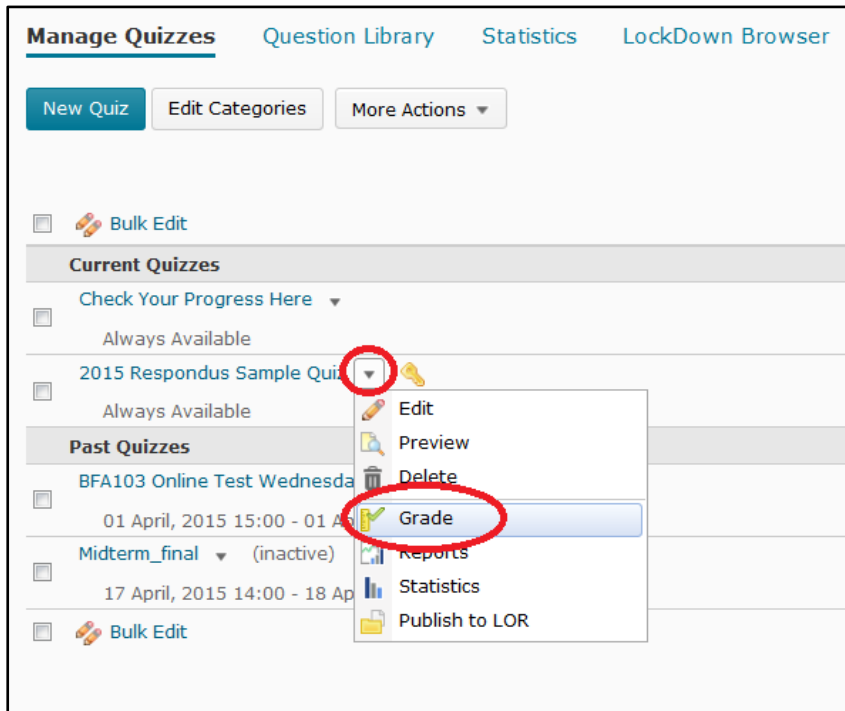


## Quick Guide – Fix a quiz stuck “In Progress” – Submit on Behalf of Student.

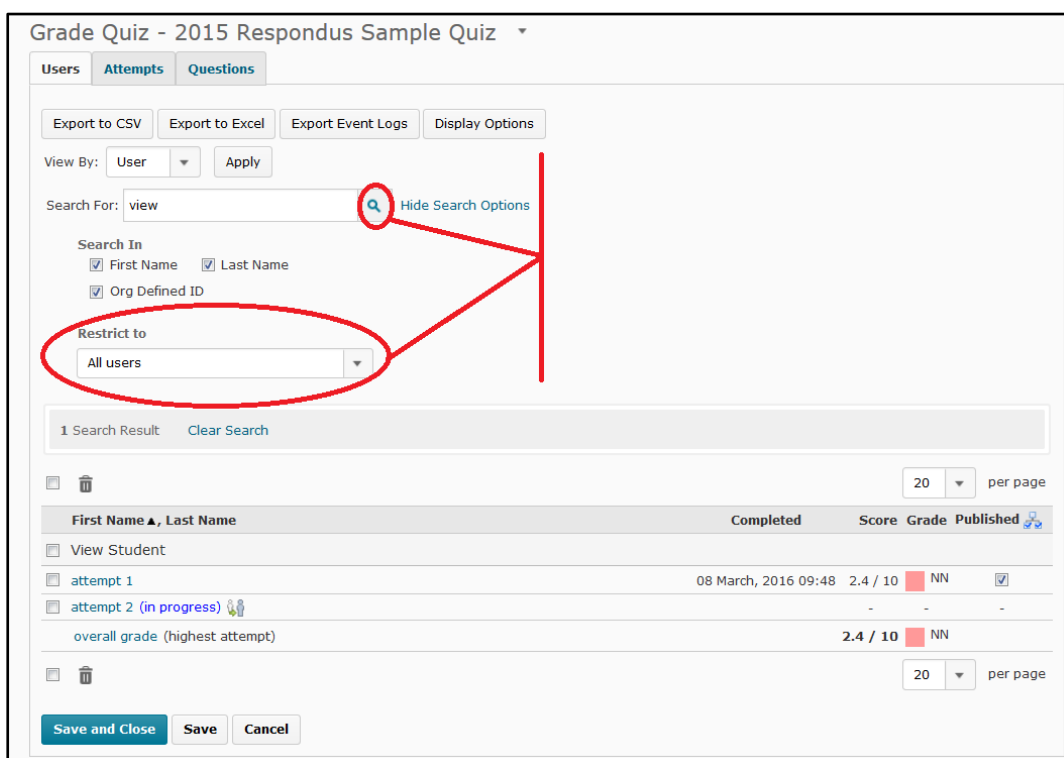
Please note – the quiz status of “In Progress” does NOT automatically mean it is stuck, only that the attempt has not yet been submitted. You should only take these steps below when student has indicated they are not able to return to the quiz themselves to continue/submit. Generally this would be after the end date of the quiz in question.

**Step 1:** Click through to the Quizzes tool and from the menu to the right of the quiz select ‘Grade’ from the menu options as shown below.



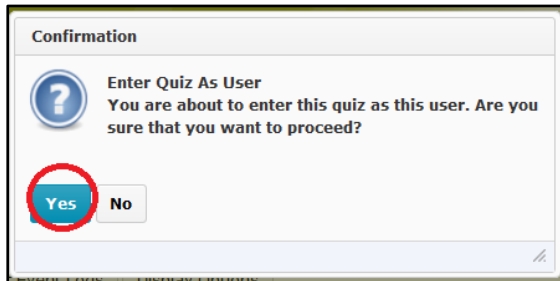
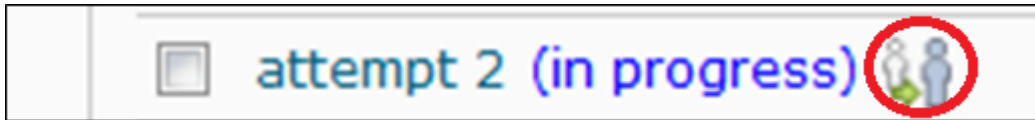
The screenshot shows the 'Manage Quizzes' interface. At the top, there are tabs for 'Manage Quizzes', 'Question Library', 'Statistics', and 'LockDown Browser'. Below these are buttons for 'New Quiz', 'Edit Categories', and 'More Actions'. The main content area is divided into 'Current Quizzes' and 'Past Quizzes'. Under 'Current Quizzes', there is a quiz titled '2015 Respondus Sample Quiz' with a dropdown menu open to its right. The 'Grade' option in this menu is circled in red. Other options in the menu include Edit, Preview, Delete, Reports, Statistics, and Publish to LOR.

**Step 2:** From the next window you should ensure the ‘Restrict to’ field is set to All Users or Users with Attempt Still in Progress, and a name if known.



The screenshot shows the 'Grade Quiz - 2015 Respondus Sample Quiz' window. At the top, there are tabs for 'Users', 'Attempts', and 'Questions'. Below these are buttons for 'Export to CSV', 'Export to Excel', 'Export Event Logs', and 'Display Options'. The 'View By' dropdown is set to 'User'. The 'Search For' field contains 'view'. The 'Search In' section has checkboxes for 'First Name', 'Last Name', and 'Org Defined ID', all of which are checked. The 'Restrict to' dropdown is set to 'All users' and is circled in red. A red line points from the 'Restrict to' field to the 'Hide Search Options' button. Below the search results, there is a table with columns for 'First Name', 'Last Name', 'Completed', 'Score', 'Grade', and 'Published'. The table shows one search result for 'attempt 1' with a score of 2.4 / 10 and a grade of NN. The overall grade for the highest attempt is 2.4 / 10 with a grade of NN. At the bottom, there are buttons for 'Save and Close', 'Save', and 'Cancel'.

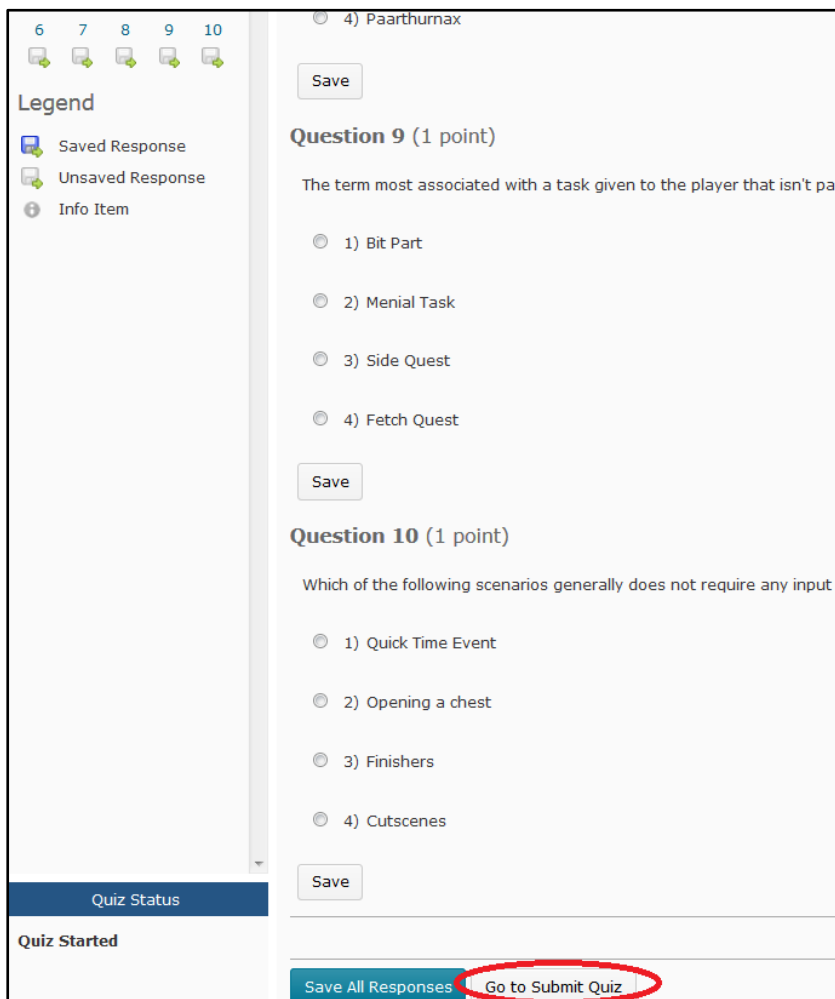
**Step 3:** When you have located the users attempt, if you see the term (in progress) this means the attempt has not been submitted by this user – and you will see a small icon to the right of the text as circled below, click on this icon and click ‘Yes’ to the confirmation window that appears (also below)



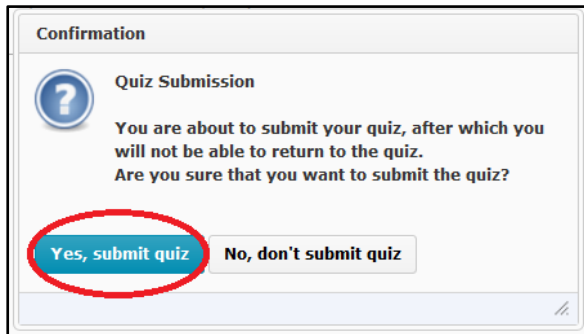
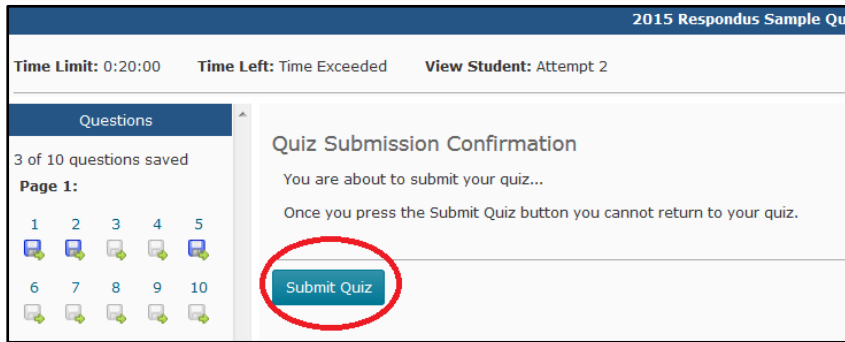
**Step 4:** You will now see the quiz attempt as it has been left by the user. You will see any question answers they have saved, and any they have not saved (there will not be an answer selected for the unsaved questions so you don't need to save the questions).

If there are answers saved that you want to grade/auto-grade you can submit the quiz on behalf of the user.

Scroll down until you see ‘Go to Submit Quiz’ as circled below.



You will see another 2 confirmation messages, click 'Submit Quiz' again, then 'Yes' as circled.



The users quiz attempt will now be auto-graded (if applicable) or be available for manual grading, and any score will be sent to the gradebook (if grade is attached and option for auto-publish is checked). You might also see a "late by" message by the attempt.

If you decide that the attempt did not have enough questions saved (or any) to warrant submitting it, you may choose to delete the attempt instead. A document on how is available separately.