

Blackboard

Blackboard App Grade/Mark Color Updates

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Product: Mobile

Bulletin/Advisory Information:

Updated August 21st, 2020:

Grade/Mark pill colors can now be disabled from the Administrator Panel. Please see the following article:

https://help.blackboard.com/Learn/Administrator/SaaS/Courses/Manage_Courses/Default_Settings_for_Courses#disable-grade-pill-colors_OTP-11

This configuration impacts web Learn and the Blackboard app. If your Learn instance does not have a *Grade Pill Colors* link on the *Course Settings* page, please open a case on [Behind the Blackboard](#) to request that Grade/Mark pill colors be disabled in your environment.

Updated April 10th, 2019:

Blackboard is pleased to announce the availability of the grade color configuration option and updated Blackboard App (4.1). Institutions are now able to request and configure the display of grade colors. Please refer to the notes below for next steps. Additional information on the release can be found at

https://help.blackboard.com/Blackboard_App/Release_Notes.

*Please note that it may take up to 24 hours before the app update may be available in your region.

In the last few days clients have contacted Blackboard with concerns that the colors assigned to grades/marks displayed in the Blackboard app do not correspond well to their institutions' classification system of grade boundaries for degree awards/attainment.

Based on feedback from clients and our community, Blackboard will be providing a configuration option that allows institutions to toggle on/off color coding of grades/marks.

Solution and Timeline:

The solution will have two components. An update to our backend system that supports mobile as well as an update to the Blackboard app.

Blackboard is targeting a hot-fix to our backend system and an app update late in the week of April 7th.

Important Items to Note:

- The backend change will be managed by our support team and enabled upon request by your institution. If you have an open ticket with our support team we'll confirm the change with you before enabling the change. If you do not have a support ticket please reach out to our support team requesting the change.

- Color coding for grades/marks is on by default. It is only necessary to open a support case to request that color coding be disabled, which results in black grade pills with white numbers/letters.
- The solution will work for all Learn self-hosted, managed-hosted, and SaaS deployments without needing to make an update to Learn.
- The app update will be needed in order to recognize the configuration change and display of color.
- The update will only impact Original experience courses.
- Students will need to logout, search for their institution, and log back in to see the changes.

We recognize the impact of this particular issue and are working diligently to remedy. For more information on the solution and to continue the conversation please see this [thread on the Community Site](#).