Blackboard

HTML Tag in Survey Notification Email Header

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Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: When deploying a survey, automated email responses are received without displaying the course name and instructor name correctly, instead, they show variables like [RESPONSE.COURSENAME] and [RESPONSE.INSTRUCTORNAMES].

Steps to Replicate:

1. Login to Blackboard Learn Experience as an administrator
2. Access the Administrator Panel
3. Go to Courses and create one (OCV or UCV) and enroll a user as student or instructor that has a valid email
4. Go back to **System Admin** > Enterprise Survey > Create one
5. Create a Response Period
6. In the Recipients tab, select the course created and the role assigned to the user enrolled
7. In the Notify tab, select Email and write a **From** email and in the **CC** field, put the user with the valid email
8. In the Scheduling tab, select Send Survey: Now
9. Wait for the email to arrive

Observed Behavior:

The email header is as follows:

[__RESPONSE.COURSENAME__], [__RESPONSE.INSTRUCTORNAMES__]

Expected Behavior:

The email header does not contain an HTML tag

Target Release: Future Reference