



Discrepancy in Missing Submission Count Between Instructor and Administrator Views in Gradebook

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Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: Missing submissions are counted differently when viewed as an Instructor compared to an Administrator.

Steps to Replicate:

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Navigate to **System Admin > Courses** > Access a course or create a new course
3. For example, enroll 12 users into the course
4. Create a **Test** in the course
5. Let 9 students attempt the test out of the 12 students
6. Now mark two of the students out of the 9 who attempted the test as **Unavailable** in the course
7. Now check the **Gradebook** and observe the submission count for the test created at step 4
8. **Observed:** The submission count says "3 missing | 7 of 10 submitted".
9. Now login as the Instructor and open the course
10. Navigate to the **Gradebook** and check the tests submissions

Observed Behavior:

The submission count says "1 missing | 9 of 10 submitted".

Expected Behavior:

The submission count says "3 missing | 7 of 10 submitted".

Target Release: Future Reference

