



Blackboard

New VTBE does not Load for Response Feedback for "Grade Questions" Tool

Date Published: Nov 25,2020 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Grade_Center_Learn; Version:Learn_9_1_3900_0,SaaS **Article No.:** 000074946

Product: Blackboard Learn

Release: 9.1;SaaS

Service Pack(s): Learn 9.1, 3900.0.0, SaaS

Steps to Replicate:

1. Log into Blackboard Learn as Instructor
2. Create or reuse an Original Experience Course
3. Create a **Test** with an **Essay** or **Short Answer** Question
4. **Quickenrol > Student Preview**
5. Take the test, then **Exit** Student Preview **Keeping Data**
6. Return to the **Full Grade Center**. For the Column of the test click "**Chevron**" > **Grade Questions**
7. There is only one response so click the "**1**" > **Edit** to enter the "**Grade Responses**" **Screen**

Expected Behavior:

The functioning full editor is available for Response Feedback.

Observed Behavior:

A plain HTML 'textarea' field appears. If text is entered into this 'textarea', it may not be saved. Existing text may be lost if edited.

Symptoms:

- VTBE toolbars and utilities do not load for the Grade Questions > Grade Responses screen.
- Text entered into the plain text field may not be saved.
- If pre-existing text from before this issue is subsequently edited, it may be deleted.

Question Information

Displaying 1 to 1 of 1 items

Blackboard Administrator_PreviewUser (Attempt 1 of 1)

Submitted Nov 7, 2020 6:20:42 PM

Date:

Given Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque id malesuada libero, sed faucibus dui. Vivamus eg

Answer: hendrerit diam. Ut sollicitudin tortor et neque tempor, a laoreet risus tincidunt. Maecenas mattis tincidunt iaculis. In frin



Score: - out of 10 points

Response

Feedback: For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

Cause: This bug has been determined to be distinct from the bug identified in [New VTBE does not Appear if Australian English, or an Outmoded Custom Language Pack is Used](#) and occurs even if the default **en_US** language pack is used.

Resolution/Workaround: Grade the attempts individually.

Information: The message "**For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac)**" appears above the text entry field. This accessibility shortcut does not show or hide the toolbars: it moves the input caret "focus" to the toolbar to enable switching between the toolbar and the text entry field for users that do not use a mouse.

Target Release: Future Reference

Patch Available: No

