Clear Attempts for Individual Student or All Students

An instructor can clear student’s attempts on an assignment or a test. For example: if an error occurs during the test taking process which prevents students from submitting a test, they may become “locked out” and be unable to return to the exam. For the student to be able to re-enter the exam, the instructor must clear the student’s attempt. **Note:** Once an attempt is cleared, none of the test data can be recovered. Please see Faculty FAQs on the VWCC Distance Learning website for tips to decrease the likelihood of student lockout.

**Clear Individual Attempts:**

1. Go to **Control Panel > Grade Center** and click **Full Grade Center**.

2. Once the Grade Center screen appears, locate the row and grade column for the individual student whose attempt is to be viewed or clear. An “in-progress” icon (a paper and pencil) may appear in that student’s cell if s/he has been locked out of an attempt.

3. Click the double-down arrows within the cell containing the attempt that needs to be cleared and select **View Grade Details**.

4. On the **Grade Details** screen, click the **Clear Attempt** button next to the specific attempt to be cleared. Other actions that can be selected include:

**View Attempt:** View (and optionally clear) the student’s exam responses.
**Edit Grade:** Override an existing grade, add feedback (comments) or grading (internal) notes

5. When the confirmation message appears, click **OK**.
6. Select **OK** to close the Grade Details screen and return to the **Grade Center**.

**Clear Attempts for All Students:**

This option will clear attempts for all students in the class. An example might be to allow the entire class to retake an exam. **Note:** All cleared attempts are unrecoverable.

1. Go to **Control Panel > Grade Center** and click **Full Grade Center**.
2. Once the Grade Center loads, locate the column that contains the attempts to be cleared.
3. Click the double-down arrows next to the column title and select **Clear Attempts for All Users** from the drop-down menu.
4. Click **Submit** and click **OK** when finished.