Blackboard

Known Issue: The Blackboard Learn attendance tool is missing marks for some course members that did not attend a Collaborate session.

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Product: Collaborate

Service Pack(s): Web Conferencing

Description: On rare occasions, some course members that did not attend a Collaborate session are not appropriately marked as absent in the Blackboard Learn attendance tool.

Symptoms:

Known Issue Symptoms

Users may find that some course members who did not attend a Collaborate session are not marked as absent in the Learn attendance tool.

Affected Platforms

Blackboard Learn attendance for Collaborate sessions conducted via the Blackboard Collaborate Ultra building block.
Cause: This issue can occur as the result of a Blackboard Learn attendance task not executing properly.
Resolution/Workaround: A fix for this issue is currently under investigation. In the meantime, course members can be manually marked as absent in the Learn attendance tool as appropriate.

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