

Where can students view my audio/video feedback on an assignment?

Students cannot view audio/video feedback from Grades. They have to go back to the Assignment Dropbox folder itself, then:

1. Find the assignment in the list and click on the link next to **Feedback: Unread** or **Read**.

Folder	Completion Status	Score	Evaluation Status	Due Date
No Category				
Essay 3: Stars in motion	1 Submission, 1 File	960 %	Feedback: Unread	Nov 10, 2022 11:59 PM

2. The audio or video file will be attached as a link. Click the link to play the file.

Feedback Date
Nov 10, 2022 8:26 AM

Attached Files
[Ralph Essay 3 Feedback](#)

Folder
Essay 3: Stars in motion

All of my Dropbox folders are listed under “No category.”

Dropbox categories are different from gradebook categories. They are purely organizational. To create new categories, go to **Assignment Dropbox > Edit Categories**. To assign folders to a category, use the **Bulk Edit** tool in Assignment Dropbox, at the top of the list of folders.

Dropbox Folders

New Folder
Edit Categories
More Actions ▼

Bulk Edit

<input type="checkbox"/>	Folder	New Subr
	No Category	
<input type="checkbox"/>	Essay 2 ▼ 🔑	

How do I move Dropbox folders between categories?

Go to Assignment Dropbox. Check the box at the top of the table to select all, then click **“Bulk Edit”**:

Dropbox Folders

New Folder Edit Categories More Actions ▾

Bulk Edit

<input type="checkbox"/>	Folder	New Submissions
	No Category	
<input type="checkbox"/>	GSAP_tweens_submission ▾ 🔑	
<input type="checkbox"/>	GSAP_timelines-submission ▾	

Then, you can change the assignment category for each folder with the drop-down menu:

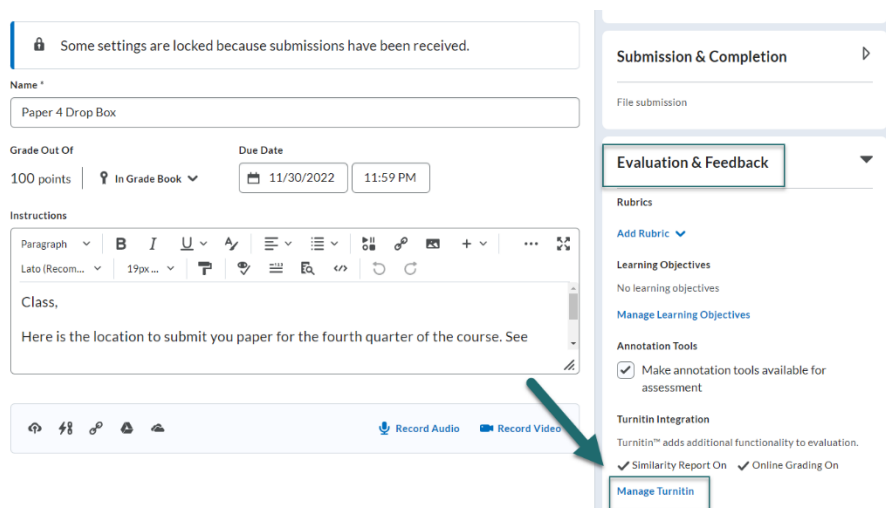
Bulk Edit Assignments

#	* Assignment & Category	Availability
1	GSAP_tweens_submissio <input type="checkbox"/> No Category ▾ No Category Assignments	<input type="checkbox"/> Has Start Date 10/7/2022 8:21 AM <input type="checkbox"/> Has End Date 10/7/2022 8:21 AM
2	GSAP_timelines-submiss <input type="checkbox"/> No Category ▾	<input type="checkbox"/> Has Start Date 10/7/2022 8:21 AM <input type="checkbox"/> Has End Date 10/7/2022 8:21 AM
	Standard	<input type="checkbox"/> Has Start Date

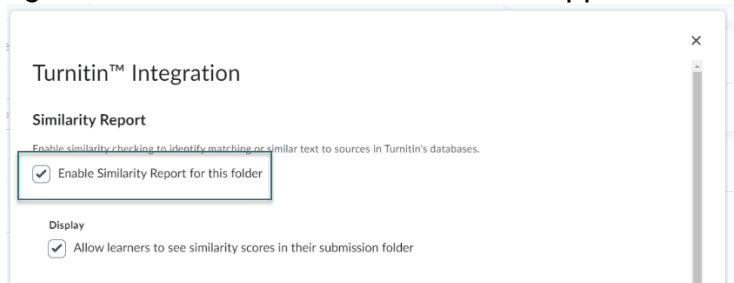
Turnitin

An Assignment Dropbox is showing the message “error enabling Turnitin.”

Fortunately, this is just a matter of “turning it off and back on again.” You can fix it by going to edit the Dropbox folder, then under **Evaluation and Feedback**, selecting **“Manage Turnitin.”**



Then, uncheck the box **“Enable Similarity Report for the folder”** and then recheck it again. Click **Save**. The error should disappear.



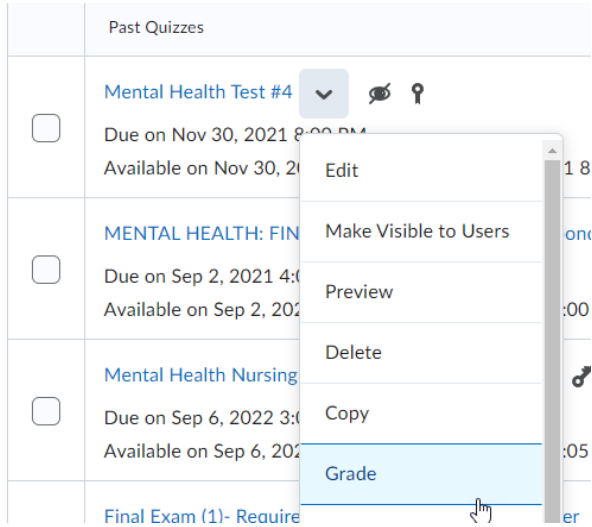
Can I submit some text to Turnitin myself to check for plagiarism?

No, instructors cannot submit text to Turnitin on a student’s behalf, or by viewing a course “as Banner_Student.” Only users enrolled in a course as Banner_Student can submit to Dropboxes. Please email online.learning@nscc.edu if you would like to have us submit a segment of text to a test Dropbox, and send you the Turnitin report.

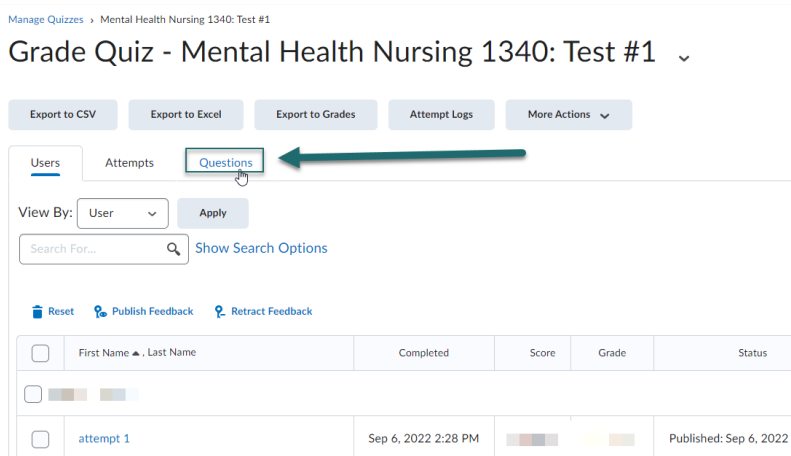
Quizzes

I made a mistake. I need to give all students credit for one question.

First, go to the quiz, click the drop-down arrow next to it, and then select **“Grade”**:



Next, click the **“Questions”** tab at the top:



Select **“Update all attempts”** at the top, then select the question from the list:

Grade Quiz - Mental Health Nursing 1340: Te

Users Attempts **Questions**

Grade individual responses

Hide learners' names ?

View evaluated responses ?

Update all attempts

Name

Q1. A 20-year old jilted college student is admitted to ...

Then, on the **“Update All Attempts”** page, put the number of points you want to award all students for this particular question in the box that says **“Give to all attempts _ points.”** Then click **Save**.

Grading Type

Give to all attempts points

Give to attempts with answer 1 points

Comment

Paragraph **B** *I* U ~~A~~

Save Go Back to Questions

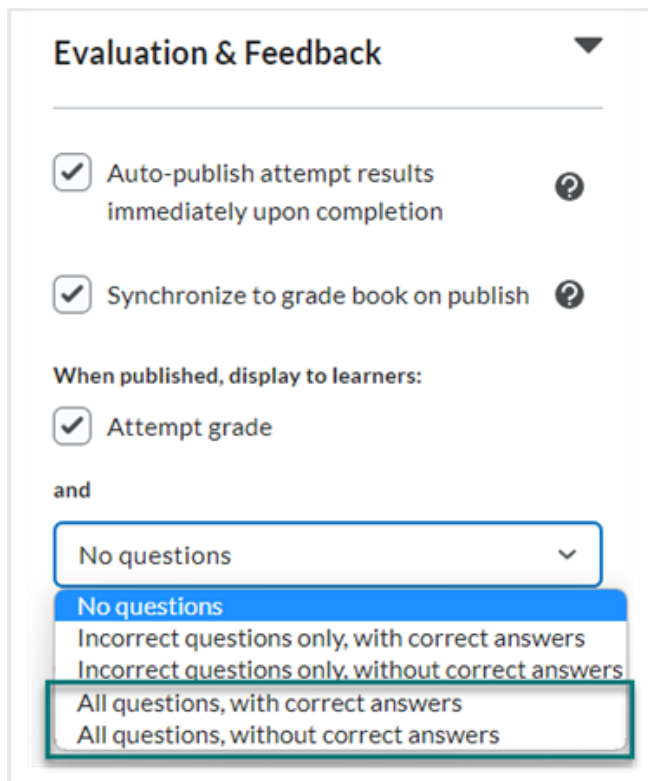
How do I print out a paper copy of my test?

There is no direct way to do this in D2L, but there is a workaround.

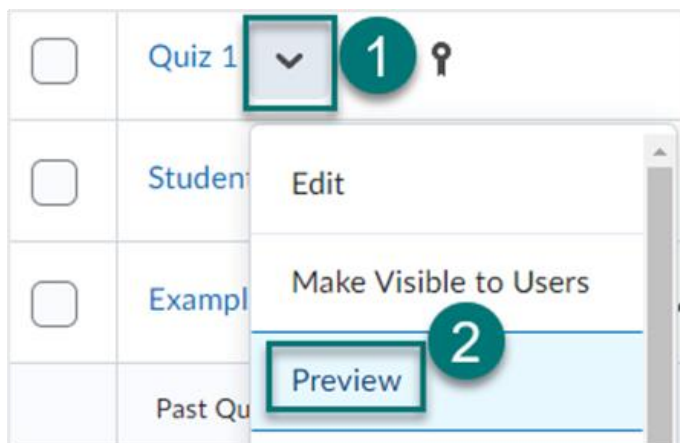
1. From the main, **Manage Quizzes** tab, click the dropdown arrow next to the quiz, then select **“Edit.”**



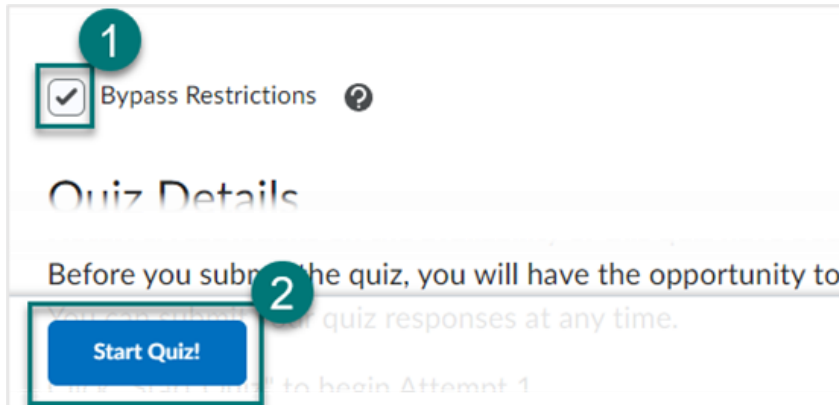
- Open the **Evaluation and Feedback** menu and select **All questions, without correct answers** if you want to print out a blank copy of the quiz. Select **All questions, with correct answers** if you want to print an answer key.



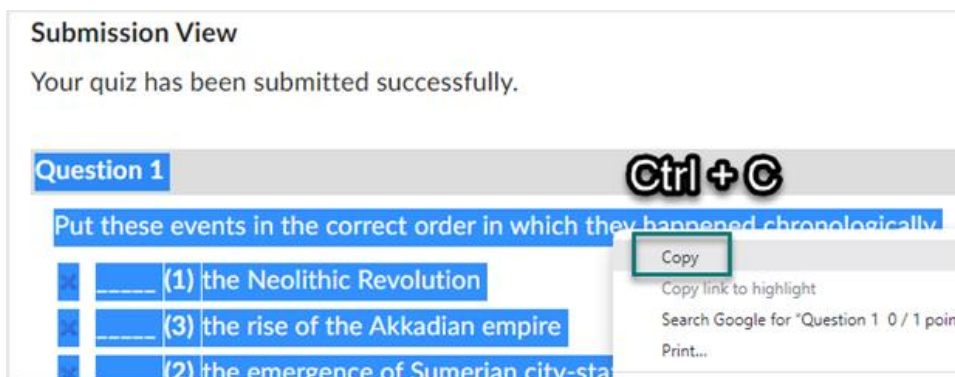
- Click **Save and close**.
- Go back to **Quizzes** and select the drop-down arrow next to the quiz, then select **Preview**.



- Keep the box **Bypass restrictions** checked and click **Start Quiz**.



6. Don't answer any questions. Scroll all the way down and click **Submit quiz**. Ignore any warnings about unanswered questions.
7. Once you submit the quiz, you will be shown a **Submission View** page with all of the quiz questions and (if you chose) the correct answers. Highlight all of the questions with your mouse. Right click on the highlighted text and select **Copy** or use **Ctrl/Command + C** on your keyboard.



8. Open a Word document and **Paste (Ctrl/Command + V)** the text into the document.
9. Format the text as desired and then print the text from Word.

How do I deactivate the built-in spell checker in Quizzes?

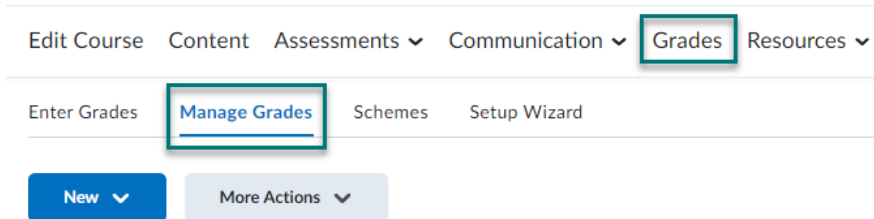
Please contact online.learning@nscc.edu to have this feature disabled for your course.

Grades

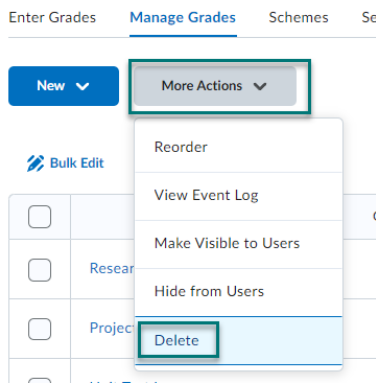
I can't delete a grade item

The “delete” button in the gradebook is hidden in an unusual spot. This is to create a failsafe against data loss. To delete grade items:

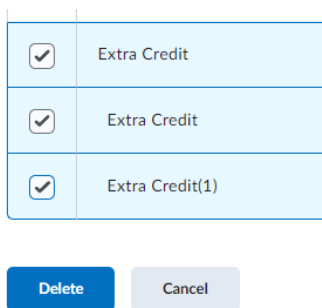
1. Go to **Grades**, and then go to the **Manage Grades** tab at the top.



2. Click on **More Actions** at the top, and then **Delete**.



3. It will take you to a separate page where you can select any categories or items you want to delete.

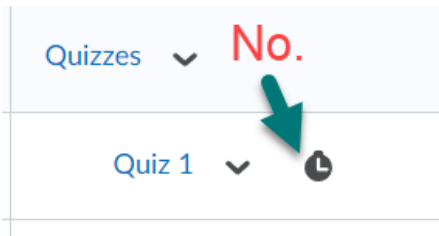


Note that to delete a grade item you must first “unlink” it from any assignments in the course. If the delete option is grayed out, you must first go to the attached Assignment Dropbox, Quiz, or Discussion and then detach it from the corresponding grade item.

Students cannot view a grade item in the gradebook

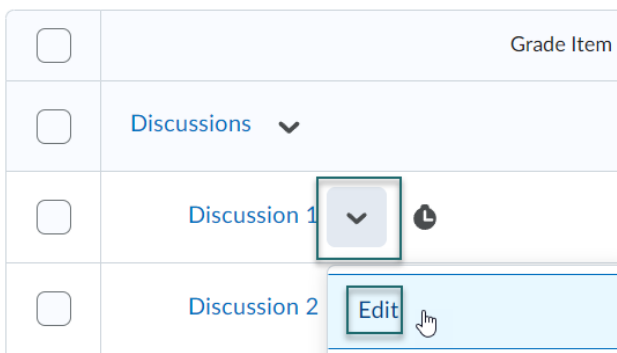
Instructors very often set “**End Dates**” on grade items, when what they mean to do is set an End Date on the *assignment*. Setting dates in the gradebook, instead of on the assignment page, will cause the grade item to disappear from the gradebook once that date passes.

To fix the issue, go to **Grades > Manage Grades** and make sure that no grade item has a stopwatch symbol next to it.

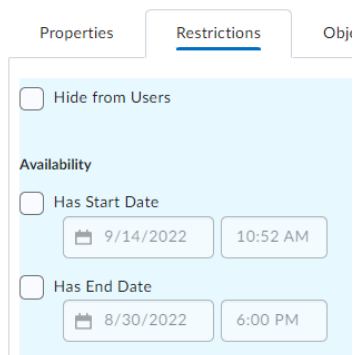


To remove the end dates,

1. Click the drop-down arrow next to the grade item, then select **Edit**:



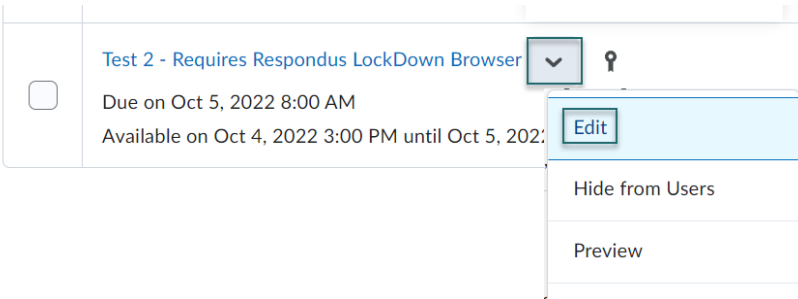
2. Go to the **Restrictions** tab at the top. **Uncheck** any boxes next to **Start/End Date**, then **Save and Close**:



3. Repeat for all of the grade items that have a stopwatch icon showing.


Students cannot view their grades for an assignment

To have published grades appear in the gradebook, the setting **Synchronize to Grade Book** has to be enabled. This setting can be found by going to **Edit** the assignment:



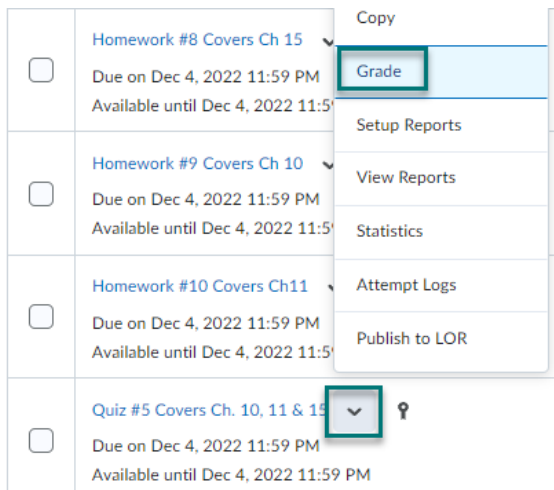
Then, under the **Assessment** tab, check the box next to “**Automatically update evaluations in grade book when published.**”

Synchronize to Grade Book

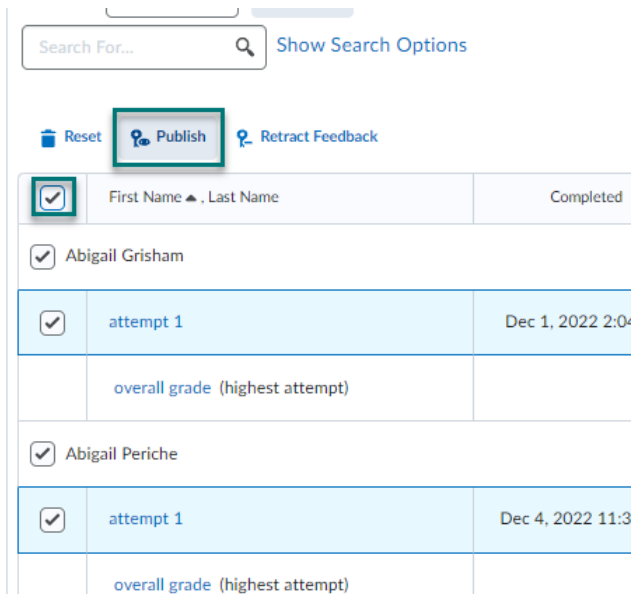
Automatically update evaluations in grade book when published 

After enabling this setting, you may need to go back and “Publish” the assignment grades again. To do so,

1. Go to the grading area for the Quiz/Assignment Dropbox/Discussion in question:



2. Check the box at the top to select all student submissions. Click **Publish**. This will manually push grades to the gradebook.



Students cannot view their final grades

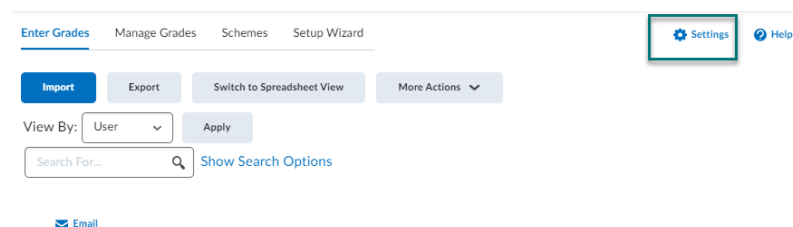
Instructors must **release** Final Grades to students before they are visible. If they have an **Adjusted Final Grade** setup, they must do this *even if* they select “automatically release final grade” in the Setup Wizard. Please see the guide linked below for instructions.

- [How to Release Final Adjusted Grade](#)

All students in a class have a very low overall grade. This cannot possibly be correct.

You may have your gradebook set to “count ungraded items as zero.” That means everything that is not graded has been counted as 0, even assignments that are not yet due.

To change this, go to **Settings** in the upper right corner of the gradebook,



Then, go to the **Calculation Options** tab and scroll down to **Ungraded Items**. Change the setting to **Drop Ungraded Items**.

Grade Calculations

Ungraded Items

Drop ungraded items 

Treat ungraded items as 0 

Be aware that this will drop all ungraded items from the final grade calculation. You will have to manually put in 0s for any students who did truly earn a 0 before you can get an accurate final grade.

Students can only see their points grade, not their percentage grade.

In order to display the percentage grade, from the **Grades** area, go to **Settings** in the upper right-hand corner.




Go to the **“Org Unit Display Options”** tab. Under **“Student View Display Options”** > **“Grade Details”**, check the box next to **“Grade Scheme Symbol.”**

Personal Display Options **Org Unit Display Options** Calculation 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 

The percentage grade will display to students now.

Respondus Lockdown Browser and Monitor

Student gets message “This app has been blocked by your system administrator” when attempting to take a test using Respondus Lockdown Browser or Monitor

Dual credit students who are using computers belonging to their high school may encounter this message when attempting to download the Respondus Lockdown Browser software. At most high schools, installing new software usually requires an administrator password. Students should reach out to their high school’s IT office to approve the installation.

Publishers and External Integrations

I need help with a publisher integration (Connect, Cengage, etc.) Who do I contact?

Representative contacts:

- **McGraw-Hill:**
 - Denise Griva: Denise.Griva@mheducation.com
 - [McGraw-Hill Higher Ed Technical Support](#)
- **Pearson:**
 - Jessica Levy: Jessica.Acox@Pearson.com
 - [Pearson Technical Support](#)
- **W.W. Norton:**
 - athompson@wwnorton.com